

# Accele Citizen Access – Request/View Inspections

## NOTE:

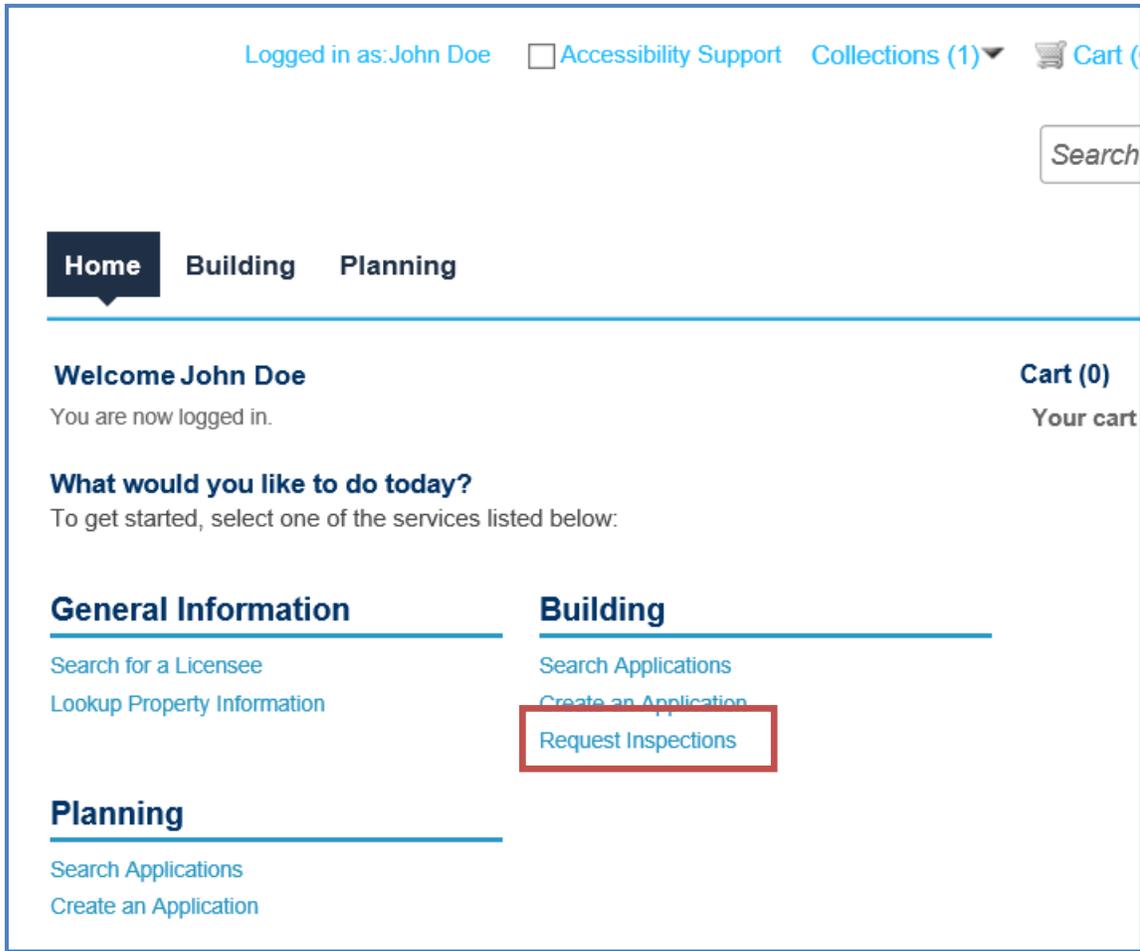
- Inspections can only be requested on BUILDING permits in APPROVED Status.
- Inspections requested prior to 7:00 am may be scheduled for the same working day.
- Inspections requested after 7:00 am will be scheduled for the next working day.
- Inspections scheduled with a 5:00 am time is a morning inspection.
- Inspections scheduled with a 10:00 pm time is an afternoon inspection.

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 **Login**.
  - a. If you have not registered previously, click the **Register for an Account** button.

