



Accela Citizen Access User Manual

We are pleased to offer our residents and businesses access to government services online, 24 hours a day, 7 days a week.

We are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience

Rev. 8/2016

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NOTE:

- Accela defaults to 11/17/2014 thru today's date for searches.
- To view completed permits prior to 11/17/14 see Info Hub
<http://infohub.cityofalbany.net/infohub/>

Accela Citizen Access Registration Process

1. Open your web browser and navigate to <https://www.cityofalbany.net/aca>
2. If you are a new user, click on one of the **Register for an Account** links.

The screenshot displays the City of Albany, Oregon Permitting & Inspections website. The header includes the city logo, the text "CITY OF ALBANY, OREGON PERMITTING & INSPECTIONS", and "powered by Accela". Navigation links for "Announcements", "Accessibility Support", and "Register for an Account" are visible, with the latter highlighted in a red box. A search bar is located to the right of these links. Below the header, a navigation menu shows "Home", "Building", and "Planning". The main content area features a "Welcome to the City of Albany's Citizen Portal" section with introductory text and a "Login" section. The login section includes fields for "User Name or E-mail" and "Password", a "Login »" button, and a "Remember me on this computer" checkbox. A link for "I've forgotten my password" is also present. At the bottom of the login section, a link for "New Users: Register for an Account" is highlighted in a red box.

3. After reading the General Disclaimer, click on the check box to accept the terms for online access to Accela Citizen Access and click the **Continue Registration** to continue the registration process.

CITY OF ALBANY, OREGON PERMITTING & INSPECTION

Announcements

Search

Home Building Planning

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information

Please review and accept the terms below to proceed.

General Disclaimer

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.

I have read and accepted the above terms.

Continue Registration »

4. Fill out the registration form with the required information. Fields marked with a * are required and must be entered to continue.
5. Click **Add New** to add your contact information.

[Home](#) [Building](#) [Planning](#)

Account Registration Step 2: Enter/Confirm Your Account Information

* indicates a required field.

Login Information

*User Name:

*E-mail Address:

*Password:

*Type Password Again:

*Enter Security Question:

*Answer:

Contact Information

Choose how to fill in your contact information.

Add New

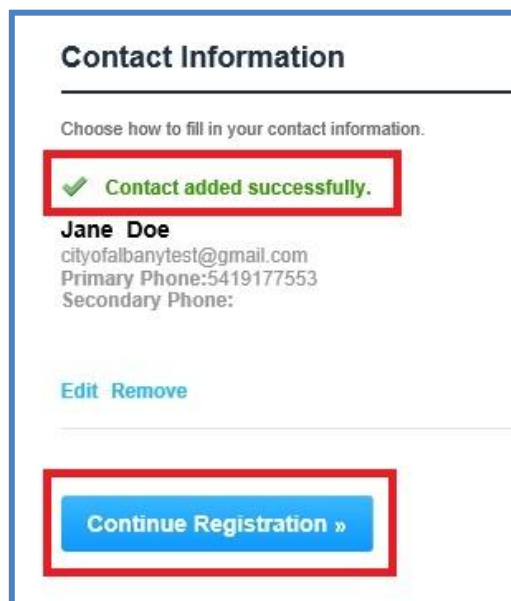
- a. Select your Contact Type and click **Continue Registration**.

The screenshot shows a web form titled "Contact Information". On the left, there is a section with the text "Choose how to fill in your contact info" and two buttons: "Add New" and "Continue Registration »". The "Continue Registration »" button is highlighted with a red rectangular box. On the right, a "Select Contact Type" dropdown menu is open, showing a list of roles: "--Select--", "Applicant", "Complainant", "Consultant", "Engineer", "Facility Manager", "Operations Manager", "Representative", and "Responsible Electrician". The dropdown menu is also highlighted with a red rectangular box.

- b. Complete contact information and click **Continue**.

The screenshot shows the "Contact Information" form with the following fields: "* First:", "Middle:", and "* Last:" (each with an input box); "Name of Business:" (with an input box); "* Address Line 1:" (with an input box); "* City:", "* State:", and "* Zip:" (each with an input box); "* E-mail:" (with an input box); "Primary Phone:" and "Work Phone:" (each with an input box). At the bottom, there are three buttons: "Continue", "Clear", and "Discard Changes". The "Continue" button is highlighted with a red rectangular box.

- c. You'll receive a confirmation email that your contact was successfully created.
- d. Click **Continue Registration**.



Contact Information

Choose how to fill in your contact information.

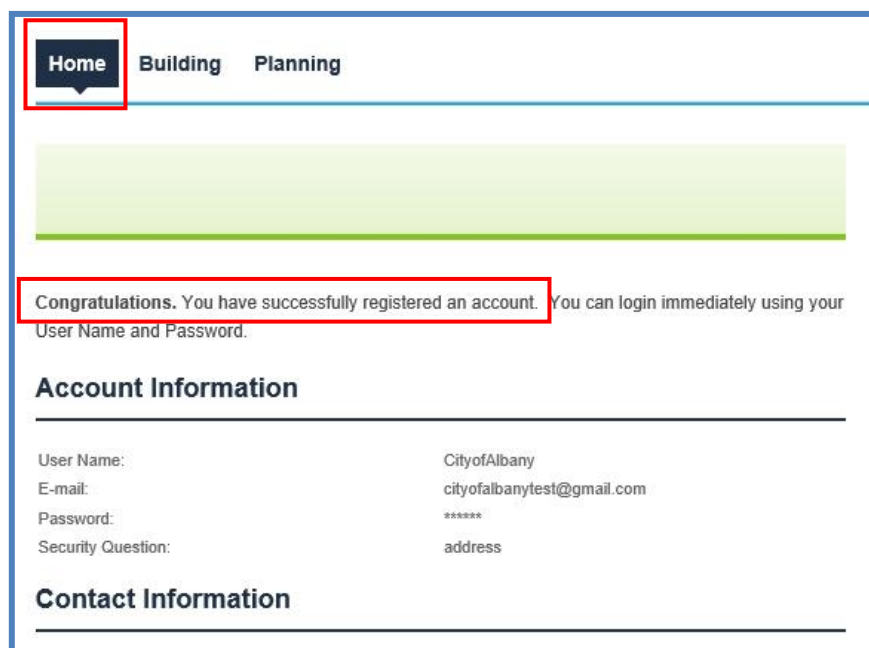
✓ **Contact added successfully.**

Jane Doe
cityofalbanytest@gmail.com
Primary Phone:5419177553
Secondary Phone:

[Edit](#) [Remove](#)

Continue Registration »

- e. After the registration is complete, the information you used to register will be displayed and you will receive an email confirming the registration process. Return to the home page by double clicking on **Home tab**.



Home Building Planning

Congratulations. You have successfully registered an account. You can login immediately using your User Name and Password.

Account Information

User Name:	CityofAlbany
E-mail:	cityofalbanytest@gmail.com
Password:	*****
Security Question:	address

Contact Information

6. At the Home screen, enter the email address and password you selected during the registration process. Click the **Login** button to continue.

