



GETTING STARTED TACOMA PERMITS (ACA)

How to get the most out of permitting

Contents

Getting Started.....	2
Layout and Navigation	2
Announcements.....	2
Searching.....	3
View Specific Permit Details	3
Permit Specific Information	3
View Inspection Details.....	4
View Processing Status & Review Comments.....	4
View Attachments/Documents.....	4
View Related Records/Permits	5
View Certificate of Occupancy Status & Review Comments	5
Register for an Account	6
Benefits for Registered Users	6
Account Management	6
Apply for Permits Online.....	6
Types of Permits	7
Manage/View/Print your Permits.....	8
Processing Status, Attachments & Related Records.....	8
View Contacts for Records.....	9
Schedule Inspections	9
Create Collections of Records/Permits	10
Tip Sheets.....	10

Getting Started

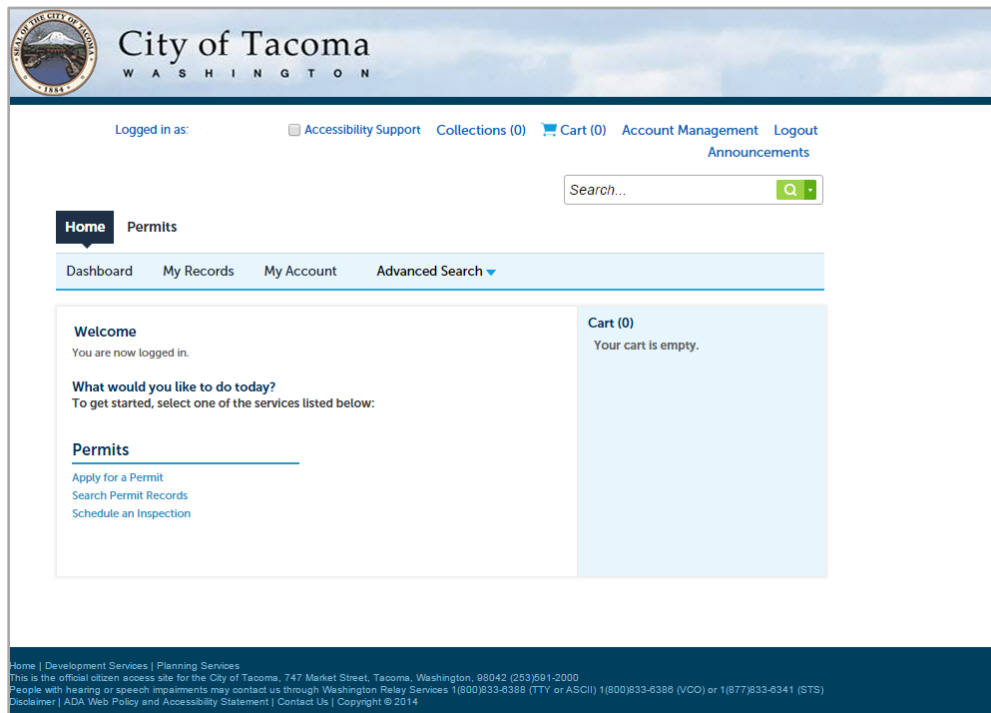
Planning and Development Services has launched the online [Tacoma Permits](#) system that utilizes Accele software. The customer-friendly portal of Tacoma Permits is called *Accele Citizens Access (ACA)*.

You can access Tacoma Permits ACA from [TacomaPermits.org](#) or with the direct link:

<https://aca.accela.com/tacoma/>.

Layout and Navigation

Citizen Access is organized, as you see in the picture below:



Without registering for an account you can:

- Perform Permit searches
- View Permits with comments
- View current and past inspections

Registering for an account gives you access to additional features:

- Request a Pre-Application Meeting and Apply for Permits
- Add your contractor license to an existing Account
- Schedule Inspections
- Create Delegates (other users you give permission to perform actions on your behalf)
- Check the status of your permits and applications

Announcements

Announcements are important messages the City would like relay to you (messages such as holiday closures, business hour changes, etc.).

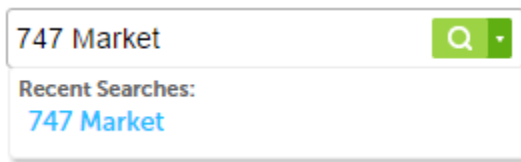
Searching

The City of Tacoma’s Citizen Access will refer to “records”. A record can be a permit, application, license, site visit, etc. You can search the City’s permitting database records a few different ways, but the easiest method is Global Search. The search bar is always located towards the top of the screen:

You can use this search feature by inputting record / permit number, address, owner, etc. to get all matching results from the database, regardless of the department originating the record.



Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.



View Specific Permit Details

After searching for records / permits, you can view a specific record’s details by clicking on the record number, such as “STORM15-0025” as pictured below:

Records

Showing 91-100 of 100+

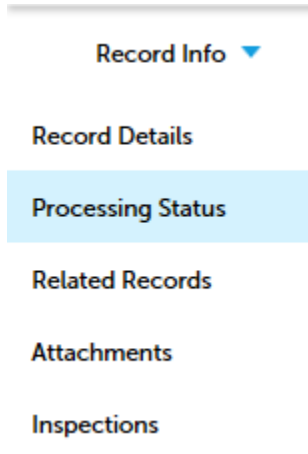
Date	Record Number	Record Type	Agency	Module
12/03/2015	SEWER15-0025	Wastewater Connection	TACOMA	Permits
12/03/2015	SEWER15-0024	Wastewater Connection	TACOMA	Permits
12/03/2015	BLDRN15-0088	Residential New Building	TACOMA	Permits

Permit Specific Information

Once you’re looking at a particular record, you have access to a large amount of information. Besides being able to view information at a glance, you can also choose to view “More Details”.

View Inspection Details

To view the past and upcoming inspections for a record, on any record under the 'Record Info' dropdown, select 'Inspections'. All the completed inspections will be listed, including the date they were performed, the inspector, the results, etc. You may also get more information by clicking on "View Details" and see upcoming scheduled inspections.

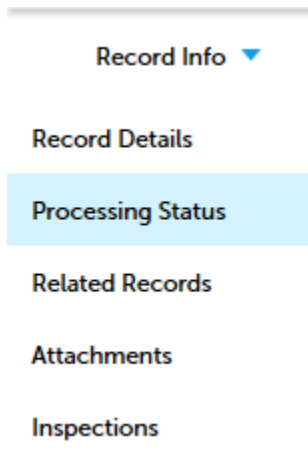


View Processing Status & Review Comments

You can view the entirety of a permit's workflow and review comments on a specific record by selecting 'Processing Status' under the 'Record Info' drop down. You can then see all the workflow steps and their completion dates. Completed steps will have a **green checkmark** next to them, whereas the current tasks will have an **hourglass** indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [+] to see the entire comment.

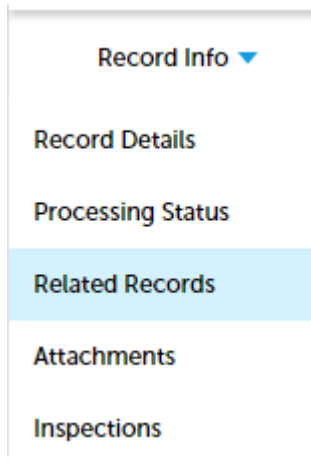
View Attachments/Documents

If any attachments have been uploaded to the record, you will see them under the 'Attachments' section under the 'Record Info' dropdown. In most cases, you will be able to view or download a copy.



View Related Records/Permits

Many records are connected to one another, particularly if they're part of the same project. You can see related records to an individual permit by selecting the 'Related Records' section under 'Record Info'.



View Certificate of Occupancy Status & Review Comments

In the list of permits that displays after a search, the status for the Building Permit (identified on the right side of the permit list) will be **CO Final** if the Certificate of Occupancy has been issued or **CO Pending** if the Certificate of Occupancy is ready to be issued. The permit will have a status of **Issued** if the Building Inspector has not approved the Final Inspection. The permit will have a status of **Final Inspection Done** if the Final Inspection has been approved but there are still other agencies that need to approve the occupancy.

To view the Certificate of Occupancy status and comments, find or enter your Record Number in the search bar, which will take you to the Record Details page. If there are comments, you may click on the plus sign [+] to see the entire comment. Completed reviews will have a **green checkmark** next to them, whereas the current tasks will have an **hourglass** indicating that step has not been completed. Departments not required for CO approval do not have a symbol in front of the department name.

If you are a registered user, you can:

- 1) Log in to your [Tacoma Permits](#) account.
- 2) In the blue quick link box, click Check/Research Permits.
- 3) Search by record number or address to identify the correct permit.
- 4) For all the trade permits, the Status on the right side of the permit list will need to be at **Final Inspection Done** before the Certificate of Occupancy can be issued. Contact the Inspector directly to schedule the final inspections, as required. To view the CO Status and comments made by the various agencies, click on the Record Number, which will take you to the Permit Details page.
- 5) Click the right-facing arrow on the Processing Status bar to expand this section.
- 6) Expand the steps in the process for more details.

