City of Spokane Accela Citizen Access (ACA)
General Information

Contents

Department Contact Information

ACA Department	Department	Phone Number	Email Address
Building	Development Services Center	509.625.6300	permitteam@spokanecity.org
Engineering	Development Services Center	509.625.6444	engineeringreview@spokanecity.org
Fire	Fire Department Prevention	509.625.7000	firemarshal@spokanecity.org
Trade Licenses	Development Services Center	509.625.6300	permitteam@spokanecity.org
Taxes and Licenses	Taxes & Licenses	509.625.6070	taxes&licenses@spokanecity.org
Parking	Development Services Center	509.625.6300	permitteam@spokanecity.org
Planning	Development Services Center	509.625.6300	permitteam@spokanecity.org
Historic Preservation & Tax Exemptions	Historic Preservation	509.625-6634	preservation@spokanecity.org

Accela Citizen Access (ACA) Available Applications

Property Owners

If you would like to apply for an 'Electrical', 'Mechanical', 'Plumbing', or 'Roofing, Siding, and Window' Permit, please click here.

Application Name	Eligible Users	ACA Department
Boiler Operator (1st, 2nd, and 3rd Class) License	Registered Professionals	Trade Licenses
Certificate of Appropriateness	All Registered Users	Historic Preservation & Tax Exemptions
Commercial Loading Zone Application	All Registered Users	Parking
Electrical ePermit - Remodels	Registered Professionals	Building
Electrical ePermit-New Bldgs & Addtns	Registered Professionals	Building
Electrical Solar Energy	Registered Professionals	Building
Fence Permit	Registered Professionals and Property Owners	Building
For Hire Driver License	Registered Professionals	Taxes and Licenses
For Hire Operator License	Registered Professionals	Taxes and Licenses
For Hire Vehicle License	Registered Professionals	Taxes and Licenses
Gas Heating Mechanic (I and II) License	Registered Professionals	Trade Licenses
Limited Energy ePermit	Registered Professionals	Building
Mechanical Permit	Registered Professionals	Building
Parklet Permit	Property Owner/Tenant	Engineering
Plumbing Permit	Registered Professionals	Building
Residential (New, Addition, Alteration or Change of Use)	Registered Professionals and Property Owners	Building
Right-of-Way Obstruction	Registered Professionals	Engineering
Roofing, Siding, Window	Registered Professionals	Building
Sidewalk Café Application	Property Owner/Tenant	Engineering
Sign Permit	Registered Professionals and Property Owners	Building
Special Loading Zone Annual Application	Media Outlets	Parking
Special Loading Zone Daily Permit	All Registered Users	Parking
Special Loading Zone Monthly Application	All Registered Users	Parking
Street Obstruction Avista	Licensed Professionals	Engineering
Street Obstruction Storage Unit Permit	All Registered Users	Engineering
Street Tree Permit	Registered Professionals	Engineering

Register for an Account

Benefits for Licensed Professionals: apply for certain Building, Engineering, and Parking permits; apply for and renew trade and for-hire licenses, schedule inspections, electronic document review

Benefits for Property Owners and Citizens: apply for certain Building, Engineering, Parking and Historic Preservation permits

Step-by-Step Account Registration Instructions

1. Click on **Register for an Account** underneath the ACA banner at the top of the screen:

2. Read the General Disclaimer
3. Check the box to state that you have read and accept the terms
4. Click **Continue Registration**

Login Information
5. Enter your desired User Name
    a. Click on the question mark if you have any questions regarding the format
    b. If the User Name already exists, you'll receive an error
6. Enter your E-Mail Address
    a. If an email address is already in use, you'll receive and error
7. Enter a Password
    a. Click on the question mark if you have any questions regarding the format
8. Retype the password
9. Enter Security Question
    a. You get to select your own security question prompt. This is used by the automated system to reset your password
10. Enter the answer to the Security Question

Contact Information
11. Click **Add New**
12. Enter all required fields (marked with a red asterisk)
13. Click **Continue**
14. A dialog box will appear that says, "The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information."
    b. Click **Continue** to create your new account
15. Click **Continue Registration**

You have now successfully created your ACA account and can sign in!

