# ACCELA CITIZEN ACCESS (ACA) ONLINE PERMITTING SYSTEM

# https://ca.rcid.org/citizenaccess

ACA allows approved registered users to view permit records, apply for a permit, view plan review issues and conditions, schedule inspections, apply for a variance request and submit a Temporary Certificate of Occupancy request.

To get started, you will need to be a registered user of ACA. This is a secure website. Be sure to enable popups to see all the available windows within the website.

In order to register in ACA, you will need to be a licensed contractor in our main system, and be listed as an agent or power of attorney on behalf of a registered licensed contractor. *Note: ACA registration requests will not be granted if the user is not first registered in the main system.* 

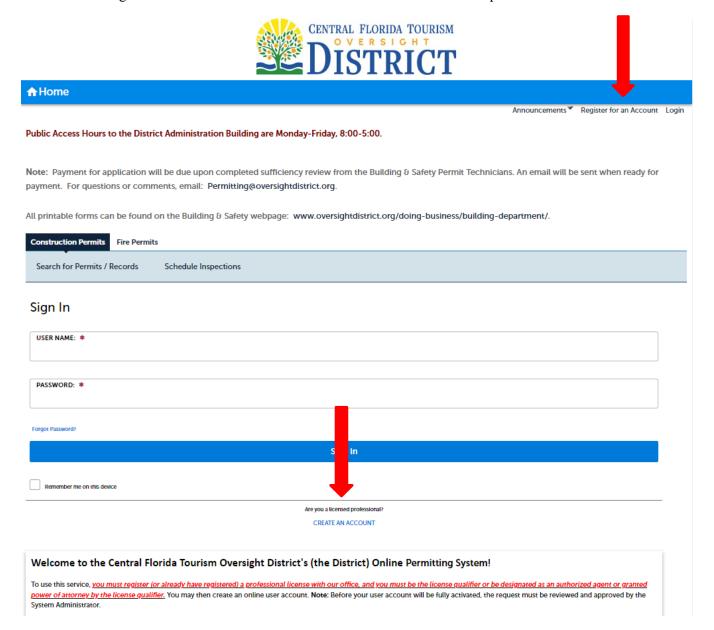
#### **Table of Contents**

Register for a New User Account:	2
Account Management:	5
Construction Permits:	5
Search for an Address:	6
Search for Permits:	8
Schedule Inspections:	
Reschedule or Cancel Inspections:	12
Correction Notices:	13
Plan Review Status:	14
Related Records:	15
Electronic Plans and Documents:	16
Applying for a Permit:	17
Step 1:	17
Step 2:	20
Attachments:	21
Step 3:	22
Step 4:	22
Step 5:	22
Applying for an Amendment or a Revision:	23
Applying for a Temporary Certificate of Occupancy Request:	27
Reports:	28
Applying for an Alternative Materials and Methods Request:	29



# Register for a New User Account:

Click on the "Register for an Account" or "Create an Account" and fill in all required fields.



# Enter License Information

#### STEP 1 OF 3: YOUR CURRENT LICENSE

Please select the type of professional license you hold. If you have more than one license, select the one you consider primary.

consider primary.			
Which License Do You Hold?			
Architect			
Architect			
Contractor-Alrm			
Ontractor-Bldg			
Contractor-Elec			
Contractor-Elev			
Contractor-Fire			
Contractor-LPG			
Contractor-Manu			
Contractor-Mech			
Contractor-Misc			
Contractor-Plmb			
Contractor-Pollutant			
Contractor-Pool			
Contractor-Roof			
Contractor-Spec			
Contractor-Util			
Design Professional			
EPCOT Code Books			
Operations			
Owner Rep			
CONTRACTOR-BLDG LICENSE			

CONTINUE

# TIP!

The license type and number must match exactly as established in our main permitting system. License number might have a space, e.g. CG C0000000, EF 0000000 or no space XX-0000000; and the type could be: Contractor-Bldg, Contractor-Elec, Contractor-Misc., etc. Reach out to permitting@oversightdistrict.org if an error message is shown that the license number cannot be found.



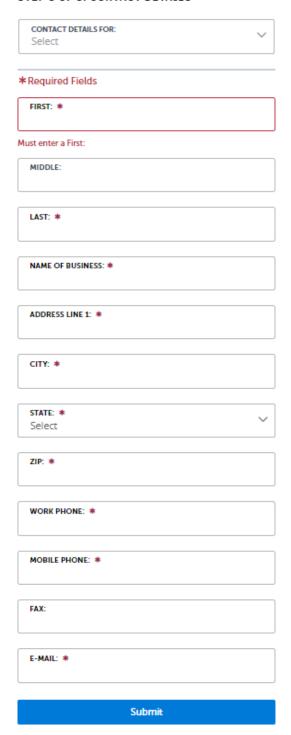
# Login Information

# STEP 2 OF 3: ACCOUNT DETAILS

* Required Fields		
USER NAME: *		
Must enter a User Name:		
E-MAIL ADDRESS: *		
PASSWORD: *		
Must enter a Password:		
TYPE PASSWORD AGAIN: *		
ENTER SECURITY QUESTION: *		
Select		
ANSWER: *		
I have read, understand, and agree to the Terms of Service ☑		
CONTINUE		

# Select Contact Type

#### STEP 3 OF 3: CONTACT DETAILS



All items with a red asterisk are required.

When you have successfully completed your registration request, an email will be sent to our office. Within 24 hours, we will review and if acceptable, approve the registration. Note: Anyone not in our main system will need to submit a notarized letter from the qualifier stating you as an agent or power of attorney on his/her behalf prior to acceptance. All permitting forms, checklists and policies are available on the Building & Safety, main website: <a href="https://www.oversightdistrict.org/building-department/">https://www.oversightdistrict.org/building-department/</a>. Once your registration request is approved by the System Administrator, you will be able to log in and start using the system.

## **Account Management:**

Any changes that need to be made to your account can be done through the Account Management page. You can change your password, update address and phone numbers, add additional licenses to your account, and add Delegates. Note: A Delegate is someone outside your organization you wish to perform certain actions on your behalf like schedule inspections, apply or pay online. They must already be a registered user in ACA.

