



Fire Department Accela Citizen Access (ACA) General Information

Rev. 20220107

Fire department website: my.spokanecity.org/fire/prevention/

Table of Contents

Pay Permit and License Fees	2
Pay Fees via My Records.....	2
Paying for Multiple Permit at Once (Requires Registration).....	2
Having Trouble with Your Payment?.....	4
Print Permit/Receipt.....	4
Print a Permit or License	4
Print a Receipt.....	4
Register for an Account	4
Step-by-Step Account Registration Instructions.....	4
Licensed Professionals (SFD Registered Servicers): Connect Your Trade License to Your ACA Account	5
Read Record Information.....	6
Search for Information.....	7
Export Search Results.....	8
View Permit Specific Information.....	9
View Related Records	9
Group Records into a Collection	9
Create the Collection	9
View the Collection	10

Pay Permit and License Fees

There are three ways to pay permit and license fees on ACA. You can:

1. 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
2. Pay Fees via **My Records**
 - a. For more information on how to view My Records, please refer to [Read Record Information](#)

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**

Paying for Multiple Permit at Once (Requires Registration)

1. Login to ACA with your username and password
2. Use the search to find permits you would like to pay for. Permits requiring payment will have the "Pay Fees Due" link in the Action column
3. Once found, instead of clicking "Pay Fees Due" click "Add to cart" located above the table header

My Permits						
Showing 61-69 of 69 Download results Add to collection Add to cart Copy Record						
<input type="checkbox"/>	Date	Record Number	Record Type	Address	Business Name	Action
<input checked="" type="checkbox"/>	07/11/2020	F20023207ALR	Fire Alarm System Servicing	1704 W WELLESLEY AVE. SPOKANE WA 00000	HASTINGS (FORMER)	Review for Collection Pay Fees Due

4. Once you've loaded your cart with all the permits you need to pay, click the Cart link toward the top right of the screen.

Applications and Documents Resource Library

Announcements Logged in as: luke brosvik Collections (2) **Cart (15)** My Account Logout

Search... 

5. The Application Fees will display on the screen sorted by Address. Unwanted items can be removed by clicking the **Edit Cart** button at the bottom then clicking the appropriate **remove** link.
6. Once you're ready to complete your purchase, click **Check Out**
7. Payment Information
 - a. Enter all required fields
 - b. If paying by credit card, do not use spaces or dashes in the number
 1. Ex: 1234123412341234
 - c. To pay with a trust account, you need to set up a deposit account with the City of Spokane
 1. [Contact the appropriate department](#)
8. Click **Submit Payment**
9. Once your payment has been processed, you can click the **Print/View Receipt** link to generate a single file with all receipts on it, or you can click the **View Receipt** link on the right for each individual one.

Print/View Receipt

110 S FERRALL

F22001310SPR [View Receipt](#)

110 S FERRALL ST

F22002947ALR [View Receipt](#)

F22016238EXT [View Receipt](#)

120 N STEVENS ST

F2207626BRNG [View Receipt](#)

Having Trouble with Your Payment?

Please follow these suggestions before contacting the appropriate department

1. Avoid using autofill 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 Permit/Receipt

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 and receipts.

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

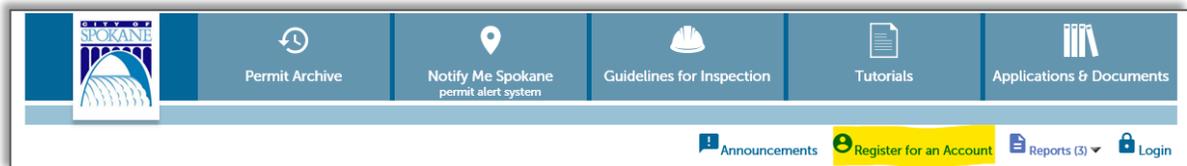
1. Login to ACA with your username and password
2. In the blue bar, click on **My Records**
3. Select the receipt you'd like to print by clicking on the **Record Number**
4. Click on **Payments**
5. Click on **Fees**
 - a. If you have a Trust Account, click on **Trust Account Information**
6. Click on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

Register for an Account

Benefits to creating an Account: The ability to pay for multiple permits at once.

