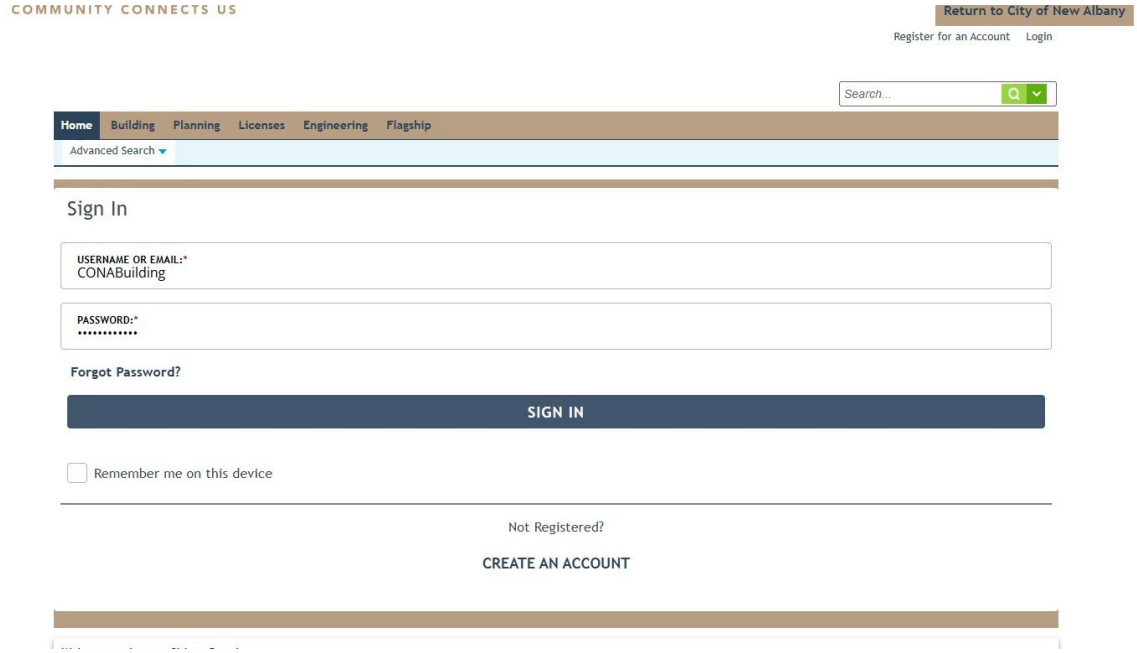
NEW ALBANY
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# How to Schedule Inspections Online

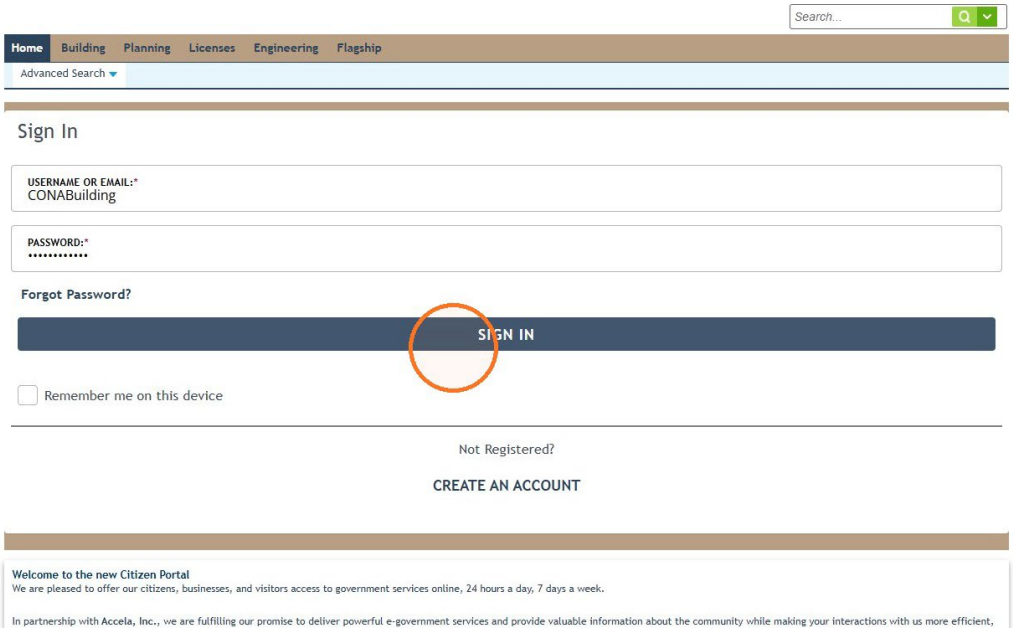
**Learn how to navigate the Accela Citizen Access portal to schedule an inspection. This guide walks you through the navigation steps from selecting the inspection to scheduling the date and finalizing your request.**