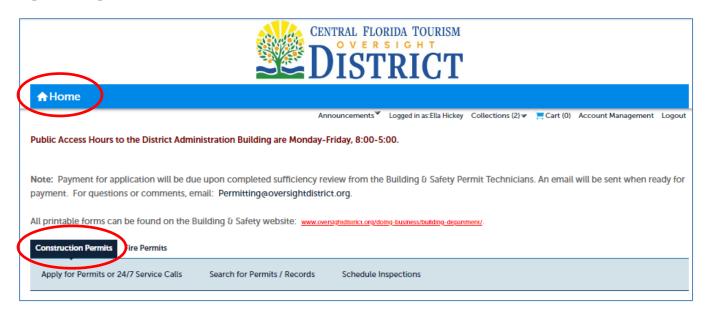


DO NOT SHARE user login. Each user must request separate account/access.

#### **Construction Permits:**

You can search for an address or a permit, schedule inspections, or apply for permits online. *Note: Anywhere there is an <u>underlined</u> or bold word in a list, it is a hyperlink to another window. If at any time you get lost in the system, just hit the "Home" link on top and it will bring you back to the following screen.* 

Note: All new permit applications can be found under the Construction Permits tab, including 24/7 Service Call Technician requests. At this time, the Fire tab only holds historical Pyrotechnic or Fire Sprinkler Head Replacement permits.

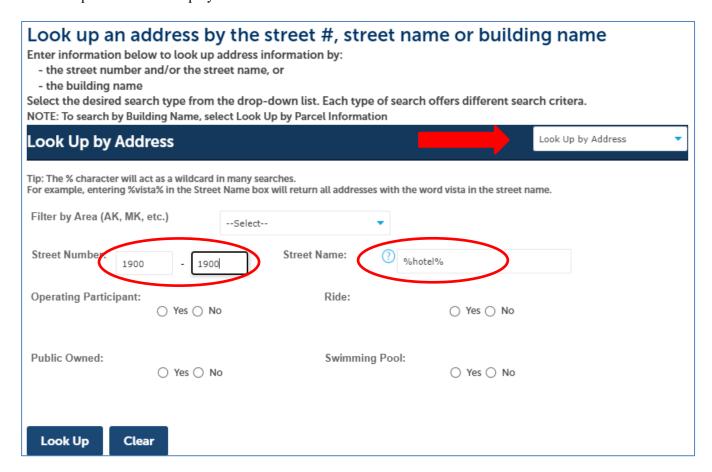


#### Search for an Address:

Search by Address could be helpful if you know the street name but don't remember the street number. Note: To use the wildcard search feature, use the percent sign before and after the word, e.g. "Castle". This is very helpful if you only know a portion of a name. The wildcard feature is usable in all fields of ACA.

As an Example, we will search for the District Admin Building using each of the search options.

The first option is to Look Up by Address from the Home screen:





#### 1 results found matching lookup criteria

Click any of the results below to view more details.

# Show on Map

Showing 1-1 of 1 | Download results



## Associated Parcels at 1900 HOTEL PLAZA BLVD LB, LAKE BUENA VISTA FL 32830

#### Show on Map

Showing 1-1 of 1 | Download results

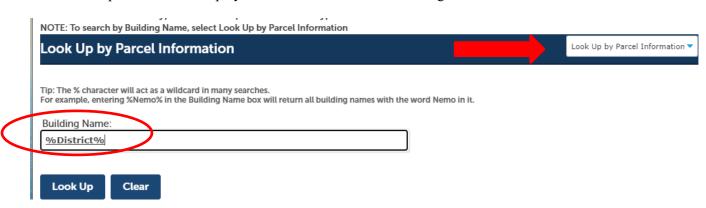
Unique ID	Building Name	Action
1432	DISTRICT ADMINISTRATION OFFICE BLDG	Retrieve Owner Info

### **Associated Owners of Parcel 1432**

Showing 1-1 of 1 | Download results

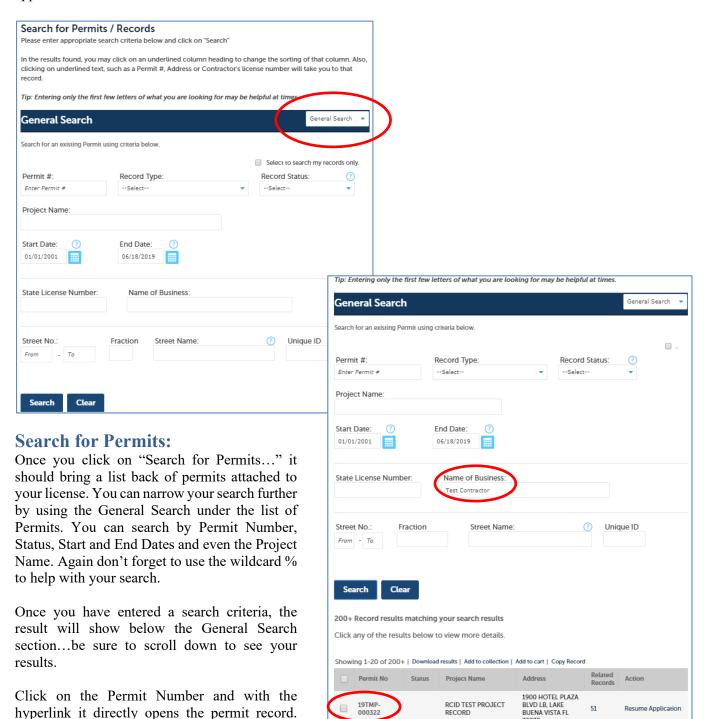
Name	Address
CENTRAL FLORIDA TOURISM OVERSIGHT DISTRICT	1900 HOTEL PLAZA BLVD LAKE BUENA VISTA, FL LAKE BUENA VISTA FL 32830

The second option is to Look Up by Parcel Information if the Building name is known from the Home screen.



