

Managing Your Account

Table of Contents

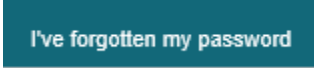
Account Maintenance	2
Resetting Your Password.....	2
You are Logged into ACA	2
Add a Contact	4
Add a Delegate	7
Trust Account Information	10
Trust Transactions	12
License Information.....	13

Account Maintenance

1. Open your web browser and navigate to: <https://citizenaccess.clarkcountynv.gov/CitizenAccess/>
2. Login to your account. Please see the **Login** section for details on how to login.

Resetting Your Password

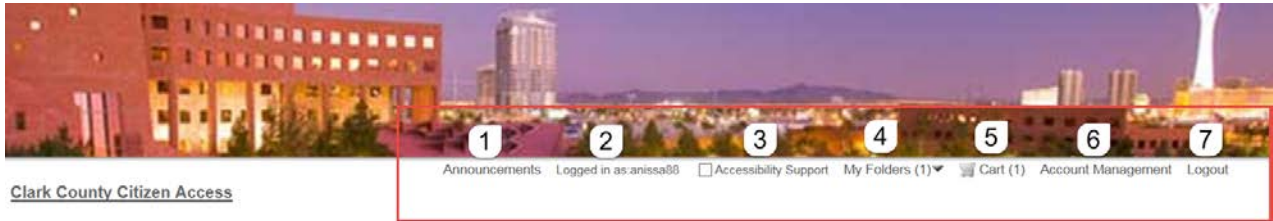
If you forget your password, click on “I’ve forgotten my password”.



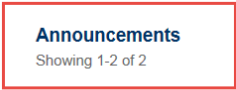
You will be sent an email with your user name and a temporary password. Log into Accela Citizen Access with your temporary password, you’ll be asked to choose a new password. Passwords are case sensitive.

You are Logged into ACA

Clark County Citizens Login Page



1. Click on **Announcements** – To view notifications



Date	Title	Content	Action
11/29/2017	BD17-54288 Electrical Re-Tag Permit Issued	Department of Building & Fire Prevention Permit is attached. Inspection must be scheduled and approved within 180 days of issuance.	Delete
11/29/2017	BD17-54287 Water Heater, Permit Issued	Department of Building & Fire Prevention Permit is attached. Inspection must be scheduled and approved within 180 days of issuance.	Delete

2. Status **Logged in as: anissa88** –Shows which account is logged into ACA
3. Click on **Accessibility Support** -Microsoft Accessibility

4. Click on **My Folders** -You can create a folders sort and place records.

The screenshot shows the Clark County Citizen Access website. At the top right, there are links for "Announcements", "Logged in as: anissa88", and "My Folders (1)". A dropdown menu is open under "My Folders (1)", showing a folder named "Dont Need". Below this, there is a "Search" button. The main heading is "Clark County Citizen Access". Underneath, there is a section titled "My Folders" with the text "This is a list of your folders. To manage a folder, click the folder name link." Below that, it says "Showing 1-1 of 1". A table is displayed with the following data:

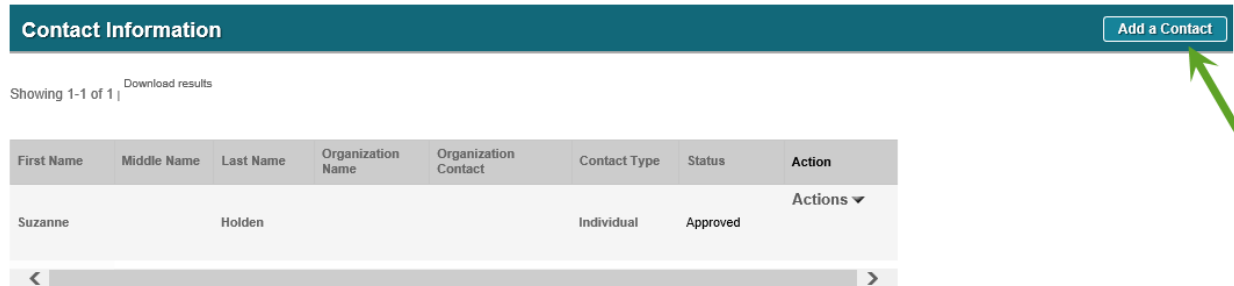
Date Modified	Name	Description	Number of Records	
11/30/2017	Dont Need		0	Delete

Below the table is a pagination bar with left and right arrow buttons.