## Account Access

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

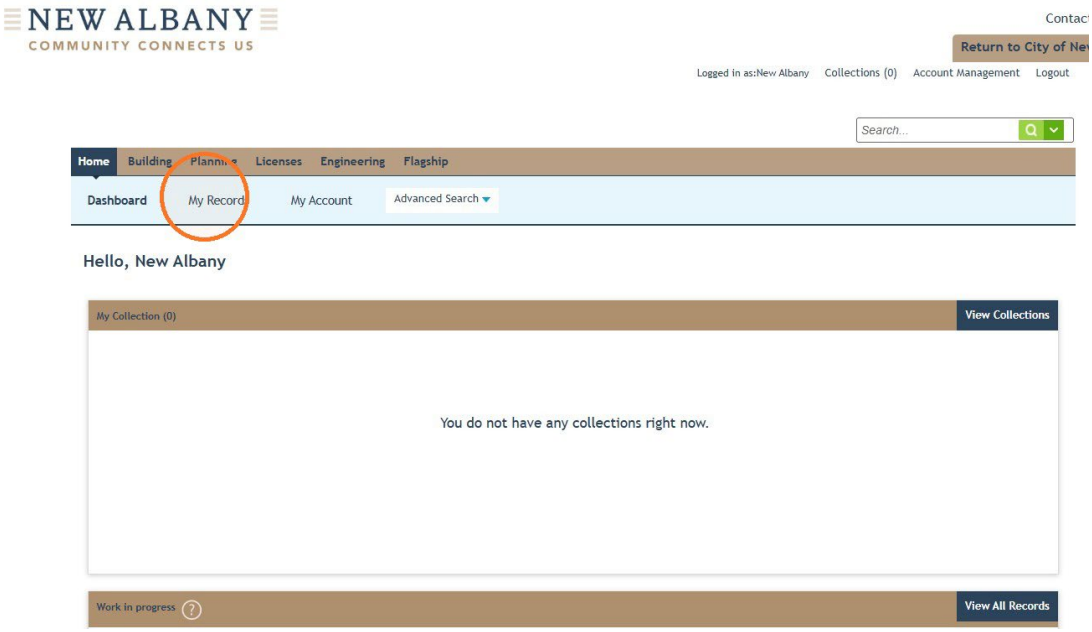


2. Please use the email that is associated with the permit number.

