How to manage contacts on a submitted application

To add a person to a permit, they must have an existing account in the Citizen Access portal.

How to add someone as a contact to your account

1. Select Account Maintenance

2. Scroll down the page to contact information and select add a contact.
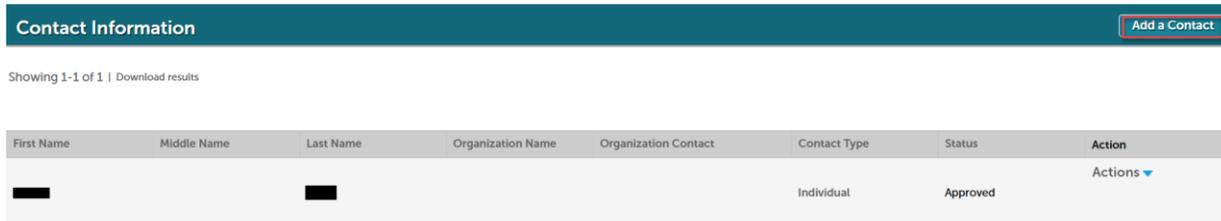
3. Select the contact *Type* from the drop-down box and click on the *Continue* button.

4. Complete the required contact fields and select continue.
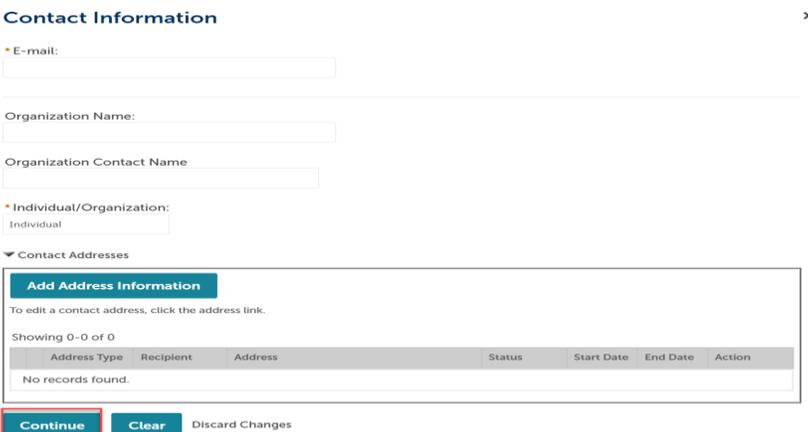
Contact Address Information

* Address Type:

--Select--

* Address Line 1:

Address Line 2:

* City: *** State:**   *** ZIP Code:**

--Select-

Country/Region:

United States

[Save and Close]   [Save and Add Another]   [Clear]   Discard Changes

You will receive confirmation that the contact address was added successfully then select continue

▼ Contact Addresses

[Add Address Information]

To edit a contact address, click the address link.

✔ Contact address added successfully.

Showing 1-1 of 1

	Address Type	Recipient	Address	Status	Start Date	End Date	Action
	Business Address		TEST ADDRESS	Active			Actions ▼

[Continue]   [Clear]   Discard Changes

5.   Complete! The contact should now appear under contact information.

Contact Information   [Add a Contact]

Showing 1-2 of 2 | Download results

First Name	Middle Name	Last Name	Organization Name	Organization Contact	Contact Type	Status	Action
							Actions ▼
TEST		ACCOUNT			Individual	Approved	

Add a Delegate

Each person in your agency that interfaces with Clark County will need their own Citizen Access account. They will be known as a delegate.

1. Select Account Maintenance
2. Scroll down to the delegates section > click on Add a Delegate

Accela account manager must send an invite to each delegate.

- Assign delegate rights
- Delegate must log in and accept an invitation

Delegates can have varying degrees of control and power for the organization.

- Amend Records means that the person can submit Revisions to permits.
- Manage Documents means that they can upload digital plans and specifications.
- Create Applications means that they can apply for permits from their office or start applications online and then come into the County to finish the application.

