



Village of Key Biscayne
88 West McIntyre Street • Key Biscayne, FL 33149
Tel: (305) 365-5511
Email: building@keybiscayne.fl.gov

BUILDING, ZONING and PLANNING

Accela Citizen Access (ACA) User Guide

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I. Accessing ACA

Our Land Management Citizen Access can be accessed at <https://aca-prod.accela.com/keybiscayne>

As we continue to use this new system, we will be making minor updates to make it easier to find and use information.

II. Searching on ACA

- a. You do not need to create a user account to Search on ACA
- b. From the Home Page, select Advanced Search → Search Records/Applications → Building (if you are looking for a permit for a different department, select the appropriate department)

The screenshot shows the website's navigation menu with 'Home', 'Building', 'Code Enforcement', and 'Business Tax'. The 'Advanced Search' dropdown is open, showing 'Search Records/Applications' with a sub-menu for 'Building', 'Code Enforcement', and 'Business Tax'. The 'Building' option is highlighted with a yellow box. To the right is a green 'Login' section with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a 'Remember me on this computer' checkbox. Below the login section is a link for 'New Users' and a note about registration for account creation.

- c. There are six types of General Searches available:
 - General Search



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- Search by Address
 - Search by License Professional Information
 - Search by Record (Permit) Information
 - Search for Trade Name
 - Search by Contact
- d. In most cases, the General Search is all that is needed
- e. When searching, we have found less is more. Usually, a house number and street name are all you need to fill out to find what you are looking for

General Search

General Search

Your search criteria can include a percentage "%" character to be used as a wildcard. For example, to search for record number "B17-00005", the criteria could be "%B17-0000%"

Record Number: **Record Type:**

Project Name:

Start Date: **End Date:**

License Type: **State License Number:**

First: **Last:** **Name of Business:**

Street No.: - **Direction:** **Street Name:** **Street Type:**

Unit Type: **Unit No.:** **Parcel No.:**

City: **State:** **Zip:**

▶ Search Additional Criteria

If you know your record type, select it here (record number = permit number).

Search by contractor information here.

To search by street, you only need minimal information. A house number in the Form field and Street Name will usually find you the information you need.



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- f. When you click Search, you will get a listing of all Permits that fit your criteria
- g. You can click on the Record (Permit) Number to get details
- h. You can click on the Pay Fees Due to pay for fees on an application
- i. If you want to view documents associated with a record (permit), you will need to create an account and associate your Professional License to that account. Only people associated with a Permit can view documents for that permit

III. Creating an Account on ACA

- a. Click New Users on the right of the screen to Register for a New Account

Home Building Code Enforcement Business Tax

Advanced Search ▾

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

Village of Key Biscayne Building, Zoning & Planning Department
Our Offices Are at 88 W. McIntyre Street, Suite 250 and we are open between 7:30 a.m. and 3:30 p.m. Building permits are issued before noon any day. Walk-thrus are 7:30 - 9:30 a.m., M-Th for the trades and 7:30 - 11:30 a.m. M-Th for Building and Zoning reviews.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

What would you like to do today?
To get started, select one of the services listed below:

Login
User Name or E-mail:

Password:

Login »

Remember me on this computer

I've forgotten my password
New Users: Register for an Account (you do not need to register for an account to search for information)

- b. Read the disclaimer, check the box to accept the terms above, then click Continue Registration



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- c. Enter your username, email, password and security question and answer
- d. Click Add New to add a Contact. Each account must have at least one contact
- e. Select your Contact Type and click Continue. Most people will select Contact or Applicant
- f. The only required information is First and Last Name. If you fill in additional information, it will try to match your contact information to contacts that already exist in the system. Click continue

Contact Information ✕

*** Individual/Organization:**

*** First:** **Middle:** *** Last:**

Name of Business:

Home Phone: **Work Phone:** **Mobile Phone:**

E-mail:

[Discard Changes](#)

- g. Once you click Continue, there will be a popup that tells you if the information has been found or not. You must click Continue for the contact to be added to your account
- h. Click Continue Registration



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Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**

Felipe de la Cruz

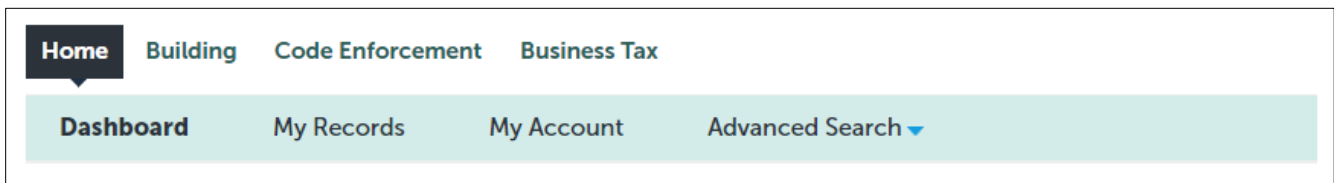
Phone:
Email:

[Edit](#) [Remove](#)

Continue Registration »

IV. Your Account Dashboard

- a. When you first log in, your Account Dashboard will show “My Collection” and “Work in progress”
- b. The light blue menu bar also has options for My Records, My Account and Advanced Search



