Table of Contents

I. **Accessing ACA**
Our Permit Portal can be accessed at:
https://aca-prod.accela.com/LANCASTER/Default.aspx

II. **Searching on ACA**
a. You **do not** need to create a user account to Search on ACA.
b. From the Home Page, select the yellow Search for Permits icon.

Home   Licenses   **Permits**

Apply for a Permit   Search Permit Records   Schedule an Inspection

Search for Permits
Enter information below to search for permits:
· **Permit Number**
· **Permit Type**
· **Permit Address**
· **APN**

Note: Any permits older than the year 2000 may be available by submitting a Public Records Request.
Please visit: https://www.cityoflancasterca.org/about-us/departments-services/city-clerk/request-for-public-records to submit a request.

General Search

Enter your search criteria below.

Permit Number: Permit Type:
[   ]   [--Select-- ▼]

Street No.:   Direction: ⓘ
[From] - [To]   [--Select-- ▼]

Street Name: ⓘ   Street Type: Unit Type: ⓘ   Unit No.: ⓘ
[   ]   [--Select-- ▼] [--Select-- ▼] [   ]

City: State: Zip:
[   ]   [   ]   [   ]

APN:
[   ]

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c. We have three types of searches available:
- General Search
- Search by Address
- Search by APN (Parcel Number

d. In most cases, the General Search is all that is needed.

e. When searching, we have found less is more. Usually a house number and street name is all you need to fill out to find what you are looking for. The % symbol can be used as a wildcard.

f. When you click search, you will get a listing of all Permits that fit your criteria
g. You can click on the Record Number to get details.
h. Only people associated with a Permit/License can view documents for that permit/license.

III.   Creating an Account on ACA

a. Please watch the video below to learn how to create an account on ACA.

IV.   Your Account Dashboard

a. When you first log in, your Account Dashboard will show "My Collection" and "Work In progress"

b. The light blue menu bar also has options for My Records, My Account and Advanced
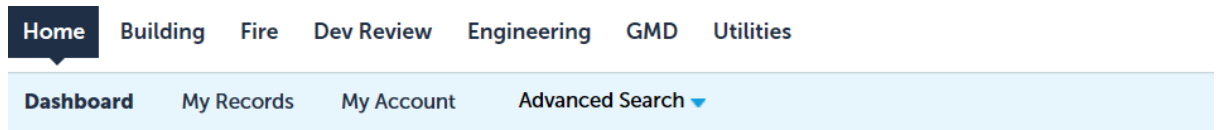
Search.

c. **My Records** will show all records tied to your user and your Professional License if it is linked to your ACA account. Please see the section below on how to add your Professional License to your account.

d. **My Collection** is a place where you can save any permit for you to easily find again. These can be permits that are not related to your account. After searching for a permit, you can click the box to the left of it and click on "Add to Collection" to create a collection.

e. **My Account** is where you can modify your password and add your Professional License.

V. Linking Professional License to ACA Account

a. Log into your ACA Account
b. Click on **My Account**
c. Click on **Add a License**

License Information   [Add a License]

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

d. Enter in your License Type and License Number. Click **Find License**
e. Your license should be displayed. Click on the "Connect" button under the Action column. If your license cannot be found, contact the Building

License Information

Showing 1-1 of 1

License Number	Type	Name	Action
[ ]	MC - BURGLAR ALARM CONTRACTOR		Connect

[Search Again »]

Department.

f. When you click connect, it will ask if you want to associate this license to your account. Click
OK
g. The license will be in a status of Pending until someone in the Building department approves it. This is to protect Licensed Professionals from having any ACA user from adding the wrong license to their account.
h. Once we approve the connection to your license, the My Records page will be populated with all of your permits.

VI. Downloading Documents

a. At this time, you can only view documents on Permits or License, which you are an Owner, Contact, Employee or Licensed Professional on.

b. Once you are in a record, you can go to Record info – Attachments

c. Any Attachments for the permit will be listed. You can use the Actions Drop down to view the details of each document.

d. Click on the Document name to open or save the document. Then you can print it if you need to.