5. Click on **Cart** -View any items in your shopping cart
6. Click on **Account Management** - To view account details, Contracts, Trust Accounts, etc....
7. Click on **Logout** - To log out of ACA

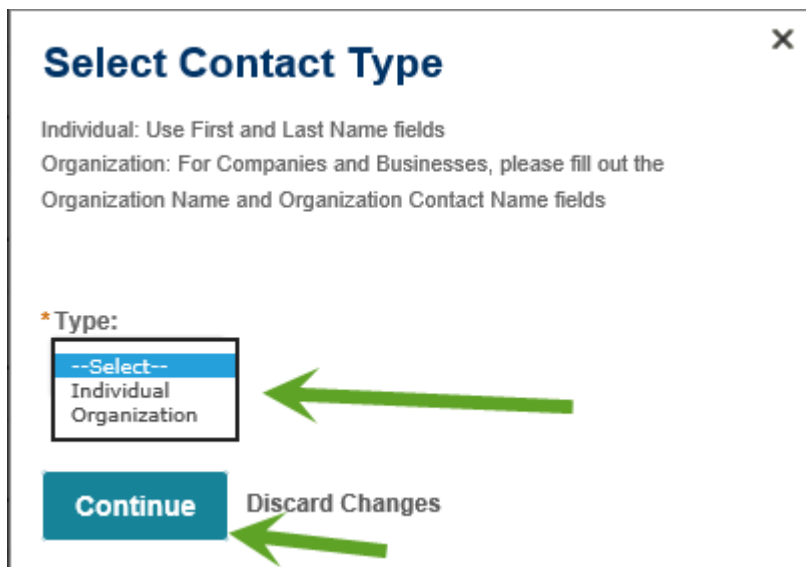
Add a Contact

1. Once in Account Maintenance, scroll down the page to the Contact Information. Click on the **Add a Contact** button.



The screenshot shows a dark teal header bar with the text "Contact Information" on the left and a white button labeled "Add a Contact" on the right. A green arrow points to the "Add a Contact" button. Below the header, there is a text label "Showing 1-1 of 1" and a "Download results" link. A table with the following columns is displayed: First Name, Middle Name, Last Name, Organization Name, Organization Contact, Contact Type, Status, and Action. The table contains one row with the following data: First Name: Suzanne, Middle Name: (blank), Last Name: Holden, Organization Name: (blank), Organization Contact: (blank), Contact Type: Individual, Status: Approved, and Action: Actions (with a dropdown arrow). Below the table is a horizontal scrollbar.

2. Select your contact **Type** from the drop down box and click on the **Continue** button.



The screenshot shows a dialog box titled "Select Contact Type" with a close button (X) in the top right corner. The dialog contains the following text: "Individual: Use First and Last Name fields" and "Organization: For Companies and Businesses, please fill out the Organization Name and Organization Contact Name fields". Below this text is a label "*Type:" followed by a dropdown menu. The dropdown menu is open, showing three options: "--Select--", "Individual", and "Organization". A green arrow points to the "Individual" option. Below the dropdown menu are two buttons: "Continue" and "Discard Changes". A green arrow points to the "Continue" button.

3. Complete the contact information, click on the **Add Address Information** and complete the address information.

Contact Information



Contact Info

* Organization Name:

Organization Contact Name

Home Phone:

* Business Phone:

Mobile Phone:

Preferred Channel:

* E-mail:

First:

Middle:

Last:

Suffix:

Company Name

* Individual/Organization:

▼ Contact Addresses

Add Address Information

Contact Address Information



Please add a Business Mailing Address for Business Licenses. This address will be verified when applied. For all other departments, add a Mailing Address as this can be required when creating an application. Home address is optional.

