I. Accessing ACA
Our Land Management Citizen Access can be accessed at https://aca3.accela.com/MARTINCO

As we continue to use this new system, we will be making minor updates to make it easier to use and find information.

II. Searching on ACA
a. You do not need to create a user account to Search on ACA.

b. From the Home Page, select Advanced Search – Search Records/Applications – Building (If you are looking for a permit for different departments select the appropriate department).
c. We have four types of searches available:
   - General Search
   - Search by Address
   - Search by License Professional Information
   - Search by Record Information

d. In most cases, the General Search is all that is needed.

Search Note: please use the % symbol as a wildcard for searches.

Example: If a record number is BLD123456, but you only have part of the number, please enter %1234% as your search criteria. This will bring back any record that includes 1234 in the number.

e. When searching, we have found less is more. Usually a house number and street name is all you need to fill out to find what you are looking for. The % symbol can be used as a wildcard.
When you click search, you will get a listing of all Permits that fit your criteria.

You can click on the Record Number to get details.

You can click on the Pay Fees Due to pay for fees on an application.

If you want to view documents associated with a record, you will need to create an account and associate your Professional License to that account. Only people associated with a Permit can view documents for that permit.
III. Creating an Account on ACA

a. Click on one of the highlighted links to Register for a New Account

b. Read the disclaimer, check the box saying you have read and accepted the above terms, then click Continue Registration

c. Enter your username, e-mail, password and Security question & Answer

d. Click Add New to add a Contact. Each account MUST have at least one contact

e. Select your Contact Type and click Continue. Most people will select Contact or Applicant

f. The Only required information is First and Last Name. You can fill in additional information. If you fill in additional information, it will try to match your contact information to contacts that already exist in our system. Click Continue
g. Once you hit Continue, there will be a popup that will tell you if the information has been found or not. You must click **Continue** for the contact to be added to your account.

![Continue Cancel Popup](image)

h. Enter in the captcha and select **Complete Registration**

![Registration Complete](image)

i. You can now log in and view your dashboard.

### IV. Your Account Dashboard

a. When you first log in, your Account Dashboard will show “My Collection” and “Work In progress”

b. The light blue menu bar also has options for My Records, My Account and Advanced Search.

![Dashboard Menu](image)

c. **My Records** will show all records tied to your user and your Professional License if it is linked to your ACA account. Please see the section below on how to add your Professional License to your account.

d. **My Collection** is a place where you can save any permit for you to easily find again. These can be permits that are not related to your account. After searching for a permit, you can click the box to the left of it and click on “Add to Collection” to create a collection.

e. **My Account** is where you can modify your password and add your Professional License
V. Linking Professional License to ACA Account
   a. Log into your ACA Account
   b. Click on My Account
   c. Click on Add a License
   d. Enter in your License Type and License Number. Click Find License
   e. Your license should be displayed. Click on the “Connect” button under the Action column. If your license cannot be found, you will need to contact the Building Department for help.
   f. When you click connect, it will ask if you want to associate this license to your account. Click OK
   g. The license will be in a status of Pending until someone in the Building department approves it. This is to protect Licensed Professionals from having any ACA user from adding the wrong license to their account.
   h. Once we approve the connection to your license, the My Records page will be populated with all of your permits.

VI. Downloading Documents
   a. At this time, you can only view documents on Permits which you are an Owner, Contact or Licensed Professional on
b. Once you are in a record, you can go to Record info – Attachments

c. Any Attachments for the permit will be listed. You can use the Actions Drop down to view the details of each document.

VII. Uploading Documents

a. If you need to upload new documents to a permit, you can open a permit and select Record Info – Attachments.
b. At the bottom of the document list, click on the Add Button

c. Click Add again to select the document(s) from your computer

d. It is very important to make sure all file names are less than 50 characters and DO NOT contain any special characters other than an underscore or a dash.

e. Click Continue

f. When the popup closes, you will be asked to add a document type and description

*Type:
Photo

*Description:
This is a test image

Save  Add  Remove All

VIII. Scheduling Inspections Online

a. You can schedule inspections for a Permit that you are an Owner, Contact or Licensed Professional on

The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.
b. When you are viewing your permit, select Record Info – Inspections.

