

CITIZEN ACCESS

How to maneuver through and use the new
look of <https://citizenaccess.cabarruscounty.us>

YOU CAN NOW USE DIFFERENT BROWSERS

- ▶ Citizen Access now works on any up-to-date browser, including Internet Explorer, Microsoft Edge, Google Chrome, Safari, or Mozilla Firefox.
- ▶ So, <https://citizenaccess.cabarruscounty.us> will work from your computer, laptop, tablet, or phone.

LOGGING IN

- Log in as you always have, putting in your user name or email address along with your password.

The screenshot shows the login interface for the ACCELA Citizen Access system. At the top, there is a dark blue header bar with links for Home, Search, New, Request, and Help. Below this is a light blue navigation bar with links for Announcements, Register for an Account, and Login. The main content area features the Cabarrus County Seal and the City of Concord logo with the tagline "High Performance Living". A search bar is located at the top right of this section. Below the navigation bar is a menu bar with links for Home, Plan Review, Building and Trade, County Enforcement, Concord Planning, and Advanced Search. The Home link is currently selected and highlighted in black. The main form area contains fields for "User Name or E-mail:" and "Password:", both of which are redacted with blue boxes. To the right of these fields is a "Login »" button. Below the password field are three small checkboxes: "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". At the bottom of the page, there is a "Welcome to ACCELA Citizen Access" message and a list of three steps for new users.

Home Search ▾ + New ▾ Request ▾ Help

Announcements Register for an Account Login

CABARRUS COUNTY SEAL
NORTH CAROLINA

Concord
NORTH CAROLINA
High Performance Living

Search...

Home Plan Review Building and Trade County Enforcement Concord Planning

Advanced Search

User Name or E-mail: [REDACTED] Password: [REDACTED] Login »

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

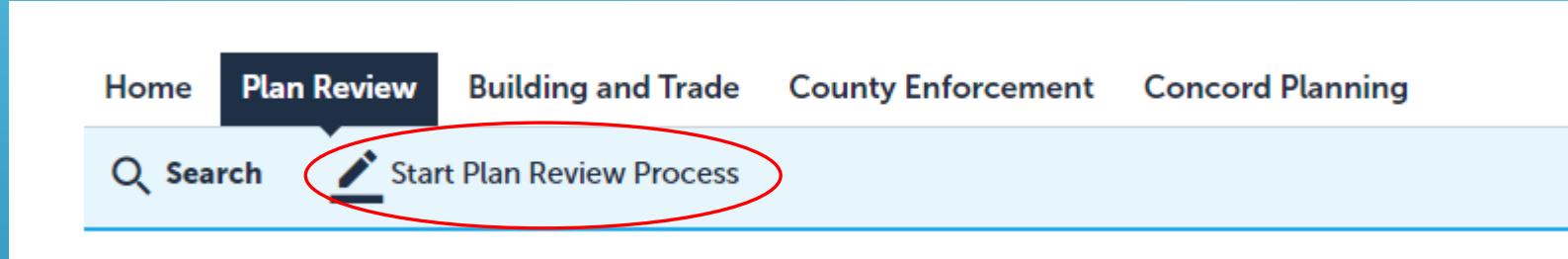
Welcome to ACCELA Citizen Access

Cabarrus County and the City of Concord are pleased to offer our citizens, businesses, and visitors access to our one stop shop planning, zoning, permitting and inspection services online, 24 hours a day, 7 days a week. Coming Fall of 2017 - City of Kannapolis will join our one stop shop ACCELA Citizen Access for Electronic Plan Review.

- 1) [Register for an ACA user account.](#)
- 2) [Authorize your ACA user account to pull permits and schedule inspections](#)
- 3) [Review submittal requirements for submitting plans for review](#)

SUBMITTING NEW RECORDS/PERMITS

- ▶ You can submit for a permit or plan review by going to the correlating tab, whether it's Plan Review, Building and Trade, or Concord Planning.



- ▶ Under each, there's a link to click to start a new application.
 - ▶ In Plan review, it says "Start Plan Review Process" as shown above.
 - ▶ In Building and Trade, the link says "Create Building and Trade Permit"
 - ▶ In Concord Planning, the link says "Concord Planning"

- ▶ Once you've begun an application, you first must accept the disclaimer in order to continue. Check that box, then you can click "Continue Application".

Online Permits Application

I certify that I am licensed by the appropriate NC licensing board and that my license is currently valid.

Additionally, I certify that I am in compliance with all North Carolina contractor laws regarding my license and this particular project and permit. I understand that obtaining a permit under false pretenses is illegal and may result in penalties, legal action, fines and/or prosecution to the extent allowed by law.

I have read and accepted the above terms.

[Continue Application »](#)

- ▶ You then enter in your work location. Put the street address in the From box, add the street name, then click Search. If more than one result shows, click “select” under the Action column to pick the correct one.

Enter Work Location

*Street No.:	To	*Street Name:
65	-	church

Search **Clear**

Select one address(2 items):
Showing 1-2 of 2

Address	Description	City	State	Zip	Parcel	Owner	Action
65 CHURCH ST N, 201874.00000000, CONCORD CABARRUS NC 28025	201874.00000000	CONCORD	NC	28025	56208848520000	FIRST PRESBYTERIAN CHURCH	Select
65 CHURCH ST S, 2195.00000000, CONCORD CABARRUS NC 28025	2195.00000000	CONCORD	NC	28025	56209779530000	CABARRUS COUNTY	Select

- On this next screen, you need to pick the service you're wanting.

Note - trade services only show if your license allows for that trade service and is up-to-date in our system.

The screenshot shows a user interface for selecting services. At the top, there is a search bar and a blue 'Search' button. Below the search area, a message says 'Select Services(19 services found):'. A list of services is displayed, each preceded by a small triangle icon indicating expandability. The services are categorized as follows:

- Plans Review
- Residential
- Commercial
 - Commercial Electrical New
 - Commercial Electrical Upfit
 - Commercial Mechanical New
 - Commercial Mechanical Upfit
 - Commercial Plumbing New
 - Commercial Plumbing Upfit
 - Electrical Saw Service
 - Water Heater Replacement
- Zoning

At the bottom of the list is a blue 'Continue Application' button.

- Once selected, click Continue Application

- ▶ In the next screen, make sure the information that appears under Parcel and Owner are correct, then click Continue Application.

The screenshot shows a web-based application titled "Owner". The form fields are as follows:

- Owner Name: CABARRUS COUNTY
- Address Line 1: P O BOX 707
- Address Line 2: (empty)
- State: NC
- Zip: 28026-
- City: CONCORD
- Buttons: Search, Clear
- Links: Save and resume later, Continue Application »

- Next, select your Applicant and Licensed Professional Account information. Then click Continue Application.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

[Select from Account](#) [Add New](#)

Licensed Professional List

Provide the information for the license professional that will be performing the work.

[Select from Account](#) [Look Up](#)

Showing 1-2 of 2

	License Number	License Type	Contact Name	Business Name	Business License #	Home Phone	Fax	Action
	8675309	ELECTRICAL	[REDACTED]	NE TEST CONTRACTOR	[REDACTED]	[REDACTED]	[REDACTED]	Edit Delete
	8675309	MECHANICAL	[REDACTED]	MECHANICAL	[REDACTED]	[REDACTED]	[REDACTED]	Edit Delete

[Save and resume later](#) [Continue Application »](#)

- ▶ Fill out the information in this next screen. Note – The orange asterisk items are required.
- ▶ Click Continue Application

ASI

GENERAL

*This permit is related Yes No to a Building Permit:

Building Permit:

*Estimated Cost: ⓘ

*Elec Utility Company:

*Brief Description:

Solar:

ELEC FIXTURES

New Service Qty:

Change Service Qty:

Service Size:

Service Size (if greater than 400):

New Service Fee:

Change Service Fee:

HVAC Wiring:

Misc Repair or Addition:

Well Service:

Signs:

Pools:

[spell check](#)

[Save and resume later](#)

[Continue Application »](#)

- On the next screen, review all that you've put in for accuracy. Then, check the box to agree to the explained terms once you've read them. Then, click Continue Application.

