Online Evaluator Guide

Accela Citizen Access

Development Services - Onsite

Table of Contents

Introduction

The online evaluation process has been created to provide evaluators with a more streamlined process of submitting their septic system evaluations as well as to provide a more efficient recording and processing method for the Onsite Division.

The electronic evaluation report is essentially the same report Evaluators have been using for years. The report can be filled out in the field while the observations are still fresh and then emailed to the property owner as soon as the report has been completed.

Evaluators can also easily access any and all past evaluations they have done through the Accela Citizen Access. The Onsite Division will be able to retrieve the evaluation reports quicker, process them more efficiently and provide comprehensive feedback to the Evaluators. Paper filing of these reports will be eliminated over time and electronic filling will make the entire process more efficient and easier for the Evaluators and the Town.

Getting Started

Accela Citizen Access can be accessed at the following URL: https://citizen.townofparadise.com/CitizenAccess

Register for an Account

Before you login for the first time you will need to register for an account. At the bottom of the grey Login box on the right of the screen, please click the shortcut **New Users: Register for an Account**.

After reading, understanding, and agreeing to the account terms, please check **I have read and accepted the above terms** and click **Continue Registration**.

Fill out the form with your information. You don't have to enter a mobile phone but it may prove useful for contacting you in the future.

Click **Add New** and choose **Applicant** as the Type and click **Continue**.

Enter as much information here as you can, this will be used on all your permits and will save a lot of time!

When you're done, click **Continue** and click **Continue Registration**.

You will see the following screen where you will be shown a brief overview of the information you entered.

> ✓ **Your account is successfully registered.**
>
> You will receive a welcome email shortly. Click **Login Now** at the bottom of this page to continue.

Congratulations. You have successfully registered an account.

Account Information

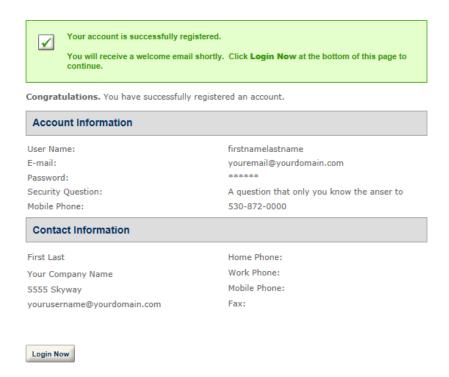|	
User Name:	firstnamelastname
E-mail:	youremail@yourdomain.com
Password:	******
Security Question:	A question that only you know the anser to
Mobile Phone:	530-872-0000

Contact Information

First Last	Home Phone:	
Your Company Name	Work Phone:	
5555 Skyway	Mobile Phone:	
yourusername@yourdomain.com	Fax:	

[Login Now]

Click **Login Now** to begin using the Accela Citizen Access. You will also receive an email titled "Welcome to the Town of Paradise Accela Citizen Access 'Online Permits'" to the address you entered which will have a link to this system for future reference.

If you need to edit any of this information you can click **Account Information** at the top of the page and you will be taken to an account summary page.

Your account is ready for use, you can now Login.

Before you start submitting evaluations you need to login and Associate Your License with Your Account.

Associate Your License with Your Account

Once logged in, click on **Account Management** in the top right of the website.

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.

Showing 1-1 of 1 | Download results

State License #	License Type	Issued On	Expired Date	Status	Action
S-9999	Septic Evaluator	06/18/2015	06/18/2099	Approved	Actions ▼

Click the **Add a License** button and then search for your license.

License Information

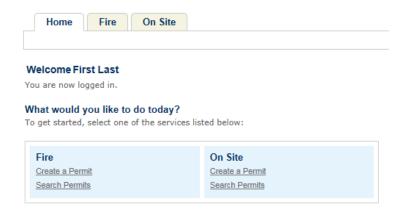| *License Type:	*License Number:
Septic Evaluator ▼	

[Find License]

Choose the **License Type** of "Septic Evaluator" and enter your license number. If you don't know your license number, please contact Town staff.

Login

Enter your email address and password you previously created and click **Login**.

If you are successful you will be taken to the entry page which will list each department and what services are available from each.

You can now Search Permits or Create a Permit.

