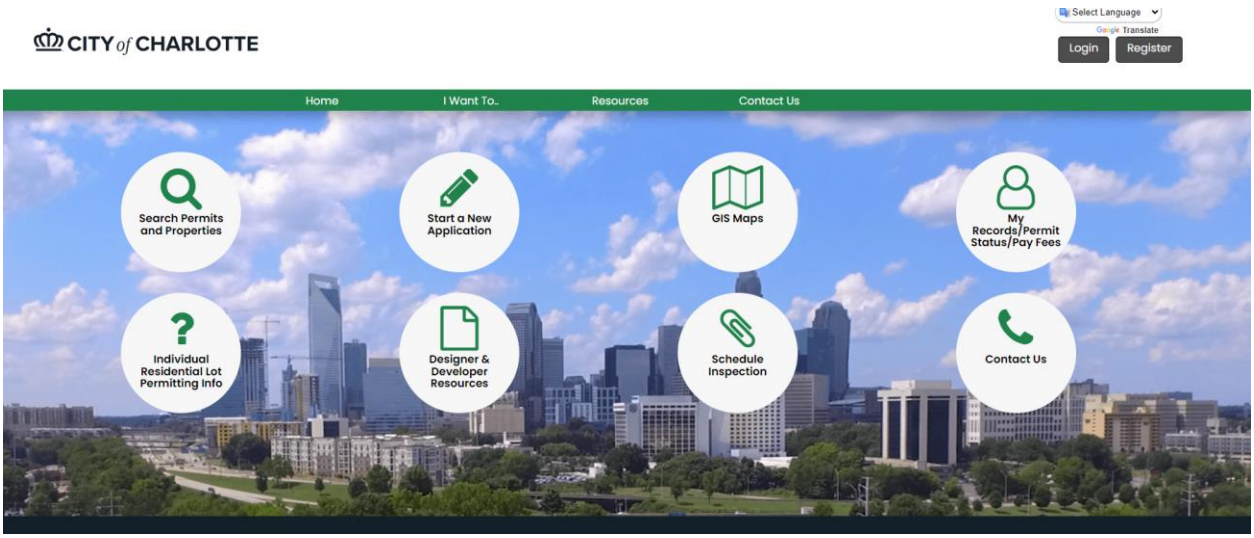
How to use Accela Citizen Access (ACA)

Accessing ACA

Our Land Management Citizen Access can be assessed at

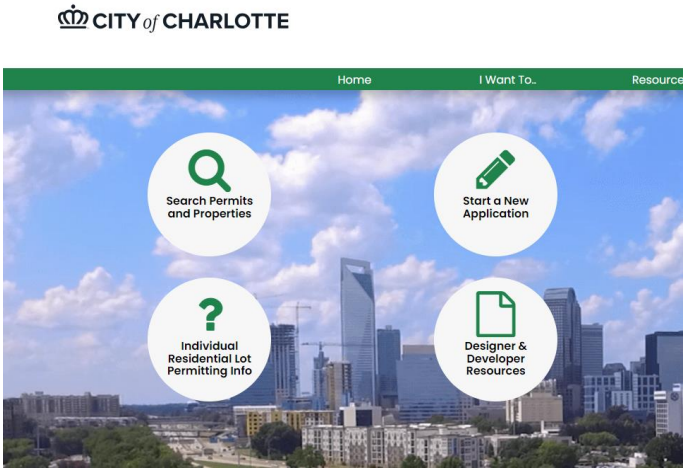
https://aca-prod.accela.com/CHARLOTTE/customization/common/home.aspx

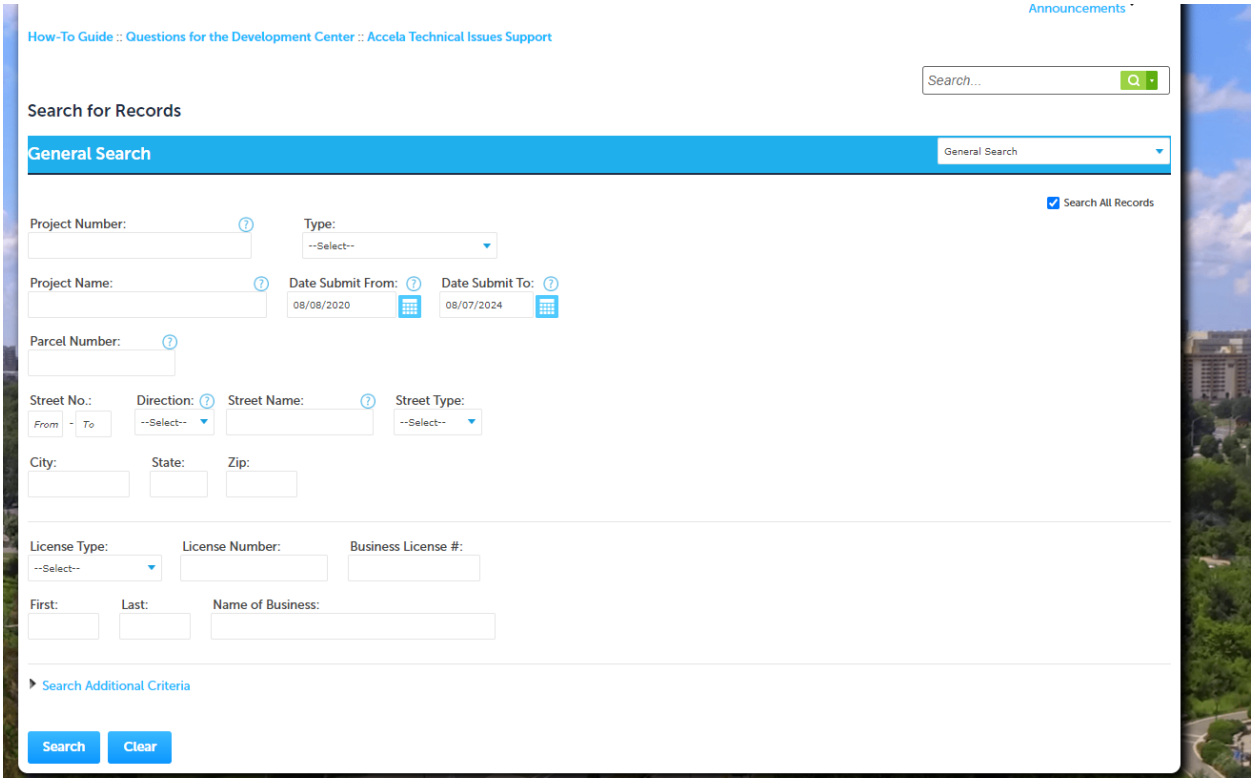


Searching on ACA

You do not need to create a user account to Search.

