Managing Your Account

Table of Contents

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.

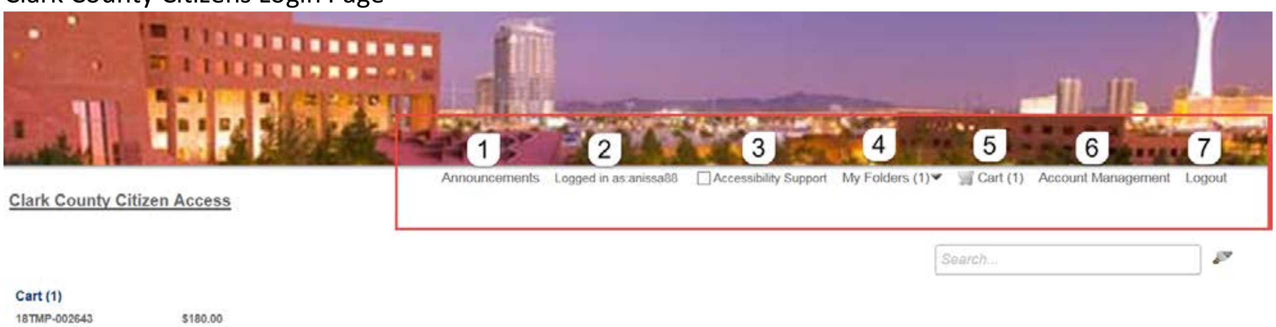
Resetting Your Password

If you forget your password, click on "I've forgotten my password".

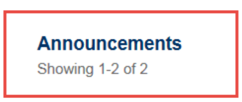
You will be sent an email with your user name and a temporary password. Log into Accela Citizen Access with your temporary password, you'll be asked to choose a new password. Passwords are case sensitive.

You are Logged into ACA

Clark County Citizens Login Page



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

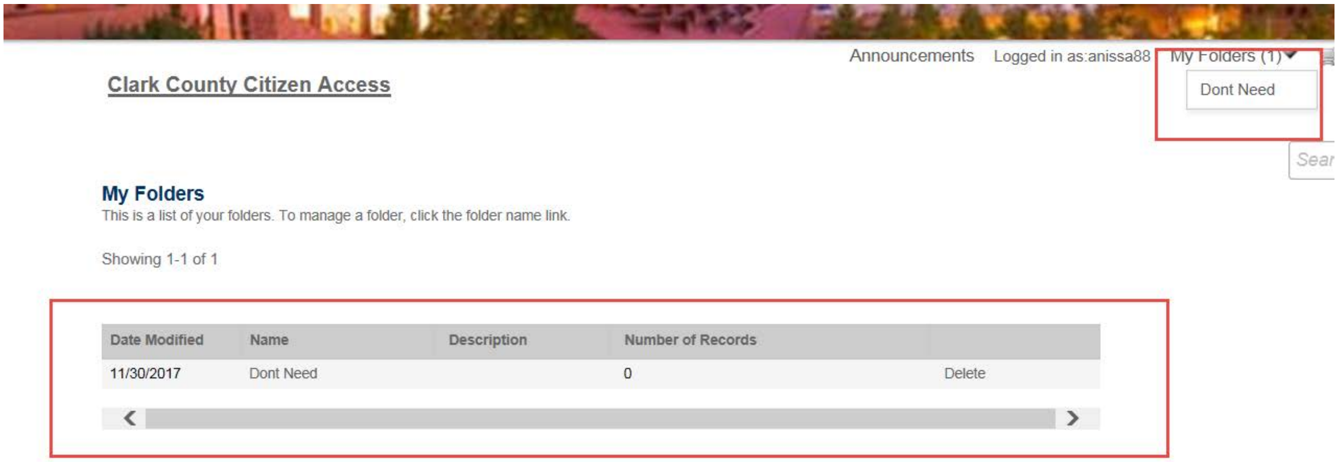


Date	Title	Content	Action
11/29/2017	BD17-54288 Electrical Re-Tag Permit Issued	Department of Building & Fire PreventionPermit is attached. Inspection must be scheduled and approved within 180 days of issuance.	Delete
11/29/2017	BD17-54287 Water Heater, Permit Issued	Department of Building & Fire PreventionPermit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

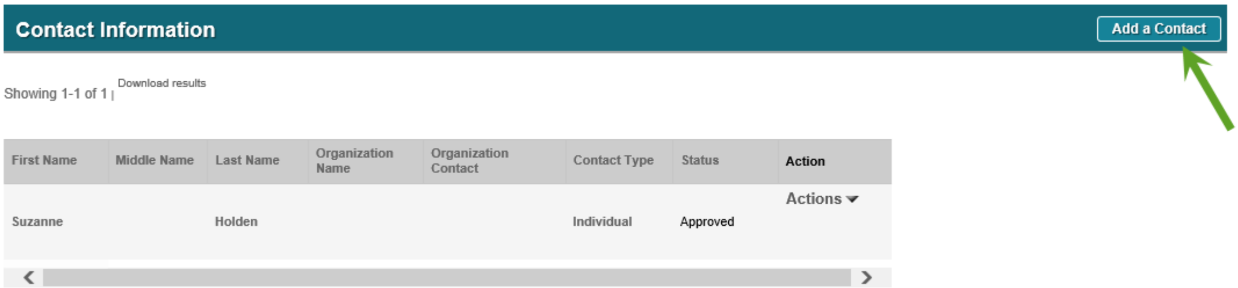
4. Click on ***My Folders*** -You can create a folders sort and place records.