Licensed Professionals: Connect Your Trade License to Your ACA Account

1. Login to ACA with your username and password
2. Click on **My Account** under the ACA banner at the top of the page
3. In the License Information section, click on **Add a License** to the right

4. Select the License Type from the dropdown
5. Enter your State License Number (followed by a CS at the end)

6. Click **Find License**
7. Under the Action column, click on **Connect**
8. A dialog box will appear that says, "Do you want to associate this license to your account?"
9. Click **OK**
10. Your license has been connected to your ACA account
    a. Once a Permit Technician reviews the license in our system and approves it, the status will change from Pending to Approved

Please note: If your trade license is not current or you do not have a City of Spokane business license, your trade license cannot be linked to your ACA account.

If you recently received your trade license, and you cannot locate it, the system may not have been updated yet. Please contact Development Services Center to have them manually link your trade license to your account.

Read Record Information

Accela Citizen Access (ACA) is organized by sections, either across the top of the page:
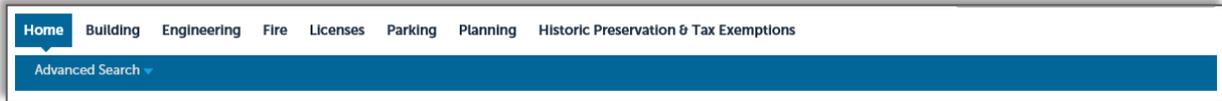
Or at the bottom of the page:
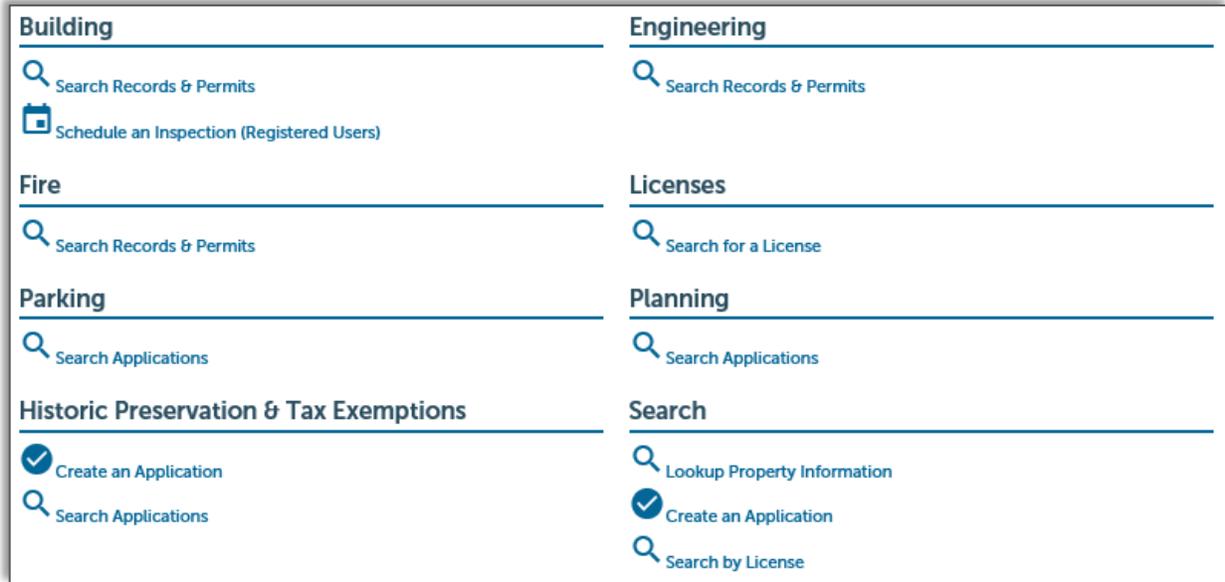
Search for Information

