



GETTING STARTED TACOMA PERMITS (ACA)

How to get the most out of permitting

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Getting Started

Planning and Development Services has launched the online [Tacoma Permits](#) system that utilizes Accela software. The customer-friendly portal of Tacoma Permits is called *Accela 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
- View current and past inspections

Registering for an account gives you access to additional features:

- Request a Pre-Application Meeting
- Apply for Permits
- Check the status of your permits and applications
- Schedule Inspections
- Add your contractor license to an existing account - once a contractor's license is linked to an account it will not have to be entered for each permit application.
- Create Delegates (other users you give permission to perform actions on behalf of you or your organization)

Register for an Account

Registering

Select the **Register for an Account** link at the top of the home page or the **New Users: Register for an Account** link under the login fields. The first page will be a disclaimer page that asks you read and accept the terms in order to continue.

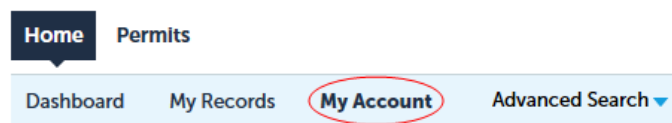
- **Enter Login Information** – login, email, password, and security question
- Select **Add your Contact Information** – you will first be asked to **select a contact type**: applicant, contact person, financially responsible party, owner, or tenant. If you are unsure which type to select, it is recommended you choose *applicant*.
- **Contact Information** – individual/organization, name, address, phone number, and email (this should be the same email that was entered on the first page)
- You can choose to add additional postal addresses by selecting **Add Additional Contact Address**.
- Once all required fields have been completed, you will know the account has been created with the following message:



Your account has been created successfully. You can login immediately using your User Name and Password

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) Select **My Account**
- 3) Determine which area needs to be changed and expand that section
- 4) **Be sure to save your changes**

Announcements

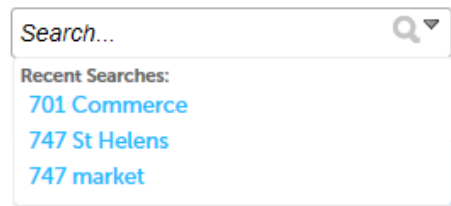
Announcements are important messages the City would like relay to you (messages such as holiday closures, business hour changes, etc.).

Searching

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

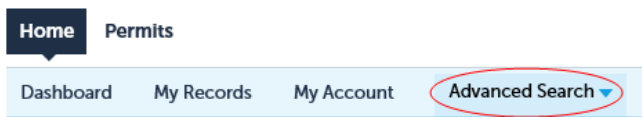
You can use this search feature by inputting record / permit number, address, owner, etc. to get all matching results from the database, regardless of the department originating the record.

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.



A search bar with the placeholder text "Search...". Below the search bar, a dropdown menu titled "Recent Searches:" lists three entries: "701 Commerce", "747 St Helens", and "747 market".

For more detailed searches, use the **Advanced Search** or **Search Permit Records** options:



View Permit Details

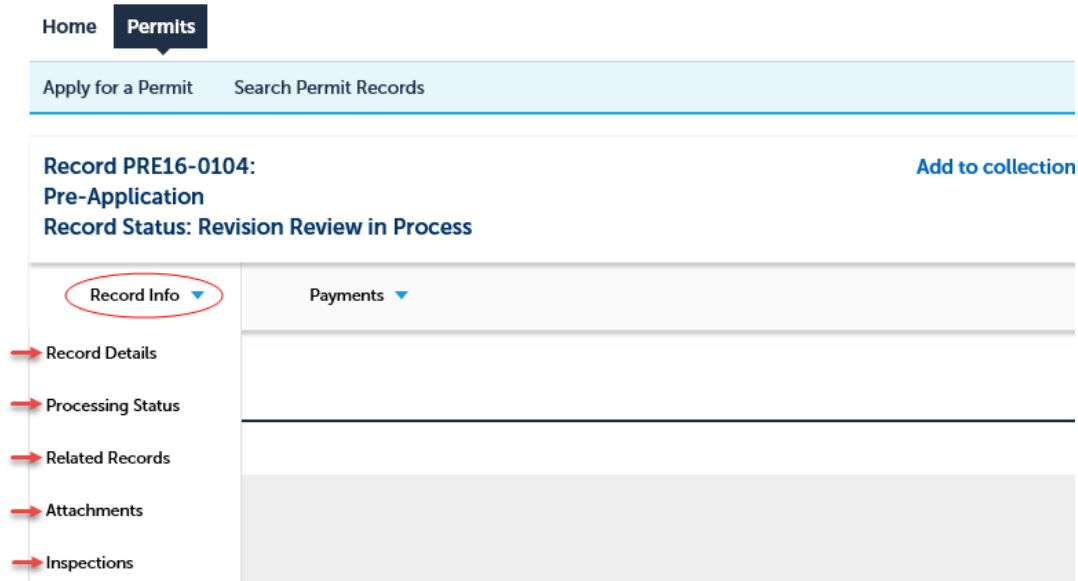
After searching for records / permits, you can view a specific record's details by selecting the desired record from the *Record Number* column:

Records



Showing 21-30 of 100+

Date	Record Number	Record Type	Agency	Module	Description
06/29/2016	RUSE16-0270	ROW Use	TACOMA	Permits	
06/14/2016	MECHC16-0176	Commercial Mechanical	TACOMA	Permits	Remodel
06/09/2016	BLDCA16-0302	Commercial Alteration	TACOMA	Permits	Remodel
06/07/2016	PRE16-0304	Pre-Application	TACOMA	Permits	Coaching

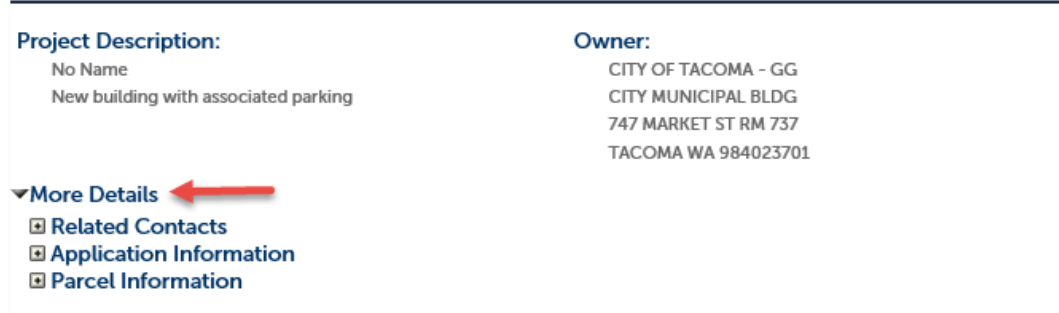
Once you have selected the record, you can view and manage the record from the **Record Info** tab.



Record Details - 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 select **More Details** to see more information, and items with either a triangle  or plus sign  can be expanded to show more information.

Record Details



Processing Status

You can view the workflow of a permit by selecting **Processing Status** under the **Record Info** tab. You can then see all the workflow steps, assigned review groups, and the assigned completion dates. Completed steps will have a **green checkmark** next to them, whereas current tasks will have an **hourglass** indicating the step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. For more detailed instruction, see Tip Sheet [G-530 Permit and Inspection Status](#).

Related Records/Permits

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

Attachments/Documents

If any attachments have been uploaded to the record, you will see them under the **Attachments** section under the **Record Info** dropdown. *This option is only available if your account is associated with the record.*

Inspection Details

To view inspections that have already occurred, upcoming/pending inspections, or inspection results on any record, select **Inspections** under the **Record Info** dropdown. Upcoming inspections will be listed with the date, type, and inspector's name. This is followed by a list of the completed inspections which includes the date they were performed, the inspector, the results, etc. You may also get more information by selecting **View Details** to see any notes provided by the inspector. See Tip Sheet [G-530 Permit and Inspection Status](#)

Apply for and Manage Permits

Because many of the available permits require information that is unique to that specific type of permit, the questions asked for each permit type will vary.