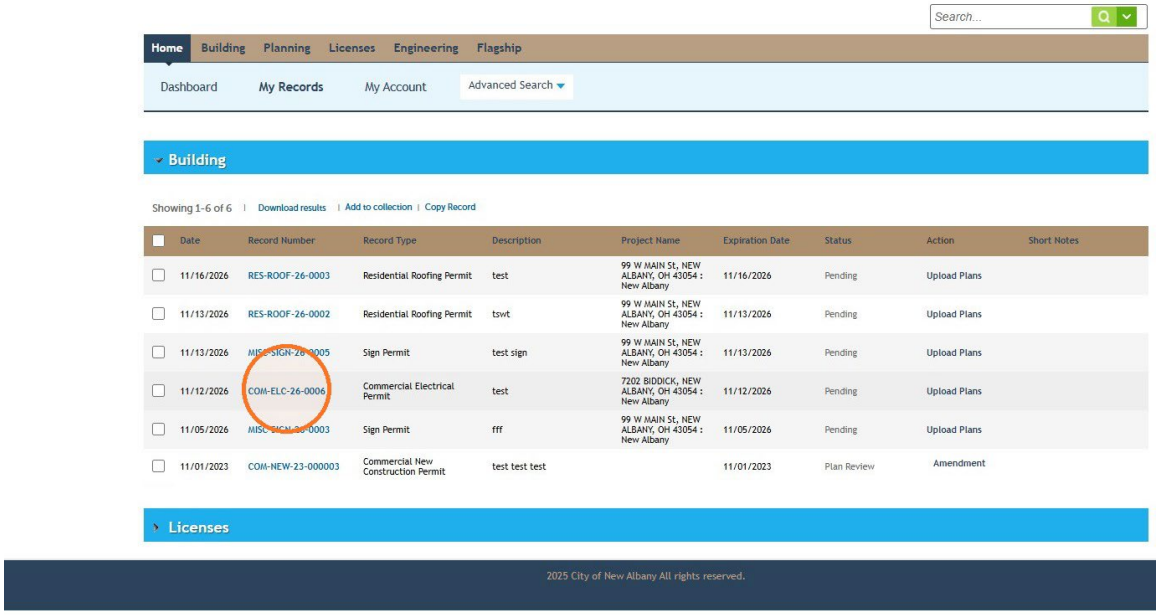



## Record Selection

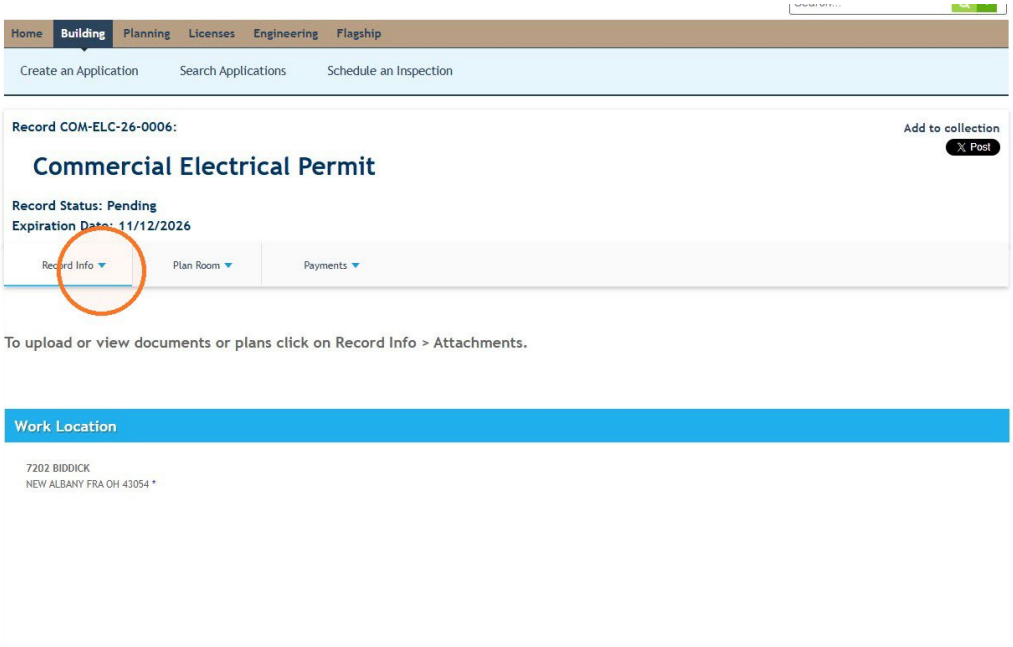
3. Under the Home tab - Click "My Records"



