Track the status of your application 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 (planner or engineer) 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.**

| Home | Building | Engineering | Planning |

Search Applications

Records

Showing 1-2 of 2 | Add to collection

	Date	Record Number	Record Type	Project Name	Status	Action
☐	03/22/2019		Administrative Amendment		Under Review	
☐	01/30/2019		Administrative Site Plan		Closed - Inactive	

a. Otherwise, you can search for your application in the "General Search" by the record number, type, project name, date, etc. and still see the detailed processing status.

General Search   General Search ▼

☐ Search my records only

Record Number: Record Type:
▮▮▮▮   --Select--   ▼

Project Name:

Start Date: ⑦   End Date: ⑦
05/04/1893   📅   05/04/2020   📅

4. **Click on the Record Info drop down and select "Processing Status" to expand the details and see where your application is in the review process. There is a legend at the top explaining what the status icons mean.**

Record ▮▮▮▮▮▮   Add to collection
Administrative Amendment
Record Status: Under Review

Record Info ▼   **Payments** ▼

Record Details
                    us
Processing
Status   THE ARROW (▸) OF EACH TASK TO REVIEW THE CURRENT STATUS.
                    n the (⊞) sign under each arrow where visible.
Related Records
                    Key to Processing Status icons:
Attachments

⌛ **Active** (plan review not yet completed)
✔ **Complete** (Task is complete but not necessarily approved; expand for details)
✳ **Previously Active** (expand for details)

✔ ▸ **Initialize**
✔ ▸ **Completeness Check - Planner**
✔ ▸ **Completeness Check - Engineer**
✔ ▸ **Application Acceptance**
⌛ ▸ **Engineering Review**
⌛ ▸ **Planning Review**
⌛ ▸ **Mapping Review**
⌛ ▸ **Zoning Review**
⌛ ▸ **Oil And Gas Review**
⌛ ▸ **Open Spaces Review**
⌛ ▸ **Building Review**
      Weed Control Review
⌛ ▸ **External Agencies Review**
      Review Coordination
      Final Exhibit Planning Review
      Final Exhibit Engineering Review
      Final Exhibit Mapping Review
      Final Exhibit Coordination
      File Closure
✔ **Send out referrals**

5. **Using the drop down menus, you can also review many other details about your application included any documents attached, project description, people associated to the application (owner, firm, etc.), parcel information, fees and related records.**

Record ▓▓▓▓▓:
Administrative Amendment
Record Status: Under Review

Add to collection

Record Info ▼   **Payments ▼**

Record Details

Processing Status

Related Records

Attachments

email via LandUseSubmittals@arapahoegov.com to notify staff once you have uploaded all al documents.
his email will result in delay of case processing.

Send Email

Note: Submittals after 2:00 PM will be date stamped for the next business day, from the time stamp on receipt of email.

Click here for document submittal standards

The maximum file size allowed is **300 MB**.
The following file types are not allowed: html;htm;mht;mhtml;bat;vbs;exe;zip

Name	Type	Upload Date	Size
▓▓▓▓▓	Application Documents	03/22/2019	93.08 KB
▓▓▓▓▓	Title/Proof of Ownership	03/22/2019	124.51 KB
▓▓▓▓▓	Comments/Referrals	03/22/2019	75.03 KB

Record Details

Project Description:

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Owner:

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Record Info ▼   **Payments ▼**

Fees

Fees

Paid:

Date	Invoice Number	Amount
03/26/2019	224055	▓▓▓
03/26/2019	224055	▓▓▓
03/22/2019	223933	▓▓▓
03/22/2019	223932	▓▓▓
Total paid fees: ▓▓▓▓▓		