



ACCELA CITIZEN ACCESS VERIFYING PERMIT APPLICATIONS STATUS (BY APPLICATION NUMBER)

You can check the status of your application/permit by visiting the Accela Citizen Access website. Go to https://aca-prod.accela.com/Atlanta_ga and follow these steps below.

1. Click on the Building tab, click on "Search Permits/Complaints".
2. Enter the Permit Application number in the "Record Number" textbox (i.e. BB-20140....).
3. Scroll down, click on "Search" box.
4. If the Record # is entered incorrectly, the following message will pop up:
Notice: If **your search returns no results, please modify your search criteria and try again.**
5. The Permit Application status will be displayed at the top of the screen, below the record #. See #6 below for Record Status definitions.

Please note: Review agency workflow tasks may have completed; however, until the permit application is in the "Ready to Issue" status, approved plans are not assembled and the permit is not ready to be issued.

6. **The "Record Status" is the current application status. Below are status definitions:**
 - **Open** – Permit application has been entered into system; plans have not been routed; deposit fees may be outstanding.
 - **Accepted** – Plans being processed to route for review.
 - **Accepted District Review** – Plans routed to UDC/Planning only for review.
 - **Routed for Review** – Plans have been routed and review agency tasks activated. As long as Permit Application has this status, permit is not ready to issue.
 - **Approved Pending Arborist** – Pending Arborist Final Approval of the plans. As indicated other reviews are completed but permit is not ready to issue.
 - **Pending**- reviews are completed; however, there are problems to be resolved before the permit is ready to issue.
 - **Ready to Issue** – Plans are approved and assembled. When final fees are paid, permit can be issued.
 - **Invoiced** – Pending payment of final fees; then permit can be issued.
 - **Issued** – Permit has been issued and inspections can be scheduled.
7. Click on "Processing Status" to display/view the workflow tasks that have been completed and those that remain active.
8. Hover over the symbols to see that workflow task status.
 - Orange symbol – task previously active; completed
 - Green check – task completed.
 - Hourglass – task is active, not completed.
9. Click on the arrow beside the task to view the task status, status date, reviewer/permit technician, and comments.