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I. Accessing ACA

Our Land Management Citizen Access can be accessed at <https://aca3.accela.com/MARTINCO>

As we continue to use this new system, we will be making minor updates to make it easier to use and find information.

II. Searching on ACA

- a. You **do not** need to create a user account to Search on
- b. From the Home Page, select Advanced Search – Look up Property Information or License Information.



- c. We also have a Search available for the following:
- Building Permits
 - Licenses
 - Fire Permits
 - Development Review Applications
 - Public Works Permits
 - Growth Management Applications
 - Utilities Permits

Search Note: please use the % symbol as a wildcard for searches.

Example: If a record number is BLD123456, but you only have part of the number, please enter %1234% as your search criteria. This will bring back any record that includes 1234 in the number.

General Search

General Search
Search by Address
Search by Licensed Professional Information
Search by Record Information

- d. In most cases, the General Search is all that is needed.
- e. When searching, we have found less is more. Usually a house number and street name is all you need to fill out to find what you are looking for. The % symbol can be used as a wildcard.



Record Number: Record Type: Commercial Fence If you know your permit type, select it here

Project Name:

Start Date: End Date:

License Type: --Select-- License Number: Search by contractor information here.

Name of Business:

First: Last:

Street No.: - Direction: Street Name: Street Type:
Unit Type: Unit No.:
City: State: Zip:

To search by street, you only need minimal information. A house number in the **From** field and a **Street Name** will usually find you the information you need.

Parcel No.: If you know your parcel number, you can search here. **DO NOT** include dashes.

- f. When you click search, you will get a listing of all Permits that fit your criteria
- g. You can click on the Record Number to get details.
- h. You can click on the Pay Fees Due to pay for fees on an application.
- i. If you want to view documents associated with a record, you will need to create an account and associate your Professional License to that account. Only people associated with a Permit can view documents for that permit.



III. Creating an Account on ACA

- a. Click on one of the highlighted links to Register for a New Account

[Home](#) [Search](#) [Create](#) [Schedule](#)

[Announcements](#) [Register for an Account](#) [Login](#)

Welcome to the new Citizen Portal

Martin County is pleased to offer its citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. Please note that any information submitted is subject to [public records disclosure](#).

Martin County is pleased to provide improved e-government services and valuable information about the community while making your connections with the County more efficient, convenient, and interactive. You can view information, get questions answered and have limited services as an anonymous user. To use some of the services available through the Citizen Portal you [must register and create a user account](#).

It is Martin County's goal to provide you with a new, higher level of service that makes living and working in Martin County a more enjoyable experience.

Login

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

- b. Read the disclaimer, check the box saying you have read and accepted the above terms, then click **Continue Registration**
- c. Enter your username, e-mail, password, security question and answer.
- d. Click **Add New** to add a Contact. Each account **MUST** have at least one contact
- e. Select your Contact Type and click **Continue**. Most people will select Contact or Applicant
- f. The required information is First and Last Name, Main Phone, and E-mail. You can fill in additional information. If you fill in additional information, it will try to match your contact information to contacts that already exist in our system. Click **Continue**

Contact Information

* First: Middle: * Last:

Name of Business:

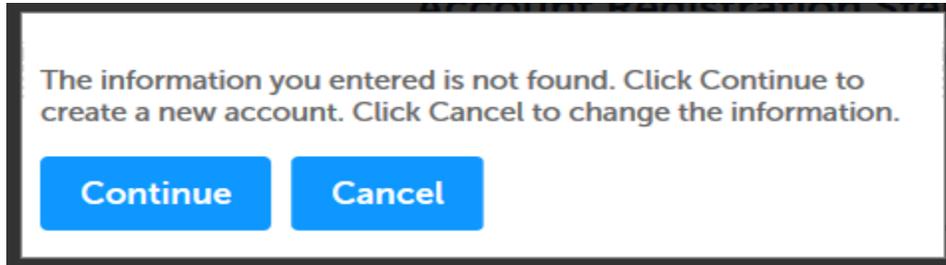
* Main Phone: Alt Phone 1: Alt Phone 2:

* E-mail:

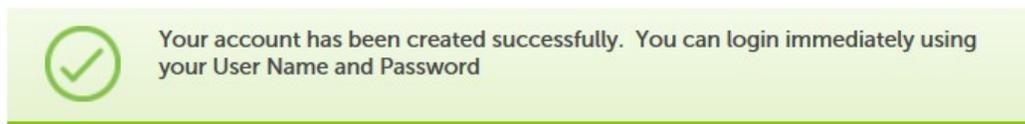
[Continue](#) [Clear](#) [Discard Changes](#)



- g. Once you hit Continue, there will be a popup that will tell you if the information has been found or not. You must click **Continue** for the contact to be added to your account.