Note: Many temporary events use parking lots as addresses. We have several already addressed in our system. A quick way to see those would be to search by **Event's in the Building Name**. It might help to narrow your search.

The third option is to search by existing permits via selecting General Search under the "Search for Permits / Records" tab. This is helpful if you know a permit number, project name or the date range of when the permit was applied.



expand the section.

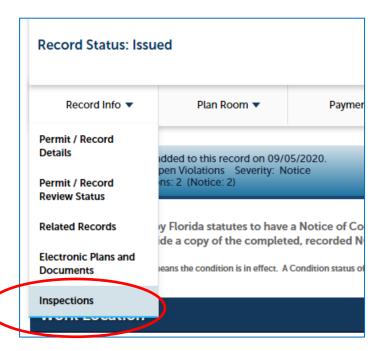
From there you will see the permit details broken

into sections. Anywhere there is a small arrow pointing right, click on that arrow and it will 32830

1200 AVENUE OF

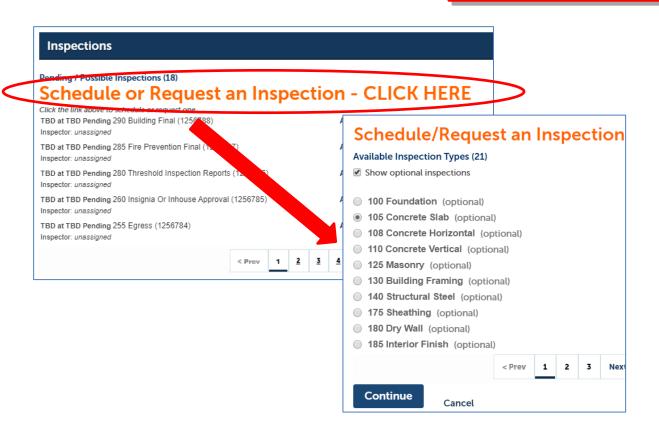
## **Schedule Inspections:**

Once on a Record, Inspections can be scheduled by clicking on the Record Info – Inspections tab:



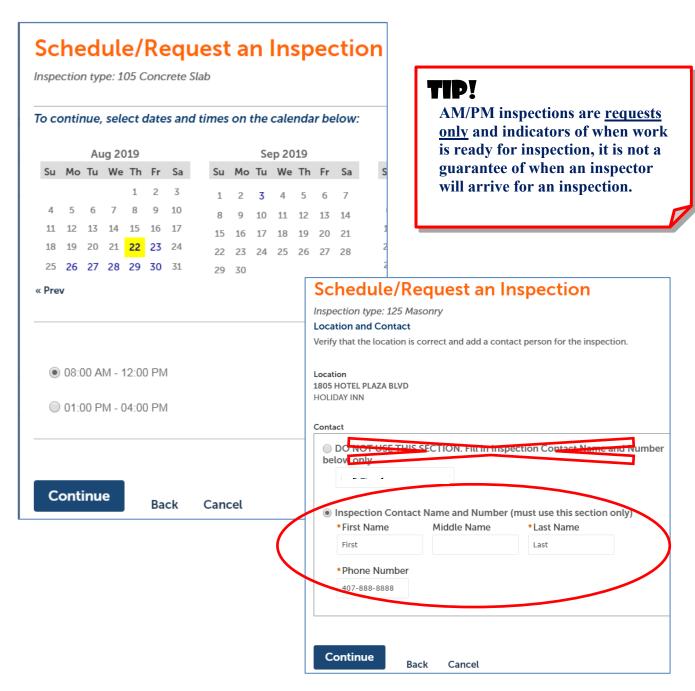
# TIP!

- An inspection code can only be scheduled once per day.
- If a previous inspection result is "Approved", an additional inspection cannot be scheduled on that specific code. The action needs to be modified to a "Partial Approval" by the inspector for continued inspections of that code.
- If an inspection code is scheduled using the "Actions" dropdown, it will remove the pending inspection on the permit and will not allow continued inspection of that code.

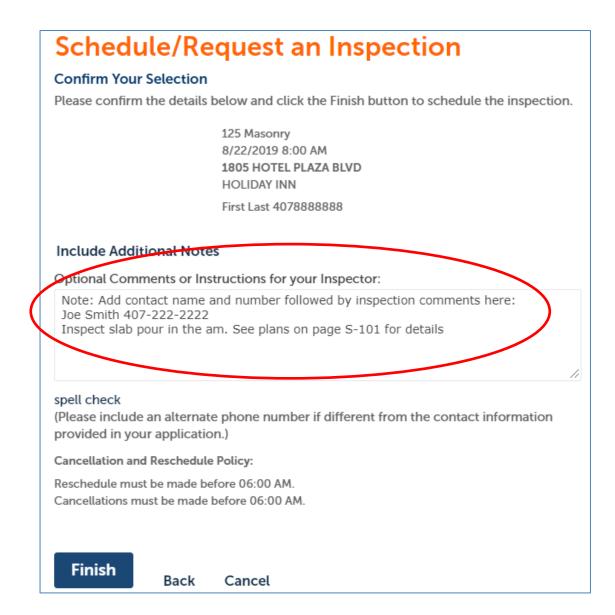


Inspections can be scheduled 7 days out for an AM or PM inspection.

Be sure to select "Inspection Contact Name and Number" for specific contact information, otherwise the contact number on file in our main system will display on the inspectors' devices. *Note: Not changing the contact name and number leads to wasted time spent by the inspectors trying to find the correct person with information for the inspection.* 



To include all relevant inspection information for the inspectors, be sure to fill in the "Include Additional Notes" section as well. Contact name, number and comments all appear on the inspectors' devices for each inspection.

