Updated 08-9-2016
City of Charlotte, Planning Department
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**Accela Citizen Access – ACA**

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Accela Citizen Access Citizen Portal to Information - (ACA)

Welcome to Accela Citizen Access – For the review of general information on a project.

✓ Check on due dates
✓ Check on project status
✓ Submit an application
✓ Resume a saved application
✓ Upload plans for review

How to search for a project? Select “Search” and choose a category to find your project.

Enter the project number, applicant name or parcel number to conduct a general search.

You do not have to be a registered user to search for a project.
How to check search results for information and status of project.

1. Searching by project type will generate a list of the same project types or you may search by entering a specific project. Click on Project to view project details.

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2. Example: Search on an Administrative project “RZAAMA-2016-00054”, displays applicant information, project description and licensed professional information. To view additional information on a project click on “Record Info” and “More details”.

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   - Example: Search on a Administrative project “RZAAMA-2016-00054”, displays applicant information, project description and licensed professional information. To view additional information on a project click on “Record Info” and “More details”.

Record Info includes:
- Work location, the applicant, licensed professional, and project description, related records and attachments

More Details includes:
- Application/General information – i.e., additional parcel information, zoning district, etc.

Fee Estimation includes:
- Total Fees

Parcel Info includes:
- Parcel Number
How to register for an account.

To submit a project for review and approval, you must be a registered user.

Step 1: From the Welcome screen select “Register for an Account”

Begin your registration by reading and accepting the general disclaimer.
Complete registration information.

Add contact information by selecting the “Add New” button.

When completing contact info, you must select “Contact Type” i.e., Agent, Applicant, Applicant – Key Contact, Designer, Professional, etc.
Continue – Complete Registration Information

After completing all required application information, a notice will display noting that you are a registered user. You may then login to ACA to complete your application and upload required documents for review.
How to submit a new project/application.

1. Log in to your ACA account.
2. From the “Welcome” page, click on +New on the menu bar and select type of application.

Applications which have not been submitted will have a temporary record ID and will remain in the queue as temporary records until either the customer submits or the record is deleted.

3. Read and Accept the General Disclaimer and click continue.

Note: An account holder can manage their account. This includes adding delegates.

Delegates are people who may access your account. Go to the Account Management link to add/remove delegates.
Application submittal continue:

4. Choose the type of application you would like to submit and click continue application

The Historic District team will determine what type of application you will submit after completing a pre-assessment of your submission.
Step 1: Complete application fields ensuring all required fields are completed. Fields marked with an (*) indicate required fields.

**Project**
* Enter the property address when completing a Historic District Application (HDC) OR
* Enter the name of the petitioner when completing an Administrative Application

**Parcel**
If you have multiple parcel numbers, please enter remaining parcel numbers in the ‘Additional Parcel Numbers’ box on the next page.

Select Search to populate address/owner information. If more than one record displays in search result, please select the correct address/owner information.

The map may be used to locate a parcel by clicking on the global icon. Once you have found the parcel, use the arrow icon on the left to select the parcel.

From the “Action” icon you can select “Use Property Information” and the parcel, address and the owner information will populate.
Step 1: Continue Application

Click on Continue Application or Save and resume.
Step 2: Detailed Information – Enter detail application information

**Project Detailed Information**

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Parcel Number(s):</td>
</tr>
<tr>
<td>*Historic District:</td>
</tr>
<tr>
<td>Other Overlay Zoning Districts:</td>
</tr>
<tr>
<td>*Development Type:</td>
</tr>
<tr>
<td>*Is there a 365-Day Stay of Demolition?:</td>
</tr>
<tr>
<td>Decision Date:</td>
</tr>
<tr>
<td>Are you applying for rehabilitation tax credits?:</td>
</tr>
</tbody>
</table>

**PRIMARY DEVELOPMENT TYPE**

| Addition: | |
| Accessory Buildings: | |
| Architectural Features: | |
| Demolition: | |
| Driveway/Parking: | |
| Fences: | |
| Landscape/Site Features: | |
| Mechanical/Electrical: | |
| New Construction: | |
| Repair Maintenance: | |
| Restoration: | |
| Signage: | |
| Tree Removal: | |
| Window/Door: | |
| Replacement Roof: | |
| Other: | |