From the Home page, select Search Permits and Properties

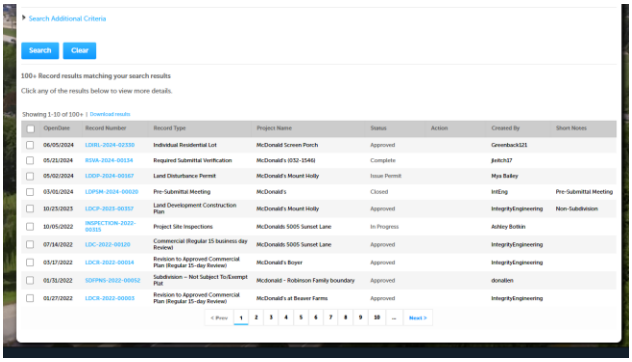




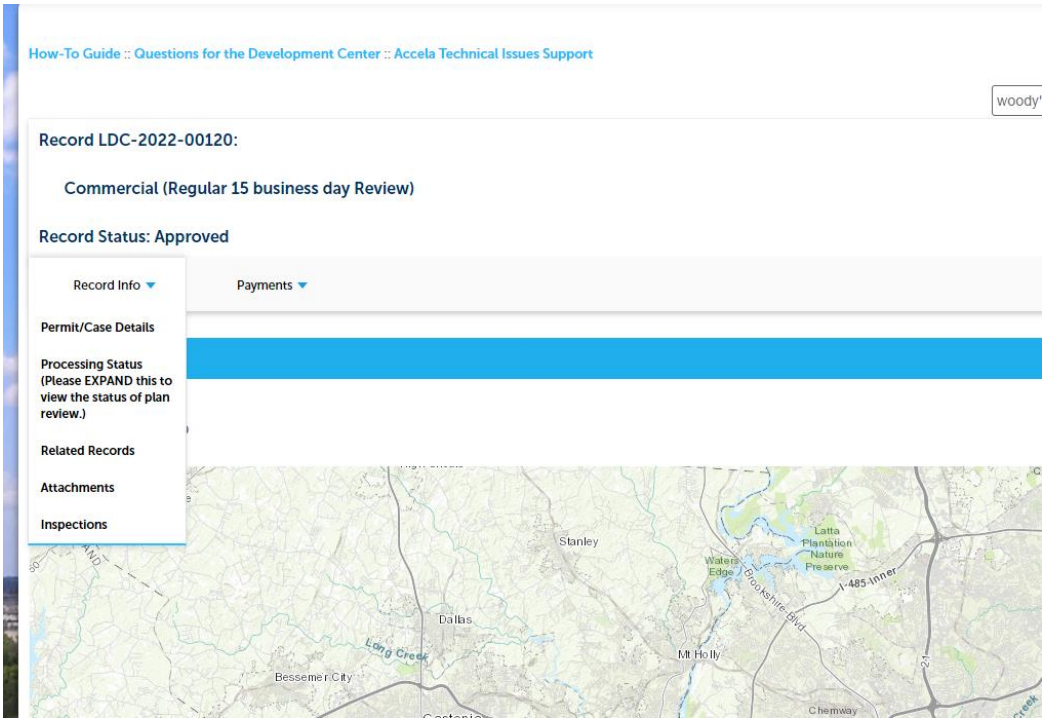
Search options: Search by general search, address, name, etc.

When you click search, you will get a listing of all Permits that fit your criteria.

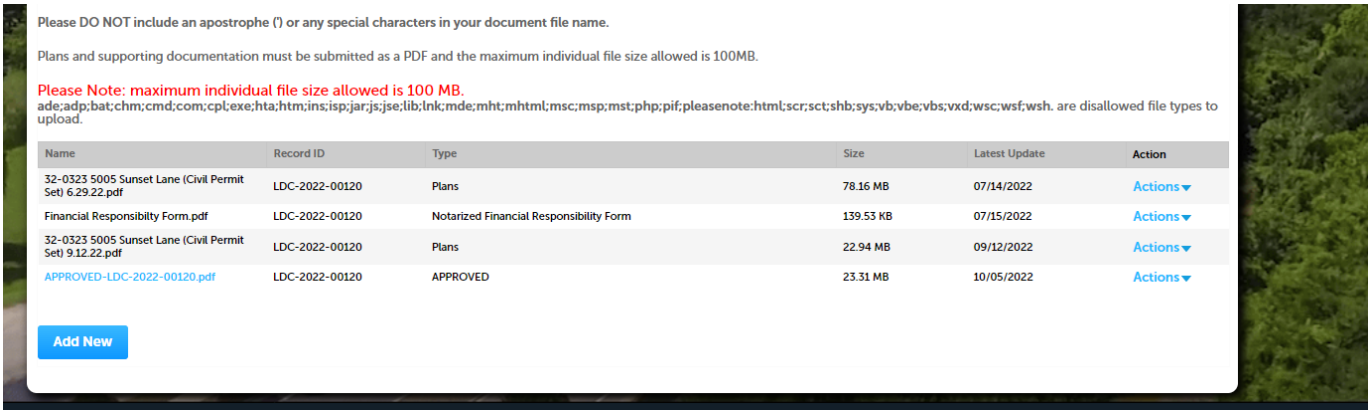
g. You can click on the Record Number to get details.



If you want to view approved plans associated with a record,



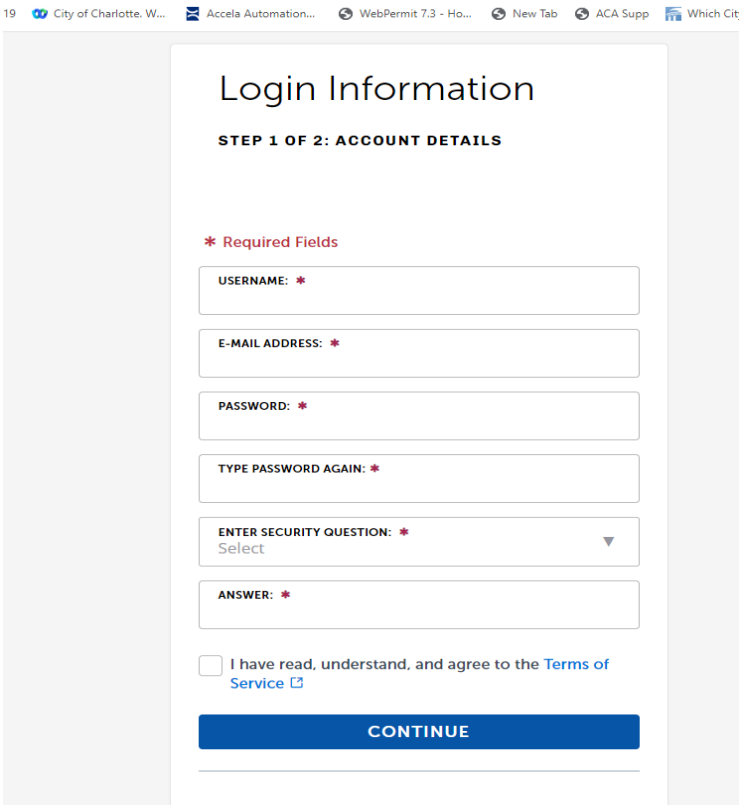
Click on Attachments. Approved plans are in blue.