- h. Enter in the captcha and select Complete Registration



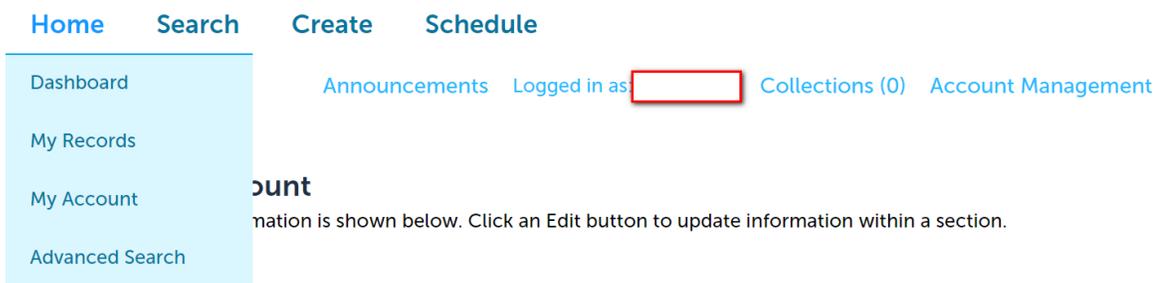
Your account has been successfully created.

Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

- i. You can now log in and view your dashboard.

IV. Your Account Dashboard

- a. When you first log in, your Account Dashboard will show “My Collection” and “Work In progress”
- b. Click on Home and the dropdown menu has options for My Records, My Account and Advanced Search.



- c. **My Records** will show all records tied to your user and your Professional License if it is linked to your ACA account. Please see the section below on how to add your Professional License to your account.
- d. **My Collection** is a place where you can save any permit for you to easily find again. These can be permits that are not related to your account. After searching for a permit, you can click the box to the left of it and click on “Add to Collection” to create a collection.
- e. **My Account** is where you can modify your password and add your Professional License



V. Linking Professional License to ACA Account

- a. Log into your ACA Account
- b. Click on **Account Management**
- c. Click on **Add a License**

License Information

[Add a License](#)

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

- d. Enter in your License Type and License Number. Click **Find License**
- e. Your license should be displayed. Click on the "Connect" button under the Action column. If your license cannot be found, you will need to contact the Building Department for help.

License Information

Showing 1-1 of 1

License Number	Type	Name	Action
<input type="text"/>	MC - DRYWALL CONTRACTOR	<input type="text"/>	Add License to Account

[Search Again »](#)

- f. When you click Add License to Account, it will ask if you want to associate this license to your account. Click **OK**
- g. The license will be in a status of Pending until someone in the Building department approves it. This is to protect Licensed Professionals from having any ACA user from adding the wrong license to their account.
- h. Once we approve the connection to your license, the My Records page will be populated with all of your permits.

VI. Downloading Documents

- a. At this time, you can only view documents on Permits which you are an Owner, Contact or Licensed Professional on



- b. Once you are in a record, you can go to Record info – Attachments

Record BLD2017120026:
Residential Shutters
Record Status: Closed-Certificate Issued

Record Info ▼	Payments ▼	Education ▼
<ul style="list-style-type: none"> Record Details Processing Status Related Records Attachments 84 Inspections 		

- c. Any Attachments for the permit will be listed. You can use the Actions Drop down to view the details of each document.

Attachments

The maximum file size allowed is 100 MB.
 html;htm;mht;mhtml are disallowed file types to upload.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type
Permit_20180321_143139.pdf	BFEN2016020837	Record	Permit	149.04 KB	03/21/2018	Actions ▼	Residential Fenc

- d. Click on the Document name to open or save the document.

VII. Uploading Documents

- a. If you need to upload new documents to a permit, you can open a permit and select Record Info – Attachments.



- b. At the bottom of the document list, click on the Add Button

Attachments

The maximum file size allowed is 100 MB.
htm;html;mht;mhtml are disallowed file types to upload.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type
Permit_20180321_143139.pdf	BFEN2016020837	Record	Permit	149.04 KB	03/21/2018	Actions ▼	Residential Fenc



- c. Click Add again to select the document(s) from your computer
- d. It is very important to make sure all file names are less than 50 characters and DO NOT contain any special characters other than an underscore or a dash.
- e. Click Continue
- f. When the popup closes, you will be asked to add a document type and description

*Type: Remove

Photo ▼

File:
add_documents_to_permit.png
100%

*Description:
This is a test image

Save Add Remove All

- g. Click Save
- h. You will get a confirmation message at the top of the page

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

VIII. Scheduling Inspections Online

- a. You can schedule inspections for a Permit that you are an Owner, Contact or Licensed Professional on



- b. When you are viewing your permit, select Record Info – Inspections.

Inspections

Upcoming (1)
[Schedule or Request an Inspection](#)

Click the link above to schedule or request one.
TBD at TBD Pending SITE FINAL (12821668) Actions ▼
Inspector: *unassigned*

Completed

There are no completed inspections on this record.