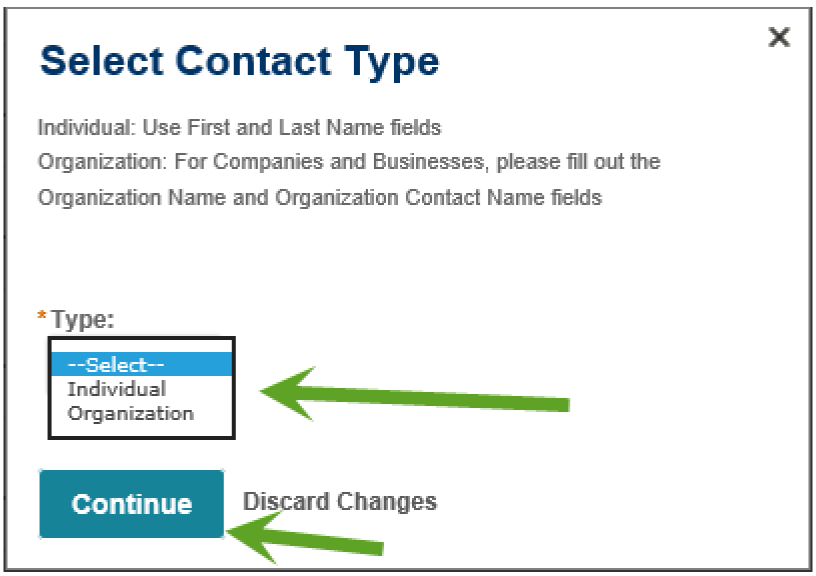
5. Click on ***Cart*** -View any items in your shopping cart
6. Click on ***Account Management -*** To view account details, Contracts, Trust Accounts, etc.…
7. Click on ***Logout -*** To log out of ACA

Add a Contact

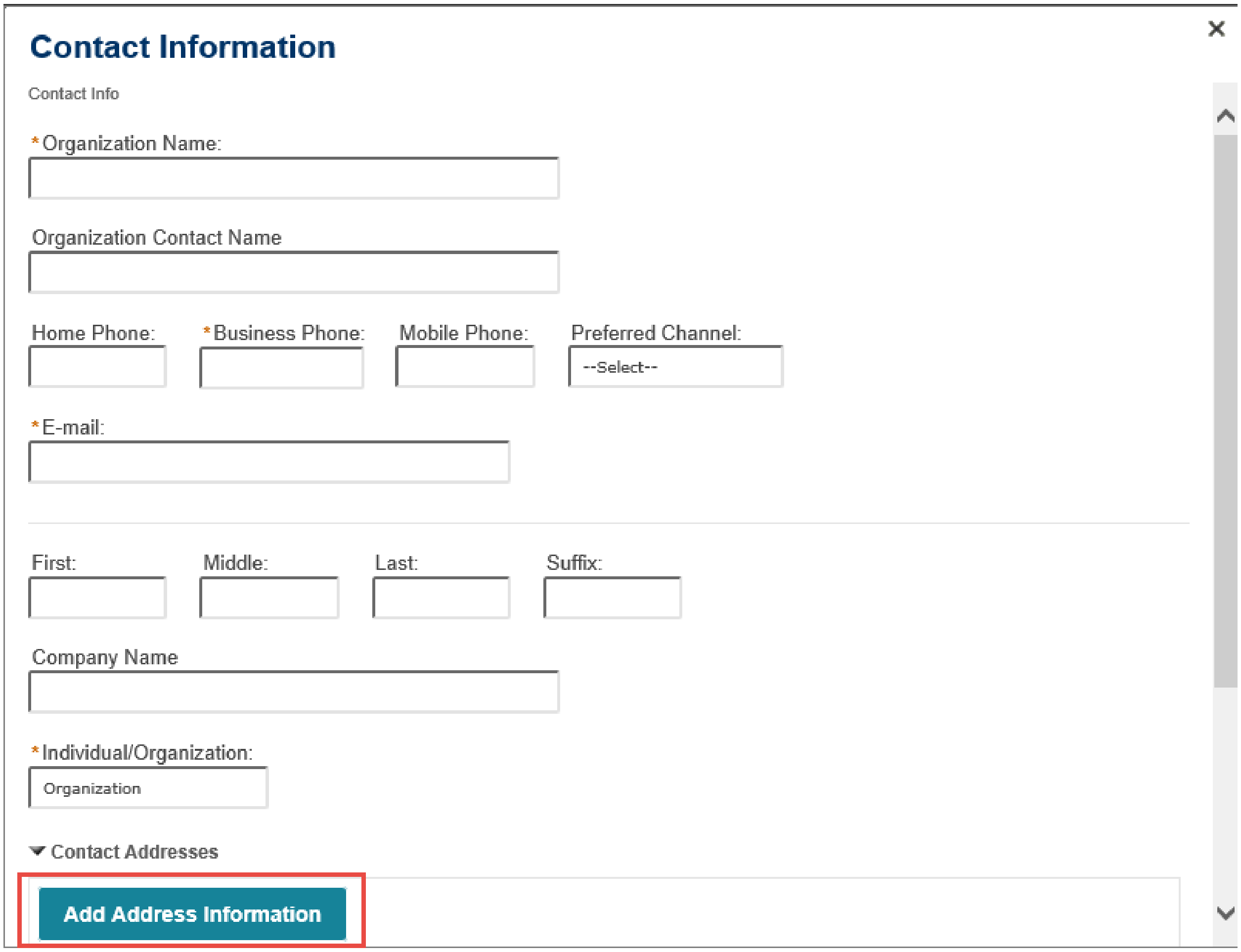
1. Once in Account Maintenance, scroll down the page to the Contact Information. Click on the ***Add a Contact*** button.



