Managing the Citizen Access Portal

Account Maintenance

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Accela Citizen Access (ACA) Menu Bar

Login to the Citizen Access Portal https://aca-prod.accela.com/CLARKCO/Default.aspx

- Select *announcements* to view notifications.

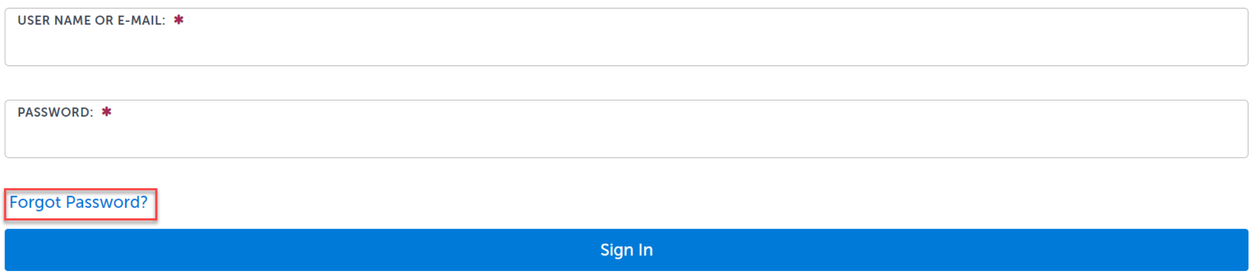
- Select my folder to create a folder sort and place records.

- Cart – view any items in shopping cart.
- Account Management – view account details, manage contracts, trust accounts, etc.…
- Logout – log out of the portal.

Account Maintenance

Resetting your password

1. Select forgot password



You will be sent an email with a temporary password. Login to the Citizen Access portal with the temporary password and then an option to update the password will be provided. The “old” password is the temporary password.

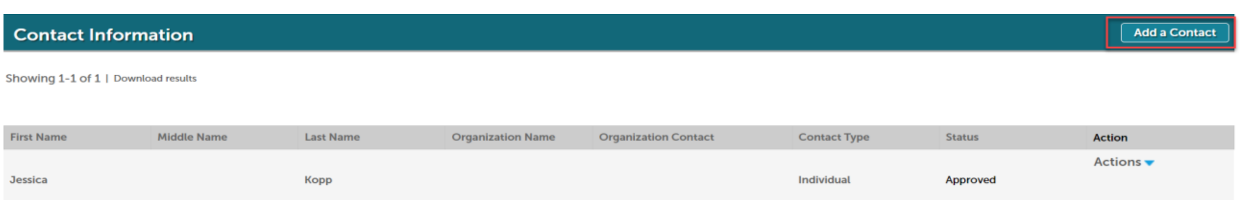
Passwords are case sensitive.

Add a Contact

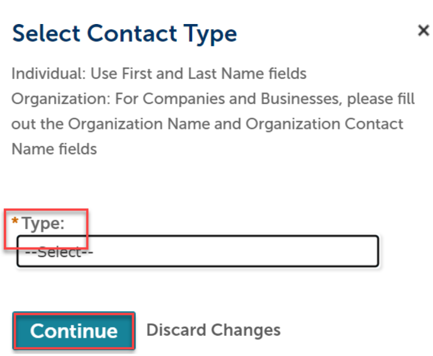
Contact are users that can be added to the permit when selecting the select from account option.