Announcements Accessibility Support [Register for an Account](#) [Log](#)

Search...

Home Building Planning

Welcome to the City of Albany's Citizen Portal
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What would you like to do today?
To get started, select one of the services listed below:

Login

User Name or E-mail:
cityofalbany.net

Password:
.....|

[Login »](#)

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

7. Once logged into Accela Citizen Access, you can search existing applications, schedule inspections or apply for a new permit application.

Resetting Your Password

If you forget your password click on the **I've forgotten my password** link.

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

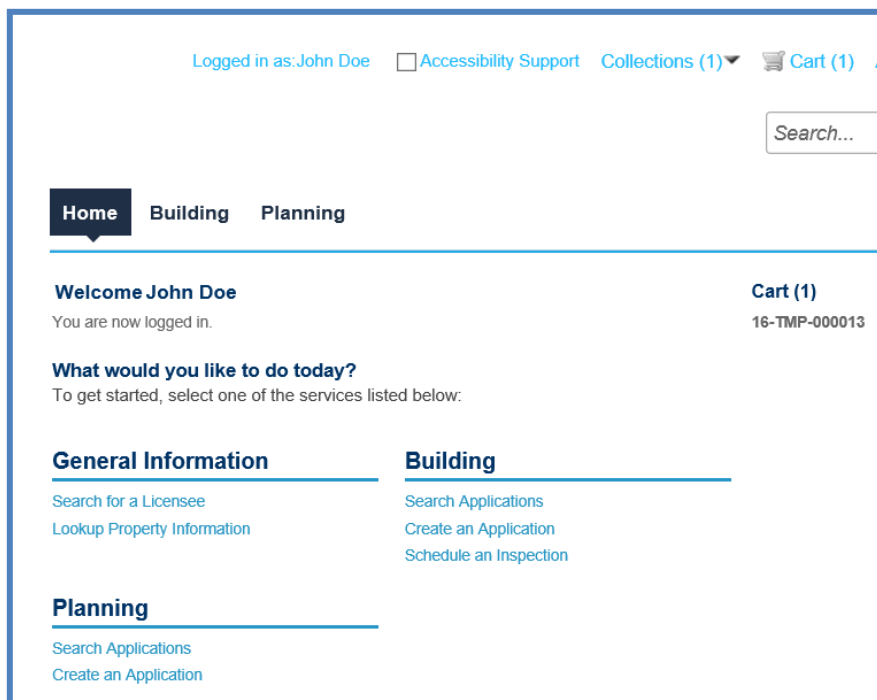
You will be sent an email with your user name and a temporary password. Log into Accela Citizen Access with your temporary password, you'll be asked to choose a new password. Passwords are case sensitive.

Accela Citizen Access (ACA) Search

NOTE:

- Only permits created AFTER 11/17/2014 will be found in ACA. Refer to Building Eye to find permits closed prior to 11/17/2014.
- Public Works permits are found under the Building section and tab.

1. Open your web browser and navigate to: <https://www.cityofalbany.net/aca>.
2. You do not need to be registered to search permit/address/parcel/owner information in ACA. You will need to log in to create a permit, schedule an inspection, access your collections, or pay outstanding fees.
3. Click **Search Applications** in the Building or Planning sections or tabs.



4. Searching on the Building or Planning tab will return only those types of permits.

Announcements Accessibility Support Register for an Account Login

Search...

Home **Building** Planning

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What would you like to do today?
To get started, select one of the services listed below:

General Information
[Search for a Licensee](#)
[Lookup Property Information](#)

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

Planning
[Search Applications](#)
[Create an Application](#)

Login
User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

5. Permits you've created in ACA will show in the Records section.

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	F
<input type="checkbox"/>	06/24/2016	B-0040-16	Demolition - Commercial	333 SE JEFFERSON ST, ALBANY OR 97321				0
<input type="checkbox"/>	06/24/2016	PK-0003-16	Parking Lot	333 SW BROADALBIN ST, ALBANY OR 97321			Application Created	0
<input type="checkbox"/>	06/22/2016	S-0007-16	Sign	333 SW BROADALBIN ST, ALBANY OR 97321	General Description		Application Created	0

6. You can narrow down the search types in the General Search drop down.

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

Record Number: Record Type: Record Status:

7. You can further narrow the search to search your records only.

General Search General Search

Search my records only

Search All Records

Record Number: Record Type: Record Status:

8. Complete the search fields. **THE LEAST AMOUNT OF INFORMATION ENTERED** returns the best results, i.e. partial street name or number, beginning letters of contractor name, etc. Clicking **Search** without any criteria will display all permits in the system.
9. Click **Search** when you have entered your search criteria.

General Search

Search my records only
 Search All Records

Record Number: Record Type: Record Status:

Start Date: End Date:

License Type: State License Number:

First: Last: Name of Business:

Street No.: Start Fraction: Street # (end): - Direction:

Street Name: Street Type: Unit Type: Unit No.: Parcel No.:

City: State: Zip: County:

10. View the permit information by clicking on the record number from the results list.

[Search](#) [Clear](#)


100+ Record results matching your search results

Click any of the results below to view more details.

[Show on Map](#)

Showing 1-10 of 100+ | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Project Name	Action	Status
<input type="checkbox"/>	06/03/2016	BE-0054-16	Commercial - Electrical	333 SW ELLSWORTH ST, ALBANY OR 97321			Application Created
<input type="checkbox"/>	05/19/2016	BE-0052-16	Commercial - Electrical	333 NW 1ST AVE, ALBANY OR 97321	General		Application Created
<input type="checkbox"/>	05/11/2016	16-TMP-000187	Commercial - Electrical	1527 NW RANCH CT, ALBANY OR 97321			
<input type="checkbox"/>	05/11/2016	BE-0047-16	Commercial - Electrical	333 SW ELLSWORTH ST, ALBANY OR 97321			Approved

11. General information, such as location, fees, and other information, will be displayed with the permit. Click on the  next to each field to see details pertaining to that specific field.

Home **Building** Planning

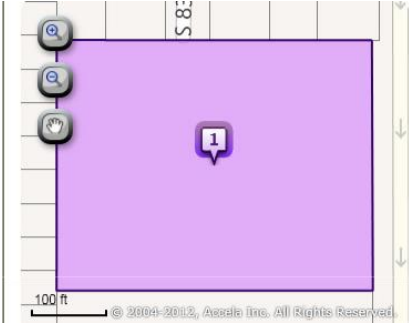
[Search Applications](#) [Create an Application](#) [Schedule an Inspection](#)

Record BE-0826-15: [Add to cart](#) [Add to collection](#)
Commercial - Electrical

Record Status: Approved

▼ Work Location

1300 SE 9TH AVE
ALBANY OR 97322



▼ Record Details

<p>Applicant: Wade Hadley 3 GUYS ELECTRIC LLC 17838 HARDENBROOK AVE SANDY, OR, 97055 wade3guys@gmail.com</p>	<p>Licensed Professional: wade3guys@gmail.com 3 GUYS ELECTRIC LLC 17838 HARDENBROOK AVE SANDY, OR, 97055 Primary Phone: 5037291522 ElecCont CLE120</p>
---	---

Project Description:
Lowe's
COM- limited energy for camera system.

