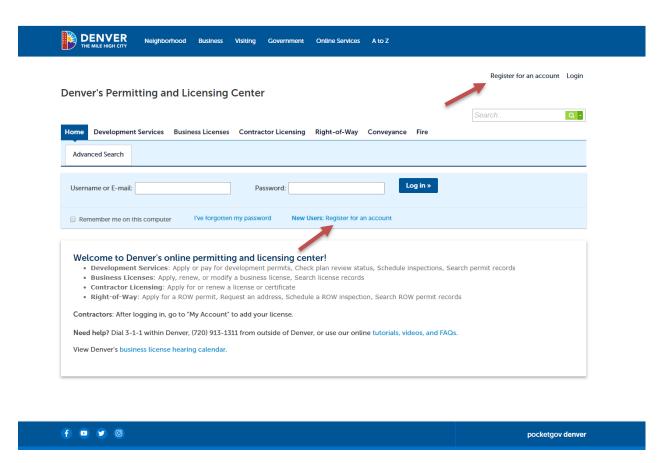
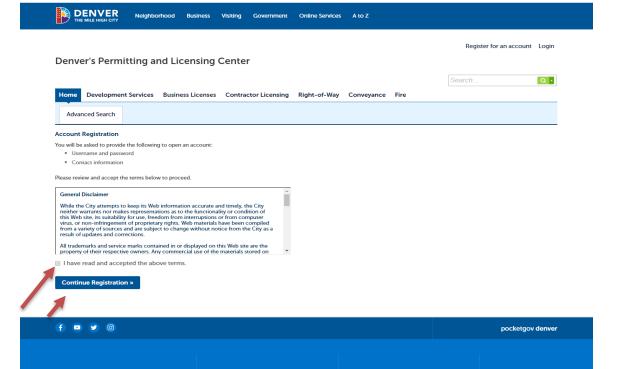
Welcome to Denver's ePermit System - Accela Citizen Access

Denver's e-permit system, Accela Citizen Access, is the public user's means of submitting applications and tracking their progess as well as monitoring permit activity and renewals. In order for a public user to access e-permits, they must first register for an account. This section will demonstrate the following registration steps:

- 1. To access ACA, navigate to the following web URL City and County of Denver | ePermit online
- 2. On the home page, click on either of the registration links.

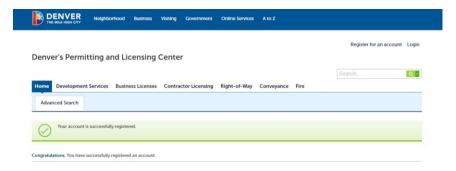


3. This opens the general disclaimer, after reading and acknowledging, select Continue Registration.



4. This opens the account creation form. Fill in the required fields for account creation. DENVER Neighborhood Business Visiting Government Online Services A to Z Register for an account Login **Denver's Permitting and Licensing Center** Q · Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance Fire Account Registration Step 2: Enter/Confirm Your Account Information Login Information Please click on the (?) button for help. *E-mail Address: 3 * Password: *Enter Security Question: ? *Answer: ? Contact Information Address Line 1:

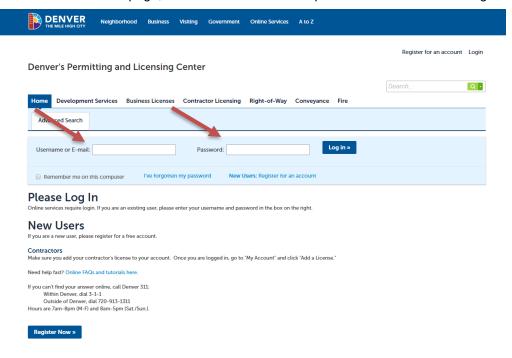
Once you have completed the account registration you will see a message that your account is successfully registered.



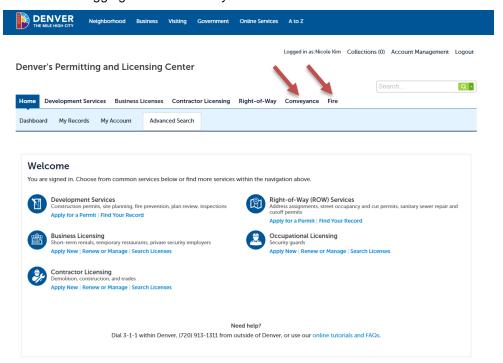
Logging in to the Account

1. After completing the registration steps, navigate again to the home page in order to log in: City and County of Denver | ePermit online

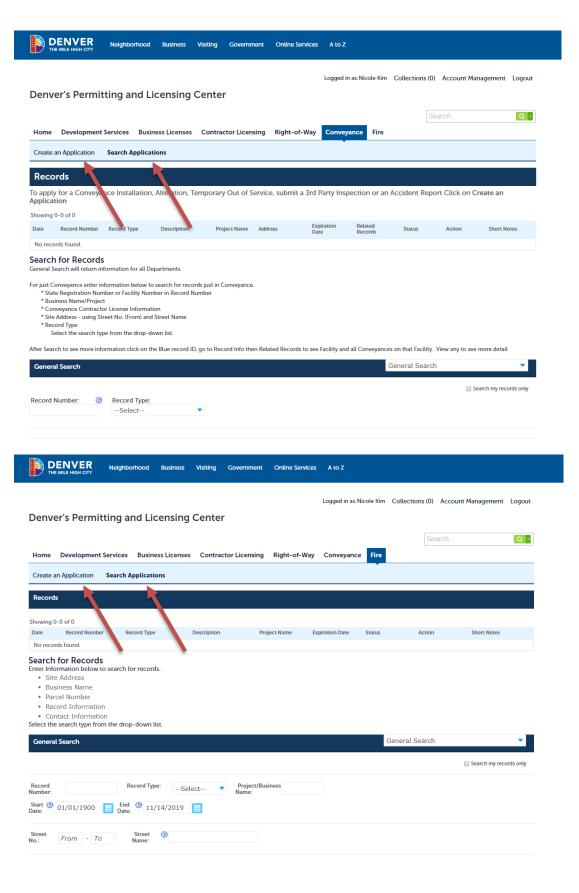
2. On the home page, enter the user name and password. Then click on Login.



