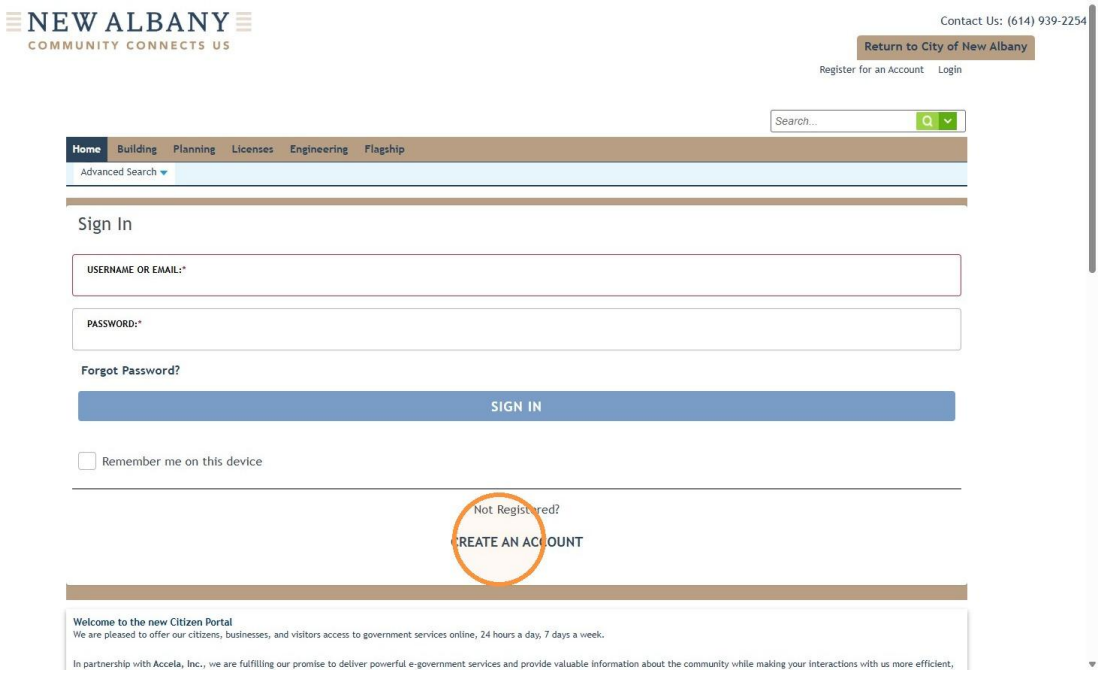
NEW ALBANY
COMMUNITY CONNECTS US

How to Apply for a Commercial Permit on ACA

Learn how to navigate the Accela Citizen Access portal to initiate and complete a commercial application. This guide walks you through the essential steps, from selecting the application type to uploading your documents.

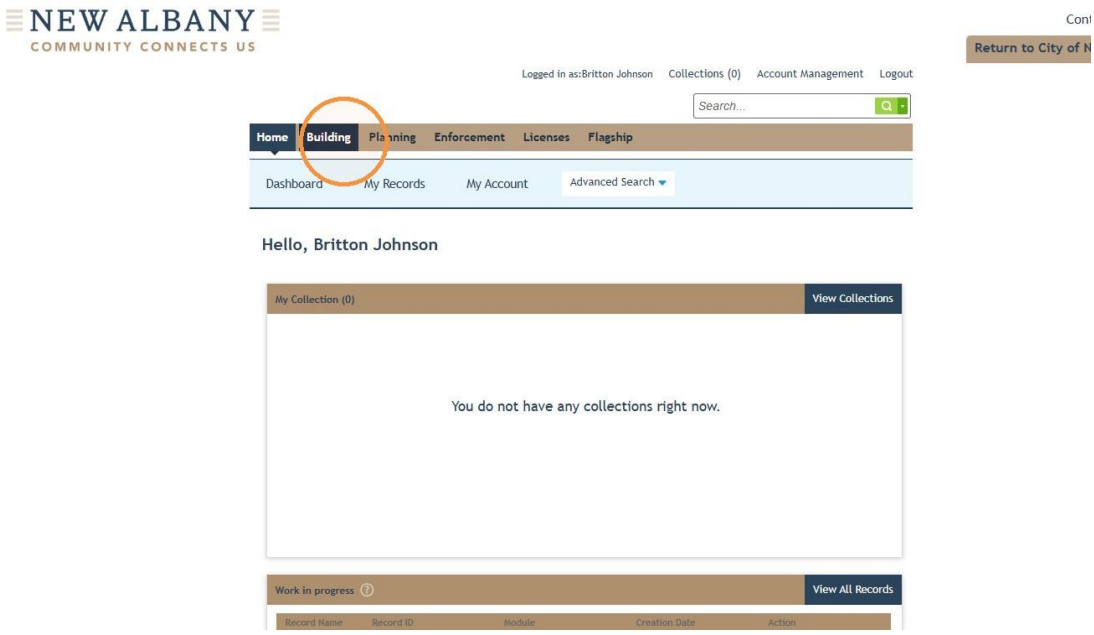
1. Navigate to https://aca-prod.accela.com/ALBANYOH/Welcome.aspx

2. Click "Sign In" OR "Create An Account"



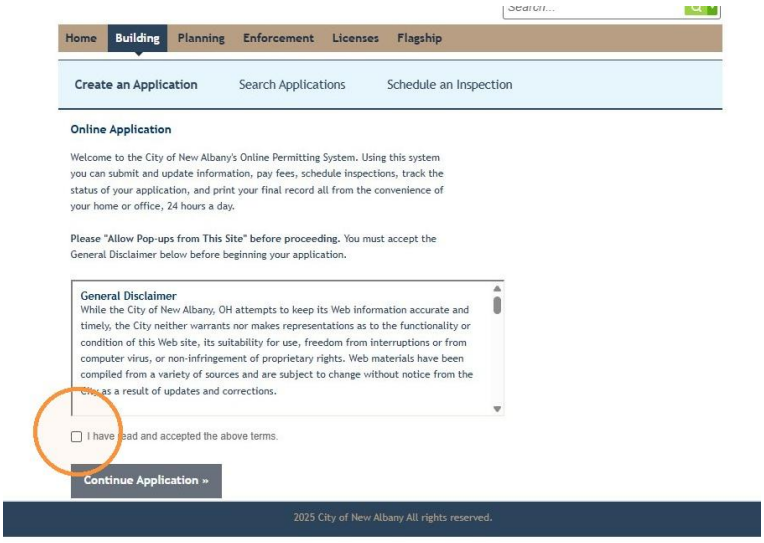
Create an Application

3. Click "Building"

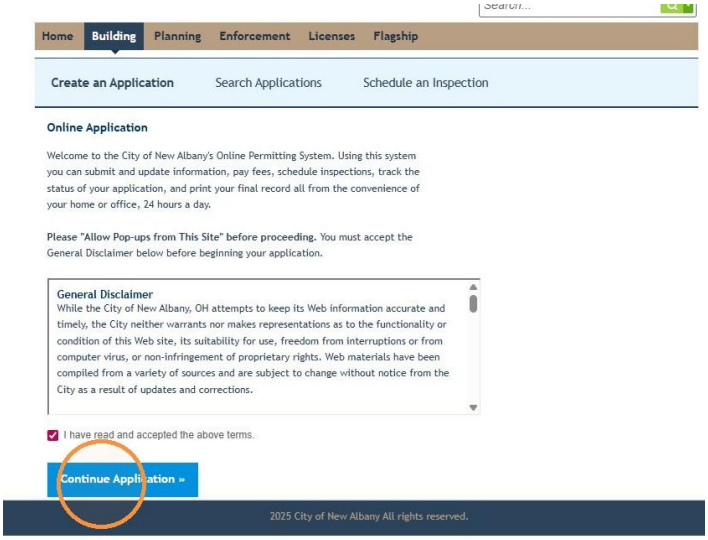


4. Click "Create an Application."

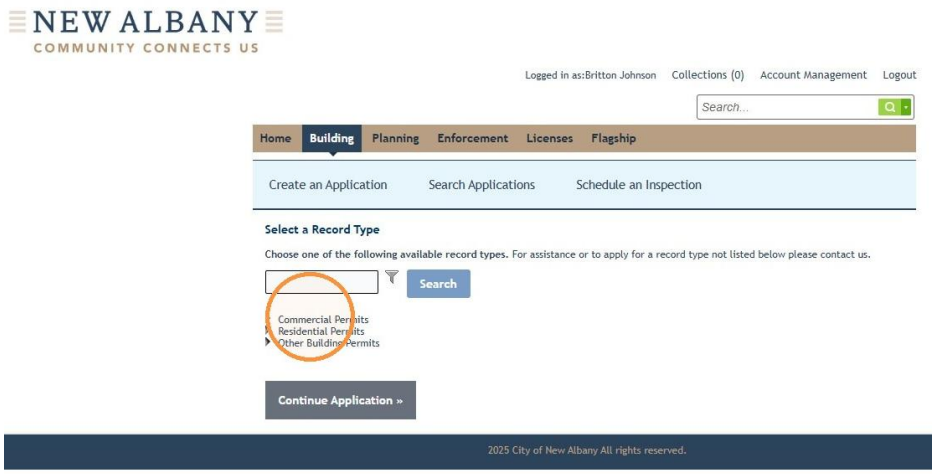
5. Click the "I have read and accepted the above terms." field.



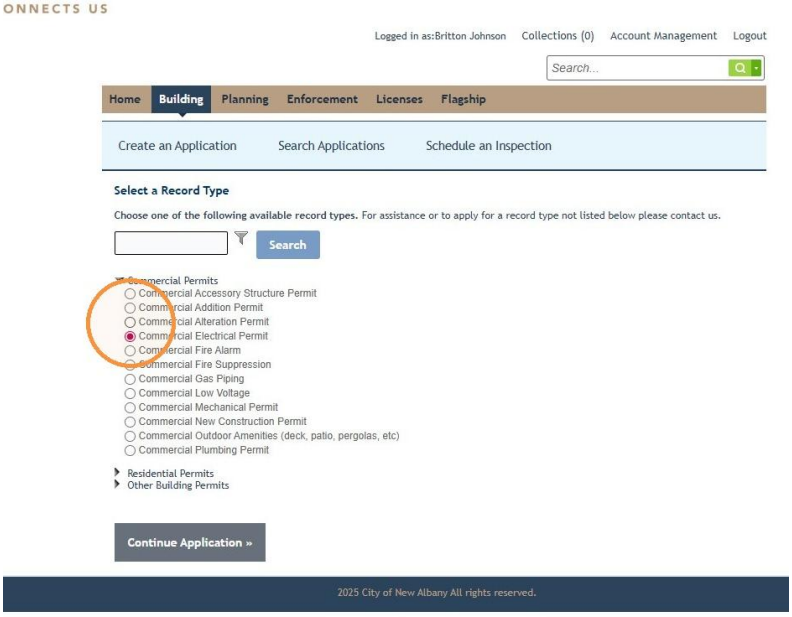
6. Click "Continue Application »"



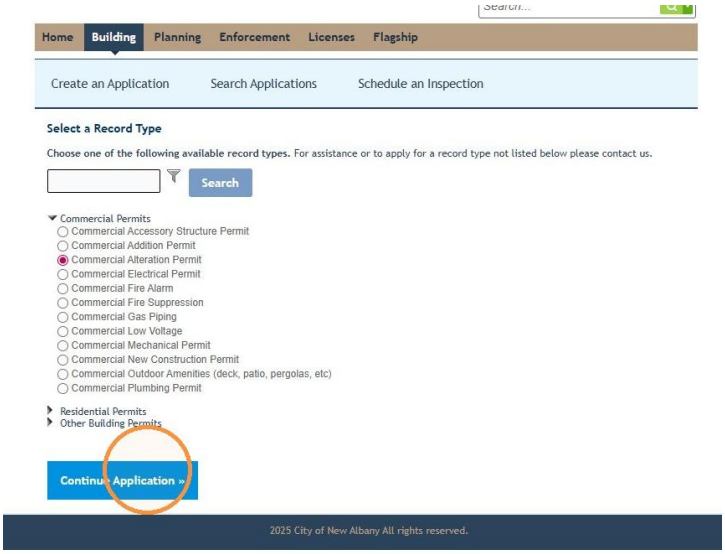
7. Click "Commercial Permits"



