Accela Guide

Find Permit Status Comments

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PERMIT STATUS COMMENTS - WHAT ARE THEY USED FOR?

Status comments/updates are used to alert clients about the progress of their permit. There are two (2) types:

1. Automated emails sent via Accela during the application, issuance, document review, and certification workflow tasks.
    a. Note: The document review workflow task will not apply to all projects.
2. Emails sent via Accela with permit-specific comments about missing items and/or actions required before the process can continue to the next step.

IMPORTANT NOTES

Permit status emails will come from accelanoreply@tampagov.net.

1. To ensure you receive notifications, please mark this as an allowable address so it does not route to your spam folder.
2. Please do not reply to this email, as it is an unmonitored account, and we will not receive your response.

FIND PERMIT- SPECIFIC COMMENTS IN ACCELA (ACA)

1. Visit our online City of Tampa portal.
2. If you are a contact or licensed professional on the permit and have received the status update email, the “Click Here” imbedded in the notification will take you to the website.
3. Enter the permit number into the search bar (you do not have to be logged in).

4. Once the permit record is loaded on the screen, click on the “Record Info” tab and select the “Processing Status” option.

5. Scroll down to the active workflow task (identified by the hourglass) and click on the triangle and plus sign to expand the view.

6. Click on arrow and plus sign to expand.