Using Accela Citizen Access

You will find all of your previous "On Site" permits under the "On Site" tab for future reference as well as a search form to help you find related "On Site" permits.

System Requirements

Accela Citizen Access currently supports Internet Explorer 10&11, Firefox 32, Safari 6, Chrome 37, and Opera 24 browsers. You no longer need Silverlight installed! ~~You must also have Silverlight installed. Silverlight can be installed here: http://www.microsoft.com/getsilverlight/ for free.~~

~~Other versions of browsers may function but are currently not fully supported.~~

~~IMPORTANT: If you are using Google Chrome there is a workaround that is required before you can upload any images. The following Microsoft Knowledge Base article has the workaround: https://support.microsoft.com/en-us/kb/3058254.~~

~~The short version is; click here: chrome://flags/#enable-npapi and then click **Enable** in the **Enable NPAPI Mac, Windows** box. Close and re-open Google Chrome.~~

Create a Permit

Since this is an Onsite Evaluator Guide to Accela Citizen Access we will choose the Onsite module by clicking on **Create a Permit** under the blue tile in the bottom right titled "On Site" or by clicking on the "On Site" tab at the top and then clicking on **Create a Permit**. Both methods will yield the same result.

Read, understand, accept, check **I have read and accepted the above terms**, and click **Continue Application**.

Online License Application

Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final license all from the convenience of your home or office, 24-hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

All trademarks and service marks contained in or displayed on this website are the

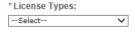☐ I have read and accepted the above terms.

[Continue Application »]

Choose your license from the **License Types** drop down. If you are not prompted to select which license you would like to use you must contact the Town. They can associate your Septic Evaluator license with your account! **If your license is expired you can't create any Evaluations.**

Select a License type

Select a license type for this permit application from the list below. The license type that you choose determines the type(s) of permits for which you can apply.
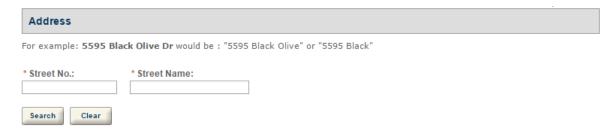
For Onsite, this should be **Septic Evaluator.**

* **License Types:**
[--Select-- ⌄]

[Continue »]

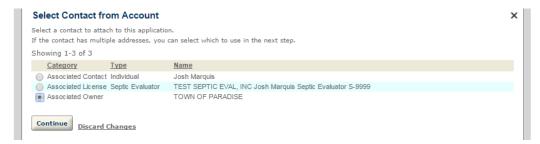Click **Continue** when your correct license has been selected.

Enter the **Street Number** and **Street Name** in their appropriate fields and click search. For **Street Name**, enter as little information as possible. For example, if you were entering "5595 Black Olive Drive" you would enter "5595" in **Street Number** and only "Bla" in **Street Number** and then click **Search**.

Address

For example: **5595 Black Olive Dr** would be : "5595 Black Olive" or "5595 Black"

* Street No.:   * Street Name:
[   ]   [   ]

[Search] [Clear]

Click on **Select from Account**.

Primary Contact

Click Select From Account and choose Associated Owner to pre-fill information from the parcel's owner of record shown above.

Please be sure to enter a phone number and email address if they are known.
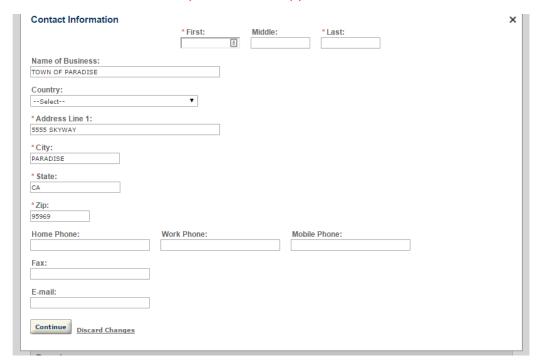
[Select from Account] [Add New]

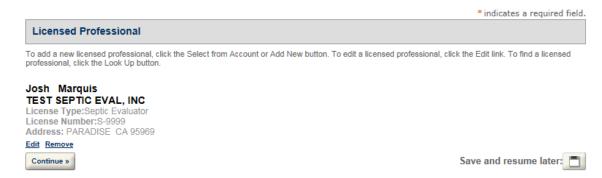Choose **Associated Owner** and click **Continue**.