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

44 W. Riverside Ave. Spokane, WA 99201

Website: my.spokanecity.org/fire/prevention/ | Phone: (509)-625-7000

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

Login Information

5. Enter your desired Username
 - a. Click on the question mark if you have any questions regarding the format
 - b. If the Username 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

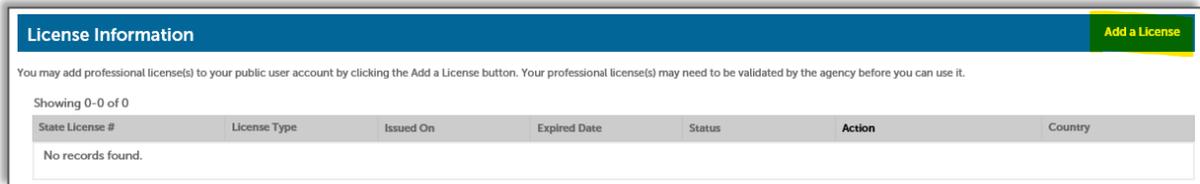
Contact Information

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!

Licensed Professionals (SFD Registered Servicers): 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 (Fire Servicer or Fire Servicer CO)
5. Enter your SFD Registration number (DO NOT add a CS at the end)

**Updating Your Account:
Adding a License:**

By identifying the professional licenses you hold you will have access to additional features in the Citizen Portal. Enter license information below (one at a time) and the City will verify your license status with the State and the City databases.

You may add additional licenses on the subsequent screen. In certain circumstances (such as license-right by proxy through an employer) even after identifying your license(s) a City employee must perform additional validation. In these cases, your access to certain features of the Citizen Portal may be limited pending approval.

* indicates a required field.

License Information

* License Type: Construct Contr * State License Number: .DEMO_LPCS
(Please add 'CS' to end of license number)

Find License

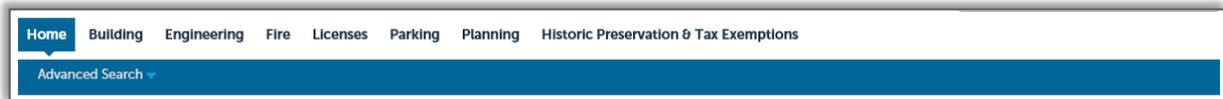
6. Click **Find License**
7. Under the Action column, click on **Connect**
8. A dialog box will appear that says, "Do you want to associate this license to your account?"
9. Click **OK**
10. Your license has been connected to your ACA account
 - a. When a member of the fire support staff reviews the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

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

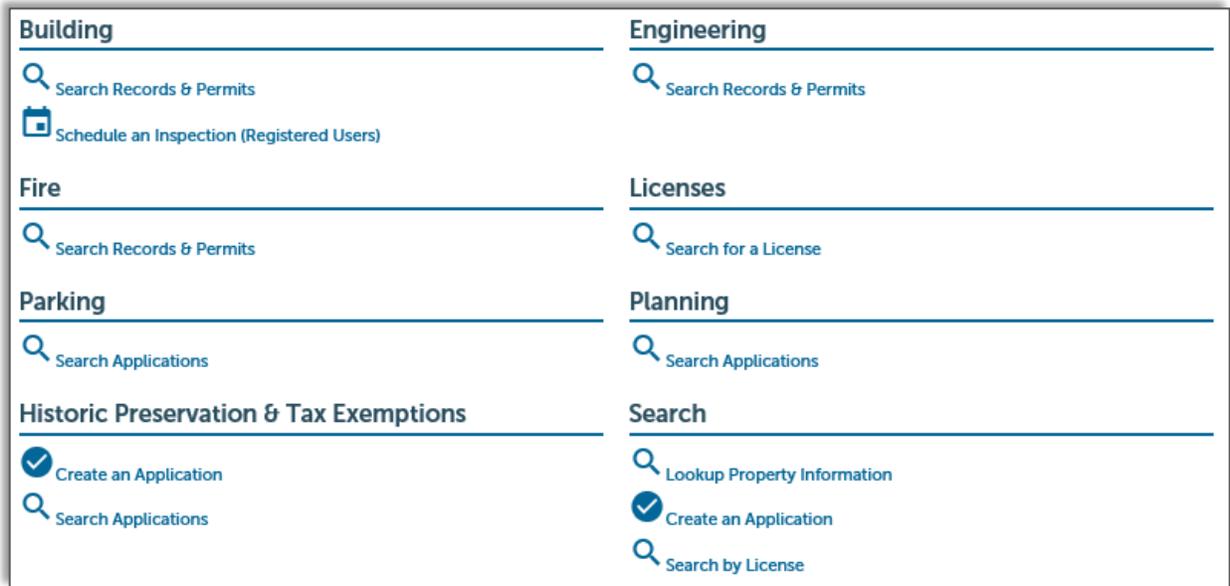
If you recently received your servicer license, and you cannot locate it, the system may not have been updated yet. Please contact Fire Prevention at 509-625-7000 to have them manually link your servicer license to your account.