8. Select Record Type you wish to apply for.

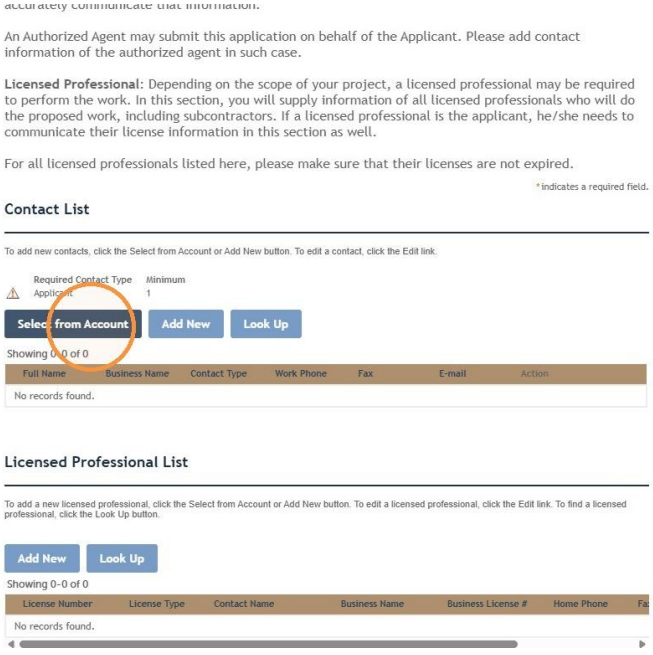


9. Click "Continue Application »"

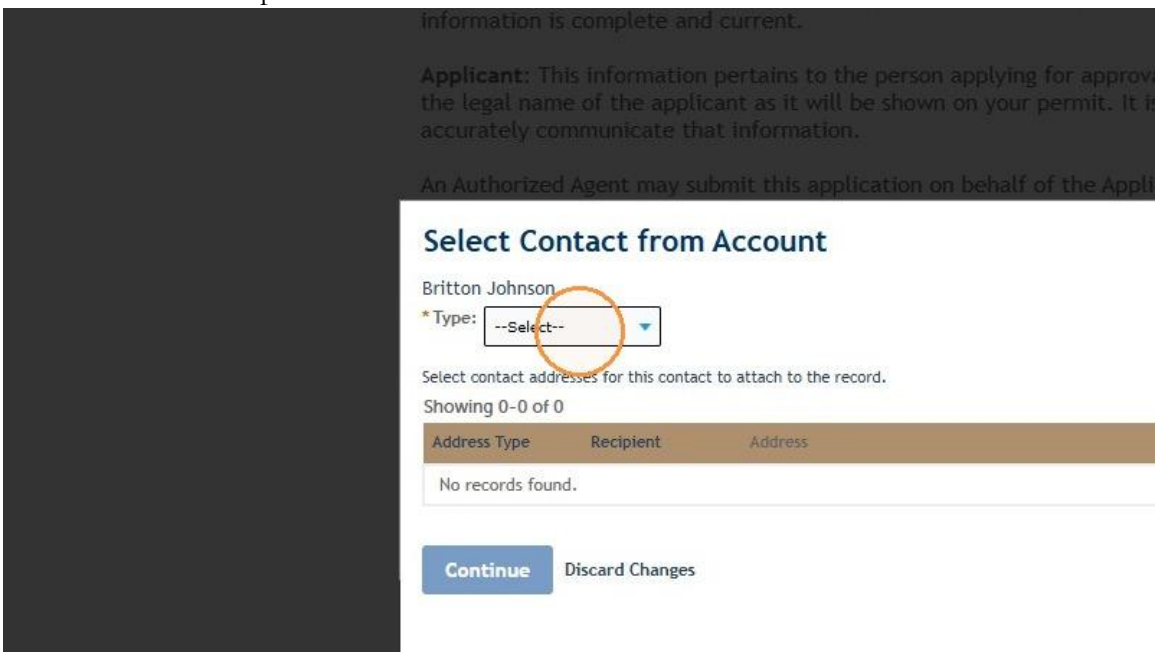


Create an Application: Contact Information

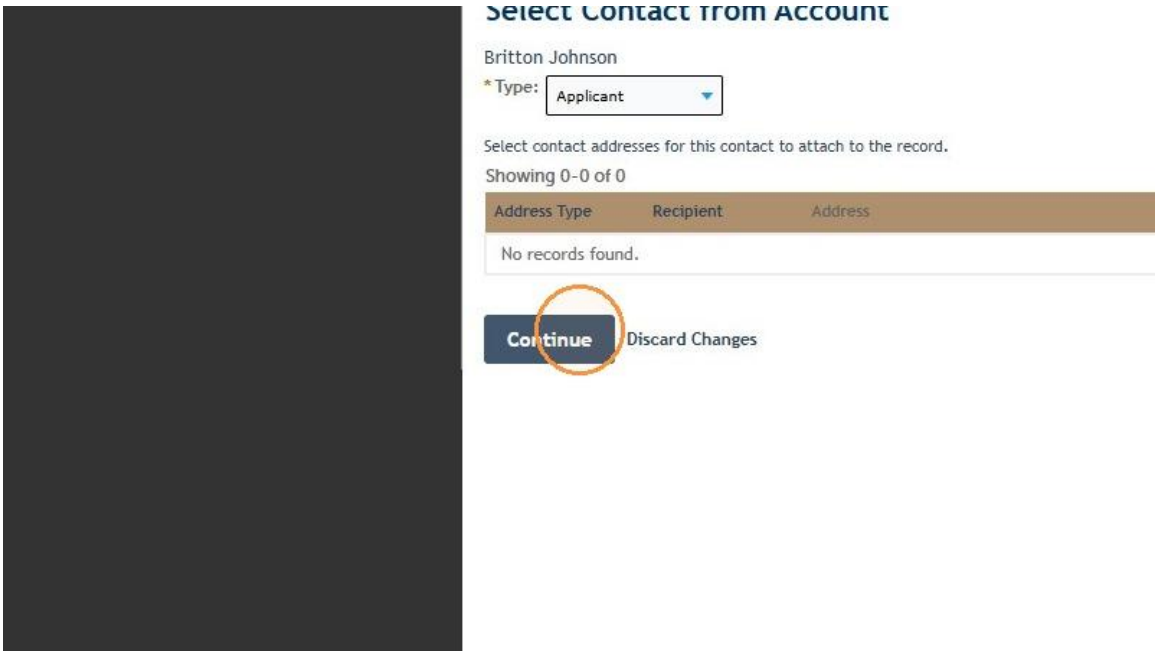
10. To add yourself, click "Select from Account"



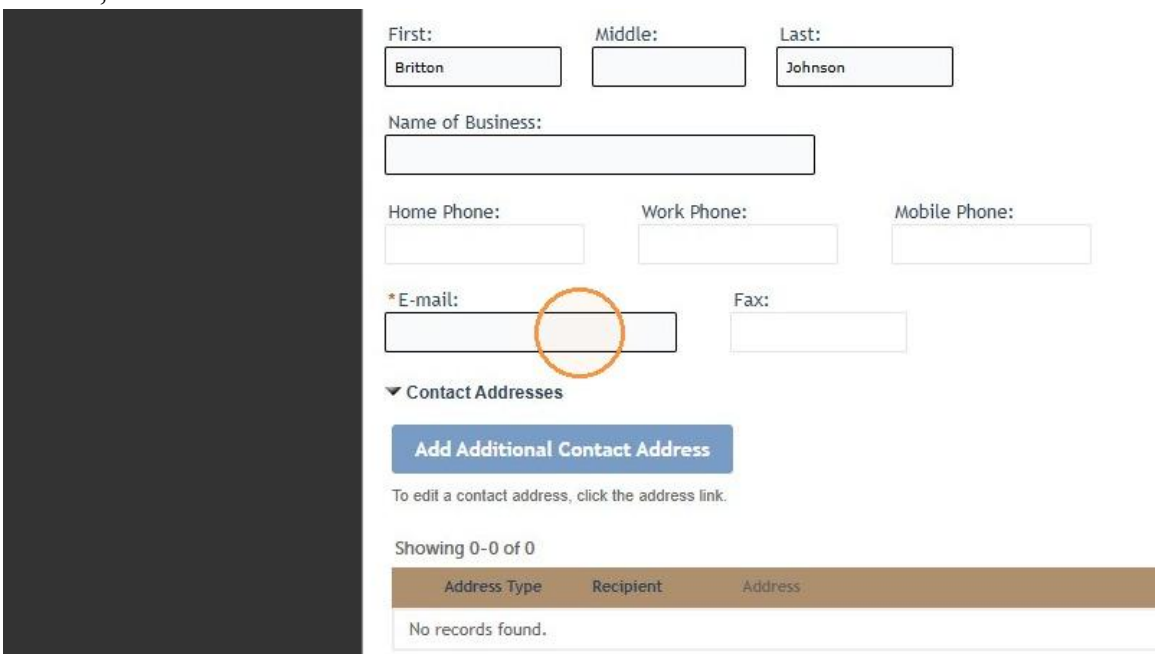
11. Select Role from the dropdown.



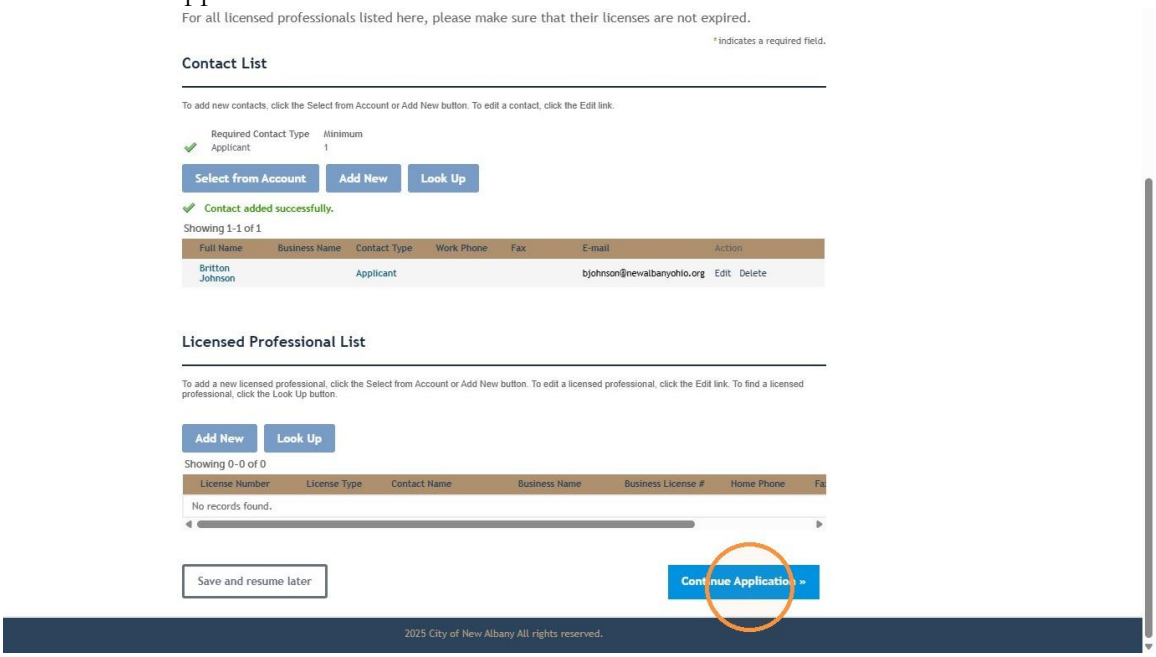
12. Click "Continue"



13. For the selected contact, enter at least a first and last name, phone number, and email address. When done, scroll down and click "Continue."

