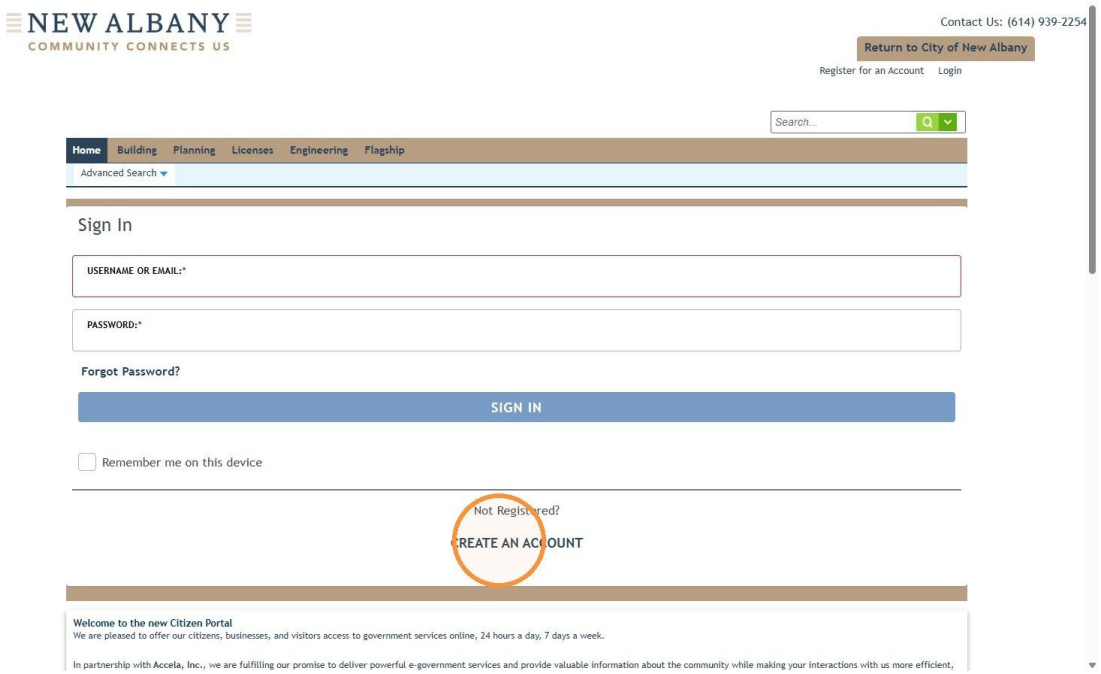
How to Submit an Engineering Application in ACA

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

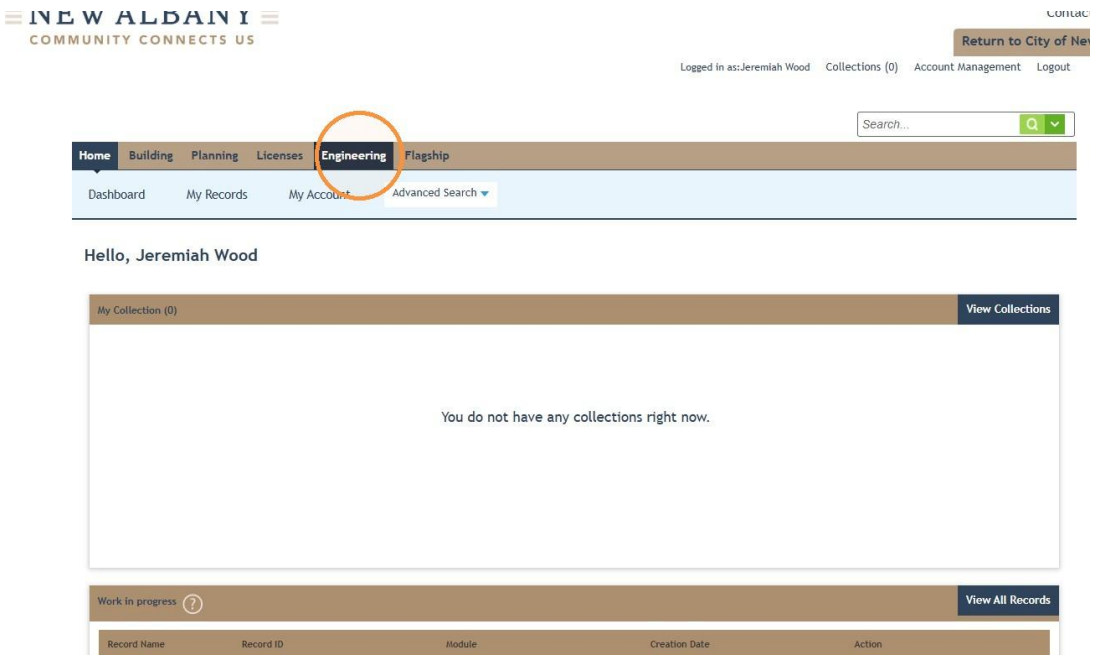
1. Navigate to https://aca-prod.accela.com/ALBANYOH/Welcome.aspx

