



# City of Spokane Accela Citizen Access (ACA) Schedule an Inspection

Rev. 20210526

## Contents

Department Contact Information .....	1
Same Day Inspections.....	1
Schedule an Inspection .....	2
View Details of an Inspection.....	2
Reschedule an Inspection.....	3
Cancel an Inspection.....	3

## Department Contact Information

ACA Department	Department	Phone Number	Email Address
Building	Development Services Center	509.625.6300	<a href="mailto:permitteam@spokanecity.org">permitteam@spokanecity.org</a>

When you apply for a permit through ACA, you’re able to schedule an inspection, view inspection details, status, and inspector comments, reschedule, and cancel inspections.

Inspections can only be scheduled in a seven (7) day window and they cannot be scheduled for same-day inspection.

For each inspection action, an email will be sent to the contact on the permit record.

## Same Day Inspections

If you would like to schedule a same-day inspection, please call the Inspector listed on your permit before 8:30 am Pacific Time.

## Schedule an Inspection

1. Login to ACA with your username and password
2. Select the appropriate Department
3. In the blue bar, click **Schedule an Inspection**
4. Find the issued permit for which you'd like to schedule an inspection
5. Click on the red permit number
6. In the Inspections section, click on **Schedule or Request an Inspection**
  - a. Depending on the permit type, there may be several pages of inspection types that can be scheduled
  - b. Only one inspection can be scheduled at a time
  - c. Select the radio button next to the inspection type you'd like to schedule
7. Click **Continue**
8. A calendar dialog box will open
9. Select one of the **Open Dates** on the calendar
  - a. Open dates will be in blue text
  - b. Can only schedule an inspection seven (7) days in advance
  - c. An inspection cannot be scheduled for same day
10. Select the radio button next to **9:00 AM – 4:00 PM** at the bottom of the calendar box
11. Click **Continue**
12. Select a contact for the inspection and who will be at the inspection site
  - a. **Select an existing contact**
    - i. If you are the contact for the inspection, make sure the information is correct
  - b. **Specify another person** (for this inspection only)
    - i. Enter the required information
13. Click **Continue**
14. Review the inspection type, date, location, and contact
15. If you'd like to include notes for the inspector, click on **Include Additional Notes**
16. Click **Finish**

## View Details of an Inspection

1. Login to ACA with your username and password
2. Click on **My Account** at the top of the site
3. In the blue bar, click **My Records**
4. Click on the red permit number for the inspection you'd like to view
5. In the Inspections section, next to the scheduled inspection, click **Actions**
6. Select **View Details**
7. A dialog box will open to show all of the details
8. Click on **View Status History** to see the inspection history for the record
9. Click on **View Result Comments** to view any comments notated by the inspector
10. From this screen, you can also reschedule or cancel your inspection

## Reschedule an Inspection

1. Login to ACA with your username and password
2. Click on **My Account** at the top of the site
3. In the blue bar, click **My Records**
4. Click on the red permit number for the inspection you'd like to view
5. In the Inspections section, next to the scheduled inspection, click **Actions**
6. Select **Reschedule**
7. Follow [Schedule an Inspection](#): steps 8 – 16

## Cancel an Inspection

1. Login to ACA with your username and password
2. Click on **My Account** at the top of the site
3. In the blue bar, click **My Records**
4. Click on the red permit number for the inspection you'd like to view
5. In the Inspections section, next to the scheduled inspection, click **Actions**
6. Select Cancel
7. Click Cancel Inspection
  - a. Under the Inspection section, you will see that the inspection has been canceled