The screenshot shows a web-based application form for an ASI (Advanced Service Interface). The form is divided into two main sections: **GENERAL** and **ELBC FIXTURES**.
GENERAL:
This permit is related to a Building Permit: No
Building Permit:
Estimated Cost: 5000
Elec Utility Company: Concord Electric
Brief Description: testing testing
Solar: No
ELBC FIXTURES:
New Service Qty:
Change Service Qty:
Service Size:
Service Size (if greater than 400):
New Service Fee:
Change Service Fee:
HVAC Wiring:
Misc Repair or Addition:
Well Service:
Signs:
Pools:

Please verify you have included accurate information for this application. Repeated offenses of providing incorrect information will result in your license being revoked from pulling online permits.

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above

Date: 07/07/2017

[Save and resume later](#) [Continue Application >](#)

- The next screen shows the fees associated with your new application.

Electrical (Commercial New)

1 2 Contacts 3 Application Info 4 Review 5 Pay Fees 6 Record Issuance

Step 5: Pay Fees

Fees listed below are based on the information entered on the Application Information screen (step 3).

Please verify you have included accurate information for this application. Repeated offenses of providing incorrect information will result in your license being revoked from pulling online permits.

Return to the application information screen (step 3) to modify quantities if needed.

Application Fees

Fees (based on quantity information entered in Application Info)	Amount
Cabarrus - Electrical (est cost - new)	5000 \$75.00
Cabarrus - Technology Fee	1 \$2.25

TOTAL FEES: \$77.25

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#)

- Clicking Continue Application will allow you to make the payment.

- Fill out your payment information and then click Submit Payment.

Note – We only accept Visa and MasterCard credit cards.

Payment Options

Amount to be charged: \$77.25
Pay with Credit Card

Credit Card Information:

*Card Type: *Card Number: *Security Code: [?](#)
--Select--

*Name on Card: *Exp. Date:
 01 2017

Credit Card Holder Information:

Auto-fill with Mickey Farmer

Country:
United States

*Street Address:

*City: *State: *Zip:
 --Select--

*Phone:

E-mail:

Submit Payment »

FINDING YOUR RECORDS

- As always, you can click the tabs such as Plan Review, Building and Trade, or Concord Planning to find a list of your current records.

Home

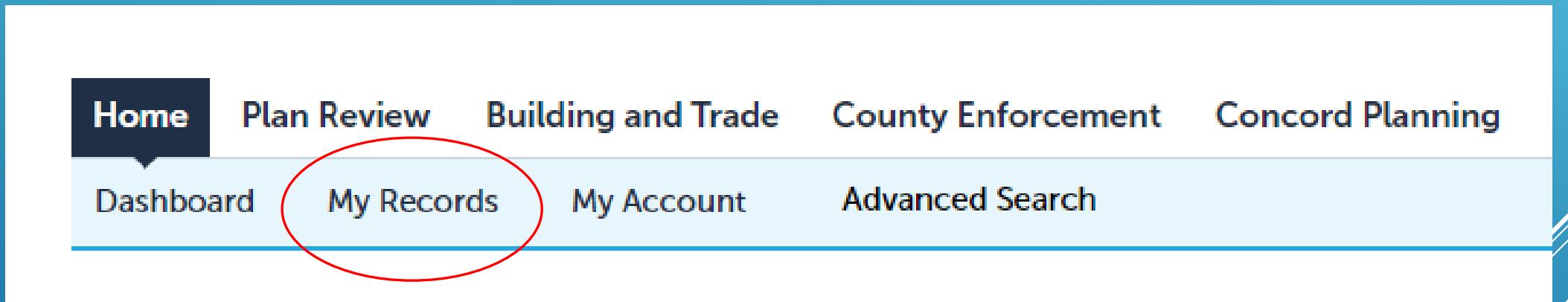
Plan Review

Building and Trade

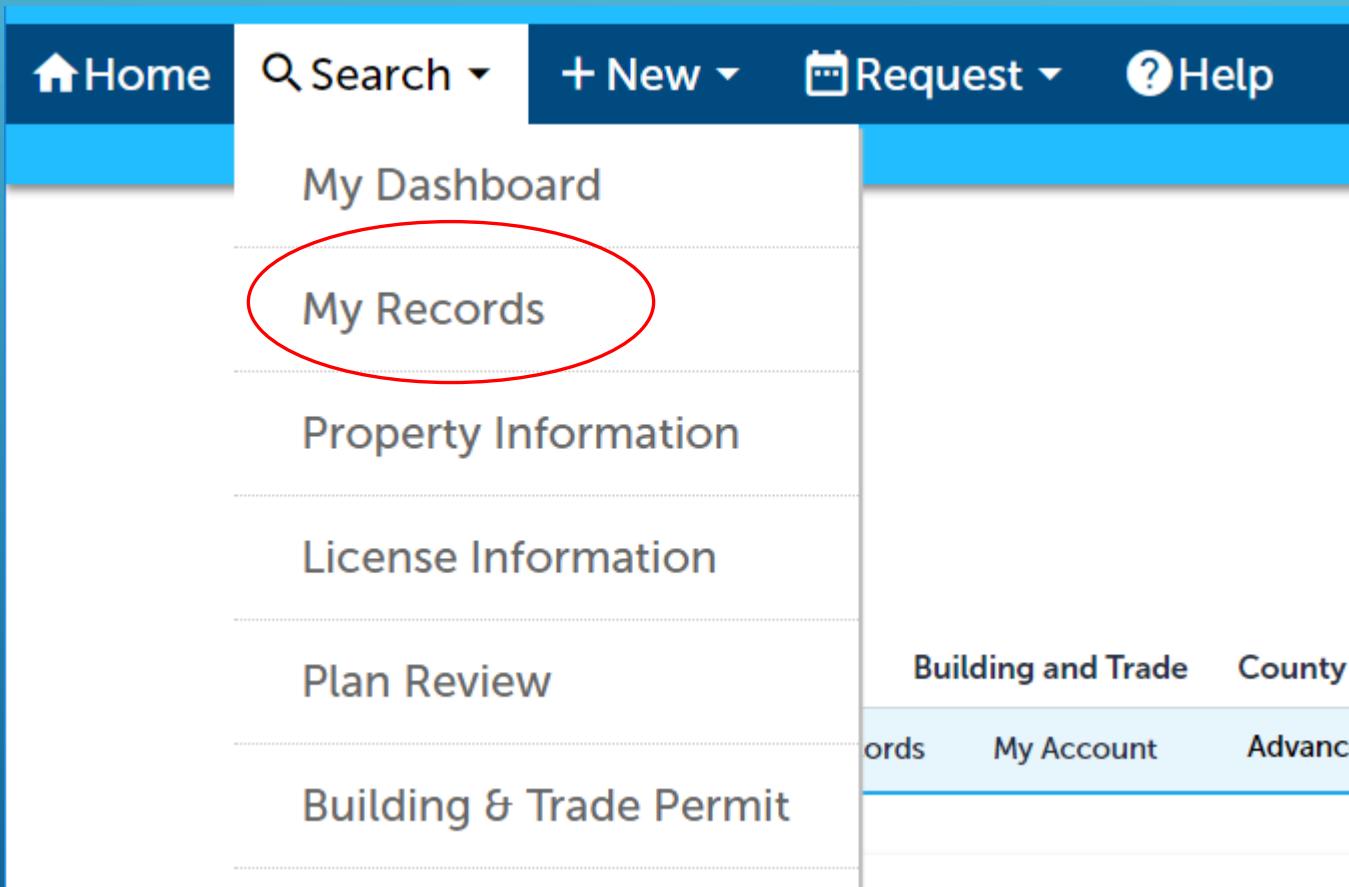
County Enforcement

Concord Planning

- ▶ You can now also click “Home” and then “My Records” to see your list all in one place.