**SECONDARY DEVELOPMENT TYPE**

| Addition: | |
| Accessory Buildings: | |
| Architectural Features: | |
| Demolition: | |
| Driveway/Parking: | |
| Fences: | |
| Landscape/Site Features: | |
| Mechanical/Electrical: | |
| New Construction: | |
| Repair Maintenance: | |
| Restoration: | |
| Signage: | |
| Tree Removal: | |
| Window/Door: | |
| Replacement Roof: | |
| Other: | |
### Tertiary Development Type

- Addition:
- Accessory Buildings:
- Architectural Features:
- Demolition:
- Driveway/Parking:
- Fences:
- Landscape/Site Features:
- Mechanical/Electrical:
- New Construction:
- Repair Maintenance:
- Restoration:
- Signage:
- Tree Removal:
- Window/Door:
- Replacement Roof:
- Other:

### Existing Exterior Materials

- Asbestos:
- Brick:
- Cementitious:
- Concrete:
- Metal:
- Stone:
- Stucco:
- Vinyl:
- Wood:
- Wood Beneath Siding:
- Other:

### Proposed Exterior Materials

- Brick:
- Cementitious:
- Concrete:
- Metal:
- Stone:
- Stucco:
- Wood:
- Other:

### Existing Conditions

- Number of Buildings:
- Number of Lots:
- Number of Parcels:
- Number of Trees:
- Number of Units:
- Rezoning Petition Number:

### Proposed Conditions

- Number of Buildings:
- Number of Lots:
- Number of Parcels:
- Number of Units:
- Number of Trees to Remove:
- Number of Trees to Add:
Continue Step 2: Detail Information

Click on Add Row to add items

EXISTING BUILDING CONDITION

Showing 0-0 of 0

<table>
<thead>
<tr>
<th>Building Number</th>
<th>Number of Stories</th>
<th>Year Built</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No records found.

Add a Row  

Edit Selected  

Delete Selected

Click on Add Row to add items

PROPOSED BUILDING CONDITION

Showing 0-0 of 0

<table>
<thead>
<tr>
<th>Building Number</th>
<th>Number of Stories</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No records found.

Add a Row  

Edit Selected  

Delete Selected

Continue Application »  

Save and resume

Click continue to go to the next step or you may save and resume at a later date.
Step 3: Applicant Information:

*Applicant and agent information are required.

Select from Account – includes all your associated contact(s)

Add New – you may add new contact information by clicking on the Add New button.

Note: Contact information will be saved in database for future use.

Look Up – search existing contact records from the database.

Select Contact from Account allows fields to be auto filled based on either the associated contact or the associated owner.
Step 3: Continue Applicant Information

ADD NEW CONTACT INFO

Contact Information

Name of Business:
Peter Williams
Address Line 1:
400 East Fourth Street
City: Charlotte State: NC Zip: 28202
Work Phone: 704-333-0310 Mobile Phone: Fax: 
E-mail: pmolaney@ci.charlotte.nc.us

Contact Addresses

Show 0-0 of 0

Look Up Contact

Look Up Contact

Name of Business:
Address Line 1:
City: State: Zip: 
Work Phone: Mobile Phone: Fax: 
E-mail:

Look Up Clear Cancel
Step 4: Document Upload

Submit all plans/files during Step 4 Document Upload process.

- Submit all site plans as PDF files
- Files may not exceed a file size of 100 MB (Megabytes)

To attach a document to your application click the “Add New” button

Select from the File Upload box click “Add New”

Choose file to upload
Click open
*You may upload one or more files at the same time.
Step 4: Continue Document Upload

Ensure file has uploaded at a 100% and click continue –

*Ensure file has uploaded at a 100% and click continue –
Step 4  Continue Document upload

After document(s) loads, specify the type of document submittal from drop down list and add a description as needed.

Click Remove to delete any uploaded file

Make sure you click on the save button to confirm all uploads. If you do not click save you will see an error message.