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

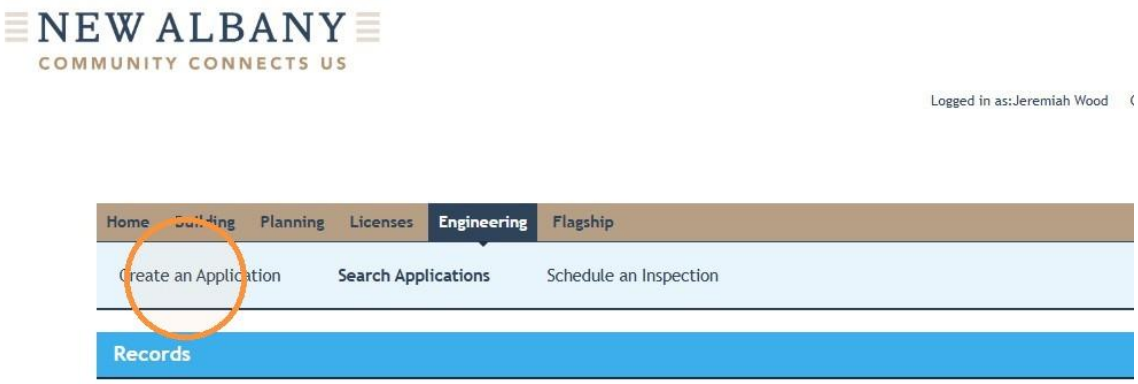


Create an Application

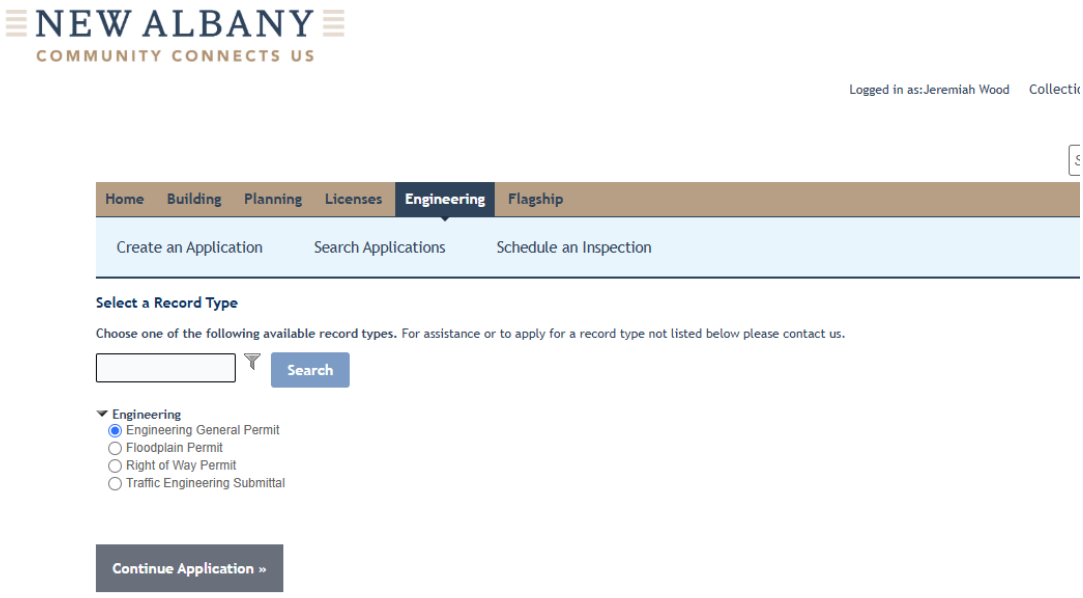
3. Click the "**Engineering**" Tab



4. Click "Create an Application"



5. Select the type of application you are applying for.
    - Engineering General Permit
    - Floodplain Permit
    - Right of Way Permit
    - Traffic Engineering Submittal



Create an Application: Contact Information

6. Click "Select from Account" or "Add New" and enter the required contact information.

Required contacts for all record types:

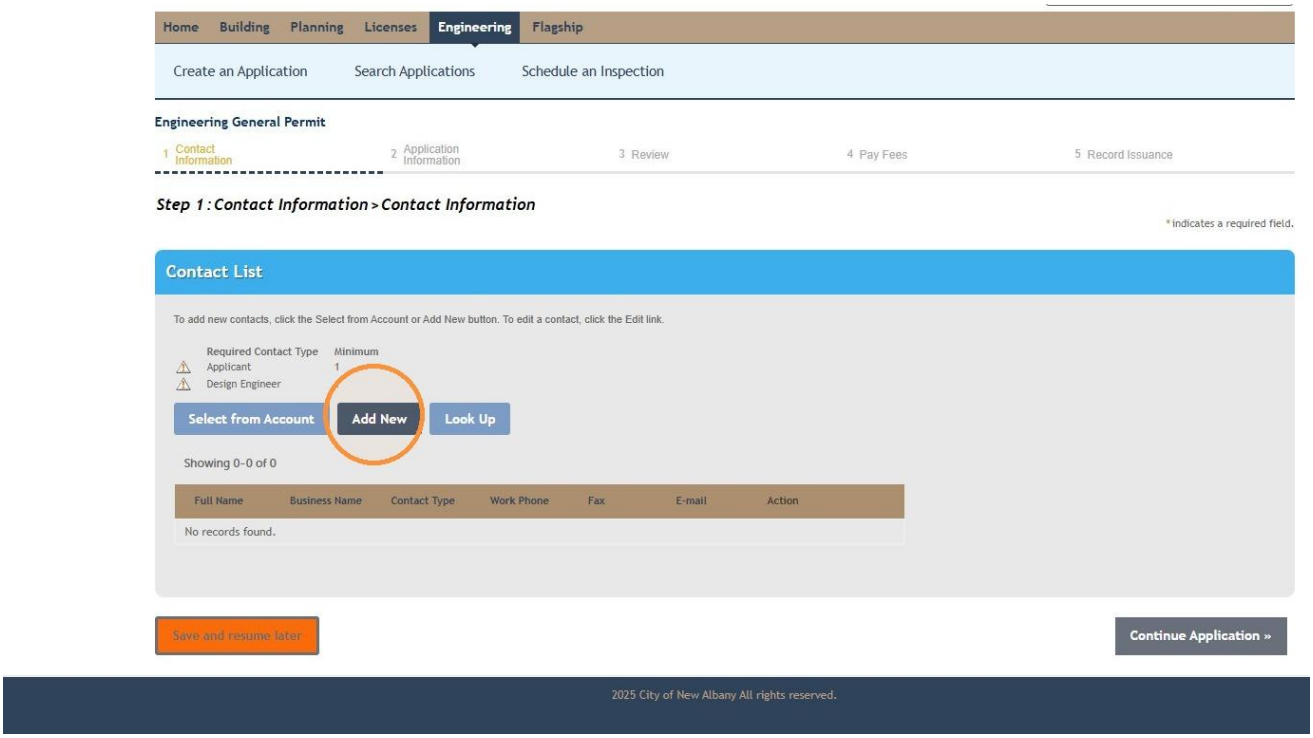
- Applicant
- Design Engineer

Additional required contact for Right of Way Permit applications:

- Utility Owner

Input all project details/information in the **Application Information** step and review ensuring that all information is accurate before submitting.

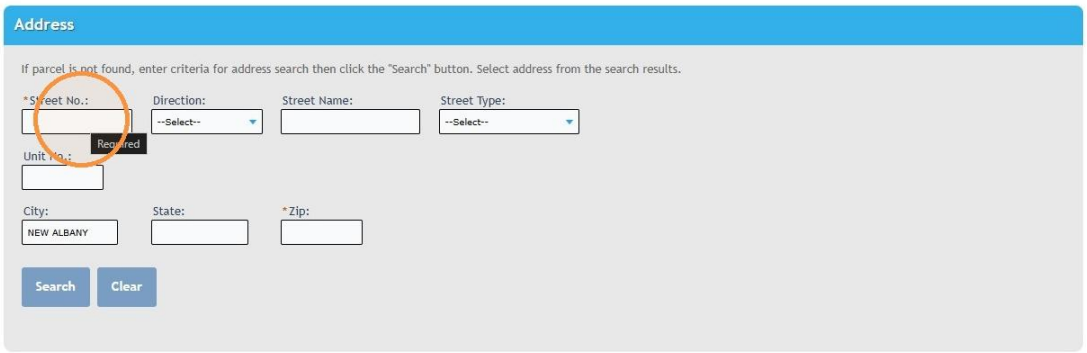
Notifications regarding updates to the application will be sent to the *applicant* email address.