1. Select Account Maintenance

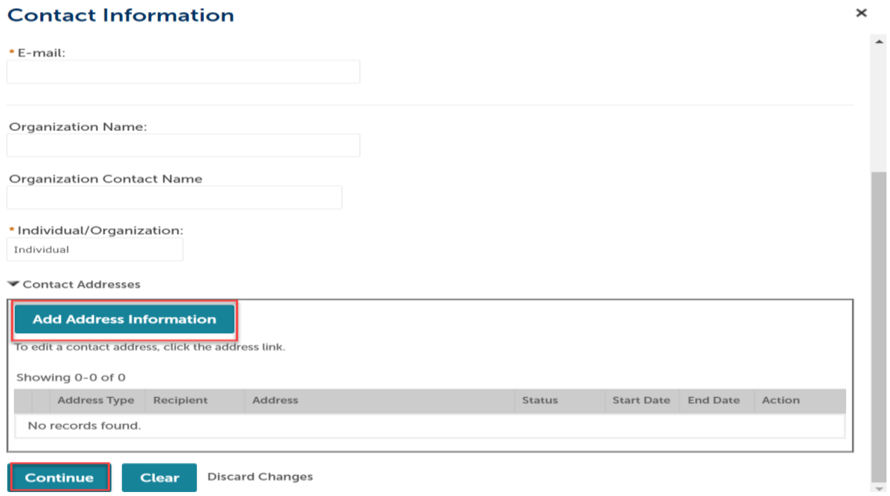
2. Scroll down to contact information > click on add a contact.



3. Select a contact type (individual or organization) from the drop-down box and click continue.



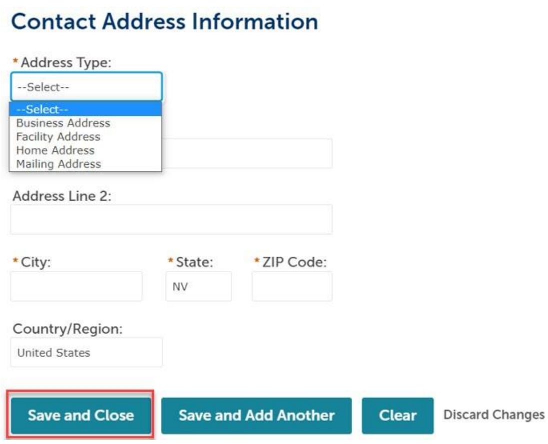
4. Complete the required contact information > continue.



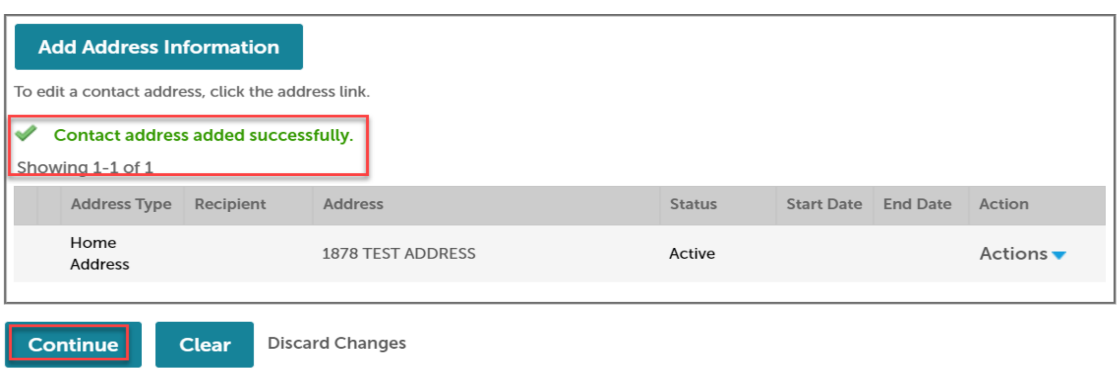
Contact address information.

Please add a business mailing address for a business license. For all other departments, add a mailing address as this can be required when creating an application. Home address is optional.

Click save and close.



