

How to Create a Record In Accela for a Residential Utility Application

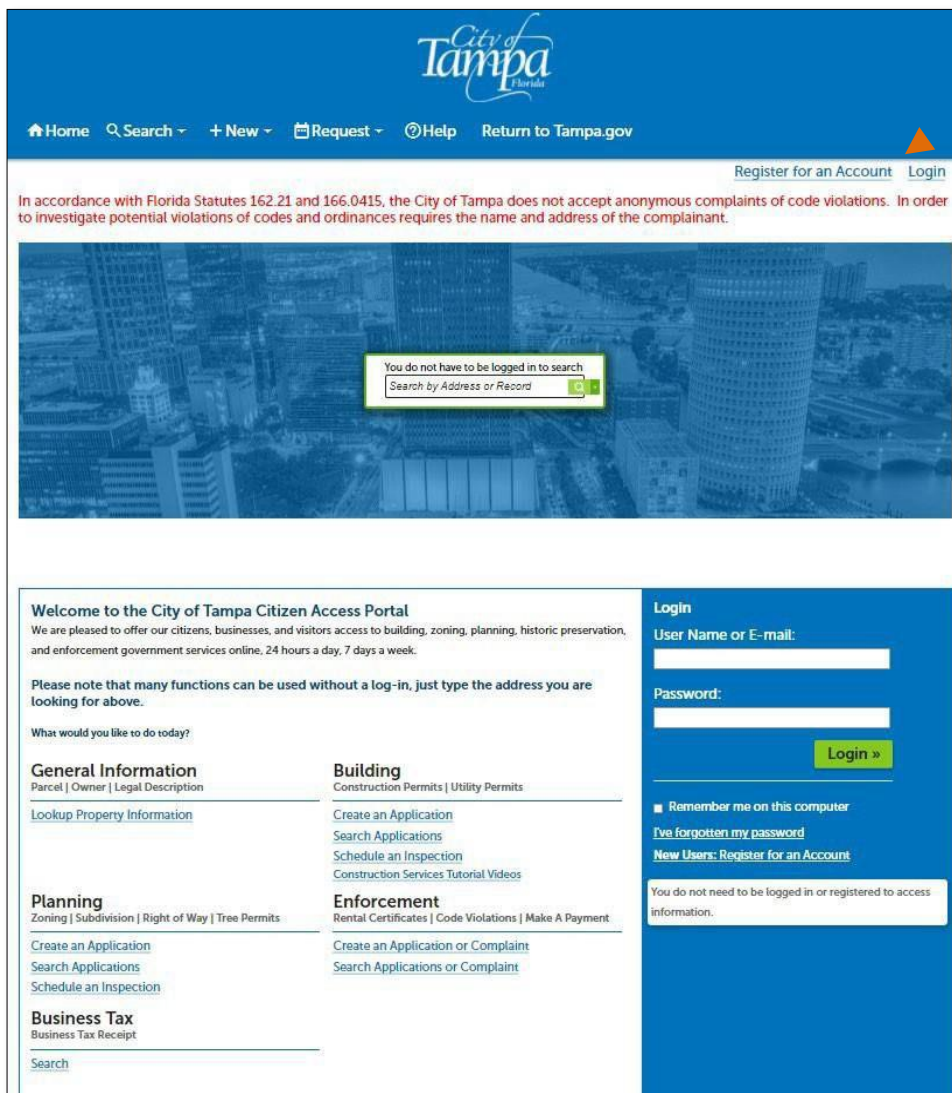
If you already have an account in Accela, login to Accela and skip to page 3.

If you don't have an Accela account, create one by clicking this link:

<https://aca.tampagov.net> and following the directions below, on pages 1-2.

How to Create an Account in Accela

1. From the home page, click on "Register for an Account" at the top right, or "New Users: Register for an Account" at the bottom right.



