Getting Started

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Accela Citizen Access

Contents

Getting Started

The City of Spokane website offers many routes to Citizen Access, or you can directly bookmark the site address: https://www.spokanecity.org/permits/

Layout & Navigation

Citizen Access is organized by sections, as you see in the picture below:

Without registering for an account you can:

> Perform searches and export data
>
> Renew your license
>
> Create reports
>
> View records with comments (where applicable)
>
> View inspections from 1993 to present

Registering for an account as a licensed professional gives you access to additional features:

> Pull permits
>
> Schedule inspections
>
> Check the status of your permits and applications

Searching

The City of Spokane's Citizen Access will refer to "records". A record can be a permit, application, license, site visit, etc. You can search the City's permitting database records a few different ways, but the easiest method is Global Search. The search bar is always located towards the top of the screen:

You can use this search feature by inputting record / permit number, address, owner, etc. to get all matching results from the database, regardless of the department originating the record.

Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.

You can click on one of the recent searches to perform that search again.

If you would like to search more specifically, go to one of the sections (Building, Engineering, Planning, Treasurer, etc.). After doing so, you will see a number of search fields available from the dropdown menu in the gray "**General Search**" bar. You can search by Address (see Tip below), Contractor or other Licensed Professional, Record/Permit Information, Trade Name or a Contact Name.

> **When searching by address, minimal entries will result in better search results. For example:**
> - Entering 633 for a street number will result in all addresses where 633 is associated with the search. You can then pick the correct address.
> - Entering <u>600 S</u> instead of <u>600 South</u> displays more results
> - If your search does not return any information, delete your input and change to a new group to search. (If you first searched by Permit Number, clear the data before moving to search by Address.)

Export Search Results

After you perform a search, you have the option of exporting the results. Click on "**Download results**" and the resultant CSV file can be opened with Microsoft Excel or any spreadsheet program.

View Specific Permit Details

After searching for records / permits, you can view a specific record's details by clicking on the record number, such as "**P1203322OBDD**" as pictured below:

Permit Specific Information

Once you're looking at a particular record, you have access to a large amount of information. Besides being able to view information at a glance, you can also choose to view "**More Details**".

To view additional details or to expand the areas for a record:

- When you see a right-facing arrow ▶ click on the actual arrow itself, not the wording, as shown in the example to the right.
- When you see a plus sign [+] click on it to expand the details even further.

View Inspection Details

To view the past and upcoming inspections for a record, expand the grey "Inspections" bar when viewing an individual permit. All the completed inspections will be listed, including the date they were performed, the inspector, the results, etc. You may also get more information by clicking on "View Details" and see upcoming scheduled inspections.

View Processing Status & Review Comments

You can view the entirety of a permit's workflow and comments by using the "Status" bar when you're looking at a specific permit. Click on the rightward arrow ▶ on the "Processing Status" grey bar. You can then see all the workflow steps and their completion dates. Completed steps will have a green checkmark next to them, whereas the current tasks will have an hourglass indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [**+**] to see the entire comment.

View Attachments/Documents

If any attachments have been uploaded to the record, you will see them here and in many cases be able to view or download a copy.

View Related Records/Permits

Many records are connected to one another, particularly if they're part of the same project. You can see related records to an individual permit by expanding the "Related Records" section.

View Certificate of Occupancy Status & Review Comments

In the list of permits that displays after a search, the status for the Building Permit (*identified on the right side of the permit list*) will be **CO Final** if the CO has been issued or **CO Pending** if the CO is ready to be issued. The permit will have a status of **Issued** if the Building Inspector has not approved the Final Inspection. The status after that will be **Final Inspection Done** if there are still outside agencies that need to approve the occupancy of the building.

To view the CO status and comments made by the various agencies, click on the Record Number, which will take you to the **Permit Details** page. If there are comments, you may click on the plus sign [**+**] to see the entire comment. Completed reviews will have a green checkmark next to them, whereas the current tasks will have an hourglass indicating that step has not been completed. Departments not required for CO approval do not have a symbol in front of the department name.

EXAMPLE: Record details to view or download

▼ **More Details**
   ⊞ **Application Information**
   ⊞ **Parcel Information**

[Print/View Record]   [View Plan Review Info »]

▼ **Fees**

Paid:

Date	Invoice Number	Amount
09/10/2012	1066523	$140.00

Total paid fees: $140.00

▼ **Inspections**

Upcoming

You have not added any inspections.
Click the link above to schedule or request one.

