

ACA HEALTHCARE USER GUIDE

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I. INTRODUCTION

Accela Citizen Access (ACA) is Martin County’s online service portal. The Accela Citizen Access portal offers access to government services online, 24 hours a day, 7 days a week. The Martin County Emergency Management Agency (MCEMA) has established an online review process for Comprehensive Emergency Management Plans (CEMP) and Emergency Power Plans (EPP) through ACA. The ACA Portal allows healthcare facilities to submit their CEMP/EPP, pay fees, and check on the status of in-progress plan(s). This streamlined process facilitates the submission and review of CEMPs/EPPs by the County Emergency Management Agency and is designed to serve Agency for Health Care Administration (AHCA)-regulated healthcare facilities.

A. GETTING STARTED

- You need to set up an account to submit your CEMPs/EPPs
- Enable pop-ups and use Microsoft Edge as your web browser. Other browsers may work, but not as well.
- If you or your company already has an account, **do not** create a new one, as you will not be able to view the current CEMPs/EPPs files.
- If you already have an Accela account, use the same login information. Do not create a new username with your existing email address. You will receive an error message if your email is already in the system.

II. CREATING AN ACCOUNT

1. Open your web browser and navigate to <https://aca-prod.accela.com/MARTINCO>
2. Click on one of the highlighted links to register for a new account.

The screenshot displays the Martin County Florida Accela Citizen Access portal. At the top, the Martin County logo and the text "Martin County Florida Your County. Your Community." are visible. Below the header, there are navigation links: Home, Search, Create, and Schedule. On the right side, there are links for Announcements, Register for an Account (highlighted in yellow), Reports (1), and Login. A red arrow points to the "Register for an Account" link. Below the navigation, a red notice states: "NOTICE: If you are using Chrome to access this website and you encounter errors while running reports, please exit Chrome and use Edge instead while Accela Support works to resolve this issue. Sorry for any inconvenience." The main content area is divided into two columns. The left column contains a "Welcome to the new Citizen Portal" message, followed by a "What would you like to do today?" section with a list of services: General Information, Building, Lookup Property Information, Apply for a Building Permit, and Search for Licensed Contractors, Search Permits. The right column contains a "Sign In" section with input fields for "USER NAME OR E-MAIL:" and "PASSWORD:", a "Forgot Password?" link, a "Sign In" button, and a "Remember me on this device" checkbox. Below the "Sign In" section, there is a "Not Registered?" link and a "CREATE AN ACCOUNT" button (highlighted in yellow), with a red arrow pointing to it.

3. Add your Login Information, by entering your username, e-mail, password, Security question, answer, and read the disclaimer. Check the box stating you have read, understand, and agree to the terms of service, complete the CAPTCHA Security, and click **Continue**.

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USER NAME: *

E-MAIL ADDRESS: *


PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select

ANSWER: *

I have read, understand, and agree to the [Terms of Service](#)

I'm not a robot 

CONTINUE

4. Select **Organization** for your Contact Type

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR:
Select

- Applicant
- Contact
- Individual
- Licensed Contractor
- Organization**
- Professional

5. Complete the required fields on the **Select Contact Type** form and click **Submit**.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR:
Organization

* Required Fields

Submit

- 6. Registration Complete** – On this screen, you will see a confirmation that your account has been registered successfully, and you will also receive an auto-generated email confirmation that the account has been created.
Login – You can now login (upper right corner of this screen) by using your new username and password.

Martin County Florida
Your County. Your Community.

Home Search Create Schedule

Announcements Register for an Account Reports (1) **Login**

✓ Your account has been created successfully. You can login immediately using your User Name and Password

Your account has been successfully created.
 Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name:	sstarn
E-mail:	sumamocca@gmail.com
Password:	*****
Security Question:	What was the last name of your favorite childhood teacher?

