

Accela Citizen Access – Creating Permits & Paying Fees

NOTE:

- Not all permits are suited for online submission. If a permit type is not listed it cannot be applied for online at this time. Completed applications may be emailed to permits@cityofalbany.net
- You will need to register for an account to create a permit, schedule an inspection, access your collections or pay outstanding fees.
- Building/PW and Planning permits have different workflows, i.e. Planning fees are not collected prior to submitting application.

1. Open your web browser and navigate to <https://www.cityofalbany.net/aca>
2. Enter the email address and password you used when you registered for your account and click on **Login**.
 - If you have not registered previously, click the **Register for an Account** link.

The screenshot displays the City of Albany Citizen Portal. At the top right, there are links for "Announcements", "Accessibility Support", "Register for an Account", and "Login". A search bar is located below these links. The main navigation menu includes "Home", "Building", and "Planning". The "Home" page features a welcome message, a "Login" section with input fields for "User Name or E-mail" (containing "jddoe") and "Password" (masked with dots), and a "Login »" button. Below the login section, there are checkboxes for "Remember me on this computer" and links for "I've forgotten my password" and "New Users: Register for an Account". The "General Information" and "Building" sections provide links for "Search for a Licensee", "Lookup Property Information", "Search Applications", and "Schedule an Inspection". The "Planning" section is partially visible at the bottom.

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- Once you are logged into Accela Citizen Access, click the **Create an Application** link under the appropriate section (Building/PW or Planning).

The screenshot shows the Accela Citizen Access dashboard. At the top, there are three navigation tabs: **Home**, **Building**, and **Planning**. Below the tabs, the user is greeted with "Welcome Jon Doe" and "You are now logged in." A section titled "What would you like to do today?" prompts the user to select a service. There are two main sections: **General Information** and **Building**. Under **General Information**, there are links for "Search for a Licensee" and "Lookup Property Information". Under **Building**, there are links for "Search Applications", "Create an Application" (highlighted with a red box), and "Schedule an Inspection". Below these, there is a **Planning** section with links for "Search Applications" and "Create an Application" (also highlighted with a red box).

- You can also create an application off of the specific tab by double clicking on the tab and choosing **Create an Application**.

The screenshot shows the Accela Citizen Access dashboard with the **Building** tab selected. Below the navigation tabs, there is a light blue bar containing three links: "Search Applications", "Create an Application" (highlighted with a red box), and "Schedule an Inspection".

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4. Read through the disclaimer and put a check in the box to accept the terms. Click on the **Continue Application** button to continue the permit application process.

All permits issued by the Building Office shall expire by limitation and become null and void 36 months after the date of permit issuance, or 180 days from permit issuance if no work has been performed; or if the work has been suspended or abandoned 180 consecutive days after work has commenced. Extensions may be granted for good and satisfactory reasons per AMC 18.06.090 (1) through (4).

2-D. Some Permits do not require any discretionary approvals or plan review by the City of Albany. If, subsequent to the issuance of a permit, the City of Albany determines that plans or other reviews are required for the work undertaken, the permit may be suspended or revoked until such time as proper reviews and approvals are obtained.

2-E. The issuance of a Permit shall not serve to legalize or authorize other unpermitted construction, construction not properly identified within the permit application, improper occupancies, additional dwelling units, or unauthorized land uses not otherwise legally established. All Permits are subject to review and approval by the City of Albany.

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

Private Policy

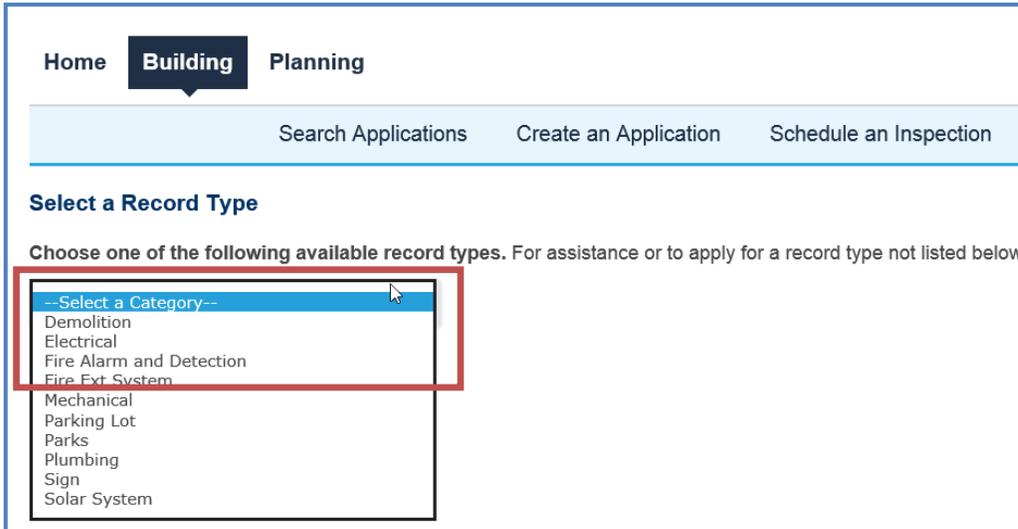
Your privacy is very important to us. Our policy is to collect no personal information about you when you visit our site, unless you tell us you have chosen to make such information available to us.