Creating an Account on ACA

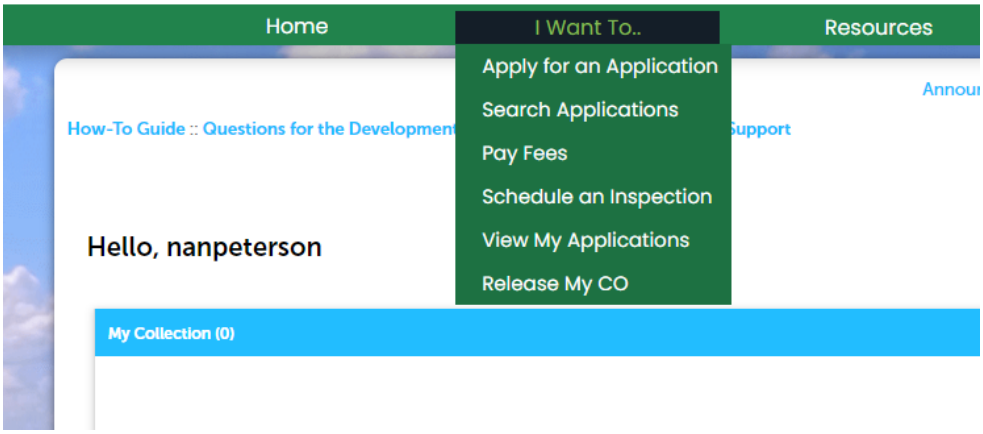
Register for an account.

Complete the application process.

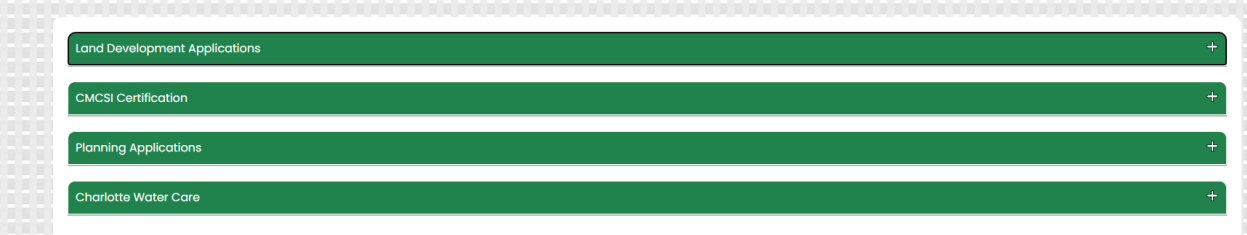


Login and begin submittal process.

I want to….



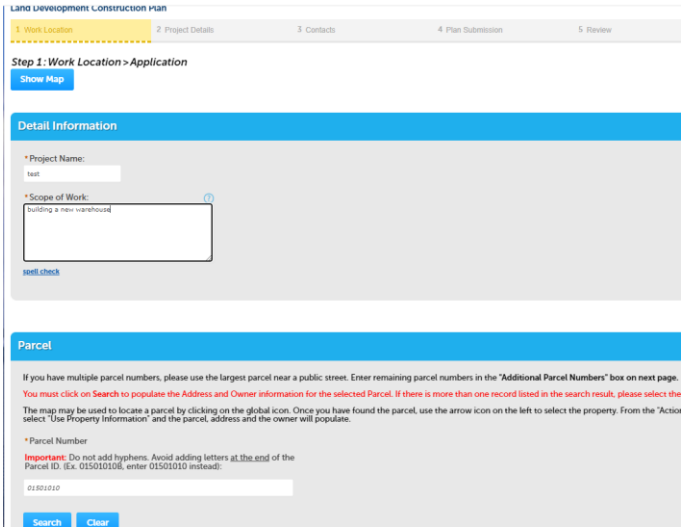
Choose the application for your submittal type.



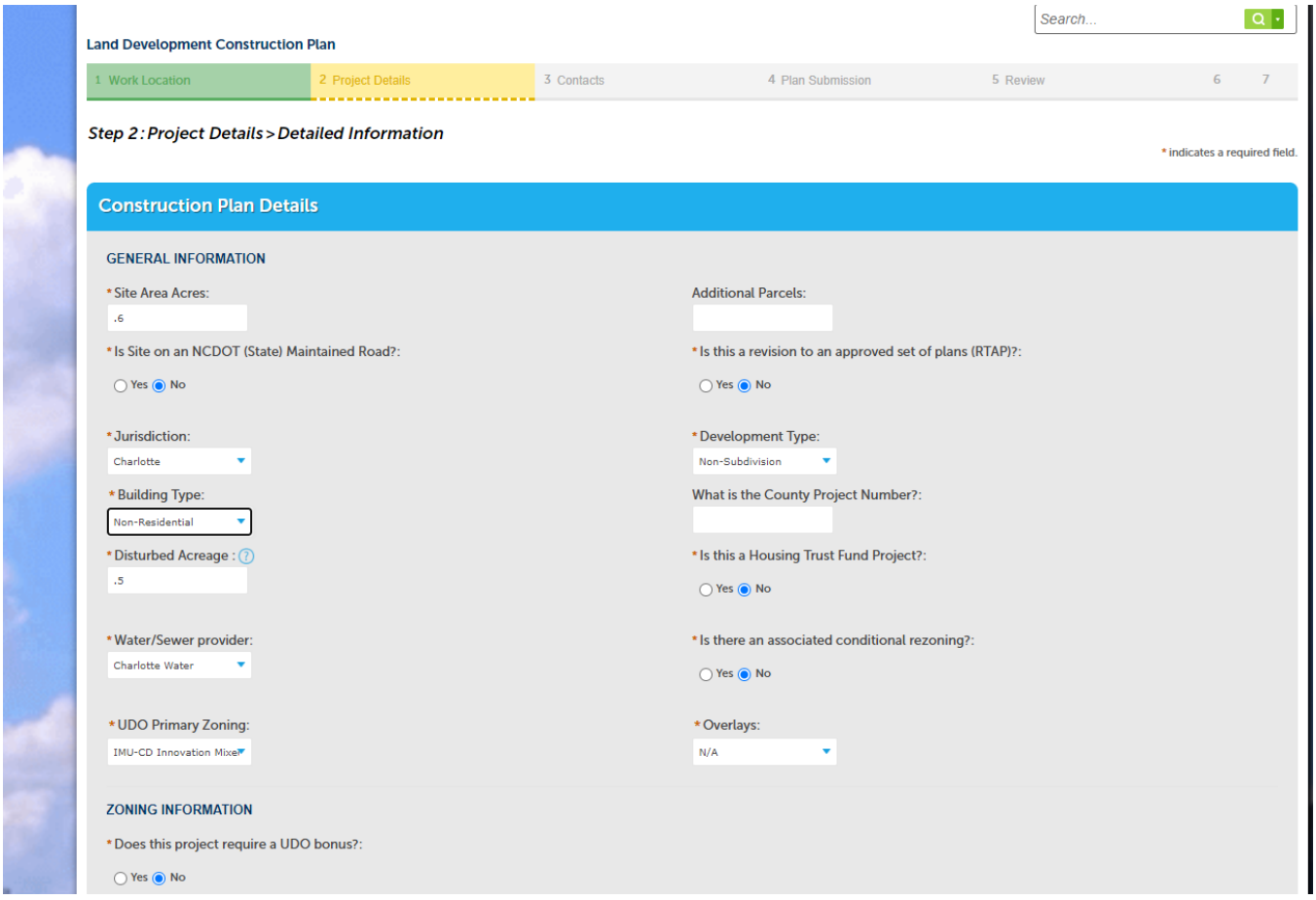
Expand the application types to see specific applications,