- c. If there are any Pending inspections, you will use the Actions button to schedule the inspection

TBD at TBD Pending SITE FINAL (12821668) Actions ▼
Inspector: *unassigned*

[View Details](#)
[Schedule](#)

- d. Select the date that you would like your inspection.
- e. Select the time frame (at this time the only option is All Day)



- f. Select Continue

x

Schedule/Request an Inspection

Inspection type: SITE FINAL

To continue, select an appointment date and time range by clicking a link on the calendar below:

Mar 2018

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Apr 2018

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2018

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

[« Prev](#)
[Next »](#)

Available Times for Thursday, Mar 22 2018

All Day

Continue

Cancel

- g. Verify the location and contact information and Select Continue
- h. Confirm your selection, click on **"Include Additional Notes"** if you want to add any notes to your inspector
- i. Click Finish
- j. If the inspection you need is not in your pending list, click on **"Schedule or Request an Inspection"**
- k. You will see a list of available inspections. Scroll through the pages to find the inspection you need.



- I. Select the Inspection and click Continue

Status: Closed-Certificate Issued

Schedule/Request an Inspection

Available Inspection Types (65)

Show optional inspections

- A/C STAND (optional)
- COM-HELICAL PILES (optional)
- COM-PP D/WAY (optional)
- COMM-BEAM (optional)
- COMM-BLIND NAIL (optional)
- COMM-C-WALL CAP (optional)
- COMM-C-WALL FTR (optional)
- COMM-CEIL FRAME (optional)
- COMM-CK TERMITE (optional)
- COMM-COL/BEAM (optional)

< Prev 1 2 3 4 5 6 7 Next >

Continue Cancel

- m. Continue scheduling this inspection as described above for the pending inspections.

IX. Rescheduling or Cancel an Inspection

- a. When you have scheduled inspections, you can reschedule on the Record info – Inspections page
- b. The Actions menu next to the inspection will have Reschedule and Cancel available
- c. Reschedule will bring up the same window as scheduling and allow you to select a different day
- d. To cancel an inspection, you just have to confirm the cancelation by click Cancel Inspection

X. Paying Fees Online

- a. You do not need to be logged in to pay fees on a permit
- b. When you are looking at a list of records, if there are fees due, you will see “Pay Fees Due” in the action column

▼ Building

Record Type	Project Name	Address	Status	Action	Description	Expiration Date
Family Permit	Test payment	2600 SW MARTIN HWY, PALM CITY FL 349903148	Permit Issued	Pay Fees Due	I'm adding this record to test payments from the ACA	



- c. Click on that link to bring up the payment screen
- d. You will first see a description of the fees due. Click **Continue Application**
- e. Enter your credit card information and click **“Submit Payment”**
- f. You should see a confirmation of payment. Click **“Print/View Receipt”** to view your receipt.

Record Issuance



You have paid a fee associated to this Record.
Please print a copy of this receipt and retain a copy your records.

Thank you for using our online services.
Your Record Number is BLD2018010111.



A notice was added to this record on 01/31/2018.
Condition: BEXPIRED Severity: Notice
Total Conditions: 1 (Notice: 1)

[View additional details](#)

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

[Print/View Receipt](#)

- g. Click **“View Record Details”** to go back to the permit details.
- h. At any time you can select Payments – Fees to see a record of payments made on your Permit

NAVIGATING THROUGH ACCELA:

Creating an Account:

When creating an account, register the account with a default email. **Write down your username and password and keep it in a safe place.** Users tend to save it on to their computers so they won't have to log in. We receive a lot of calls of customers forgetting their username and password if something goes wrong with their computer. Please make sure you fill in all sections that ask for the business phone # and name. There will be a section that gives you an option to register as an individual or organization. If you are a contracting company, select organization. If you are an owner/ builder, select applicant.

Add a license:

Make sure you add a license. To add a license go to **ACCOUNT MANAGEMENT**, click on **ADD A LICENSE**. Under **LICENSE TYPE**, choose a license type in the drop down; **Type in your LICENSE NUMBER** and click on **FIND LICENSE**. Click on the **highlighted license number**, and then click on **ADD LICENSE TO ACCOUNT**. We will then approve the attached license. You will need to log out, and then log back in for your account to be updated.

Applying for a building permit:

When performing a task that has a search button, whether it's searching for a permit or applying for a permit, always remember less **is better than more**. For instance, if you are applying for a permit and it asks for the property location only input the street address number. Do not input the street name, type of road, city, state, or zip. After you hit the search button, it will bring up a list from which you will be able to select the correct street address. From there the system will auto populate all the information needed, including the parcel number and the owner. Once you have completed the permit application, the system will assign a permit number (record number).

If there is a confidential owner, the permit cannot be entered online.

Printing out permits and approved docs:

To search for your permit and print the permit once it has been issued: Mouse over the HOME tab, then select MY RECORDS. Click on the permit # you are searching for (highlighted in blue). Find the tab that says RECORD INFO, click on the tab, and choose ATTACHMENTS from the drop down. There you will see all the documents pertaining to the permit. There will also be an add button below, where you can attach documents.

Rules of scheduling inspections for users:

To schedule inspections, you must log in with your **USER ID**; not your email. Your User ID gives you permission to perform this action. If you do not have any pending inspections, the system will not allow you to schedule. Also, you will not be able to schedule inspections if there are conditions with a **"HOLD INSPECTION"** status.

General Information:

You cannot upload any documents to your permit when "IN REVIEW" status. This means your permit is going through our review process with documents already provided and cannot be interfered with.