*Address Type:



Address Line 2:

*City:

*State:

*ZIP Code:

Country/Region:

Save and Close

Save and Add Another

Clear

Discard Changes

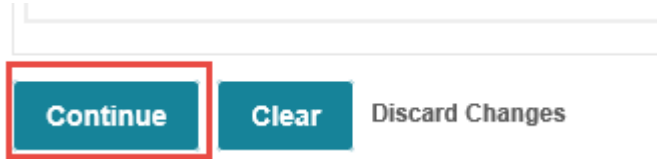
4. Click the **Save and Close** button. You'll receive a confirmation that the contract address was added successfully.

To edit a contact address, click the address link.

 **Contact address added successfully.**

Showing 1 of 1

5. Click the *Continue* button.



A screenshot of a form interface. At the top, there is a horizontal line. Below it, there are two buttons: a teal button labeled 'Continue' which is highlighted with a red rectangular border, and a teal button labeled 'Clear' to its right. To the right of the 'Clear' button, the text 'Discard Changes' is displayed.

Contact Information

Add a

Showing 1-2 of 2 | [Download results](#)

First Name	Middle Name	Last Name	Organization Name	Organization Contact	Contact Type	Status	Action
David		[REDACTED]			Individual	Approved	Actions ▼
Suzanne		[REDACTED]			Individual	Approved	Actions ▼

Add a Delegate

1. Each person in your agency that interfaces with Clark County will need their own account. They will be known as a delegate.
2. Once in Account Maintenance scroll down the page to the Delegates section. Click on the *Add a Delegate* button.



A screenshot of the 'Delegates' section in a software interface. The section title 'Delegates' is in a teal header bar. Below the header, there are two sections: 'People who can access my account' with the value 'None' below it, and 'People whose account I can access' with the value 'None' below it. In the top right corner of the teal header bar, there is a button labeled 'Add a Delegate'. A green arrow points to this button.

3. Accela account manager must send an invite to each delegate.
 - a. Assign delegate rights
 - b. Delegate must log in and accept an invitation
4. 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.
5. Complete the Add a Delegate form. Click on the *Invite a Delegate* button.

Add a Delegate



Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

* Name

* E-mail Address

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in all categories (Change)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

- 1 Create Applications in all categories (Change)
- 2 Renew Records in all categories (Change)
- 3 Amend Records in all categories (Change)
- 4 Manage Inspections in all categories (Change)
- 5 Manage Documents in all categories (Change)
- 6 Make Payments in all categories (Change)

- 1. Create Applications-Apply for Permits
- 2. Renew Records-Renew Permits
- 3. Amend Records-Submit Revisions
- 4. Manage Inspections-Schedule Inspections
- 5. Manage Documents-Upload Documents
- 6. Make Payments-Pay for Permits