Click on the appropriate application.

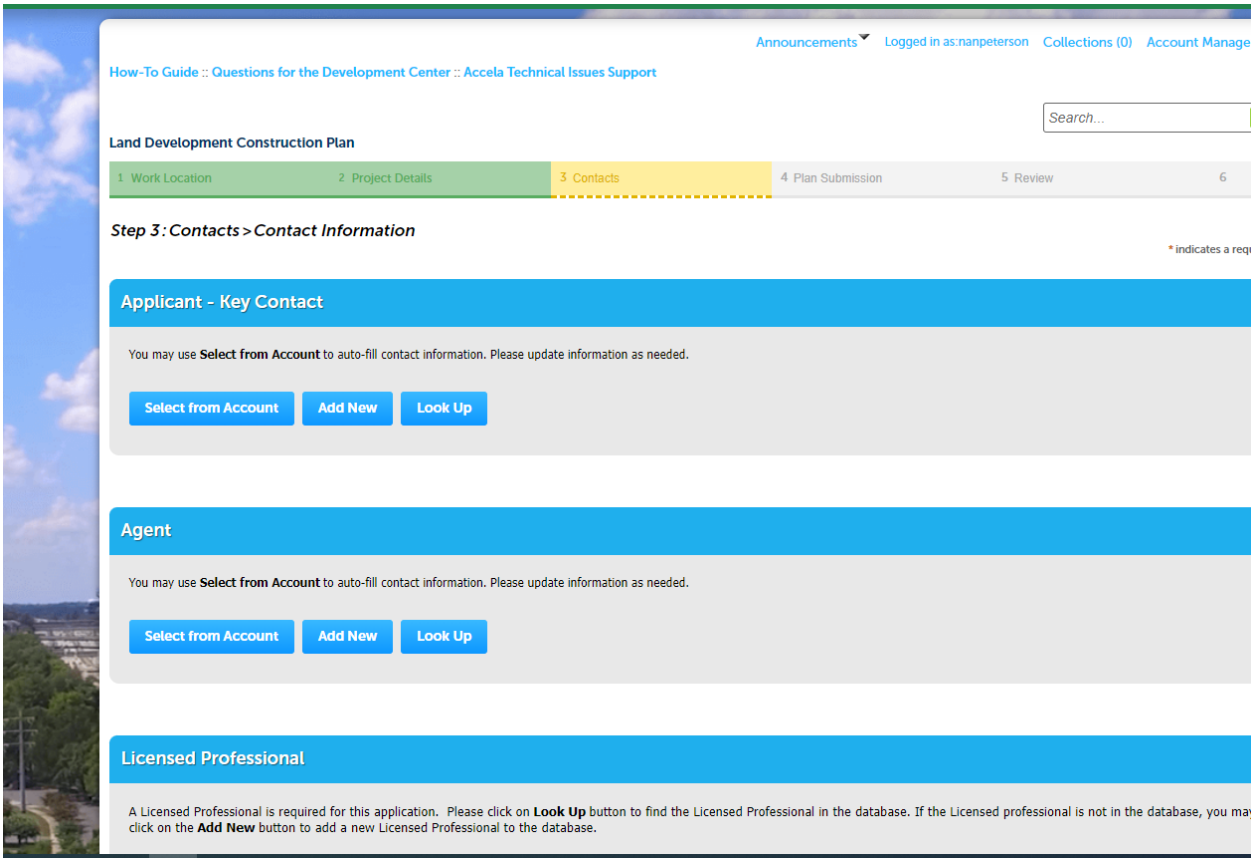
Example: Land Development Construction Plan
Accept the General Disclaimer
Complete application