I have read and accepted the above terms.

Continue Application »

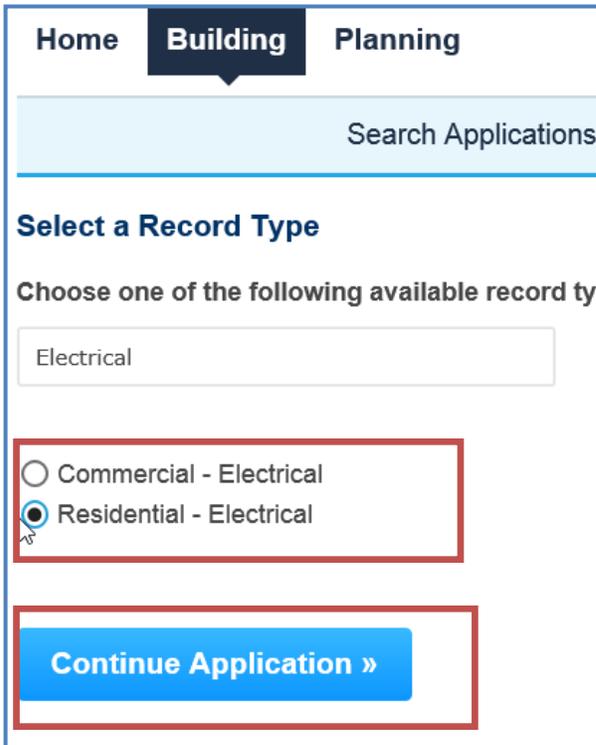
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5. Select type of application you want from the drop down list. The application will automatically update after selecting the type of permit.



The screenshot shows the 'Building' tab selected in the navigation menu. Below the navigation bar, there are three buttons: 'Search Applications', 'Create an Application', and 'Schedule an Inspection'. The main content area is titled 'Select a Record Type' and includes the instruction: 'Choose one of the following available record types. For assistance or to apply for a record type not listed below'. A dropdown menu is open, showing a list of record types: '--Select a Category--', Demolition, Electrical, Fire Alarm and Detection, Fire Ext System, Mechanical, Parking Lot, Parks, Plumbing, Sign, and Solar System. The 'Electrical' option is highlighted.

6. If applicable choose Commercial /Residential (record type dependent). Click **Continue Application**.



The screenshot shows the 'Building' tab selected in the navigation menu. Below the navigation bar, there is a 'Search Applications' button. The main content area is titled 'Select a Record Type' and includes the instruction: 'Choose one of the following available record ty'. A text input field contains the word 'Electrical'. Below this, there are two radio button options: 'Commercial - Electrical' and 'Residential - Electrical'. The 'Residential - Electrical' option is selected. At the bottom, there is a blue button labeled 'Continue Application »'.

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Step 1 Site

1. Complete the location information by searching on Address, **OR** Parcel **OR** Owner (APO).
 - a. Entering the **LEAST** amount of information will return the best results.
 - b. Choose one section to search on and enter the required information and choose **Search**.
 - c. The other sections will automatically populate with the APO information on file with the City of Albany. Contact the City for updates to the APO. (541-917-7553).

Residential - Electrical

1 Site	2 Contact	3 Information
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Step 1 : Site > Property Information

Complete the location information by searching on Address, Parcel **OR** Owner (APO) and choose **Search**. The other sections will automatically populate with the APO. (541-917-7553).

Address

*Street No.: Direction:

*Street Name: Street Type:

Unit Type: Unit No.:

City: State: *Zip:

Parcel

*Parcel Number:

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2. Check the box next to the correct address and click **Select**. The Associated parcels and owners will automatically populate. Click **Select** again to add the result to your permit.