Types of Permits

▼Search

▼ **ePermits**

- Irrigation System Backflow Preventer ?
- Residential Furnace Replacement ?
- Residential Heat Pump Replacement ?
- Residential Roof Overlay ?
- Residential Siding Replacement ?
- Residential Water Connection Repair ?
- Residential Water Heater Replacement ?
- Residential Window Replacement ?
- Small Residential Demolition ?

▼ **Pre-Application Request**

- Pre-Application ?

▼ **Land Use**

- Land Use ?
- Land Use Appeal or Reconsideration ?

▼ **Residential Building**

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

▼ **Commercial Building**

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

▼ **Site Development**

- Noise Variance ?
- Site Development ?
- Work Order ?

▼ **Right of Way**

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

▼ **Utility Connection**

- Surfacewater Connection ?
- Wastewater Connection ?
- Water Connection ?

▼ **Special Event**

- Special Event ?

- 1) Log in to your [Tacoma Permits](#) account.
- 2) Select the **Permits** tab or **Apply for Permit**

- 3) You will be asked to verify that you have read the disclaimer and accepted the terms. Once that is completed, select **Continue Application**.
- 4) Select the type of permit you are applying for, then select **Continue Application**. See Tip Sheet [G-313 – Types of Permits](#).

Location and People

1 Location and People

- 1) Enter the Work Location.
 - For best results, input only the street number and street name and select **Search**.
 - Once an accurate address or parcel number is identified, the parcel and owner fields will be auto-filled based on Pierce County Records.
 - Scroll to the bottom of the page and select **Continue Application**.

1 Location and People	2 Details and Attachments	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Location and People > Address, Parcel, Owner

Please enter the primary site address or parcel number.

* indicates a required field.

Address

If you don't know the exact street name please enter the first 3 letters and % to find similar names. Please DO NOT include the street direction or suffix.

* Address No. ? * Street Name: ?

Unit No.:

- 2) Input your Applicant Information. This can be done quickly by selecting **Select from Account**. *Contact Person* and *Additional Contacts* can also be added, though they are not required.
- 3) Option to enter contractor's license.
 - a. Select **Look Up** to search for license

Licensed Contractor

Add the name of the Contractor or other Licensed Professional here. To find a Licensed Professional in the agency database, enter the search criteria and click the Search button.

NOTE: If your search results states no license numbers found, the license may not be in our new database. Please add the license number into the 'Description of Work' field on the next screen so our staff can add it for future use.

- b. Once selected, scroll to the bottom of the page and select **Continue Application**.
- c. This step may require entering a first and last name (initials will work).

Application Information

2 Details and Attachments

- 1) The details requested in this section will differ depending on the type of permit for which you are applying. Once all required fields are completed, **Continue Application** can be selected.
- 2) Attach Record Documents - each attachment must be a PDF file of 50 MB or less, flattened, and unlocked/unprotected.
 - a. Selecting **Add Attachments** will open the *File Upload* window. From this window, documents can be added in succession by selecting **Add Attachments** and navigating to the document on your computer.

See the [Electronic File Standards Tip Sheet](#) for information on how to format attachments.

File Upload ×

Each attachment must be a PDF file of 50 MB or less, flattened, and unlocked/unprotected.
htm;htm;mht;mhtml are disallowed file types to upload.

Example.pdf	100%
Example.2.pdf	100%

Continue **Add Attachments** **Remove All** Cancel

- b. Once all documents have been uploaded, select **Continue**.

Review

3 Review

This is an opportunity to look over the information you have entered for accuracy and completeness.

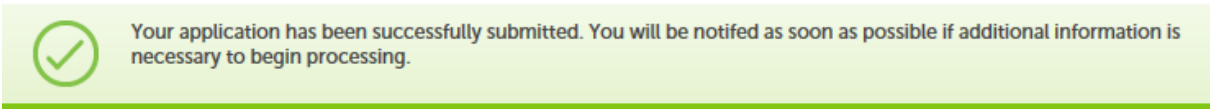
- If entries need to be changed, select **Edit** for the specific section that needs changing.
- Once the application information has been reviewed, there is an agreement statement and checkbox that will need to be selected in order to select **Continue Application**.