Read Record Information

Accela Citizen Access (ACA) is organized by sections, either across the top of the page:

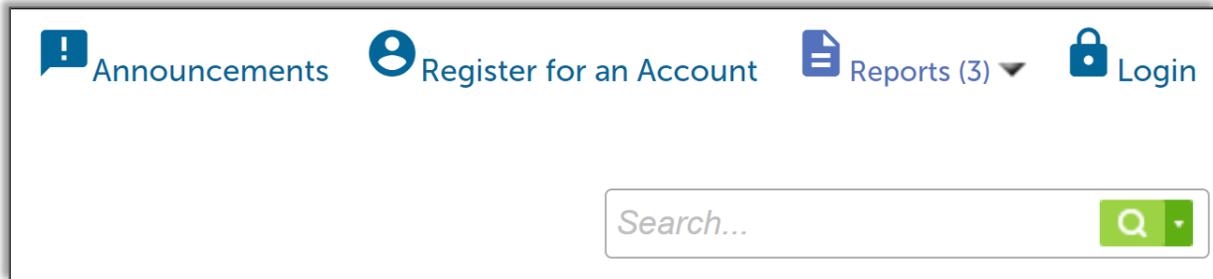


Or at the bottom of the page:



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.). You can search by Address (see Tip below), Contractor or other Licensed Professional, Record Information. For example clicking on Fire, show below.



The General Search is broken up into 3 sections, Record, License and Address Info. There are dividers on the page but they are not very apparent.

General Search

Status Legend:
 Notice of Violation R -- Report Overdue
 Notice of Violation R & F -- Report and Fee Overdue
 Civil Infraction Due R -- Report overdue / Pending Infraction
 Civil Infraction Due RF -- Report and Fee overdue / Pending Infraction

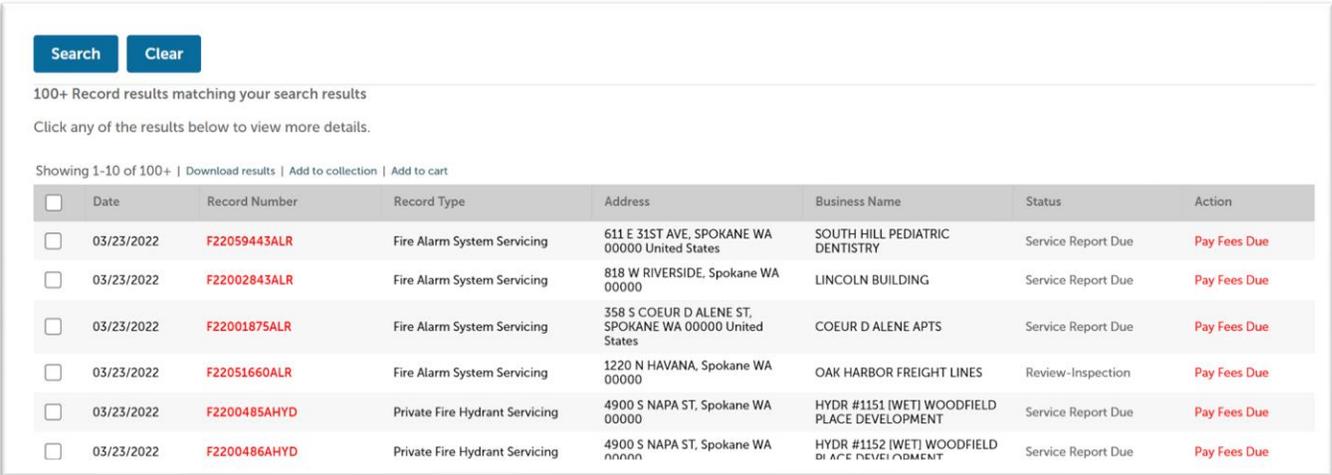
Record Number: <input type="text"/>	Permit Type: --Select--	Project Name: <input type="text"/>
Start Date: 01/01/1900	End Date: 03/29/2022	Record Information
License Type: --Select--	SFD Registration Number: <input type="text"/>	
First: <input type="text"/>	Last: <input type="text"/>	License Professional Information
Name of Business: <input type="text"/>		
Street No.: From - To	Direction: --Select--	Street Name: <input type="text"/>
Parcel No.: <input type="text"/>		Address Information

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.



Search Clear

100+ Record results matching your search results

Click any of the results below to view more details.