Address Search Result List

<input type="radio"/>	333 SE CHURCHILL DOWNS ST, ALBANY Linn OR 97322, 333 CHURCHILL DOWNS ST SE	ALBANY
<input type="radio"/>	333 SE JEFFERSON ST, ALBANY Linn OR 97321, 333 JEFFERSON ST SE	ALBANY
<input type="radio"/>	333 SE LYON ST, ALBANY Linn OR 97321, 333 LYON ST SE	ALBANY
<input checked="" type="radio"/>	333 SW BROADALBIN ST, COMMENT, ALBANY Linn OR 97321, 333 BROADALBIN ST SW	ALBANY
<input type="radio"/>	333 SW ELLSWORTH ST, ALBANY Linn OR 97321, 333 ELLSWORTH ST SW	ALBANY

Associated Parcels

Showing 1-1 of 1

Parcel Number	Lot	Subdivision
<input checked="" type="radio"/> 11S03W07BB00900		

Associated Owners

Showing 1-1 of 1

Name	Address
<input checked="" type="radio"/> ALBANY CITY OF	PO BOX 490 ALBANY O

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- To continue the application process, click the **Continue Application** button. Alternatively, if you would like to complete the application at a later time, click on the **Save and resume later** button.

Owner

Owner Name:
ALBANY CITY OF

Address Line 1:
PO BOX 490

Address Line 2:

City: ALBANY State: OR Zip: 97321

Search Clear

Continue Application > **Save and resume later:**

Step 2 Contact

- Add applicant information – can be completed three (3) ways; **Select From Account, Add New, Look Up**.

Home **Building** Planning

Search Applications Create an Application Schedule an Inspection

Residential - Electrical

1 Site	2 Contact	3 Information	4 Review	5 Pay Fees	6
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Step 2: Contact > Contact Information * indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account **Add New** **Look Up**

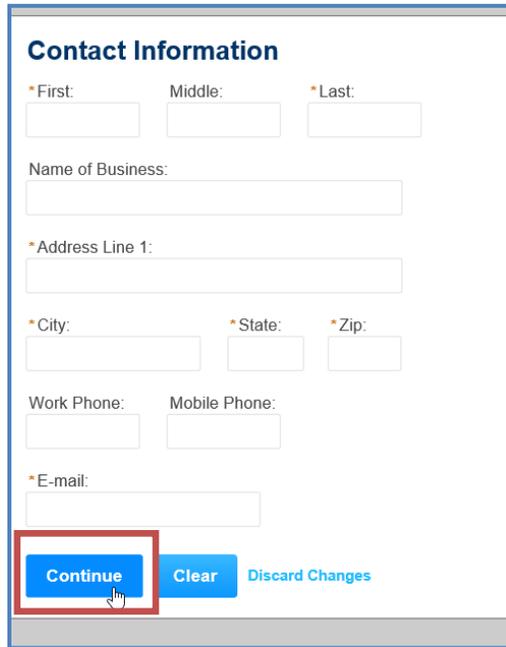
Professionals

If the Licensed Professional is not found, please contact our City office directly at 541-917-7553.

Look Up

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a. **Add New** - manually fill in the contact information.



Contact Information

*First: Middle: *Last:

Name of Business:

*Address Line 1:

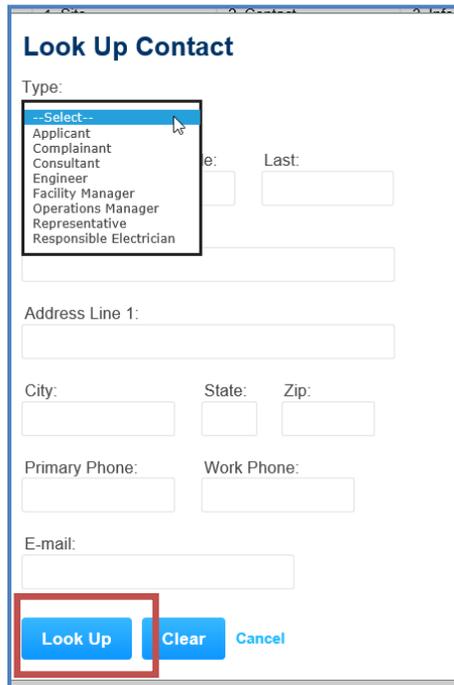
*City: *State: *Zip:

Work Phone: Mobile Phone:

*E-mail:

Continue **Clear** Discard Changes

b. **Look Up** – search for an existing contact.