5. The contact address added successfully > continue.



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

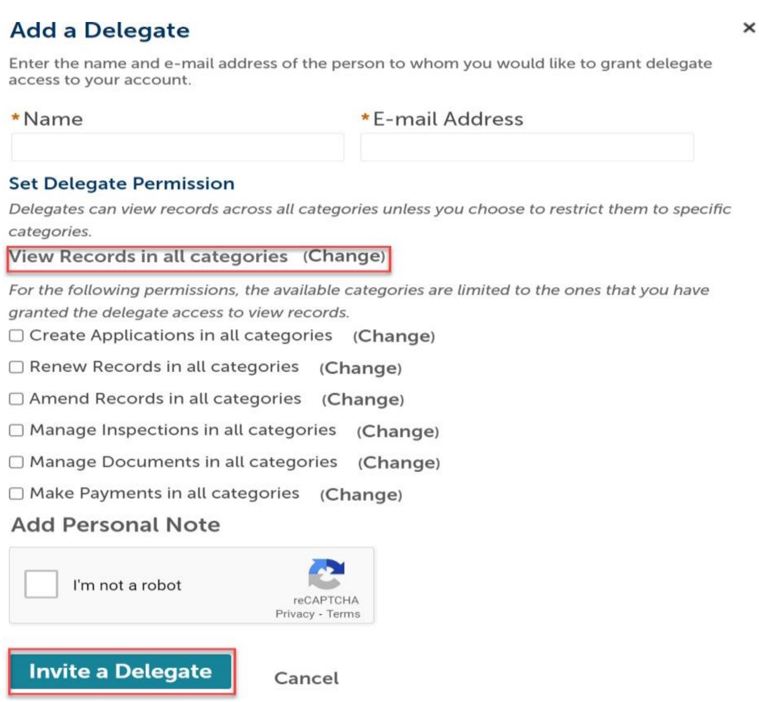
Accela account manager must send an invite to each delegate.

- 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.

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

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

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

Trust Account Information

You can view your Trust Account(s) online.

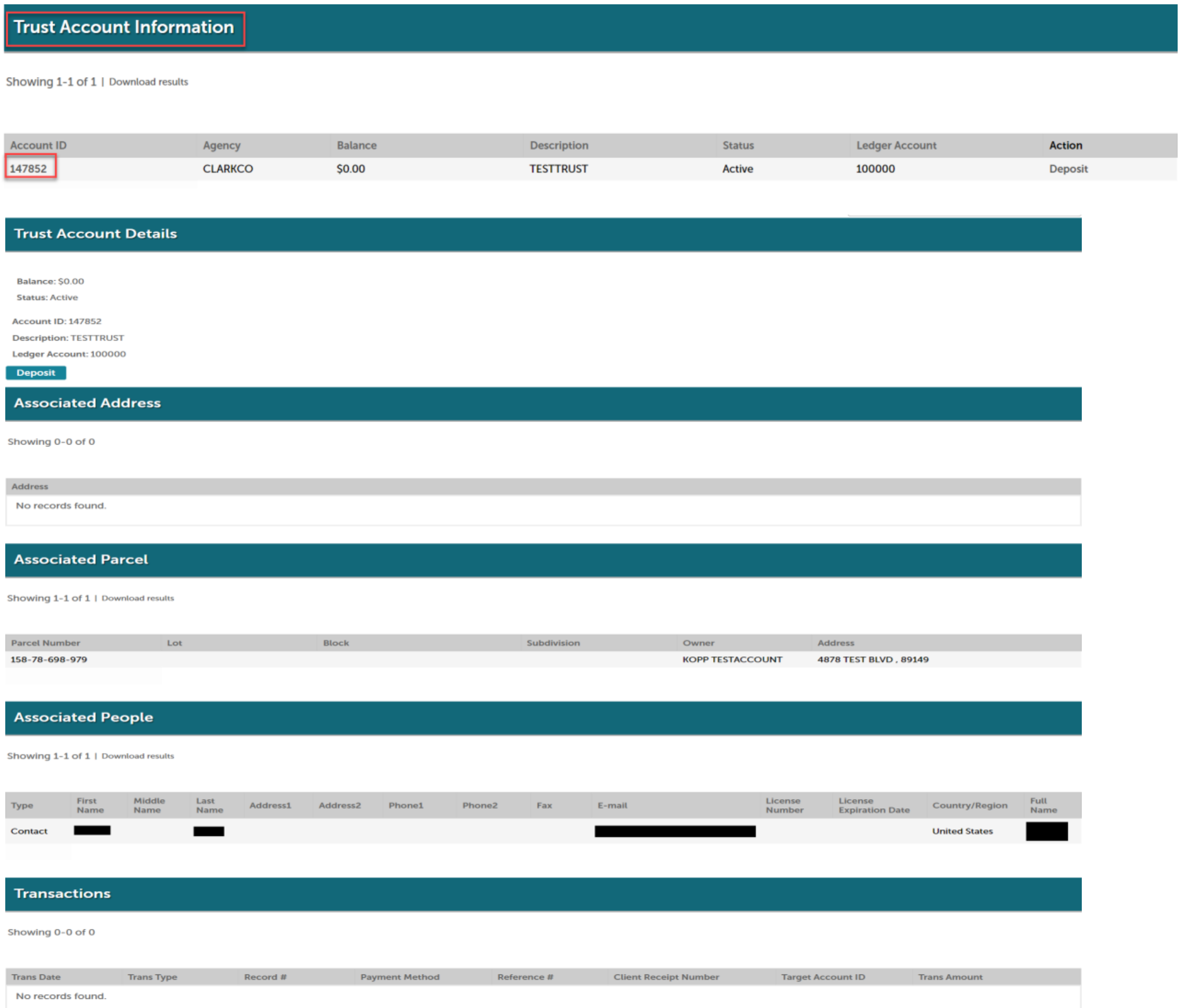
Trust Account(s) must be "linked to your public user account" by our staff to allow you to view them on-line access.