1. Read and accept the Conditions & Use for Online Services.
2. Click on "Continue Registration".

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

Conditions & Use For Online Services

City of Tampa online payment (ecommerce) services are not available during certain hours due to normally scheduled maintenance activities according to the schedule below. If your business transaction has a due date associated with it, it is your responsibility to ensure that your payment is made by that due date. Delays caused by unavailability of any online service DO NOT warrant the reversal of late fees, as payments may also be made by other means, such as postal mail and walk-in during normal business hours.

At present, we accept MasterCard, Visa, Discover, and American Express only. After completing your payment, you will be presented with an online receipt to print for your records. If you provide a valid email address, you will also receive a receipt via email. Your payment will be processed at the close of the current business day, except for weekends, holidays or after 9:00 pm, in which case your payment will be processed at the end of the next business day.

I have read and accepted the above terms.

[Continue Registration »](#)

4. Complete the registration form.
5. Click on "Add New" to add your contact information.
6. Once complete, click on "Continue Registration".

[Register for an Account](#) [Login](#)

Search by Address or Record

**Account Registration Step 2:
Enter/Confirm Your Account Information**

* indicates a required field.

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Contact Information

Choose how to fill in your contact information.

[Add New](#) ▶

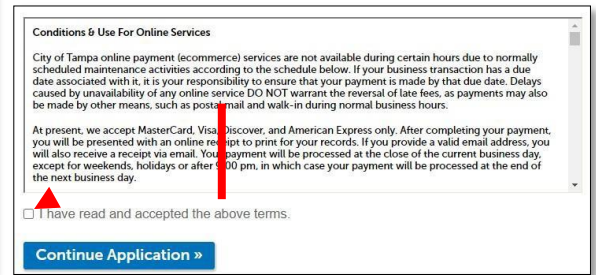
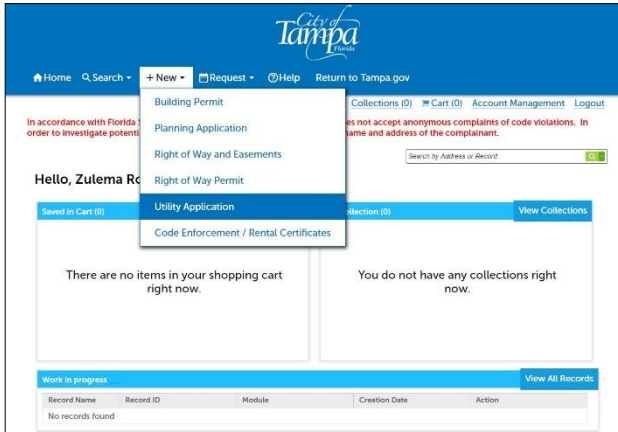
[Continue Registration »](#) ▶

7. The account registration process is complete. You will receive an email confirming the registration.

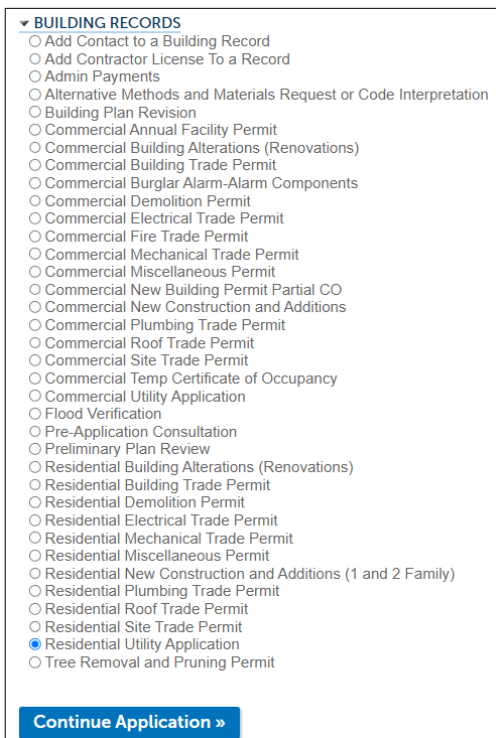
END OF HOW-TO CREATE AN ACCOUNT IN ACCELA