The screenshot displays the website header with the City of Albany logo and the text "CITY OF ALBANY, OREGON PERMITTING & INSPECTIONS" and "powered by Accele". Navigation links include "Announcements", "Accessibility Support", "Register for an Account", and "Login". A search bar is present. The main navigation menu includes "Home", "Building", and "Planning". The main content area features a "Welcome to the City of Albany's Citizen Portal" message, a "Login" form with fields for "User Name or E-mail" (containing "janedoe") and "Password", and a "Login »" button. Below the login form are links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". The footer contains sections for "General Information", "Building", and "Planning", each with a "Search Applications" link.

# Accela Citizen Access – Request/View Inspections

- Once you are logged into Accela Citizen Access, click the **Request an Inspection** link under the Building section.



# Accla Citizen Access – Request/View Inspections

4. If you previously applied for the permit, it should be listed in the Records section below. Permits are called Records in Accla Citizen Access.

Home **Building** Planning

Search Applications Create an Application Schedule an Inspection

**Records**

Showing 1-10 of 37 | [Add to collection](#) | [Add to cart](#) | [Copy Record](#) Show on Map

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Project Name	Action	Status
<input type="checkbox"/>	06/24/2016	<a href="#">B-0040-16</a>	Demolition - Commercial	333 SE JEFFERSON ST, ALBANY OR 97321			
<input type="checkbox"/>	06/24/2016	<a href="#">PK-0003-16</a>	Parking Lot	333 SW BROADALBIN ST, ALBANY OR 97321			Application Created
<input type="checkbox"/>	06/22/2016	<a href="#">S-0007-16</a>	Sign	333 SW BROADALBIN ST, ALBANY OR 97321	General Description		Application Created
<input type="checkbox"/>			Parks, Tree	333 NW 1ST AVE	General		

5. Alternatively, you can search for the permit by Address, Record Type, or Permit Number.

**Search for Records**

Enter information below to search for building & public works records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

**General Search**

**General Search**  
Search by Address  
Search by Licensed Professional Information  
Search by Record Information  
Search by Contact

Search All Records

Record Number:  Record Type:  Record Status:

Start Date:  End Date:

License Type:  State License Number:

# Accla Citizen Access – Request/View Inspections

6. Complete your search. Click on the **Record #** you want to request an inspection for to continue the process.

23 Record results matching your search results

Click any of the results below to view more details.

[Show or](#)

Showing 1-10 of 23 | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Project Name	Action	Status
<input type="checkbox"/>	07/01/2016	<a href="#">B-0665-16</a>	Commercial - Mechanical	1355 SE GOLDFISH FARM RD, ALBANY OR 97322	Coastal Farm & Ranch		Approved
<input type="checkbox"/>	06/22/2016	<a href="#">B-0612-16</a>	Commercial - Mechanical	333 SE LYON ST, ALBANY OR 97321	Willamette Community Bank		Approved
<input type="checkbox"/>	06/21/2016	<a href="#">B-0609-16</a>	Commercial -	1141 SE 9TH AVE,	Dutch Brothers		Approved

7. Scroll down to the section for Inspections. Click on the **Request an Inspection** link and select the type of inspection you want to schedule.

▼ **Record Details**

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**Applicant:**  
Jane Doe  
333 Broadalbin St SW  
Albany, OR, 97321  
cityofalbanytest@gmail.com

**Licensed Professional:**  
D  
Primary Phone:  
Secondary Phone:  
ComGenLev1 084981

**Project Description:**  
Solar panels at 333 Ellsworth  
Solar installed on NSFR

▶ **More Details**

[Print/View Record](#) [Print/View Summary](#) [Copy Record](#)