![Inspections](image)

```
Upcoming (1)
Schedule or Request an Inspection
Click the link above to schedule or request one.
TBD at TBD Pending SITE FINAL (12821668)
Inspector: unassigned

Completed
There are no completed inspections on this record.
```

c. If there are any Pending inspections, you will use the Actions button to schedule the inspection.

![Actions](image)

```
TBD at TBD Pending SITE FINAL (12821668)
Inspector: unassigned

Completed
```

d. Select the date that you would like your inspection.

e. Select the time frame (at this time the only option is All Day)
f. Select Continue

g. Verify the location and contact information and Select Continue

h. Confirm your selection, click on “Include Additional Notes” if you want to add any notes to your inspector

i. Click Finish

j. If the inspection you need is not in your pending list, click on “Schedule or Request an Inspection”

k. You will see a list of available inspections. Scroll through the pages to find the inspection you need.
I. Select the Inspection and click Continue

m. Continue scheduling this inspection as described above for the pending inspections.

IX. Rescheduling or Cancel an Inspection
a. When you have scheduled inspections, you can reschedule on the Record info – Inspections page
b. The Actions menu next to the inspection will have Reschedule and Cancel available
c. Reschedule will bring up the same window as scheduling and allow you to select a different day
d. To cancel an inspection, you just have to confirm the cancelation by click Cancel Inspection

X. Paying Fees Online
a. You do not need to be logged in to pay fees on a permit
b. When you are looking at a list of records, if there are fees due, you will see “Pay Fees Due” in the action column
c. Click on that link to bring up the payment screen

d. You will first see a description of the fees due. Click **Continue Application**

e. Enter your credit card information and click “**Submit Payment**”

f. You should see a confirmation of payment. Click “**Print/View Receipt**” to view your receipt.

Record Issuance

Thank you for using our online services.

*Your Record Number is BLD2018010111.*

A notice was added to this record on 01/31/2018.

- **Condition:** EXPIRED
- **Severity:** Notice
- **Total Conditions:** 1 (Notice: 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**

g. Click “**View Record Details**” to go back to the permit details.

h. At any time you can select Payments – Fees to see a record of payments made on your Permit
NAVIGATING THROUGH ACCELA:

Creating an Account:
When creating an account, register the account with a default email. Write down your username and password and keep it in a safe place. Users tend to save it on to their computers so they won’t have to log in. We receive a lot of calls of customers forgetting their username and password if something goes wrong with their computer. Please make sure you fill in all sections that ask for the business phone # and name. There will be a section that gives you an option to register as an individual or organization. As long as you are a contracting company, select organization. If you are an owner/builder, select applicant.

Add a license:
Make sure you add a license and add a contact. This will allow you to see all documents pertaining to that permit (printing and adding attachments.) To add a license go to MY ACCOUNT, SCROLL DOWN TO LICENSE INFORMATION, choose a record type in the drop down; whether you are Martin County or State certified and click SEARCH. Once the address is found connect your license. We will then approve the attached license. You will then need to log out, and then log back in, for your account to be updated.

Applying for a building permit:
When performing a particular task, whether it’s searching for a permit or applying for a permit application and it has a search button, always remember less is better than more. For instance, if you are applying for a permit and it asks for the property location ONLY INPUT THE ADDRESS #. DO NOT INPUT STREET NAME, TYPE OF ROAD, CITY, STATE OR ZIP. LEAVE BLANK, AND THEN CLICK THE SEARCH BUTTON. After you hit the search button, it will bring up a list that you will be able to select the correct street address. From there the system will auto populate all the information needed, including the parcel number and the owner. If you have a confidential owner, only input the parcel # to continue the application. Under the job description section, enter the full address of the owner without the owner’s name. Please redact any texts with the owner’s name from the supporting documents you submit with the application. Once you have completed the permit application, the system will give you a permit number.

Printing out permits and approved docs:
To search for your permit, once the permit is issued and ready to be printed: Click on the home tab, then select my records, click on the permit # you are searching for, click on the permit # (highlighted in blue), you will then see a tab that says “record info” click on the tab, a drop down will open and select “attachments”. There you will see all the documents pertaining to that particular permit. There will also be an add button below, where you can attach documents pertaining to that permit.

Rules of scheduling inspections for users:
To schedule inspections, you must log in with your USER ID; not your email. Your User ID gives you permission to perform this action. If you do not have any pending inspections, the system will not allow you to schedule. Also, you will not be able to schedule inspections if there are conditions with a “HOLD INSPECTION” status.