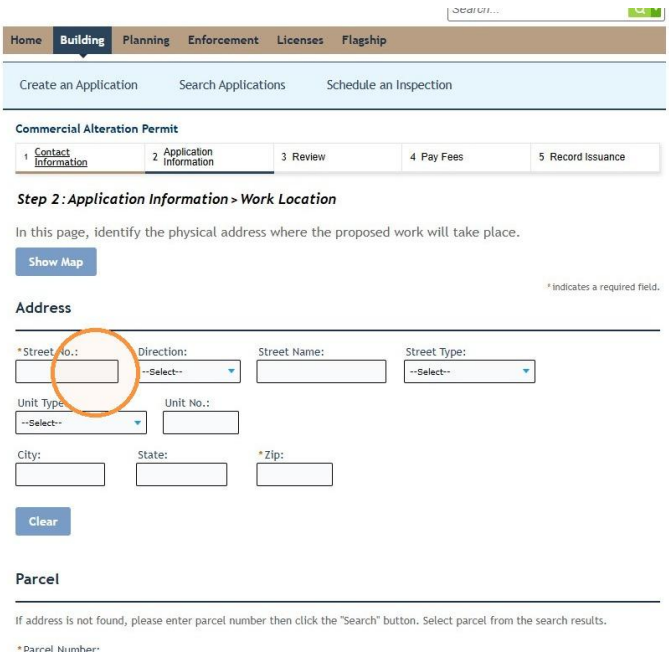


14. Click "Continue Application »"

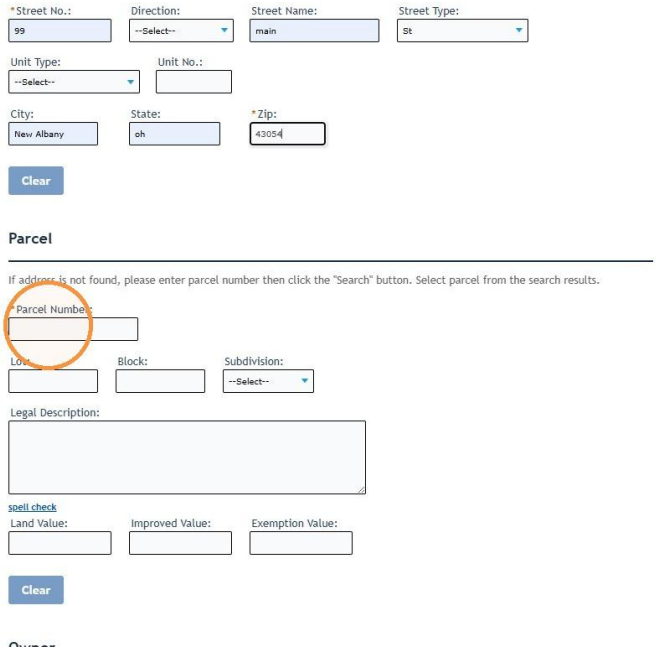


Create an Application: Location

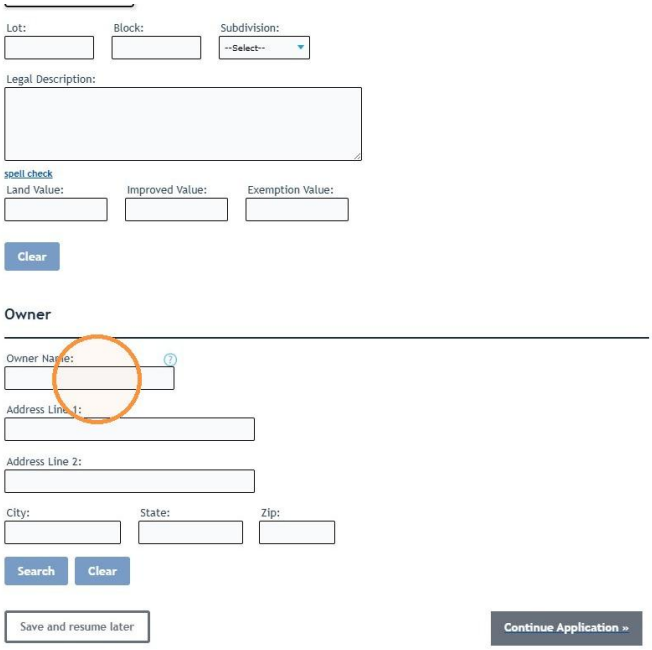
15. Complete Address information.



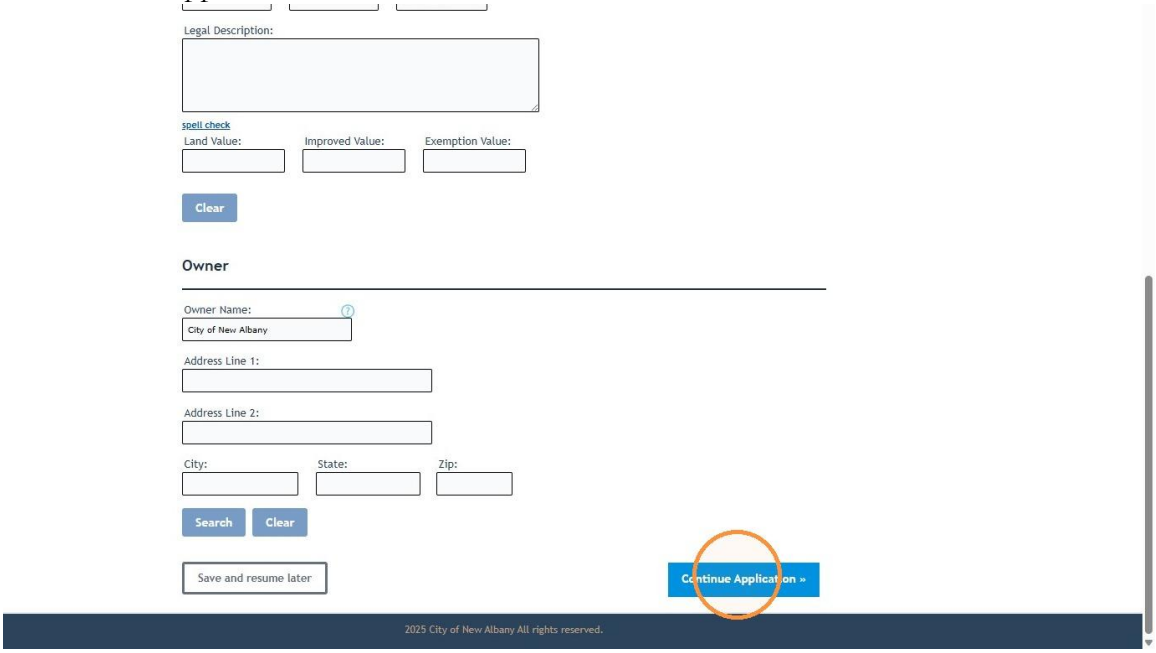
16. Complete Parcel information.



