## 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.)



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



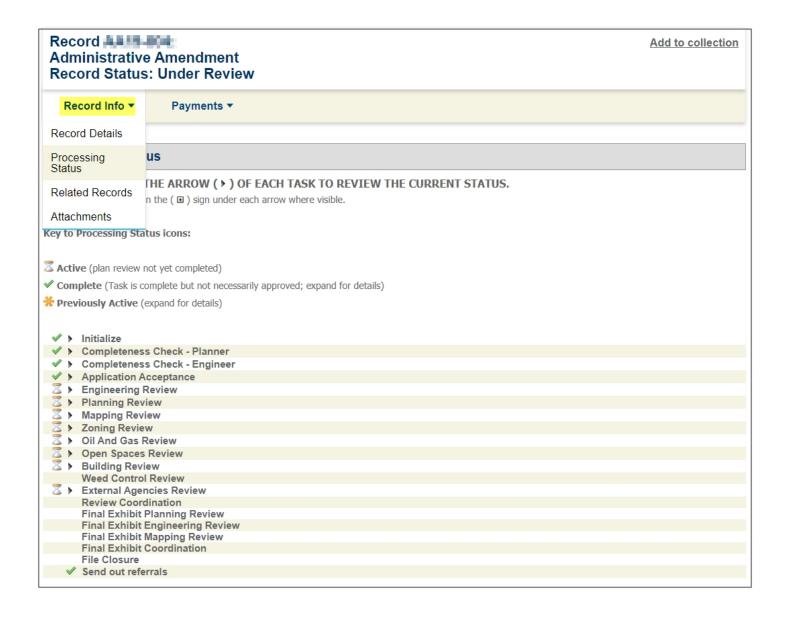
3. If your case manager has added your Accela Customer Access account to your application, you will see it listed at the top under the "Records" section. Click on the record number to open your application.



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.



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.



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 Info ▼	Payments ▼	
	Fees	
Fees		
Paid:		
Date	Invoice Number	Amount
03/26/2019	224055	8796.00
03/26/2019	224055	570000
03/22/2019	223933	100 804 000
	223932	9,100,00