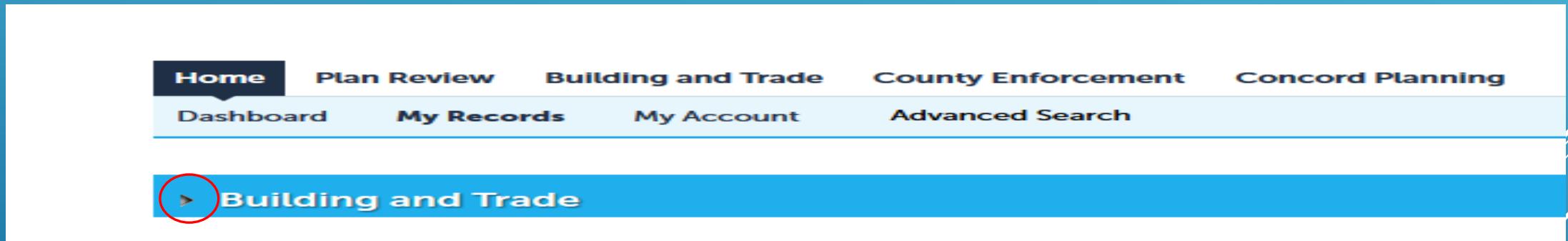


- ▶ Or, in the menu bar across the top, you can click “Search” and then choose “My Records”



MY RECORDS

- ▶ When viewing “My Records”, the records are grouped by Plan Review, Building and Trade, or Concord Planning.
- ▶ Click the arrow to the left of the group to see your list of records underneath.



- ▶ From this page, you can click the Permit Number to see more information and schedule inspections or click to resume an application you saved for later. You can also choose to add records to a Collection.

Building and Trade

Showing 1-10 of 15 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

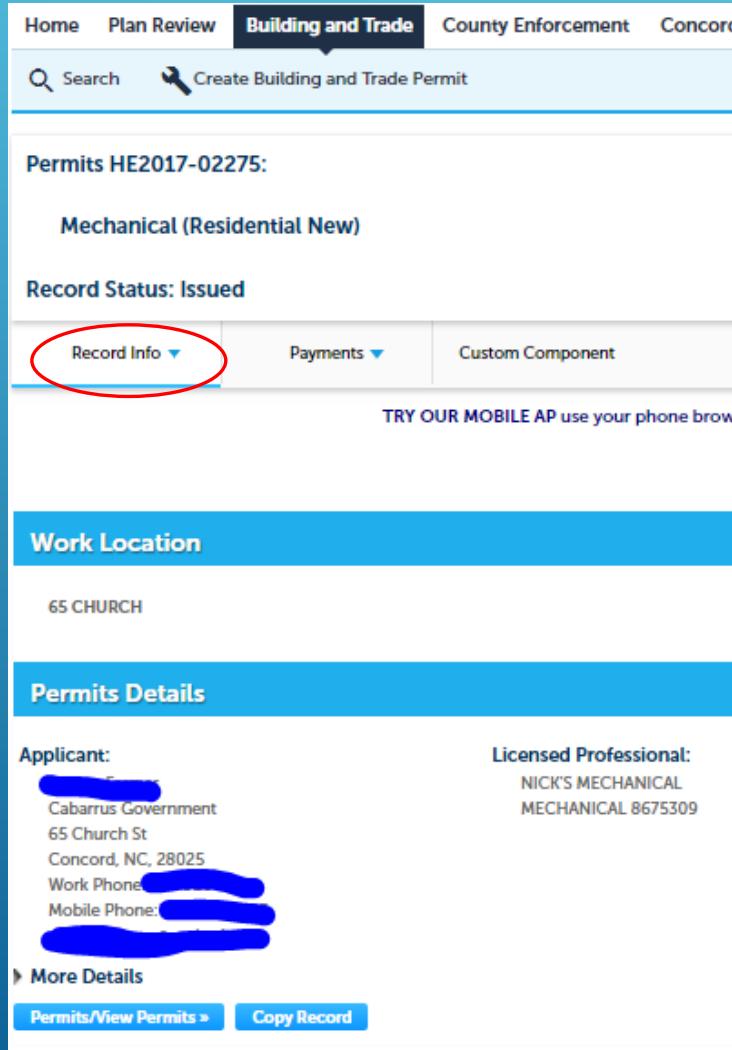
<input type="checkbox"/>	Date	Permits Number	Permits Type	Application Name	Address	Status	Action	Short Notes
<input type="checkbox"/>	06/24/2017	HE2017-02275	Mechanical (Residential New)	NICK'S MECHANICAL	65 CHURCH ST S, CONCORD NC 28025	Issued		65 CHURCH ST S
<input type="checkbox"/>	09/10/2013	13TMP-008174	Water Heater Replacement		65 CHURCH ST S, CONCORD NC 28025		Resume Application	65 CHURCH ST
<input type="checkbox"/>	09/10/2013	13TMP-008176	Water Heater Replacement		65 CHURCH ST S, CONCORD NC 28025		Resume Application	65 CHURCH ST

RECORD STATUS

- ▶ Click your Permit Number link to see more information for your record, such as status, print the permit, make a payment, or to schedule an inspection.

	Date	Permits Number	Permits Type
<input type="checkbox"/>	07/07/2017	17TTP-009552	Electrical (Commercial New)
<input type="checkbox"/>	06/24/2017	HE2017-02275	Mechanical (Residential New)

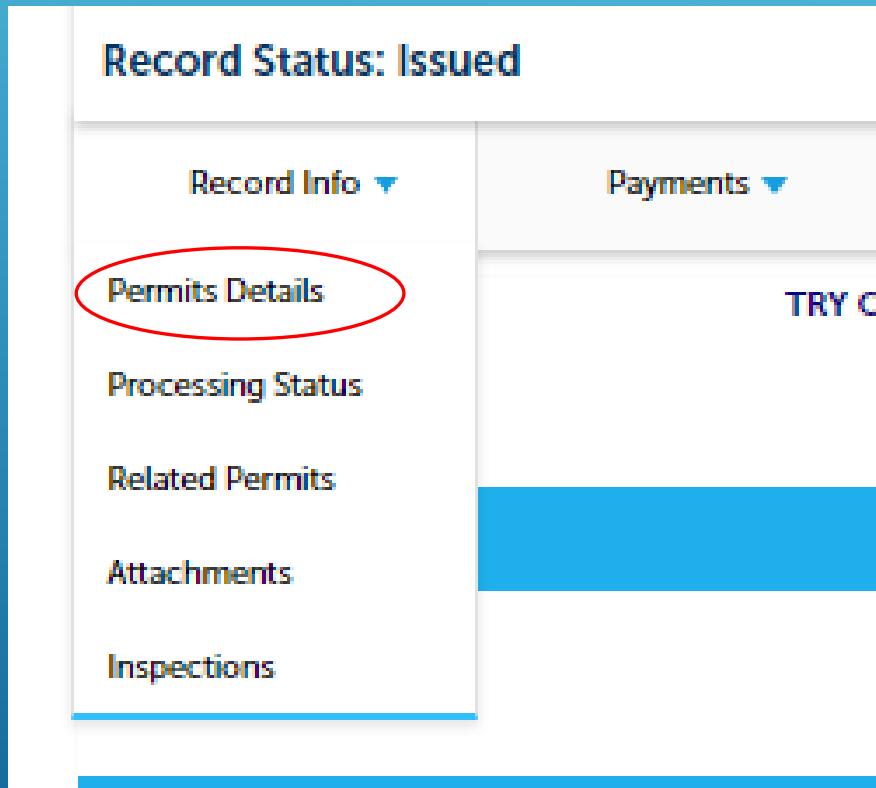
- ▶ You can also find a little more status information by clicking the dropdown arrow beside Record Info and choosing “Processing Status”



The screenshot shows a web-based permit management system. At the top, there's a navigation bar with links for Home, Plan Review, Building and Trade (which is currently selected), County Enforcement, and Concord. Below the navigation is a search bar and a button to 'Create Building and Trade Permit'. The main content area displays a permit record for 'Permits HE2017-02275', which is a 'Mechanical (Residential New)' permit. The 'Record Status' is listed as 'Issued'. A red oval highlights the 'Record Info ▾' button, which is part of a horizontal menu bar also containing 'Payments ▾' and 'Custom Component'. Below this, a message encourages users to try the mobile app. The 'Work Location' section shows the address '65 CHURCH'. The 'Permits Details' section contains information for the applicant and licensed professional. The applicant is listed as 'Cabarrus Government' with an address of '65 Church St, Concord, NC, 28025' and redacted phone numbers. The licensed professional is 'NICK'S MECHANICAL' with license number 'MECHANICAL 8675309'. At the bottom, there are buttons for 'Permits/View Permits ▾' and 'Copy Record'.

