

ACA User Guide

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# Clark County Department of Public Works

## ACA Creating an Account

1. Use the following link to Accela Citizen Access Portal: <https://aca-prod.accela.com/ClarkCo/Default.aspx>
2. Click Register for an Account or Create An Account:

Home Building Comprehensive Planning Fire Prevention Public Works

Announcements Register for an Account Login

If you have forgotten your password to the Citizen's Access portal, please click on the "Forgot Password" link this will allow you to reset your password.

If your account is locked because of too many failed login attempts, please email: [TechSystemsSupport@ClarkCountyNV.gov](mailto:TechSystemsSupport@ClarkCountyNV.gov) for immediate assistance. Simply resetting your password will not unlock your account.

Thank you.  
Tech Support

Search...

Sign In

USER NAME OR E-MAIL: \*

PASSWORD: \*

Forgot Password?

Sign In

Remember me on this device

Not Registered?  
CREATE AN ACCOUNT

3. Enter account information. The fields with an asterisk are required to continue. Review the Terms and Conditions. Select the checkbox "I have read, understand and agree to the terms of services" and then continue to complete the registration process.

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

\* Required Fields

USER NAME: \*

E-MAIL ADDRESS: \*

PASSWORD: \*

TYPE PASSWORD AGAIN: \*

ENTER SECURITY QUESTION: \*  
Select

ANSWER: \*

I have read, understand, and agree to the [Terms of Service](#)

CONTINUE

## ACA Creating an Account

4. Select the contact type from the drop-down box and enter information into the required fields.
  - A company should be listed as an organization and then delegates should be added to the account.
  - Each person in the company that interfaces with Clark County will need their own account. They will be known as a delegate.
  - The delegate(s) can be added under account maintenance.
  - Companies should have a company email listed on their Citizen Access account such as [NVHomebuilders@Nvhomebuilders.com](mailto:NVHomebuilders@Nvhomebuilders.com) rather than individual email such as [JaneS@NVhomebuilders.com](mailto:JaneS@NVhomebuilders.com).

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Individual: Use First and Last Name fields  
Organization: For Companies and Businesses, please fill out the Organization Name and Organization Contact Name fields

CONTACT DETAILS FOR:  
Select

- CC Department Contact
- Individual
- Organization
- PW Bond Company
- PW Escrow Owner
- Referral Agency

5. Additional addresses can be added or select submit to continue.

+ Add Address

Submit

**NOTE: A registered ACA account is required for online payments. Authorization to make payments online are granted only to the username or RCI # listed in the "Contact" section of any mapping application submitted.**

# Clark County Department of Public Works

## ACA Pay Fees

To pay mapping fees online through Accela Citizen Access (ACA), customers must first create an ACA account. Authorization to make payments online are granted only to the username or RCI # listed in the “Contact” section of any mapping application submitted.

1. Use the following link to log into Accela Citizen Access Portal: <https://aca-prod.accela.com/CLARKCO/Login.aspx>.

2. Under Public Works, click on Search Records:



3. Any record/application number associated with your ACA account will be listed here. Records and applications are linked to your ACA account if your email address was listed as “Contact” on the application form submitted.

Select “Pay Fees Due”.

Search...

Records --Select--

Showing 1-1 of 1 | Download results | Add to My Folder | Add to cart

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Cross Streets	Status	Action
<input type="checkbox"/>	05/01/2023	23-990057	Separate Docs	SD ROW		Pending	Pay Fees Due

Search for Records  
Enter information below to search for records.

# Clark County Department of Public Works

## ACA Pay Fees

4. Select Check Out on the next two pages:

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

Fees	Qty.	Amount
Submittal Fee	1	\$75.00

TOTAL FEES: \$75.00  
Note: This does not include additional inspection fees which may be assessed later.