Once you save documents uploaded will display

Click on Actions to view document details

Click the continue application button or click the save and resume button to save
Step 5: Review

This is your last step: Please review your application. Click the Edit buttons to make any changes to section(s) as needed. If you are ready to submit, click on the “Continue Application button”. Click on Save and resume button to save application without submitting.
How to download and submit revised plans or additional documents for existing projects.

1. Go to ACA [https://aca.accela.com/charlotte/] login to your account. You may go follow the “Search Project” steps to find a project or click on the My Records/Dashboard to view a list of your projects.

Click on My Records to view the temporary applications in your queue or

Click on Dashboard to view the all applications submitted.

Click on the project link under Record Number to open the project detail page.
How to download and submit revised plans or additional documents for existing projects.

1. Click Record Info to attach and or submit document(s) to existing Accela records and follow document attach steps.
Additional documents for review

2. All redlined documents will be named as 1st Sub Review Comment_****pdf or 2nd Review Comment_****pdf, etc.
3. Click on file name to Open/Save the file for downloading.
4. When you are ready to upload the new revised plan, refer to previous document upload instructions in this document.
Manage Your Account

After login to ACA, you can manage your account i.e., change password, etc. by clicking on the Account Management link in the upper right hand corner of the screen and then clicking on any edit button to update your information.

You may also add license information by clicking on the Add a License button.
Manage Your Account

You may also add your co-worker as a delegate by clicking on “Add Delegate” and selecting delegate permission.

You can always make changes to permissions as needed.

Permission Types:

- Create Application in all categories
- Renew Records in all categories
- Amend Records in all categories
- Manage Documents in all categories
- Make Payments in all categories
Announcements

Periodically, we may post information such as any changes in the process, fees, etc. for all ACA users. Those messages will be available through Announcements.

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Content</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/19/2016</td>
<td>HOC Application Generated for 100 Hermitage Road</td>
<td>The assessment of your pre-assessment application is complete. For your convenience a Historic District application has been created. You may complete the application process by uploading required doc.</td>
<td>more</td>
</tr>
<tr>
<td>07/19/2016</td>
<td>HOC Application Generated for 100 Hermitage Road</td>
<td>The assessment of your pre-assessment application is complete. For your convenience a Historic District application has been created. You may complete the application process by uploading required doc.</td>
<td>more</td>
</tr>
<tr>
<td>07/12/2016</td>
<td>HOC Application Generated for 100 HERMITAGE ROAD</td>
<td>The assessment of your pre-assessment application is complete. For your convenience a Historic District application has been created. You may complete the application process by uploading required doc.</td>
<td>more</td>
</tr>
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<td>more</td>
</tr>
<tr>
<td>07/11/2016</td>
<td>HOC Application Generated for 100 Hermitage Road</td>
<td>The assessment of your pre-assessment application is complete. For your convenience a Historic District application has been created. You may complete the application process by uploading required doc.</td>
<td>more</td>
</tr>
<tr>
<td>06/23/2016</td>
<td>HOC Application Generated for 121 Hermitage Ave</td>
<td>The assessment of your pre-assessment application is complete. For your convenience a Historic District application has been created. You may complete the application process by uploading required doc.</td>
<td>more</td>
</tr>
<tr>
<td>06/22/2016</td>
<td>HOC Application Generated for 621 E. Kingston Ave</td>
<td>The assessment of your pre-assessment application is complete. For your convenience a Historic District application has been created. You may complete the application process by uploading required doc.</td>
<td>more</td>
</tr>
<tr>
<td>05/01/2015</td>
<td>Google Chrome Upload Document Problems</td>
<td>If you are using Google Chrome version 4.2 or later for submitting application here and you have not done following, please go to the web site below to enable NPAPI plug-in. Please copy/paste entire text...</td>
<td>more</td>
</tr>
<tr>
<td>03/10/2014</td>
<td>Supported Browsers for ACA</td>
<td>Following are currently supported browsers and Operation system for ACA (as of December, 2014) - Internet Explorer 10 and 11. - Firefox 32. - Chrome 37. - Safari 6 - Opera 24. Windows 7 and 8 or...</td>
<td>more</td>
</tr>
</tbody>
</table>

Search...