PRINT YOUR PERMIT

- When you first go to the Permit link, the Record Info selection is already on “Permits Details”.



- On this page, you can click the “Permits/View Permits” button to see/print your permit.

► **More Details**

Permits/View Permits ➤ **Copy Record**

 **Mechanical Residential New Permit HE2017-02275**

Cabarrus County, NC
(704) 920 - 2128
6/24/2017

Work Location: 65 CHURCH ST S
CONCORD, NC 28025

Contractor: [REDACTED]

License: [REDACTED]

Applicant: [REDACTED]

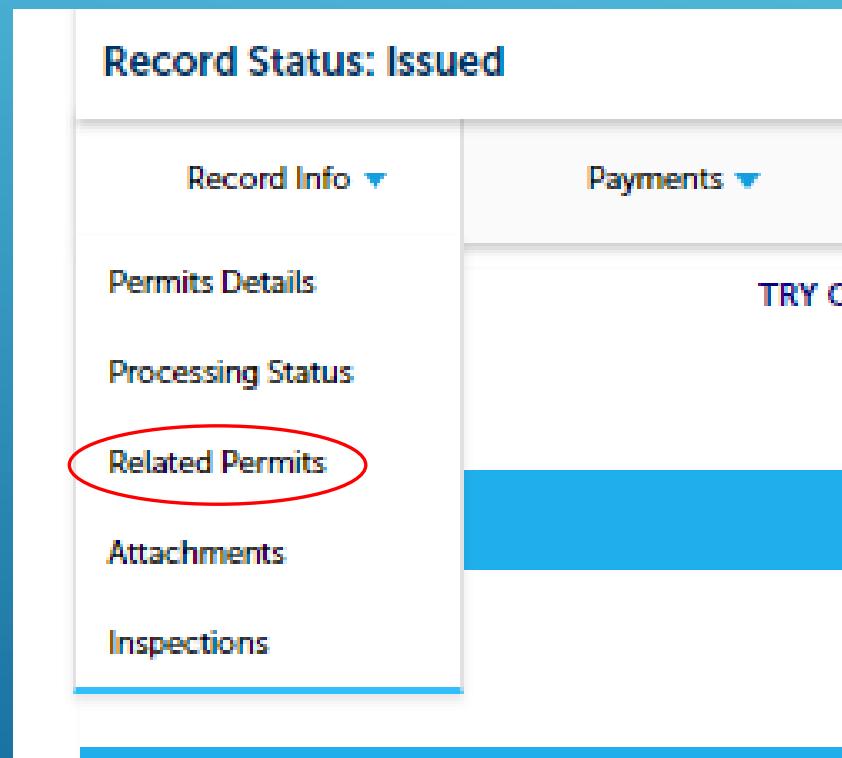
Owner: CABARRUS COUNTY

PERMIT DETAILS

General: **Fees:**

RELATED PERMITS

- ▶ Click the dropdown beside Record Info and choose “Related Permits” to see any permits associated with the one you are viewing.



- ▶ Clicking the View link to the right of that permit will allow you to see information on that permit.

Record Info ▾ Payments ▾ Custom Component

TRY OUR MOBILE AP use your phone browser and log in to <https://CitizenAccess.CabarrusCounty.us/AMCA>.

Work Location

65 CHURCH

Permits Details

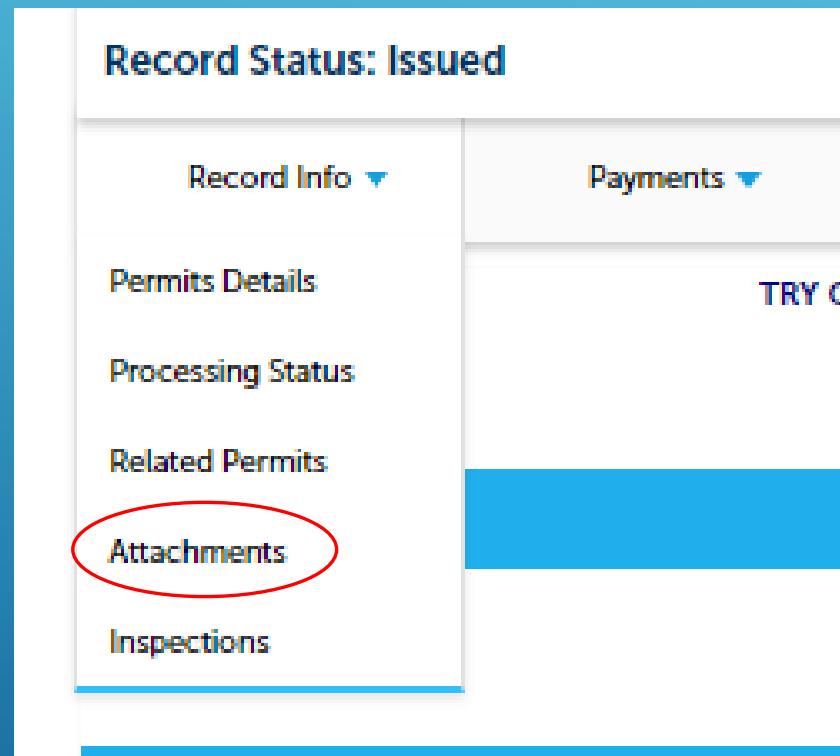
Applicant: [REDACTED] YOHO HEATING AND AIR 65 CHURCH ST CONCORD, NC, 28025	Licensed Professional: YOHO HEATING AND AIR 65 CHURCH ST CONCORD, NC, 28025 MECHANICAL 000008	Owner: CABARRUS COUNTY P O BOX 707 CONCORD NC 28026
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▶ More Details