- Any additional users that you want to be "linked" to your trust account must be added by our staff as well.
- The ability to deposit funds into your trust account online from your ACA account.
- Trust Account Statements-will be emailed monthly.

Viewing Trust Accounts

Trust Accounts are viewed under account management > scroll down to trust account information.

1. Click on the Account ID to view details account and transaction information



Trust Account Information

Showing 1-1 of 1 | Download results

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
147852	CLARKCO	$0.00	TESTTRUST	Active	100000	Deposit

Trust Account Details

Balance: $0.00
Status: Active

Account ID: 147852
Description: TESTTRUST
Ledger Account: 100000

Deposit

Associated Address

Showing 0-0 of 0

Address
No records found.

Associated Parcel

Showing 1-1 of 1 | Download results

Parcel Number	Lot	Block	Subdivision	Owner	Address
158-78-698-979				KOPP TESTACCOUNT	4878 TEST BLVD , 89149

Associated People

Showing 1-1 of 1 | Download results

Type	First Name	Middle Name	Last Name	Address1	Address2	Phone1	Phone2	Fax	E-mail	License Number	License Expiration Date	Country/Region	Full Name
Contact	[redacted]		[redacted]						[redacted]			United States	[redacted]

Transactions

Showing 0-0 of 0

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Receipt Number	Target Account ID	Trans Amount
No records found.							

Trust Transactions

You may download the Trust Account transactions details into an Excel spreadsheet.

1. Click on Download results and file will convert to excel

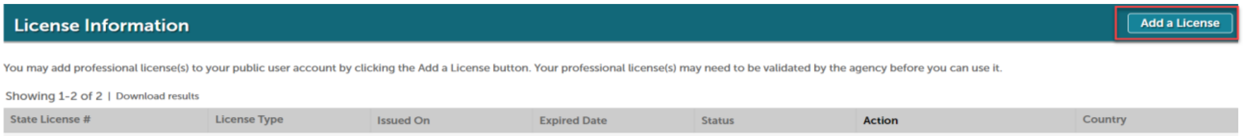
Transactions

Showing 1-4 of 4 Download results

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Receipt Number	Target Account ID	Trans Amount
01/25/2023	PAYMENT	FP23-00007	Cash				$90.00
01/25/2023	PAYMENT	FP23-00006	Cash				$90.00
01/25/2023	PAYMENT	FP23-00005	Cash				$90.00
01/25/2023	DEPOSIT		Cash		20995209		$1,000,000.00

