

Make secure online payments on Accela Customer Access

1. Login into the Accela Customer Access site with your username & password or register for an account if you are new to the site (see “How to register for an ACA account” user guide)
 - a. Contact your case manager after you register so they can provide you with complete access to your application and all available functionality (uploading documents, downloading secure documents, paying fees, etc.)

Login

User Name or E-mail:
johndoetest

Password:
••••••••

Login >

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

2. Once logged in click on the corresponding department for your application type

Home Building Engineering Planning

Dashboard My Records My Account Advanced Search ▾

Welcome John Doe

You are now logged in.

3. If your case manager has added your Accela Customer Access account to your application, you will see it listed at the top under the “Records” section. Click on the record number to open your application or click on “Pay Fee Due” to go straight to the payment process.

Home Building Engineering Planning

Dashboard **My Records** My Account Advanced Search ▾

▾ Planning

Showing 1-2 of 2 | [Add to collection](#)

Date	Record Number	Record Type	Project Name	Status	Action
03/22/2019	12345678	Administrative Amendment	Administrative Amendment	Under Review	Pay Fees Due
01/30/2019	87654321	Administrative Site Plan	Administrative Site Plan	Closed - Inactive	

4. If you clicked on the record number link, you will see all the sections containing information about your application. Click on the “Fees” section arrow to expand the section and review the fees paid and the outstanding fees for your application. Click on “Pay Fees” to start the payment process.

Record Info ▾		Payments ▾	
		Fees	
Fees			
Outstanding:			
Date	Invoice Number	Amount	
05/04/2020	225203	\$1,500.00	Pay Fees
Total outstanding fees: \$1,500.00			
Paid:			
Date	Invoice Number	Amount	
05/04/2020	225202	\$1,500.00	View Details
03/26/2019	224055	\$750.00	View Details
03/26/2019	224055	\$2,000.00	View Details
03/22/2019	223933	\$245.00	View Details
03/22/2019	223932	\$1,500.00	View Details
Total paid fees: \$5,995.00			

5. You will see a list of fees due with a description of each fee and a total amount due. Click on “Continue Application” to pay the fee with a credit card.

Arapahoe County uses a third-party payment processor called Point & Pay. When you click below to continue, you will be directed to make your payment through Point & Pay by credit/debit card or electronic check/ACH debit. Convenience fees will apply. Please have your credit card or bank account information ready before proceeding. After you are finished with your payment, you will be redirected back to the Arapahoe County Citizen Access Portal.

Application Fees

Fees	Qty.	Amount
AA TO ASP/SDP BEFORE CONSTRUCTION	1	\$1,500.00

TOTAL FEES: \$1,500.00

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

[Continue »](#)

6. Arapahoe County uses a third-party payment processor called Point & Pay. You will be directed to make your payment through Point & Pay by credit/debit card or electronic check/ACH debit. Convenience fees will apply. Enter your address, phone number, and email. Enter your credit/debit card or electronic check/ACH debit information and click Continue.

Step 1: Select Payments
Step 2: Review and Submit
Step 3: Confirmation and Receipt

Step 1: Select Payments

Please complete the form below. When finished, click the Continue button and you will be asked to review the information for accuracy before your payment is processed.

Point & Pay charges a 3.00% convenience fee on credit card payments (\$2.00 minimum charge). A flat \$1.50 convenience fee is charged when paying by electronic check/ACH debit from your bank account. The fee will be added automatically to each transaction. These convenience fees are charged by Point & Pay, not by Arapahoe County. Please note that convenience fees are not refundable.

Note: * indicates a required field.

My Bills

	Description
+	Permits payment of \$1,500.00

Cardholder Information

First Name: * Last Name: *

Address Line 1: * Address Line 2:

City: * State: * Zip Code: *

Phone Number: * Email Address: *

Payment Information

Payment Method: *

Card Number: *

Expiration Date: * (in mm/yy format)

CVV: * Where is this number?

Cancel
Continue

Payment Information

Payment Method: *

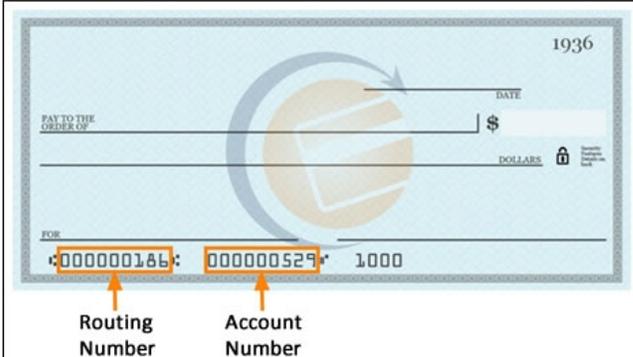
Routing Number: *

Account Number: *

Re-enter Account Number*

Account Type:*

Routing Number. This is a 9 digit number usually located at the bottom of the check to the left. This number is always 9 digits. Please ignore the special character at the beginning and end of the number, and be sure to enter any leading zeros.



The diagram shows a check with a large circular arrow graphic. At the bottom left, the routing number '00000186' is highlighted with an orange box and an arrow pointing to the label 'Routing Number'. At the bottom right, the account number '00000529' is highlighted with an orange box and an arrow pointing to the label 'Account Number'. The check also shows '1936' in the top right corner, 'DATE' and '\$' in the middle right, and 'FOR' followed by '1.00' at the bottom right.