Look Up Contact

Type:

e: Last:

Address Line 1:

City: State: Zip:

Primary Phone: Work Phone:

E-mail:

Look Up **Clear** Cancel

- Select--
- Applicant
- Complainant
- Consultant
- Engineer
- Facility Manager
- Operations Manager
- Representative
- Responsible Electrician

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- c. **Select from Account** - automatically populating it with the current user or the associated property owner.

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the ne

Showing 1-2 of 2

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Representative	Jon Doe
<input type="radio"/> Associated Owner		ALBANY CITY OF

Continue [Discard Changes](#)

Continue Application »

- 2. If applicable, add additional representatives, licensed professionals, architects, etc.

NOTE: You cannot edit the Licensed Professional information. If you are unable to locate your professional, please click **“Save and resume later”** and then contact City staff at 541-917-7553.

Professionals

To add a licensed professional, click the **Look Up** button. If you are unable to locate your city (541-971-7553).

Look Up

Continue Application »

- 3. Click **Continue Application** to continue the process.

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Step 3: Information

1. **General Description** is a quick reference field for your project name or location (i.e. address, project name or number).
2. **Detailed Description** allows you to provide an abbreviated description and quick data on your project. (i.e. RES-Install 3 branch circuits in NSFR).

Residential - Electrical

1 Site	2 Contact	3 Information	4 Review
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Step 3: Information > Plan Review Requirements

*General Description is a quick reference field for your project name or location (i.e. McDuffy's expansion).
Detailed Description allows you to provide an abbreviated description and quick data on your project. (i.e. Cons Fees are added in the Application Specific Information section. Document Imaging is required, quantity is editabl*

Detail Information

General Description:

Detailed Description:
New 200 amp service and branch circuit.

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3. Complete the Application Specific Information - The fields and options will vary depending on the type of application such as plumbing, electrical, mechanical, etc.

Application Specific Information

GENERAL

* Job Type:
Addition
Alteration/Renovation
New

* Construction Type:

PLAN REVIEW

More than 10,000 sqft:

More than 320 amps cont rating, etc:

More than 600 volts nominal:

Four or more res units in one structure:

More than three stories in height:

Occupancy load of more than 99 persons:

Hazardous locations:

Manufactured structures parks:

Inside floodplain or Natural Resources overlay:

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- Complete the fees, adding quantity, valuation or 1 as directed. **Document Imaging is required, quantity is editable.**

NOTE: Planning does not have a fee section.

FEES

Residential Per Unit
1000 Sqft or Less:

Residential Per Unit
Each Addl 500 Sqft or
Portion Thereof:

Residential Per Unit
Limited Energy:

Residential Per Unit

- Click the ***Continue Application*** button to continue the process

Signal Circuits or
Limited Energy Panel,
Alteration or
Extension:

Electrical Plan
Review:

* Document Images
per page:

Continue Application »

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Step 4 Review

6. You will be prompted to review the quantities and contact information. Please review and if any changes are needed, click the **Edit** button for the specific section that needs changed.
7. Click the **Continue Application** button to select the payment options.

Step 4 : Review

[Continue Application »](#) [Save and resume later.](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Residential - Electrical

Address

333 SW BROADALBIN ST
ALBANY OR 97321

Parcel

Parcel Number: 11S03W07BB00900
Comprehensive Plan: Public and Semi-Public
Neighborhood: Central Albany
Precinct: 003
Subdivision: City of Albany
Ward: 1
Zoning: HD -- Historic Downtown

Owner

ALBANY CITY OF
PO BOX 490
ALBANY OR 97321

Applicant

Jon Doe
Doe Land Development
333 Broadalbin St
Albany, OR, 97321

E-mail: eplans@cityofalbany.net

Professionals

Detail Information [Edit](#)

General Description: Windy Willows Phase II, Lot 16
Detailed Description: RES - Install 6 branch circuits in NSFR

Application Specific Information

GENERAL

Job Type: New

Construction Type: Residential

[Edit](#)

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Step 5 – Pay Fees

Planning doesn't pay fees up front; you will be sent to the screen on page 34.

1. Review the calculated fees. Click the **Check Out** button to make payment.

Home **Building** Planning

Search Applications Create an Application Request Inspection

Residential - Electrical

1 2 Contact 3 Information 4 Review 5 Pay Fees 6

Step 5: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. This estimate is not a guarantee as fees are subject to change.