Register for an Account

An account is not required to search for, view, or print permit information. These tasks can be performed by selecting the Check / Research Permits link on the Home Page or by clicking on one of the Respective Department tabs.

Benefits for Registered Users

- Request a Pre-Application Meeting
- Apply for Permits
- Add your Contractor's License –
 - Once you're Contractor's License is added and linked to your account you will not have to enter your license information each time you pull a permit.
- Schedule Inspections
- Create Delegates
- Check the status of your permits and applications
- (coming soon) Request investigation into suspected violations

Account Management

As a user, there may be circumstances when staffing changes or a license number might change. It is very easy to go into your account to make changes when necessary.

- 1) Log in to your [Tacoma Permits](#) account.
- 2) Click on Account Management.
- 3) Determine which area needs to be changed and expand that section.
- 4) Save your changes.

Apply for Permits Online

There are slight differences in the information gathered for each permit application.

- 1) Log in to your [Tacoma Permits](#) account.
- 2) In the blue quick link box, click Apply for Permit.
 - a) After reading the disclaimer, indicate that you have read and accepted the terms. Click Continue Application.
 - b) Select your license from the drop down menu and the type of permit for which you'd like to apply.
- 3) Enter the Work Location.
 - a) For best results, input only the street number and street name, then Search.
 - b) The parcel and owner information will automatically be included.
 - c) Scroll to the bottom of the page, then click Continue Application.
- 4) (optional) Your contractor's license data will appear.
 - a) Scroll to the bottom of the page, then click Continue Application.
 - b) This step may require entering a first and last name (initials will work).
- 5) Input your Applicant Information.
 - a) Do this quickly by selecting from account.
 - b) Scroll to the bottom of the page, then click Continue Application.

- 6) Identify Application Information.
 - a) The details requested here may differ depending on the type of permit for which you are applying. More information about this is available below, by permit type.
- 7) Move to the Detail Information section.
 - a) See specific permit type instructions to complete this area.
 - b) Click Continue Application.
- 8) Attach Record Documents
 - a) See the [Electronic File Standards Tip Sheet](#) for information on how to format attachments.
- 9) Please Review your application information carefully.
 - a) Verify that the job address & descriptions are accurate.
 - b) Scroll down, then click Continue Application.
- 10) Review the Fees then click Continue Application.
- 11) Enter your Payment Information. You can pay by credit card or trust account.
 - a) If paying by credit card, do not put spaces or dashes between the numbers.
 - b) Click Submit.
- 12) You are now able to print or view your permit application by clicking Print/View Record.

Types of Permits

▼

▼ **Pre-Application Request**

- Pre-Application

▼ **Land Use**

- Land Use
- Land Use Appeal or Reconsideration

▼ **Right of Way**

- ROW Construction
- ROW Occupancy
- ROW Tree Work
- ROW Use

▼ **Commercial Building**

- Commercial Alteration
- Commercial Demolition
- Commercial Fire Protection
- Commercial Mechanical
- Commercial New Building
- Commercial Plumbing
- Sign

▼ **Residential Building**

- Residential Alteration
- Residential Demolition
- Residential Fire Protection
- Residential Mechanical
- Residential New Building
- Residential Plumbing

▼ **Site Development**

- Noise Variance
- Site Development
- Work Order

▼ **Utility Connection**

- Surfacewater Connection
- Wastewater Connection
- Water Connection

▼ **Special Event**

- Special Event

▼ **Non-Permit Activities**

- Deviation Request
- Minimum Code Inspection

Manage/View/Print your Permits

Once you have logged in and your account has been linked, you can readily access your permit(s) and record(s). On the menu bar, select 'My Records'.