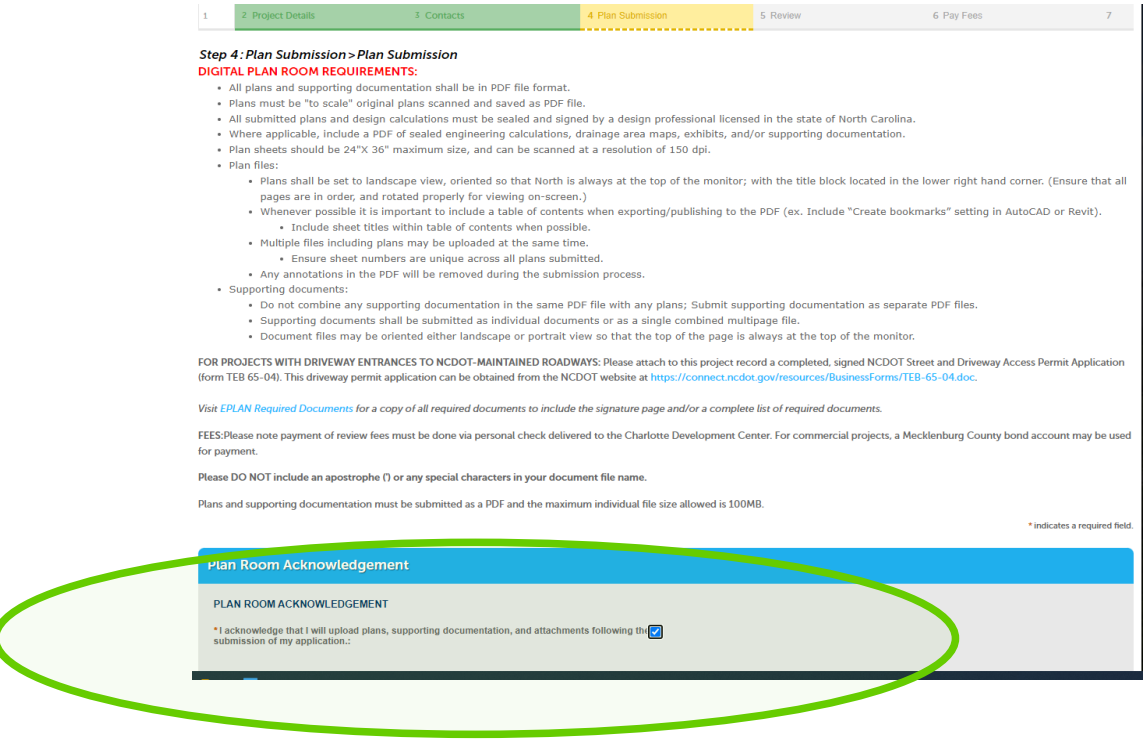
Provide the Construction Details in the application. * **is a required field.**