Completed (1)
Final - 1

Final Final Inspection (932744)   **View Details**
Result by: Stephen P Cappellano on 10/03/2012 at 11:29 AM

▼ **Processing Status** *Click the arrow next to the task to access processing status details and comments.*

✔ ▼ *Application Submittal*
         Due on **09/10/2012**, *assigned to* **TBD**
         Marked as **Approved** *on* **09/10/2012** *by* **Colleen Rugg**
✔ ▼ *Pavement Cut Policy*
         Due on **09/10/2012**, *assigned to* **TBD**
         Marked as **Not Required** *on* **09/10/2012** *by* **Colleen Rugg**
✔ ▶ *Review by Staff*
✔ ▶ *Traffic Control Plan*
✔ ▶ *Management*
✔ ▶ *Permit Issuance*
✔ ▶ *Inspections*
✔ ▶ *Closure*

▼ **Attachments**

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	A
No records found.							

◀ ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬

▼ **Related Records**

[View Entire Tree »]

Record Number	Record Type	Project Name	Date	View
▼ P1203106OBDD	Street Obstruction Daily Dig Permit		08/24/2012	View
P1203322OBDD	**Street Obstruction Daily Dig Permit**		**09/10/2012**	

Register for an Account – Additional Capabilities

An account is not required to search for, view, or print permit information. These tasks can be performed by selecting the Check / Research Permits link on the Home Page or by clicking on one of the Respective Department tabs.

Benefits for Registered Users

Contractors, Architects, and Engineers will benefit from registering, as they will gain a listing of the most recent permits associated to their license once they have added their Washington State License information to their account. This will provide the ability for appropriately licensed professionals to purchase some permit types online and schedule inspections. As a registered user, you will not have to enter your license information each time you pull a permit, as the system will store that in your account.

Before you register, make sure you have:
- User name & password of your choice
- Contact information (including email address)
- Washington State License Number(s)
  - This will be added into Account Management after you login to the system with your new account.

Account Management

As a contractor, there may be circumstances when staffing changes or a license number might change. It is very easy to go into your account to make changes when necessary.

1) Login to your account.
2) Click on Account Management.
3) Determine which area needs to be changed and expand that section.
4) Save your changes.

Did you forget your password?
At your request, a new password will be emailed to you. However, you will still need to remember the answer to your security question, so don't forget your answer.

Renew Your Licenses & Pay Fees Due

Gas Heating Mechanic & Boiler Operator Licenses:

1) Login to your account at www.spokanecity.org/permits.
2) In the blue quick link box, click **Check/Research Permits.**

3) Scroll down to the **General Search** area and enter your license number in the **Record/Permit Number** field, then scroll down and click the **Search** button.
4) Under the column titled "Action" click **Pay Fees Due.**
5) Verify the fees due, then click **Continue Application.**
6) Choose your payment method, and proceed accordingly. Click **Submit**.
7) Click **Print/View Record** to provide a receipt for your transaction. A copy of the license will be sent to you in the mail.

Apply for Permits Online

There are slight differences in the information gathered for record types, but the first five steps below are the same.

1) Login to your account at www.spokanecity.org/permits.
2) In the blue quick link box, click **Apply for Permit.**
   a) After reading the disclaimer, indicate that you have read and accepted the terms. Click **Continue Application**.
   b) Select your license from the drop down menu and the type of permit for which you'd like to apply.
3) Enter the **Work Location.**
   a) For best results, input only the street number and street name, then **Search.**
   b) The parcel and owner information will automatically be included.
   c) Scroll to the bottom of the page, then click **Continue Application**.
4) Your contractor's license data will appear.
   a) Scroll to the bottom of the page, then click **Continue Application**.
   b) This step may require entering a first and last name (initials will work).
5) Input your **Applicant Information.**
   a) Do this quickly by marking the **Auto-fill** checkbox.
   b) Scroll to the bottom of the page, then click **Continue Application**.
6) Identify **Application Information.**
   a) The details requested here may differ depending on the type of permit for which you are applying. More information about this is available below, by permit type.
7) Move to the **Detail Information** section.
   a) See specific permit type instructions to complete this area.
   b) Click **Continue Application**.
8) Please **Review** your application information carefully.
   a) Verify that the job address & descriptions are accurate.
   b) Scroll down, then click **Continue Application**.
9) Review the **Fees**. then click **Continue Application**.
10) Enter your **Payment Information**. You can pay by credit card or trust account.
    a) If paying by credit card, do not put spaces or dashes between the numbers.
    b) To pay with a trust account, you need to set up a deposit account with the City of Spokane. Call or visit the Development Services Center for information about getting the process started.
    c) Click **Submit**.
11) You are now able to print or view your permit by clicking **Print/View Record**.