17. Complete Owner information.

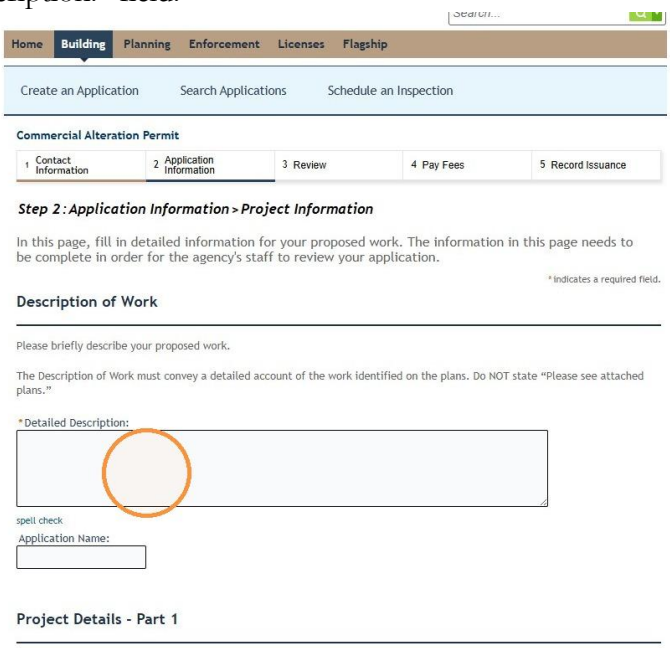


18. Click "Continue Application »"

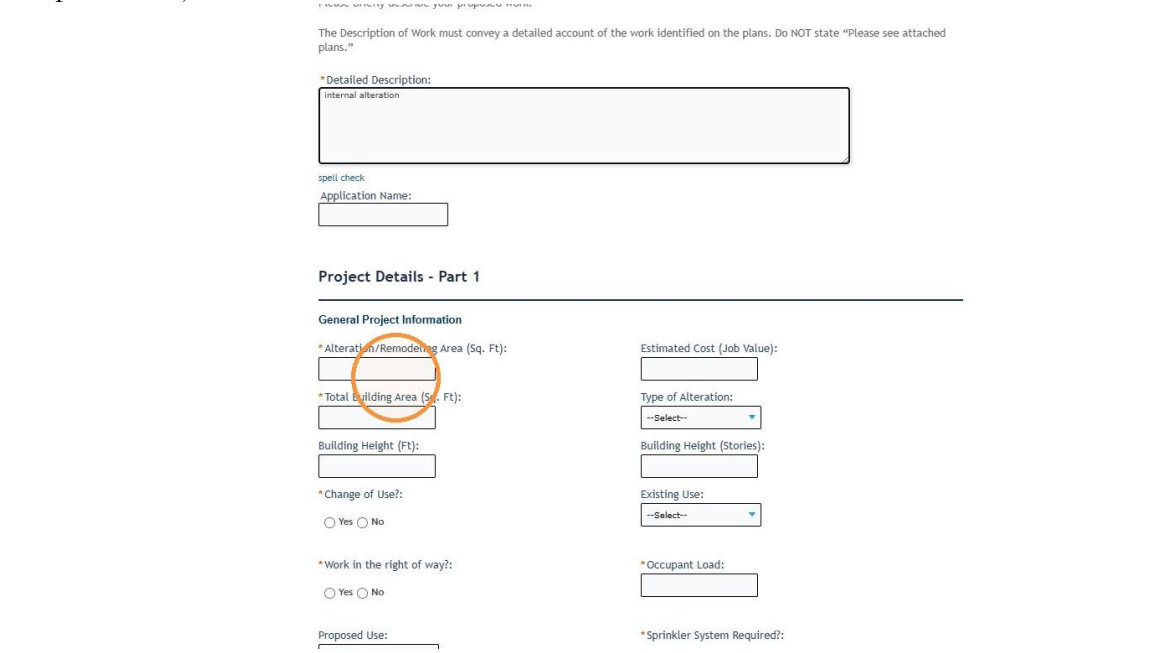


Create an Application: Application Details

19. Fill in the "Detailed Description:" field.

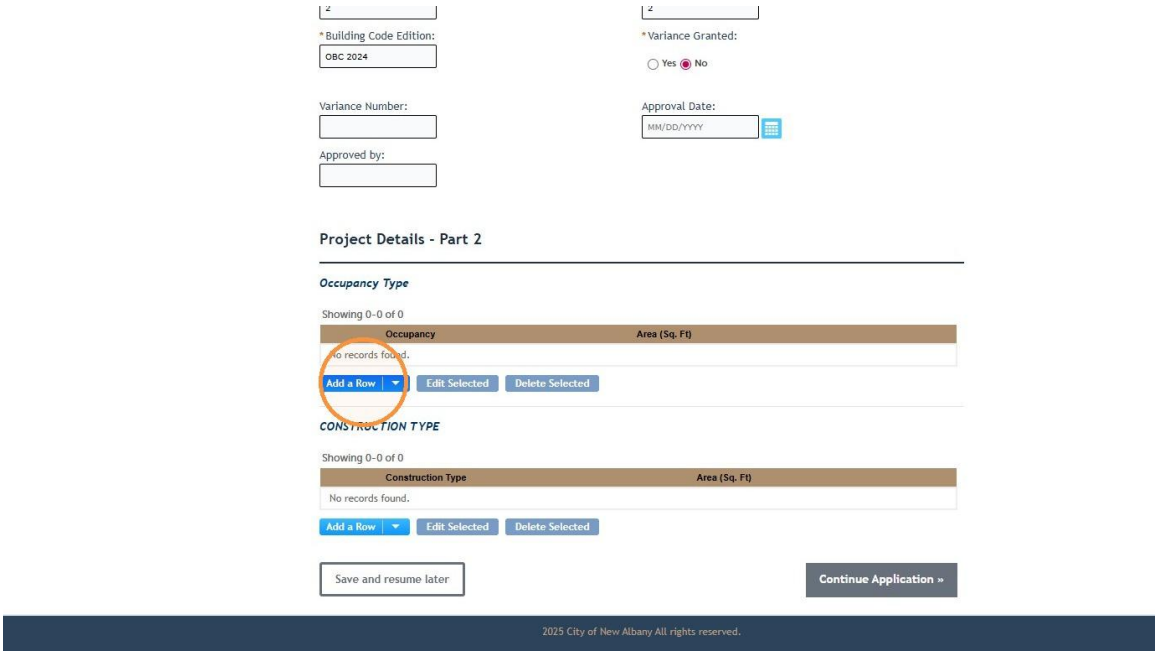


20. Complete “Project Details – Part 1”

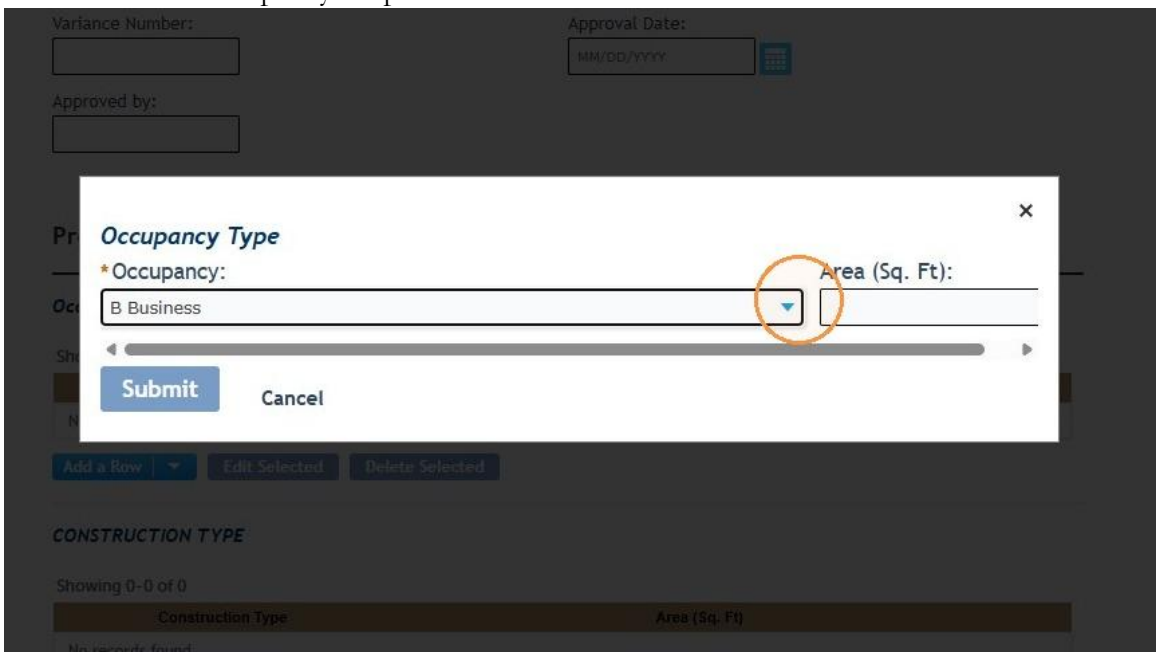


21. Complete “Project Details – Part 2”

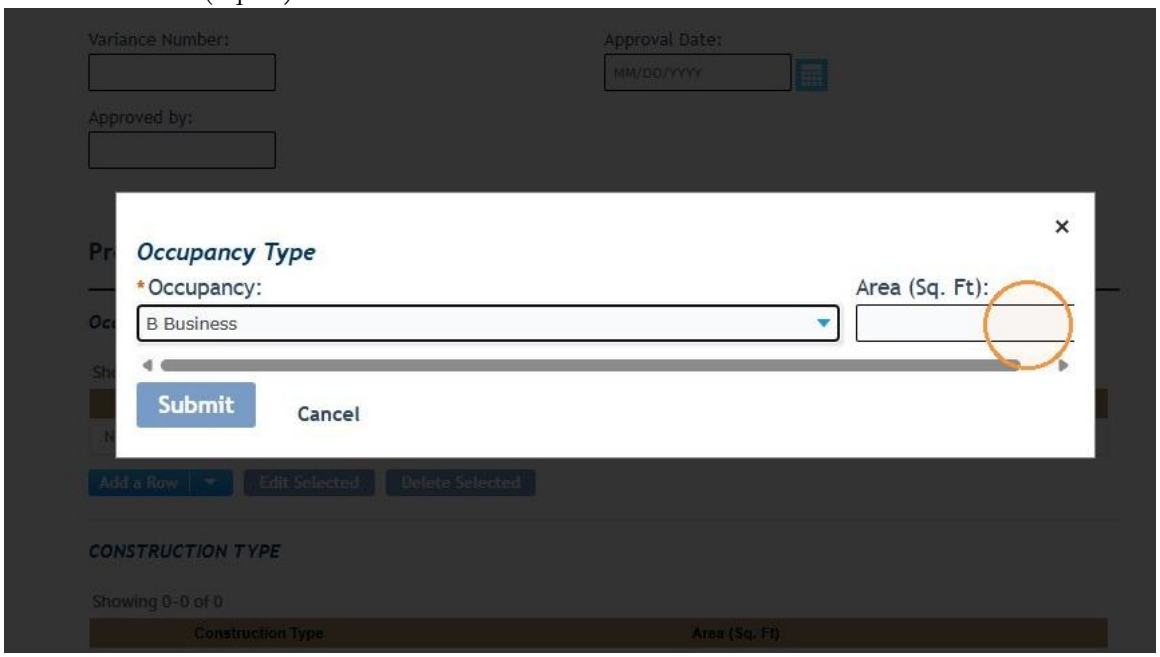
22. Click "Add a Row"