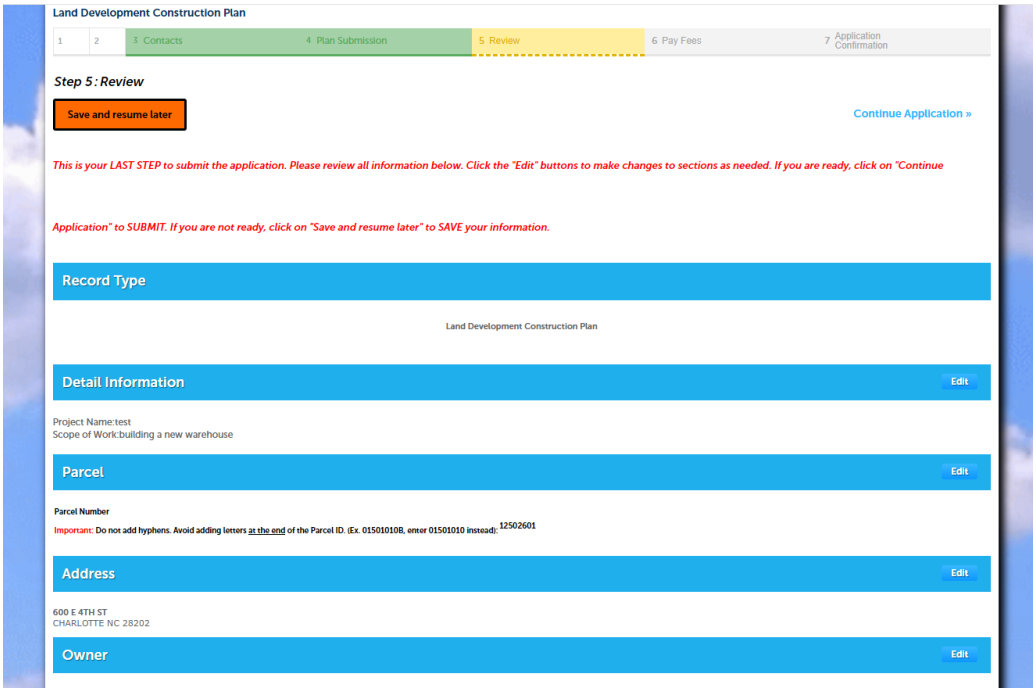
Complete Contact Information



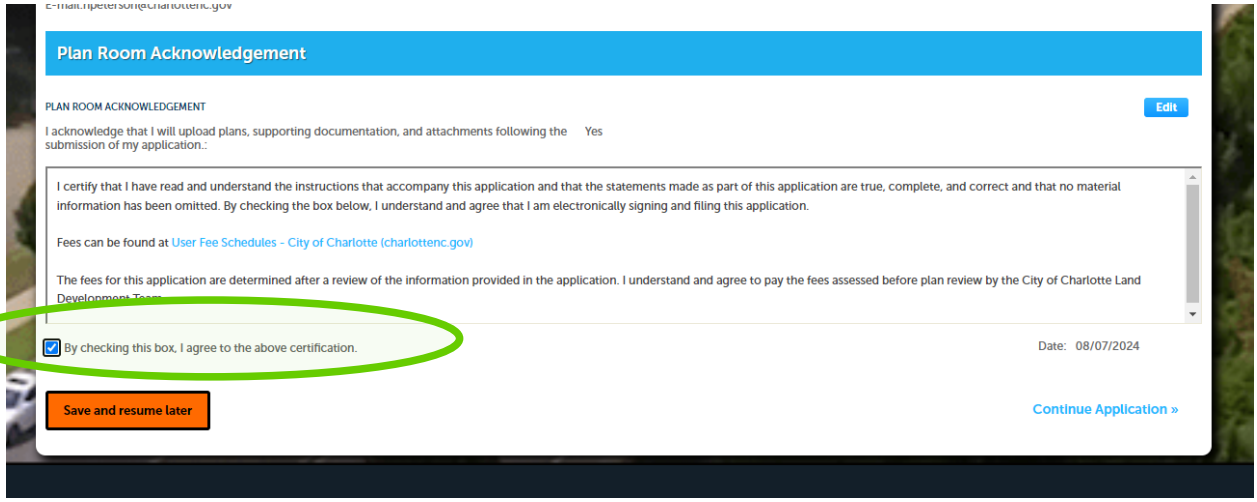
Upload plans to Digital Plan Room



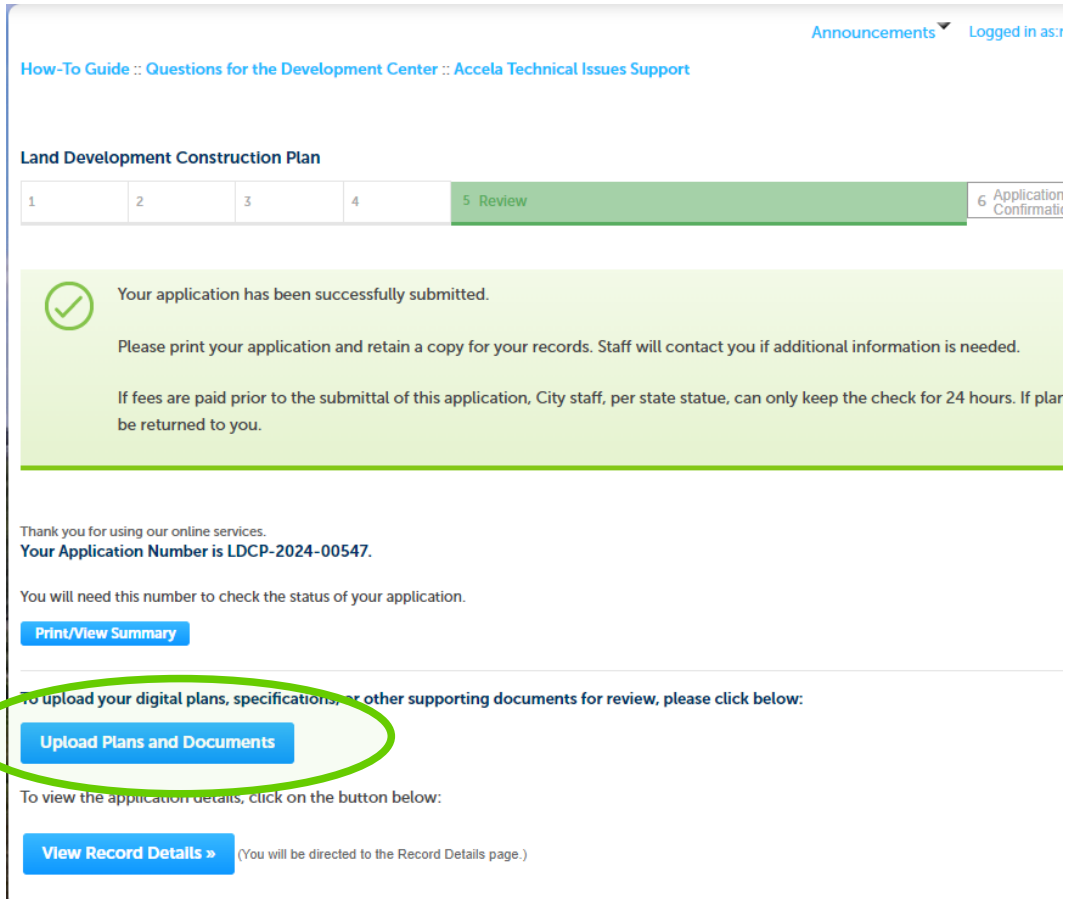
Review



