



# City of Spokane Accela Citizen Access (ACA) Multi-Family Tax Exemption Application Process

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## Department Contact Information

ACA Department	Department	Phone Number	Email Address
Planning & Economic Development	Planning & Economic Development	509.625.6500	incentives@spokanecity.org

## Register for an Account

*Property Owners and Citizens:* you **must** be registered for an account to apply for a Multi-Family Tax Exemption (MFTE) with the City of Spokane. This will also ensure that we have up-to-date contact information for you and be able to send you important information pertaining to your application.

## Step-by-Step Account Registration Instructions

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



Planning & Economic Development  
 Spokane City Hall, 808 W Spokane Falls Blvd, Spokane, WA 99201  
 Phone: 509.625.6500 | Email: incentives@spokanecity.org  
 Website: [my.spokanecity.org/economicdevelopment/incentives/multi-family-tax-exemption](http://my.spokanecity.org/economicdevelopment/incentives/multi-family-tax-exemption)

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 an 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**

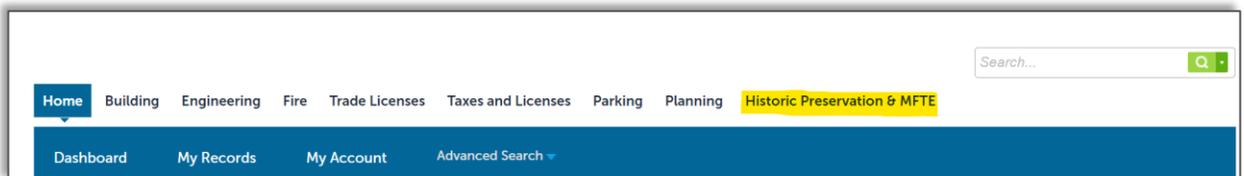
You have now successfully created your ACA account and can sign in!

## Apply for a Multi-Family Tax Exemption (MFTE)

**IMPORTANT:** 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](#).

### Step-by-Step Application Instructions

1. Login to ACA with your username and password
2. Select the "**Historic Preservation & MFTE**" tab



3. In the blue bar, click "**Create an Application**"
  - a. After reading the disclaimer, indicate that you have read and accept the terms

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Phone: 509.625.6500 | Email: [incentives@spokanecity.org](mailto:incentives@spokanecity.org)  
Website: [my.spokanecity.org/economicdevelopment/incentives/multi-family-tax-exemption](http://my.spokanecity.org/economicdevelopment/incentives/multi-family-tax-exemption)

4. Click **Continue Application**
5. Select a License
  - a. A license is not required to apply for a MFTE, select 'None Applicable'
6. Select the MFTE Incentives record
7. Acknowledge by entering your initials that the MFTE application is submitted before any building/construction permits have been received by the City of Spokane
8. Site Address > Location
  - 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. Applicant> Applicant
  - a. Click on **Select from Account**
  - b. Choose the appropriate contact (if there are more than one)
  - c. Click **Continue Application**
10. Project Details > Documents and Record Info
  - a. The details requested here will assist the Planning & Economic Development Team to assist you in selecting the MFTE you are pursuing
  - b. Make sure to enter all required fields
  - c. Upload the required "Basic Site Plan" document type and add a description. Click the "Save" button before proceeding. If necessary, refer to [Attach a Document or Image](#) for instructions
  - d. Click **Continue Application**
11. Review
  - a. Verify that all the information is correct
  - b. Scroll down to the bottom of the page, review the application certification statement, and click the checkbox to acknowledge
  - c. Click **Edit** to the right of any section to go back to that screen and update the information
  - d. Click **Continue Application**
12. Receipt/Record Issuance
  - a. You should now see a green check mark with a message to let you know that you will be receiving an email from [incentives@spokanecity.org](mailto:incentives@spokanecity.org) with additional information and instructions to finalize your application.
  - b. If you do not receive an email within 48 hours after applying for your MFTE, please contact The Planning & Economic Development team via email [incentives@spokanecity.org](mailto:incentives@spokanecity.org) or telephone 509.625.6500

## 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 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

## City of Spokane's Multi-Family Tax Exemptions (MFTE) Resources

For more information about the City of Spokane's Multi-Family Tax Exemptions, please visit:

<https://my.spokanecity.org/economicdevelopment/incentives/multi-family-tax-exemption>