▶ More Details
[Print/View Record](#) [Print/View Summary](#)

▶ Fees

▼ Inspections

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

Loading...

If you have trouble locating records created **AFTER 11/17/2014** contact city staff at 541-917-7553 for assistance.

ACA Creating & Paying for a Permit

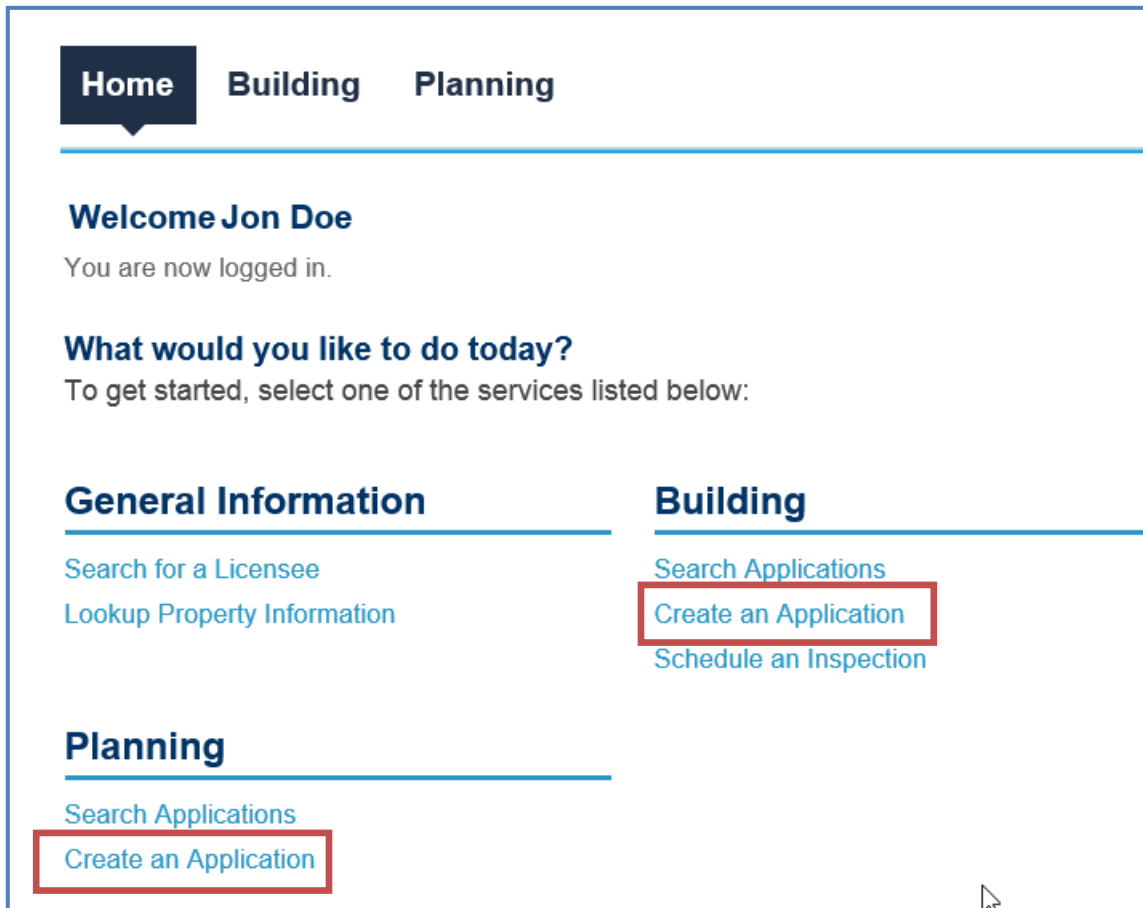
NOTE:

- **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.**

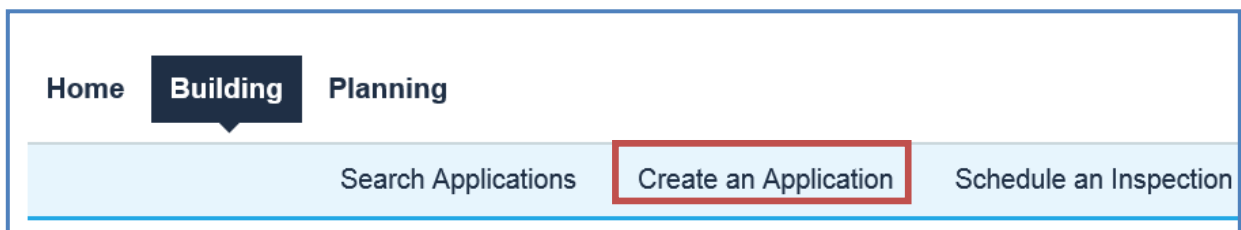
1. Open your web browser and navigate to <https://www.cityofalbany.net/aca>
2. Enter the email address and password you used when you registered for your account and click on **Login**.
 - If you have not registered previously, click the **Register for an Account** link.

The screenshot shows 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 description of the portal's purpose, and a "What would you like to do today?" section. The "Login" form is on the right, with fields for "User Name or E-mail:" (containing "jddoe") and "Password:" (containing "*****"). A "Login »" button is highlighted with a red box. Below the password field, there is a checkbox for "Remember me on this computer" and a link for "New Users: Register for an Account".

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



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



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 »

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 a web interface with a navigation bar containing 'Home', 'Building', and 'Planning'. Below the navigation bar is a light blue bar with the text '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 same web interface as the previous one, but with the 'Electrical' record type selected in the dropdown menu. Below the dropdown menu, there are two radio button options: 'Commercial - Electrical' and 'Residential - Electrical'. The 'Residential - Electrical' option is selected. At the bottom of the form, there is a blue button labeled 'Continue Application »'.

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
--------	-----------	---------------

Step 1: Site > Property Information

Complete the location information by searching on Address, Parcel **OR** Owner 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:

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

- 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:

Address Line 1:

Address Line 2:

City: State: Zip:

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
--------	-----------	---------------	----------	------------	---

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.

Professionals

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

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:

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

Address Line 1:

City: State: Zip:

Primary Phone: Work Phone:

E-mail:

Look Up **Clear** Cancel

- 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.

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
--------	-----------	----------------------	----------

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.

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:

* 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:

4. 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

5. 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 »

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](#)

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 Inspe

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 »

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.

Home	Building	Planning				
Search Applications Create an Application Request Inspections						
Records						
Showing 1-7 of 7 Add to collection Add to cart Copy Record						
<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
				332 SW		

- 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

- 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 »](#)

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

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

- 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. You 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: leplans@cityofalbany. x ?

Continue

- 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?