The City of Spokane's Accela Citizen Access (ACA) will refer to "records". A record can be a permit, application, license, site visit, etc. You can search the City's permitting database records a few different ways, but the easiest method is Global Search. The search bar is always located towards the top of the screen:
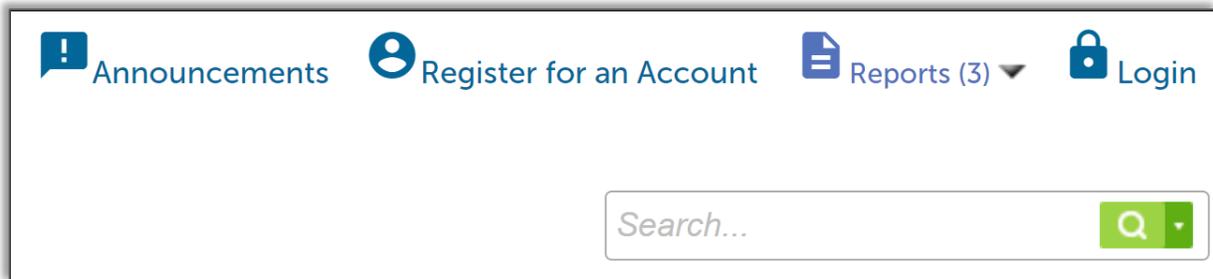
You can use this search feature by inputting record / permit number, address, owner, etc. to get all matching results from the database, regardless of the department originating the record.
Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.

You can click on one of the recent searches to perform that search again.

If you would like to search more specifically, go to one of the sections (Building, Engineering, Planning, Fire, etc.). After doing so, you will see a number of search fields available from the dropdown menu in the blue "**General Search**" bar. You can search by Address (see Tip below), Contractor or other Licensed Professional, Record Information, or a Contact Name.

When searching by address, minimal entries will result in better search results. For example:

- Entering 633 for a street number will result in all addresses where 633 is associated with the search. You can then pick the correct address.

- Entering 600 S instead of 600 South displays more results

- If your search does not return any information, delete your input and change to a new group to search. (If you first searched by Permit Number, clear the data before moving to search by Address.)

Export Search Results

After you perform a search, you have the option of exporting the results. Click on "**Download results**" and the resulting CSV file can be opened with Microsoft Excel or any spreadsheet program.

4750 N DIVISION
Showing 1-10 of 22 | Download results

	Date	Record Number	Record Type	Short Notes	Description	Address	Action	Status	Expiration Date
☐	12/19/2019	P1908237OBRW	Street Obstruction	12/30-1/24 Place Cable on Existing Pole	12/30-1/24 Place Cable on Existing Pole Wellesley crossing work hours restricted to 9am-3pm Todd: 206-683-7959	4750 N DIVISION ST, SPOKANE WA 00000 United States	Pay Fees Due	Application Approved	
☐	11/18/2019	P1907614OBRW	Street Obstruction	11/19-11/21 - Sidewalk Replacement - Dig	11/19-11/21 - Sidewalk Replacement - Dig DO NOT BLOCK ANY TRAVEL LANES ON DIVISION OR LIDGERWOOD Dan 509-724-3179	4750 N DIVISION ST, SPOKANE WA 00000 United States		Final	
☐	08/22/2019	P1905294OBRW	Street Obstruction	9/23-10/18 Place Cable on Existing Pole	9/23-10/18 Place Cable on Existing Pole Todd: 206-683-7959	4750 N DIVISION ST, SPOKANE WA 00000 United States		Final	
☐	01/21/2016	P1600225SEBL	Sewer BL	CONNECT GREASE INTERCEPTOR FOR OUTBACK BONEFISH GRILL	CONNECT GREASE INTERCEPTOR FOR OUTBACK BONEFISH GRILL AND INSTALL NEW MANHOLE	4750 N DIVISION ST, SPOKANE WA 00000 United States		Final	

View Permit Specific Information

After searching for records / permits, you can view a specific record's details by clicking on the red record number, such as "**P1907614OBRW**", as pictured above.

Once you're looking at a particular record, you have access to a large amount of information. Besides being able to view information at a glance, you can also choose to view "**Record Info**".

To view additional details or to expand the areas for a record:

- When you see a downward-facing arrow, click on the actual arrow itself, or the wording, as shown in the example to the right.

- When you see a right-facing arrow, click on the arrow itself, not the wording

Record P1907614OBRW:
Right-of-Way Obstruction
Record Status: Final

Record Info ▾   Payments ▾

Record Details
Processing Status
Related Records
Attachments
Inspections
Valuation Calculator

View Inspection Details

To view the past and upcoming inspections for a record, select 'Inspections' from the Record Info drop-down, when viewing an individual permit. All the completed inspections will be listed, including the date they were performed, the inspector, the results, etc.

View Processing Status and Review Comments

To view the entirety of a permit's workflow and comments for a record, select 'Processing Status' from the Record Info dropdown, when viewing a specific permit.