▶ **Fees**

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▼ **Inspections**

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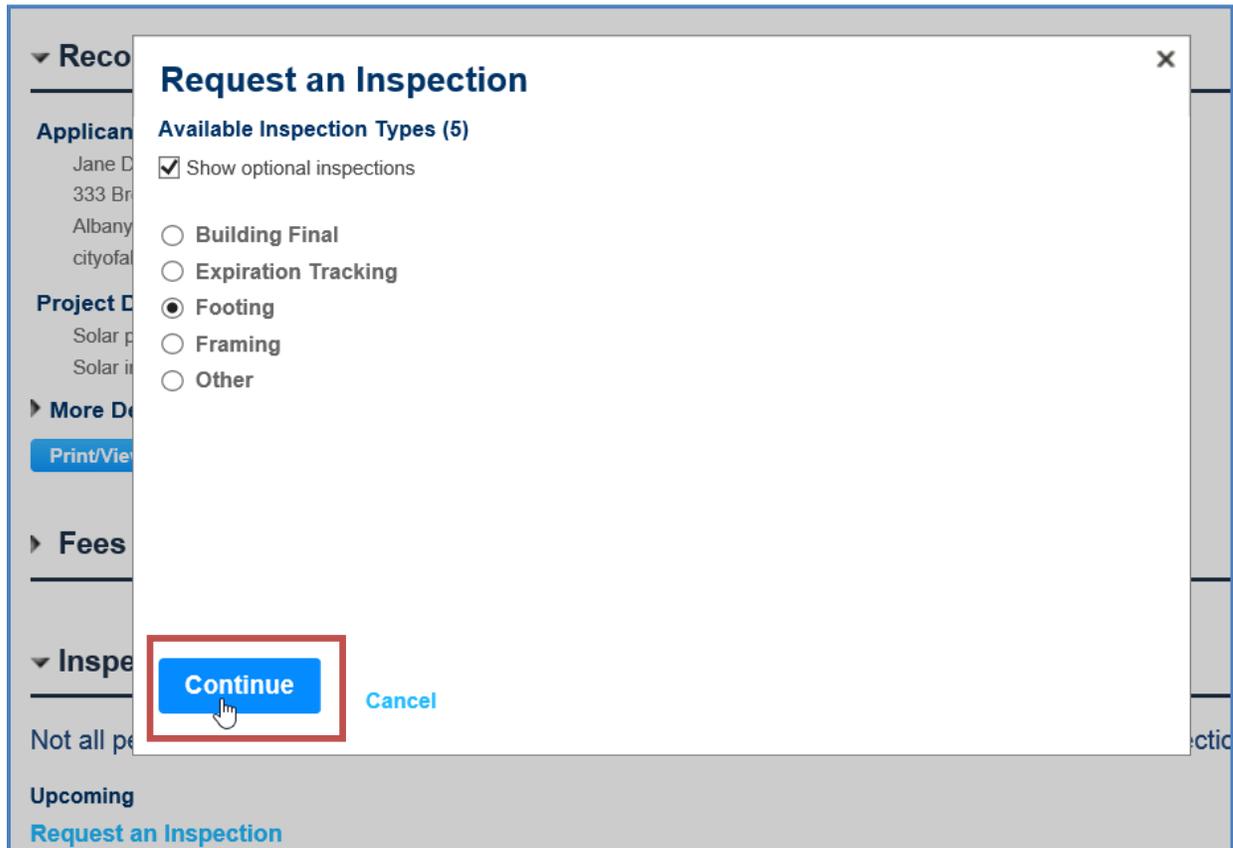
Not all permits have Inspections. All cancellations must be phoned in to 541-917-7553 prior to inspection.

**Upcoming**  
[Request an Inspection](#)

*You have not added any inspections.  
Click the link above to schedule or request one.*

## Accela Citizen Access – Request/View Inspections

- After selecting the type of inspection you are requesting, click the **Continue** button.
- Note:** You can only choose one inspection type at a time. To request additional inspections on the same permit, complete the request for the first type and repeat.
- If a desired inspection type is not showing, it's not available for the permit type. Call 541-917-7553 for more information.



The screenshot displays a web application interface with a modal dialog box titled "Request an Inspection". The dialog box contains the following elements:

- Available Inspection Types (5)**: A list of five inspection types, each with a radio button:
  - Building Final
  - Expiration Tracking
  - Footing
  - Framing
  - Other
- Show optional inspections
- Continue**: A blue button with white text, highlighted by a red rectangular box and a mouse cursor.
- Cancel**: A blue text link.