Update or enter any additional **Contact Information** you have for who requested the evaluation. Note: entering their email address here will allow you to email a copy of the evaluation to them! When finished, click **Continue**.

The **Parcel Number** and **Legal Description** is for staff use and is unable to be edited.

Click **Continue** at the bottom of the page when the **Address** and **Primary Contact** information you entered is accurate and complete.

The license you chose at the beginning of the permit should be listed, if you chose the wrong one you can remove it and re-add one at this time. You can also edit this information if it is out-of-date.
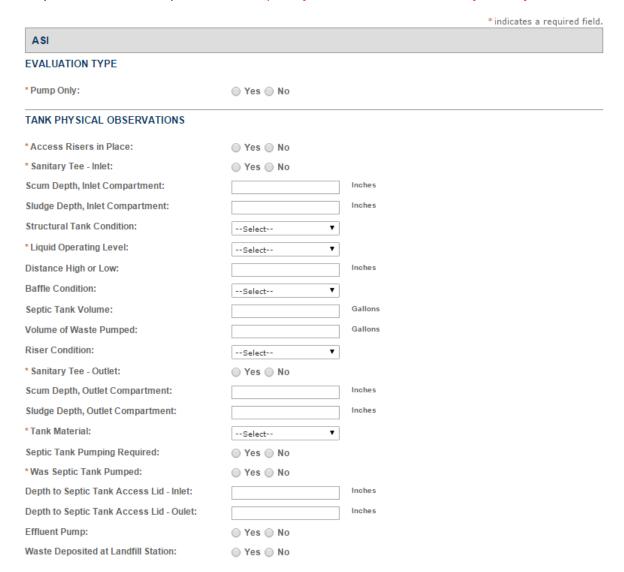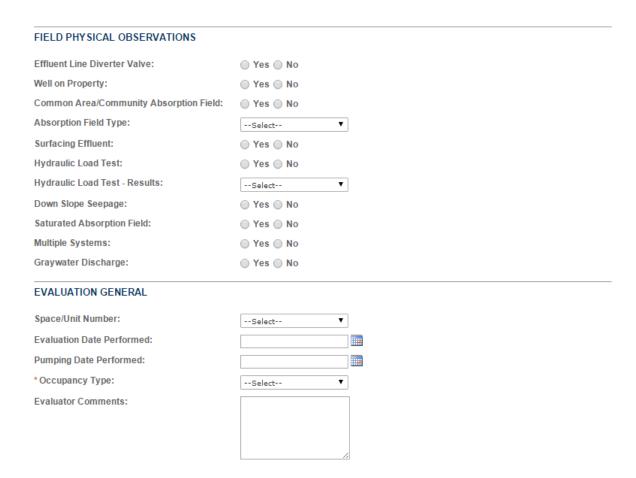

Click **Continue** to begin entering your evaluation data.

"ASI" stands for Application Specific Information and it is what Accela Citizen Access calls the data that you will be entering on each permit. There are 4 sections **Evaluation Type**, **Tank Physical Observations**, **Field Physical Operations**, and **Evaluation General**. With the exception of **Evaluation General,** staff kept the fields in the same order, named the same and with the same options that you previously had on the paper evaluation form.

Enter the information as you observed.

If this was a pump only evaluation, please choose **Yes**. You will notice that any non-relevant fields will be hidden and many fields will not be required. *Note: required fields have a red asterisks before or after them.*

<div>

* indicates a required field.

