

Managing the Citizen Access Portal

Account Maintenance

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Accela Citizen Access (ACA) Menu Bar

Login to the Citizen Access Portal <https://aca-prod.accela.com/CLARKCO/Default.aspx>

- Select *announcements* to view notifications.



- Select my folder to create a folder sort and place records.



- Cart – view any items in shopping cart.
- Account Management – view account details, manage contracts, trust accounts, etc....
- Logout – log out of the portal.

Account Maintenance

Resetting your password

1. Select forgot password

Sign In

[Forgot Password?](#)

You will be sent an email with a temporary password. Login to the Citizen Access portal with the temporary password and then an option to update the password will be provided. The “old” password is the temporary password.

Passwords are case sensitive.

Add a Contact

Contact are users that can be added to the permit when selecting the select from account option.

1. Select Account Maintenance



2. Scroll down to contact information > click on add a contact.

Contact Information							Add a Contact
Showing 1-1 of 1 Download results							
First Name	Middle Name	Last Name	Organization Name	Organization Contact	Contact Type	Status	Action
Jessica		Kopp			Individual	Approved	Actions ▾

3. Select a contact type (individual or organization) from the drop-down box and click continue.

Select Contact Type

Individual: Use First and Last Name fields
Organization: For Companies and Businesses, please fill out the Organization Name and Organization Contact Name fields

* Type:

 Discard Changes

4. Complete the required contact information > continue.

Contact Information

* E-mail:

Organization Name:

Organization Contact Name:

* Individual/Organization:

▼ Contact Addresses

Add Address Information

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address	Status	Start Date	End Date	Action
No records found.						

Continue **Clear** Discard Changes

Contact address information.

Please add a business mailing address for a business license. For all other departments, add a mailing address as this can be required when creating an application. Home address is optional.

Click save and close.

Contact Address Information

* Address Type:

Address Line 2:

* City: * State: * ZIP Code:

Country/Region:

Save and Close **Save and Add Another** **Clear** Discard Changes

5. The contact address added successfully > continue.

Add Address Information

To edit a contact address, click the address link.

✔ **Contact address added successfully.**

Showing 1-1 of 1

Address Type	Recipient	Address	Status	Start Date	End Date	Action
Home Address		1878 TEST ADDRESS	Active			Actions ▼

Continue **Clear** Discard Changes

Add a Delegate

Each person in your agency that interfaces with Clark County will need their own Citizen Access account. They will be known as a delegate.

1. Select Account Maintenance
2. Scroll down to the delegates section > click on Add a Delegate



The screenshot shows a dark teal header with the word "Delegates" on the left and a red-bordered "Add a Delegate" button on the right. Below the header, there are two sections: "People who can access my account" with "None" listed below it, and "People whose account I can access" with "None" listed below it.

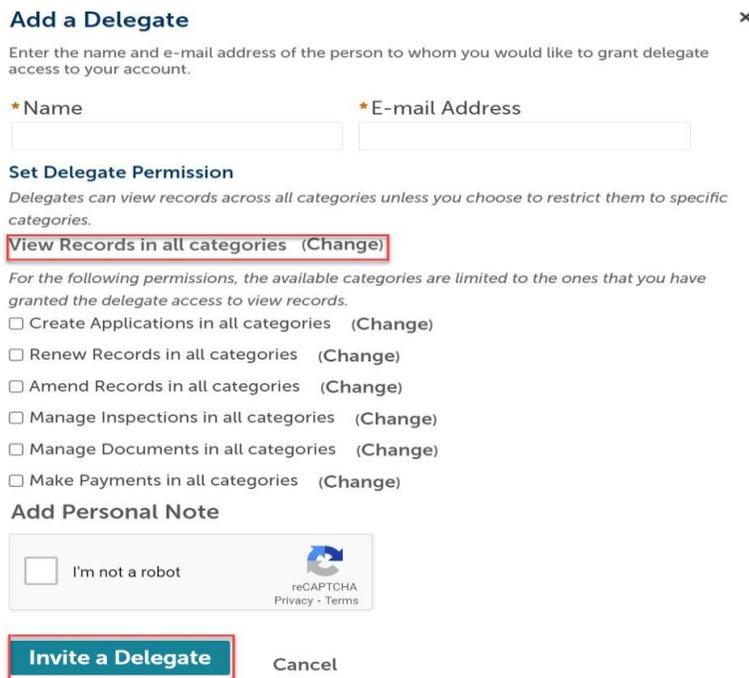
Accelea account manager must send an invite to each delegate.