VII. **Uploading Documents**

a. If you need to upload new documents to a permit, you can open a permit and select Record Info – Attachments.
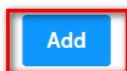
b. At the bottom of the document list, click on the Add Button

Attachments

The maximum file size allowed is **100 MB**.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type
Permit_20180321_143139.pdf	BFEN2016020837	Record	Permit	149.04 KB	03/21/2018	Actions ▼	Residential Fenc

Add

c. Click Add again to select the document(s) from your computer
d. It is very important to make sure all file names are less than 50 characters and DO NOT contain any special characters other than an underscore or a dash.
e. Click Continue
f. When the popup closes, you will be asked to add a document type and description

＊Type:

Photo ▼

File:
add_documents_to_permit.png

100%

＊Description:

This is a test image

Remove

Save   **Add**   **Remove All**

g. Click Save
h. You will get a confirmation message at the top of the page

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

VIII. Scheduling Inspections Online
a. You can schedule inspections for a Permit that you are an Owner, Contact or Licensed Professional on, only after the Permit is issued.

b. When you are viewing your permit, select Record Info – Inspections.

Inspections

Upcoming (1)

Schedule or Request an Inspection

Click the link above to schedule or request one.
TBD at TBD Pending SITE FINAL (12821668)
Inspector: *unassigned*   Actions ▼

Completed

There are no completed inspections on this record.

c. If there are any Pending inspections, you will use the Actions button to schedule the inspection

TBD at TBD Pending SITE FINAL (12821668)   Actions ▼
Inspector: *unassigned*

    View Details
    Schedule

Completed

d. Select the type of inspection you would like, then click 'Continue'
e. Select the date that you would like your inspection.
f. Select the time frame: 8 am until 12:00 pm **(AM)** or 1:00 pm until 4:00 pm **(PM)**.
   - *(NOTE: Solar inspections are only available in the AM)*

g. Select Continue.

h. Verify the location and contact information and Select Continue
i. Confirm your selection, click on "**Include Additional Notes**" if you want to add any notes to your inspector
j. Click Finish.

IX. Rescheduling or Cancel an Inspection

    a. When you have scheduled inspections, you can reschedule on the Record info – Inspections page

    b. The Actions menu next to the inspection will have Reschedule and Cancel available

    c. Reschedule will bring up the same window as scheduling and allow you to select a different day

    d. To cancel an inspection, you just have to confirm the cancelation by click Cancel Inspection

X. Paying Fees Online

    a. You need to be logged in to pay fees on a permit and associated with the permit.

    b. When you are looking at a list of records, if there are fees due, you will see "**Pay Fees Due**" in the action column

▾ **Building**

d Type	Project Name	Address	Status	Action	Description	Expiration Date
Family ence	Test payment	2600 SW MARTIN HWY, PALM CITY FL 349903148	Permit Issued	Pay Fees Due	I'm adding this record to test payments from the ACA	

c. Click on that link to bring up the payment screen
d. You will first see a description of the fees due. Click **Continue Application.**
e. You will be redirected to our payment processor-'Cybersource'. Please be patient and only click the Submit button **once**.
f. Once there you will see your total and will need to enter your credit card information and click **"Submit Payment"**
g. You should see a confirmation of payment. The system will redirect you back to our Online Portal

Record Issuance

✓ You have paid a fee associated to this Record.
Please print a copy of this receipt and retain a copy your records.

Thank you for using our online services.
Your Record Number is BLD2018010111.

! A notice was added to this record on 01/31/2018.
Condition: BEXPIRED Severity: Notice
Total Conditions: 1 (Notice: 1)

View additional details

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

Print/View Receipt

h. Click "**Print/View Receipt**" to view your receipt.
i. Click "**View Record Details**" to go back to the permit details.
j. At any time you can select Payments – Fees to see a record of payments made on your Permit.