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
-----------	-----------------------------	------------------------------	------------------------------	---

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.

Accela Citizen Access (ACA) Request/View Inspections

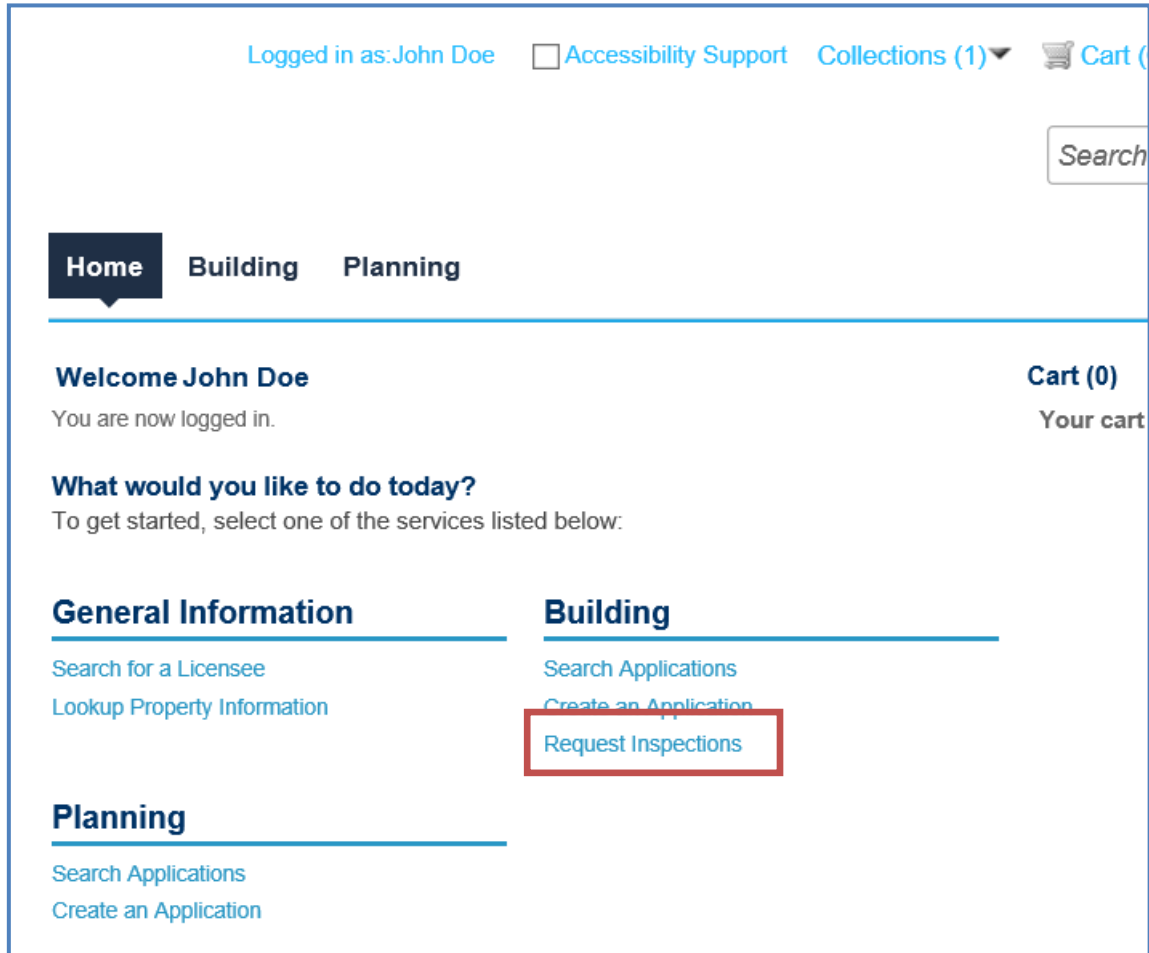
NOTE:

- 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 shows the City of Albany, Oregon Permitting & Inspections website. The header includes the city logo, the text "CITY OF ALBANY, OREGON PERMITTING & INSPECTIONS", and "powered by Accela". Navigation links include "Announcements", "Accessibility Support", "Register for an Account", and "Login". A search bar is also present. 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 sub-links for searching and scheduling.

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



- If you previously applied for the permit, it should be listed in the Records section below. Permits are called Records in Accela 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	B-0040-16	Demolition - Commercial	333 SE JEFFERSON ST, ALBANY OR 97321			
<input type="checkbox"/>	06/24/2016	PK-0003-16	Parking Lot	333 SW BROADALBIN ST, ALBANY OR 97321			Application Created
<input type="checkbox"/>	06/22/2016	S-0007-16	Sign	333 SW BROADALBIN ST, ALBANY OR 97321	General Description		Application Created
<input type="checkbox"/>			Parks Tree	333 NW 1ST AVE	General		

- 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

Search All Records

Record Number: Record Type: Record Status:

Start Date: End Date:

License Type: State License Number:

- 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.

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
<input type="checkbox"/>	07/01/2016	B-0665-16	Commercial - Mechanical	1355 SE GOLDFISH FARM RD, ALBANY OR 97322	Coastal Farm & Ranch	
<input type="checkbox"/>	06/22/2016	B-0612-16	Commercial - Mechanical	333 SE LYON ST, ALBANY OR 97321	Willamette Community Bank	
<input type="checkbox"/>	06/21/2016	B-0609-16	Commercial -	1141 SE 9TH AVE,	Dutch Brothers	

- 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

<p>Applicant: Jane Doe 333 Broadalbin St SW Albany, OR, 97321 cityofalbanytest@gmail.com</p>	<p>Licensed Professional: D Primary Phone: Secondary Phone: ComGenLev1 084981</p>
---	--