Fees

4 Pay Fees

- 1) Plan review fees will be reflected here. These are typically the fees due for the initial plan review. Total permit fees will be assessed and invoiced prior to the issuance of the permit.
 - a. Selecting **Continue Application** will redirect to a payment page where credit card information can be entered for processing.
 - b. Selecting **Defer Payment** will complete the application but the review will not begin until payment has been received. This option should be used if you need to pay with cash or check by coming in to our office or by mail.
- 2) Enter your *Payment Information*.

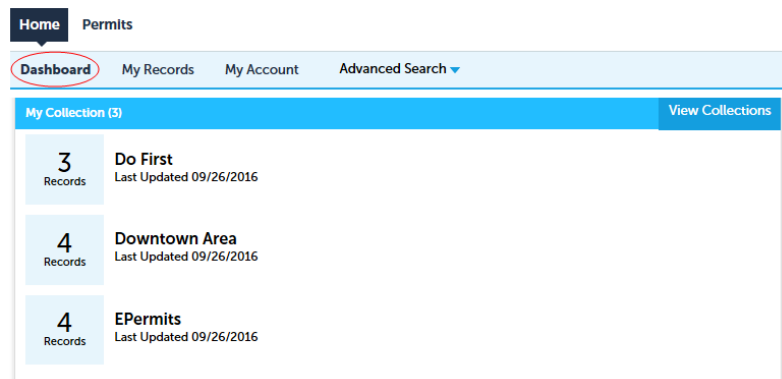
- a. If paying by credit card, do not put spaces or dashes between the numbers.
- b. Select **Submit** when all information has been entered.
 - c. To confirm that your application has been completed and submitted successfully, the following message will be displayed and the record should appear in your account under **My Records**.



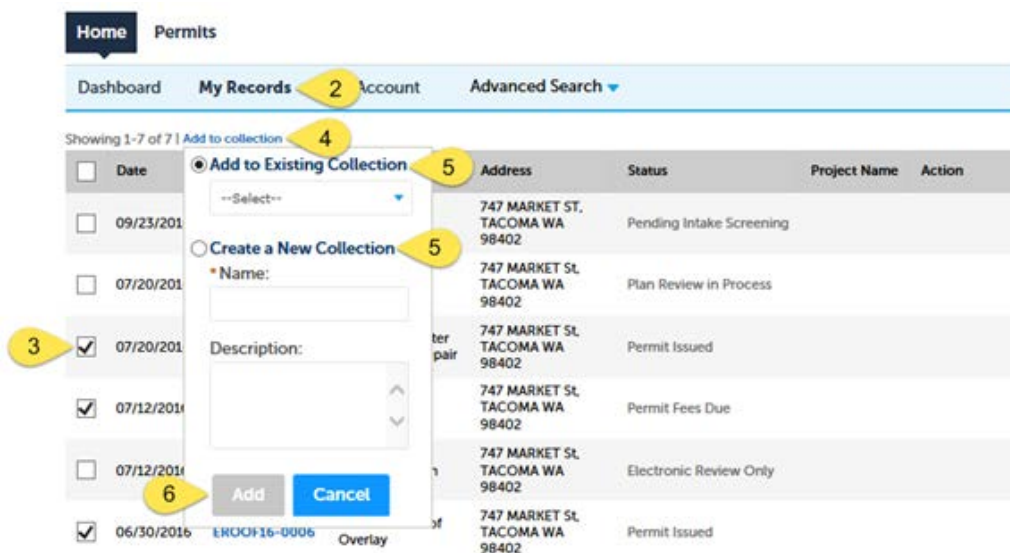
** If the record appears in **My Records** but it begins with **TMP** (short for temporary), then it has not been completed and you will need to select **Resume Application** to complete the process. Temporary records will automatically be removed after 90 days.*

Collections of Records/Permits

Once you have applied for permits, you can create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one “collection”. Collections are easily viewed from the **Dashboard** page.