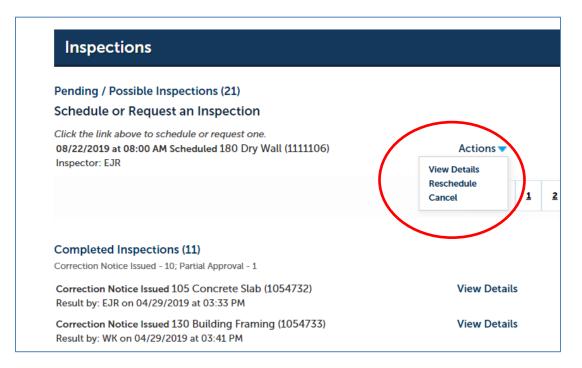


As a reminder, the same inspection item cannot be schedule twice in one day for a given permit and if the previous action is Approved or Approved with Comments, you will not be able to schedule an inspection. If an inspection is required after an "Approved" or "Approved with Comments" result, please call the appropriate Chief to make adjustments to the inspections. Note: The IVR will still be available for use, however, please do not schedule the same inspection in both systems.

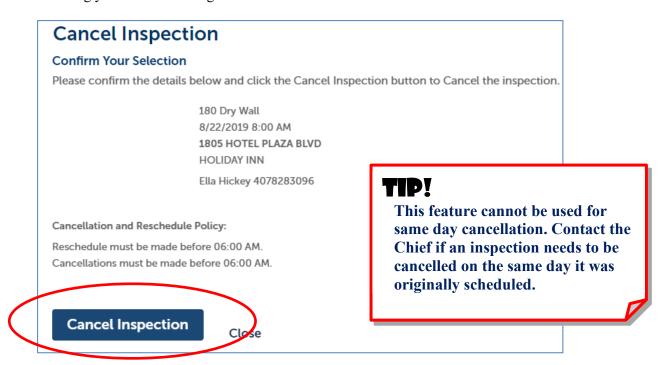
"One District, One Goal - Excellence"

## **Reschedule or Cancel Inspections:**

Once on a Record, Inspections can be rescheduled or canceled by clicking on the Record Info - Inspections tab above, but select the Action Tab to the right:

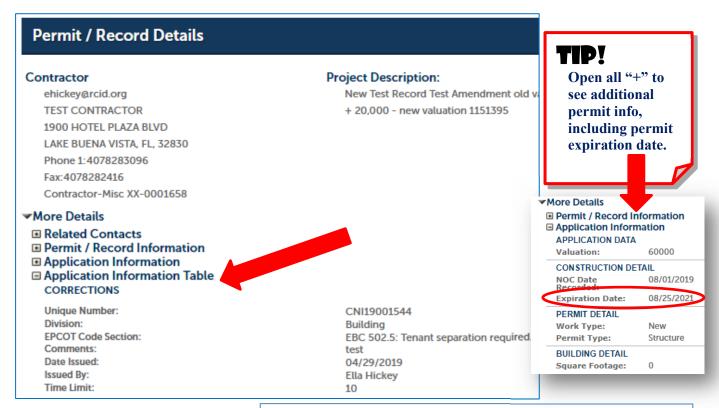


Rescheduling the inspection will bring you back to the Schedule Inspection screens above. Cancelling the inspections will bring you to the following:



#### **Correction Notices:**

Correction Notices are located under Permit Details / Record Details. If a correction notice has been issued, the Application Information Table will be visible with a "+" sign to the left. Click on the "+" sign to see all the comments related to the correction notice. To know if the violation has been cleared, you will see two additional lines: Violation Cleared By and Date Violation Cleared. Otherwise this next example is considered an open correction notice.



The example above shows an open violation, the sample on the right shows a completed violation. It includes the Violation Cleared By and the Date Violation Cleared.

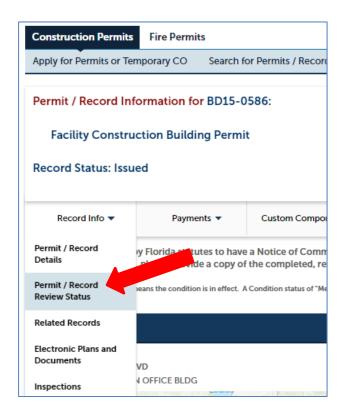


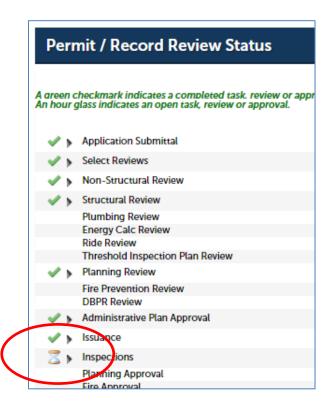
ISTRICT

#### **Plan Review Status:**

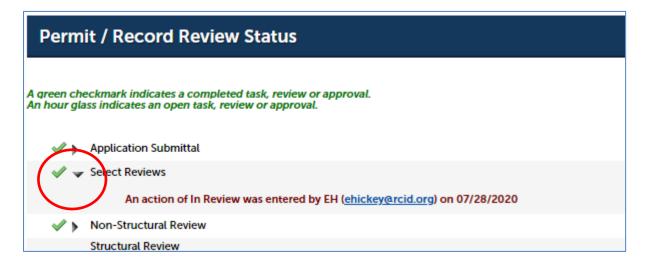
General permit status can be found under the Record Info, Permit / Record Review Status tab. The green check marks, next to the Plan Review Status, means that action is complete. The hourglass symbol means that it is the active workflow item.

1900 Hotel Plaza Blvd., Lake Buena Vista, FL 32830 \* (407) 828-2034 \* (407) 828-4466/IVR \* (407) 828-2416/Fax \* Permitting@oversightdistrict.org

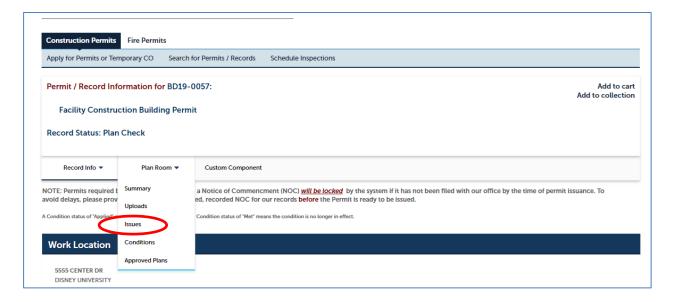




Clicking on the right arrow next to a specific plan review stop will show actions taken on a specific Workflow Task, and any '+' contains additional information.