ASI

EVALUATION TYPE

* Pump Only:	◯ Yes ◯ No

TANK PHYSICAL OBSERVATIONS

* Access Risers in Place:	◯ Yes ◯ No
* Sanitary Tee - Inlet:	◯ Yes ◯ No
Scum Depth, Inlet Compartment:	[＿＿＿] Inches
Sludge Depth, Inlet Compartment:	[＿＿＿] Inches
Structural Tank Condition:	--Select-- ▼
* Liquid Operating Level:	--Select-- ▼
Distance High or Low:	[＿＿＿] Inches
Baffle Condition:	--Select-- ▼
Septic Tank Volume:	[＿＿＿] Gallons
Volume of Waste Pumped:	[＿＿＿] Gallons
Riser Condition:	--Select-- ▼
* Sanitary Tee - Outlet:	◯ Yes ◯ No
Scum Depth, Outlet Compartment:	[＿＿＿] Inches
Sludge Depth, Outlet Compartment:	[＿＿＿] Inches
* Tank Material:	--Select-- ▼
Septic Tank Pumping Required:	◯ Yes ◯ No
* Was Septic Tank Pumped:	◯ Yes ◯ No
Depth to Septic Tank Access Lid - Inlet:	[＿＿＿] Inches
Depth to Septic Tank Access Lid - Oulet:	[＿＿＿] Inches
Effluent Pump:	◯ Yes ◯ No
Waste Deposited at Landfill Station:	◯ Yes ◯ No

</div>

FIELD PHYSICAL OBSERVATIONS

Effluent Line Diverter Valve:	○ Yes ○ No
Well on Property:	○ Yes ○ No
Common Area/Community Absorption Field:	○ Yes ○ No
Absorption Field Type:	--Select-- ▼
Surfacing Effluent:	○ Yes ○ No
Hydraulic Load Test:	○ Yes ○ No
Hydraulic Load Test - Results:	--Select-- ▼
Down Slope Seepage:	○ Yes ○ No
Saturated Absorption Field:	○ Yes ○ No
Multiple Systems:	○ Yes ○ No
Graywater Discharge:	○ Yes ○ No

EVALUATION GENERAL

Space/Unit Number:	--Select-- ▼
Evaluation Date Performed:	[ ] 📅
Pumping Date Performed:	[ ] 📅
* Occupancy Type:	--Select-- ▼
Evaluator Comments:	[ ]

If applicable, please enter the related Space or Unit Number; if not applicable, leave this field blank. For example, if the system evaluation serviced units one through four you should enter '1-4' or '1,2,3,4' without the quotation marks. Enter the **Evaluation Date Performed** in MM/DD/YYYY format or use the calendar picker icon next to the field. Choose the **Occupancy Type** for the system. Enter your comments in the **Evaluator Comments** field making sure to elaborate where requested by some previous answers to "describe in comments".

EVALUATION GENERAL

Space/Unit Number:	--Select-- ▼
* Evaluation Date Performed:	[ ] 📅
* Occupancy Type:	--Select-- ▼
* Evaluator Comments:	[ ]

[Continue »]   Save and resume later: ▢

Click Continue when you are done. If you forgot any required fields they will be highlighted in red and you will be able to correct them before continuing.
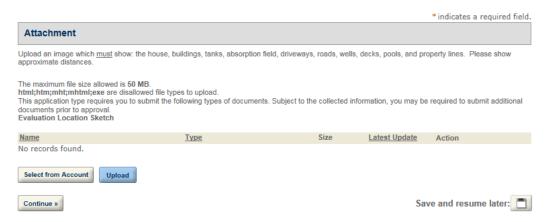
For help creating **a Location Sketch** which can be uploaded into Accela you can try the section Create a Location Sketch.

You will upload your **Location Sketch** on the "Attachment" page.

Click on the **Upload** and browse for the JPEG, JPG, PNG, GIF, TIFF, etc. that is your **Location Sketch**. Note: PDFs are NOT supported. Choose a **Document Type** of "Evaluation Location Sketch" and type some comments in the **Description** field

if applicable. If you are uploading site pictures or other relevant documents for staff, please choose a **Document Type** of "Other" and enter a **Description** explaining why you are attaching those ddocuments.

A Location Sketch is **required**, except in the case of a tank abandonment.

When you are done uploading click **Save** and then **Continue**. *Note: if you don't click **Save**, your document won't be attached to this Evaluation!*

Note: if you would like to send staff an applicable picture you can upload it using this interface and it will be associated with this permit.

Review the information you have entered for accuracy and if you agree check **By checking this box, I agree to the above certification** which will serve as your digital signature and will record the date you submitted this permit.

You will see a green success box and will be given the permit's number.

If you click the **Print/View Permit** button you will get a PDF which resembles the old paper form. This form was modified so that it can be tri-folded and stuffed in a windowed envelope for your convenience.

If you want to keep a copy of this evaluation, all of your data is shown on this report including the **Location Sketch**. There is also a **Send E-mail** button at the top of this window which will allow you to email yourself and/or the home owner a copy of the results.