2. Select your contact ***Type*** from the drop down box and click on 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: --Select--

*E-mail:

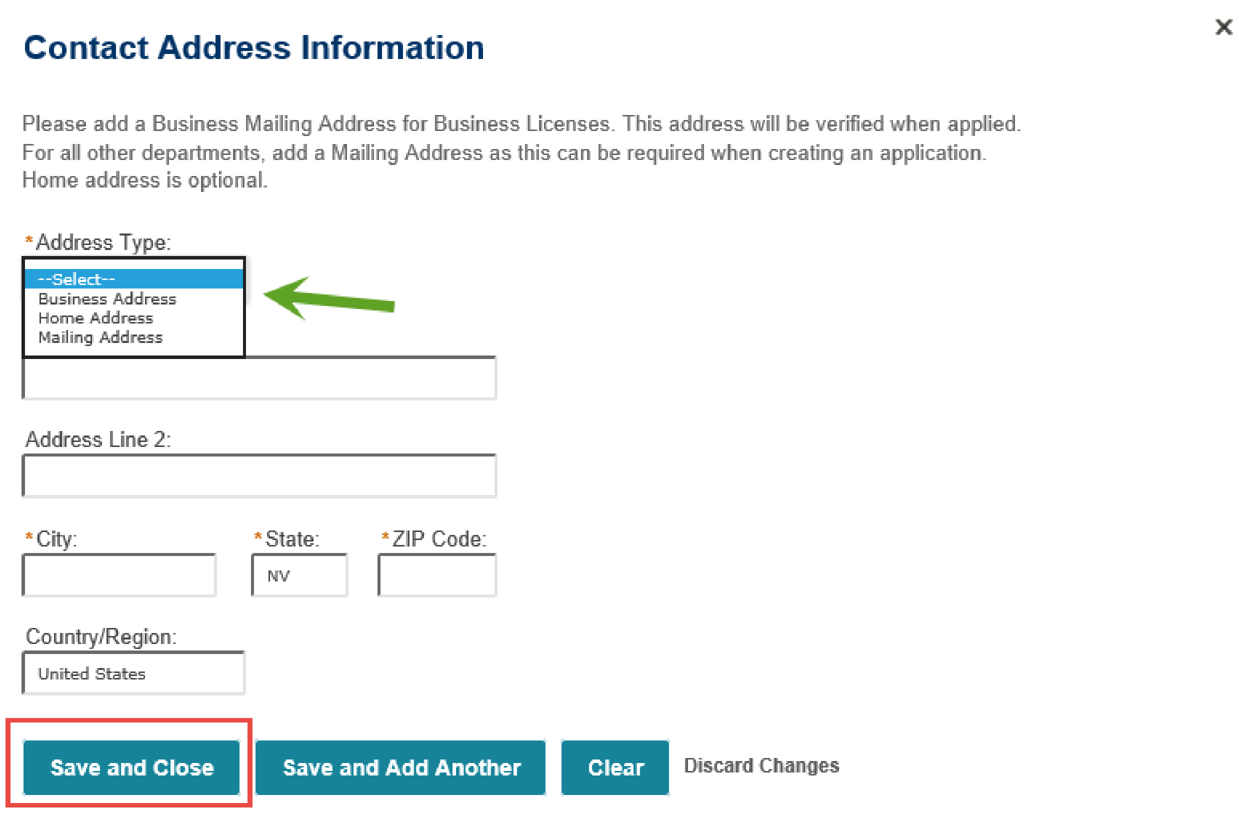
First: | Middle: | Last: | Suffix:

Company Name

*Individual/Organization: Organization

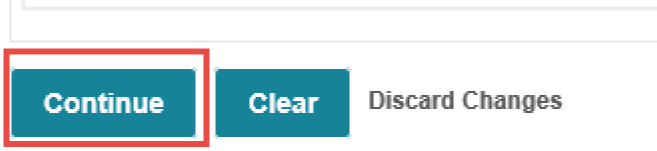
Contact Addresses

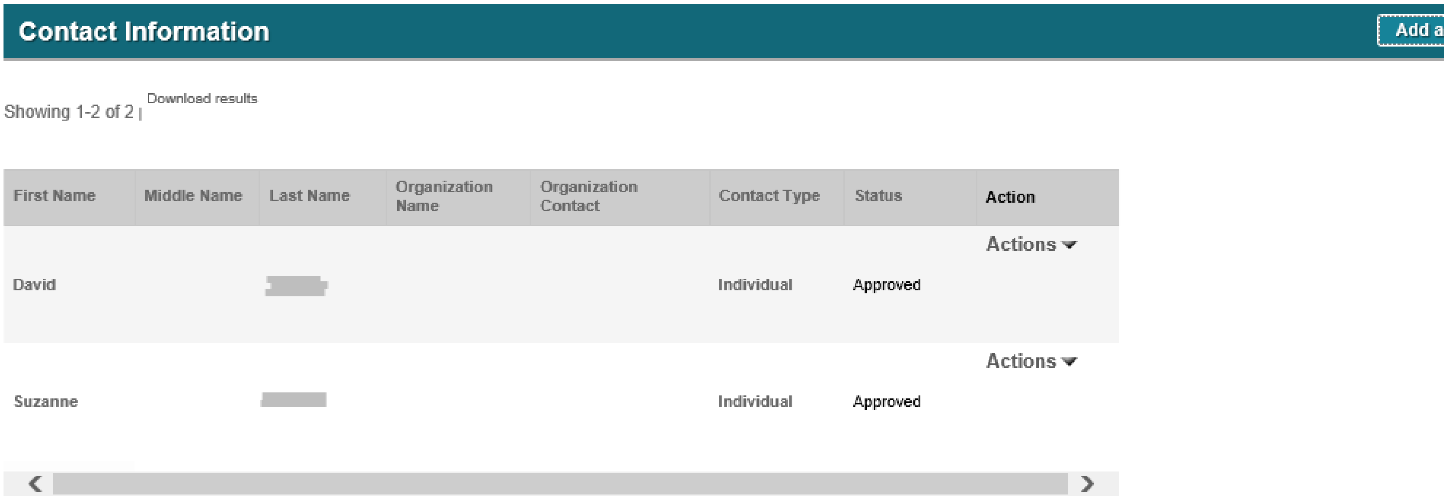
Add Address Information



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

5. Click the ***Continue*** button.

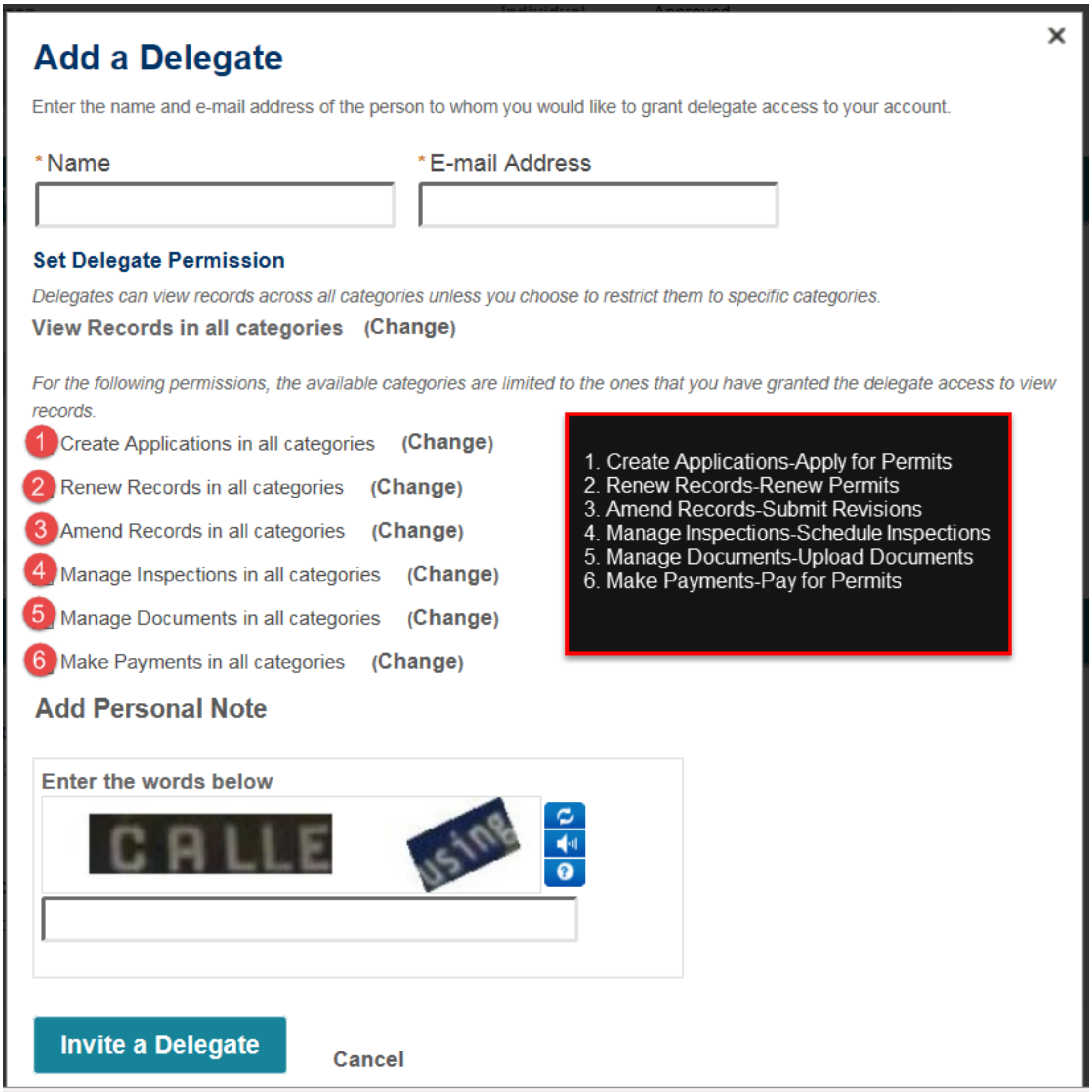




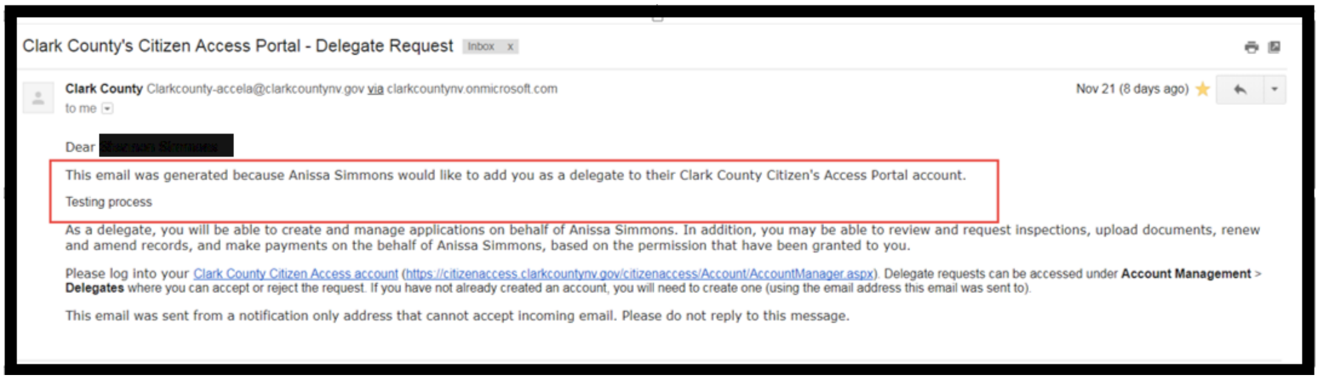
Add a Delegate

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.

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
CALLE
using
Invite a Delegate
Cancel

- Email sent to delegate



Clark County's Citizen Access Portal - Delegate Request Inbox x