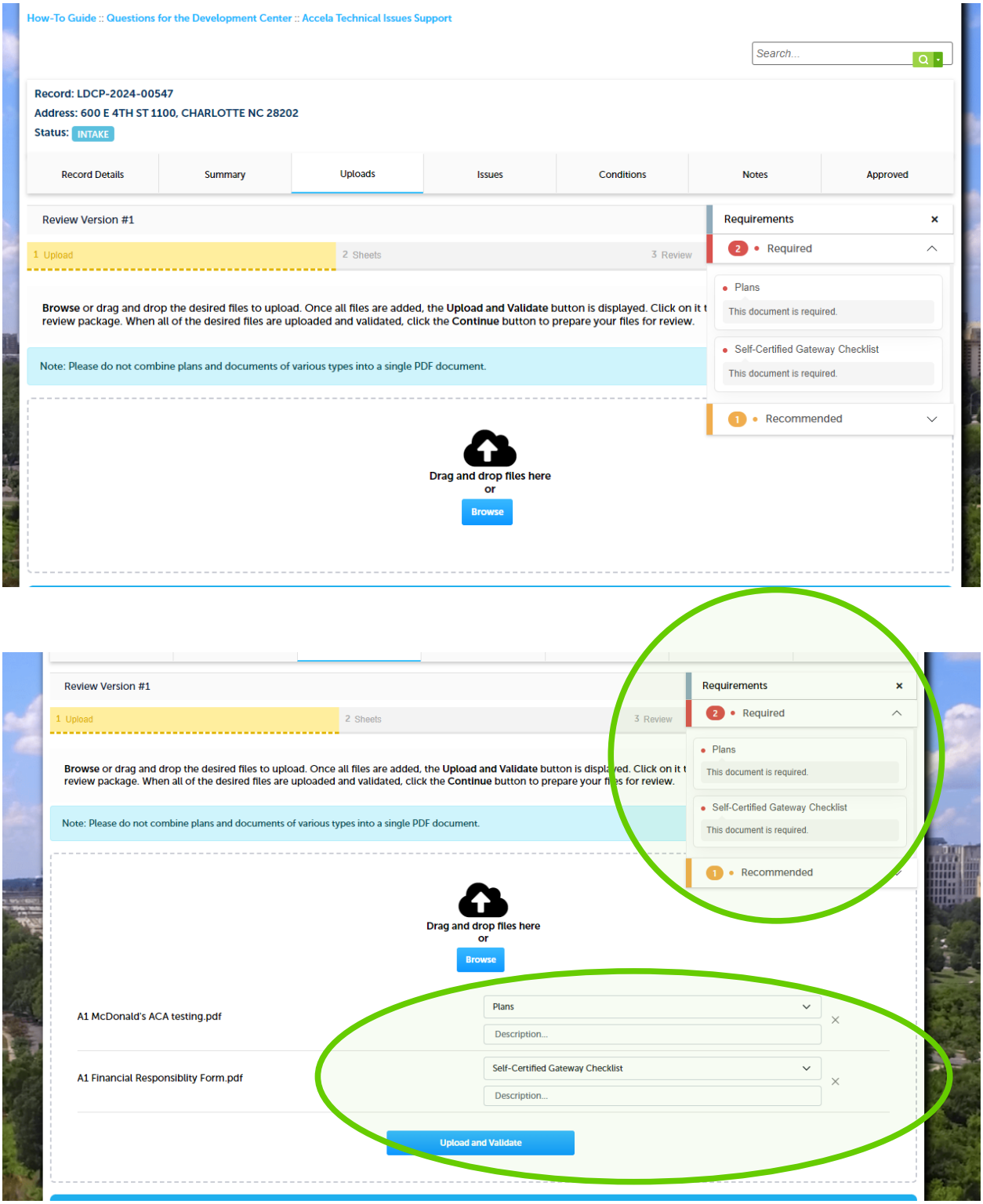
Plan Room Acknowledgement



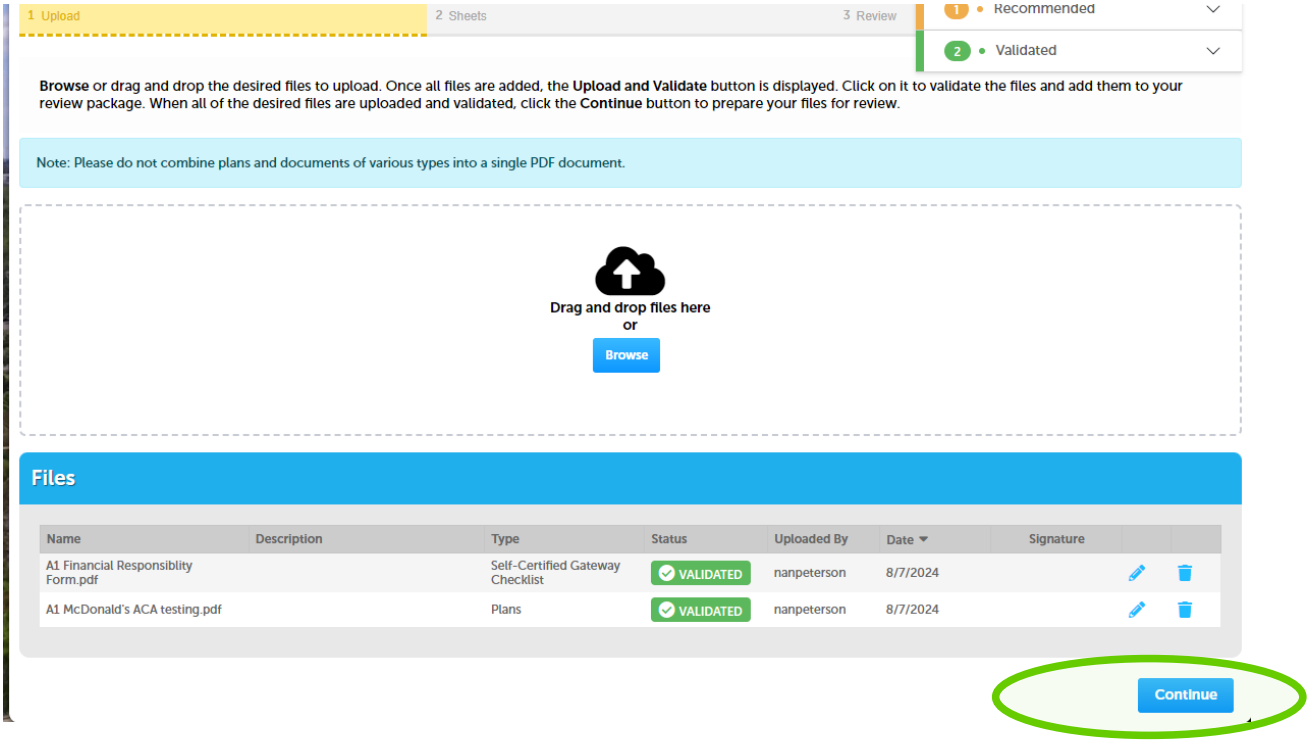
Upload Plans



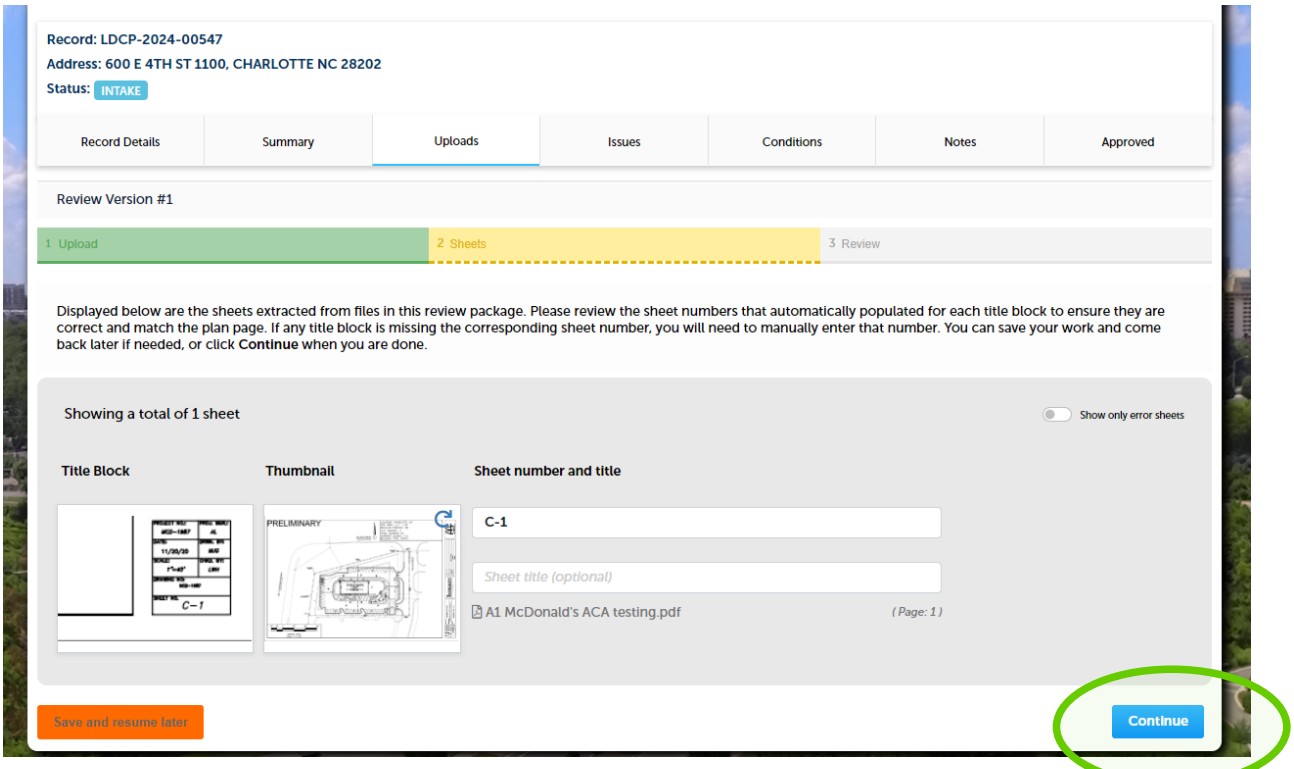
Must upload all required documents.