4. Under the building tab, click the permit/record number

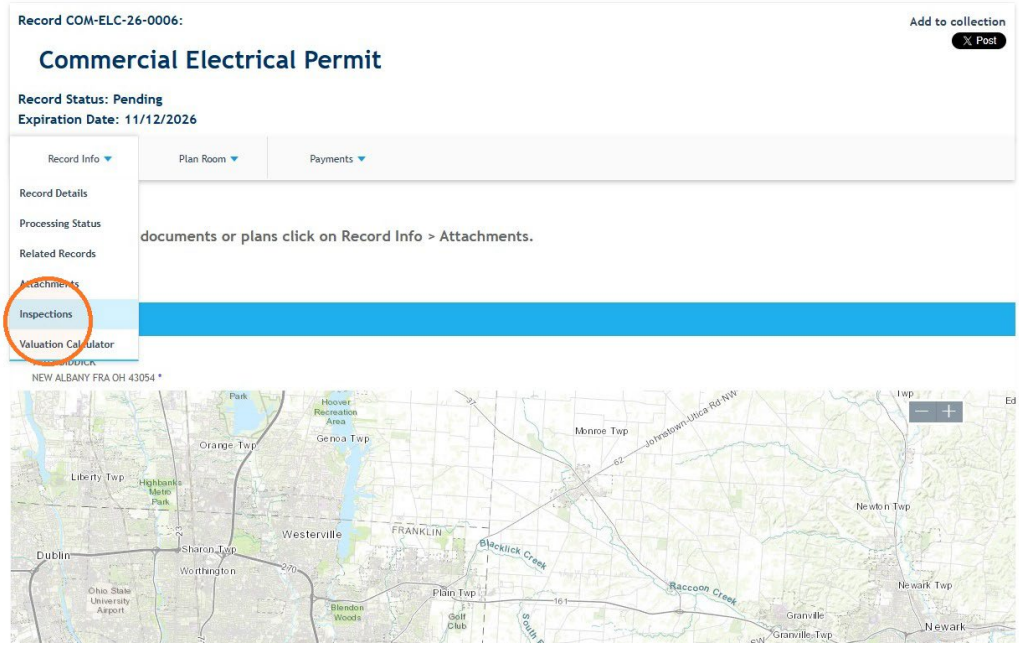



5. Here you are in the record. Click "Record Info"

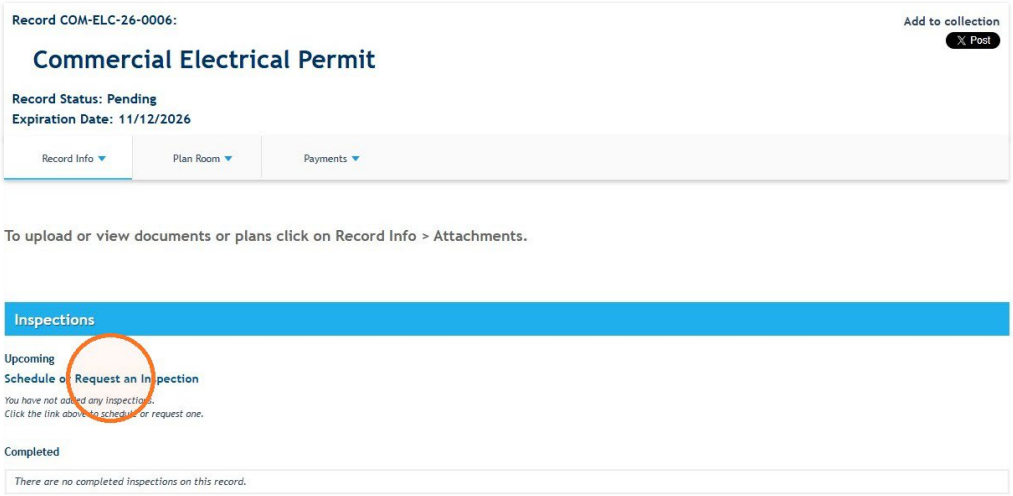


## Inspection Scheduling

6. Click Inspections in the Record Info menu.