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

▶ **More Details**

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

▶ **Fees**

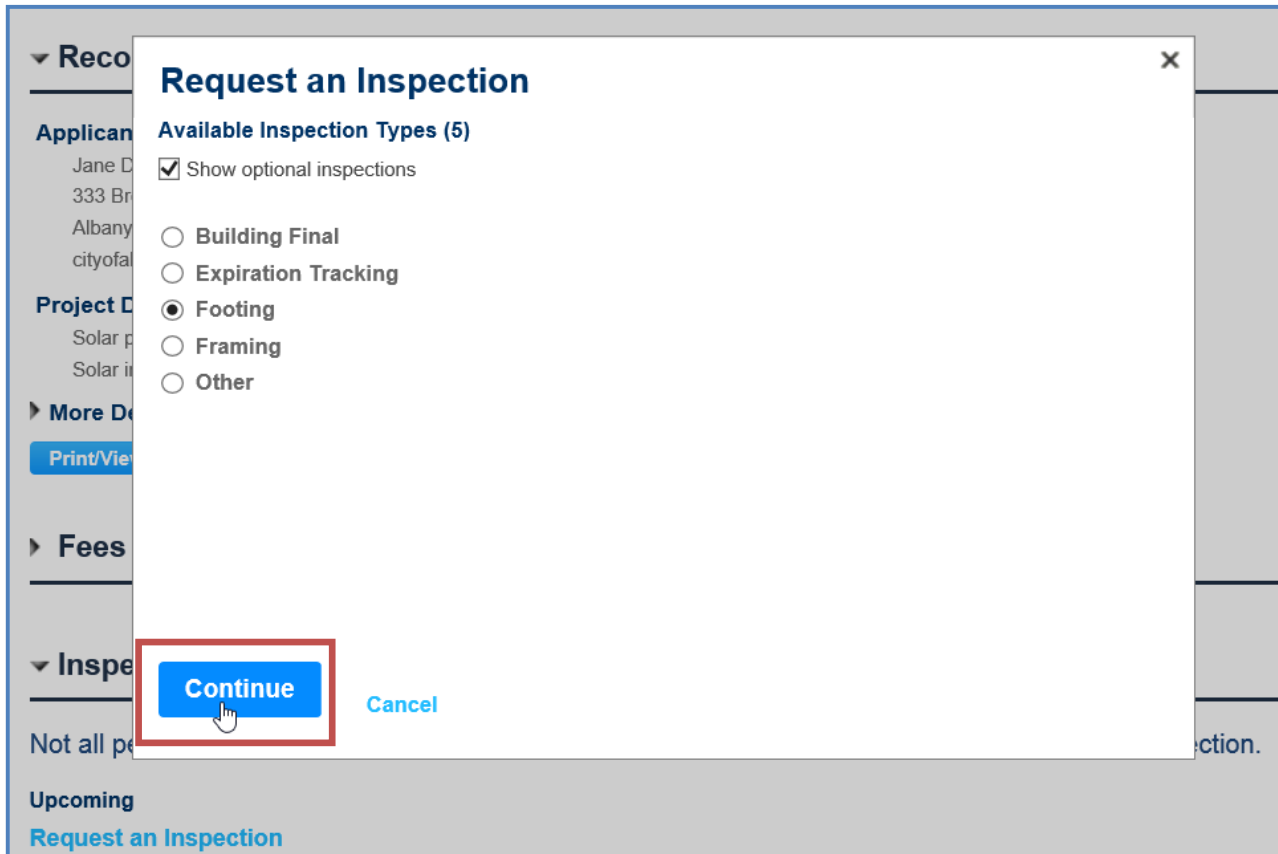
Inspections

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.*

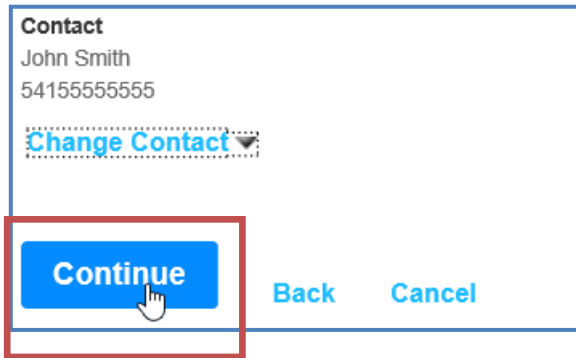
8. After selecting the type of inspection you are requesting, click the **Continue** button.
9. **Note:** You can only choose one inspection type at a time. To request additional inspections on the same permit, complete the request for the first type and repeat.
10. If a desired inspection type is not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



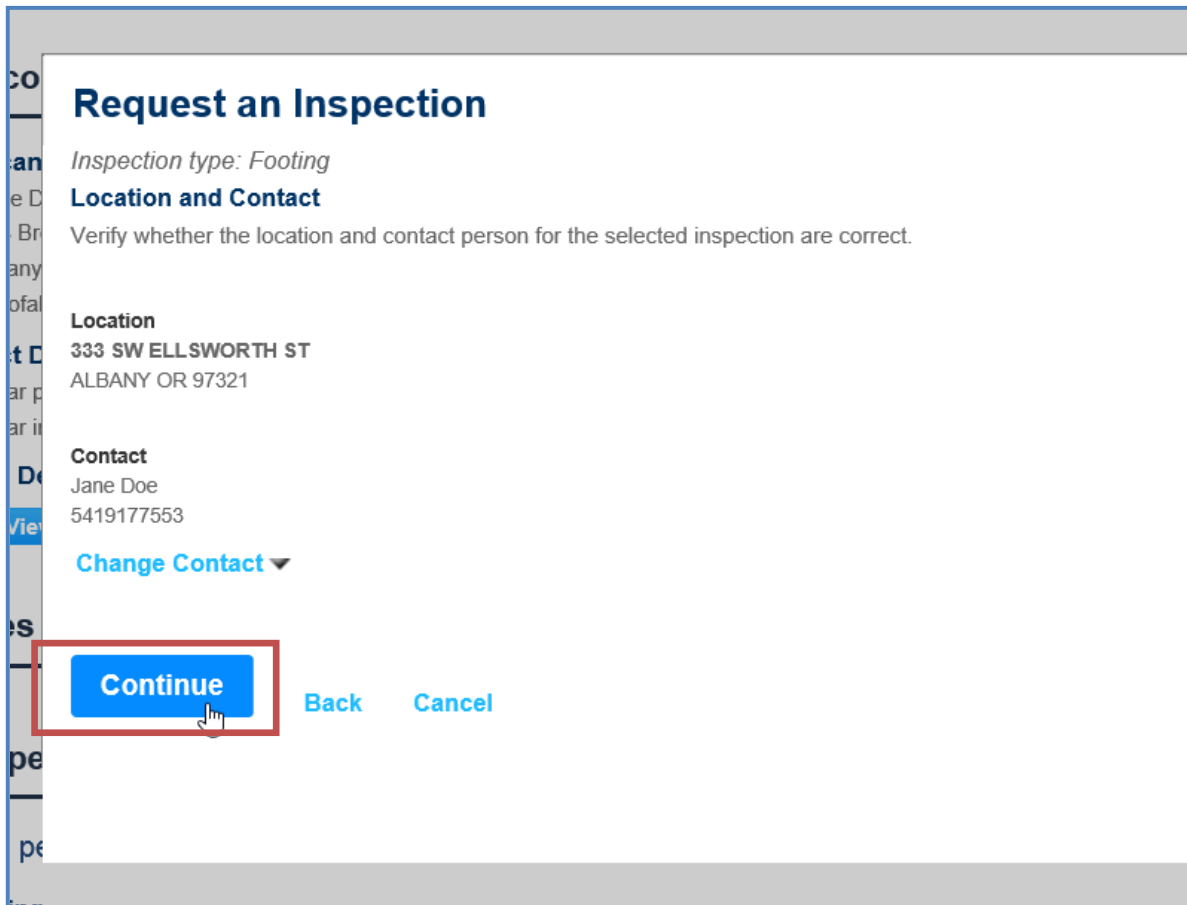
11. After you select the type of inspection, you will be asked to confirm the address and contact information.
 - a. To change the inspection contact information click **Change Contact**.
 - b. Complete new contact information, click **Submit**.