Please note these fees do not include the state surcharge.

Application Fees

Fees	Qty.	Amount
Electrical State Surcharge	85.5	\$10.26
Services or Feeders 200 Amps or Less	1	\$80.00
Branch Circuits w/Purchase of Service/Feeder Number of Circuits	1	\$5.50
Document Images per page	1	\$1.00

TOTAL FEES
Note: This does not include additional inspection fees which may be assessed later.

\$96.76

Check Out »

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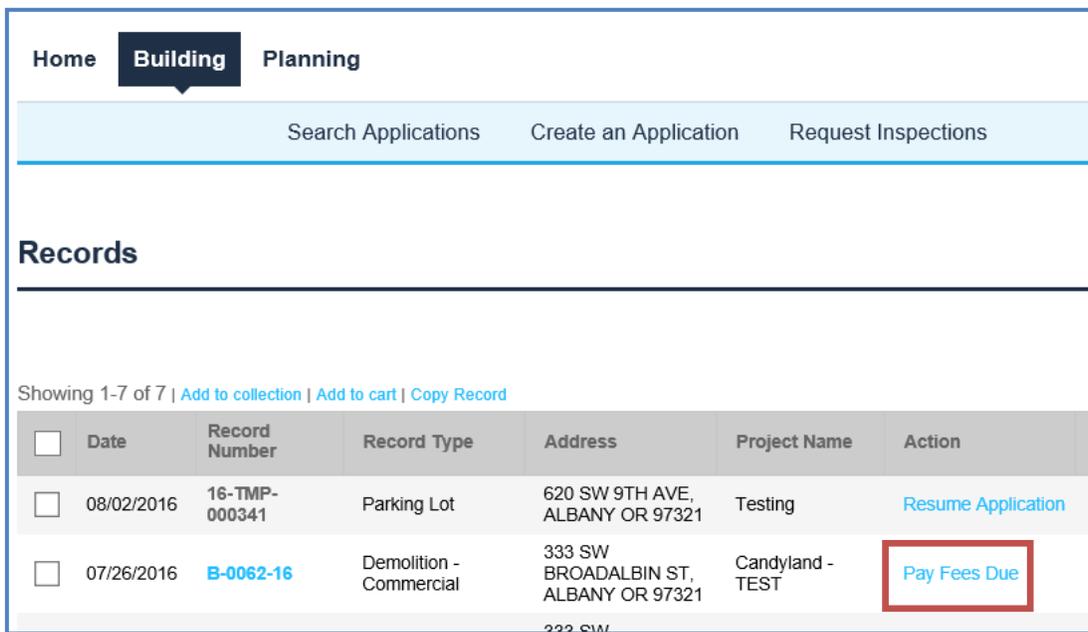
Paying Fees Due

Any permits that appear in the list with the **Pay Fees Due** action link can be sent to the shopping cart for payment.

Due to security reasons, we will no longer be accepting credit cards over the phone.

The **Pay Fees Due** link can be accessed in two areas.

1. In the Action column in your record list on the Building/Planning page tabs.



The screenshot shows the Accela Citizen Access interface. At the top, there are navigation tabs for 'Home', 'Building', and 'Planning'. Below these are three main actions: 'Search Applications', 'Create an Application', and 'Request Inspections'. The 'Records' section is visible, showing a list of records. The first record is for a 'Parking Lot' with a 'Resume Application' link. The second record is for a 'Demolition - Commercial' project with a 'Pay Fees Due' link highlighted in a red box.

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Project Name	Action
<input type="checkbox"/>	08/02/2016	16-TMP-000341	Parking Lot	620 SW 9TH AVE, ALBANY OR 97321	Testing	Resume Application
<input type="checkbox"/>	07/26/2016	B-0062-16	Demolition - Commercial	333 SW BROADALBIN ST, ALBANY OR 97321	Candyland - TEST	Pay Fees Due

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2. Through the record detail, in the **Outstanding** section of the Fees Section.

Record Details

▼ Fees

Fees may not apply to all permits.

Outstanding:

Date	Invoice Number	Amount	
08/02/2016	5270	\$14.00	Pay Fees

Total outstanding fees: \$14.00

Paid:

Date	Invoice Number	Amount	
07/26/2016	5259	\$1.00	View Details
07/26/2016	5259	\$350.00	View Details
07/26/2016	5259	\$18.24	View Details

3. You will be sent to a review screen, review charges and click **Check Out** to be sent to the Shopping Cart.

Home **Building** Planning

[Search Applications](#) [Create an Application](#) [Schedule an Inspection](#)

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. This estimate is not a guarantee as fees are subject to change.