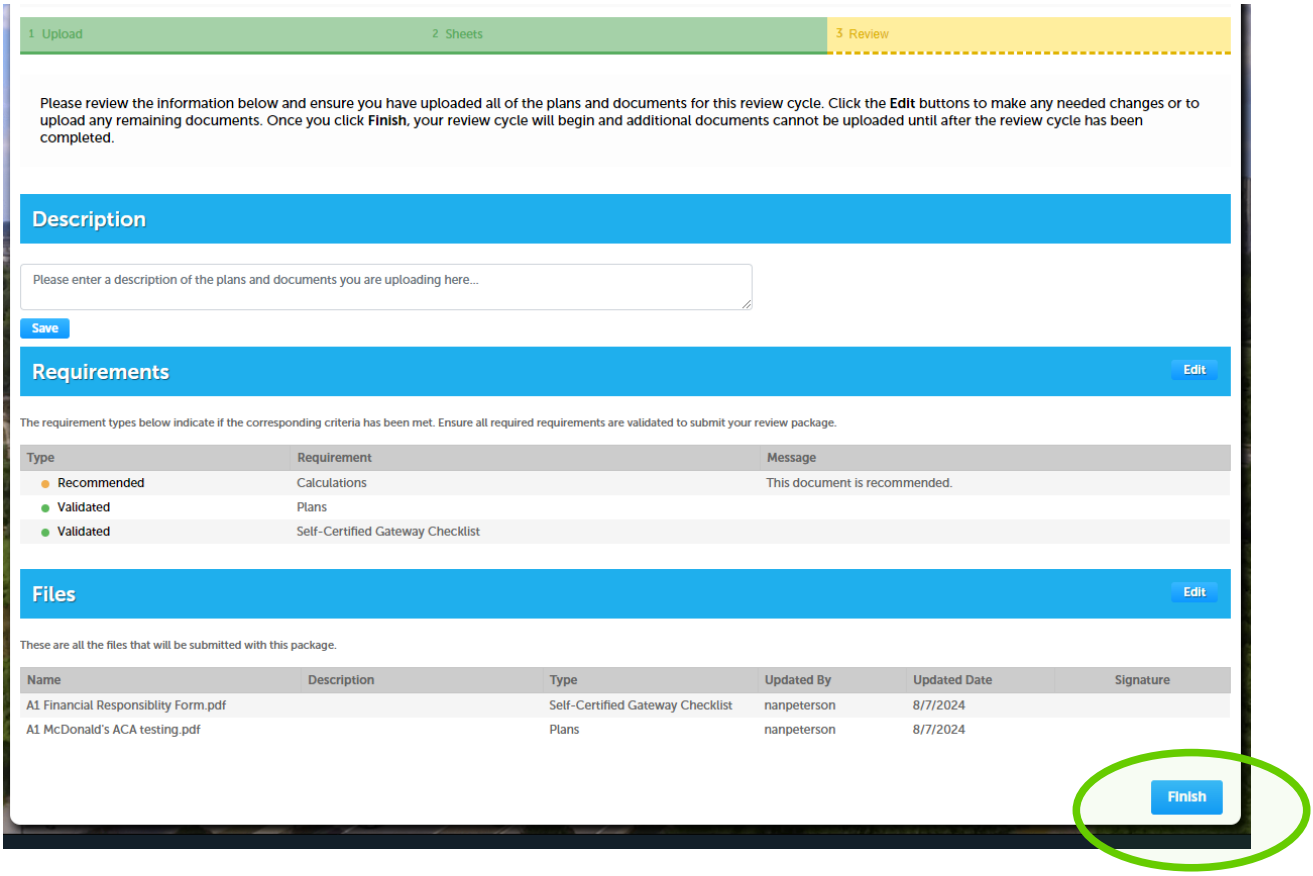
Upload and Validate



Continue

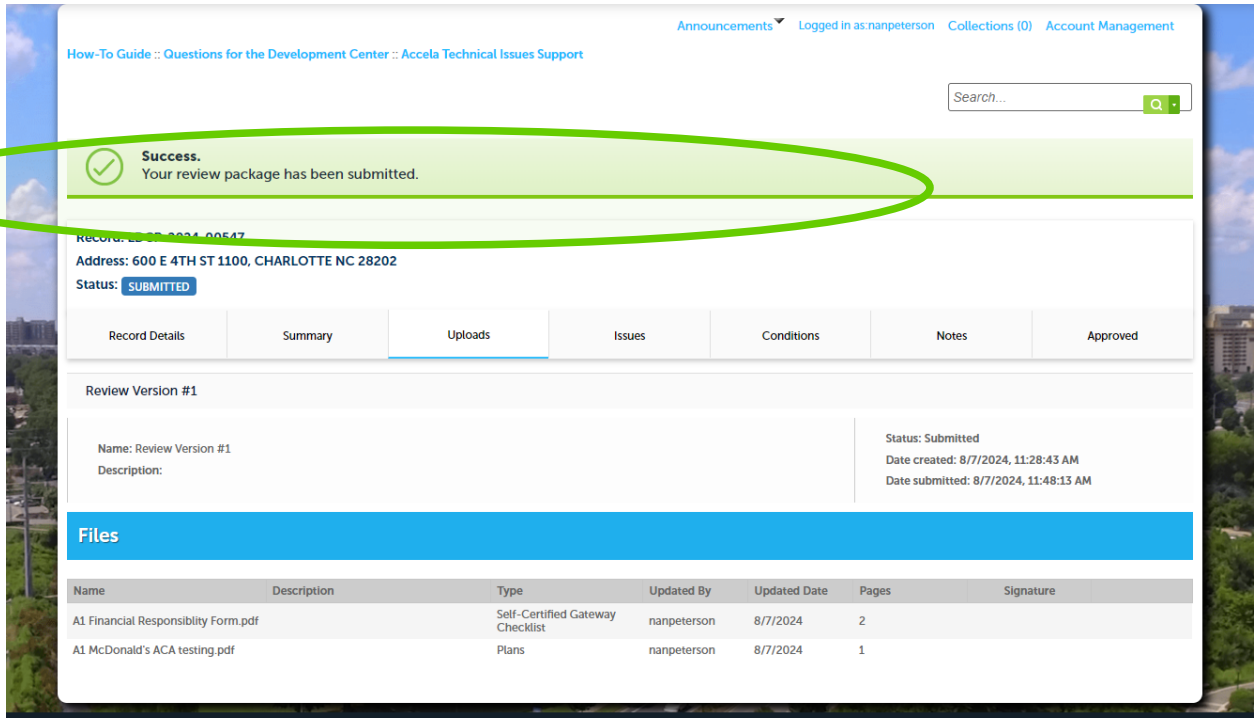


Continue



Click Finish to complete.

Success!



Digital Plan Room

Need assistance on how to upload plans, resubmit plans and other useful information for the Digital Plan Room, please click on this link: https://www.charlottenc.gov/Growth-and-Development/Getting-Started-on-Your-Project/Digital-Plan-Room