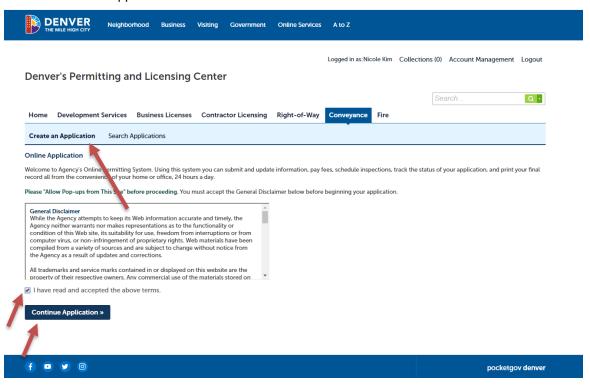
3. After logging in choose Coveyance or Fire.



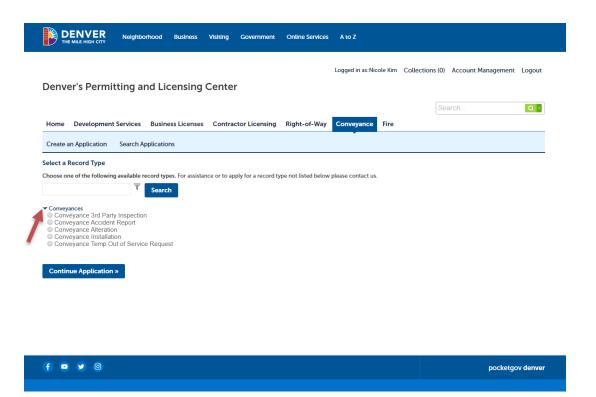
4. Under Conveyance or Fire you may Search Applications which are already associated with your Account, or Create an Application.

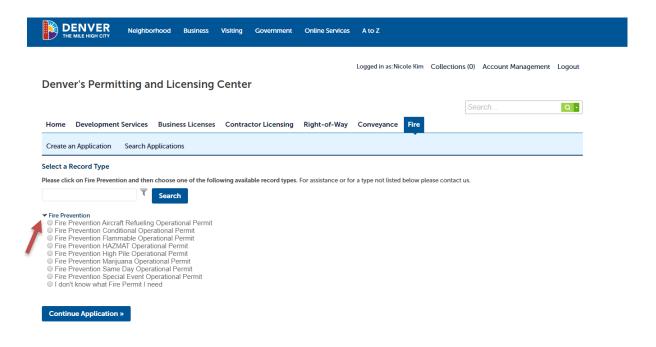


5. To Create an Application, click on Create an Application and accept the Disclaimer, then click to Continue Application.



Click the arrow to the left of Conveyances or Fire Prevention to expand the list of Application options.

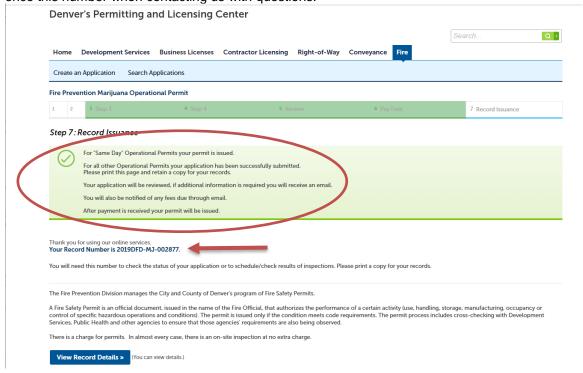




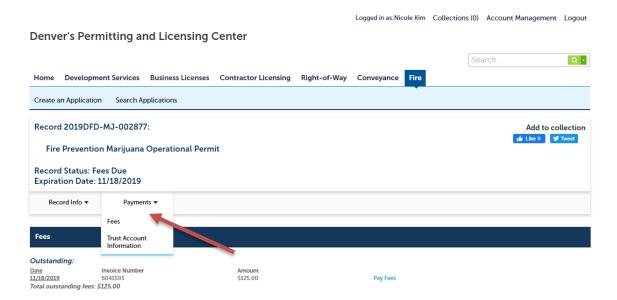


- 7. After selecting the Application type you will fill in the relevant information in order to submit the application. Once you have entered all of the information, click on Continue Application. You will have an opportunity to review the application and all information sections before submitting the application. Once the application is completed, you will choose to Submit the Application.
- 8. For issues related to Conveyance Application questions please contact DFDConveyances@denvergov.org or call 720-913-3412
- For issues related to Fire Applications or questions please contact <u>DFD.permits@denvergov.org</u> or call 720-913-3474
- 10. For all applications, except Same Day, once you have submitted your application it will be reviewed and you will be notified via email of status changes, additional documentation required,

and fees due. You will receive a Record Number once the application is submitted, please reference this number when contacting us with questions.



- 11. Once the application has been reviewed and fees are due, you will be notified via email to pay fees. You may pay fees online through the link received via email, or by choosing the Record and selecting the Payments tab and through the ePermit system. You may also pay fees in person at 745 W Colfax Avenue, or by mail: P.O. Box 733422, Dallas, TX 75373-3422
- 12. Once fees have been paid and the permit is ready to issue a copy will be sent to you via email. This copy must be posted on site.



13. An additional PDF copy of the issued permit can be found Under Record Info and Attachments.