Contact Information

Sansa Starn	Home Phone: 7722871652
XYZ Assisted Living	Work Phone: 7722234809
	Mobile Phone:
	Preferred Method of Contact: Email

EMAIL
 Welcome to the Citizen Portal Inbox x

do_not_reply@martin.fl.us <do_not_reply@martin.fl.us>
 to me

Welcome sample to the Citizen Portal!

Thank you for creating an account.

- 7.** After you click on the Login button, the **Sign In** webpage will appear. Enter your username and password and click on the blue **Sign In** button to continue.

Martin County Florida
Your County. Your Community.

Home Search Create Schedule

Announcements Register for an Account Reports (1) Login

NOTICE: If you are using Chrome to access this website and you encounter errors while running reports, please exit Chrome and use Edge instead while Accela Support works to resolve this issue. Sorry for any inconvenience.

Many online services offered by Martin County require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

If you are a new user you may register for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

To report an ADA accessibility issue or request accessibility assistance, please contact the County ADA Coordinator (772) 320-3131, Florida Relay 711, or complete our accessibility feedback form at www.martin.fl.us/accessibility-feedback

Register Now >

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

Forgot Password?

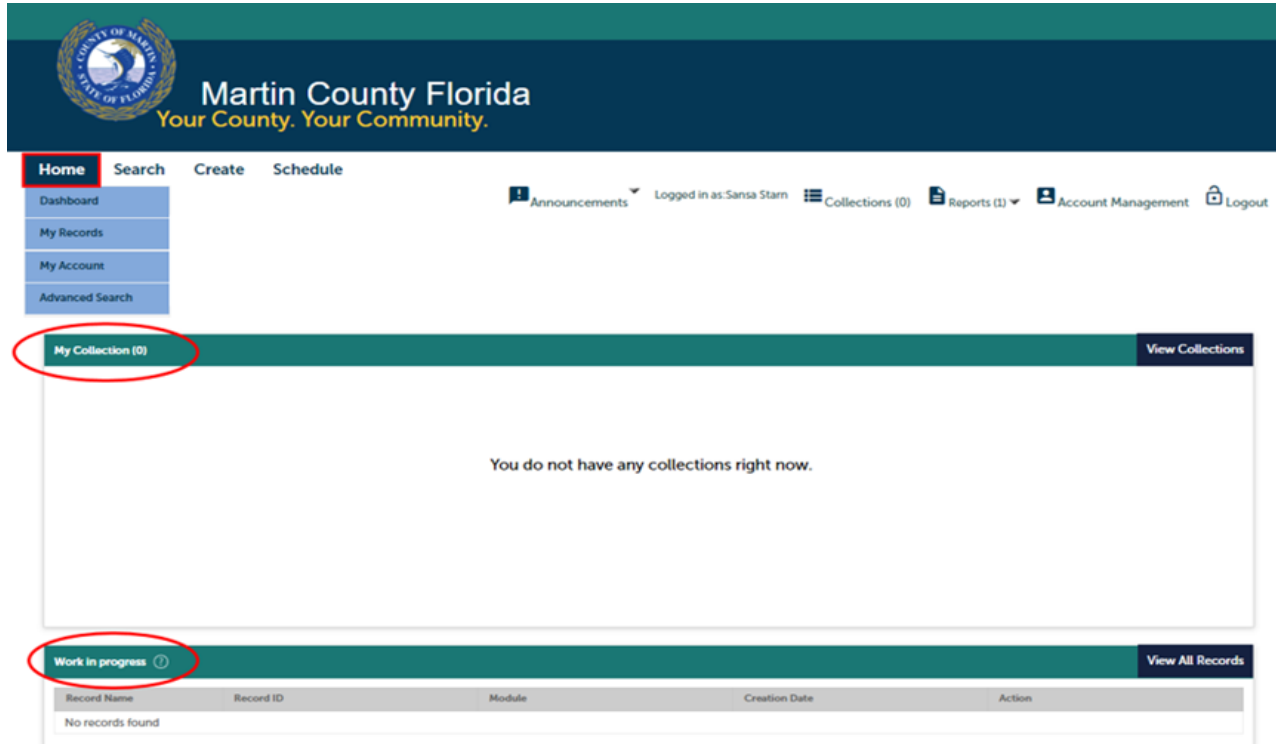
Sign In

Remember me on this device

Not Registered?
[CREATE AN ACCOUNT](#)