- Assign delegate rights.
- Delegate must log in and accept an invitation.

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.

3. Complete the Add a Delegate form. Click on Invite a Delegate



The screenshot shows the "Add a Delegate" form. It has a title "Add a Delegate" with a close button (x) on the right. Below the title is the instruction: "Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account." There are two input fields: "*Name" and "*E-mail Address". Below these is the "Set Delegate Permission" section, which states: "Delegates can view records across all categories unless you choose to restrict them to specific categories." A red-bordered box highlights the option "View Records in all categories (Change)". Below this are several other permission options, each with a checkbox and a "(Change)" link: "Create Applications in all categories", "Renew Records in all categories", "Amend Records in all categories", "Manage Inspections in all categories", "Manage Documents in all categories", and "Make Payments in all categories". Below the permissions is the "Add Personal Note" section, which includes a checkbox for "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". At the bottom, there are two buttons: "Invite a Delegate" (highlighted with a red border) and "Cancel".

4. There will be an email sent to the delegate to accept or reject the invitation.



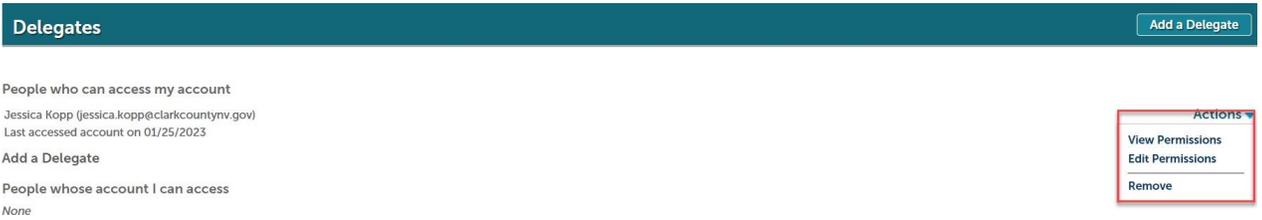
- The delegate has the option to Accept or Reject the invitation under account management



- The delegate can view permissions and remove whose account they can access



- You can view, edit, and remove access to your delegates.



Trust Account Information

You can view your Trust Account(s) online.

Trust Account(s) must be “linked to your public user account” by our staff to allow you to view them on-line access.

- Any additional users that you want to be “linked” to your trust account must be added by our staff as well.
- The ability to deposit funds into your trust account online from your ACA account.
- Trust Account Statements-will be emailed monthly.

Viewing Trust Accounts

Trust Accounts are viewed under account management > scroll down to trust account information.

1. Click on the Account ID to view details account and transaction information

Trust Account Information

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

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
147852	CLARKCO	\$0.00	TESTTRUST	Active	100000	Deposit

Trust Account Details

Balance: \$0.00
Status: Active
Account ID: 147852
Description: TESTTRUST
Ledger Account: 100000

[Deposit](#)

Associated Address

Showing 0-0 of 0

Address
No records found.

Associated Parcel

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

Parcel Number	Lot	Block	Subdivision	Owner	Address
158-78-698-979				KOPP TESTACCOUNT	4878 TEST BLVD , 89149

Associated People

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

Type	First Name	Middle Name	Last Name	Address1	Address2	Phone1	Phone2	Fax	E-mail	License Number	License Expiration Date	Country/Region	Full Name
Contact												United States	

Transactions

Showing 0-0 of 0

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Receipt Number	Target Account ID	Trans Amount
No records found.							

Trust Transactions

You may download the Trust Account transactions details into an Excel spreadsheet.

1. Click on Download results and file will convert to excel

Transactions

Showing 1-4 of 4 | [Download results](#)

Trans Date	Trans Type	Record #	Payment Method	Reference #	Client Receipt Number	Target Account ID	Trans Amount
01/25/2023	PAYMENT	FP23-00007	Cash				\$90.00
01/25/2023	PAYMENT	FP23-00006	Cash				\$90.00
01/25/2023	PAYMENT	FP23-00005	Cash				\$90.00
01/25/2023	DEPOSIT		Cash		20995209		\$1,000,000.00

License Information

1. Select account management > 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.

Showing 1-2 of 2 | Download results

State License #	License Type	Issued On	Expired Date	Status	Action	Country
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2. Select a license type.