In the future, staff will make the Owner's E-mail carry over from where you entered it previously. For now, you can check **Other** and then put the Owner's E-mail into the adjacent field. Note: if you do put multiple email addresses in the **Other** field, separate them by semicolons but do not put any spaces!

Send report via e-mail to:

☑ Josh Marquis   Septic Evaluator   jmarquis@townofparadise.com

☑ Other   ownersemailaddress@theirdomain.com
(Separate multiple e-mail addresses with a semicolon.)

Send E-mail   Cancel

Click **Send E-mail** and the system will deliver a PDF of the report to those you entered.

The system will also keep a copy of your Location Sketch as well as any reports associated with this permit. You can look-up this permit and obtain copies at any time using your account, the address, or the permit number.

If you call to discuss this permit with staff, please have your permit number available as it is much easier for staff to look-up.

You are done.

Clone a Previous Permit / Copy a Permit

If you are frequently performing evaluations on some locations you can save yourself time by cloning or copying that evaluation.

Find the existing evaluation by searching by permit number, location, etc. and then click on the **Permit Number** column which will open the Permit Details section. Click on the **Copy Record** button.

▼ Permit Details

Licensed Professional:

Your details here

▶ More Details

Print/View Permit »   Copy Record

You will be shown the following screen where you can choose what details to copy from the existing record.

Copy Record ✕

Available Sections (Information in the checked sections will be copied.)

☑ Address   ☑ Application-Specific Information

☑ Parcel   ☐ Application-Specific Information Tables

☐ Owner   ☐ Assets

☐ Education   ☑ Licensed Professionals

☐ Continuing Education   ☑ Contacts

☐ Examination   ☐ Detail Information

☐ Valuation Calculator   ☐ Additional Information

Please verify all information on the new record before submitting it.

[Copy] Cancel

The defaults should be everything available. Click **Copy** to continue.

You will be asked to re-accept the disclaimer and choose your license. You will be taken to the data entry pages where they will be pre-filled with the data copied from the previous record.

You will need to upload a Location Sketch. If nothing has changed, you can download the sketch from the previous record.

Note: It is your responsibility to ensure this information is correct and up-to-date

Replacing or Updating a Location Sketch

You can't delete a Location Sketch once it has been uploaded. But, you can upload another one to replace the first one. The last one uploaded will be the one included on the report.

Create a Location Sketch

You can create a Location Sketch image using many different methods. A couple options will be outlined below that should give you some ideas on what method(s) might work best for your business.

Draw the Image Using Your Computer

Microsoft Paint

Windows users can use Microsoft Paint which is installed by default on your computer. Paint is a very basic drawing program that can allow you to freehand draw the Location Sketch and has some basic shapes that can be inserted. Paint will allow you to save your picture which can then be uploaded into Accela.

Microsoft Word

If you have Microsoft Office installed you can use the snipping tool in Word to take a picture of any shapes you have used drawing tools to create.

Online Services

There are also many different online services which you can use to quickly make a quick drawing and then save the image to your computer. If you find one that works well, please let staff know! We will update this document with the ones that we hear are working well for people.

Here are a couple in no particular order:

- http://dosketch.com/
- https://sketch.io/sketchpad/
- http://www.onemotion.com/flash/sketch-paint/

All of these services allow you to download, export, or save the sketch as an image in png, jpg, gif, etc. format which can then be uploaded into Accela.

Draw the Image Using Your Mobile Phone/Tablet/etc.

There are many options in related app stores that will allow you to freehand draw the Location Sketch in the field. This image can then be transferred to your computer and uploaded into Accela.

Draw the Image and Take a Picture

You can use a smartphone or digital camera to take a picture of a sketch that you have previously drawn and then upload that picture into Accela.

Draw the Image and Scan It into Your Computer

You can use a flatbed or a sheet scanner to scan the sketch that you have previously drawn and then upload that picture into Accela.

Getting Help

Town staff cannot help you with computer problems but will try to help you with the process of submitting your evaluations/etc. and will answer as many questions as they can.

Onsite Staff

Call us at 530-872-6291 x116.

Email us at dcook@townofparadise.com.

Town IT Staff

Call us at 530-872-6291 x100.

Email us at support@townofparadise.com.