Showing 1-10 of 100+ | Download results | Add to collection | Add to cart

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Business Name	Status	Action
<input type="checkbox"/>	03/23/2022	F22059443ALR	Fire Alarm System Servicing	611 E 31ST AVE, SPOKANE WA 00000 United States	SOUTH HILL PEDIATRIC DENTISTRY	Service Report Due	Pay Fees Due
<input type="checkbox"/>	03/23/2022	F22002843ALR	Fire Alarm System Servicing	818 W RIVERSIDE, Spokane WA 00000	LINCOLN BUILDING	Service Report Due	Pay Fees Due
<input type="checkbox"/>	03/23/2022	F22001875ALR	Fire Alarm System Servicing	358 S COEUR D ALENE ST, SPOKANE WA 00000 United States	COEUR D ALENE APTS	Service Report Due	Pay Fees Due
<input type="checkbox"/>	03/23/2022	F22051660ALR	Fire Alarm System Servicing	1220 N HAVANA, Spokane WA 00000	OAK HARBOR FREIGHT LINES	Review-Inspection	Pay Fees Due
<input type="checkbox"/>	03/23/2022	F2200485AHYD	Private Fire Hydrant Servicing	4900 S NAPA ST, Spokane WA 00000	HYDR #1151 IWETI WOODFIELD PLACE DEVELOPMENT	Service Report Due	Pay Fees Due
<input type="checkbox"/>	03/23/2022	F2200486AHYD	Private Fire Hydrant Servicing	4900 S NAPA ST, Spokane WA 00000	HYDR #1152 IWETI WOODFIELD PLACE DEVELOPMENT	Service Report Due	Pay Fees Due

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 “[F22059443ALR](#)”, as pictured above.

View Related Records

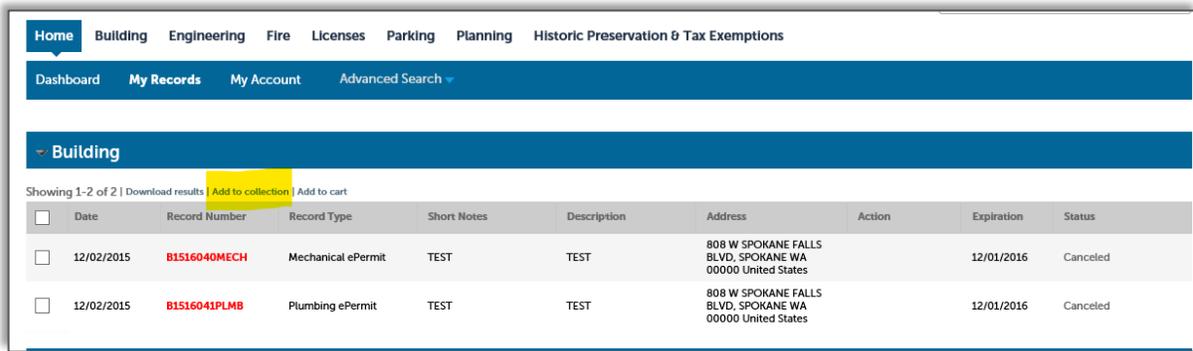
To view any related records for a record, select ‘Related Records’ from the Record Info drop-down and click on the View Entire Tree >> button, when viewing an individual permit.

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

The screenshot shows the City of Spokane website interface. At the top, there are navigation links: Permit Archive, Notify Me Spokane (permit alert system), Guidelines for Inspection, Tutorials, and Applications & Documents. Below this is a secondary navigation bar with Announcements, Logged in a, Collections (1), Cart (0), Reports (3), My Account, and Logout. A search bar is located on the right. The main navigation menu includes Home, Building, Engineering, Fire, Licenses, Parking, Planning, and Historic Preservation & Tax Exemptions. Under the Building menu, there are links for Dashboard, My Records, My Account, and Advanced Search. The 'Building' section is expanded, showing a list of records with columns for Date, Record Number, Record Type, Short Notes, Description, Address, Action, Expiration, and Status. Two records are listed, both dated 12/02/2015 and expired 12/01/2016, with a status of 'Canceled'.

Date	Record Number	Record Type	Short Notes	Description	Address	Action	Expiration	Status
12/02/2015	B1516040MECH	Mechanical ePermit	TEST	TEST	808 W SPOKANE FALLS BLVD, SPOKANE WA 00000 United States		12/01/2016	Canceled
12/02/2015	B1516041PLMB	Plumbing ePermit	TEST	TEST	808 W SPOKANE FALLS BLVD, SPOKANE WA 00000 United States		12/01/2016	Canceled

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

The screenshot shows the 'Collections' page on the City of Spokane website. It features a navigation bar similar to the previous screenshot. Below the navigation, there is a 'Collections' section with a sub-header and a brief description: 'This is a list of your collections. To manage a collection, click the link next to the collection name.' Below this is a table showing one collection with columns for Date Modified, Name, Description, and Number of Records. The collection is named 'Test Collection' and contains 2 records. A 'Delete' link is visible at the end of the row.

Date Modified	Name	Description	Number of Records
04/05/2021	Test Collection	This is a test	2

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.