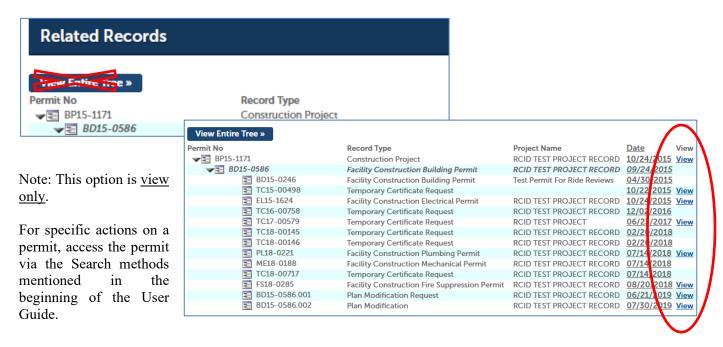


All plan review Issues are viewed in the Digital Plan Room. These include any Revise and Resubmit comments by a plans examiner. For full details on how to use the Digital Plan Room, see the **ACA Digital Plan Room User Guide**.



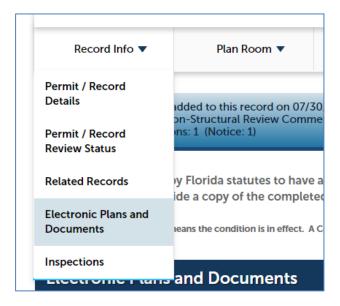
#### **Related Records:**

This is a very useful tool to see all related permits and their statuses. Note: It is recommended that you DO NOT CLICK on "View Entire Tree". This could take several minutes to load and will result in multiple upon multiple permits.



#### **Electronic Plans and Documents:**

All documents attached to a permit can be found under the Electronic Plans and Documents tab by the authorized licensed professional and are available for download by the user. However, all submissions of documents will be handled via the Digital Plan Room. See the ACA Digital Plan Room User Guide on how to upload plans and documents.



Following is a sample breakdown of the Document Categories available in ACA. Selecting the correct category will ensure they are processed correctly for digital signature requirements. For a complete list of Document Categories, see the **Electronic Submittal Requirements Checklist** found on the website.

Alternative Materials & Methods – Supplemental information for a variance request

**Application** – Fully executed permit application, signed and notarized

Contract – Contract/Letter of Intent (LOI)/Purchase Order (PO)

Notice of Commencement – Copy of county-stamped NOC (required prior to first inspection request)

Building Plans – Digitally signed by a Third Party Certificate Authority\*

Energy Calculations – Digitally signed by a Third Party Certificate Authority\*

Other Calculations – Digitally signed by a Third Party Certificate Authority\*

Structural Calculations – Digitally signed by a Third Party Certificate Authority\*

Correspondence - Narrative / Miscellaneous information for general information on a permit

**Shop Drawings** – Delegated Engineering, Florida Product Approval, etc.

Site Plans - Dimensions and Scale Required

**Special Inspection Reports** – Test & Balance, Threshold Inspection, Welding Cert, etc.

**Specs / Project Manuals** – Roof Submittals, Manufacturer's Literature, Project Manuals, EOR Approved Submittals, etc.

\* See the Digital Seal and Signature Requirements Policy



Uploading documents as an "Attachment" will not show all Categories. Only those that apply.

## **Applying for a Permit:**

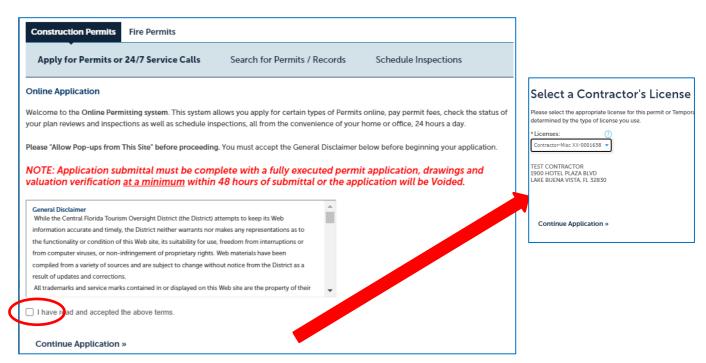
The electronic submission of permit applications will still require all of the same documents previously physically brought into our office during time of application. These may include: completed, signed and notarized permit application; site plan; drawings; calculations and specifications; contract; or any other required document.

Note: The only exception on required permit application uploads is for Electrical Show Power permits. This is the ONLY electronic permit application that does not need an application signed and notarized for upload. No additional documentation is needed for Electrical Show Powers.

You will also need to have the permit address when applying electronically. There is an opportunity to search during the application process, but you might want to have that info ahead of time so you can breeze through the application process. *Note: Checkout the District Address Finder prior to starting a permit application if you don't know an address:* <a href="https://tinyurl.com/DistrictAddressFinder">https://tinyurl.com/DistrictAddressFinder</a>.

Permit fees are due after a complete sufficiency review is performed. Notice will be sent to the applicant when ready for online payment.

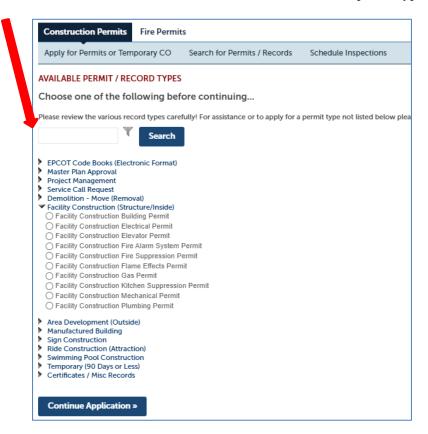
**Step 1:**So to get started...select "Apply for a Permit" and accept the disclaimer to Continue Application.