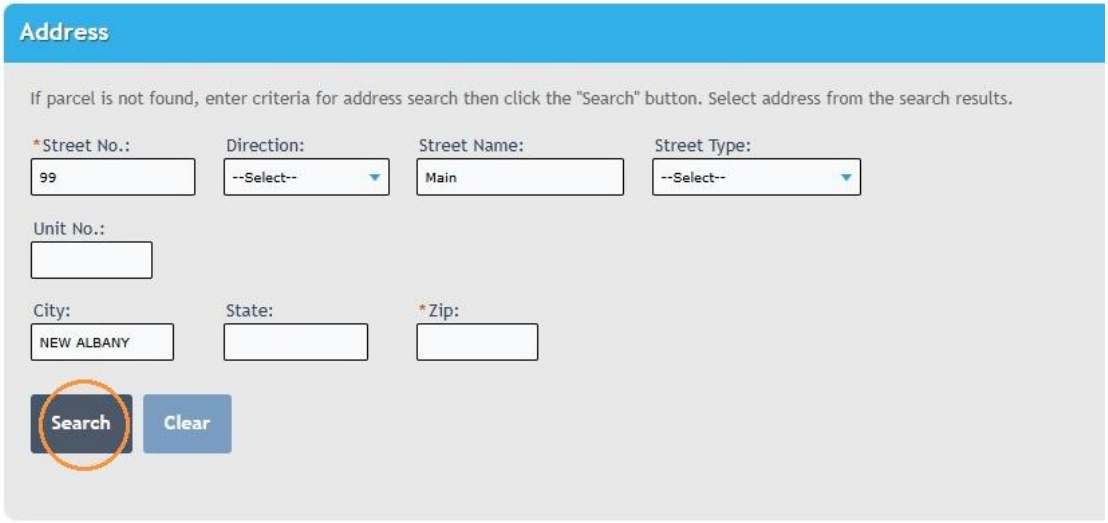
Create an Application: Location

7. At least one location must be chosen. You can search for a site in numerous ways:
   - Enter an address and click Search (**recommended**).
   - Enter a parcel ID and click Search.
   - Enter a property owner name and click Search.

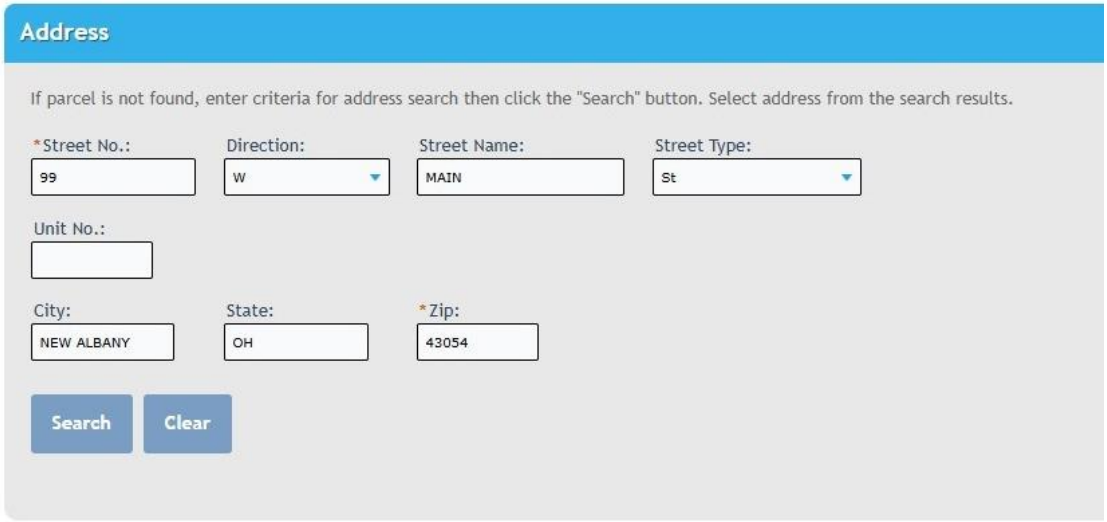
8. If using the "Address" function to select a property, scroll down to "Address."



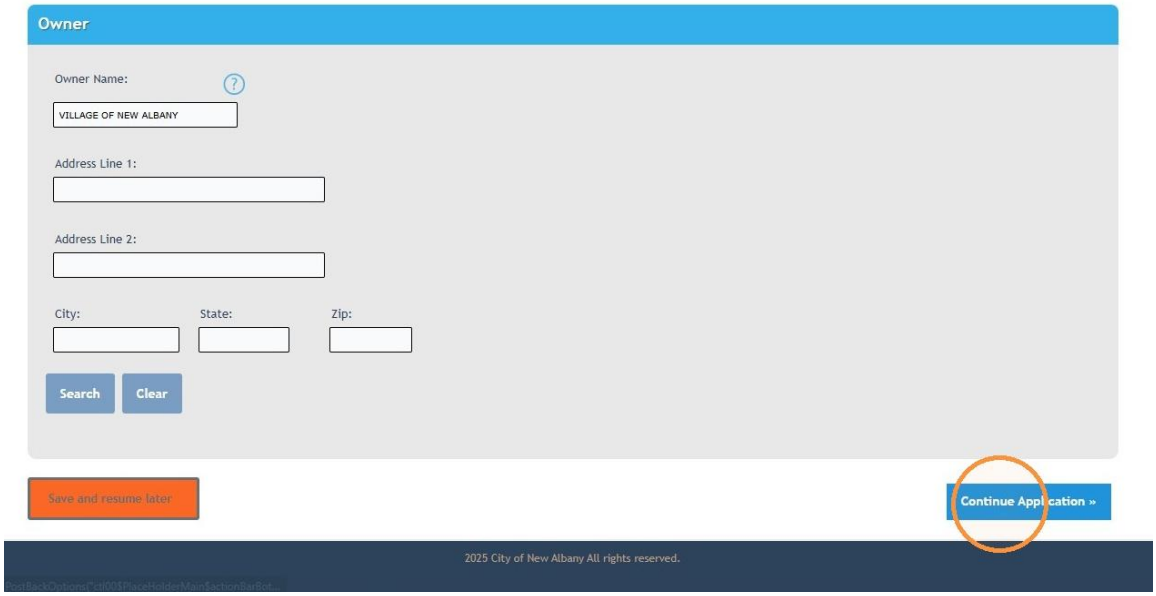
9. Type in at least a street number and click "Search." Select the property from the results.



10. After searching and selecting a result, the **parcel ID**, **address**, and **property owner** information will **auto-fill**.