More questions? Forget your password?
We are here to assist you during normal business hours: Monday – Friday 8:00 a.m.-5:00 p.m.

SPOKANE PLANNING & DEVELOPMENT | 808 W. SPOKANE FALLS BLVD. | SPOKANE, WA 99201
WWW.SPOKANECITY.ORG | Phone: 509.625.6300 | FAX: 509.625.6013

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Roofing Permits

Complete steps 1-5 for all permit applications. (See Apply for Permits Online reference page)

6) Identify **Application Information.**
   a) **Commercial/Residential** (each building requires a separate permit)
   b) **Roof Slope** (permits for flat roofs require engineering and must be obtained at City Hall)
   c) **Number of Squares to Install**
   d) **Cost of Project** (bid amount)
   e) **Property Owner, Business, or Building Name** (homeowner's last name or the name of the business or apartment building being reroofed)
   f) **Additional Information** (other details you want to give the inspector)
7) Move to the **Detail Information** section.
   a) Bypass these fields by placing an "**X**" in each box. Our system auto-fills the areas after permit fees have been paid and will display on the permit printout based on the **Application Information** section.
   b) Click **Continue Application**.
8) Please **Review** your application information carefully.
   a) Verify that the job address & descriptions are accurate.
   b) Scroll down, then click **Continue Application**.
9) Review the **Fees**, then click **Continue Application**.
   a) Fees auto-calculate based on the application information entered previously.
10) Enter your **Payment Information**. You can pay by credit card or trust account.
   a) If paying by credit card, do not put spaces or dashes between the numbers.
   b) To pay with a trust account, you need to set up a deposit account with the City of Spokane. Call or visit the Development Services Center for information about getting the process started.
   c) Click **Submit**.
11) You are now able to print or view your permit by clicking **Print/View Record**.

Electrical, Mechanical & Plumbing Permits

Complete steps 1-5 for all permit applications. (See Apply for Permits Online reference page)

6) Identify **Application Information.**
   a) **Commercial/Residential**
   b) **New/Addition/Remodel**
7) Move to the **Detail Information** section.
   a) **General Description** is for the job title.
      i) Please identify if the work being performed is a NEW building, REMODEL or ADDITION of an existing structure. Then put in the OWNER and TYPE OF OCCUPANCY or the BUSINESS NAME.
         (1) *Example: REMODEL SMITH RESIDENCE or NEW SFR – SMITH HOME BUILDERS*
   b) **Detailed Description** is used to identify the specific work that is being permitted and the location within the building.

(1) *Example: PLUMB BASEMENT BATHROOM or WATER HEATER 3RD FLOOR*
Click **Continue Application**.

8) Please **Review** your application information carefully.
   a) Verify that the job address & descriptions are accurate.
   b) Scroll down, then click **Continue Application**.
9) Select the appropriate **Fees.**
   a) Note that fees may require different types of information: square footage, quantity of items, amperage, etc.
   b) The default minimum fee is $15, which will automatically reduce or be voided after fees are selected.
   c) It is not necessary to click the **Recalculate** button but you can click if you want to see the total fees before you continue.
   d) Click **Continue Application**.
10) Enter your **Payment Information**. You can pay by credit card or trust account.
   a) If paying by credit card, do not put spaces or dashes between the numbers.
   b) To pay with a trust account, you need to set up a deposit account with the City of Spokane. Call or visit the Development Services Center for information about getting the process started.
   c) Click **Submit**.
11) You are now able to print or view your permit by clicking **Print/View Record**.

Manage/View/Print Your Permits

Once you have logged in and your account has been linked, you can readily access your permit(s) and record(s). Simply click on one of the section tabs at the top of the screen ("Building", "Engineering", etc.).

Navigate to the specific permit by searching or under **My Permits**, then click on the record number. Scroll down to see all available information, expanding different sections as needed.

To view additional details or to expand the areas for a record:
- When you see a right-facing arrow ▶ click on the actual arrow itself, not the wording.
- When you see a plus sign [+] click on it to expand the details even further.