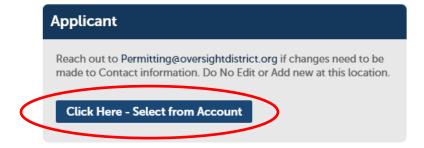
When selecting a permit category, first determine what type of an application it is. Building or structure construction falls under "Facility Construction", area preparation or utility work are "Area Development", permanent trailers or manufactured buildings are "Manufactured Buildings", all roof related permits are "Facility Construction Roofing" and any type of temporary construction 90 days or less falls under "Temporary Construction". Ride attractions (not ride facility construction) fall under "Ride", actual pool construction or replacement/repairs are "Pool" and all sign related work is a "Sign" permit type.

Note: Permit creation will correspond with the type of license you possess. An electrical contractor will not be able to select a building permit type and vice versa. Contractors will only see a list of records types associated to their type of license.

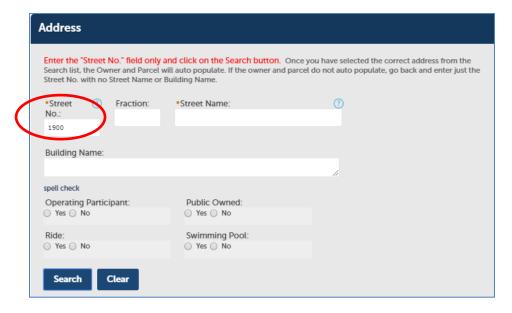
You can either use the filter feature or click on the arrows and select the correct permit type.

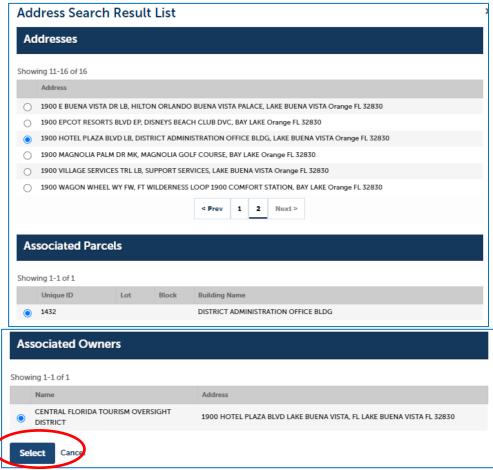


Next select Applicant or Contact name. Because you are already an established user of the system, your contact info already exists. If any info needs to be edited, reach out to <a href="mailto:Permitting@oversightdistrict.org">Permitting@oversightdistrict.org</a>. Select: Click Here – Select from Account for the application contact. No not select Associated License as it was already attached to the record in the previous step.



Search for the address by the Street Number Only. The system will return a list. Once selected, the system will auto-populate Building Name, Parcel and Owner. Note: If you have to type the Parcel or Owner, you did not select the address properly. Clear all fields and start with the Street Number only again.





Note: You will need to scroll through to the bottom of the Address Search Result List until the Select button is visible.

Select "Continue Application." Note: If at any time in the permit application process you need to stop and come back later, select the "Save and resume later" button on the left-hand side. A temporary number will be issued and it will appear in your "Cart" on your Home page for completion at a later date.

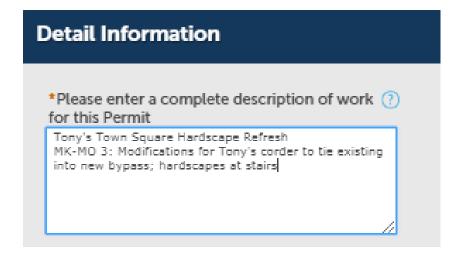
Depending on where you were when you saved your permit application you can go to the Home screen and click on "Search for a Permit". The "00TMP-000000" number should be visible on your list of permits. Scroll all the way to the right and under "Action", click on Resume Application. You will be able to pick up where you left off. Note: all "tmp" records are purged from the system every 24 hours.

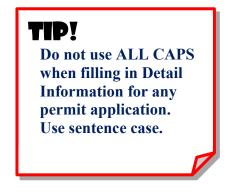


## Step 2:

Be sure to complete all fields. Any field with a red \* is required.

Under Detailed Information, please be as specific as possible. Include the project name, location and full description of the work. Following is an example:

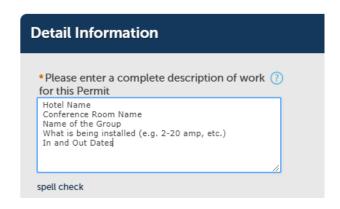




"One District, One Goal - Excellence"

Show Power and Event Power permits, include hotel name, conference room, group name, what is being done, and in and out dates.

For Tents include number and size of tents and how tied-down, and whether with or without sidewalls and in and out dates.





#### Note:

Stages – Include size and info on stairs and handrails.

*Manufactured Buildings* – DCA buildings yes/no.

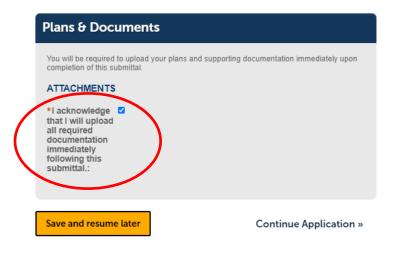
*Temporary* – Inflatables yes/no.

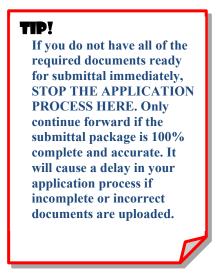
Temporary – The Install and Removal Date are required, but we also ask you to fill in times as well.

#### **Attachments:**

See "Electronic Plans and Documents" above for classification of documents for submission. Details on how to submit electronic plans can be found in the ACA Digital Plan Room User Guide.

Note the acknowledgement: "I acknowledge that I will upload all required documentation immediately following this submittal."





Page 21 of 29

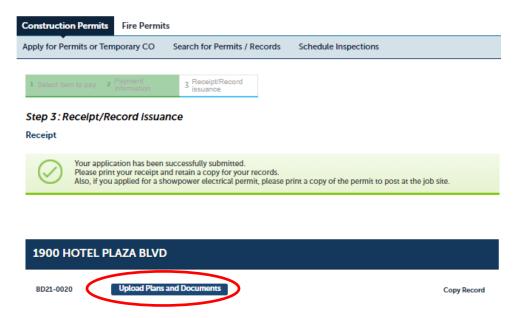
Step 3: Now you can review your application and make edits to any section.