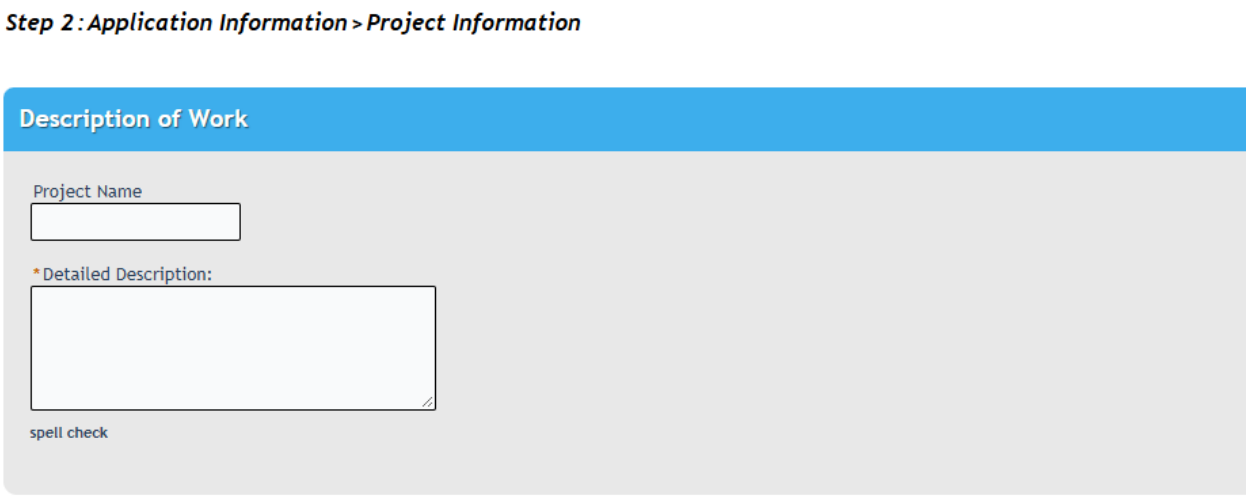
11. Review the information and click "Continue Application."



Create an Application: Application Details

Required fields will have an orange asterisk (*) next to the field title. Other fields are optional, but information should be included where possible.

12. Description of Work: Create a name for your application that generally describes what is being proposed. Then, describe the request in more detail.

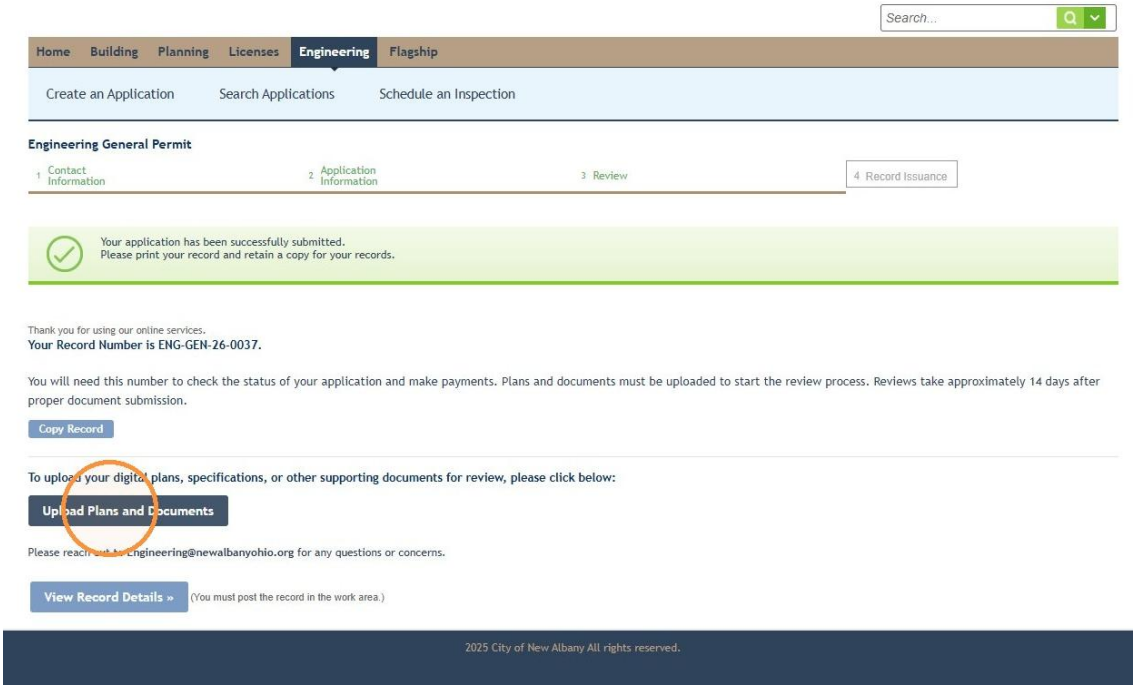


13. Custom Fields: **This section will vary between different engineering application types**. Items with an orange asterisk (*) are required to be filled out/answered.

14. Once you have filled out all of the required fields (and any optional fields), **click "Continue Application."**
    An error message will pop up if a required field is not filled out.

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

16. After clicking on "Continue Application," the page will notify you that the application has been successfully submitted. **An additional files are required to be uploaded for engineering applications at this step**. Click "Upload Plans and Documents."