Add Personal Note

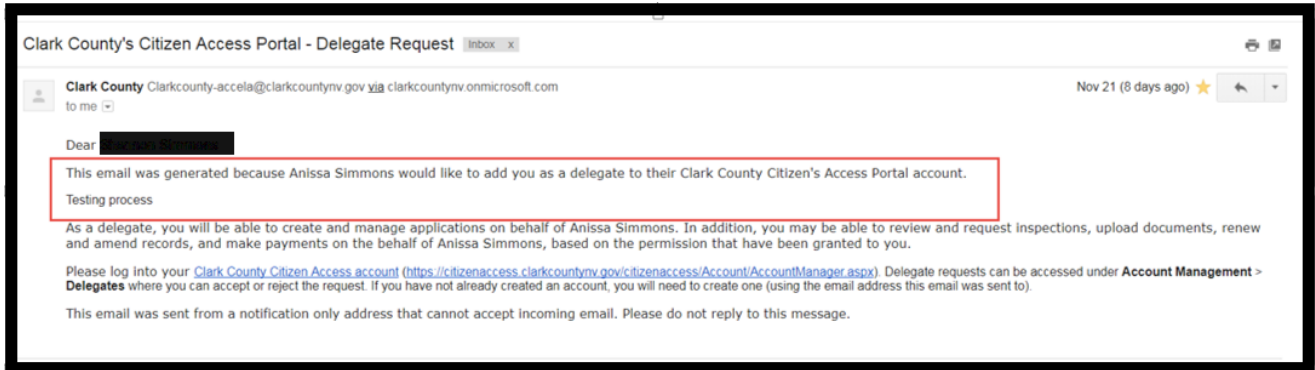
Enter the words below

Image recognition interface showing a license plate with the word "CALLE" and a sign with the word "USING". Below the image is a text input field.

Invite a Delegate

Cancel

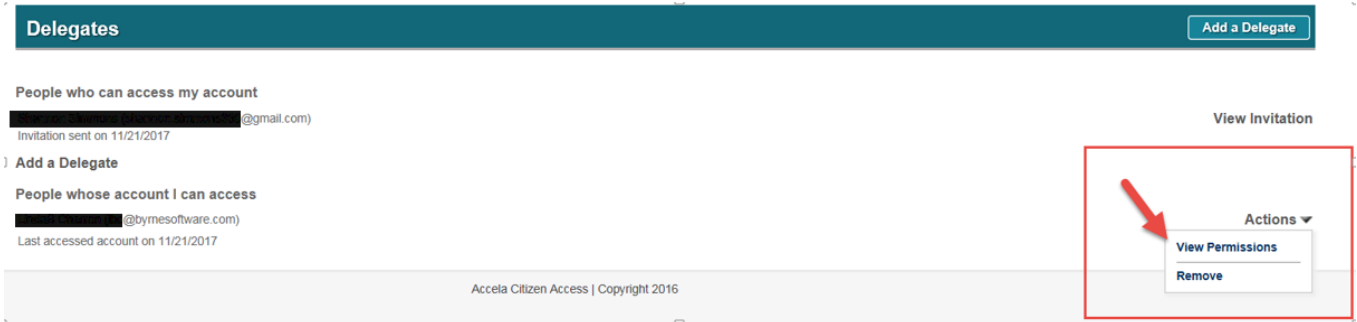
- Email sent to delegate



- The delegate has the option to Accept or Reject your invitation



- You have the ability to Add or Remove access to your delegates



Trust Account Information

1. You can view your Trust Account/s online.
 - a. Your Trust Account/s have to be “linked to your public user account” by our staff to allow you to view them on-line access.
 - b. Any additional users that you want to be “linked” to your trust account have to be added by our staff as well.
 - c. Coming Soon:
 - i. The ability to deposit funds into your trust account online from your ACA account.
 - ii. Trust Account Statements-will be emailed monthly
2. Viewing Trust Accounts:
 - a. Trust Accounts are viewed in the Trust Account Information area: Account Id, Agency, Balance, Status and Ledger Account information is displayed.

Trust Account Information

Showing 1-3 of 3 | Download results

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
BDAAnissa	CLARKCO	\$5,107,065.37	Anissa escrow account	Active	7430.904 1130 1130530000 280200	
BDFPAnissa_1	CLARKCO	\$5,999,906,524.43	Anissa Test	Active	7430.904 1130 1130530000 280200	
BDFPAnissa_New	CLARKCO	\$6,001,495,554.00	Anissa Test	Active	7430.904 1130 1130530000 280200	

3. Click on the **Account ID** to view detailed account and transaction information

Clark County Citizen Access Announcements Logged in as anissa88 My Folders (1) Cart (1) Account Management Logout

- Home
- User Guide
- Building
- Comprehensive Planning
- Fire Prevention
- Public Response Office
- Public Works

Search...