1900 Hotel Plaza Blvd., Lake Buena Vista, FL 32830 \* (407) 828-2034 \* (407) 828-4466/IVR \* (407) 828-2416/Fax \* Permitting@oversightdistrict.org

### Step 4:

Once the application has been submitted, go immediately to Upload Plans and Documents. See "Electronic Plans and Documents" above for classification of documents for submission. Details on how to submit electronic plans can be found in the ACA Digital Plan Room User Guide.



## Step 5:

Once the online application is submitted and all required documents uploaded to the application, a sufficiency review will be completed by the Permit Technicians. If the submittal is 100% complete, an email will be sent to the applicant/contact to return to the permit and pay fees due. Once fees have been paid, the application will become a permit and enter the Plan Review phase.

Applications with an incomplete sufficiency review will be marked as Incomplete. The applicant/contact will have limited time to resolve any items identified by the Permits Technicians. If no response has been received within a timely manner, the application will become null and void and a lock placed on the Contractor / Licensed Professional. No further action can be made until the applicant can confirm by reaching out to <u>Permitting@oversightdistrict.org</u>, that all the required items have been corrected and are ready for re-submittal.

## **Applying for an Amendment or a Revision:**

Amendment and Revision plan modifications are now applied via ACA and documents uploaded directly to the plan modification. Amendments and Revisions are not available for creation until the main/root permit has been Issued. Only one (1) Amendment may be open/created at a time. *Note: Do not upload plans to the main/root permit number, nor send an email to the Permit Technicians.* 

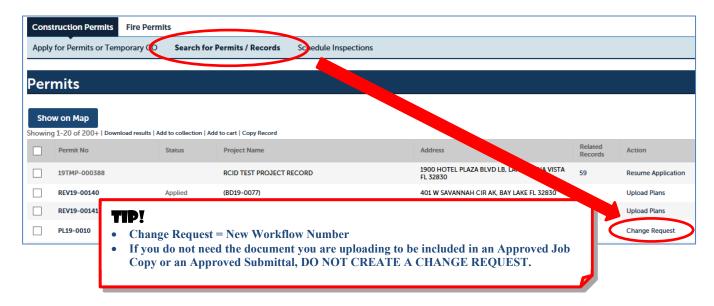
#### **Amendment:**

- Modifications to plans that add (or remove) scope and/or valuation to a project.
- Amendments require a signed and notarized application form.
- Additional valuation requires an updated Contract/Purchase Order/Letter of Intent/Change Order uploaded to the Amendment.
- Additional fees are paid on the main/root permit. No inspections can be scheduled until fees are paid. *Note: if no increase in valuation the Revision rates will apply per number of pages modified or added.*
- Approved Amendments are required to be Issued to the License Professional.
- The Approved Job Copy (AJC) will not be created until the Amendment is Issued and placed on the main/root
  permit. An email will be sent notifying the applicant that the AJC is available on the main/root permit once
  Issued.

#### **Revision:**

- Changes to approved plans that do not change scope of work. These may be known as: Bulletin, ASI, SI, Addendum, Directive, etc.
- Do not need a signed and notarized permit application.
- Revision fees paid on the main/root permit, and are assessed per number of pages modified or added. No inspections can be scheduled until fees are paid.
- AJC will be created when the last plan review is complete. An email will be sent notifying the applicant that the AJC is available on the main/root permit.
- Delegated Engineering / Deferred Submittals.

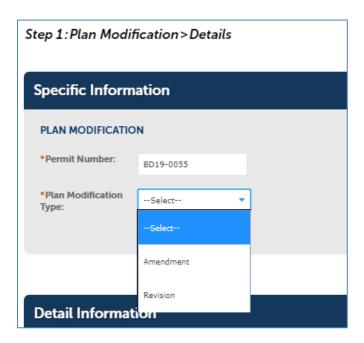
There are two ways to create a plan modification record. One way is to search for the main/root permit in the record list. On the right hand side of that permit under Action is the link for "Change Request". *Note: This link is used whether it is a Revision or an Amendment.* 



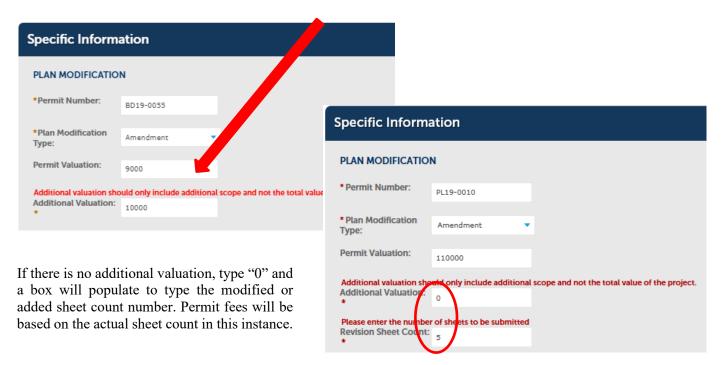
The second option is to select Change Request from the Record Info Page:



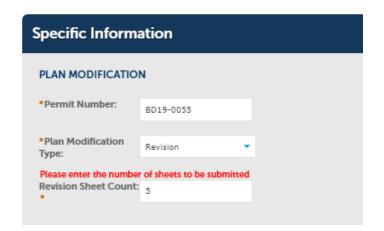
Either option will open the Amendment / Revision permit. The application will lead you through the prompts for the type of modification.



An **Amendment** will populate the main/root current valuation and open a field to enter the amended valuation only. **Note: Do not include the entire valuation.** An adjustment to the main/root valuation will be applied and new fees assessed. Once verified by the Permit Technicians, the additional permit fees will be available to be paid on the main/root permit number.



A **Revision** only needs the sheet count provided. Once verified by the Permit Technicians, the additional permit fees will be available to be paid on the master permit number.