3. Complete the Add a Delegate form. Click on Invite a Delegate

4. There will be an email sent to the delegate to accept or reject the invitation.

Clark County's Citizen Access Portal - Delegate Request

CC Clark County <Clarkcounty-accela@clarkcountynv.gov>
To

Retention Policy   Inbox 180 (6 months)   Expires 7/24/2023

Reply | Reply All | Forward
Wed 1/25/2023 11:19 AM

Dear

This email was generated because TEST TEST would like to add you as a delegate to their Clark County Citizen's Access Portal account.

As a delegate, you will be able to create and manage applications on behalf of TEST TEST. In addition, you may be able to review and request inspections, upload documents, renew and amend records, and make payments on the behalf of TEST TEST, based on the permission that have been granted to you.

Please log into your Clark County Citizen Access account (https://citizenaccess.clarkcountynv.gov/citizenaccess/Account/AccountManager.aspx). Delegate requests can be accessed under **Account Management > Delegates** where you can accept or reject the request. If you have not already created an account, you will need to create one (using the email address this email was sent to).

This email was sent from a notification only address that cannot accept incoming email. Please do not reply to this message.

- The delegate has the option to Accept or Reject the invitation under account management

Delegates   Add a Delegate

People who can access my account
None

People whose account I can access
TEST TEST (TESTACCOUNT@CLARKCOUNTYNV.GOV)   Accept Reject
Invitation received on 01/25/2023

- The delegate can view permissions and remove whose account they can access

Delegates   Add a Delegate

People who can access my account
None

People whose account I can access
TEST TEST (TESTACCOUNT@CLARKCOUNTYNV.GOV)   Actions ▾
Last accessed account on 01/25/2023   View Permissions
Accela Citizen Access (1) | Copyright 2019   Remove

- You can view, edit, and remove access to your delegates

Delegates   Add a Delegate

People who can access my account
Jessica Kopp (jessica.kopp@clarkcountynv.gov)   Actions ▾
Last accessed account on 01/25/2023   View Permissions
Add a Delegate   Edit Permissions
People whose account I can access   Remove
None

How to add a contact to a permit

1. Under the building or fire prevention tap select search permits

2. Locate the permit number under records and select amendment

3. Add people to application > continue application

The Information Window is displayed, and you can select which contact you need to update, Applicant /Contact or add an Additional Contact

4. Step 1: Choose Select from Account or look up

Add People to Application

Step 1: Step 1 > Page 1

STOP
DO NOT ADD YOURSELF!
IF YOU ARE ABLE TO SEE THIS SCREEN, YOU ARE IN THE "MANAGE CONTACTS" AMENDMENT SECTION.

READ THE TEXT BELOW BEFORE YOU PROCEED

The purpose of this amendment process is to provide Citizen Access user access to the individuals/organizations that are added through this amendment transaction.

In order for an individual or organization to be granted access through this process, they MUST first be an existing customer (contact) in the Clark County permit system.

If the email address provided exists in the permit system but is not associated with an active Citizen Access account, a new Citizen Access account will be created for the email address provided at the completion of this process.

A notification will be sent to the added individual or organization upon submission of this form.

* indicates a required field.

Applicant/Contact

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

[Select from Account] [Look Up]

Additional Contact

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

[Select from Account] [Look Up]

[Continue Application »]   [Save and resume later]

5. "Contact added successfully" message is displayed and click Continue

Applicant/Contact

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

✔ Contact added successfully.

TEST ACCOUNT

Home phone:
Mobile Phone:
Work Phone: (702) 888-8888
Fax:
Edit Remove

▼ Contact Addresses

[Add Address Information]

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address	Action
No records found.			

6. Step 2: Review is displayed to make any changes to the selected contact

Add People to Application

1 Step 1	2 Review	3 Record Issuance

Step 2 : Review

Continue Application »

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Permit / Approved Listing Type

Add People to Application

Applicant/Contact   Edit

Individual
TEST ACCOUNT
Business Phone:(702) 888-8888
E-mail:

Additional Contact   Edit

Individual
TEST ACCOUNT
Business Phone:(702) 888-8888
E-mail:
Preferred Channel:

Continue Application »   Save and resume later

7. Complete! There will be a 23CAP number provided which confirms the contact was added successfully. The update will also show under records.

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

Step 3 : Receipt/Record issuance

Thank You

If you made a payment your receipt is being emailed to you.
Please print a copy of the receipt for your records.

No Address

23CAP-
00000003