Processing Status, Attachments & Related Records

You can view the entirety of a permit's workflow and comments by using the "Status" bar when you're looking at a specific permit. Click on the rightward arrow ▶ on the "Processing Status" grey bar. You can then see all the workflow steps and their completion dates. Completed steps will have a green checkmark next to them, whereas the current tasks will have an hourglass indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [+] to see the entire comment.

If any attachments have been uploaded to the record, you will see them here and in many cases be able to view or download a copy.

Many records are connected to one another, particularly if they're part of the same project. You can see related records to an individual permit by expanding the "Related Records" section

View Contacts for Records

Once you have logged in and your account has been linked to your records, you can view the contacts associated to your record. Click on the down-facing arrow next to **More Details.** Then click on the plus ⊞ next to "Related Contacts" and you will see the contacts for that record.

Schedule Inspections

1) Login to your account at www.spokanecity.org/permits.
2) In the blue quick link box, click **Schedule an Inspection.**
3) Under **My Permits**, select the permit needing an inspection.
   a) If you don't have your record number you may search for it in the **General Search** found at the bottom of this page.
   b) For best results, input only the street number and street name, then **Search.**
4) From the **Permit Details** page, click **Schedule or Request an Inspection.**
5) Identify the type of inspection desired, then click **Continue**.
6) Click on the underline date shown on the calendar.
7) Click the circle next to the available time, then click **Continue.**

8) Change the contact information, if necessary, then click **Continue.**
9) Verify the inspection details: Type, Date & Time, Location and Contact
10) Click **Include Additional Notes** to provide details you want to provide to the inspector.
    i) *Example: "Inspection for basement work only. Beware of dog in back yard."*
11) Click **Finish**. Your inspection is now scheduled.

View Certificate of Occupancy Status

1) Login to your account at www.spokanecity.org/permits.
2) In the blue quick link box, click **Check/Research Permits.**

3) Search by record number or address to identify the correct permit.
4) In the list of permits that displays, the Status (*identified on the right side of the permit list*) for all of the trade permits will need to be **Final Inspection Done** before the Certificate of Occupancy can be issued. Contact the Inspector directly to schedule the final inspections, as required.
5) The Building Permit will have a Status of **CO Final** if the Certificate of Occupancy has been issued. It will have a Status of **CO Pending** if the CO is ready to be issued. It will have a Status of **Issued** if the Building Inspector has not approved the Final Inspection; and the Status after that will be **Final Inspection Done** if there are outside agencies that still need to approve the occupancy of the building.
   To view the CO Status and comments made by the various CO Agencies, click on the Record Number, which will take you to the **Permit Details** page.
6) Click the right-facing arrow on the **Processing Status** bar to expand this section.

 To view additional details or to expand the areas for a record:
   - When you see a right-facing arrow ▶ click on the actual arrow itself, not the wording.
   - When you see a plus sign [+] click on it to expand the details even further.

7) Expand the steps in the process for more details.
   a) Green checkmarks identify completed steps.
   b) An hourglass symbol identifies a step still in process.
   c) Departments not required for approval do not show a symbol in front of their name.

Create Collections of Records/Permits

You are able to create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one "collection". After logging in, your collections are accessible at the top of every screen.

1) Login with your username and password.
2) Records associated to your account will be shown in a list.
3) Use the checkboxes on the left to select the records you want to group into a collection.
4) Under the grey "My Permits" title bar, click "Add to collection".
5) Enter a name for your group of records and enter a description if you want one, or choose an existing collection from the drop down menu.
6) Click the "Add" button to create and submit the records into the new collection.

After selecting a specific collection, you see a useful overview of the records you have put in the collection, including a summary of the fees, inspections, etc. Also available from this screen are other options for managing that collection of records.

(coming soon) **Submit Documents Electronically**

(coming soon) **Download Documents**

(coming soon) **View Fees**

(coming soon) **View Job Valuations**

(coming soon) Printing FAQs

Frequently Asked Questions about printing documents from Spokane Citizen Access will be available soon. Examples: How to print permits/records, plan review comments, certificates of occupancy, etc.

(coming soon) Payment FAQs

Frequently Asked Questions about payments to Spokane Citizen Access will be available soon. Examples: pay for multiple permits; pay for a portion of a permit; different payment options, etc.

(coming soon) How to Create Reports

Information about how to create reports and the information contained within those reports will be available soon.

Permit Fee Calculators

For your convenience, the City of Spokane website offers permit fee calculators in Microsoft Excel format. You can access these calculators at this website:

https://beta.spokanecity.org/business/commercial