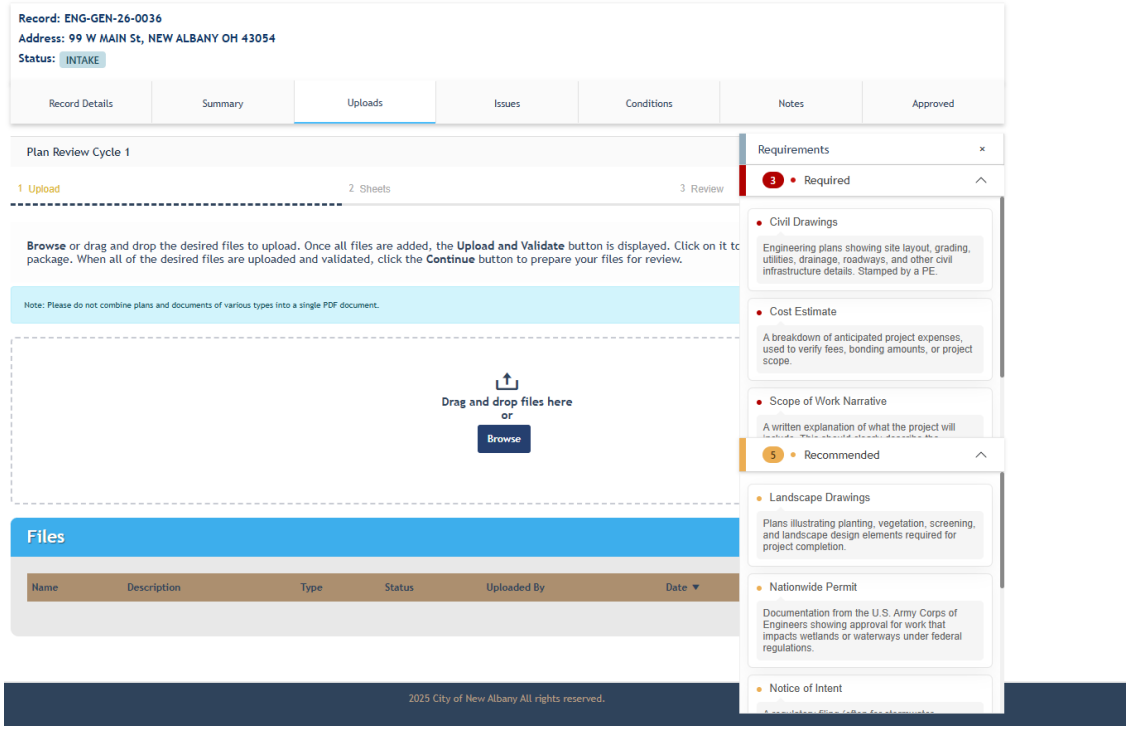


Uploading Files: Add Files

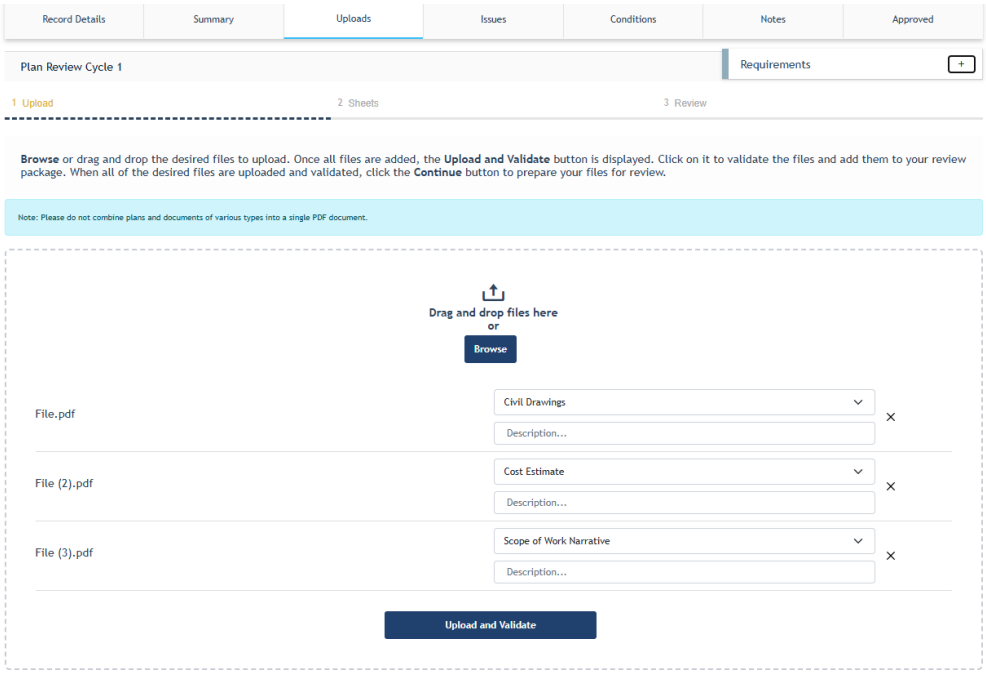
To navigate to the file upload portal from the home page, click on "Engineering" OR "My Records" at the top of the page, find your application, and click "Upload Plans" under the "Action" column.

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**.

17. When uploading plans, the document type checklist will display the **Required** and **Recommended** documents to be included in your review package submittal. All **Required** document types must be included in your review package. The **Recommended** document types are not required on initial submittal, but may be requested later in the review process, prior to issuing approval. To upload a file, click "**Browse**."



18. Once you have opened your file, **select the type of file** you have uploaded. Add a description if needed.



19. Click "Upload and Validate" for the files.

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.

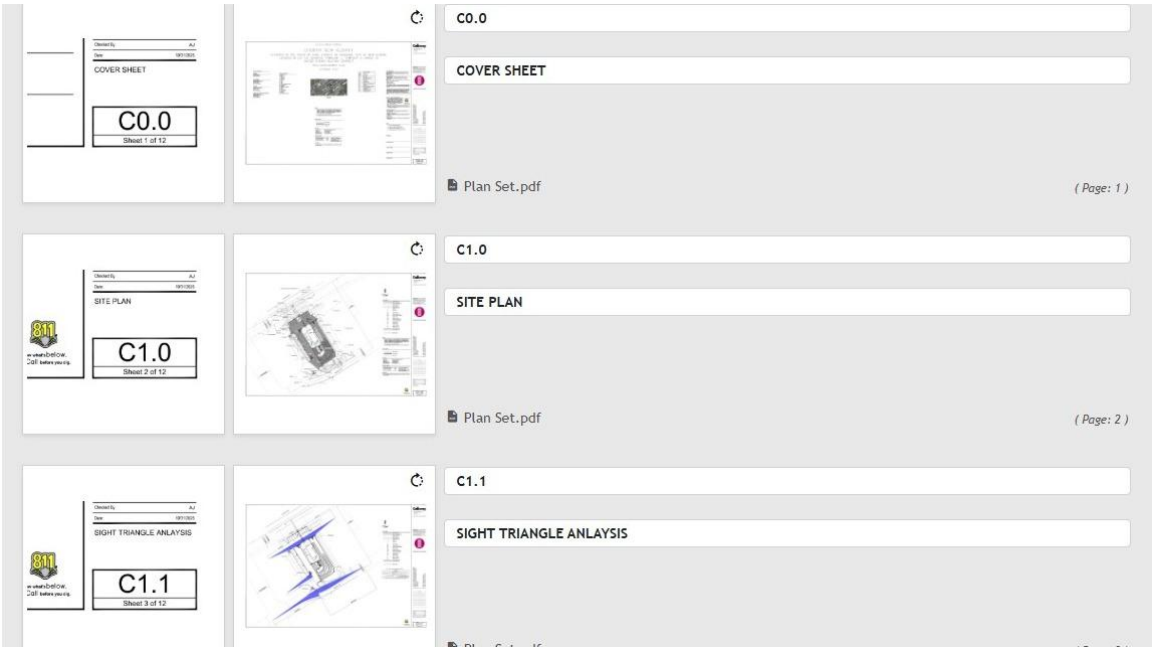
20. Continue selecting files and uploading them until all required (and optional) files have been uploaded and validated. Click "Continue."

Tip! - You will receive an error message if any required files are not submitted. Ensure all files are separately uploaded. You can submit additional files that are not in the "required" list if you have additional information you would like to submit.