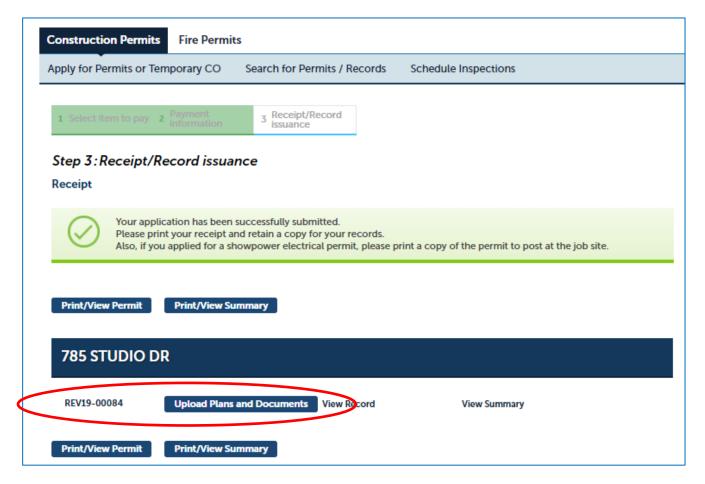
For initial submittal of Delegated Engineering / Deferred Submittals, this should be the total number of pages contained in the drawings and calcs.

Complete the plan modification application by providing details of the Amendment or Revision, acknowledge that plans will be uploaded after payment and Continue Application, similar to an initial permit application. Note: Do not include an entire Narrative in the Detail Information tab. A summary of the Amendment / Review will suffice. Do not re-enter the original scope of the work description.



Once Continue Application is selected, a confirmation will be displayed of the Amendment or Revision and the temporary number displayed: **REV00-00000**.

Page 25 of 29



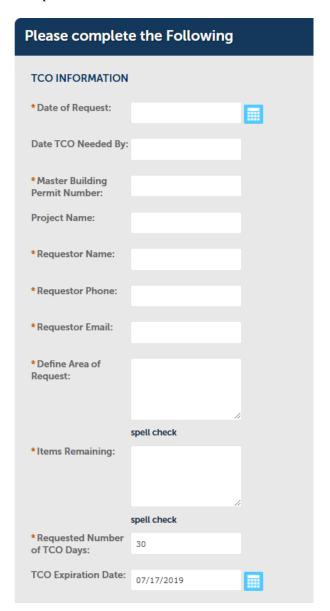
The standard Amendment / Revision permit number will not populate until the application has been resulted as Complete by the Permit Technicians. Once done, the standard child record number scheme will be displayed: **BD00-0000.001**. Note: Do not include the REV number on your Narrative. Once the Plan Modification request is processed, the REV number is replaced with a Workflow number.

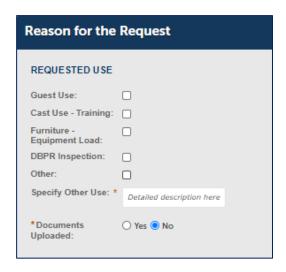
To upload plans and documents, follow the instructions found in the ACA Digital Plan Room User Guide.

## **Applying for a Temporary Certificate of Occupancy Request:**

Begin the process using the same Change Request option demonstrated previously and select "Temporary Certificate Request".

Complete all fields in the two informational sections.





#### **Sample Area of Request for Rooms TCOs:**

Cast Use:

Turn 3 (Floor/Pod) - Rooms: 3001, 3002, 3003

Guest Use:

Turn 4 (Floor/Pod) - Rooms: 4001, 4002, 4003



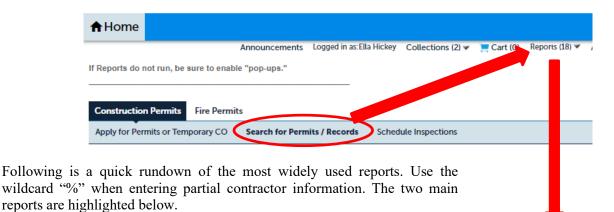
If remaining items are "none" do not complete a TCO Request. Schedule all required Final inspections to close out permit, which starts the automated Certificate processing.

Upload any accompanying documentation to support the request.

Note: Allow 24 hours from Final Discipline approval for Administrative processing. To ensure receipt of the TCO on a timely basis, provide additional lead time for each request. Buildings cannot be occupied until Temporary Certificate of Occupancy certificates have been signed and uploaded to the permit.

## **Reports:**

To access the Reports tab in ACA, click on "Search for Permit / Records" (1st). Once within the screen, the Reports tab is visible.



- ContractorInspectons Any inspection scheduled or completed per contractor, per date range on all open permits
- ContractorOpenCNIs All open violations, per contractor
- ContractorOpenPermitExpACA All contractor open permits and expiration dates RUN WEEKLY FOR STATUS OF OPEN PERMITS
- ContractorPlanReviews Any plan review action per contractor, per date range on all open permits
- Inspection History Report Inspection history on one permit only
- Plan Review History Plan Review history on one permit only
- Project Summary w/CNIs & Finals RUN PRIOR TO SUBMITTING REQUEST FOR TCO (This is the same report used by the District for verifying approval of TCO requests. The project number "BP00-0000" will be required to run the report and can be found under Related Records. See sample below on how to obtain that number if unknown.)
- IVR Conf Cod Research Verification that an inspection has been scheduled using IVR confirmation code





# **Applying for an Alternative Materials and Methods Request:**

Begin the process using the same Change Request option demonstrated previously and select "Alternative Materials and Methods".

Complete all fields. *Note:* Submit all AM&M requests on the permit needing the variance, not the Master Permit. (For example, if the variance request is for plumbing pipe sizing, the permit should be "PL00-0000" not the master building permit: "BD00-0000".)

Note: Supporting documents are required and must be uploaded to this AM&M Request via the Digital Plan Room. See Request for Approval of Alternative Materials, Methods or Special Permission Requirements Policy on the department website.

All fields are required, including appropriate code sections. If the request is outside the standard items in the dropdown, select "Other" and include the appropriate EPCOT Code as a reference in the box provided.