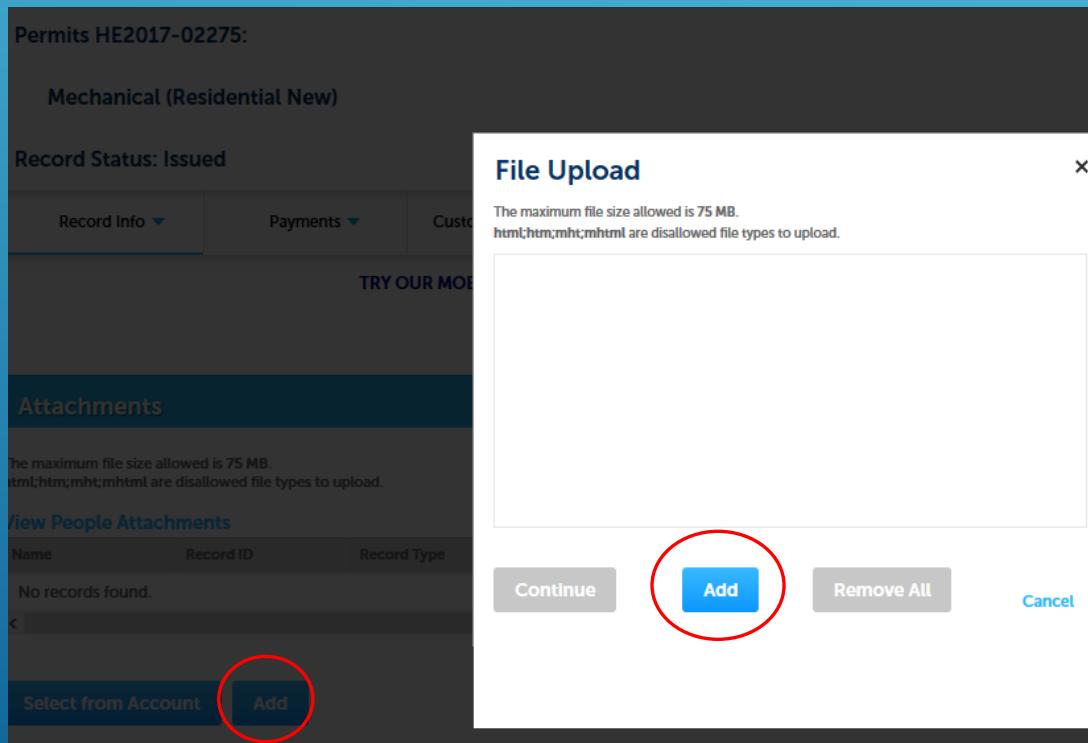
[Permits/View Permits »](#)

ADDING ATTACHMENTS TO A RECORD

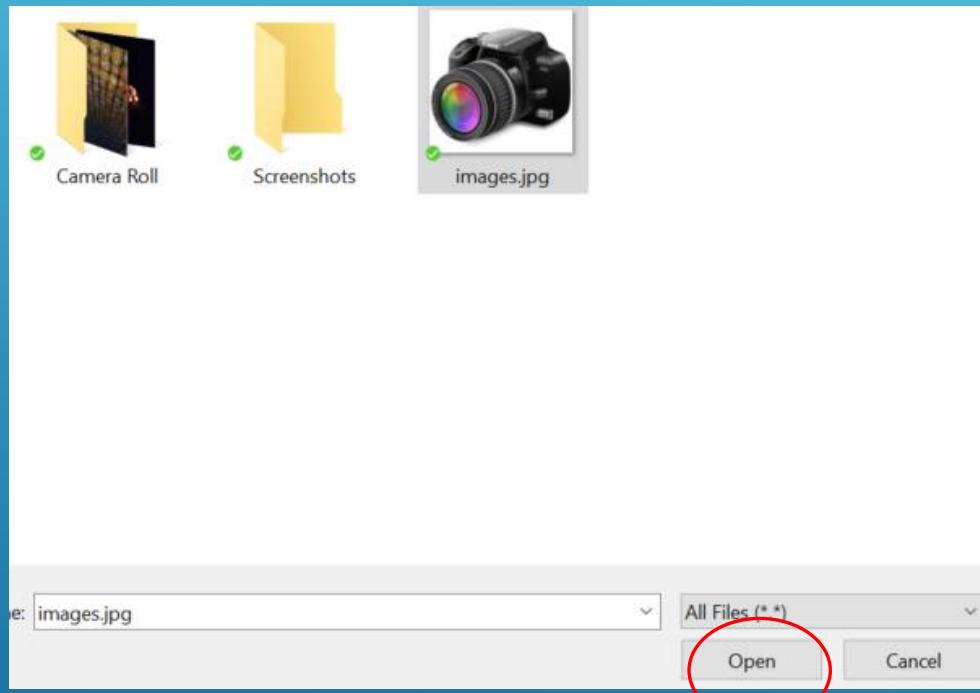
- ▶ Click the down arrow beside Record Info and choose “Attachments” to add an attachment to that record.



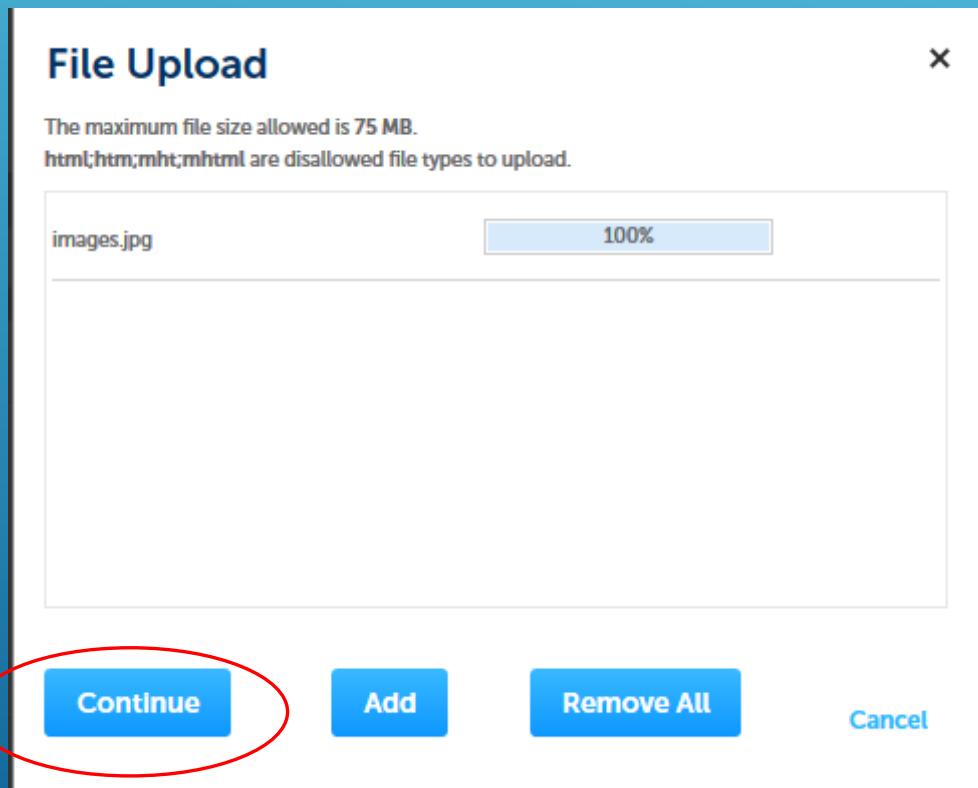
- ▶ Click Add on this screen to get the File Upload window. Then click Add on that screen.



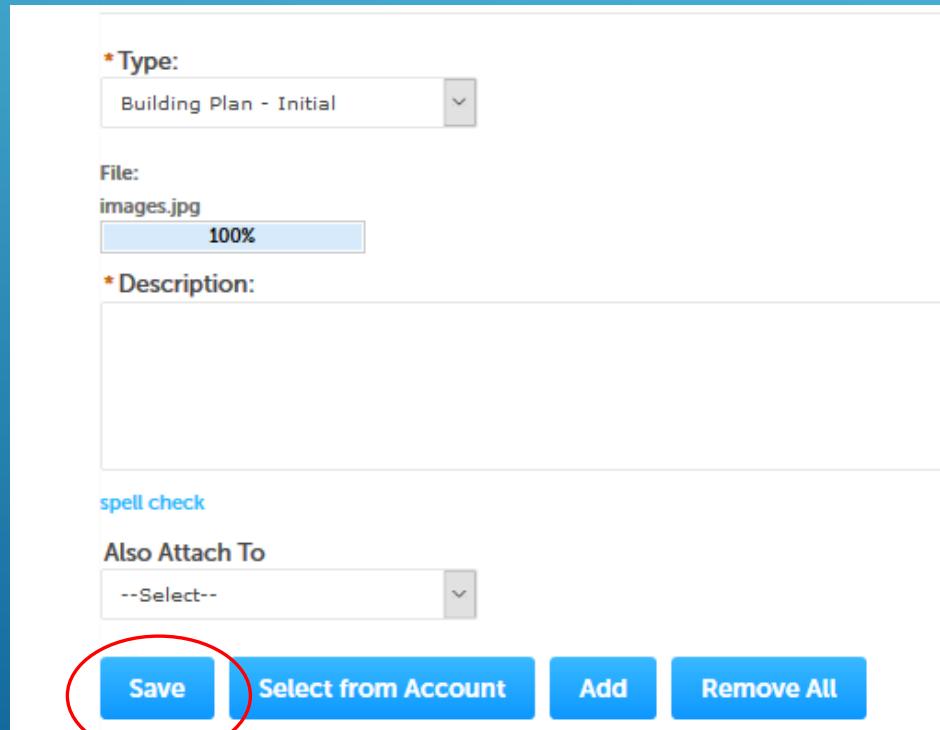
- Browse to the file you want to attach and click Open.