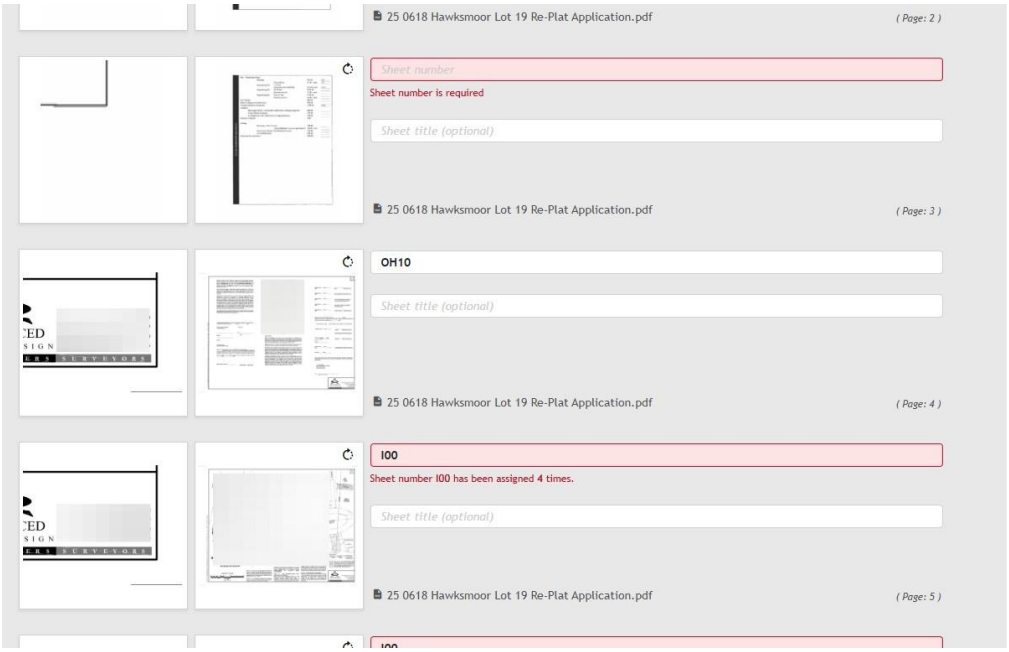
Uploading Files: Sheets

21. 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).

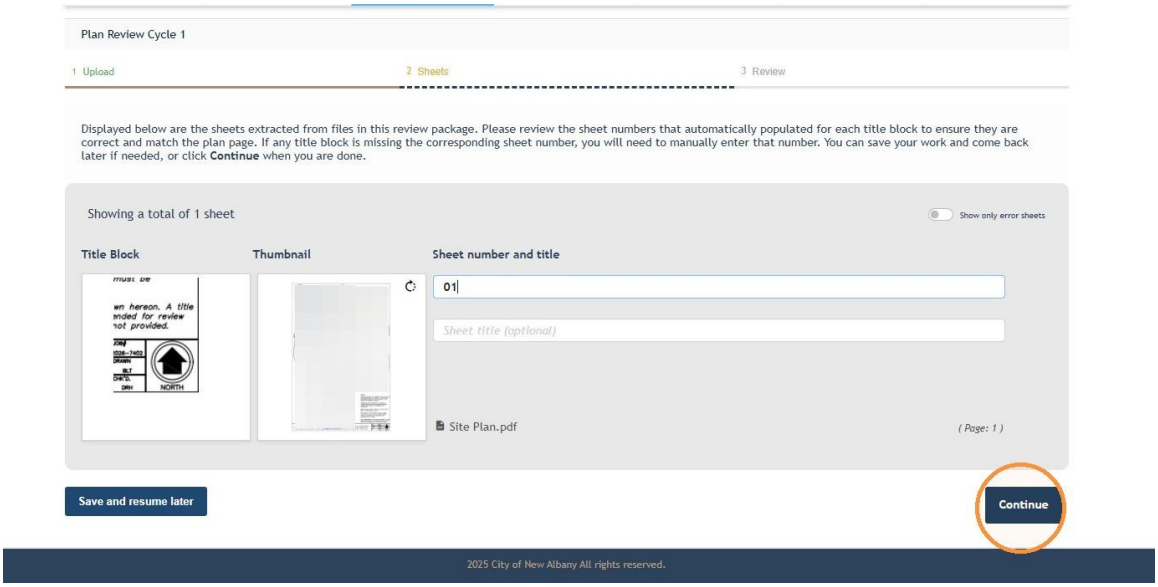
22. *Example 1*: These plans had a clear sheet number and title, and the fields were filled out automatically.



23. *Example 2*: For the first page shown here, the program was not able to find a sheet number OR title. Enter a number.
Example 3: For the third page shown here, the program found redundant page numbers, or it may have scanned something else. Renumber as you see fit; e.g., 100-1, 100-2, 100-3, or A01, B01, B02, or S1, S2, S3...

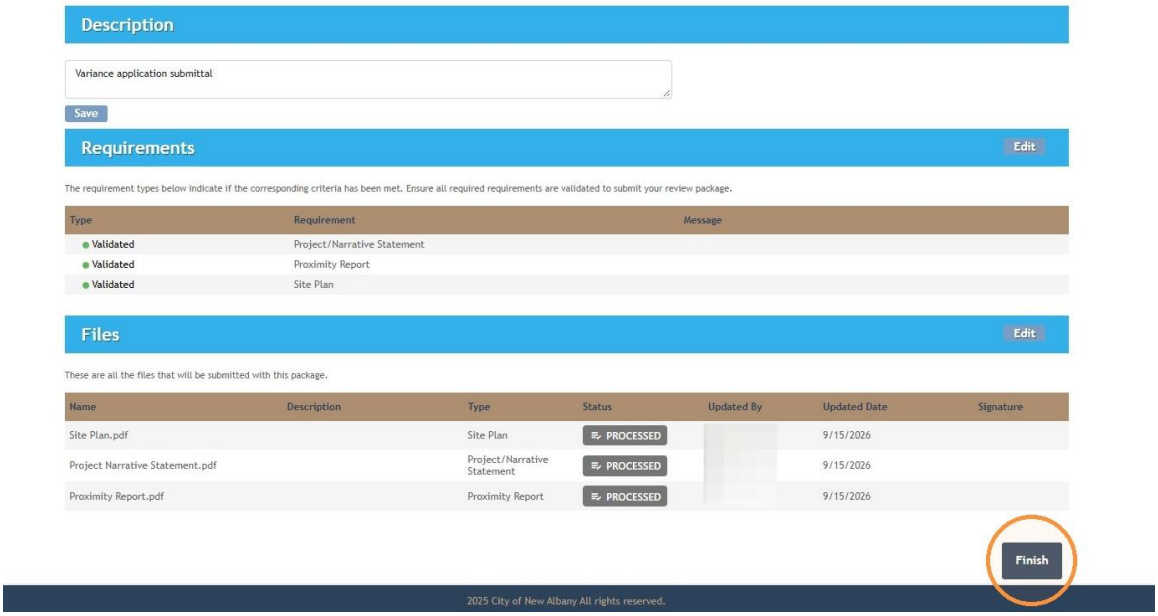


24. When done, click "Continue."



25. Provide a description of what is being submitted.

26. Review the uploaded package and make any necessary corrections before uploading it to the Digital Plan Room. When everything is complete and accurate, click **"Finish."** A confirmation screen will appear, and you will receive an email confirming that your plans and documents have been received. You can track the status of your plan review in the **My Records** section of the Citizens Access Portal.