The screenshot shows a web form for updating contact information. At the top left, a blue button labeled "Change Contact" is highlighted with a red box. Below it, there are two radio button options: "Select an existing contact" (unselected) and "Specify another person (for this inspection only)" (selected). Under the first option, a text box contains "Jane Doe (5419177553)". Under the second option, there are three text boxes for "First Name" (containing "John"), "Middle Name" (empty), and "Last Name" (containing "Smith"). Below these is a "Phone Number" text box containing "5415555555". At the bottom left, a blue "Submit" button is highlighted with a red box, and a "Cancel" link is visible to its right. A mouse cursor is positioned over the "Submit" button.

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

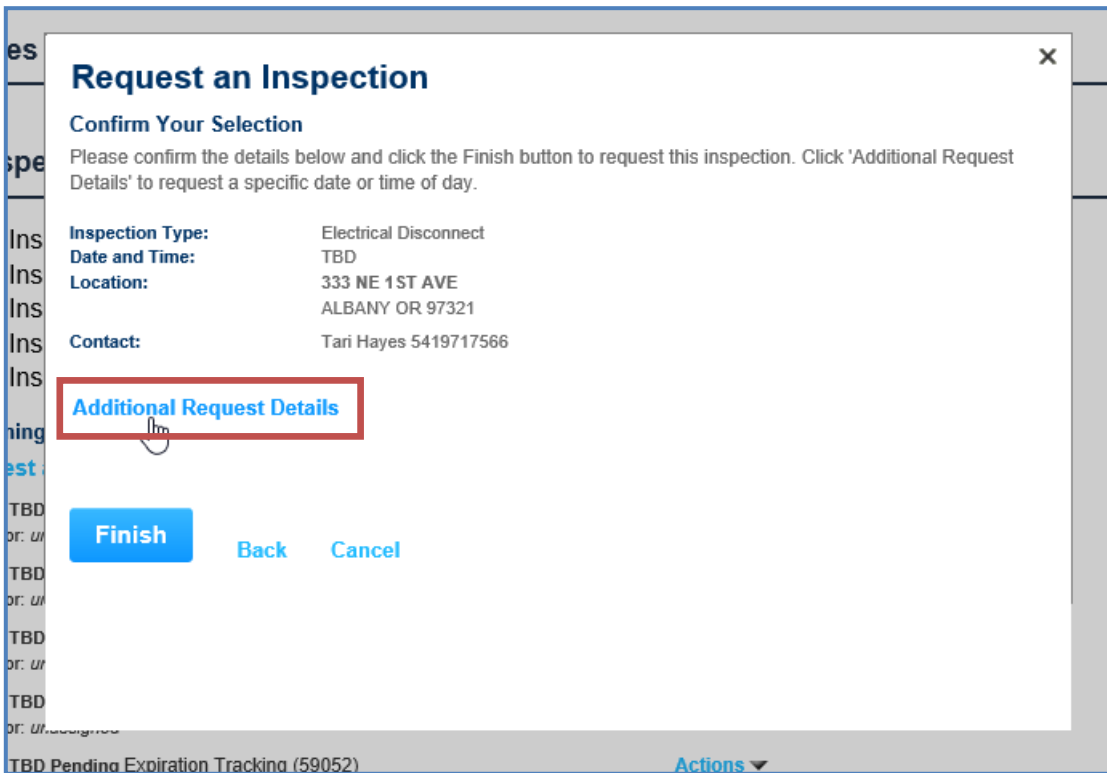


13. Review your inspection information and click **Continue** again.

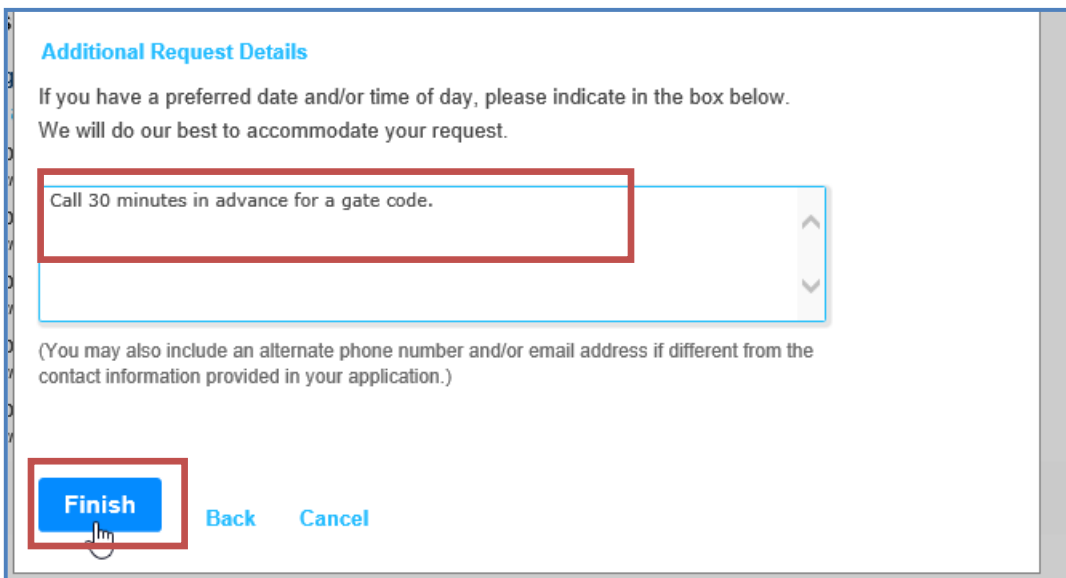


- 14. At this point you can add additional request details by clicking **Additional Request Details** link. We will do our best to accommodate your request.

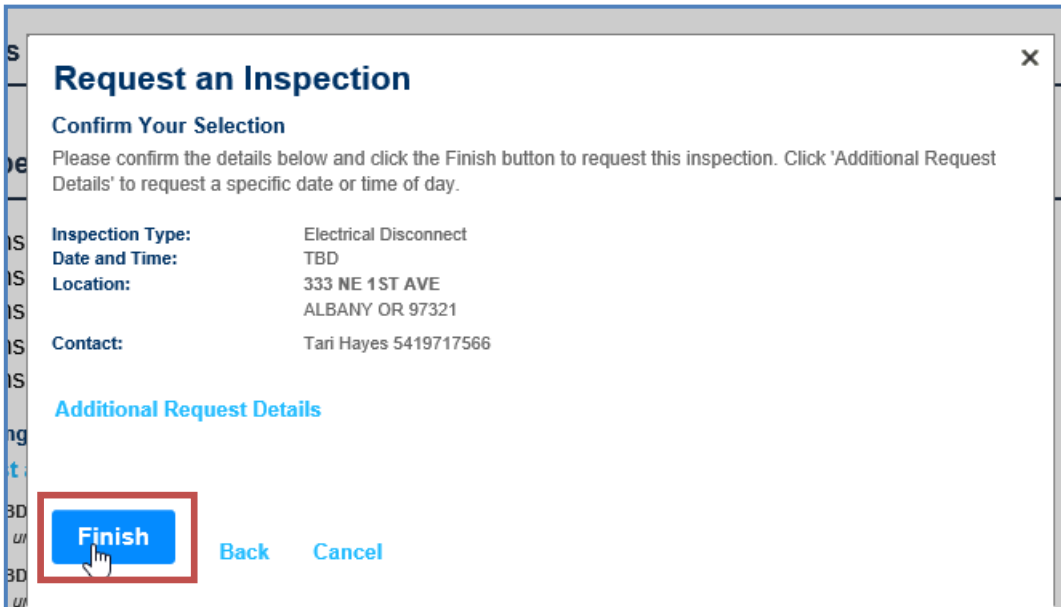
Step 1. Click on **Additional Request Details**