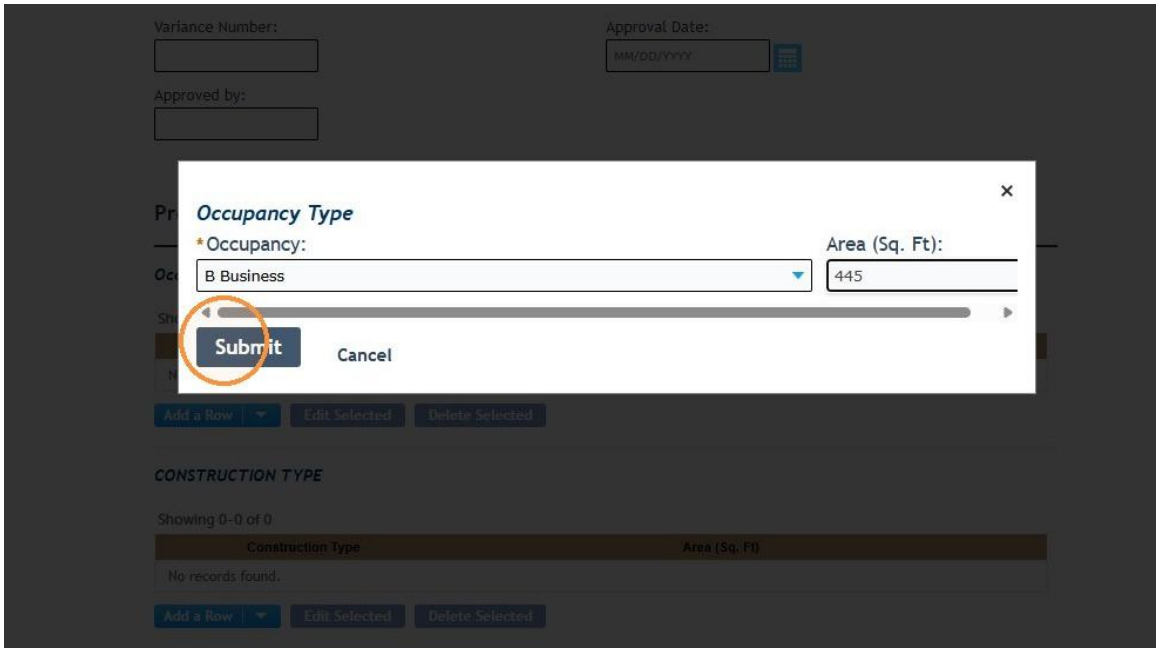
23. Select from the Occupancy dropdown



24. Fill in the "Area (Sq. Ft):" field.

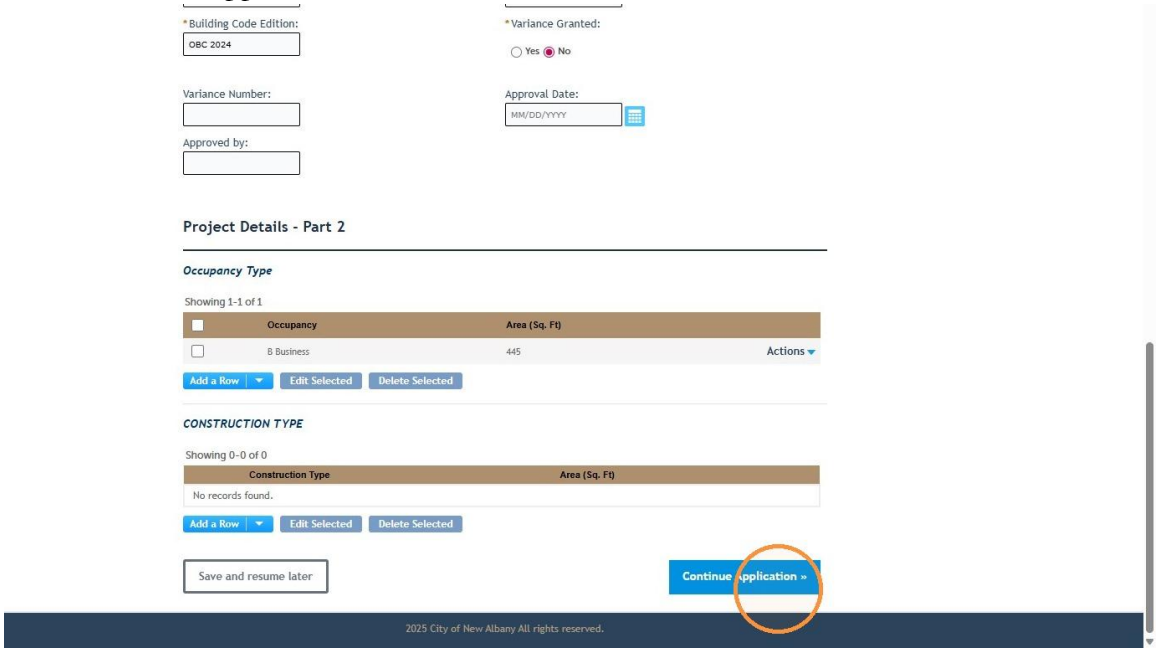


25. Click "Submit"

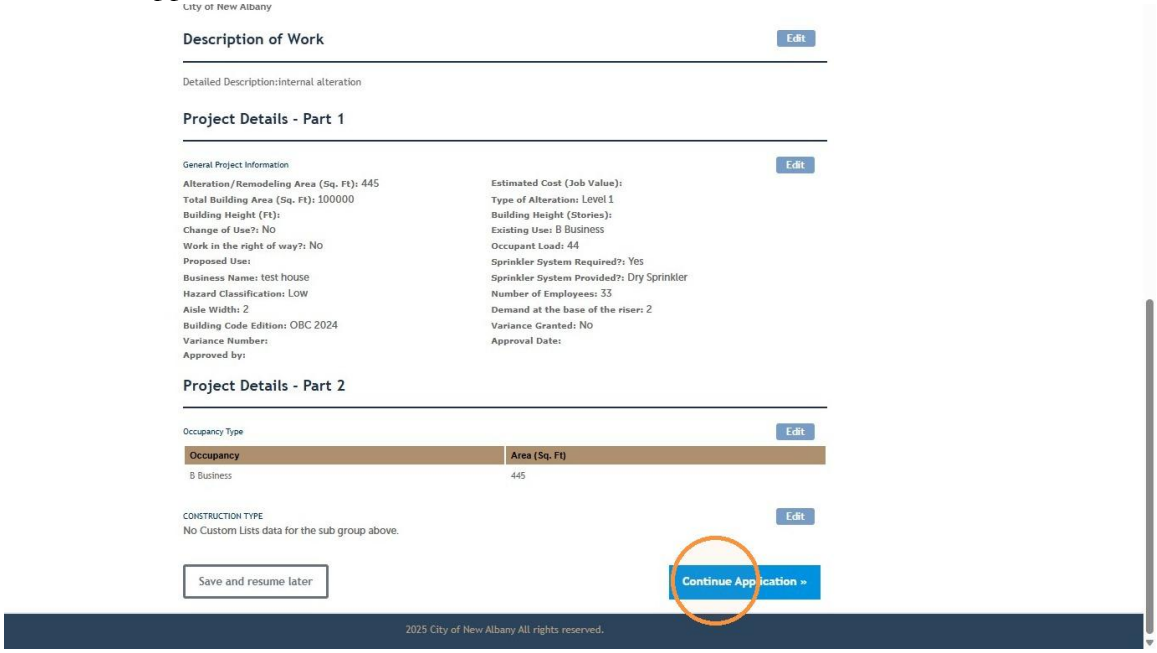


Perform the same task for Construction Type

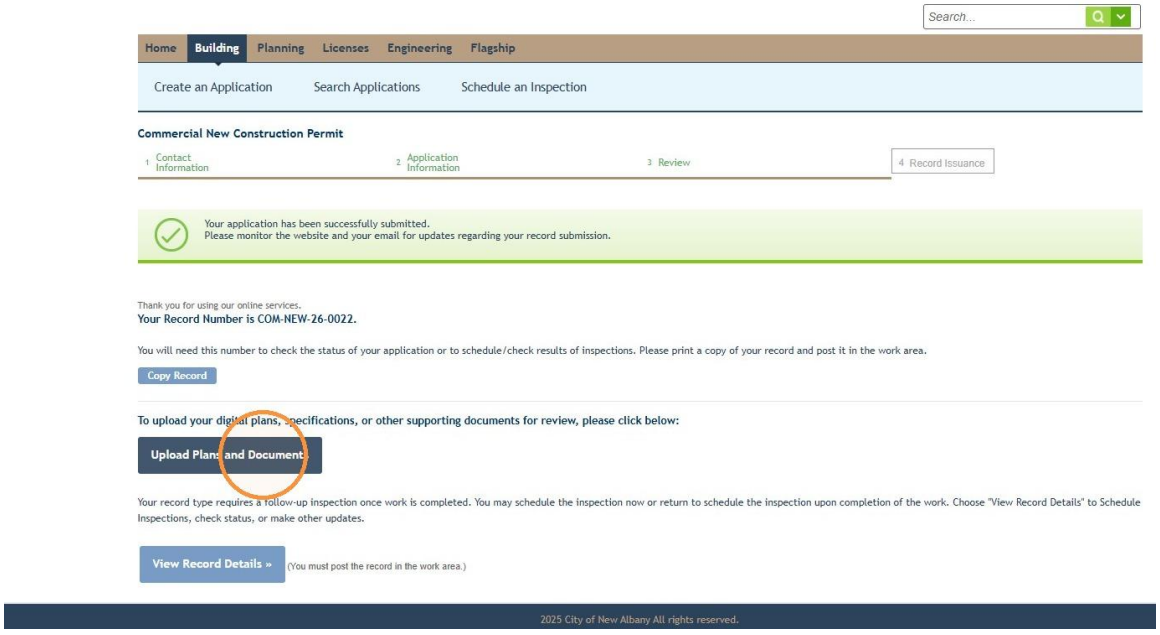
26. Click "Continue Application »"



27. A **review page** will open. Ensure all information appears accurate and filled out. Click "Continue Application" to continue.



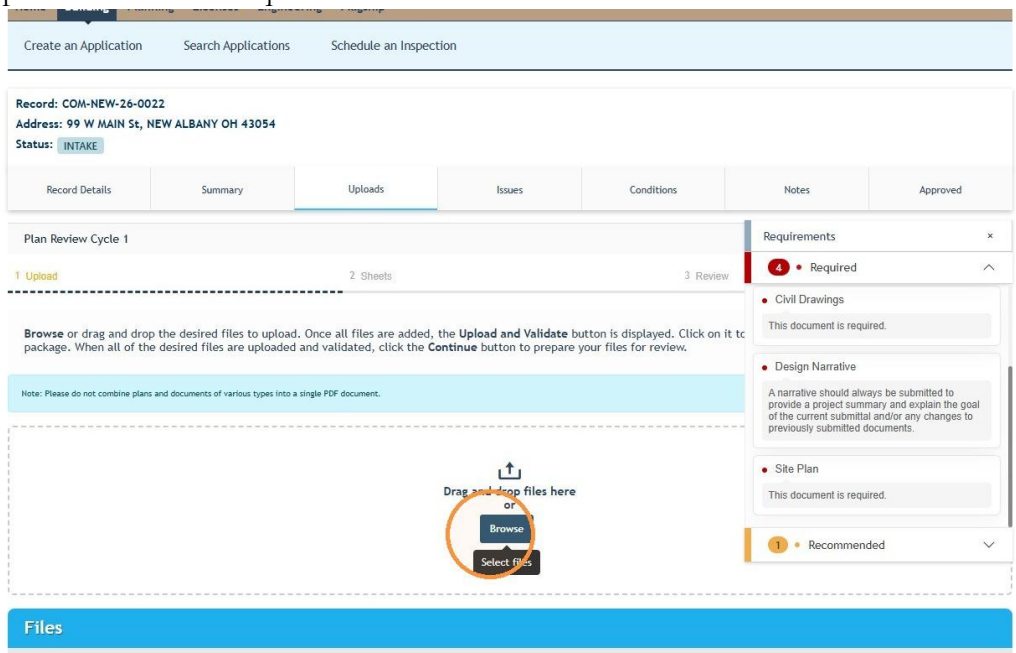
28. After clicking on "Continue Application," the page will notify you that the application has been successfully submitted. **An application submittal is still required to be uploaded for most planning applications at this step**. Click "Upload Plans and Documents."



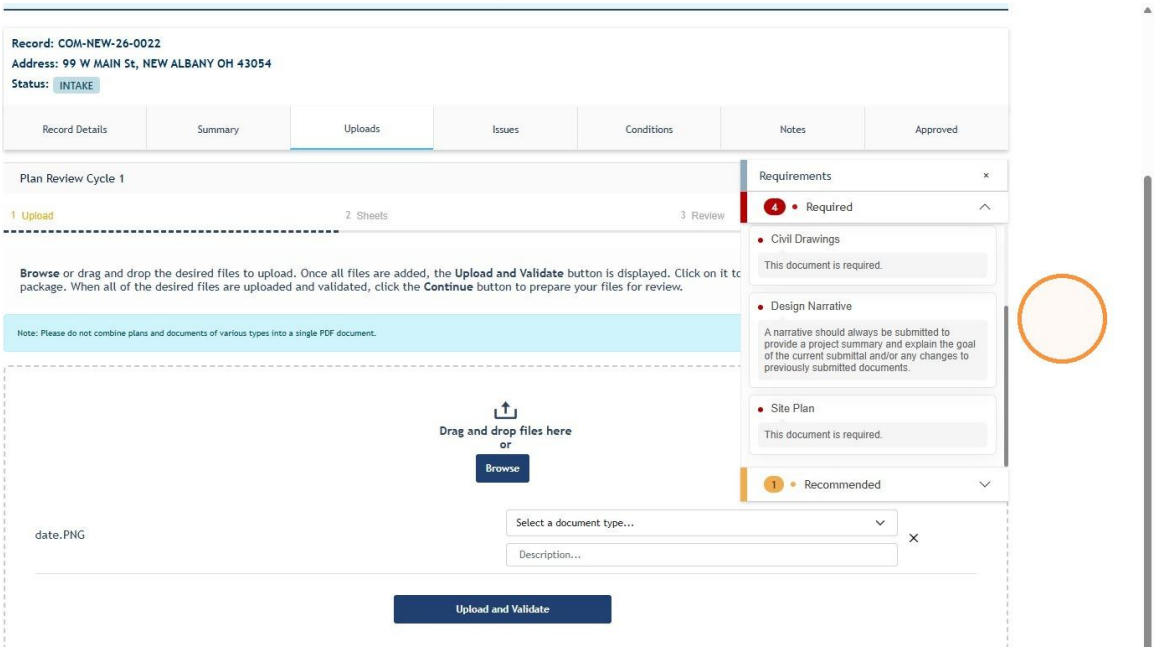
Uploading Files: Add Files

Plan sets will need to be uploaded as **one file** (e.g. all pages of an engineering plan set must be in one PDF), and different file types will need to be uploaded **individually** (e.g. the engineering plan PDF is separate from a narrative statement PDF or a site plan PDF). Files must be in **PDF format**.

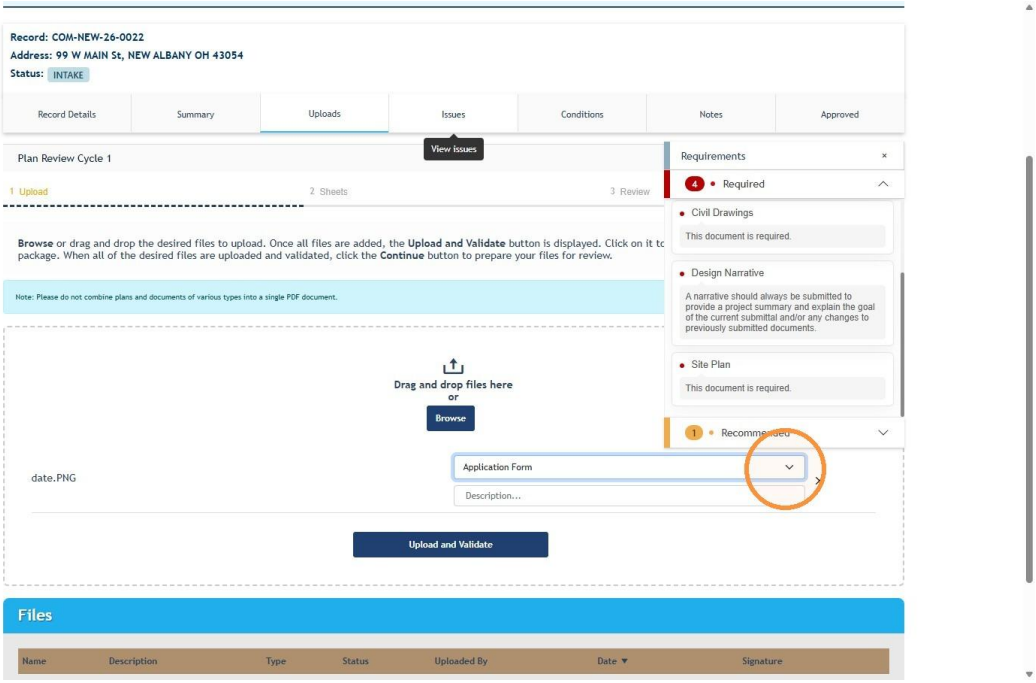
29. Each commercial application type has its own **required files**. Click Browse to upload or drag and drop the files that are required.