A
Trust Account Details

Balance: \$6,001,495,054.00
 Status: Active
 Account ID: EDPFAnissa_New
 Description: Anissa Test
 Ledger Account: 7430 904(130)1130530000260200

B
Associated Address

Showing 0.0 of 0

Address
 No records found.

<
>

C
Associated Parcel

Showing 0.0 of 0

Parcel Number	Lot	Block	Subdivision	Owner	Address
No records found.					

<
>

D
Associated People

Showing 1.2 of 2 | [Download results](#)

Type	First Name	Middle Name	Last Name	Address1	Address2	Phone1	Phone2	Fax	E-mail	License Number	License Expiration Date	Country/Region
Contact	Anissa		Greer	6534 FOOTHILL BLVD		(302) 455-2703			anissaM@hotmail.com			United State
Contact	Anissa		Greer	3355 LAS YESGANS BLVD S		(702) 499-8838			anissa8@hotmail.com			United State

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E
Transactions

Showing 1-7 of 7 | [Download results](#)

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Receipt Number	Target Account ID	Trans Amount
01/26/2016	PAYMENT	FP19-00059-9091	Cash				\$270.00
01/26/2016	PAYMENT	FP19-01437	Cash				\$90.00
01/04/2016	PAYMENT	FP17-56956	Cash				\$190.00
01/04/2016	PAYMENT	FP18-00119	Cash				\$450.00
12/15/2017	PAYMENT	FP17-56956	Cash				\$270.00
12/15/2017	PAYMENT	FP17-56793	Cash				\$90.00
12/15/2017	PAYMENT	FP17-56953	Cash				\$270.00

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Acceta Citizen Access | Copyright 2016

Trust Transactions

1. You may download the Trust Account transactions details into an Excel spreadsheet.
 - a. Click on the [Download results](#) to download to Excel

Transactions

Showing 1-7 of 7 [Download results](#)

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Receipt Number	Target Account ID	Trans Amount
01/26/2018	PAYMENT	FP18-00055-R001	Cash				\$270.00
01/26/2018	PAYMENT	FP18-01407	Cash				\$90.00
01/04/2018	PAYMENT	FP17-56956	Cash				\$180.00
01/04/2018	PAYMENT	FP18-00140	Cash				\$150.00

- b. Results are displayed in Excel

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Rec	Target Acc	Trans Amount
3/5/2018	VOID PAY	BD18-1041	Cash				\$56.57
3/5/2018	PAYMENT	BD18-1041	Cash				\$56.57
3/1/2018	VOID PAY	FP18-0138	Cash				\$90.00
#####	VOID PAY	BD18-0693	Cash				\$61.88
#####	PAYMENT	BD18-0693	Cash				\$61.88
#####	PAYMENT	FP18-0138	Cash				\$180.00
#####	PAYMENT	FP18-0138	Cash				\$90.00
#####	PAYMENT	BD18-0344	Cash				\$56.57

2. Trust Account Monthly Statements-Coming Soon

License Information

1. You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) will need to be validated by the agency before you can use it.
2. Select the License Type
3. Enter the State License Number (Enter exactly as it appears, including any leading zero's)
4. Click on the *Find License* button
5. The license information is displayed, in the Action column click the *Connect and Popup Window is displayed "Do you want to associate this license to your account? Click OK*

Adding a License:

License Information

Showing 1-1 of 1

License Number	Type	Business Name	Action
██████	Contractor	██████████	Connect

< >

[Search Again »](#)

6. Message will be returned saying that your license has been successfully added to your public user account and will be in a Pending state

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	Country
0000010	Contractor		06/30/2019	Pending	Actions	United States

Contact Information Add a Contact

Showing 1-7 of 7 | Download results

7. The license has to be approved/validated by our internal staff, which can be 24-48 hours. Once complete you license status will show Approved.

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	Country
0000010	Contractor		06/30/2019	Approved	Actions	United States

Contact Information Add a Contact