Click on the right-facing arrow ▶ next to each status. You can then see all the workflow steps and their completion dates. Completed steps will have a green checkmark next to them, whereas the current tasks will have an hourglass indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [**+**] to see the entire comment.

In some cases, multiple departments need to review plans before you are notified of any comments or required revisions. Once all of the reviews are completed, the Permit Manager will consolidate all of that information and you will be notified.

View Attachments and Documents

To view any available documents for a record, select 'Attachments' from the Record Info drop-down, when viewing an individual permit.

The screen only allows for up to four documents to be visible at any time. Please make sure you're navigating pages if you have multiple documents.

View Related Records

To view any related records for a record, select 'Related Records' from the Record Info drop-down and click on the View Entire Tree >> button, when viewing an individual permit.

View Certificate of Occupancy (CO) Status and Review Comments

For Building Commercial (BLDC) and Building Residential (BLDR) records only

In the list of permits that displays after a search, the status for the Building Permit (*identified on the right side of the permit list*) will be **CO Final** if the CO has been issued or **CO Pending** if the CO is ready to be issued. The permit will have a status of **Issued** if the Building Inspector has not approved the Final Inspection. The status after that will be **Final Inspection Done** if there are still outside agencies that need to approve the occupancy of the building.

To view the CO status and comments made by the various agencies, click on the Record Number, which will take you to the **Permit Details** information. Click on the right-facing arrow next to CO Review. If there is a green checkmark, the step is complete and there were no comments. If there is a yellow asterisk, there are comments that can be reviewed.
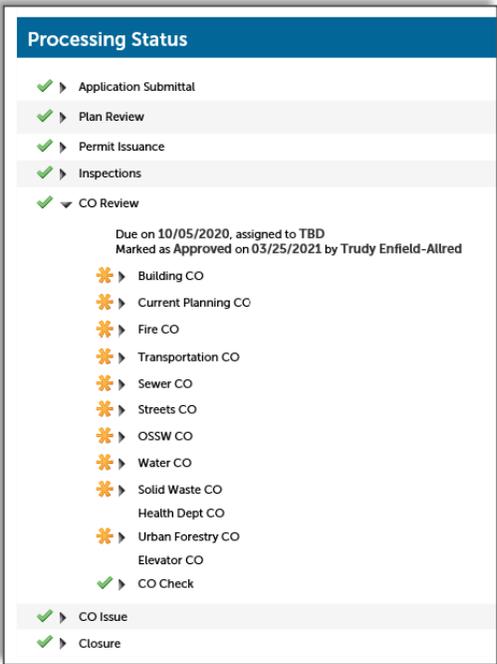
Apply for a Permit or License

There are slight differences in the information gathered for each record type, but you will encounter some or all of the following steps.

At any point during the application process, you can click the Save and resume later button on the bottom right hand side of the page. Due to page formatting, you may need to scroll right to see the button. Please refer to *Resume My Application*.

For specific information regarding Trade License applications and renewals, please refer to Accela Citizen Access (ACA): Trade Permits

Step-by-Step Application Instructions

1. Login to ACA with your username and password
2. Select the appropriate department tab
3. In the blue bar, click **Apply for Permit, Apply for New License, or Create an Application**
   a. After reading the disclaimer, indicate that you have read and accept the terms
4. Click **Continue Application**
5. Select the appropriate record application
6. Contractor Info >Licensed Professional
   a. If you have multiple licenses, select the appropriate license for the selected record
   b. If a license isn't required, select 'None Applicable'
7. Contact Info > Applicant
   a. Click on **Select from Account**

      b. Choose the appropriate contact, if there are more than one
      c. Click **Continue Application**
8. Site Location > Address, Parcel, Owner
      a. In the Address section, input only the street number and street name
      b. Click **Search**
      c. Select the appropriate address from the list, if more than one is presented
      d. The Parcel and Owner sections will be entered automatically by ACA
      e. Scroll to the bottom of the page
      f. Click **Continue Application**
9. Additional Info > Documents and Record Info
      a. The details requested here may differ depending on the type of application you're submitting
      b. Make sure to enter all required fields and upload all required documents
      c. Refer to Attach a Document or Image for instructions
      d. Click **Continue Application**
10. Review
      a. Verify that all of the information is correct
      b. Scroll down
      c. Click **Edit** to the right of any section to go back to that screen and update the information
      d. Click **Continue Application**
11. Pay Fees
      a. Review the fees
      b. Click **Check Out**
12. Cart
      a. Click **Checkout** to continue
      b. Click **Edit Cart** to go back to the Cart
          1. Click **Edit** above Qty. to go back to the Review screen
13. Payment Information
      a. Enter all required fields
      b. If paying by credit card, do not use spaces or dashes between the numbers
          1. Ex: 1234123412341234
      c. To pay with a trust account, you need to set up a deposit account with the City of Spokane
14. Click **Submit Payment**