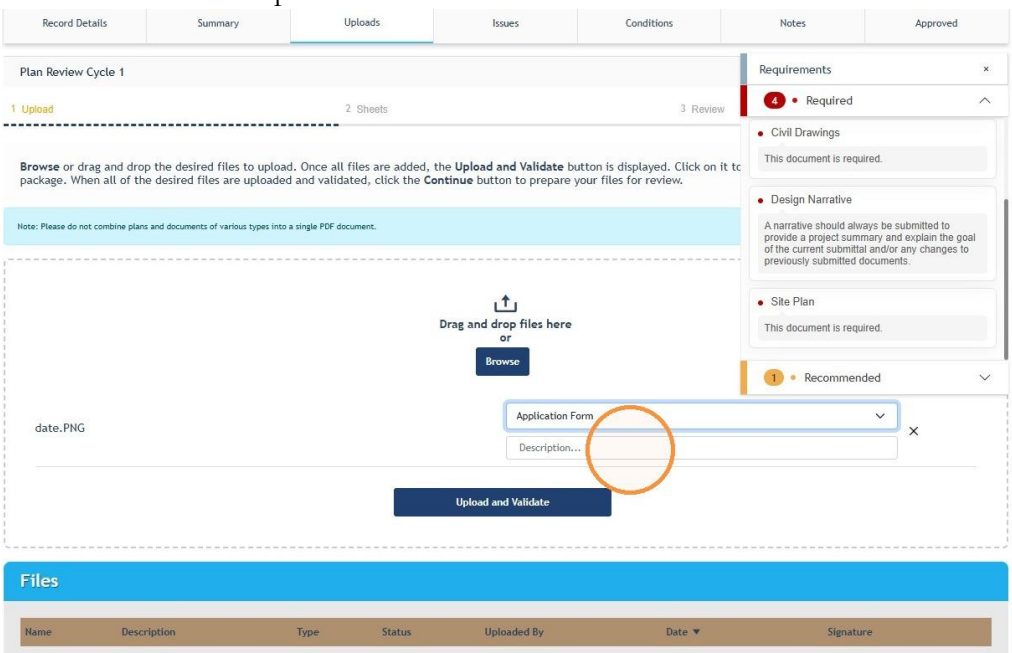
30. If you look to the right, there are "Requirements" and "Recommended" tabs. Click on either to show which plans and documents are required and recommended.



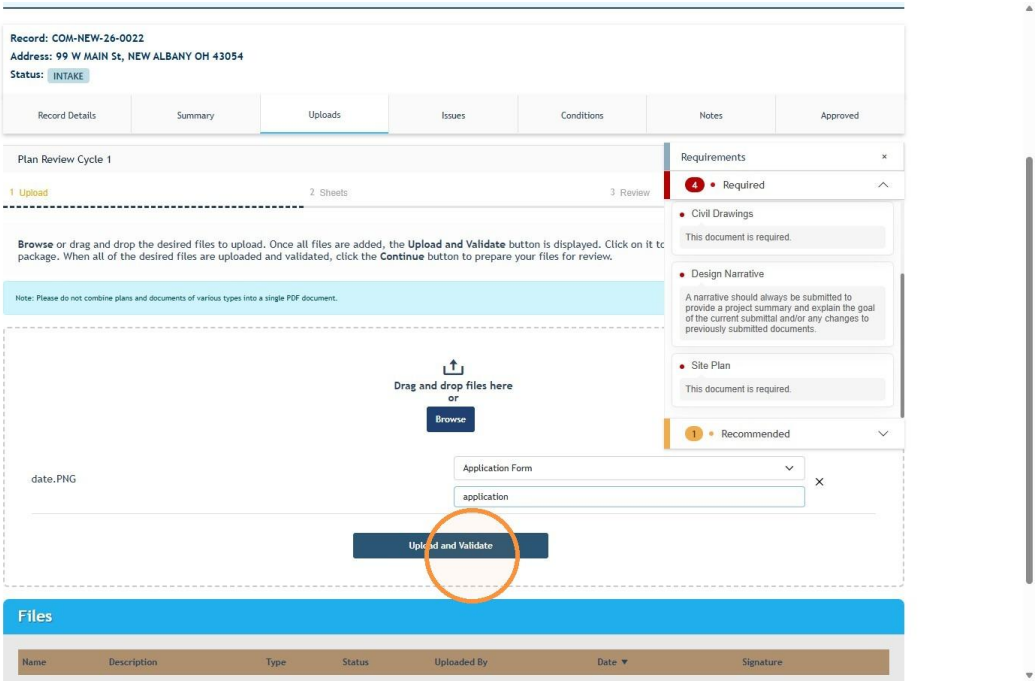
31. Here, a form has been uploaded, a drop down box will appear with a list of different files the form could be. Select what is applicable. For this guide, I have chosen, Application Form.



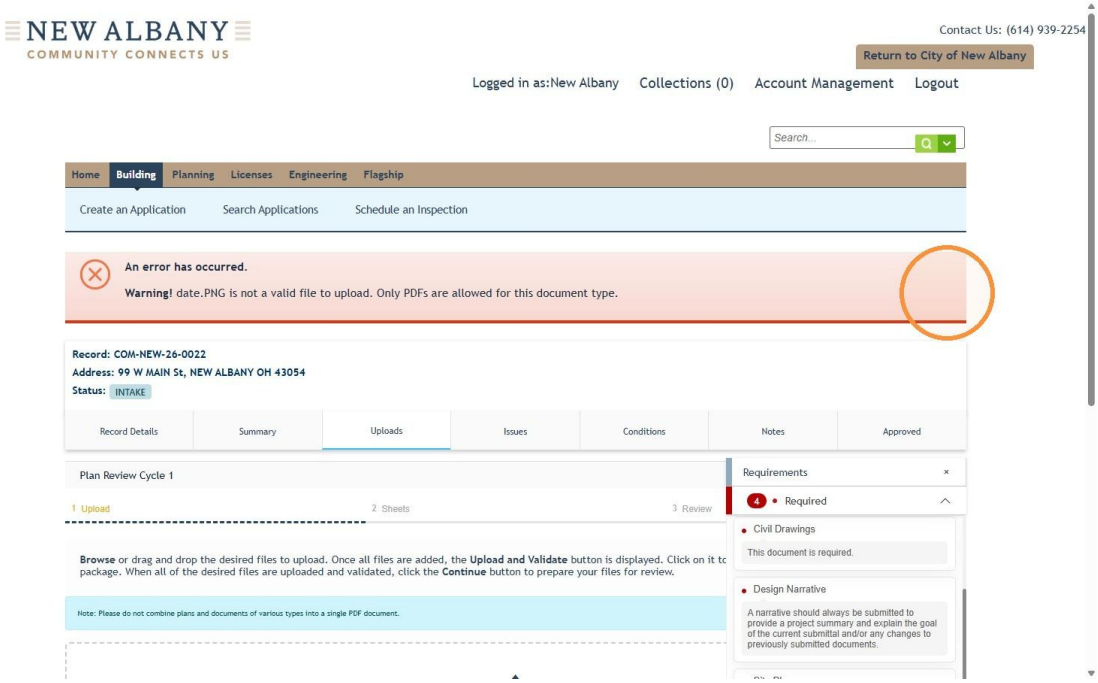
32. After selecting what the form that has been uploaded is, please provide a word or short sentence of what it is in "Description..." .



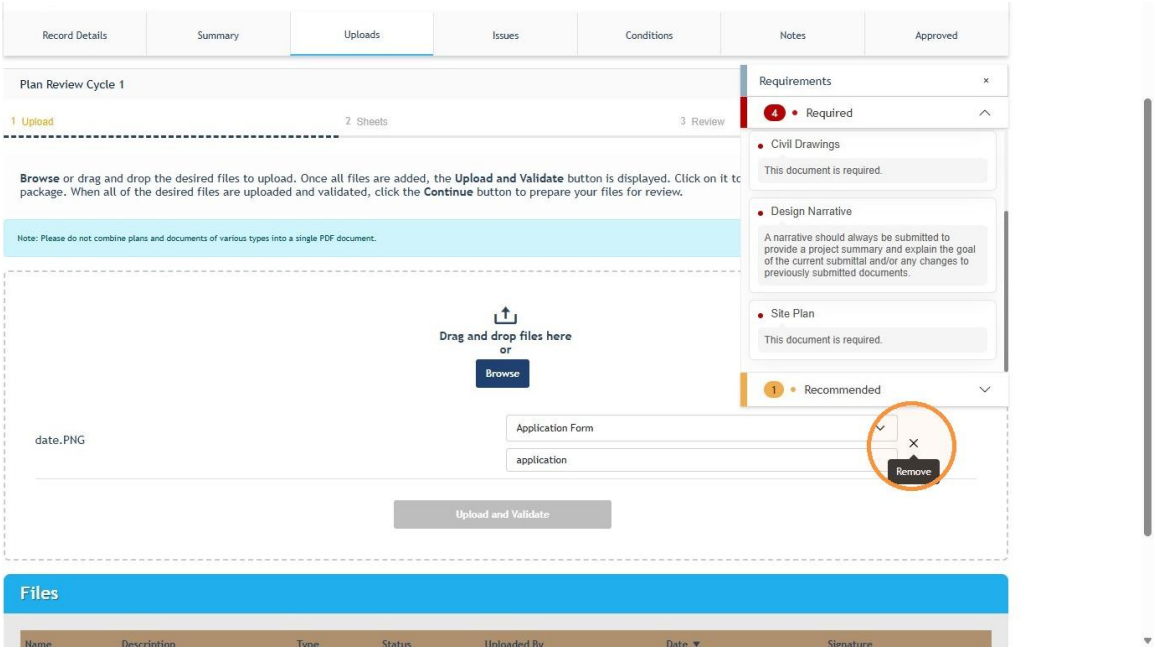
33. After you have added the description, Click "Upload and Validate"



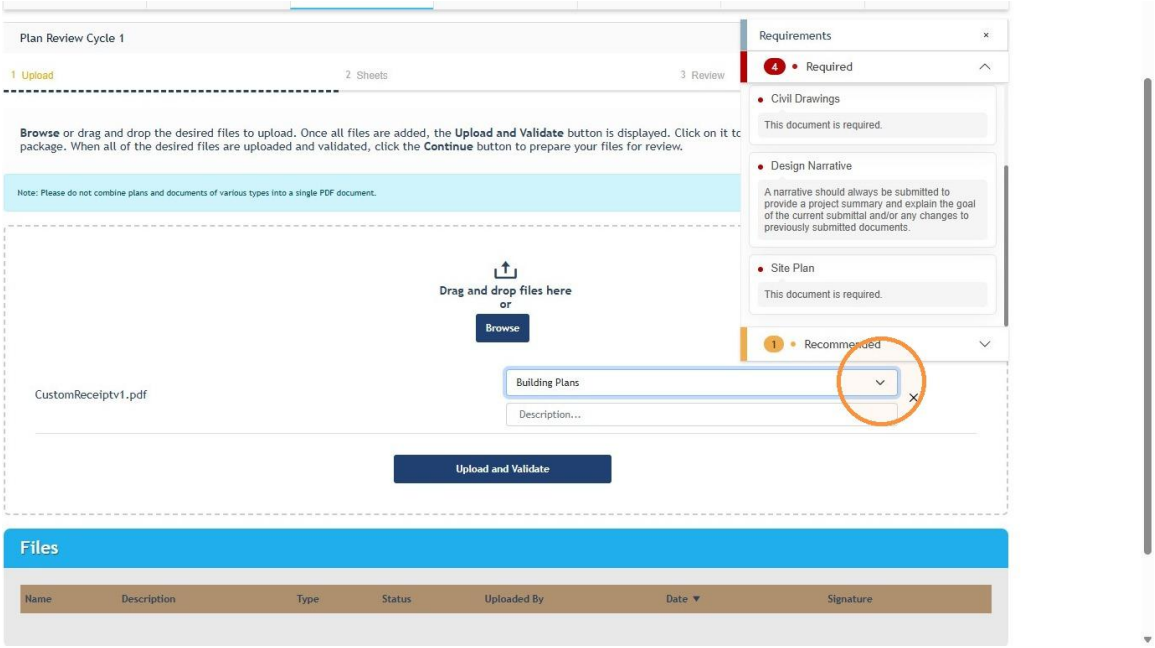
34. We only accept PDFs. This is an example of what will happen if another file type is uploaded. This is the error you will receive.
"An error has occurred. Warning! date.PNG is not a valid file to upload. Only PDFs are allowed for this document type."