License Information

License Type: * State License Number:

- Architect
- ATS Operators
- Contractor
- FD Added Contractor
- Out of State Contractor
- Owner Builder

3. Enter the license number (include any leading zeros) > find license.

License Information

* License Type: * State License Number:

Find License

4. The license information will be displayed, under the action column click add license to account.

Adding a License:

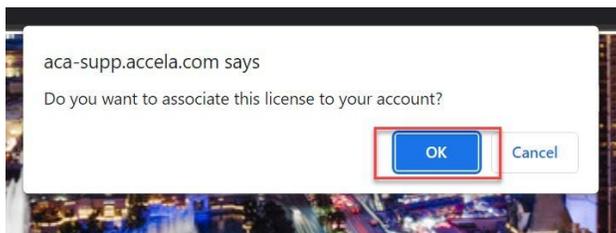
* Indicates a required field.

License Information

Showing 1-1 of 1

License Number	Type	Business Name	Action
00078955	Contractor	TEST COMPANY NUMBER 1	Add License to Account

5. Do you want to associate this license to your account > select ok



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

7. The license must be approved/validated by our internal staff, which can be 24-48 hours. Once complete your 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.

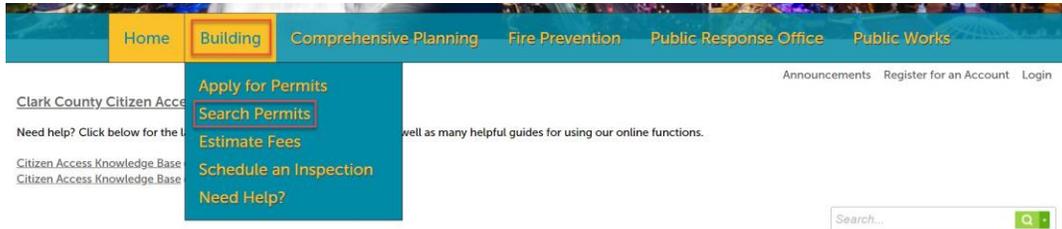
Showing 1-2 of 2 | Download results

State License #	License Type	Issued On	Expired Date	Status	Action	Country
00885522	Contractor		07/31/2024	Approved	Actions	United States
00078955	Contractor		01/18/2025	Approved	Actions	United States

Manage Contacts on a Submitted Application/Permit

To add a person to a permit they must have a Citizen Access account.

1. Login to the Citizen Access Portal <https://aca-prod.accela.com/CLARKCO/Default.aspx>
2. Select building or fire prevention > search permits.



3. Select amendment.

<input type="checkbox"/>	Date	Permit Number	Permit Type	Description	Project Name	Status	Action	Short Notes
<input type="checkbox"/>	01/23/2023	BD23-00006	Commercial Building New	TEST	TEST	Pending	Amendment	
<input type="checkbox"/>	01/24/2023	BD23-00008	Residential Building New	TEST	TEST	Pending	Amendment	

4. Step 1: Click to select from account.

1 Step 1 2 Review 3 Record Issuance

Step 1: Step 1 > Page 1

****STOP****
DO NOT ADD YOURSELF!
IF YOU ARE ABLE TO SEE THIS SCREEN, YOU ARE IN THE "MANAGE CONTACTS" AMENDMENT SECTION.
READ THE TEXT BELOW BEFORE YOU PROCEED!

The purpose of this amendment process is to provide Citizen Access user access to the individuals/organizations that are added through this amendment transaction.
In order for an individual or organization to be granted access through this process, they MUST first be an existing customer (contact) in the Clark County permit system.
If the email address provided exists in the permit system but is not associated with an active Citizen Access account, a new Citizen Access account will be created for the email address provided at the completion of this process.
A notification will be sent to the added individual or organization upon submission of this form.

* indicates a required field.

Applicant/Contact
To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Additional Contact
To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

5. Contact added successfully message is displayed > continue application.

Additional Contact
To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Contact removed successfully.

6. Step 2: Review that everything looks correct > continue application.

Step 2: Review

Continue Application »

Save and resume later

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Permit / Approved Listing Type

Add People to Application

Applicant/Contact

Edit

Additional Contact

Edit

Continue Application »

Save and resume later

7. Step 3: Complete > update will also show in the records list.

Step 3: Receipt/Record issuance

Thank You

If you made a payment your receipt is being emailed to you.
Please print a copy of the receipt for your records.

No Address

23CAP-00000002

Records

--Select--

To submit a QAA, select *Amendment* under the *Action* column.

Show on Map

Showing 1-10 of 28 | Download results | Add to My Folder | Add to cart

<input type="checkbox"/>	Date	Permit Number	Permit Type	Description	Project Name	Status	Action	Short Notes
<input type="checkbox"/>	01/25/2023	23CAP-00000002	Add People to Application					