What Next?

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

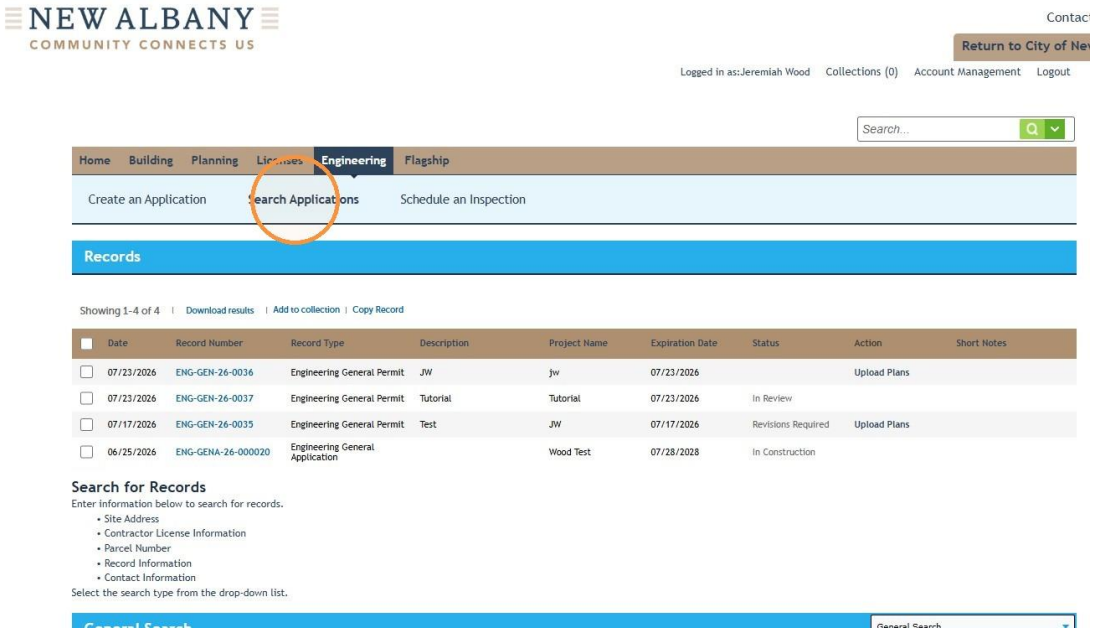
28. The applicant will receive an email from **noreply@newalbanyohio.org**. Make sure to check your Junk Mail if you do not see anything.

    Engineering 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.

29. If you have any questions, feel free to reach out to engineering@newalbanyohio.org.

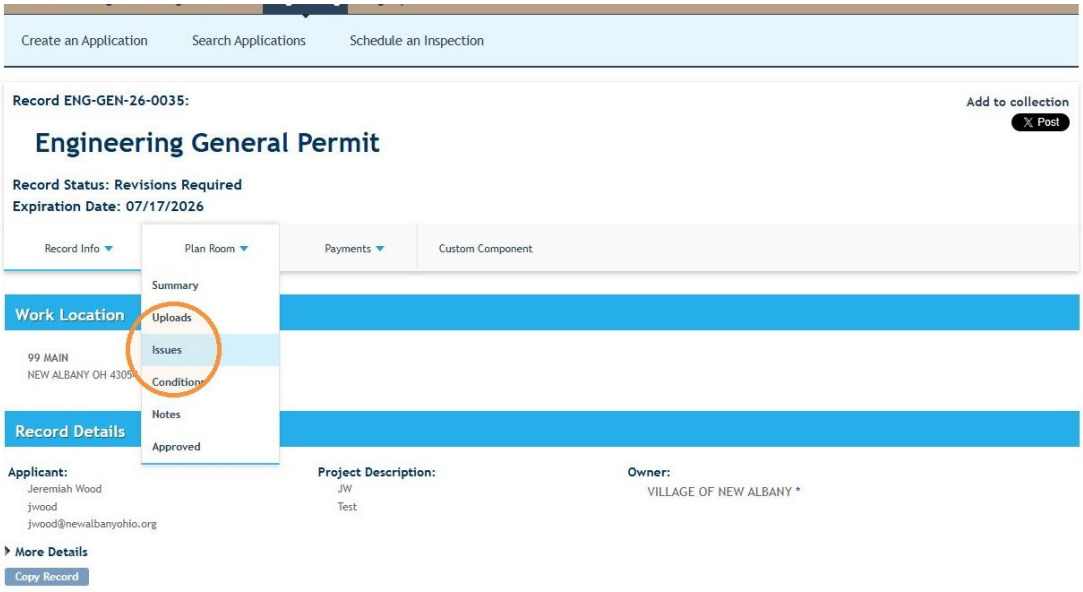
Resubmissions and Revisions

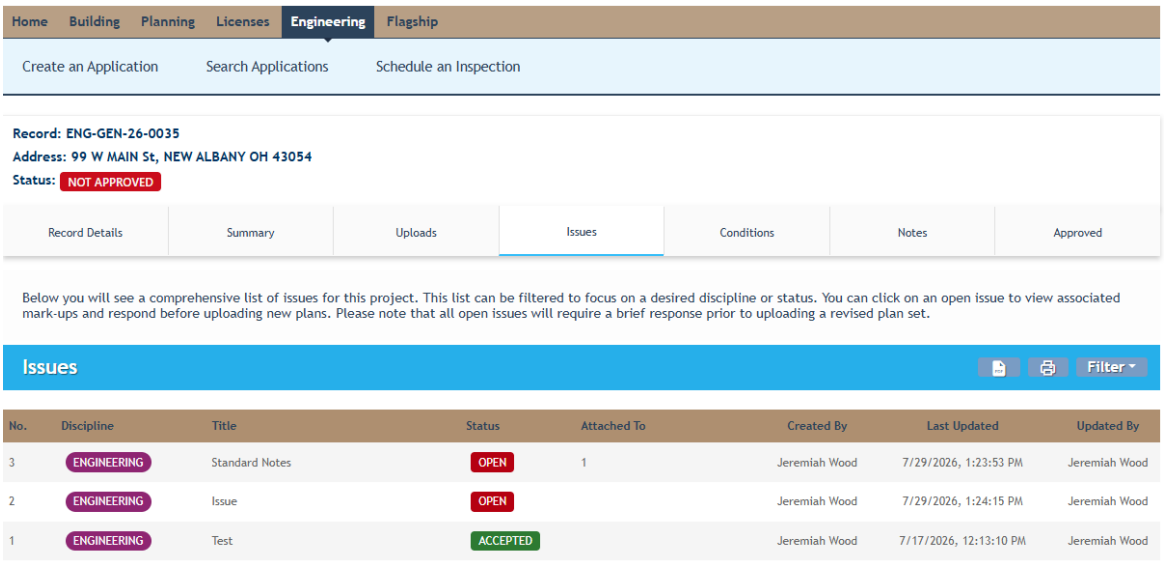
30. To view the issues from a review cycle, navigate to the **Engineering** tab and select **Search Applications** and open the appropriate permit record.