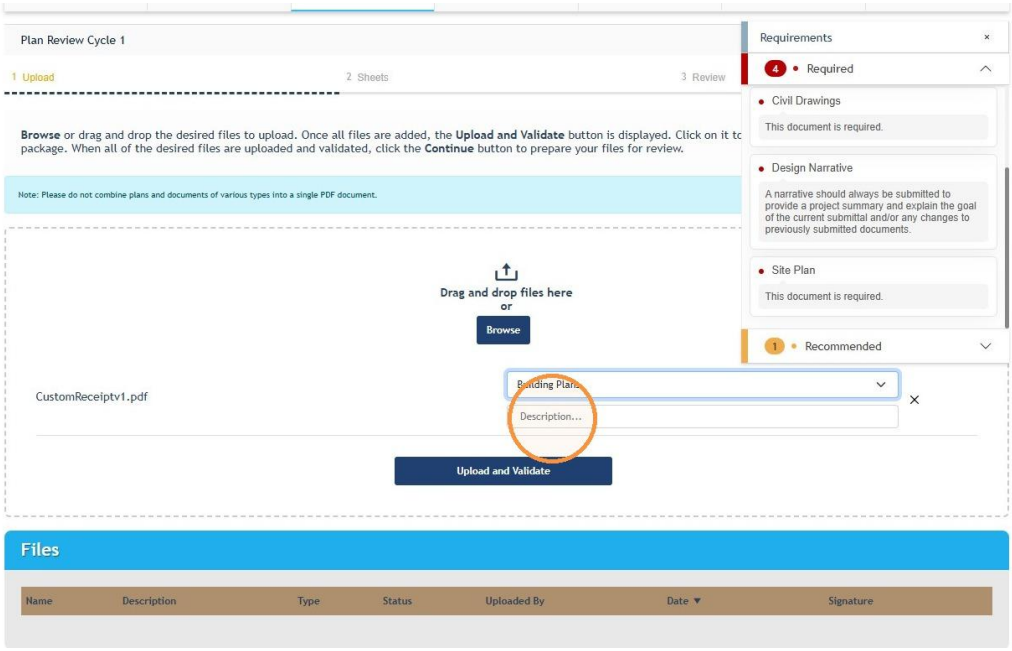
35. To remove this file, click on the "x"/remove.



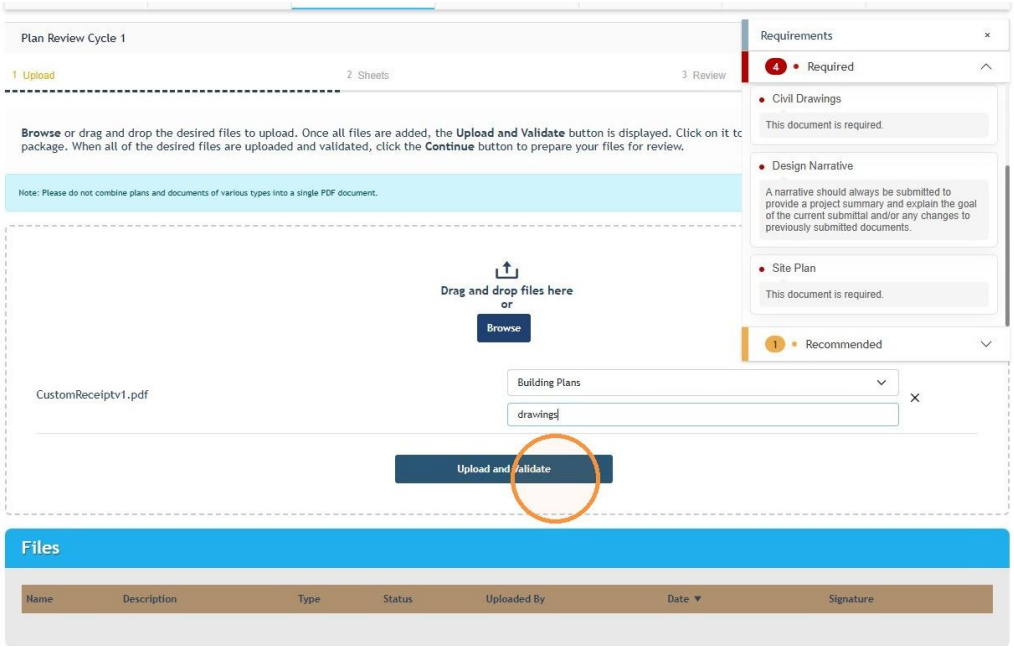
36. We are back to same page; a form has been uploaded, a drop down box will appear with a list of different files the form could be. Select what is applicable. For this guide, I have chosen the "Building Plans" option.



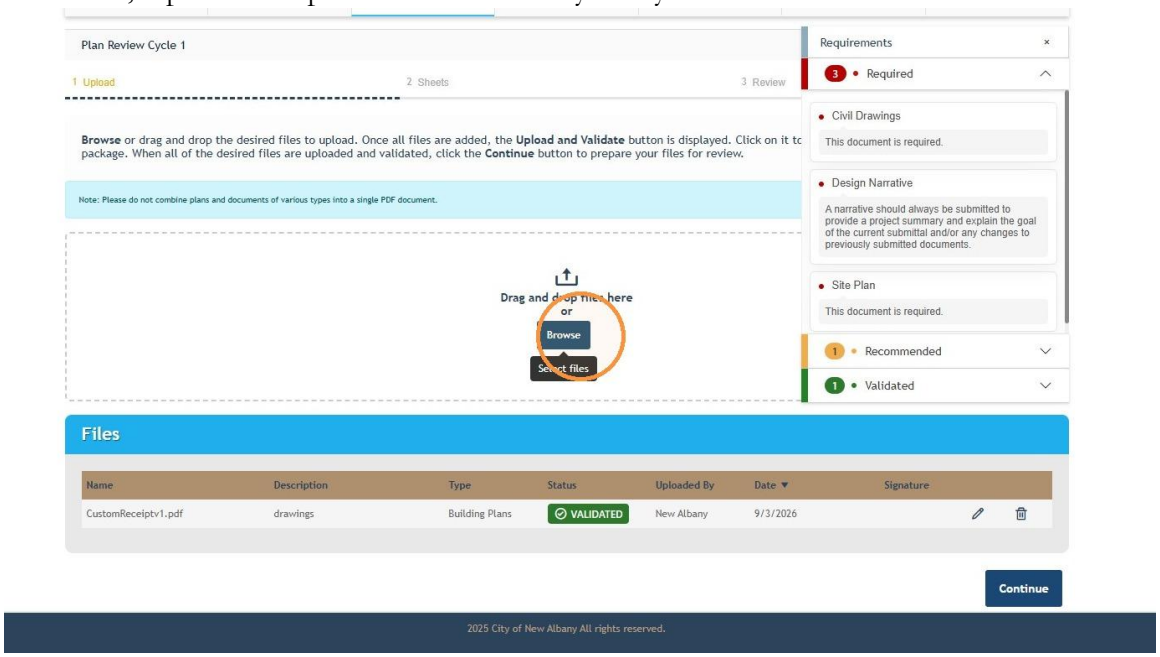
37. After selecting what the form that has been uploaded is, please provide a word or short sentence of what it is in "Description..." .



38. After you have added the description, Click "Upload and Validate"

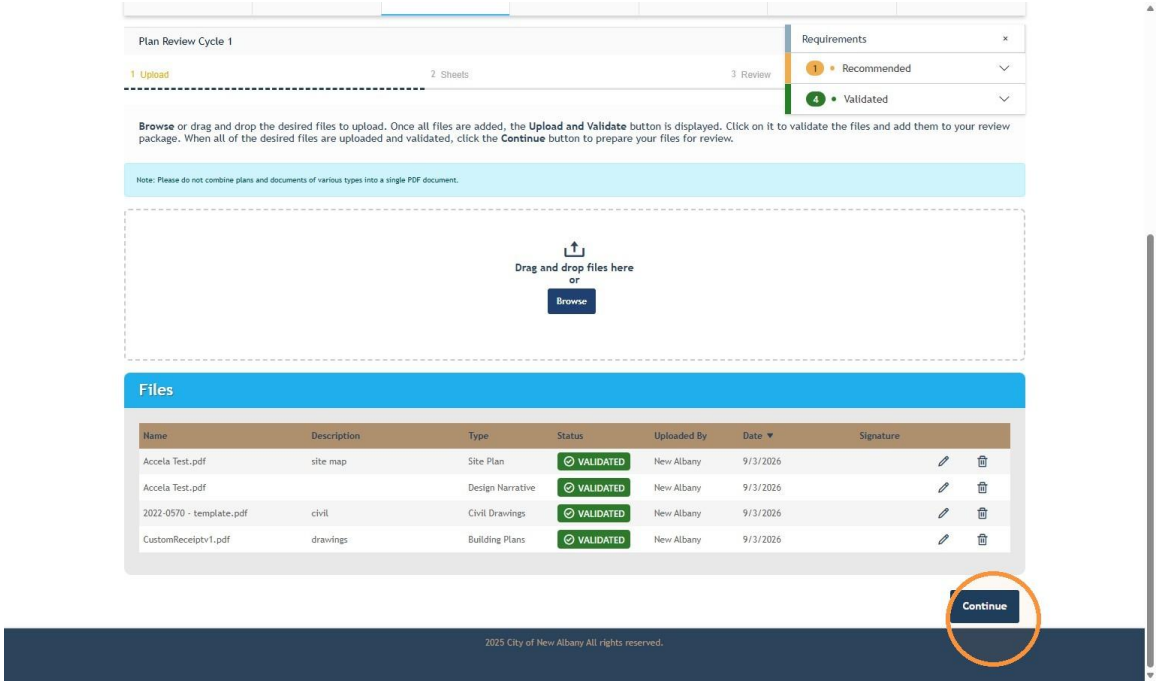


39. From here, repeat the steps with however many files you have.



40. After you have uploaded everything needed, each status will say validated. Click "Continue" to move forward.

Validating the files ensures staff is able to securely and properly access and read the files. Make sure your document is in PDF format and not password-protected.