- ▶ Then click Continue.

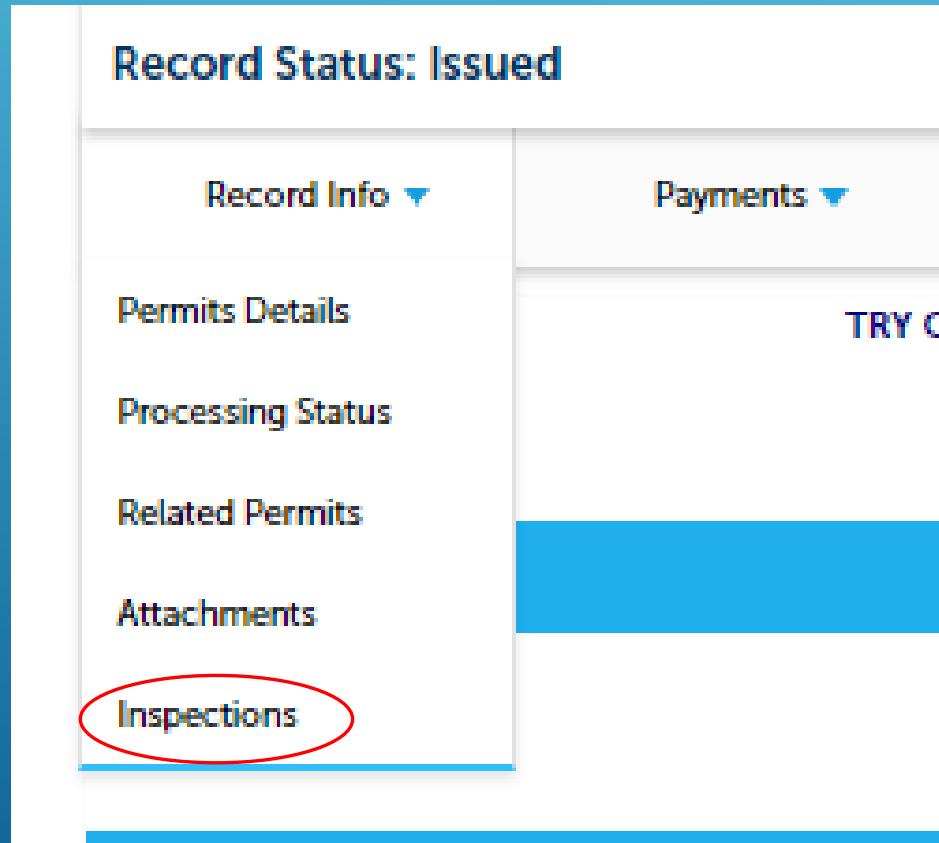


- ▶ You'll then see the attachment listed. Click Save to complete the process.

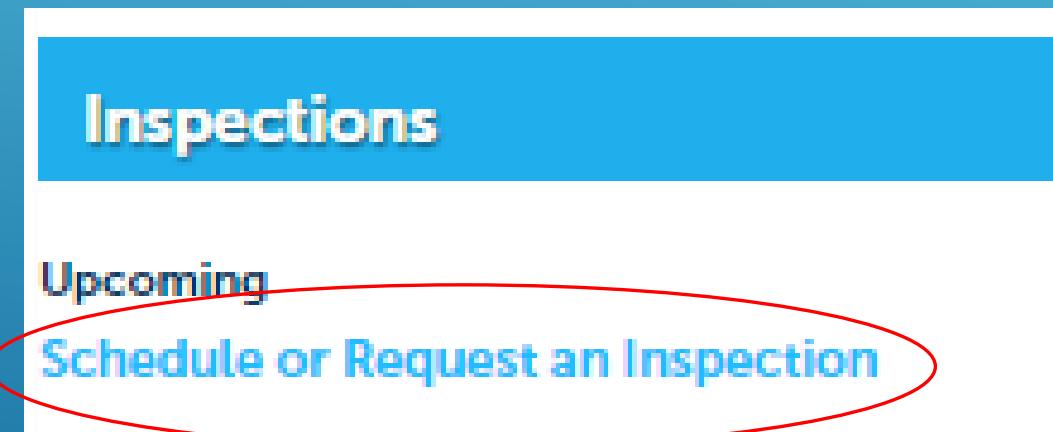


SCHEDULING INSPECTIONS

- ▶ Click the down arrow beside Record Info and choose “Inspections” to schedule an inspection for that record.



- ▶ Click “Schedule or Request an Inspections”.



► Next, choose the inspection type and click Continue.

Schedule/Request an Inspection

Available Inspection Types (11)

Show optional inspections

Admin QA (optional)
 Mech Above Ceiling (optional)
 Mech Rough In (optional)
 Mech Conference (optional)
 Mech Final (optional)
 Mech Final / Temp CO (optional)
 Mech Gas Logs (optional)
 Mech Gas Test (optional)
 Mech Kitchen Hood (optional)
 Mech Pre-Fab Fireplace (optional)

[< Prev](#) [1](#) [2](#) [Next >](#)

Continue [Cancel](#)

- ▶ Choose the date, the time (Note times are by whole days), then click Continue.

Schedule/Request an Inspection

Inspection type: Mech Final

To continue, select a requested date and time range by clicking a link on the calendar below:

Jul 2017							Aug 2017							Sep 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1			1	2	3	4	5		1	2				
2	3	4	5	6	7	8	6	7	8	9	10	11	12	3	4	5	6	7	8	9
9	10	11	12	13	14	15	13	14	15	16	17	18	19	10	11	12	13	14	15	16
16	17	18	19	20	21	22	20	21	22	23	24	25	26	17	18	19	20	21	22	23
23	24	25	26	27	28	29	27	28	29	30	31			24	25	26	27	28	29	30
30	31																			

[« Prev](#) [Next »](#)

All Day (07:00 AM - 05:00 PM)

Continue [Back](#) [Cancel](#)

- ▶ On the next screen, confirm the contact information is correct or click to Change Contact. Then click Continue.

Schedule/Request an Inspection

Inspection type: Mech Final

Location and Contact

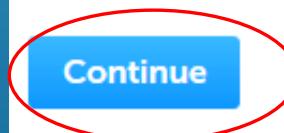
Verify whether the location and contact person for the selected inspection are correct.