Attach a Document or Image

For some records, it's necessary to upload documents or images to the application

1. Click **Select from Account** to attach a document you've already saved to your account
      a. Check the box to the left of the document(s) you want to attach to the application
      b. You can select multiple attachments
      c. Click **Continue**
2. Click **Add** to upload a new document
      a. A dialog box will open called *File Upload*
3. Click **Add**
4. Select the document(s) from your computer or phone and click **Open**
      a. You can select multiple attachments
      b. Click **Add** to select another attachment
      c. Click **Remove All** to stop the documents from uploading
      d. Click **Cancel** to start over
5. Click **Continue**

6. The attachment may need to be named, given a description, categorized, or selected as a cycle submission
    a. Please review this information carefully before selecting the options
7. Click **Save** to attach all of the documents to the record
    a. You can continue adding attachments until all required documents are uploaded
8. For each document, once uploaded, you can select an **Action**
    a. View Details
        i. Allows you to confirm that the details for the attachment are accurate
    b. Delete
        i. Allows you to remove a document that you uploaded accidentally

Resume My Application

1. Login to ACA with your username and password
2. Click on **My Account** at the top of the site
3. In the blue bar, click **My Records**
4. Click **Resume Application** on the appropriate record

Pay Permit and License Fees

There are three ways to pay permit and license fees on ACA. You can:
1. Receive an e-mail link to pay fees
    a. This method is only used when a manual application was submitted directly to the issuing department
2. Search ACA for the record number and pay that specific record
    a. For more information on how to search for records, please refer to *Read Record Information*
    b. Then follow the steps in Pay Fees via My Records below
3. Pay Fees via **My Records**
    a. For more information on how to view My Records, please refer to *Read Record Information*

Receive an E-mail Link to Pay Fees

1. Once the application is reviewed and the fees have been assessed, someone from the issuing department will send a link via e-mail to pay your fees online
2. Click on the **link to pay** and follow the instructions in the email

Pay Fees via My Records

1. Login to ACA with your username and password
2. In the blue bar, click **My Records**
3. Under the Action column, you'll see records that require attention
    a. Any actionable items will appear in red text
4. Click on **Pay Fees Due**
5. The Application Fees will display on the screen
6. Click **Check Out**
7. Cart: Select Item to pay
    a. Click **Checkout** to continue
    b. Click **Edit Cart** to go back to the previous screen

8. Payment Information
    a. Enter all required fields
    b. If paying by credit card, do not use spaces or dashes in the number
        i. Ex: 1234123412341234
    c. To pay with a trust account, you need to set up a deposit account with the City of Spokane
        i. Contact the appropriate department
9. Click **Submit Payment**

Having Trouble with Your Payment?

Please follow these suggestions before contacting the appropriate department

1. Avoid using auto-fill on your browser
2. If using a mobile device, try using a laptop or personal computer instead
3. Check with your bank to determine if there is an issue with you card or account

Print Documents

There are a number of documents associated with a record that can be printed via My Accounts in ACA. The most commonly printed documents are Permits, Licenses, Receipts, and Approved Plans.

Print a Permit or License

1. Login to ACA with your username and password
2. In the blue bar, click on **My Records**
3. Select the permit you'd like to print by clicking on the **Record Number**
4. Scroll to Record Details
5. Click **Print/View Record**
    a. If this option is not available, the permit is not available to print
6. A dialog box will open with the permit
7. Print the page as you normally would, following your mobile or computer instructions

Print a Receipt

Please note, a receipt is not a permit or license

1. Login to ACA with your username and password
2. In the blue bar, click on **My Records**
3. Select the receipt you'd like to print by clicking on the **Record Number**
4. Click on **Payments**
5. Click on **Fees**
    a. If you have a Trust Account, click on **Trust Account Information**
6. Click on View Details
7. A dialog box will open with the receipt
8. Print as you normally would following your mobile or computer instructions