The background interface shows a sidebar with sections: "Reco", "Applican" (Jane D, 333 Br, Albany, cityofal), "Project D" (Solar p, Solar i), "More D", "Print/View", "Fees", "Inspe", "Not all pe", "Upcoming", and "Request an Inspection".

11. After you select the type of inspection, you will be asked to confirm the address and contact information.

- a. To change the inspection contact information click **Change Contact**.
- b. Complete new contact information, click **Submit**.

**Change Contact** ▼

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**Select an existing contact**

Jane Doe (5419177553)

**Specify another person (for this inspection only)**

\* First Name      Middle Name      \* Last Name

John           Smith

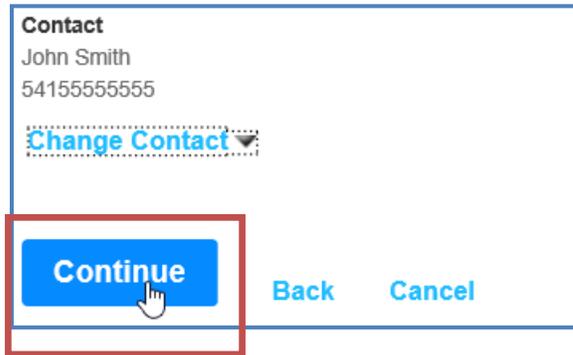
\* Phone Number

5415555555

**Submit**      Cancel

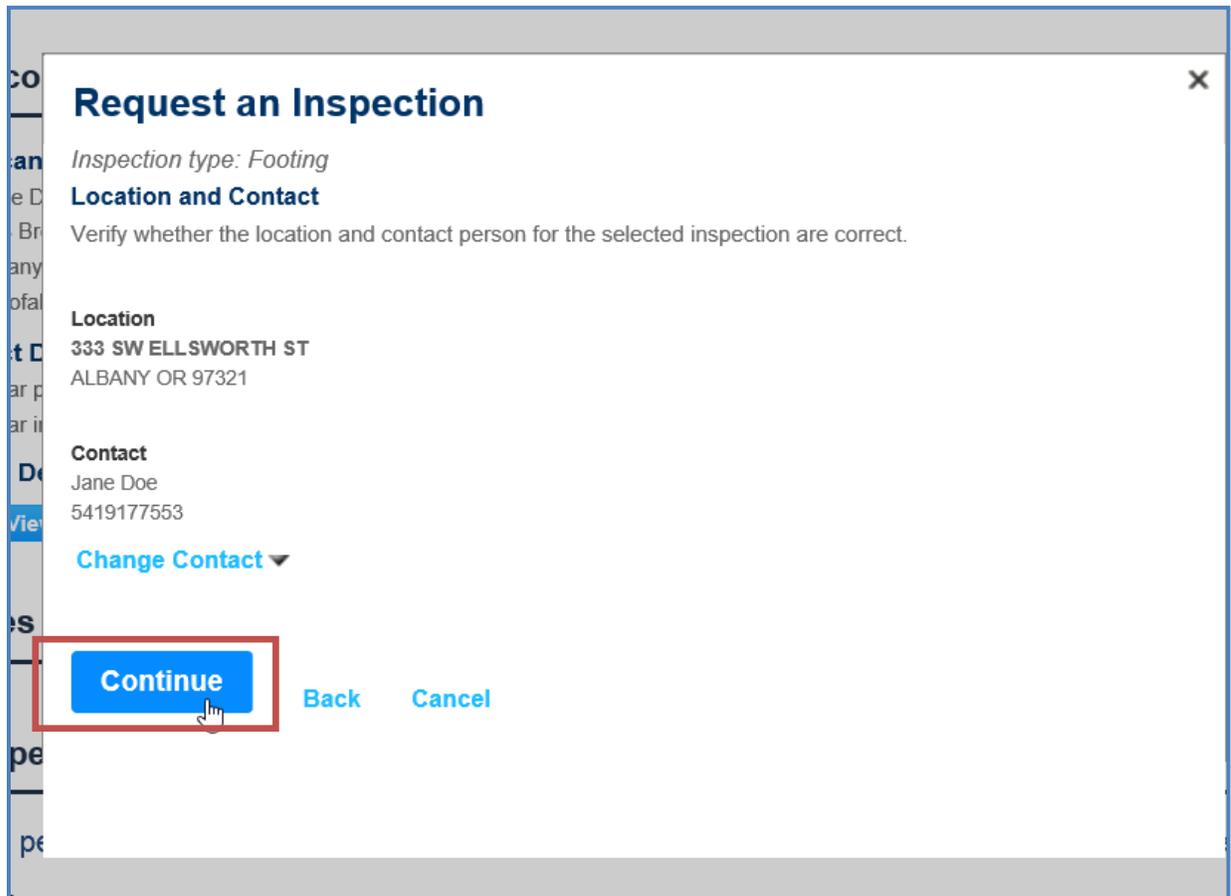
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12. You will now see the new contact information. If everything looks correct, click the **Continue** button.