- 1) Log in to your [Tacoma Permits](#) account.
- 2) Records associated to your account will be shown in a list after selecting **My Records**.
- 3) Use the checkboxes on the left to select the records you want to group into a collection.
- 4) Under the Permits title bar, select **Add to collection**.
- 5) Enter a name for your group of records and enter a description if you want to **Create a New Collection**, or choose **Add to an Existing Collection** and select from the drop down menu. *Records can be added to multiple collections.*
- 6) Select **Add** to create and submit the records into the 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.

Dashboard My Records My Account Advanced Search ▾

Do First

Total Records: 3 (3 Permits)
 Inspections Summary: 2 (1 Scheduled, 0 Rescheduled, 0 Approved, 0 Denied, 1 Pending, 0 Cancelled)
 Fees Summary: \$323.70 Paid, \$0.00 Due

[Rename Collection](#) [Delete Collection](#)

Permits
[Move to...](#) | [Copy to...](#) | [Remove](#)
 Showing 1-3 of 3

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Project Name	Action
<input type="checkbox"/>	07/20/2016	ERWTR16-0007	Residential Water Connection Repair	747 MARKET St, TACOMA WA 98402	Permit Issued	Test	
<input type="checkbox"/>	06/30/2016	EROOF16-0006	Residential Roof Overlay	747 MARKET St, TACOMA WA 98402	Permit Issued	Bob's House	
<input type="checkbox"/>	06/07/2016	EISBF16-0002	Irrigation System Backflow Preventer	747 MARKET St, TACOMA WA 98402	Permit Issued	Muni Backflow	

Schedule Inspections

- 1) Log in to your [Tacoma Permits](#) account.
- 2) Under **My Records**, select the permit for which you would like to request an inspection.
If you don't have your record number you may search for it in the General Search found at the top of this page. For best results, start your search by using only the street number and street name.
- 3) On the Permit Details page, select **Record Info** and then **Inspections**.
- 4) Select **Schedule or Request an Inspection**
- 5) Identify the type of inspection desired and then select **Continue**.

Schedule/Request an Inspection

Available Inspection Types (20)

Show optional inspections

- Pre-Inspection (roof only) (optional)
- Footing (optional)
- Foundation Walls (optional)
- Building Slab - Insulation (optional)
- Mono Slab (optional)
- CMU Walls (optional)
- Under Floor (optional)
- Framing (optional)
- Energy Insulation (optional)
- Roof Nailing (optional)

< Prev 1 2 Next >

[Continue](#)

[Cancel](#)

- 6) Select the desired inspection date from the calendar. Requests must be submitted before 3:00pm to be eligible for next day inspection.
- 7) Click the circle next to the available time and then select Continue.
 Inspections may occur anytime between 9am – 3pm on the date scheduled. If you would like to request a specific window of time, please note this in the next section.
- 8) Change the contact information, if necessary, and then select **Continue**. This should be the 'On-Site' Contact
- 9) Verify the inspection details: Type, Date, Location and Contact
- 10) 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."

Include Additional Notes

Optional Comments or Instructions for your Inspector:

(Please include an alternate phone number if different from the contact information provided in your application.)

Cancellation and Reschedule Policy:

Reschedule must be made before 06:00 AM.

Cancellations must be made before 05:00 PM 1 day(s) prior to the inspection date/time.

- 11) Once you select **Finish**, the inspection has been scheduled and can be seen under the heading *Upcoming*.
- 12) To view details of the scheduled inspection, reschedule, or cancel, expand the **Actions** arrow:

Upcoming (1)

[Schedule or Request an Inspection](#)

Click the link above to schedule or request one.

10/11/2016 Scheduled Footing (8628314)

Inspector: Steve Ward

Actions ▼

[View Details](#)

[Reschedule](#)

[Cancel](#)

Notes:

[1] Although your inspection may indicate 9:00am, please be aware that inspections may occur anytime between 9:00am – 3:00pm on the date requested. **To coordinate a more specific inspection time, call the inspection line the morning of the inspection between 7:30am and 8:30am: (253) 573-2587, select option 0 to speak to staff.**

[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.

See Tip Sheet [G-535 Inspections – Scheduling Online](#)

Tip Sheets

Please take a look at our [Resource Library](#) and [Tip Sheets](#) for more information. Both are available at www.TacomaPermits.org.