[Check Out »](#)

**Cart**

1 Select item to pay      2 Payment information      3 Receipt/Record issuance

**Step 1: Select item to pay**

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

**PAY NOW**

No Address  
1 Application(s) | \$75.00      Total due: \$75.00  
▶ Separate Docs 23-990057

**Total amount to be paid: \$75.00**  
Note: This does not include any additional fees which may be assessed later. Additional Plan Review fees may apply upon plan review completion.

[Checkout »](#)   [Edit Cart »](#)   [Continue Shopping »](#)

5. Select the method of payment – Credit card or bank account.

- **Note:** Credit card payments will be assessed an additional 2.65% service fee.
- **Do not** pay application fees with a Trust Account.

**Payment Options**

Amount to be charged: \$75.00

Pay with Credit Card  
 Pay with Bank Account

[Submit Payment »](#)

# Clark County Department of Public Works

## ACA Pay Fees

- You will be directed to a secure website to enter your billing information:

The screenshot shows the 'Billing Information' step of a checkout process on the cybersource website. The page has a dark blue header with the cybersource logo and 'A Visa Solution' tagline. Below the header is a navigation bar with tabs for 'Billing', 'Shipping', 'Payment', 'Review', and 'Receipt'. The 'Billing' tab is active. The main content area is divided into two columns. The left column is titled 'Billing Information' and contains several input fields: 'First Name \*', 'Last Name \*', 'Company Name', 'Address Line 1 \*', 'City \*', 'Country/Region \*' (with a dropdown menu showing 'United States of America'), 'State/Province \*' (with a dropdown menu), 'Zip/Postal Code \*', a checkbox for 'Ship order to my billing address', 'Phone Number', and 'Email'. A '\* Required field' label is positioned to the right of the first name field. At the bottom of this column is a 'Next' button and a 'Cancel Order' link. The right column is titled 'Your Order' and displays a green box with 'Total amount \$75.00'.

- If paying with a bank account or e-check, enter Routing Number, Account Number, Check Number (if applicable), select the Account Type and click Next.

The screenshot shows the 'Payment Details' step of a checkout process on the cybersource website. The page has a dark blue header with the cybersource logo and 'A Visa Solution' tagline. Below the header is a navigation bar with tabs for 'Billing', 'Shipping', 'Payment', 'Review', and 'Receipt'. The 'Payment' tab is active. The main content area is divided into two columns. The left column is titled 'Payment Details' and contains several input fields: 'Routing Number \*', 'Account Number \*', 'Check Number', and 'Account Type \*' (with a dropdown menu showing 'Checking', 'Corporate Checking', and 'Savings'). A '\* Required field' label is positioned to the right of the routing number field. At the bottom of this column is a 'Next' button and a 'Cancel Order' link. The right column is titled 'Your Order' and displays a green box with 'Total amount \$75.00'. Below this is a section for 'Shipping Information' with an 'Edit Address' button. The shipping address is listed as '500 grand central pkwy NV'.

# ACA Pay Fees

8. If paying with a card, enter card information and click Next.

The screenshot displays a payment interface with a top navigation bar containing 'Billing', 'Payment', 'Review', and 'Receipt'. The 'Payment' tab is active. On the left, the 'Payment Details' section includes a 'Card Type \*' field with radio buttons for VISA, Discover, and Mastercard. Below this are fields for 'Card Number \*', 'Expiration Month \*' (with a 'Month' dropdown), and 'Expiration Year \*' (with a 'Year' dropdown). A 'CVN \*' field is also present, with a note: 'This code is a three or four digit number printed on the back or front of credit cards.' At the bottom of this section are 'Back' and 'Next' buttons. On the right, the 'Your Order' section shows a 'Total amount' of '\$90.00'. A 'Cancel Order' link is located at the bottom left of the form.

9. You may download the receipt once the balance is paid. Please email your receipt to [ccpwmpteam@ClarkCountyNV.gov](mailto:ccpwmpteam@ClarkCountyNV.gov)

**Note: Application submittals are not deemed accepted until all applicable fees have been paid. To avoid any time constraints in routing and reviewing your application, fees must be paid before 4 PM on the scheduled processing date.**