Clark County Clarkcounty-accela@clarkcountynv.gov via clarkcountynv.onmicrosoft.com Nov 21 (8 days ago)

to me

Dear [redacted]

This email was generated because Anissa Simmons would like to add you as a delegate to their Clark County Citizen's Access Portal account.

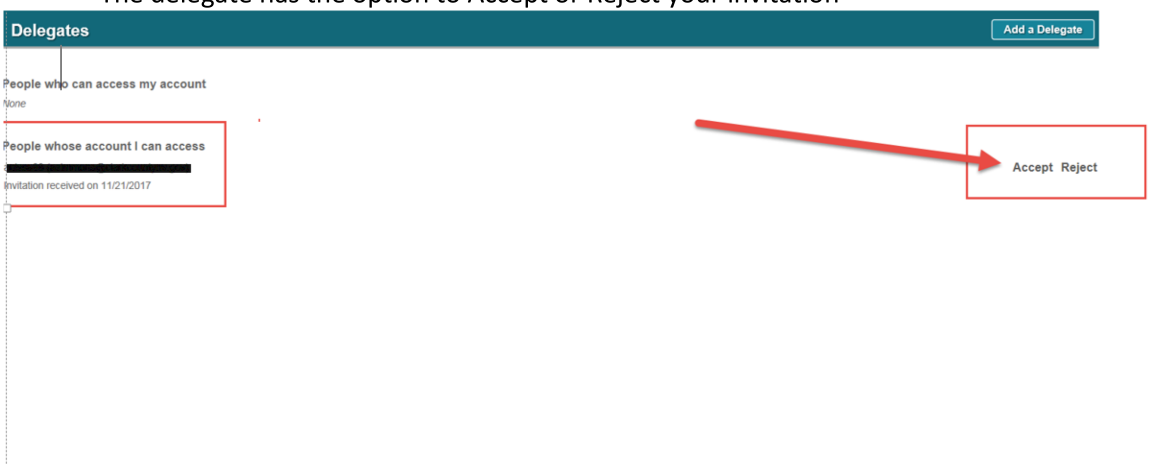
Testing process

As a delegate, you will be able to create and manage applications on behalf of Anissa Simmons. In addition, you may be able to review and request inspections, upload documents, renew and amend records, and make payments on the behalf of Anissa Simmons, based on the permission that have been granted to you.