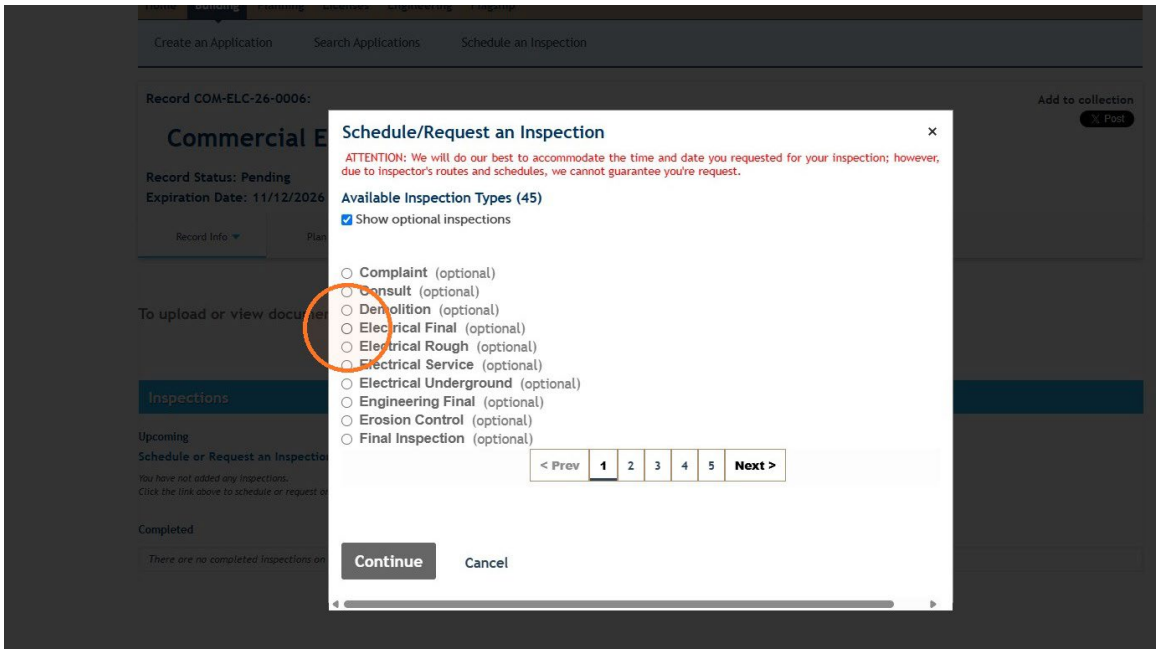



7. Click "Schedule or Request an Inspection"

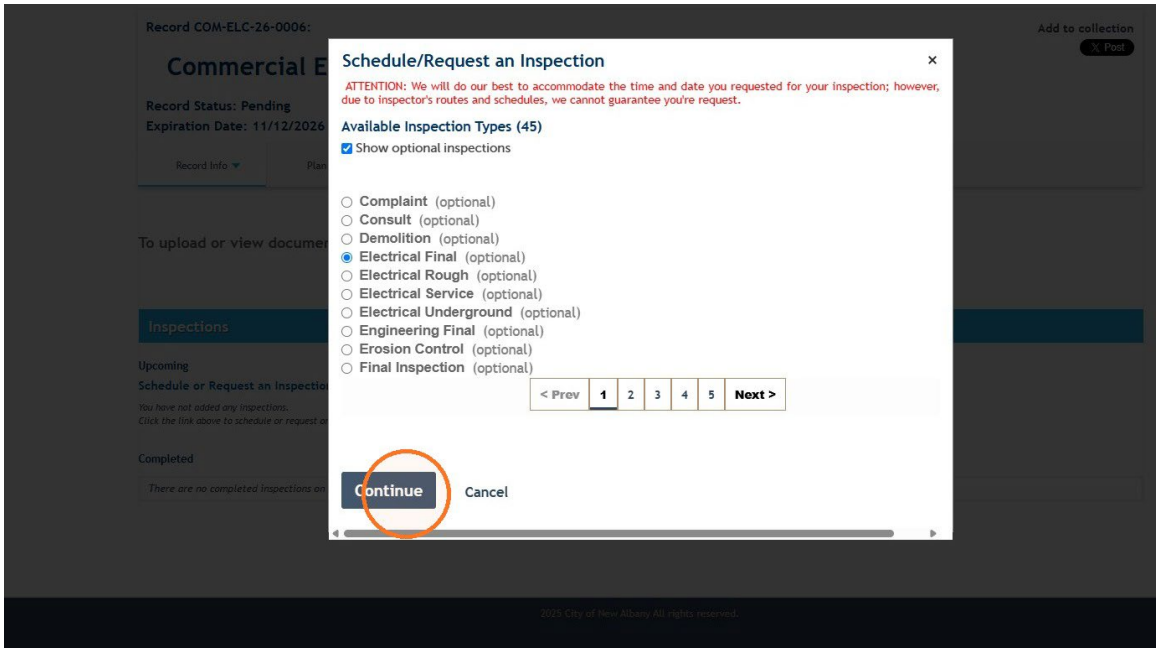



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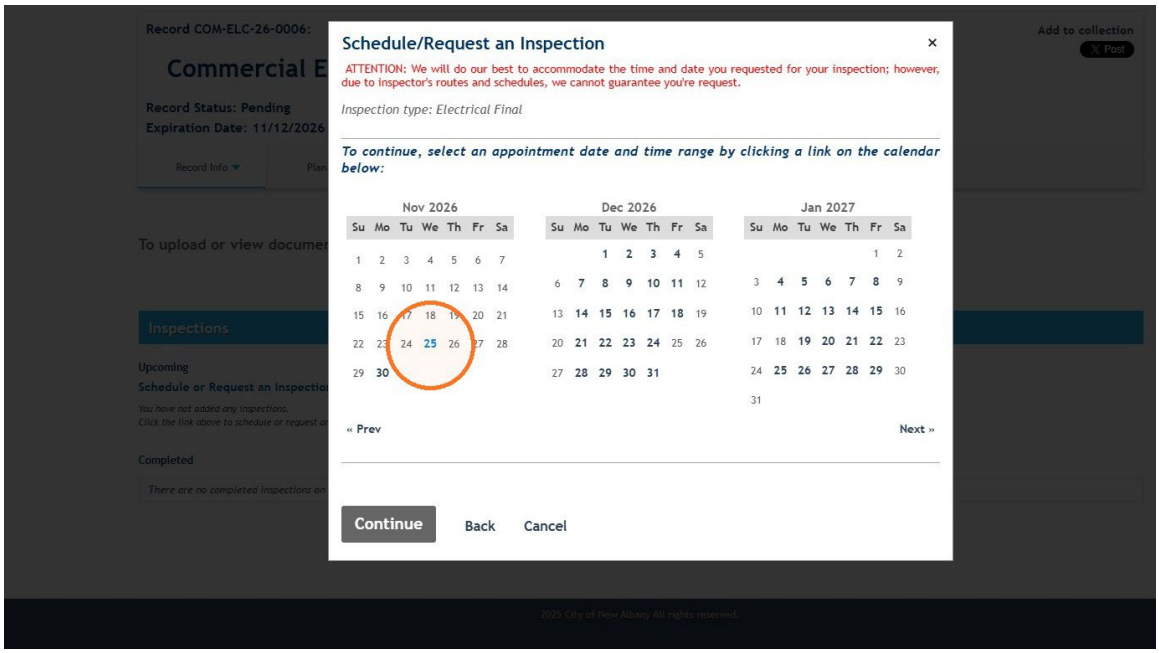
8. Select the inspection type.



