



City of Spokane Accela Citizen Access (ACA) Schedule an Inspection

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Department Contact Information

ACA Department	Department	Phone Number	Email Address
Building	Development Services Center	509.625.6300	permitteam@spokanecity.org

When you apply for a permit through ACA, you’re able to schedule an inspection, view inspection details, status, and inspector comments, reschedule, and cancel inspections.

Inspections can only be scheduled in a seven (7) day window and they cannot be scheduled for same-day inspection.

For each inspection action, an email will be sent to the contact on the permit record.

Same Day Inspections

If you would like to schedule a same-day inspection, please call the Inspector listed on your permit before 8:30 am Pacific Time.

Schedule an Inspection

1. Login to ACA with your username and password
2. Select the appropriate Department
3. In the blue bar, click **Schedule an Inspection**
4. Find the issued permit for which you'd like to schedule an inspection
5. Click on the red permit number
6. In the Inspections section, click on **Schedule or Request an Inspection**
 - a. Depending on the permit type, there may be several pages of inspection types that can be scheduled
 - b. Only one inspection can be scheduled at a time
 - c. Select the radio button next to the inspection type you'd like to schedule
7. Click **Continue**
8. A calendar dialog box will open
9. Select one of the **Open Dates** on the calendar
 - a. Open dates will be in blue text
 - b. Can only schedule an inspection seven (7) days in advance
 - c. An inspection cannot be scheduled for same day
10. Select the radio button next to **9:00 AM – 4:00 PM** at the bottom of the calendar box
11. Click **Continue**
12. Select a contact for the inspection and who will be at the inspection site
 - a. **Select an existing contact**
 - i. If you are the contact for the inspection, make sure the information is correct
 - b. **Specify another person** (for this inspection only)
 - i. Enter the required information
13. Click **Continue**
14. Review the inspection type, date, location, and contact
15. If you'd like to include notes for the inspector, click on **Include Additional Notes**
16. Click **Finish**

View Details of an Inspection

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 on the red permit number for the inspection you'd like to view
5. In the Inspections section, next to the scheduled inspection, click **Actions**
6. Select **View Details**
7. A dialog box will open to show all of the details
8. Click on **View Status History** to see the inspection history for the record
9. Click on **View Result Comments** to view any comments notated by the inspector
10. From this screen, you can also reschedule or cancel your inspection

Reschedule an Inspection

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 on the red permit number for the inspection you'd like to view
5. In the Inspections section, next to the scheduled inspection, click **Actions**
6. Select **Reschedule**
7. Follow [Schedule an Inspection](#): steps 8 – 16

Cancel an Inspection

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 on the red permit number for the inspection you'd like to view
5. In the Inspections section, next to the scheduled inspection, click **Actions**
6. Select Cancel
7. Click Cancel Inspection
 - a. Under the Inspection section, you will see that the inspection has been canceled