

View and manage plans and documents on Accela Customer Access

1. Login into the Accela Customer Access site (<https://citizenaccess.arapahoegov.com>) 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, including uploading documents and downloading secure documents

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 either the Engineering or Planning tab, whichever is 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 1-1 of 1 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Status	Action
<input type="checkbox"/>	10/17/2018	FDP18-004	Final Development Plan	COPPERLEAF FILING #22 / FDP		Pay Fees Due

- 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.

Search for Records
Enter information below to search for records.

General Search General Search ▾

Search my records only

Record Number: **Record Type:**

Project Name:

- 4. Click on “Record Info” and then “Attachments” to see the documents associated to the record.

**Record FDP18-004:
Final Development Plan**

Record Info ▾ **Payments** ▾

Record Details

Project Description:
COPPERLEAF FILING #22 / FDP

▶ **More Details**

Record Info ▾ **Payments** ▾

Record Details

Processing Status

Related Records

Attachments ←

- 5. Click on the document name hyperlink to open or save the document.

Attachments

Please send an email via LandUseSubmittals@arapahoegov.com to notify staff once you have uploaded all required submittal documents.

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

Name	Type	Upload Date	Size
01-FDP18-004-Plan Set.pdf	Plans and Exhibits	10/17/2018	5.16 MB
01-FDP18-004-Application.pdf	Application Documents	10/17/2018	5.23 MB

Do you want to open or save **01-FDP18-004-Application.pdf** from sczaccelawt1?

▾ ×

6. To upload documents for staff to review, click the “Add” button at the bottom of the “Attachments” section. If the “Add” button is missing, contact your case manager to give you permission to do so.

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7. A “File Upload” window will appear, click on the “Add” button to select files to upload.