How to Create a Record In Accela for a Residential Utility Application

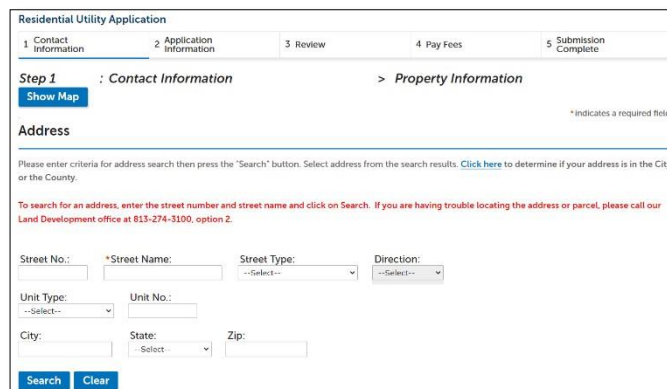
1. Log into your Accela account
2. Go to +NEW tab and select UTILITY APPLICATION



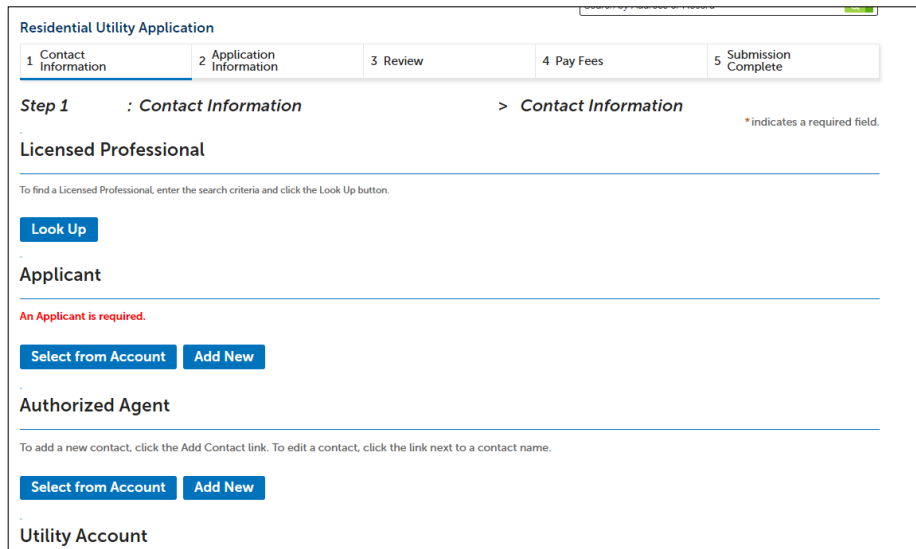
3. Check box under **Conditions & Use For Online Services**, then Click on Continue Application.
4. **Select a Record Type**; Click on **Residential Utility Application**; Click **Continue Application**



5. Fill out project address; **enter only the Street No. and Street name** then click **Search**.
6. Once the system provides the complete address, parcel and owner information, click **Continue Application**.
7. **“Step 1: Contact Information”** Enter only Street Number and Street Name (omit “E”, etc.); and click Search. *(Note: The Parcel and Owner info will auto populate; Verify the info and Click CONTINUE)*



8. "Step 1: Contact Information" Continued...



The screenshot shows a web application interface for a Residential Utility Application. At the top, there is a progress bar with five steps: 1 Contact Information (highlighted), 2 Application Information, 3 Review, 4 Pay Fees, and 5 Submission Complete. Below the progress bar, the current step is labeled "Step 1 : Contact Information" with a right-pointing arrow and the text "> Contact Information". A note indicates that an asterisk (*) indicates a required field.

The form is divided into sections for different contact types:

- Licensed Professional:** Includes a search instruction: "To find a Licensed Professional, enter the search criteria and click the Look Up button." and a "Look Up" button.
- Applicant:** Includes a red error message: "An Applicant is required." and two buttons: "Select from Account" and "Add New".
- Authorized Agent:** Includes an instruction: "To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name." and two buttons: "Select from Account" and "Add New".
- Utility Account:** This section is partially visible at the bottom of the form.