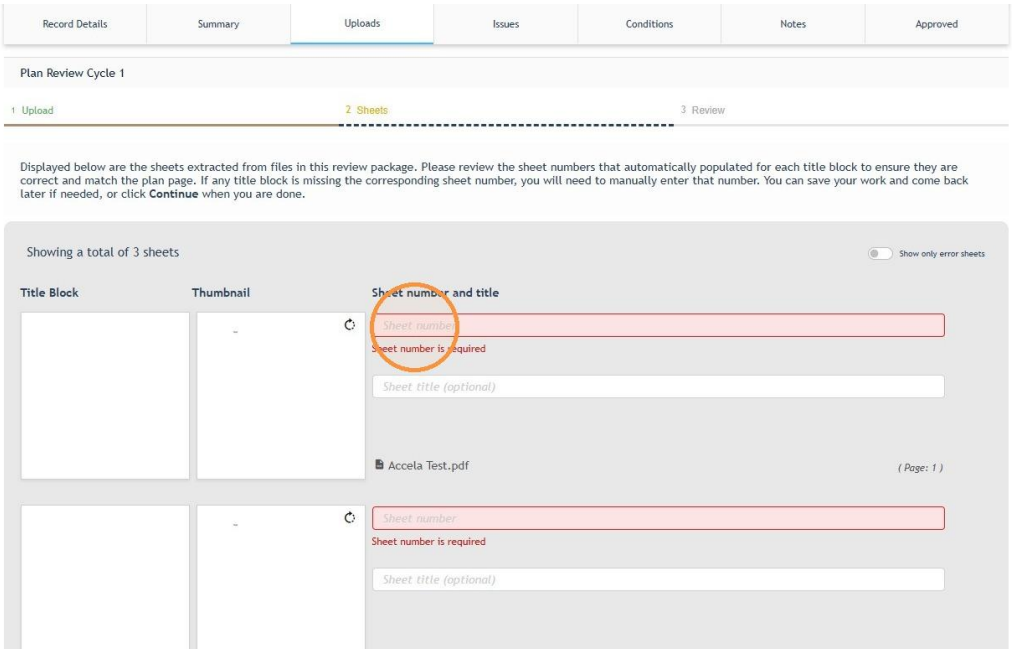


Uploading Files: Sheets

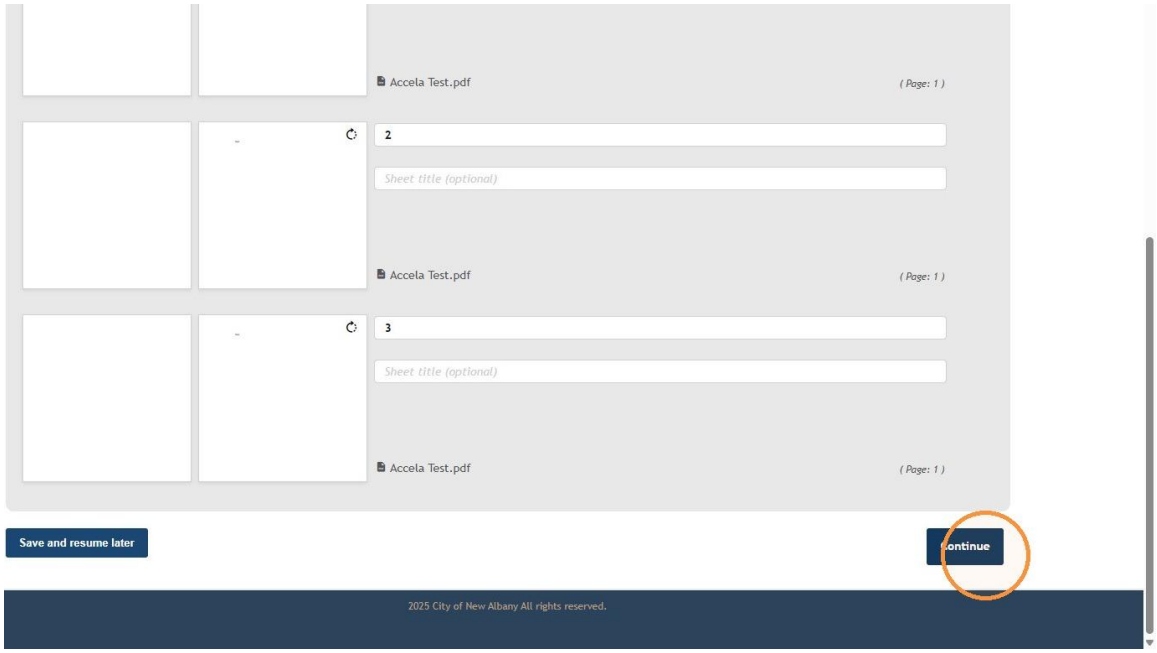
For engineering/architectural/similar **plans**, the program will automatically scan for **sheet numbers** and **sheet titles** and fill out the fields. If the program cannot find a sheet number/title or if there are none present, manually label sheet numbers.

For resubmittals/revisions: Use consistent file names across resubmittals, as the program will automatically label the version number when file names are the same. Make sure the sheet numbers from the original submittal match the sheet numbers in the resubmittal; if adding a new page during resubmittal, insert the page in sequence (for example, for a new page between pages 12 and 13, name it "12A" or "12-1" so that page 13 still aligns with its original version).

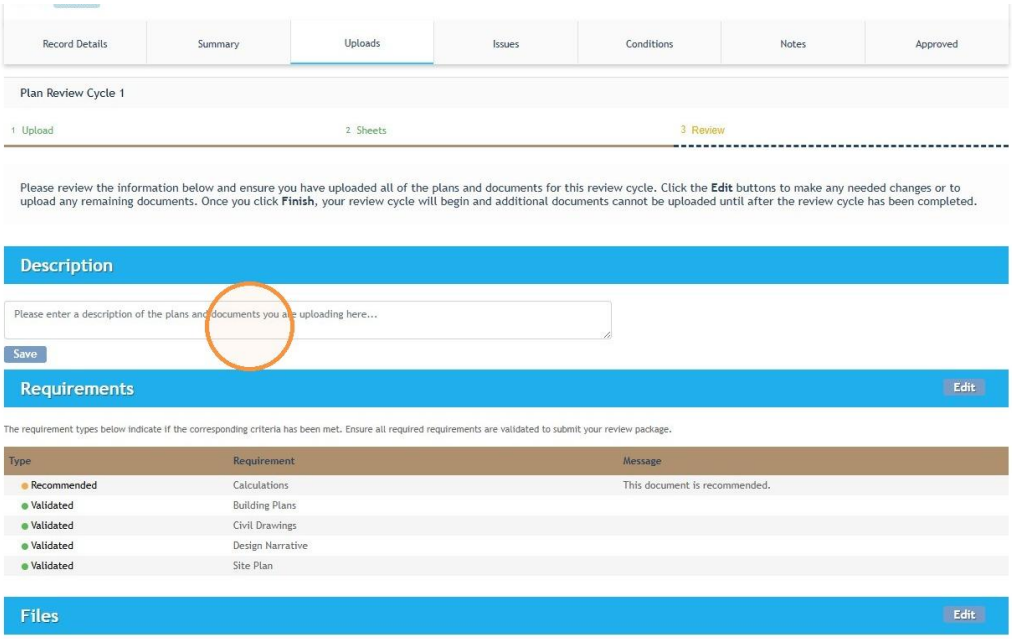
41. Normally the sheet number and title will auto-populate. If it doesn't, please fill in the sheet number and title.



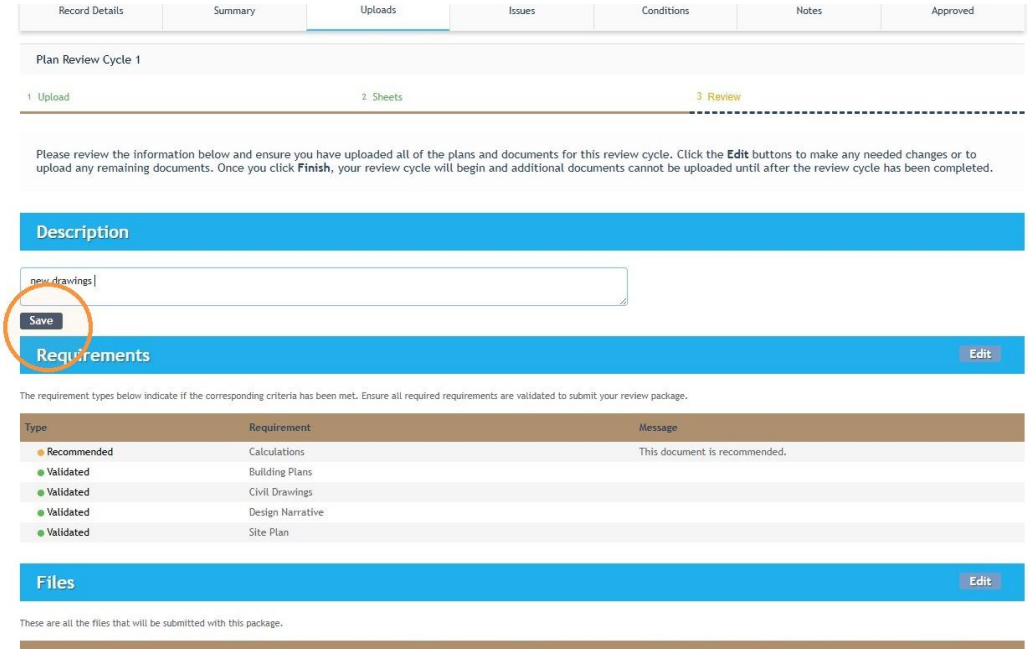
42. Click "Continue" once each file has a sheet number and title attached.



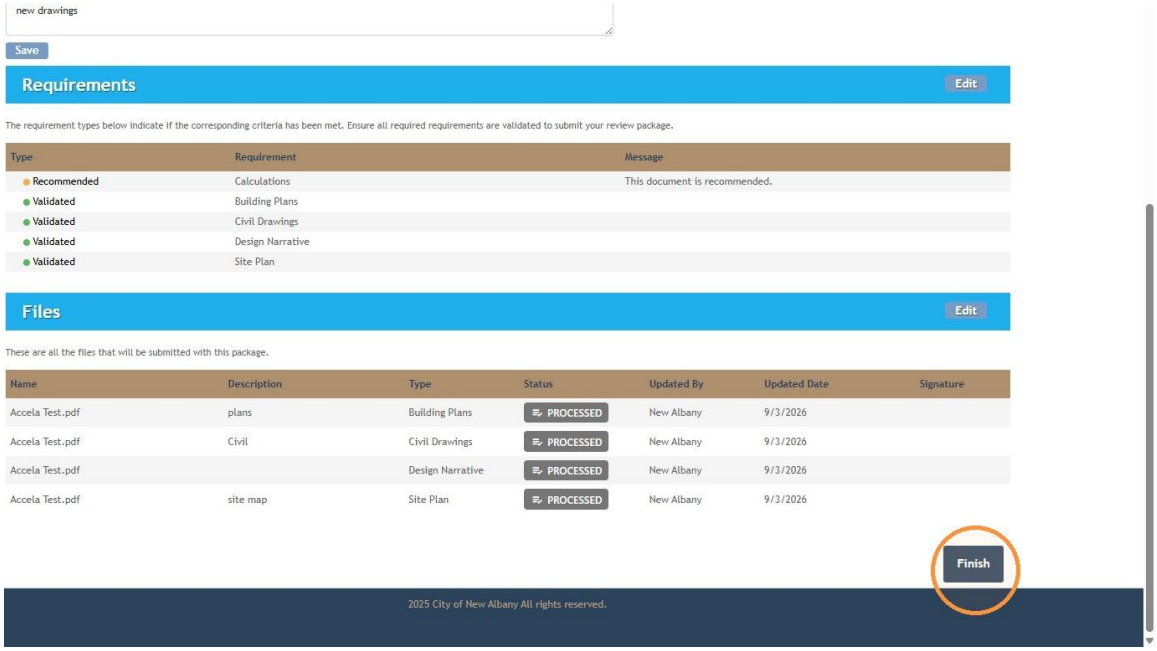
43. Please enter a description of the plans and documents you are uploading here under the "Description" blue banner.



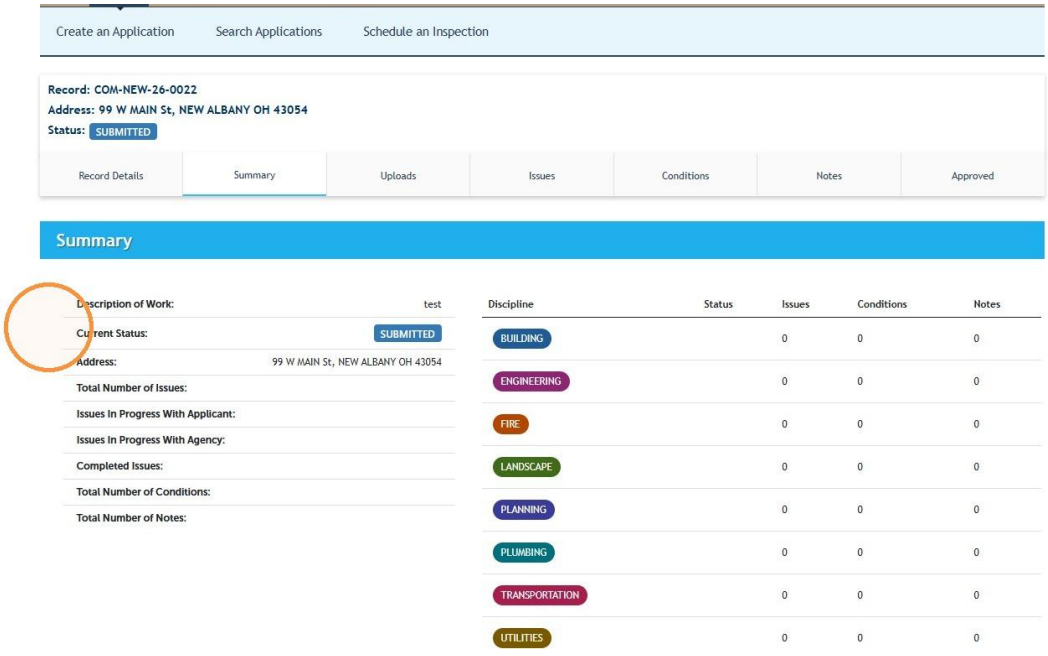
44. Click "Save"



45. Review this page and click "Finish"



46. You have completed the upload process. This is the summary page that includes the status of your submittal.



What Next?

47. You can track the status of your application in the **My Records** section of the Citizens Access Portal.

48. The applicant will receive an email from **noreply@newalbanyohio.org**. Make sure to check your Junk Mail if you do not see anything.

    Building staff will review the submittal for completeness and let you know if any additional materials or changes need to be submitted. If changes are needed, follow the "Uploading Files: Add Files" steps and ensure document titles are the same.

49. If you have any questions, feel free to reach out to building@newalbanyohio.org.