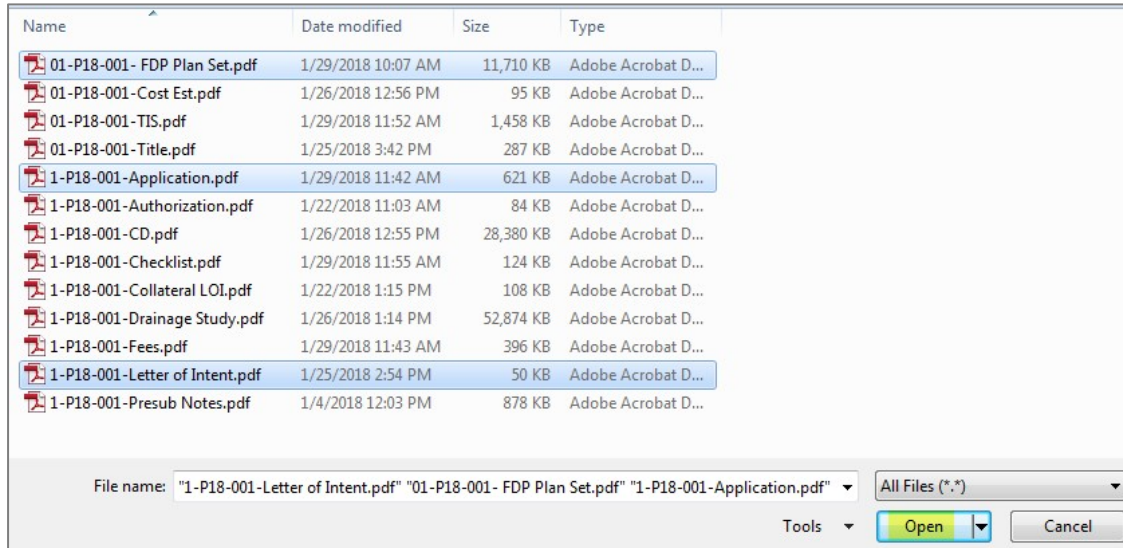
File Upload

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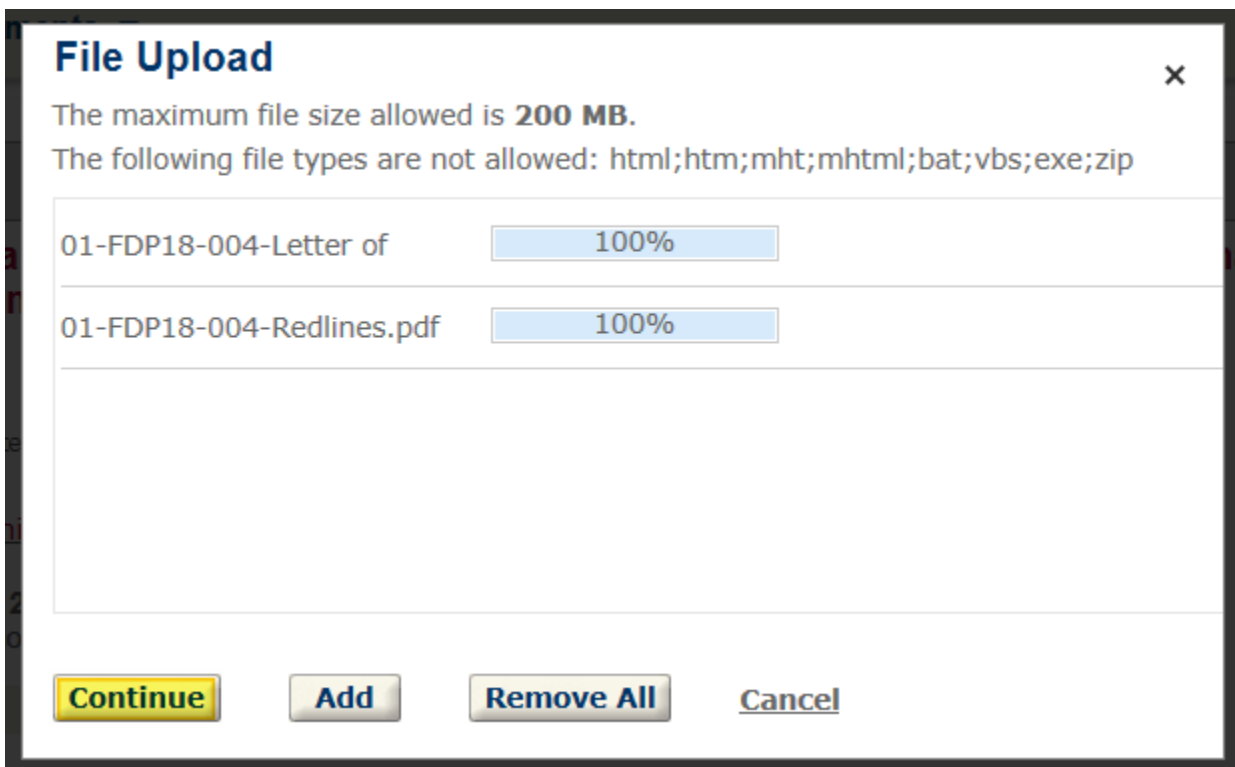
Cancel

Application Documents 10/17/2018 5.23 MB

8. You can select and upload a single file or you can hold SHIFT or CTRL and select multiple documents to upload at once. After selecting the file(s) click the “Open” button.



9. There is a progress bar for each document you select. You can click the “Add” button again to upload additional files, otherwise click the “Continue” button.



10. Once the files have finished uploading, select which types of documents you have uploaded and then click the “Save” button. You also have the option of adding more documents or removing them all before clicking “Save”.

*** Type:**
Letters

File:
01-FDP18-004-Letter of Intent.pdf
100%

*** Type:**
Response to Comments

File:
01-FDP18-004-Redlines.pdf
100%

*** Type:**

- Select--
- Agreements
- Application Documents
- Cost Estimate
- Deeds/Easements
- Legal Description
- Letters
- Letters of Credit
- Plans and Exhibits
- Public Notice
- Reports/Studies/Assessments
- Response to Comments
- Survey/Mapping Documents
- Title/Proof of Ownership
- Waivers/Variance

11. You will see a message that the attachments have been successfully uploaded and the list of documents will be updated to reflect the recent additions.

The attachment(s) has/have been successfully uploaded. ←
 It may take a few minutes before changes are reflected.

Record FDP18-004: [Add to collection](#)
Final Development Plan
Record Status: Under Review

Record Info ▾ Payments ▾

Attachments

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01-FDP18-004-Application.pdf	Application Documents	10/17/2018	5.23 MB
01-FDP18-004-Letter of Intent.pdf	Letters	10/17/2018	60.34 KB
01-FDP18-004-Redlines.pdf	Response to Comments	10/17/2018	5.16 MB