III. YOUR ACCOUNT DASHBOARD

Once you Sign In, you will be directed to your dashboard. Here, you can easily create, access, or continue working on applications and view status information. Your account dashboard will display two sections - "My Collection" and "Work In Progress." From the "Home" tab you can access your dashboard, My Records, My Account, and Advanced.



- **My Records:** will show all records tied to your user account and your CEMP history.
- **My Account:** is where you can manage your login and contact information.
- **My Collection:** is a place where you can save any record for quick access in the future. After searching for a record, you can click the box to the left of it and click on Add to Collection to create a collection.
- **Work in Progress:** you can find saved applications here. You can resume an application or pay a fee here.

IV. HOW TO SUBMIT A HEALTHCARE PLAN

1. Visit <https://aca3.accela.com/MARTINCO> and **Sign In** to your Accela account.



Sign In

Enter Username or Email Address

Enter your password

USER NAME OR E-MAIL: *

PASSWORD: *

Forgot Password?

Sign In

Remember me on this device

2. Click the **Create** button and select **Fire Permit** from the light blue drop down menu bar.



3. Read and acknowledge the disclaimer, check “I have read and accepted the above terms,” then click **Continue Application**.

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

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 Application »

4. Select **CEMP Review** as your Record Type and click on **Continue Application**.

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Fire

- CEMP Review** 
- Click-to-Enter
- Emergency Fire Alarm Repair
- Fire Alarm System
- Fire Development Review
- Fire Sprinkler < 6 Heads
- Fire Sprinkler > 5 Heads
- Fire Sprinkler Pump/Standpipe
- Fire Sprinkler Underground
- Fire Standpipe

- Fire Suppression System
- Food Truck
- Fuel Tank Abandonment-Removal
- Fuel Tank Above Ground
- Fuel Tank Underground
- Periodic Life Safety
- Prevention Event Review
- Prevention Plan Review
- Residential Fire Sprinkler
- Water Flow

5. **Location Information:** For this step, you must validate the location address by entering an address or a parcel number. Please make sure you follow the given format for your search. Once you find a matching address, the system will automatically fill in the remaining fields. Please note that the auto-populated information cannot be edited. Select Clear in the Address and Parcel sections before replacing the data if you need to start over.

- **Address:** only enter the street number and street name, and then click Search.

OR

- **Number:** enter the parcel number without dashes, and then click Search.

- Once this section is complete, click **Continue Application** to proceed.

CEMP Review

1 Step 1 2 Step 2 3 Step 3

Step 1: Step 1 > Location Information

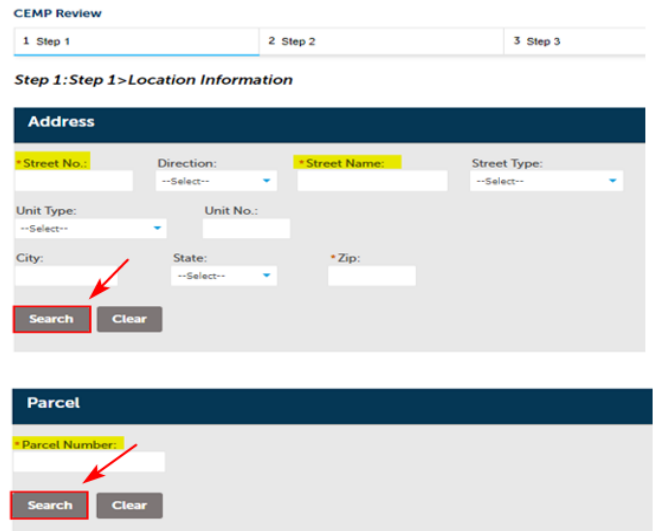
Address

*Street No. Direction: --Select-- *Street Name Street Type: --Select--

Unit Type: --Select-- Unit No.: City: State: --Select-- *Zip:

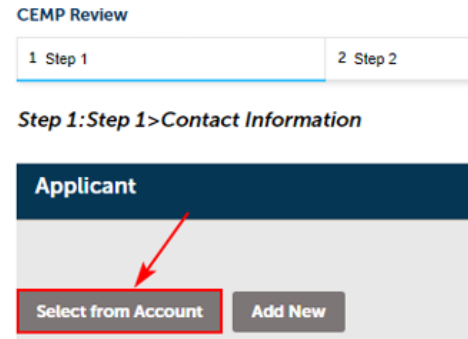
Parcel

*Parcel Number:

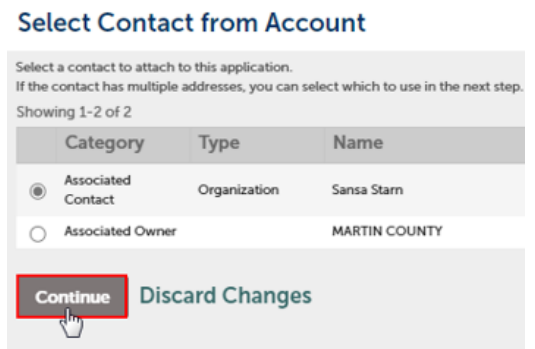
 

6. Contact Information: Here, you will be prompted to choose a contact. The individual you select will be contacted if additional information or documentation is required to continue the review process.

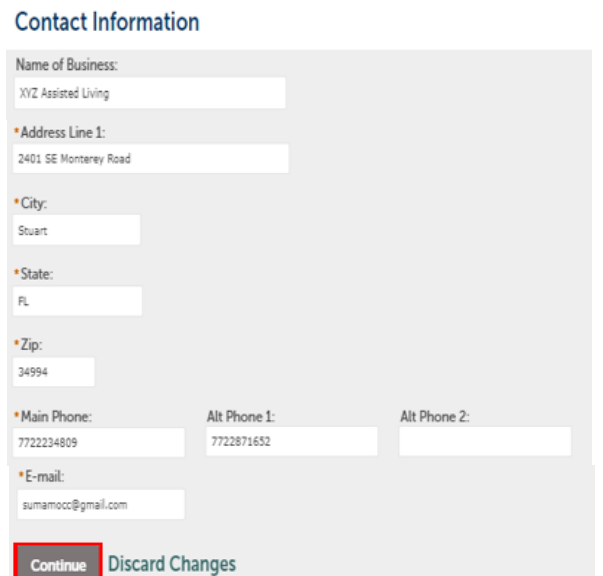
- Click the **Select from Account** button



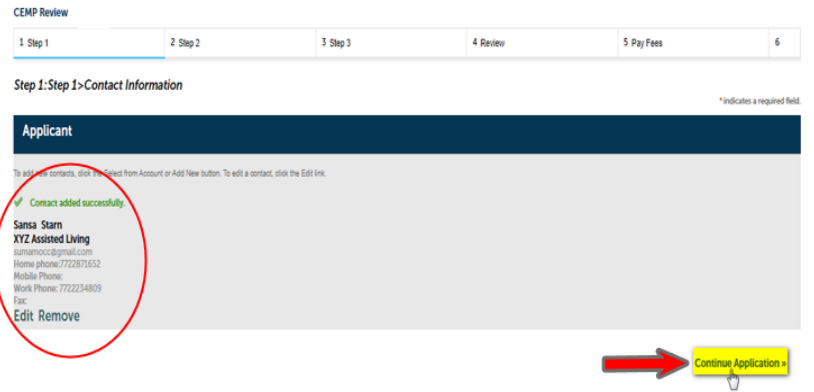
- Click the **Select from Account** button



- The **Contact Information** box will appear. Complete the necessary fields and click the **Continue** button.