License Information

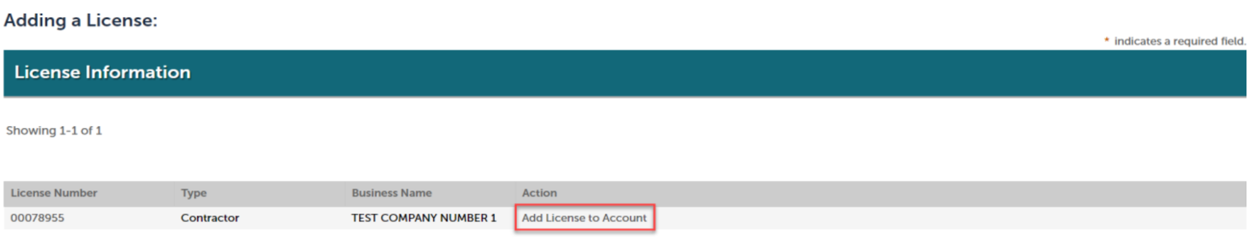
1. Select account management > add a license.



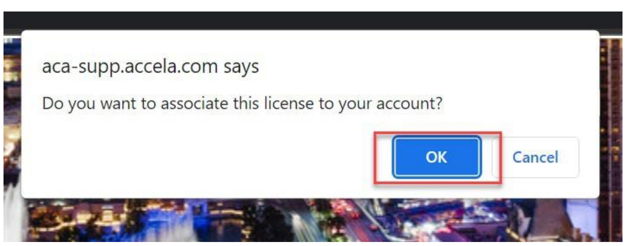
2. Select a license type.

3. Enter the license number (include any leading zeros) > find license.

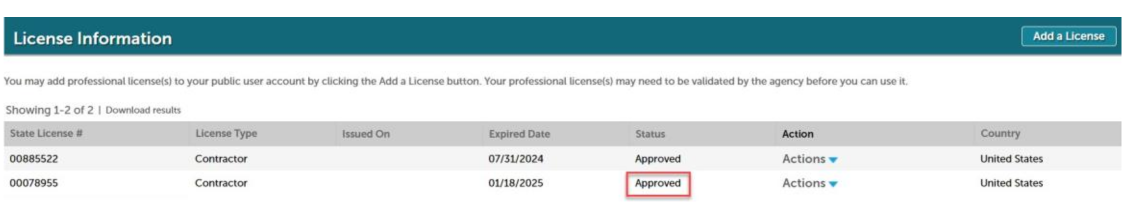
4. The license information will be displayed, under the action column click add license to account.



5. Do you want to associate this license to your account > select ok



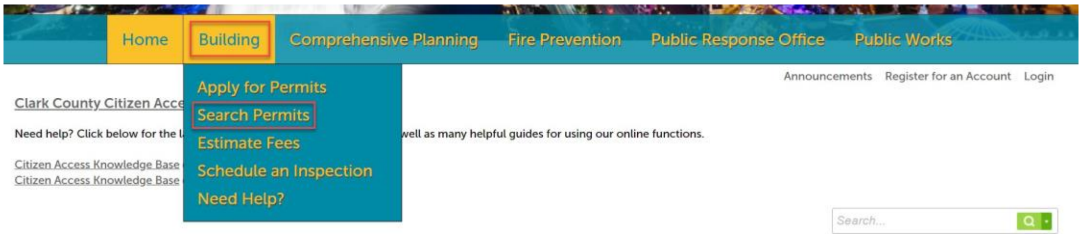
6. There will be a message saying that your license has been successfully added to your public user account and will be in a Pending state.
7. The license must be approved/validated by our internal staff, which can be 24-48 hours. Once complete your license status will show Approved.



Manage Contacts on a Submitted Application/Permit

To add a person to a permit they must have a Citizen Access account.