LICENSED PROFESSIONAL: If the Licensed Professionals for the project are known at the time of applying, look them up here and add them to the Utility Application.

AN APPLICANT IS REQUIRED: Add a new contact for the Applicant or select a contact from the Account that is creating the application.

AUTHORIZED AGENT: If an Authorized Agent is going to be acting on the property owner's behalf, enter their contact information, or select them from the Account Contacts. Note: an Authorized agent letter is required for ALL Authorized Agents.

UTILITY ACCOUNT: Enter the contact information for Utility Account to be Set Up under. Note that the last 4 digits of a SSN or Federal ID number are Required.

9. After entering information for all required fields marked with an asterisk (*), Click **Continue Application**.

10. **DESCRIPTION OF WORK:** Provide a very Detailed Description to help City Staff during the application review process. Fill out the Application Information with the details of the project being applied for.

UTILITY INFORMATION: Complete all required fields.

Residential Utility Application

1 Contact Information	2 Application Information	3 Review	4 Pay Fees	5 Submission Complete
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Step 2 : Application Information > Application Detail * indicates a required field.

Description of Work

* Detailed Description:

[spell check](#)

Utility Info

GENERAL INFORMATION

* Date Service Wanted:

* Occupancy Status:

Number of persons, on average, that will occupy structure at time that utility service is started?: Persons

* Is There Related Building Permit?:

Related Record Alt ID:

Does this project qualify as Affordable Housing?: Yes No

PROJECT DETAILS/WATER SERVICE: If your project involved the addition or removal of plumbing fixtures, you must select "New Domestic Meter", whether or not you already have water service. If you do not have City Water service, and do not want City Water service, Select "City Water Service Not Requested". Select any other water services that you are requesting. If you are unsure about which services to select, Contact: For Residential: 813-274-3156 For Commercial: 813-274-5913 or 813-274-7094

Project Details

PROJECT DETAILS

* New Construction: Yes No

New Construction Sq Ft:

* Addition: Yes No

Addition Sq Ft:

* Usable Space Sq Ft:

* Number of Units:

Water Service

WATER SERVICES REQUESTED:

Please indicate which services are being requested from the City. If service is already provided to the parcel, please indicate which services will continue to be utilized post-construction.

Is City Water Service Being Requested?:

Domestic Water Service: *

Irrigation Water Service: *

Relocation of Existing Meter(s) or Public Water Facilities: *

Installation of a Water Main: *

Fire Protection Service: *

WASTEWATER SERVICES REQUESTED: Select the wastewater services that are requested as part of this application. If you are unsure about which services to select, Contact: For Residential or Commercial: 813-274-8070

Click Continue Application after completing all entries.

Wastewater Service

WASTEWATER SERVICES REQUESTED:

Connect to Existing or New Lateral:

Install Lateral:

Reactivate Service:

Line extension:

City wastewater service not requested:

**** How will wastewater service be provided?:

General Info

GENERAL WATER INFORMATION

Any previous domestic water meters?:

Domestic water meter size requested:

Any previous irrigation meters?:

Irrigation meter size requested:

Solid Waste Services

SOLID WASTE SERVICES REQUESTED

Solid Waste Service:

City Solid Waste service not requested:

[Continue Application »](#)

ATTACHMENTS: If you have an incompatible browser, or do not have Microsoft Silverlight installed, you may not be able to upload documents to your record, and you will get a page similar to this page.

This is a working document upload page. If you have any issues with document uploads, contact us at 813-274-3100 or AccelaFeedback@tampagov.net

Click the "Add" button, upload the required utility documents for your project, providing a document type and description for each document.

11. Click **Continue Application** after uploading documents.
12. **"Step 3"** Review all previous entries and **Edit** any fields or click **Continue Application**. System will prompt you to pay the **Application Fees** due at this time. Click **"Check Out"** to process your online payment. Select method of payment & Submit

13. Accela will automatically apply any application fees that may be applicable to your project. (Note they may differ from the fee amounts shown in example above.)
YOU MUST PAY APPLICATION FEES PRIOR TO SUBMITTING AN APPLICATION

----- END -----