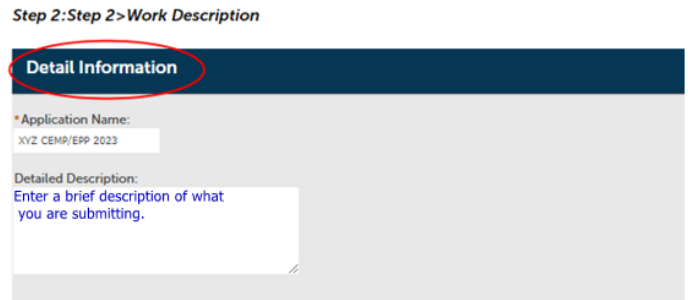


- After successfully adding the contact, you can edit or remove the information. Click the **Continue Application** link If the contact information is correct.

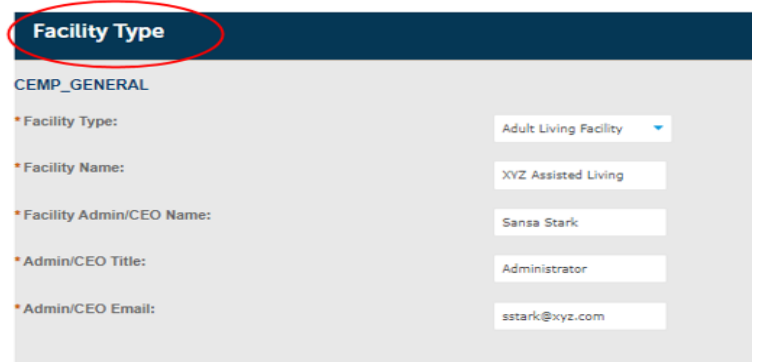


7. Complete the Detail Information and Facility Type sections. For example, the application name should be " Facility Name | Plan Type | Year." Click the Continue Application link to proceed.

- **Detail Information:** Name the application: "Facility Name | Plan Type | Year."



- **Facility Type:** Provide the type of facility and the contact details of the facility's administrator/CEO

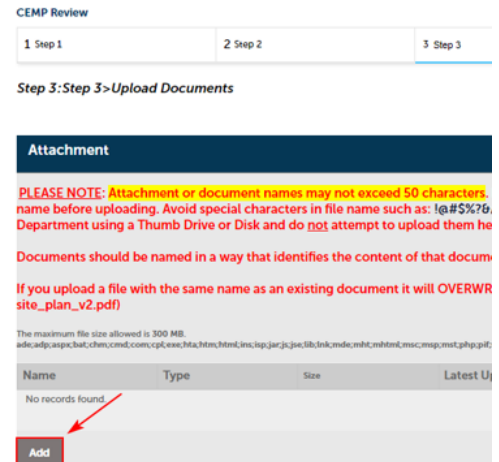


- To proceed, click the Continue Application link at the bottom left of the page.

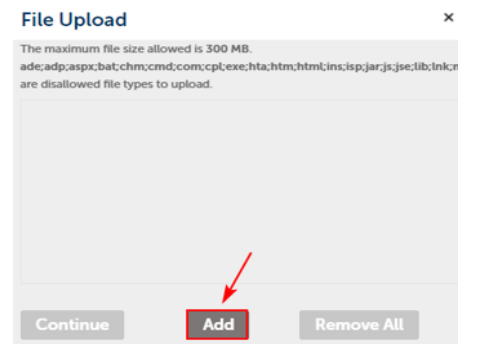


8. Uploading your plan(s) and supporting documents. Documents must be uploaded as a PDF file or Word Document. Also, the documents must follow a specific order and be named according to the attached sheet.