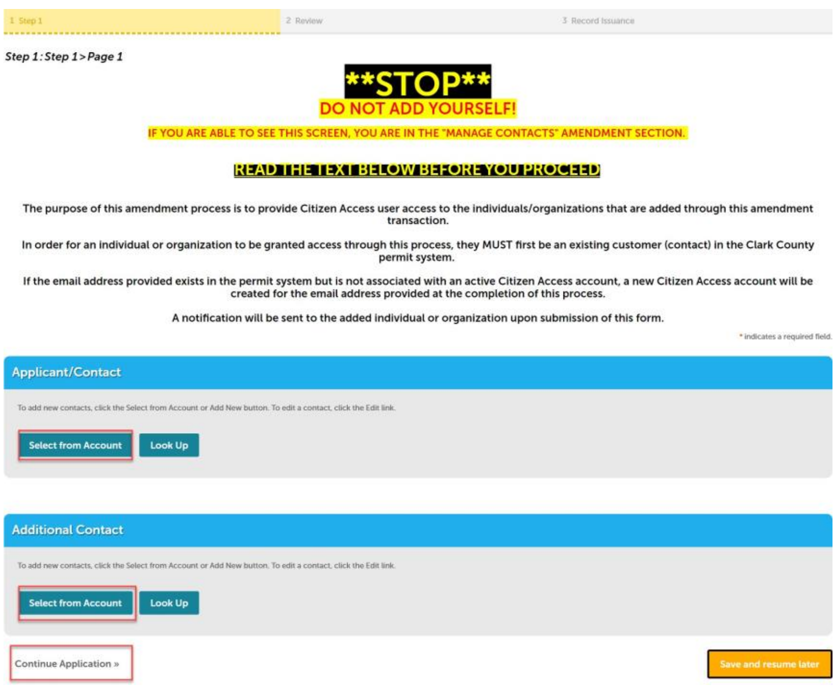
1. Login to the Citizen Access Portal https://aca-prod.accela.com/CLARKCO/Default.aspx
2. Select building or fire prevention > search permits.



3. Select amendment.

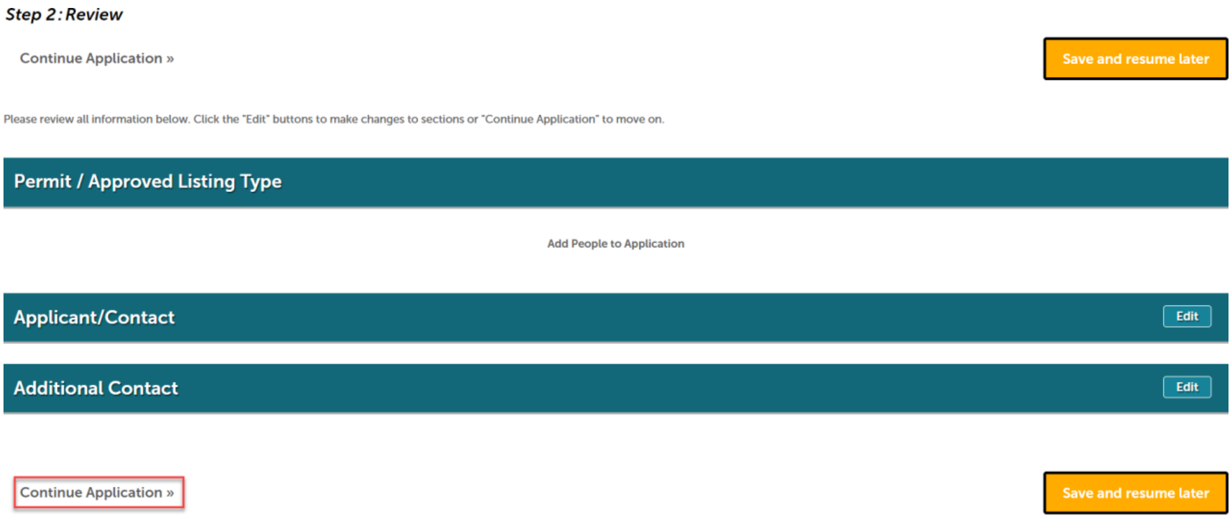
	Date	Permit Number	Permit Type	Description	Project Name	Status	Action	Short Notes
	01/23/2023	BD23-00006	Commercial Building New	TEST	TEST	Pending	Amendment	
	01/24/2023	BD23-00008	Residential Building New	TEST	TEST	Pending	Amendment	

4. Step 1: Click to select from account.



5. Contact added successfully message is displayed > continue application.

6. Step 2: Review that everything looks correct > continue application.



7. Step 3: Complete > update will also show in the records list.