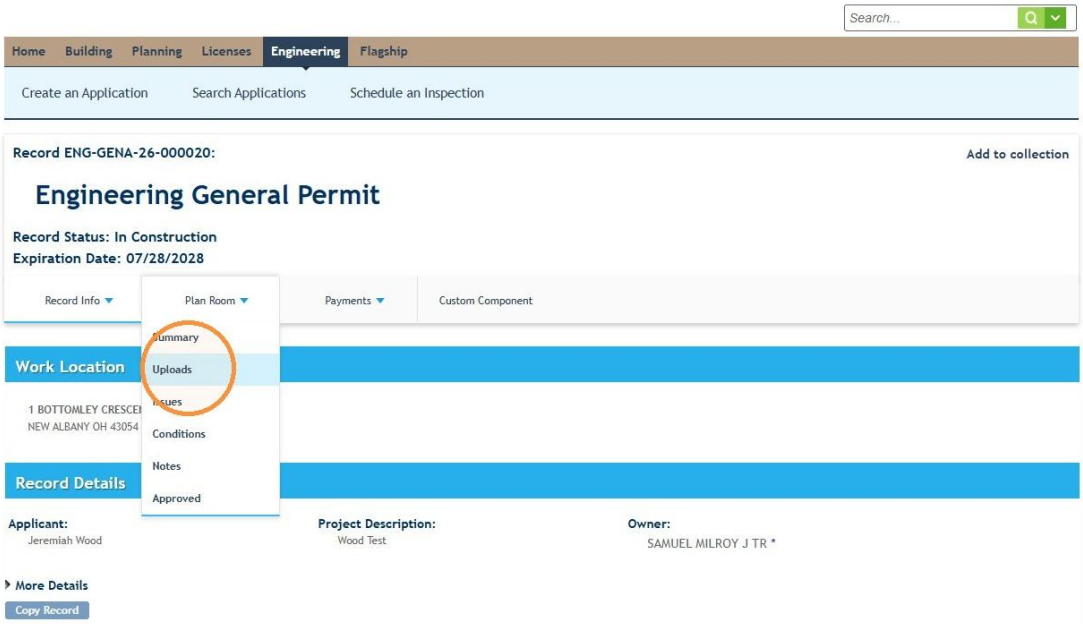
31. Once the permit record is open, select the **Plan Room** drop-down menu and click **Issues.** This page displays all issues from each discipline that reviewed the submittal.
    - **Open** issues indicate issues that still need to be addressed.
    - **Accepted** issues indicate issues that have already been resolved.

From there click the issue and you will be required to write a response and resubmit to address the issues.

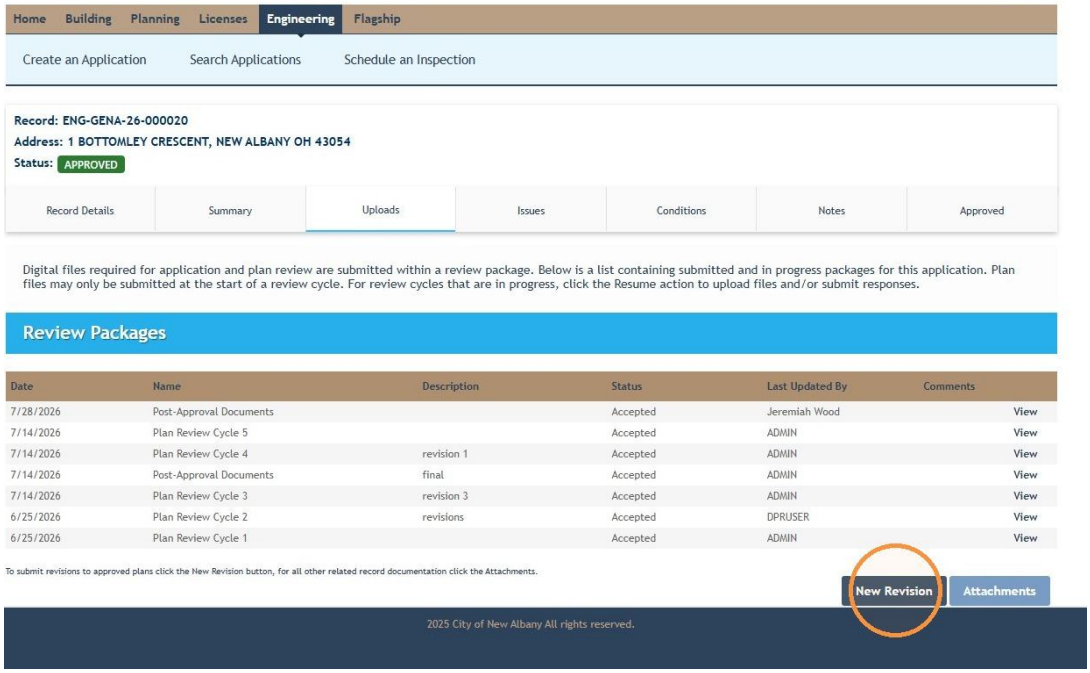




32. When plans have already been approved and you need to submit a revision, navigate to the permit record, select the **Plan Room** drop-down menu, and click **Uploads.**



33. At the bottom of the page, click the **New Revision** button. This will take you back to the upload page, where you can upload your revised plan package and complete the revision submittal.



Recommendations for Civil Plans Uploading

34. To ensure efficient review in the Digital Plan Room:
    - Submit plans as a compiled PDF (one combined file).
    - Use consistent file names across all submissions (avoid "v2" or revision labels). – Accela will automatically add V2 if file names are the same.
    - Include bookmarks when exporting plans, ideally beginning each bookmark with the sheet number (e.g., "01-TitleSheet").
    - Make sure the sheet numbers from original submittal match the sheet numbers in the resubmission/revision.
    - When adding new pages during resubmissions/revisions, insert the page in sequence:
        - Example: to insert a new page after page 12, name it 12A or 12-1 so page 13 still aligns with its original version.

35. Please review the **Video Tutorial: Submitting Plans and Supporting Documents** for step-by-step information on completing your submission. If you need additional information, please contact us at engineering@newalbanyohio.org for assistance.