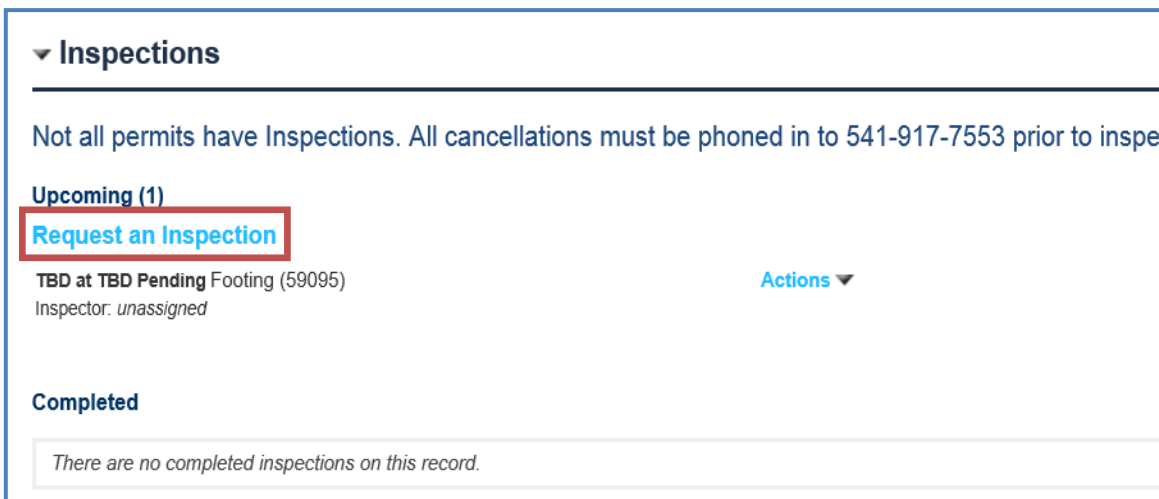
Step 2. Complete details and click **Finish**



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



- 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.



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 competed 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**

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

Upcoming (2)

[Request an Inspection](#)

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

Completed (5)

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

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

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.

From: Albany Community Development [drc@cityofalbany.net]
 To: Hayes, Tari
 Cc:
 Subject: Inspection Results: Sign Setbacks

The Sign Setbacks inspection was done at 333 SW BROADALBIN ST, ALBANY, OR 97321 on 06/15/2016. Please find the results

Permit ID: S-0006-16
 Permit Addr: 333 SW BROADALBIN ST, ALBANY, OR 97321
 Inspection Item: Sign Setbacks
 Inspection Result: Checked
 Inspection Comment: OSSC Section 1103: Scoping Requirements 2014 OR. OSSC
 Inspection Date: 06/15/2016

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

Result Comments

Showing 1-1 of 1

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

Collections

Collections are a means for users to organize their files. When customers are viewing a particular record, they can add it to one of their existing collections or create a new one. Each collection shows useful statistical data such as fees paid, fees due, how many are scheduled, approved, denied, pending, etc.. Users can create collections based on project phase, superintendent, subdivision, ... any way you like. You can remove them from the collections, delete collections, see how many are scheduled, rename them, they are rather flexible.

You must be logged in to create and view your collections.

There are two ways to add records to a collection, one is to select them from your list using the checkboxes and clicking Add to collection at the top of the table.

Records						
<input type="checkbox"/>	Date	Record Number	Record Type	Address	Project Name	Action
<input checked="" type="checkbox"/>	08/02/2016	16-TMP-000341	Parking Lot	620 SW 9TH AVE, ALBANY OR 97321	Testing	Resume Application
<input checked="" type="checkbox"/>	07/26/2016	B-0062-16	Demolition - Commercial	333 SW BROADALBIN ST, ALBANY OR 97321	wert	Pay Fees Due
<input checked="" type="checkbox"/>	07/26/2016	B-0064-16	Demolition - Commercial	333 SW BROADALBIN ST, ALBANY OR 97321	demo	Pay Fees Due
<input type="checkbox"/>	07/26/2016	16-TMP-000312	Parking Lot	333 SW BROADALBIN ST, ALBANY OR 97321	New Parking Lot Test	Resume Application

You will be prompted with a pop-up window to either add to an existing collection or create a new one. (Make sure you have pop-ups enabled for our site)

Showing 1-7 of 7 | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date
<input checked="" type="checkbox"/>	08/02/2016
<input checked="" type="checkbox"/>	07/26/2016
<input checked="" type="checkbox"/>	07/26/2016
<input checked="" type="checkbox"/>	07/26/2016
<input type="checkbox"/>	07/26/2016
<input type="checkbox"/>	05/05/2016

Add to Existing Collection

--Select--
1625 Spruce Ridge

Create a New Collection

*Name:

Description:

When you create new collections you can add descriptions. Click **Add** to create your collection.

Showing 1-7 of 7 | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date
<input checked="" type="checkbox"/>	08/02/2016
<input checked="" type="checkbox"/>	07/26/2016
<input checked="" type="checkbox"/>	07/26/2016
<input checked="" type="checkbox"/>	07/26/2016
<input type="checkbox"/>	07/26/2016
<input type="checkbox"/>	05/05/2016

