

Q-Up Tampa Quick Guide: **Web Appointment Scheduling**

1. Select **Schedule an Appointment.**

Welcome to the City of Tampa Development Services Center!

SKIP THE LINE!

ALL of our key transactions can be completed online, so you can **SKIP THE LINE** by visiting our portal at aca.tampagov.net!

Never used it? No problem! We are happy to schedule a one-on-one virtual training session for you - book online now!

If you do need the assistance of one of our staff members, be sure to schedule an appointment to make your transaction as smooth as possible.

SCHEDULE AN APPOINTMENT

VIEW, CANCEL OR RESCHEDULE AN APPOINTMENT

2. Select a **Service**

HomeMake an AppointmentMy Appointments

1
Service

2
Appointment Type

3
Date and Time

4
Client

5
Confirmation

Please select a service.

Permits (Virtual)
Virtual appointments will be browser-based.

Permits (In-Person)
In-Person appointment will take place in the City of Tampa office.

Plan Review Consultation (Virtual)
Virtual appointments will be browser-based.

Plan Review Consultation (In-Person)
In-Person appointment will take place in the City of Tampa office.

Development Coordination (In-Person)
Zoning, Streets & Addressing, Transportation, Urban Design

Historic Preservation (In-Person)
In-Person appointment will take place in the City of Tampa office.

Fast Pass Plan Review (Virtual)
Virtual Appointments will be browser-based.

3. Select an **Appointment Type**

Please select an appointment type.

Many of our services are available online 24-7! Please visit aca.tampagov.net!

Accela Online Permit Portal Training

Commercial Permit
Condos, Apartments, Businesses

Residential Permit
Single Family / Duplex

NOTE: Screens will alter depending on Service Type. Cross-reference to “Service/Appointment Type” materials for details.

4. Select available date and time, then click **Next**.

The screenshot displays a web interface for selecting a date and time. At the top, it says "Select a date and time." Below this, there is a "Next Available" section with a blue button labeled "19 Jan 2021 at 08:00 AM". Underneath, there is an "Or" separator. The main section is titled "Choose a day" and features a calendar for "January 2021". The calendar shows days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates. The date "19" is highlighted in blue. Below the calendar is a "Select a time" dropdown menu. At the bottom of the interface, there are "Back" and "Next" buttons.

5. Enter Client Info, check the CAPTCHA box, then click **Next**.

The screenshot shows a client information form with a progress indicator at the top. The progress indicator consists of five steps: "Service" (4), "Appointment Type" (2), "Date and Time" (2), "Client" (4), and "Confirmation" (5). The "Client" step is currently active. The form is titled "Please complete the form below." and contains the following fields:

- First Name *
- Last Name *
- Email *
- Mobile Phone Number * (if you have scheduled an appointment online before, please be sure to use the same 10-digit phone number)
- Confirm Mobile Phone Number *
- Reason for Visit *
- Property Type *
- Project Street Address

At the bottom of the form, there is a CAPTCHA box with the text "I'm not a robot" and a reCAPTCHA logo.

NOTE: Screens will alter depending on appointment type. Cross-reference "Online Client Page" materials for details.

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6. Confirm information, then click **Schedule Appointment**.

Is this information correct?

Customer Information	Appointment Information
Name: Jane Doe	Service: 1 - Permits (Virtual)
Phone Number: 1111111111	Appointment Type: Commercial Permit
Email: jane.doe@anywhere.com	Office: Construction Services
	1400 N Blvd
	Tampa, FL 33607
	Date: 01/19/2021
	Time: 08:00 AM

SCHEDULE APPOINTMENT

7. Confirmation page will be presented on screen.

Home Make an Appointment My Appointments

Your appointment has been scheduled. An email confirmation will be sent to the address provided below.

Appointment Confirmation

Dear John Smith,
You have an appointment on 02/18/2021 at 09:00 AM

Appointment Information

Service:	Permits (Virtual)
Appointment Type:	Commercial Permit
Office:	Construction Services
Confirmation ID:	26324

Customer Information

Last Name:	Smith
First Name:	John
Telephone Number:	8135555555
Email:	john.smith@anywhere.com

Cancel Appointment **Print** **Done**

8. Confirmation email and text message will be sent with instructions.

The image shows two side-by-side screenshots of appointment notifications. The left screenshot is an email titled "Appointment Confirmation & Appointment Reminder (email)". It includes the City of Tampa logo, a thank you message, and detailed appointment information: "Scheduled for: John Smith", "Service: Permits (In-Person)", "Appointment Type: Commercial Permit", "Date: 01/01/2020", "Time: 8:30 AM", "Mobile Phone: 555-555-5555", and "Email: john.smith@tampa.gov". It also provides the location: "1400 North Blvd, Tampa, FL 33607". The right screenshot is an SMS reminder titled "Appointment Reminder (SMS) [Max Characters = 160]". It contains a shortened version of the appointment details: "Reminder: You have an appointment with on [AppointmentDate] at [AppointmentTime] for the service [ServiceName]".