Location
65 CHURCH

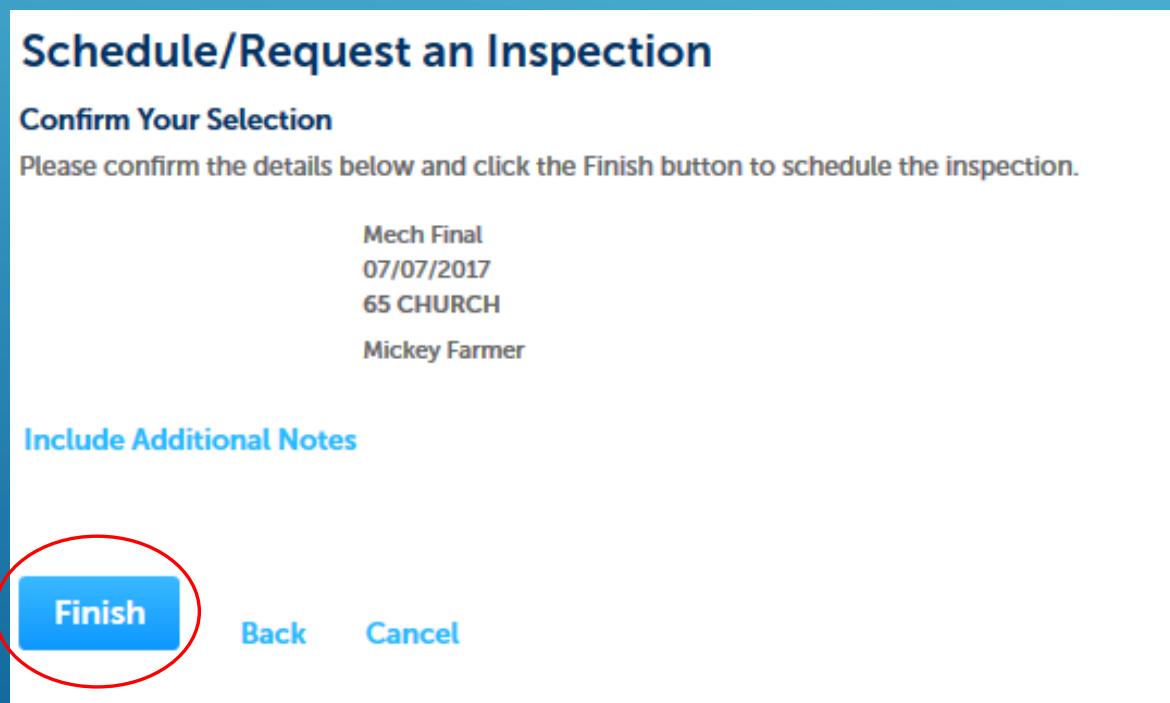
Contact
Mickey Farmer

[Change Contact ▾](#)

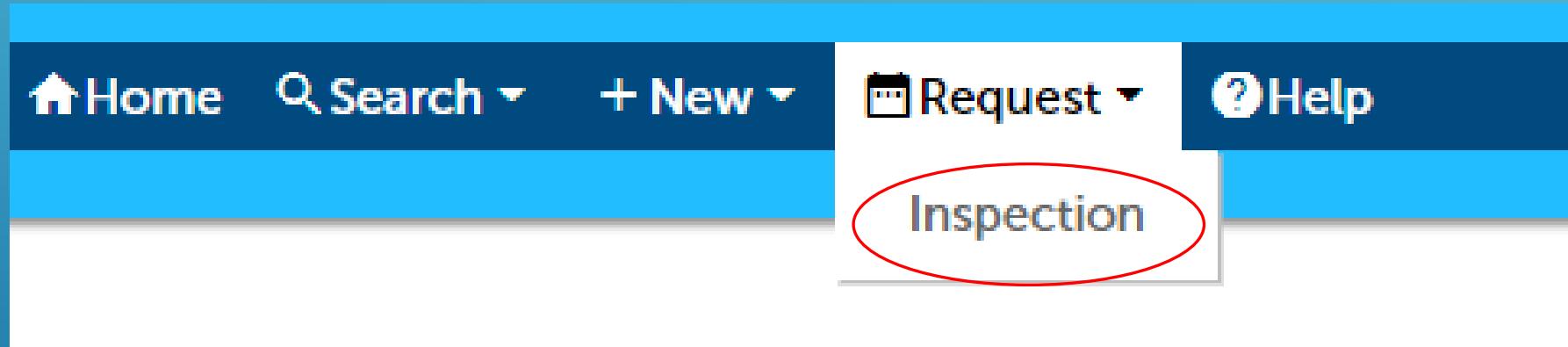
Continue [Back](#) [Cancel](#)



- ▶ Confirm the details of the inspection request and click Finish. You can also choose to include optional “Additional Notes”.



- ▶ You can also click Request in the top menu bar and choose “Inspection” which will take you to your list of records to choose which one you’d like to have an inspection added.

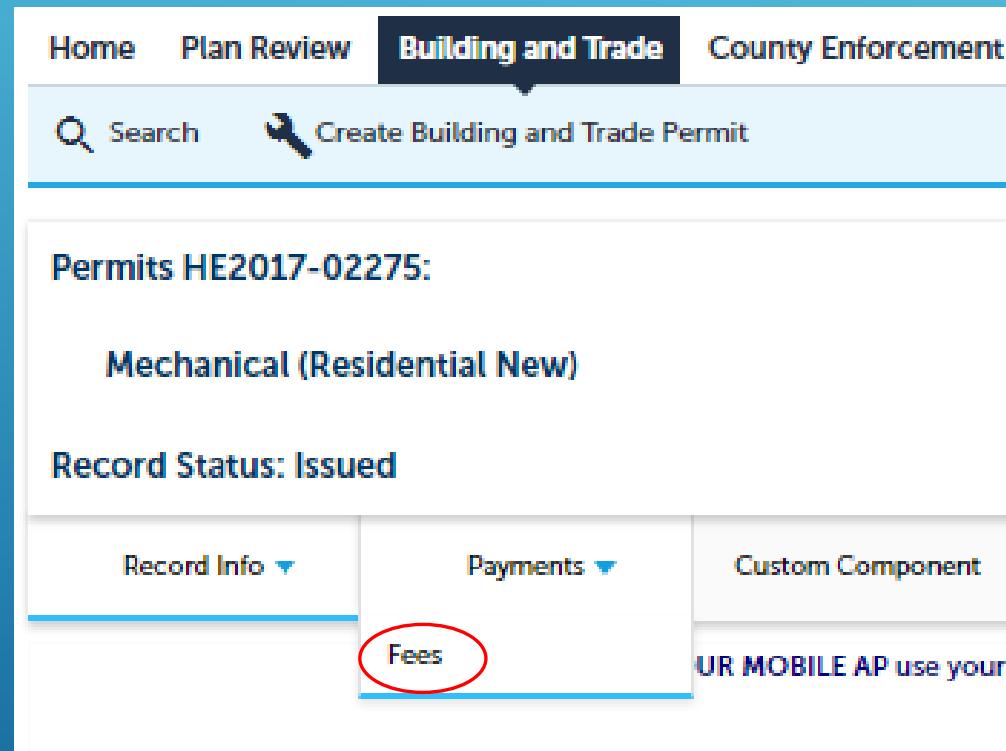


- ▶ This will show your list of records that can then be individually clicked on.

Building and Trade								
Showing 1-10 of 16 Download results Add to collection Copy Record								
Date	Permits Number	Permits Type	Application Name	Address	Status	Action	Short Notes	
07/07/2017	17TMP-009552	Electrical (Commercial New)	NICK'S MECHANICAL	65 CHURCH ST S, CONCORD NC 28025		Resume Application	65 CHURCH ST S	
06/24/2017	HE2017-02275	Mechanical (Residential New)	NICK'S MECHANICAL	65 CHURCH ST S, CONCORD NC 28025	Issued		65 CHURCH ST S	
09/10/2013	13TMP-008174	Water Heater Replacement		65 CHURCH ST S, CONCORD NC 28025		Resume Application	65 CHURCH ST S	

VIEWING PAYMENTS/PRINTING RECEIPTS

- With a record pulled up, click the dropdown arrow beside Payment and choose “Fees”.



- ▶ You'll see a list of fees which you can individually click "View Details" to see more information, including the ability to print it as a receipt.