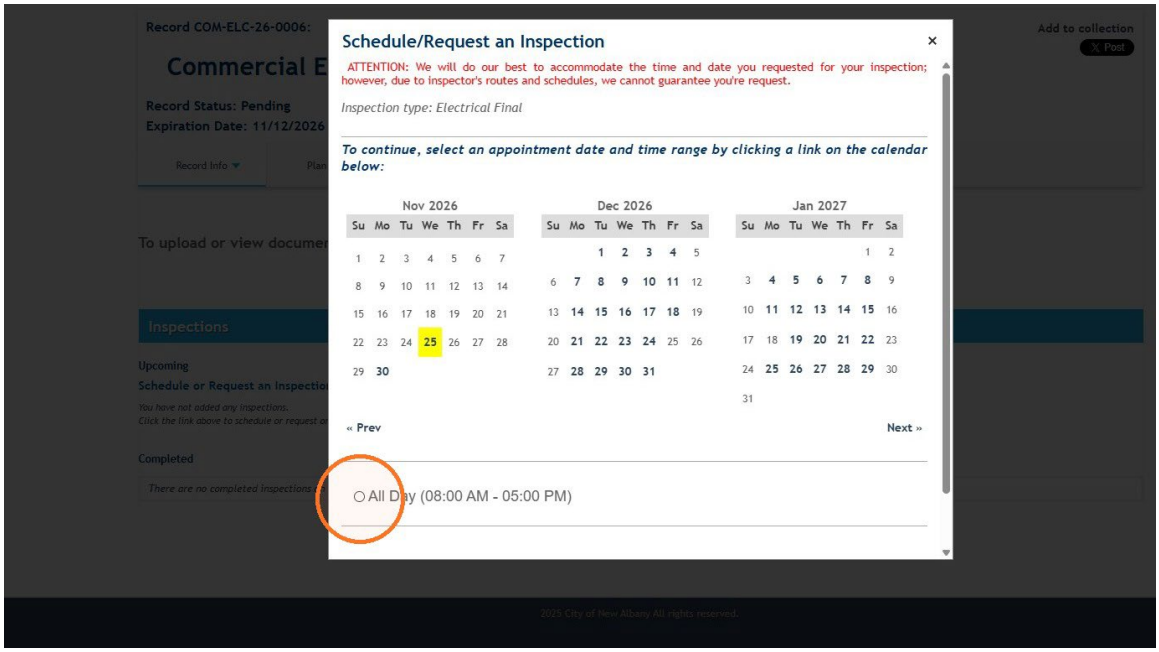

9. Click "Continue"



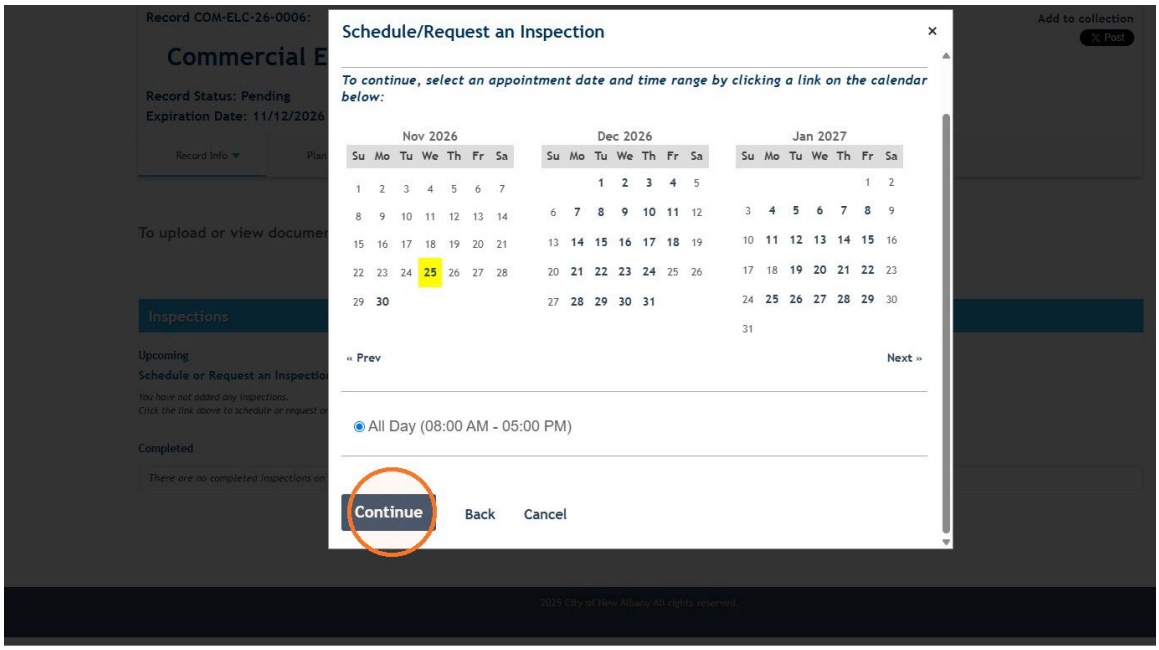
10. Select date from inspection calendar.