Print Approved Plans

Please refer to EDR Plan Printing Standards

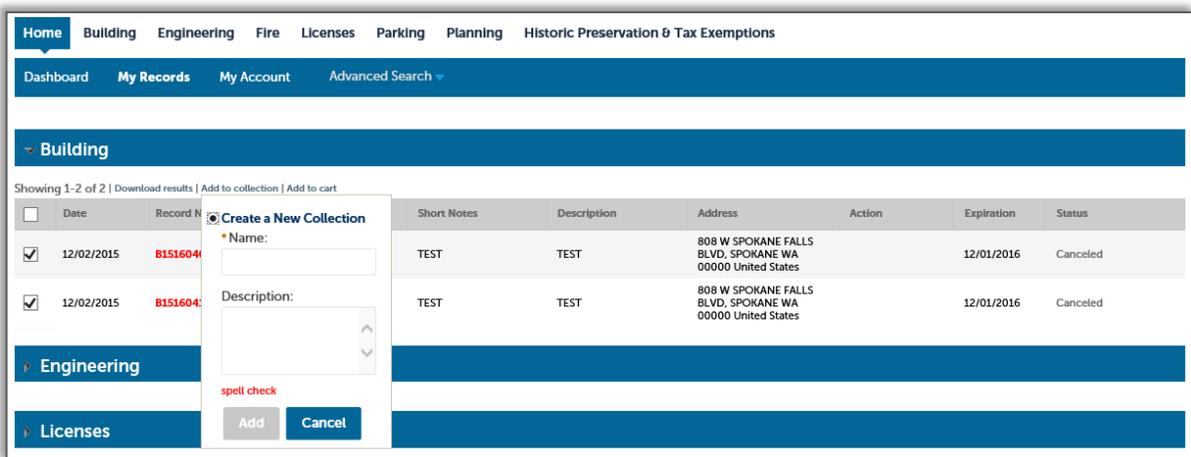# Group Records into a Collection

You are able to create groups or collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one "collection". After logging in, your collections are accessible at the top of every screen.

Create the Collection

1. Login with your username and password
2. In the blue bar, click **My Records**
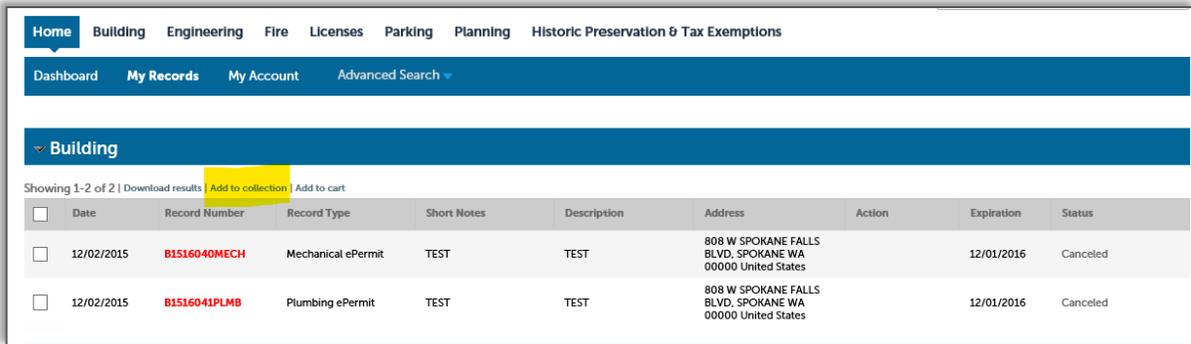
3. Use the checkboxes on the left to select the records you want to group into a collection
4. Once you have selected all records to you want to group together, click on **Add to collection**
5. Enter a name for your group of records and enter a description if you want one, or choose an existing collection from the drop down menu

6. Click **Add** to create and submit the records into the new collection

If you have records for a specific project in multiple departments, like Building, Engineering, etc.), you can group them all into one collection. Just expand each section where you have a record, and check the box(es) of the appropriate record(s).

View the Collection

1. Click on the **Collections** folder under the ACA banner at the top of the page

2. Click on the **Name of the Collection** you want to view

After selecting a specific collection, you'll see a useful overview of the records you have grouped in the collection, including a summary of the fees, inspections, etc. Also available from this screen are other options for managing that collection of records.