Add to Existing Collection

--Select--

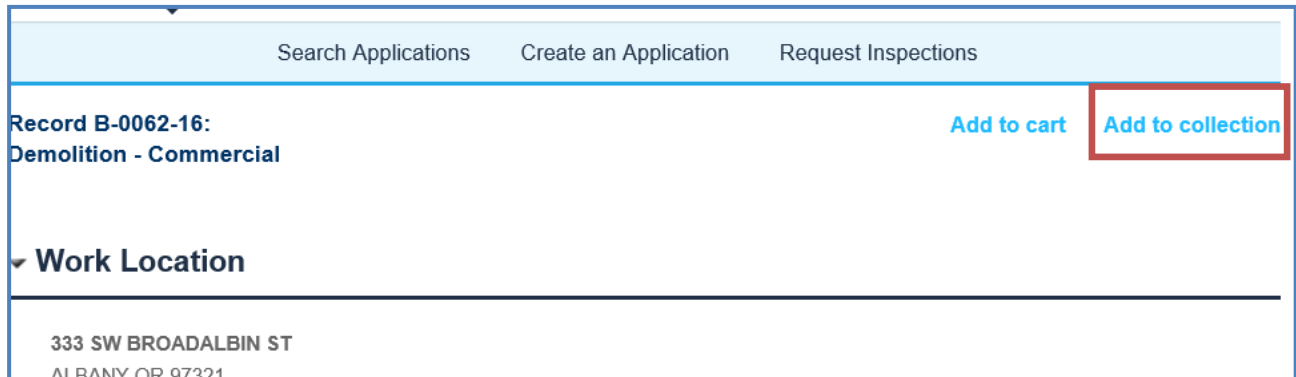
Create a New Collection

*Name:
333 Broadalbin

Description:
Phase 2

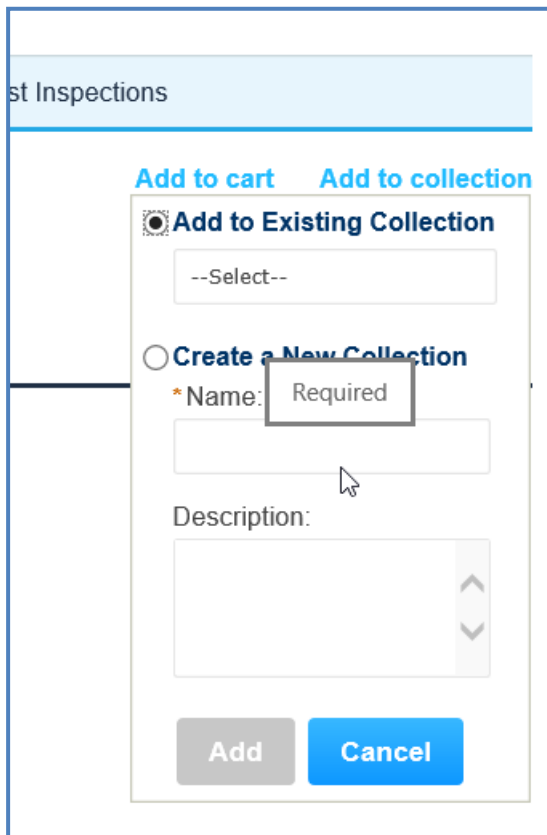
You can also add a record to a collection from the record details page. Select the **Add to**

collection link opposite and to the right of the Record number



The screenshot shows a web interface with a light blue header containing the text "Search Applications", "Create an Application", and "Request Inspections". Below the header, the record details are displayed: "Record B-0062-16:" followed by "Demolition - Commercial". To the right of the record title are two blue links: "Add to cart" and "Add to collection". The "Add to collection" link is enclosed in a red rectangular box. Below the record title is a section titled "Work Location" with a downward-pointing arrow. At the bottom of the record details, the address "333 SW BROADALBIN ST" and "ALBANY OR 97321" is listed.

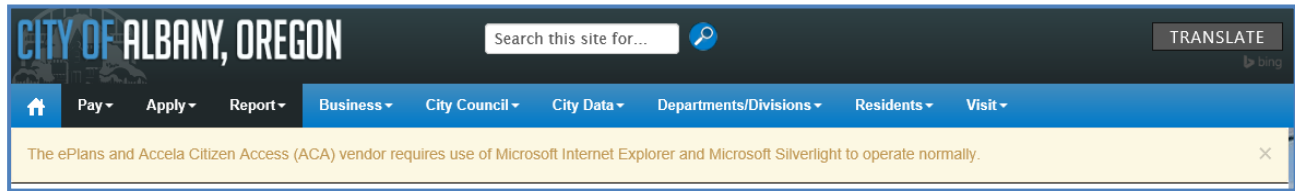
You will be prompted with the same **Add to Existing Collection/Create a new Collection** pop-up.



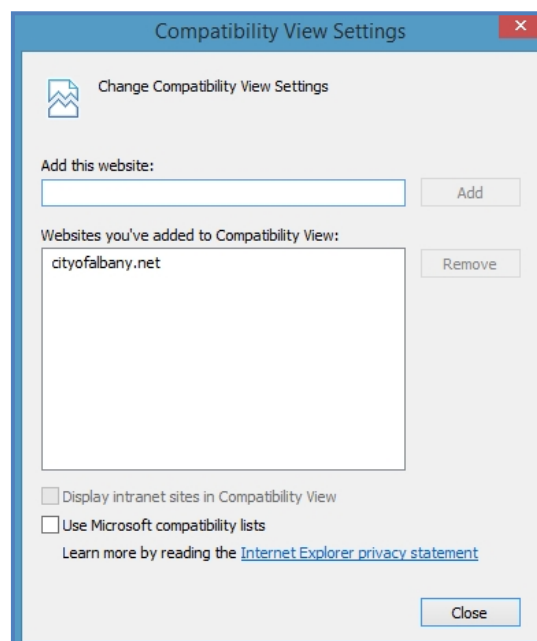
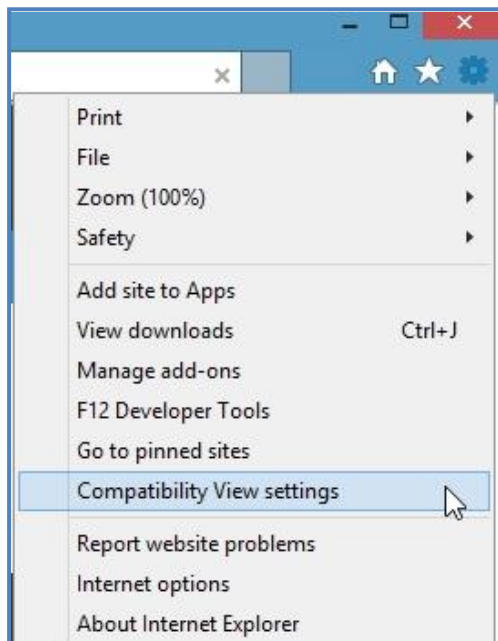
The screenshot shows a modal dialog box with a light blue header containing the text "st Inspections". Below the header are two blue links: "Add to cart" and "Add to collection". The dialog contains two radio button options: "Add to Existing Collection" (which is selected) and "Create a New Collection". Under "Add to Existing Collection" is a dropdown menu with "--Select--" as the current selection. Under "Create a New Collection" is a text input field for "Name:" with a red asterisk and the word "Required" next to it. Below the name field is a text area for "Description:". At the bottom of the dialog are two buttons: "Add" (grey) and "Cancel" (blue).

Set Up & Compatibility

The ePlans and Accela Citizen Access vendor requires use of Microsoft Internet Explorer and Microsoft Silverlight to operate normally. Click on the X in the header to hide this notice on the web page.



If you have trouble viewing our ACA webpage, please check your compatibility view settings. Remove *cityofalbany.net* and close the window



If you use ePlans **AND** ACA, for the time being you may need to add the site back into Compatibility View to use ePlans.