

## Martin County Accela Document Conversion Announcement

Dear Martin County Accela Citizen Access website users,

As part of Martin County's information security enhancement efforts, we are working on setting up a new document service for [Accela Citizen Access \(ACA\)](#) and will be converting all existing documents from our old service into the new one. Due to the large quantity of the documents, the conversion process may take up to a month to complete.

The conversion process is scheduled to start at 6 pm on Friday, October 25<sup>th</sup>, 2024, when [ACA](#) will be temporarily shut down in preparation for the conversion. You will not be able to submit new applications, schedule inspections, make payments, or upload documents until the website is back on no later than 6 pm Sunday, October 27<sup>th</sup>.

Afterwards, you will be able to resume your normal activities. However, you may not be able to see the documents that existed on your permit records prior to the conversion. As the conversion progresses, these documents will become available again.

If you need to access existing documents that have not re-appeared, please visit this temporary website [ACA SUPPORT](#) where you can log in using your same user ID and password to view and download those documents.

Documents uploaded after the conversion starts will not be affected and will be visible and downloadable from your regular [ACA](#) account only.

You are NOT allowed to upload a document that has the same document name as any existing document on that record, even if you only see it in [ACA SUPPORT](#).

Around November 22<sup>th</sup>, 2024, the conversion will be complete and all existing documents will re-appear on all your permit records in your regular [ACA](#) account. You will no longer need to go elsewhere for any document on your permits.

We will update you with the conversion progress on the [ACA](#) website. If you encounter any issues, please contact Martin County Staff who assist you with your permits.

We apologize for any inconvenience this may bring.

Thank you.

Martin County ITS Department Accela Support Team