## 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)
  - 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
<u>I've forgotten my password</u> <u>New Users: Register for an Account</u>

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

Home	Building	Engir	neering Plan	ning
Dashboard My Records My Account Advanced Search -				
Welcom	e John Doe			
You are n	ow logged i	n.		

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	ly Account Advanced	Search 🗸		
✓ Planning					
Showing 1-2 of	2   Add to collect	ion			
Date 03/22/2019	Record Number	Record Type Administrative Amendment	Project Name	<u>Status</u> Under Review	Action Pay Fees Due
01/30/2019	A4944.000	Administrative Site Plan	PARADOMIC PROPERTY AND AND ADDRESS.	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 <b>▼</b>
	Fees
Fees	
Outstanding:	
Date	Invoice Number
05/04/2020	225203
Total outstanding	fees: \$1,500.00
Paid:	
Date	Invoice Number
05/04/2020	225202
03/26/2019	224055
03/26/2019	224055
03/22/2019	223933
03/22/2019	223932
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 & Pa make your payment through Point & Pay by credit/debit card or electroni your credit card or bank account information ready before proceeding. A back to the Arapahoe County Citizen Access Portal.	y. When you click below to continue, you will be directed c check/ACH debit. Convenience fees will apply. Please fter you are finished with your payment, you will be rec	ed to e have directed
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 asse	ssed later.	

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 F	Payments When finished, click the Continue bu	itton and you will be asked to review th	e information for accuracy before your payment is proce	essed.
Point & Pay charges a 3.00% co check/ACH debit from your bank County. Please note that conven Note: * indicates a required field	nvenience fee on credit card paymen account. The fee will be added autor ience fees are not refundable.	ts (\$2.00 minimum charge). A flat \$1.50 matically to each transaction. These cor	) convenience fee is charged when paying by electronic nvenience fees are charged by Point & Pay, not by Arapa	ahoe
My Bills				
Description				
+ Permits payment of \$1,50	0.00			
Cardholder Informa	<mark>tion</mark> Last Name: *			
Address Line 1: *	Address Line 2:			
City: *	State: * Zip Code	Ð: *		
Phone Number: *	Email Address: *			
Payment Informatic Payment Method: * Credit or Debit Card ▼ Card Number: * ◄ ◄ ◄ ◄ ◄ Expiration Date: * (in mm/yy form CVV: *	<mark>רות</mark> ] mat)			
is this number?				
		Cancel	C	ontinue



## 7. Review your information, agree to the terms and conditions, and click "Submit Payment".

Step 1: Select Dayments Step 2: Review and Submit Step 3: Confirmation and Receipt		
Step 1. Select Payments Step 2. Review and Submit Step 3. Committation and Receipt		
Step 2: Review and Submit		
Please review the details of the items you have selected to pay, along with the fees associated with using this service. Wh	en you are ready to submit your	payment, please
review and accept the Terms and Conditions, and click Submit to send your payment for authorization.		
My Bills		
Description		Amount
Permits payment of \$1,500.00		\$1,500.00
	Subtotal:	\$1,500.00
Customer Information	Convenience Fee:	\$45.00
First Name:	Total Payment:	\$1,545.00
Last Name:		
Address Line 1: Address Line 1:		
Address Line 2:		
City:		
State:		
Zip Code:		
Phone Number.		
Email Address.		
Payment Information		
Payment Date: 05/04/2020		
Card Type: Visa		
Card Number: ***********1111		
Terms and Conditions		
CONVENIENCE FEE		A
Your agency has partnered with a third party service provider to provide you with convenient online payment services via credit card debit card or e SERVICE YOU MAY HAVE TO PAY A NON-REFUNDABLE CONVENIENCE FEE IN ADDITION TO THE AMOUNT(S) OWED TO YOUR PAYEE. F	lectronic check payments. IN ORDER lease note that the service provider (r	ot your Payee) will
appear as the merchant of record next to your payment on your bank or credit card statement. ACCESSIBILITY		
This service is accessible through the Internet. In order to use this service you will need a personal computer access to the Internet with an Interne service.	t service provider and a web browser i	which supports this
ACCURACY OF YOUR INFORMATION AND BILLING; COMPLETION OF PAYMENT You are solely responsible for providing accurate and complete information to use this service and for confirming any amount(s) owed to your Paye	e. Completion of your online payment	is contingent upon 🔻
	🔲 I Agree to Ter	ms and Conditions
Back		Cultural Design
Cancer		Submit Payment

8. After you are finished with your payment, you will be redirected back to the Arapahoe County Customer Access Portal. If the payment is successfully processed, you will see a confirmation message and you will have the opportunity to print your receipt.

$\oslash$	You have paid a fee associated to this Record. Please print a copy of this receipt and retain a copy your records.
If there was	a fee associated with your application, Point & Pay will email a copy of your receipt to the email address you provided. This receipt will contain both Arapahoe County's charges and the convenience fee charged by Point & Pay
Thank you for using o Your Record Number +++ Print/View Receipt	ur online services. Pr is <b>a service</b>