A screenshot of a web form titled "Contact". The form displays the following information: "John Smith" and "5415555555". Below this information is a blue link "Change Contact" with a downward arrow. At the bottom of the form, there are three buttons: "Continue", "Back", and "Cancel". The "Continue" button is highlighted with a red rectangular box, and a mouse cursor is pointing at it.

13. Review your inspection information and click **Continue** again.

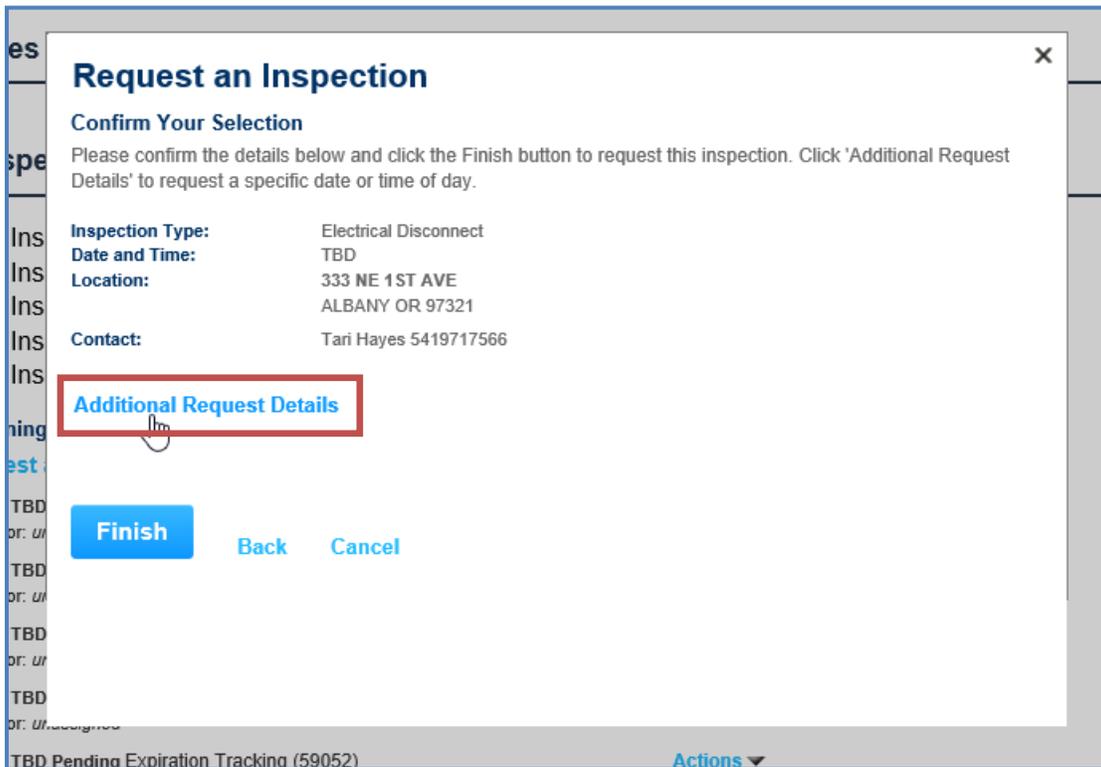


A screenshot of a web form titled "Request an Inspection". The form displays the following information: "Inspection type: Footing", "Location and Contact", "Verify whether the location and contact person for the selected inspection are correct.", "Location: 333 SW ELLSWORTH ST, ALBANY OR 97321", "Contact: Jane Doe, 5419177553". Below this information is a blue link "Change Contact" with a downward arrow. At the bottom of the form, there are three buttons: "Continue", "Back", and "Cancel". The "Continue" button is highlighted with a red rectangular box, and a mouse cursor is pointing at it.