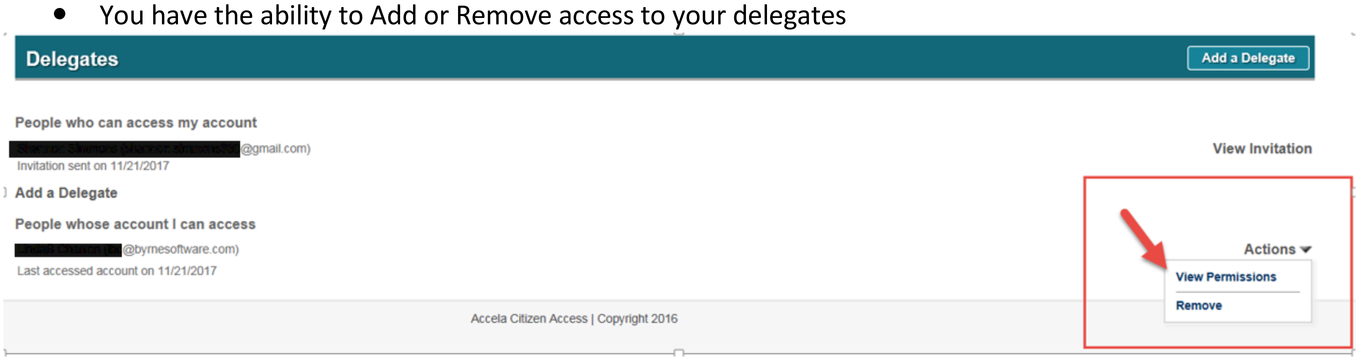
Please log into your Clark County Citizen Access account (https://citizenaccess.clarkcountynv.gov/citizenaccess/Account/AccountManager.aspx). Delegate requests can be accessed under **Account Management** > **Delegates** where you can accept or reject the request. If you have not already created an account, you will need to create one (using the email address this email was sent to).

This email was sent from a notification only address that cannot accept incoming email. Please do not reply to this message.

- 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

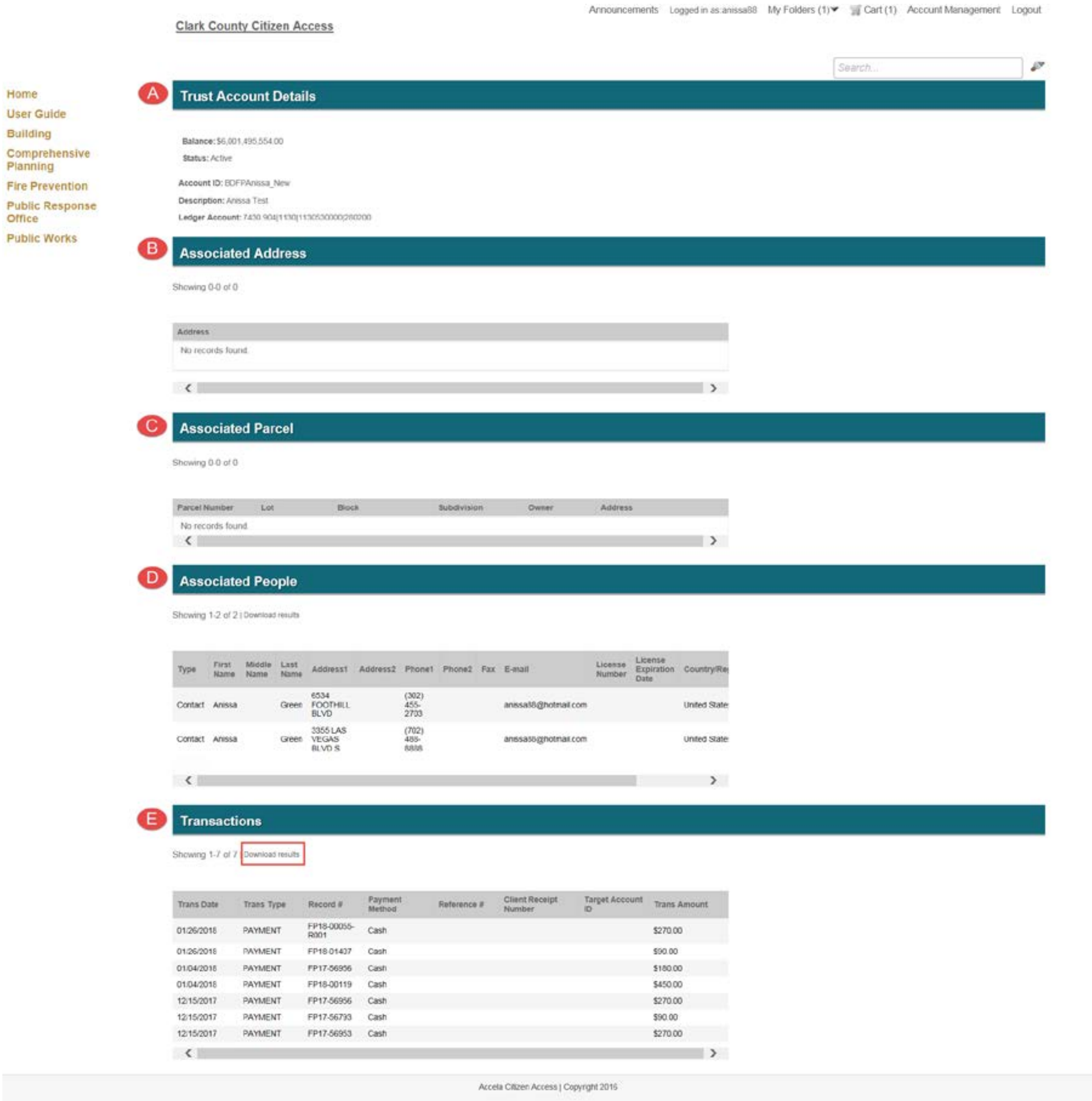
1. You can view your Trust Account/s online.
    a. Your Trust Account/s have to be "linked to your public user account" by our staff to allow you to view them on-line access.
    b. Any additional users that you want to be "linked" to your trust account have to be added by our staff as well.
    c. 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