 Cabarrus County
65 Church Street S
Concord, NC 28025

Paid Receipt Number: 533859

Record Number: HE2017-[REDACTED]
Record Type: ACA / MECHANICAL RESIDENTIAL UPFIT / NA
Record Address: [REDACTED]
CONCORD, NC 28027

Applicant: [REDACTED]
Applicant Address: [REDACTED]
CONCORD, NC 28025

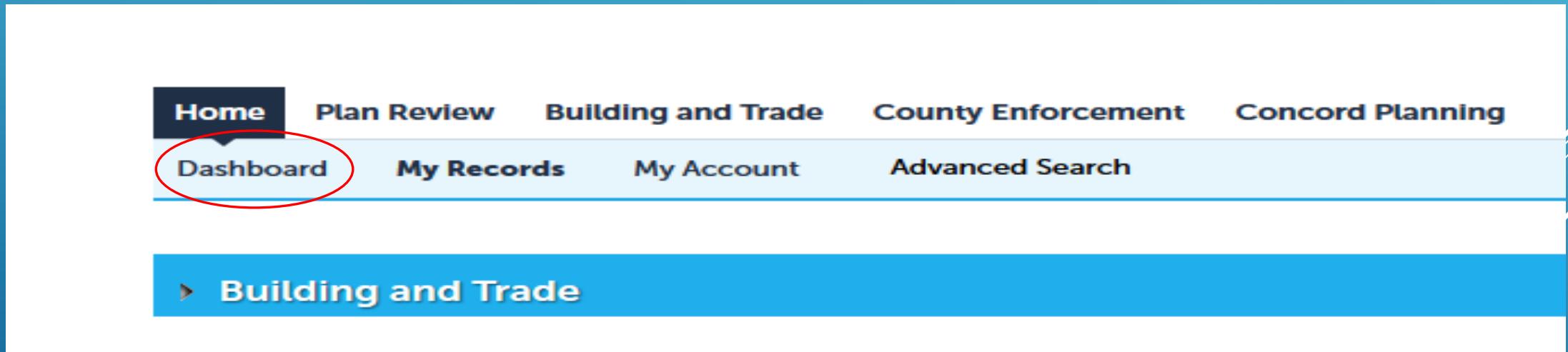
Licensee: [REDACTED] HEATING & COOL
Licensee Address: [REDACTED]
CONCORD, NC 28025

Description:

Date	Amount	Pay Method	Reference Number	Cashier ID	Payee
7/6/2017 9:23 AM	\$36.05	Credit Card	[REDACTED]	PUBLICUSER [REDACTED]	[REDACTED]

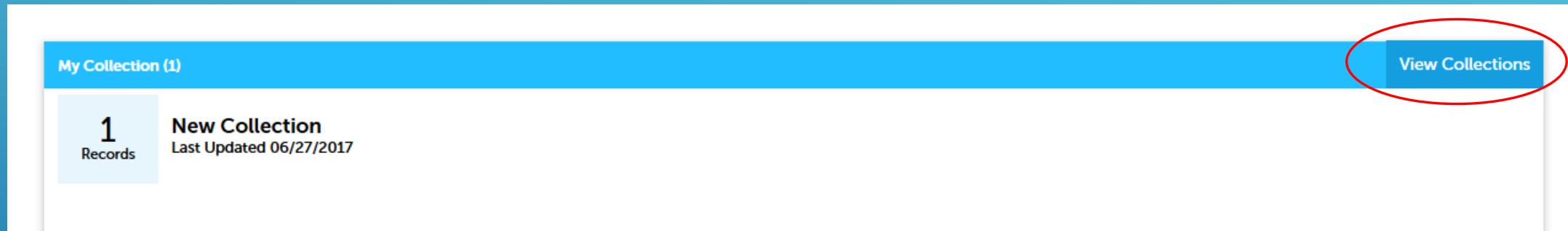
DASHBOARD

- With the new version, you now have a Dashboard that gives you access to “Collections” and “Work in Progress”.



COLLECTIONS

- Collections are a kind of filing cabinet you can create to organize your records.
Click “View Collections” to see what’s in each of your collections.



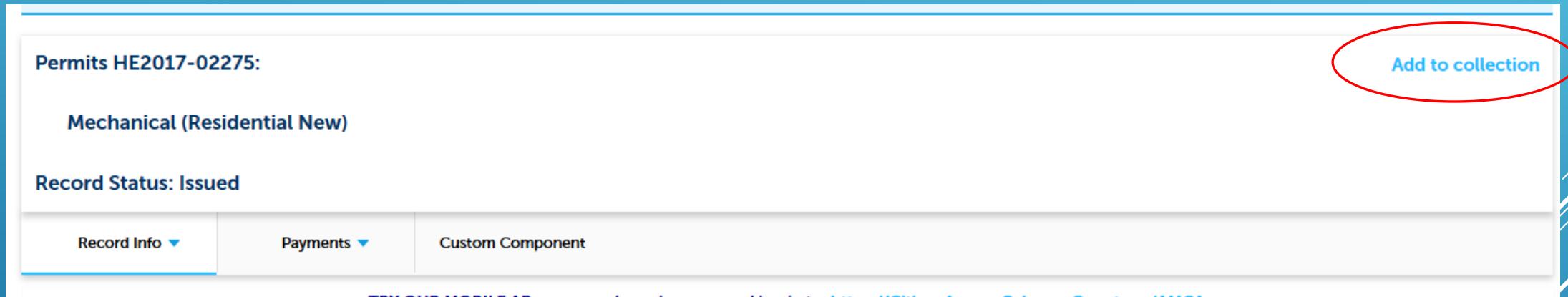
- ▶ Here, you can click into the collections by clicking on the collection name.

Collections				
This is a list of your collections. To manage a collection, click the link next to the collection name.				
Showing 1-1 of 1				
Date Modified	Name	Description	Number of Records	
06/27/2017	New Collection	these are just for Subdivision X	1	Delete

- ▶ Deleting the collection only deletes the collection, not the records inside the collection.

MAKING A COLLECTION

- ▶ You create a collection by pulling up your record and clicking “Add to a Collection”.



- ▶ You can also pull up your full list of records, such as in “My Records,” add checkmarks to the record(s) you want to add to a collection and click “Add to Collection”.

The screenshot shows a user interface for managing permits. At the top, there is a navigation bar with links for Dashboard, My Records, My Account, and Advanced Search. Below this, a blue header bar displays the category "Building and Trade". Underneath, a message indicates "Showing 1-10 of 15" and provides links for "Download results", "Add to collection" (which is circled in red), and "Copy Record". A table lists 10 permit records, each with columns for Date, Permits Number, Permits Type, Application Name, Address, Status, Action, and Short Notes. The first record in the list has a checked checkbox in the "Action" column, and the "Permits Number" column contains a link "HE2017-02275".

<input type="checkbox"/>	Date	Permits Number	Permits Type	Application Name	Address	Status	Action	Short Notes
<input checked="" type="checkbox"/>	06/24/2017	HE2017-02275	Mechanical (Residential New)	NICK'S MECHANICAL	65 CHURCH ST S, CONCORD NC 28025	Issued		65 CHURCH ST S
<input type="checkbox"/>	09/10/2013	13TMP-008174	Water Heater Replacement		65 CHURCH ST S, CONCORD NC 28025		Resume Application	65 CHURCH ST

WORK IN PROGRESS

- The Work in Progress section of your Dashboard shows you records that you've "Save and Resume Later" and allows you to click to Resume them.

Work in progress ⓘ					View All Records
Record Name	Record ID	Module	Creation Date	Action	
Water Heater Replacement	13TMP-008174	Permits	9/10/2013 12:00:00 AM	Resume Application	
Water Heater Replacement	13TMP-008176	Permits	9/10/2013 12:00:00 AM	Resume Application	
Water Heater Replacement	13TMP-008177	Permits	9/10/2013 12:00:00 AM	Resume Application	
Mechanical (Commercial New)	13TMP-004814	Permits	5/31/2013 12:00:00 AM	Resume Application	
Electrical Saw Service	13TMP-000474	Permits	1/16/2013 12:00:00 AM	Resume Application	

Q&A