## Accela Citizen Access – Request/View Inspections

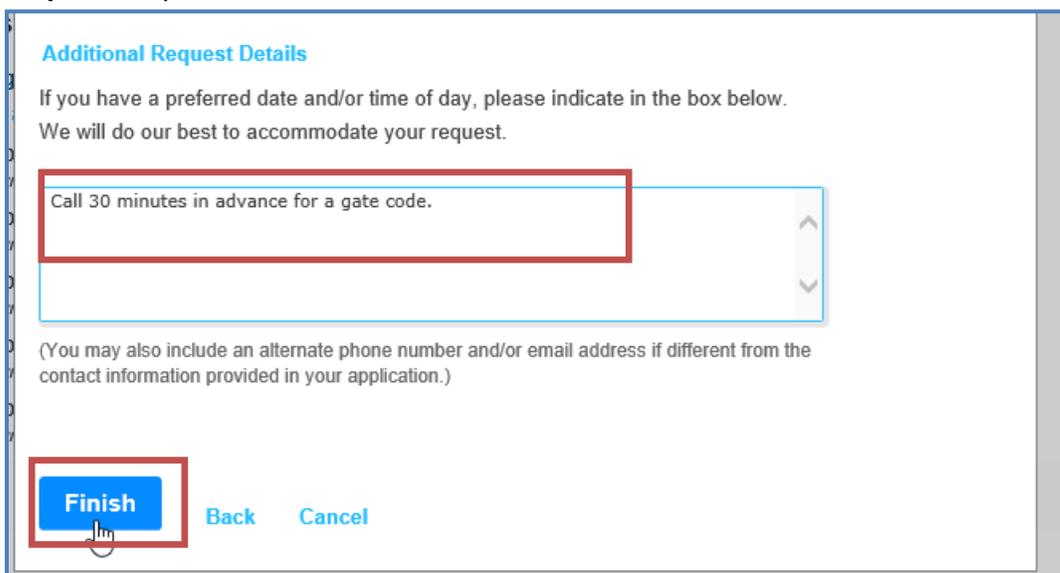
14. At this point you can add additional request details by clicking **Additional Request Details** link. We will do our best to accommodate your request.

**Step 1.** Click on **Additional Request Details**



The screenshot shows a dialog box titled "Request an Inspection" with a close button (X) in the top right corner. Below the title is the section "Confirm Your Selection" with the instruction: "Please confirm the details below and click the Finish button to request this inspection. Click 'Additional Request Details' to request a specific date or time of day." The details listed are: Inspection Type: Electrical Disconnect; Date and Time: TBD; Location: 333 NE 1ST AVE, ALBANY OR 97321; Contact: Tari Hayes 5419717566. A red box highlights the "Additional Request Details" link. Below the details are three buttons: "Finish" (highlighted with a mouse cursor), "Back", and "Cancel". At the bottom right of the dialog is an "Actions" dropdown menu.