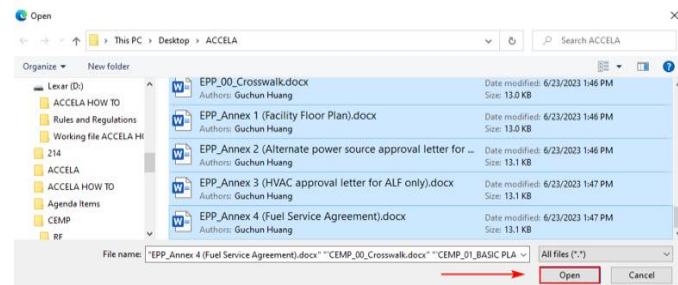
- Start the upload by clicking on the **Add** button.



- The **File Upload** box will appear, next click on the **Add** button.

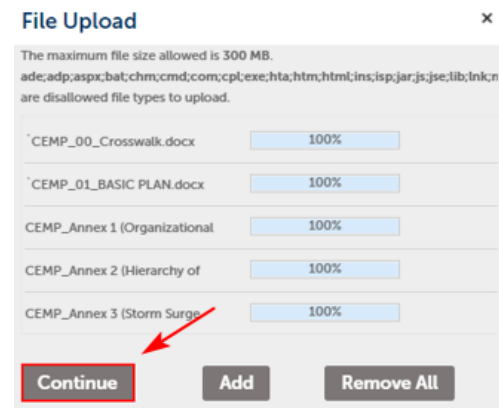


- Select the files you wish to add from your computer. To select more than one file at a time, hold the CTRL key while clicking each file. Click **Open** to upload the documents.



- Wait for each file to load, and confirm they are all at 100%, and click **Continue**.

Note: You may click **Add** to add more files, or **Remove All**, to remove the selected files and start over.



- Next, you will see the Attachment page. Add a document type and description. Click on the dropdown menu from the Type section, select the document type that matches the file's name, and add a description.

Before adding the document type

*Type: --Select--

File: CEMP_00_Crosswalk.docx 100%

Description:

Required Select a dropdown value to load the customized form layout.

After adding the document type

*Type: CEMP_00_Crosswalk

File: CEMP_00_Crosswalk.docx 100%

Description: If you want, enter a brief description of what you are submitting

For consistency, it is recommended that both fields share the same name.

- To complete the process, click on the **Save** button.

*Type: EPP_Annex 04 (Fuel Service Agreement)

File: EPP_Annex 4 (Fuel Service Agreement).docx 100%

Description: Como Oil Fuel Service Agreement

Save Add Remove All

- You will get a confirmation message at the top of the page. Click the **Continue Application** link to proceed.

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

 [Continue Application »](#)

- Next you will be prompted to review the information. Please review, and if any changes are needed, click the **Edit** button to make changes to sections OR click **Continue Application** to proceed.

 [Continue Application »](#)

V. PAY FEES

1. On this screen, you will find a breakdown of the preliminary fees due, based on the information you provided. To proceed, click **Continue Application**.

CEMP Review

1	2 Step 2	3 Step 3	4 Review	5 Pay Fees	6 Permit Submittal
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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. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
CEMP Review Fee	2	\$62.50
EPP Review Fee	1	\$31.25

TOTAL FEES: \$93.75

Note: This does not include additional inspection or review fees which may be assessed later.

[Continue Application >](#)

2. Enter your credit card information and click Submit Payment
3. You should see a payment confirmation and a message that your application has been successfully submitted. Click **Print/View Receipt** to view your receipt. You will need the **Record ID** number to check the status of your application. Please print a copy for your record.

Step 6: Permit Submittal



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

Thank you for using our online services.

Your Record Number is **CEMP2023100001**.



A notice was added to this record on 01/31/2018.
Condition: BEXPIRED Severity: Notice
Total Conditions: 31 (Notice: 31, Met: 1)

[View additional details](#)

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

[Print/View Receipt](#)