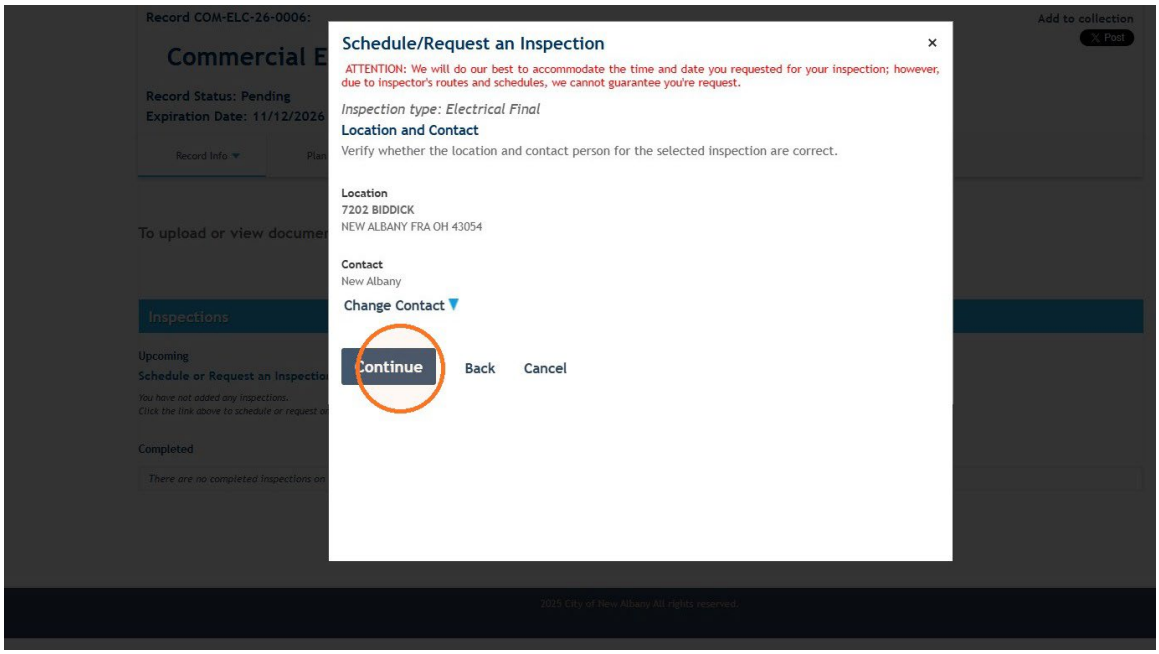

11. Click the "All Day (08:00 AM - 05:00 PM)" field.



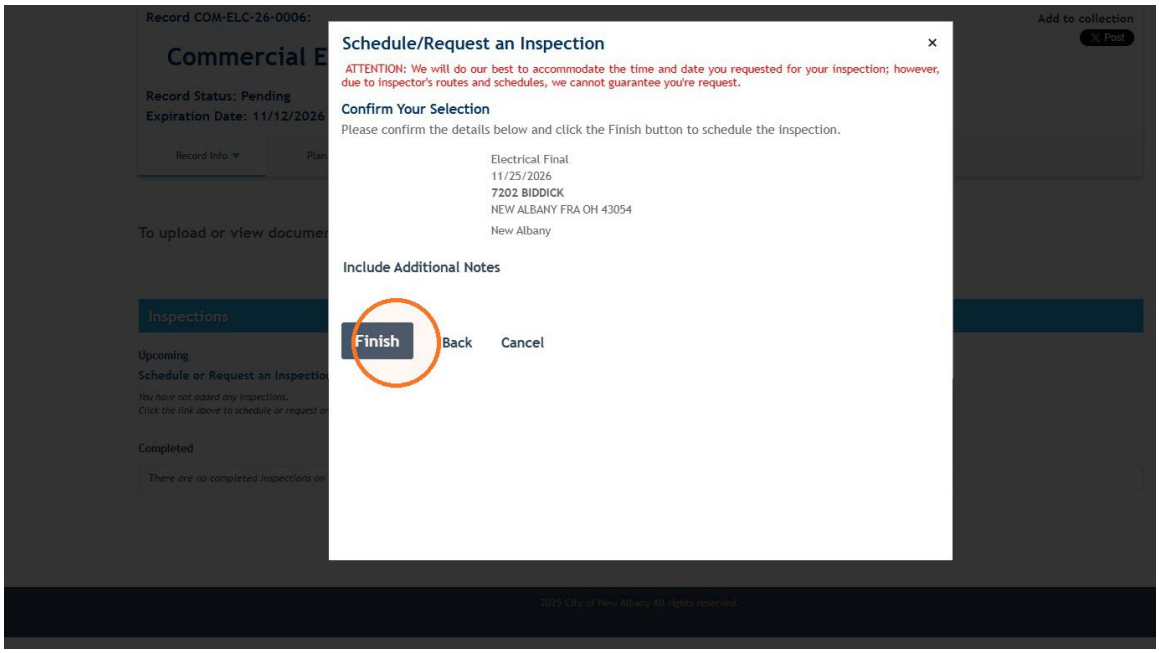
12. Click "Continue"