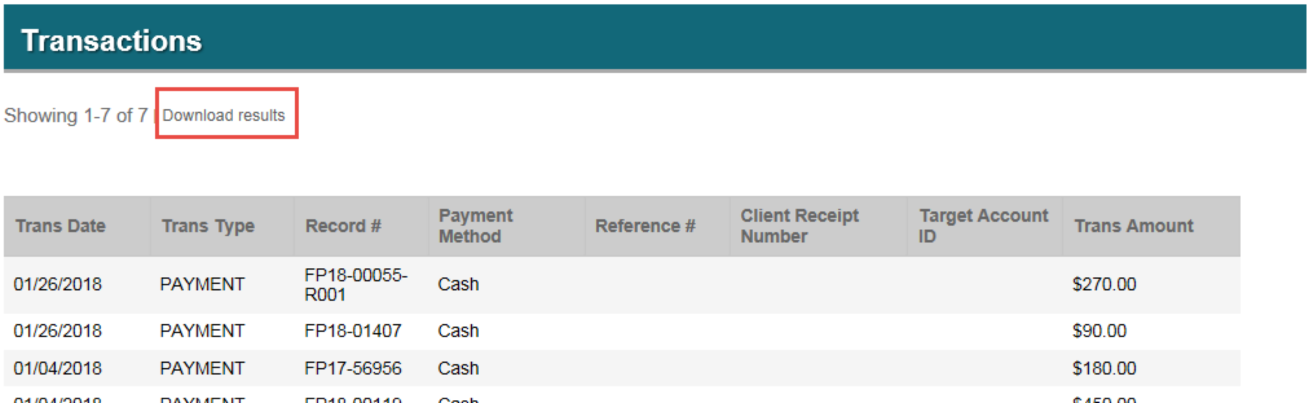
Account ID	Agency	Balance	Description	Status	Ledger Account	Action
BDAnissa	CLARKCO	$5,107,065.37	Anissa escrow account	Active	7430.904|1130|1130530000|280200	
BDFPAnissa_1	CLARKCO	$5,999,906,524.43	Anissa Test	Active	7430.904|1130|1130530000|280200	
BDFPAnissa_New	CLARKCO	$6,001,495,554.00	Anissa Test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

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



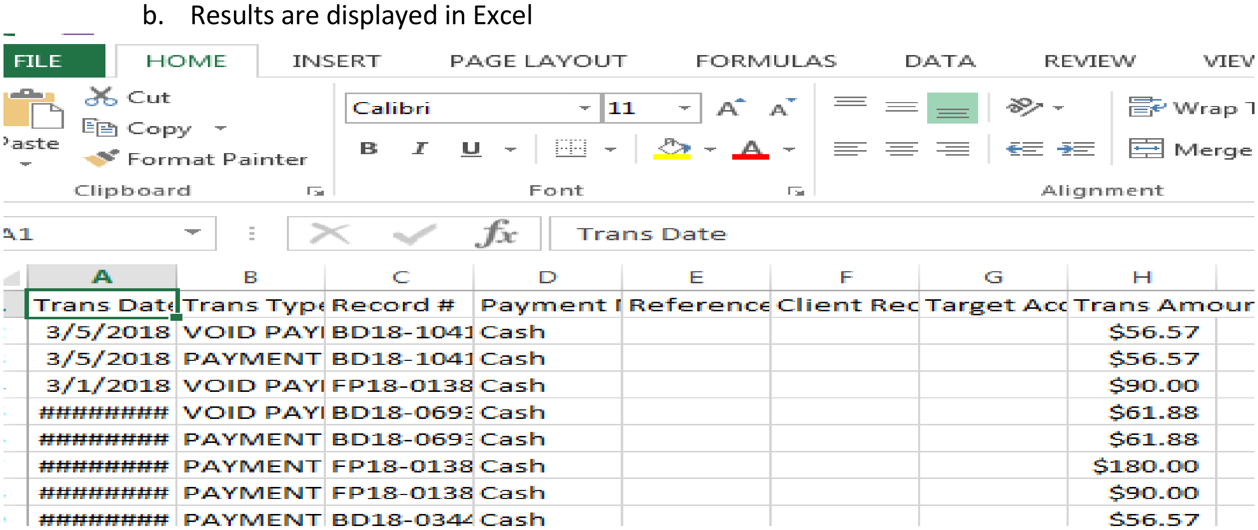
Trust Transactions

1. You may download the Trust Account transactions details into an Excel spreadsheet.
    a. Click on the ***Download results*** to download to Excel



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

    b. Results are displayed in Excel



A	B	C	D	E	F	G	H
Trans Date	Trans Type	Record #	Payment I	Reference	Client Rec	Target Acc	Trans Amour
3/5/2018	VOID PAYI	BD18-1041	Cash				$56.57
3/5/2018	PAYMENT	BD18-1041	Cash				$56.57
3/1/2018	VOID PAYI	FP18-0138	Cash				$90.00
##########	VOID PAYI	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.