Please note these fees do not include the state surcharge.

Application Fees

Fees	Qty.	Amount
Residential Prescriptive Path Permit Fee	1	\$230.00
Structural State Surcharge	460	\$55.20
Residential Engineered Systems Plan Review	1	\$299.00

TOTAL FEES
Note: This does not include additional inspection fees which may be assessed later.

\$556.60

[Check Out »](#)

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The Shopping Cart

1. Two sections, **Pay Now/Pay Later**, move permits between the two by clicking on the **Save for Later** or **Pay Now** links next to the permit.
2. Items in your cart are sorted by address, notice below 333 SW Broadalbin has two permits, Ellsworth and Jefferson each have one.
3. Building/PW permits are in temporary status until they are paid (16-TMP-####).
4. Once you cart is populated with the permits you want to pay click on **Check Out**.
5. You can also **Continue Shopping**.

Home Building Planning

Cart

1 Select item to pay 2 Payment information 3 Receipt/Record issuance

Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the **Save for later** link.

PAY NOW

333 SW BROADALBIN ST, ALBANY OR 97321
2 Application(s) | \$3,694.35

▶ Commercial - Electrical BE-0014-16	\$848.35	Save for later	Remove
▶ Conditional Use Type III New Construction CU-0019-16	\$2,846.00	Save for later	Remove

333 SW ELLSWORTH ST, ALBANY OR 97321
1 Application(s) | \$40.00

▶ Sign 16-TMP-000240	\$40.00	Edit	Save for later	Remove
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Total amount to be paid: \$3,734.35
Note: This does not include additional inspection fees which may be assessed later.

Checkout » Continue Shopping »

PAY LATER

333 SE JEFFERSON ST, ALBANY OR 97321
1 Application(s) | \$1,975.00

▶ Conditional Use Type II New Construction CU-0018-16	\$1,975.00	Pay now	Remove
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- Checkout sends you to the Credit Card payment screen. Complete the required fields and click **Continue**.
- The Location/Site Address/Description information will be the only project information showing on your receipt. Your permit number is not created until payment is approved.

Required fields are highlighted with an asterisk.

Please enter the following information about your payment:

Amount:* \$3,734.35 ?

Job Location/Site Address: Windy Pines, Lot 106 ?

Description: NSFR - Electrical panels ?

Please enter the following information about your payment method:

Cardholder's Name:* Jon Doe ?

Cards Accepted:  

Card Number:* 4111111111111111 ?

Signature Panel Code:* 123 ?

Expiration Date:* 01 ▼ 2020 ▼ ?

Billing information:

Address Line 1:* 333 Broadalbin St SW ?

Address Line 2: ?

Country:* United States ▼ ?

ZIP Code:* 97321 ?

City: ALBANY ?

State: Oregon ▼ ?

Receipt information:

Email Address: eplans@cityofalbany. x ?

Continue

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8. Review and verify the payment information. **Confirm** or **Modify** your payment to complete the payment.

Please verify the following information:

Amount: \$3,734.35
Job Location/Site Address: Windy Pines, Lot 106
Description: NSFR - Electrical panels

Card information:
Cardholder's Name: Jon Doe
Card Type: Visa
Card Number: *****1111
Signature Panel Code: ****
Expiration Date: 1/2020

Billing information:
Address Line 1: 333 Broadalbin St SW
Country: United States
City: ALBANY
State: Oregon
ZIP Code: 97321

Email Address: eplans@cityofalbany.net

Is this information correct?

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9. After the processing is complete, you will receive a **Record Number** also referred to as your Permit number.

Home Building Planning

1 Select item to pay 2 Payment information 3 Receipt/Record issuance

Step 3: Receipt/Record issuance
Thank you for using our online services.

Receipt

Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

333 SW BROADALBIN ST, ALBANY OR 97321

BE-0014-16	View Record	View Receipt	View Summary	C
CU-0019-16			View Summary	C

333 SW ELLSWORTH ST, ALBANY OR 97321

S-0008-16	View Record	View Receipt	View Summary	C
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10. From this page you can print or view the record details by clicking on the hyperlinks next to the record number.
11. If you need to apply for another permit, you can start the process over. If you want to create the exact same record type you can click on **Copy Record**.
12. If you included an email address a receipt will be emailed to you.
13. If you are finished, for security reasons, you should log out using the link at the top right of the page.