<input type="checkbox"/>	Date	Record Number	Record Type	Status	Action	Address	Project Name	Es
<input type="checkbox"/>	01/08/2016	BLDRN16-0002	Residential New Building	Pending Intake Screening	Pay Fees Due	1821 DOCK St, TACOMA WA 98402		
<input type="checkbox"/>	01/08/2016	16TMP-000029	Residential New Building		Resume Application	1821 DOCK St, TACOMA WA 98402		
<input type="checkbox"/>	01/07/2016	SIGN16-0002	Sign	Pending Intake Screening		747 MARKET St, TACOMA WA 98402		
<input type="checkbox"/>	01/07/2016	SIGN16-0001	Sign	Pending Intake Screening		747 MARKET ST, TACOMA WA 98402		
<input type="checkbox"/>	01/05/2016	FIRER16-0003	Residential Fire Protection	Pending Intake Screening		1821 DOCK St, TACOMA WA 98402		
<input type="checkbox"/>	12/30/2015	NVAR15-0058	Noise Variance	Pending Intake Screening		747 MARKET St, TACOMA WA 98402	Parent Record is SIGN15-0174	
<input type="checkbox"/>	12/30/2015	SIGN15-0174	Sign	Pending Intake Screening		747 MARKET St, TACOMA WA 98402		
<input type="checkbox"/>	12/29/2015	BLDRN15-0105	Residential New Building	Pending Intake Screening		1821 DOCK St, TACOMA WA 98402		
<input type="checkbox"/>	12/29/2015	BLDRN15-0104	Residential New Building	Pending Intake Screening		1821 DOCK St, TACOMA WA 98402		
<input type="checkbox"/>	12/29/2015	NVAR15-0057	Noise Variance	Pending Intake Screening		1821 DOCK St, TACOMA WA 98402	Parent Record is BLDRN15-0105	

Navigate to the specific permit under My Records, then click on the record number.

Processing Status, Attachments & Related Records

You can view the entirety of a permit's workflow and comments by selecting 'Record Info' then 'Processing Status' when you're looking at a specific permit.

Now, you will see the entire permits workflow and comments entered by staff by clicking on the right arrow ▶.

Record Info ▼

Record Details

Processing Status

Related Records

Attachments

Inspections

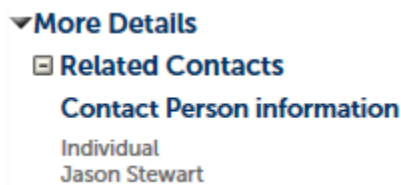
You can then see all the workflow steps and their completion dates. Completed steps will have a green checkmark next to them, whereas the current tasks will have an hourglass indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [+] to see the entire comment.

If any attachments have been uploaded to the record, you may view and download a copy by navigating to the 'Record Info' and selecting 'Attachments'.

Many records are connected to one another, particularly if they're part of the same project. You can see related records to an individual permit by selecting the "Related Records" section

View Contacts for Records

Once you have logged in and your account has been linked to your records, you can view the contacts associated to your record. At the bottom of the 'Record Details' section of the permit, click on the down-facing arrow next to More Details. Then click on the plus next to "Related Contacts" and you will see the contacts for that record.



Schedule Inspections

- 1) Log in to your [Tacoma Permits](#) account.
- 2) In the blue quick link box, click Schedule an Inspection.



- 3) Under My Records, select the permit needing an inspection.
 - a) If you don't have your record number you may search for it in the General Search found at the bottom of this page.
 - b) For best results, input only the street number and street name, then Search.
- 4) On the Permit Details page, click 'Record Info' then 'Inspections'.
- 5) Select 'Schedule or Request an Inspection'
- 6) Identify the type of inspection desired, then click Continue.
- 7) Click on requested date shown on the calendar.
- 8) Click the circle next to the available time, then click Continue.

Inspections may occur anytime between 9am – 3pm on the date scheduled. If you need a specific time, please note this in the next section.
- 9) Change the contact information, if necessary, then click Continue.

This should be the 'On-Site' Contact

- 10) Verify the inspection details: Type, Date & Time, Location and Contact
- 11) Click Include Additional Notes to provide details you want to provide to the inspector.
Example: "Inspection for basement work only. Beware of dog in back yard."
- 12) Click Finish. Your inspection is now scheduled.

Notes: [1] While your inspection may indicate '9am', please note that inspections may occur anytime between 9am – 3pm on the date requested.

[2] Failure to be prepared for an inspection may result in re-inspection fees, which may be required to be paid prior to the next requested inspection.

Create Collections of Records/Permits

You are able to create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one "collection". After logging in, your collections are accessible at the top of every screen.

- 1) Log in to your [Tacoma Permits](#) account.
- 2) Records associated to your account will be shown in a list.
- 3) Use the checkboxes on the left to select the records you want to group into a collection.
- 4) Under the grey "My Permits" title bar, click "Add to collection".
- 5) Enter a name for your group of records and enter a description if you want one, or choose an existing collection from the drop down menu.
- 6) Click the "Add" button to create and submit the records into the new collection.

After selecting a specific collection, you see a useful overview of the records you have put in the collection, including a summary of the fees, inspections, etc. Also available from this screen are other options for managing that collection of records.

Tip Sheets

Please take a look at our [Resource Library](#) and [Tip Sheets](#) for more information.