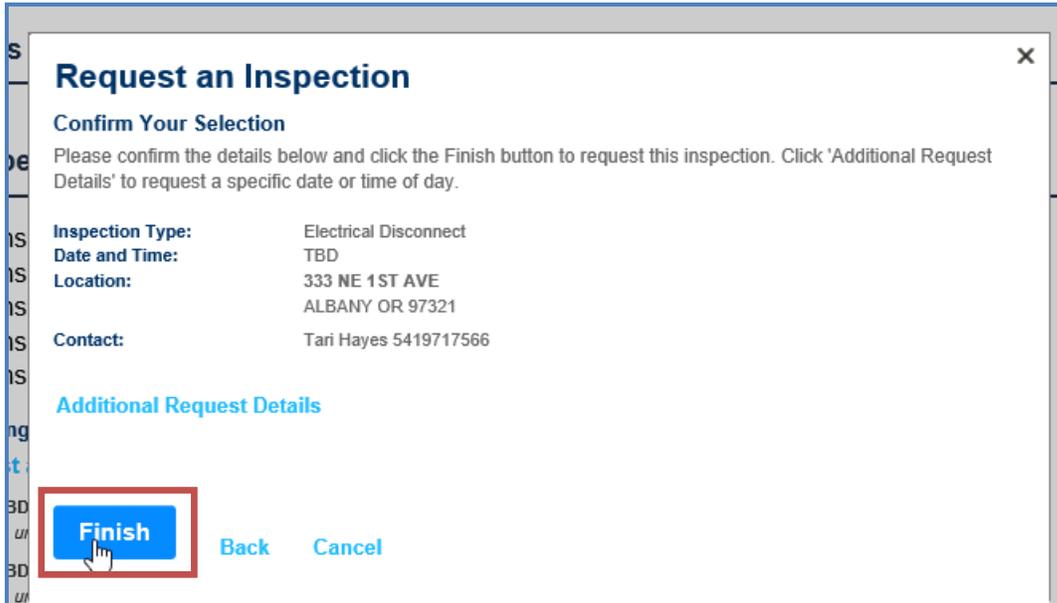
**Step 2.** Complete details and click **Finish**



The screenshot shows the "Additional Request Details" form. It contains the instruction: "If you have a preferred date and/or time of day, please indicate in the box below. We will do our best to accommodate your request." Below this is a text input field with a red box around it containing the text "Call 30 minutes in advance for a gate code." Below the input field is a note: "(You may also include an alternate phone number and/or email address if different from the contact information provided in your application.)" At the bottom left, the "Finish" button is highlighted with a red box and a mouse cursor. To its right are "Back" and "Cancel" buttons.

# Accla Citizen Access – Request/View Inspections

**Step 3.** Click *Finish* again to complete your inspection request.

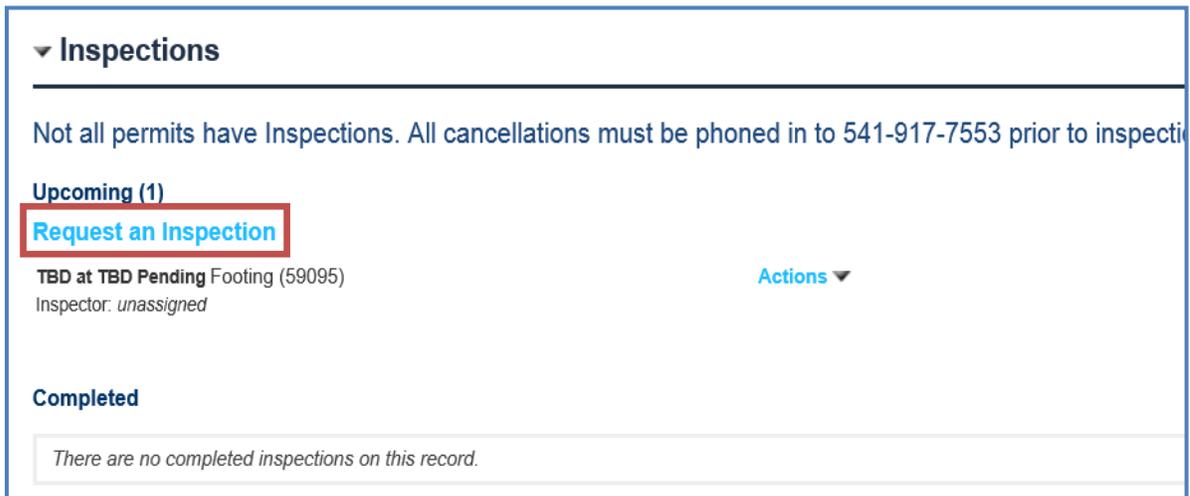


The screenshot shows a dialog box titled "Request an Inspection" with a close button (X) in the top right corner. Below the title is the heading "Confirm Your Selection" and a paragraph: "Please confirm the details below and click the Finish button to request this inspection. Click 'Additional Request Details' to request a specific date or time of day." The details are as follows:

<b>Inspection Type:</b>	Electrical Disconnect
<b>Date and Time:</b>	TBD
<b>Location:</b>	333 NE 1ST AVE ALBANY OR 97321
<b>Contact:</b>	Tari Hayes 5419717566

Below the details is a link for "Additional Request Details". At the bottom, there are three buttons: "Finish" (highlighted with a red box and a mouse cursor), "Back", and "Cancel".

15. Once the request is complete, the pending inspection will be displayed. If you need to cancel or reschedule an inspection please call 541-917-7553.
16. To schedule an additional inspection click on **Request an Inspection** link and complete the process again.
17. If you are finished, you can logout.



The screenshot shows a section titled "Inspections" with a dropdown arrow. Below the title is a horizontal line and a message: "Not all permits have Inspections. All cancellations must be phoned in to 541-917-7553 prior to inspection." Underneath is a sub-heading "Upcoming (1)" and a link "Request an Inspection" (highlighted with a red box). Below the link, the details for an upcoming inspection are shown: "TBD at TBD Pending Footing (59095)" and "Inspector: unassigned". To the right of these details is an "Actions" dropdown menu. Below this is a sub-heading "Completed" and a message in a light gray box: "There are no completed inspections on this record."

# Accela Citizen Access – Request/View Inspections

## Viewing Inspection Schedule, Results, and Comments

Once you've requested your inspection you'll have four options in ACA.

1. Your inspection request shows in pending status until scheduled by the Building inspectors.
2. Your inspection will be scheduled with an AM or PM time frame. 5 am reflects a morning inspection, 10 pm reflects afternoon, any time showing other than that is an approximate.
3. The Completed Inspection section in the ACA record detail provides a count of completed inspections and their results.
4. You can view your completed inspection results.
5. You can view inspection comments and print inspection results via **View Details** link.

▼ **Inspections**

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Not all permits have Inspections. All cancellations must be phoned in to 541-917-7553 prior to inspection.

**Upcoming (2)**

[Request an Inspection](#)

TBD at TBD Pending Sign Final (59096) Inspector: <i>unassigned</i>	1	Actions ▼
07/18/2016 at 01:00 PM Scheduled Sign Footings (59097) Inspector: <i>unassigned</i>	2	Actions ▼

**Completed (5)**

Cancelled - 1; Checked - 1; Corrections Required - 1; Partial Approval - 2

<b>Partial Approval Expiration Tracking (59069)</b> Result by: Building Counter on 06/15/2016 at 12:00 AM	3	View Details 5
<b>Corrections Required Permit (59070)</b> Result by: Building Counter on 06/15/2016 at 12:00 AM	4	View Details

# Accla Citizen Access – Request/View Inspections

**Note:** With the implementation of ACA you may receive an email with your inspection result. By the end of 2016 we anticipate all inspections will result in an automatic result email being sent to the email address of record.



## View Details link

Shows permit information, inspection status, record detail and result comments.

1. Click on **View Result Comments** link to display inspections comments.
2. Use Ctrl + P to print detail screen.

### Sign Setbacks (59073, Optional)

333 SW BROADALBIN ST  
ALBANY OR 97321

Status	Details
<b>Checked</b> 6/15/2016 12:00 AM Desired Date: TBD	<b>Record</b> S-0006-16 Sign
<i>Last updated</i> Tari Hayes 7/15/2016 9:37 AM	
<a href="#">View Status History</a>	
<a href="#">View Result Comments</a>	

### Result Comments

Showing 1-1 of 1

Tari Hayes (7/15/2016 9:37 AM)  
OSSC Section 1103: Scoping Requirements 2014 OR. OSSC