13. Here you can change the contact as well as adding any additional comments. Click "Continue"

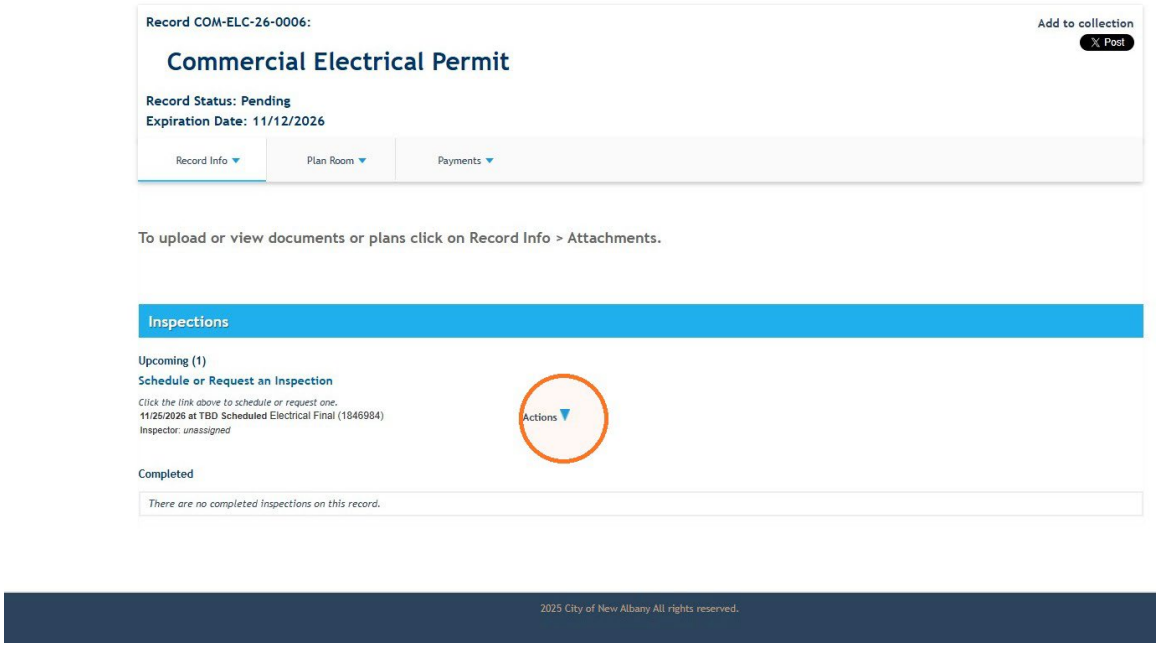


14. Click "Finish" once everything has been reviewed.

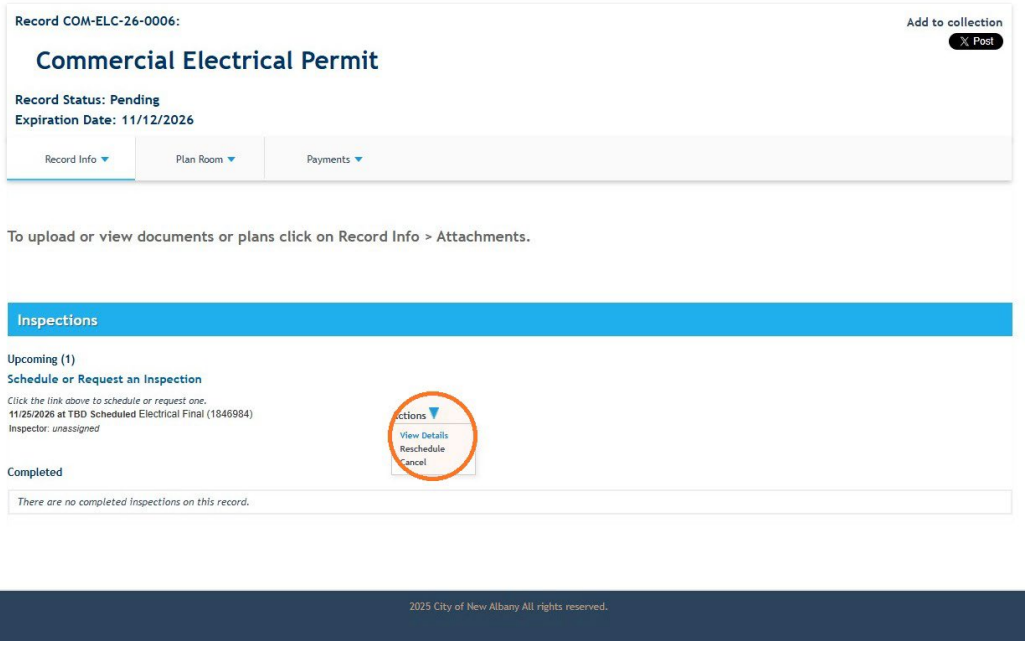



## Inspection Details

15. If you want to cancel or reschedule, click actions



16. Click "View Details" to see the details of the inspection.




17. Here are the details, you can click to reschedule, cancel, or print.