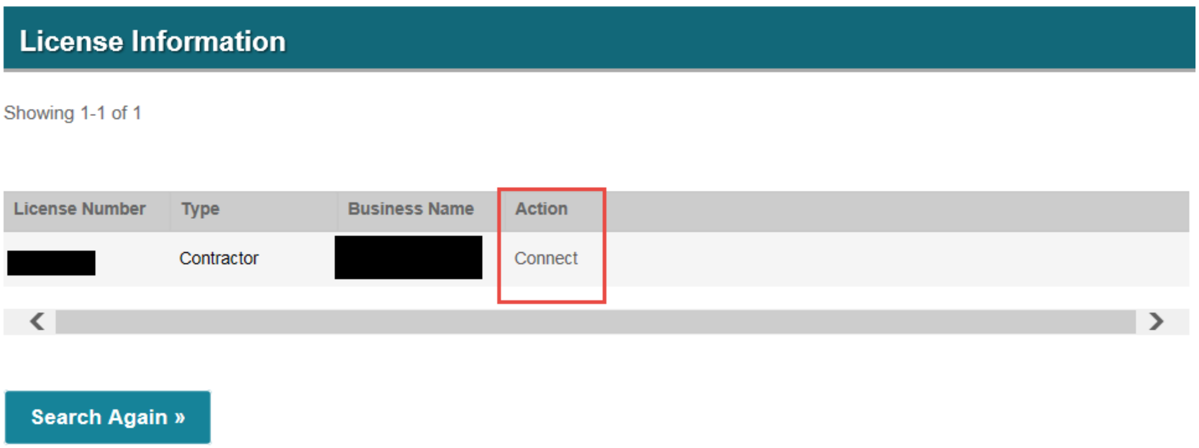
2. Select the License Type

3. Enter the State License Number (Enter exactly as it appears, including any leading zero's)

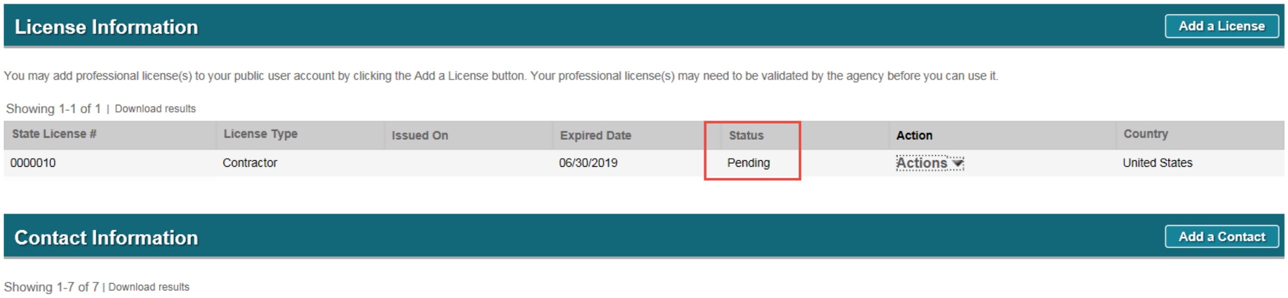
4. Click on the ***Find License*** button

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:



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

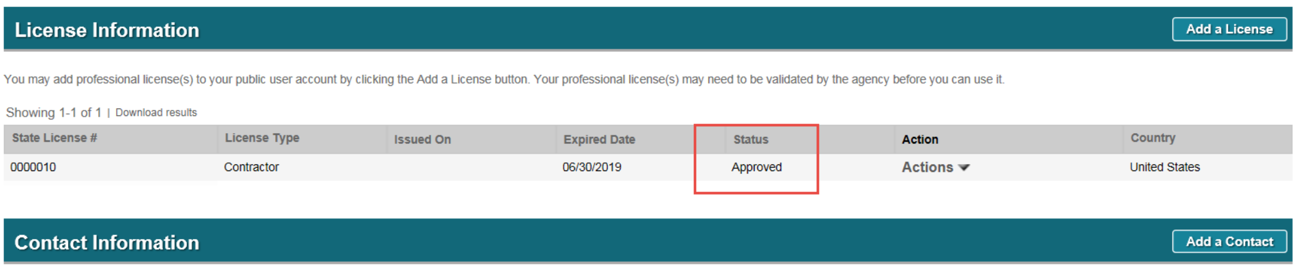
State License #	License Type	Issued On	Expired Date	Status	Action	Country
0000010	Contractor		06/30/2019	Pending	Actions	United States

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