- c. My Records will show all records (permits) tied to your user and your Professional License if it is linked to your ACA account.
- d. My Collection allows you to save any permit and easily retrieve it. After searching for a permit, you can click the box to the left of it and click on “Add to Collection” to save it to My Collection.
- e. My Account allows you to modify your credentials and add your Professional License



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V. Linking Professional License to ACA Account

- a. Log in to your ACA account
- b. Click on My Account
- c. Click on Add a License
- d. Enter in your License Type and License Number. Click Find License
- e. Your license should be displayed. Click Connect under the Action column. If your license cannot be found, you will need to contact the Building Department for help
- f. When you click Connect, it will ask you if you want to associate this license to your account. Click Ok
- g. The license will be in pending status until someone in the Building Department approves it
- h. Once approved, all your permits will populate in My Records

VI. Downloading Documents

- a. At this time, you can only view documents on Permits of which you are an Owner, Contact or Licensed Professional
- b. Once you are in the record, you can go to Record Info → Attachments

Record BLD2017120026:
Residential Shutters
Record Status: Closed-Certificate Issued

Record Info ▼	Payments ▼	Education ▼
Record Details		
Processing Status		
Related Records		
Attachments 84		
Inspections		



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- c. Any Attachments for the permit will be listed. You can use the Actions drop down to view the details of each document

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type
Permit_20180321_143139.pdf	BFEN2016020837	Record	Permit	149.04 KB	03/21/2018	Actions	Residential Fenc

- d. Click on the document name to open or save the document

VII. Uploading Documents

- a. If you need to upload new documents to a permit, you can open a permit and select Record Info → Attachments
- b. At the bottom of the document list, click Add

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type
Permit_20180321_143139.pdf	BFEN2016020837	Record	Permit	149.04 KB	03/21/2018	Actions	Residential Fenc

Add

- c. Click Add again to select the document(s) from your computer
- d. Ensure all file names are under 50 characters and DO NOT contain special characters other than an underscore or a dash



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- e. Click Continue
- f. You will then be asked to assign a document Type and Description

*Type:
Photo

File:
add_documents_to_permit.png
100%

*Description:
This is a test image

Save Add Remove All

- g. Click Save. You should receive a confirmation message at the top of the page

VIII. Scheduling Inspections Online

- a. You can schedule inspections for a permit if you are an Owner, Contact or Licensed Professional
- b. When you are viewing your permit, select Record Info → Inspections

Inspections

Upcoming (1)

[Schedule or Request an Inspection](#)

Click the link above to schedule or request one.

TBD at TBD Pending SITE FINAL (12821668)	Actions
Inspector: unassigned	

Completed

There are no completed inspections on this record.



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- c. If there are any pending inspections, click Actions to schedule the inspections

TBD at TBD Pending SITE FINAL (12821668)

Inspector: *unassigned*

[Actions](#) ▼

[View Details](#)
[Schedule](#)

- d. Select the date and time frame you would like your inspection
- e. Select Continue

Schedule/Request an Inspection ×

Inspection type: *SITE FINAL*

To continue, select an appointment date and time range by clicking a link on the calendar below:

Mar 2018							Apr 2018							May 2018							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	
				1	2	3	1	2	3	4	5	6	7				1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	
25	26	27	28	29	30	31	29	30						27	28	29	30	31			

« Prev Next »

Available Times for Thursday, Mar 22 2018

All Day

[Continue](#)

[Cancel](#)



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- f. Verify the location and contact information and select Continue
- g. Confirm your selection, and click Include Additional Notes to add any notes to your inspection
- h. Click Finish
- i. If the inspection is not in your pending list, click on Schedule of Request an Inspection
- j. Scroll through the list of available inspections to find the one you need
- k. Select the inspection and click Continue

Status: Closed-Certificate Issued

Schedule/Request an Inspection

Available Inspection Types (65)

Show optional inspections

- A/C STAND (optional)
- COM-HELICAL PILES (optional)
- COM-PP D/WAY (optional)
- COMM-BEAM (optional)
- COMM-BLIND NAIL (optional)
- COMM-C-WALL CAP (optional)
- COMM-C-WALL FTR (optional)
- COMM-CEIL FRAME (optional)
- COMM-CK TERMITE (optional)
- COMM-COL/BEAM (optional)

< Prev 1 2 3 4 5 6 7 Next >

Continue Cancel

- l. Continue scheduling this inspection as described above for the pending inspections



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IX. Rescheduling or Canceling an Inspection

- a. After an inspection is scheduled, you can reschedule by going to Record Info → Inspections
- b. The Actions menu will allow you to Reschedule or Cancel the inspection
- c. Reschedule will allow you to select a different day
- d. To cancel an inspection, click Cancel Inspection and confirm

X. Paying Fees Online

- a. You do not need to be logged in to pay fees on a permit
- b. When looking for a list of records, if fees are due, you will see Pay Fees Due in the Action column

▼ Building						
id Type	Project Name	Address	Status	Action	Description	Expiration Date
Family nce	Test payment	2600 SW MARTIN HWY, PALM CITY FL 349903148	Permit Issued	Pay Fees Due	I'm adding this record to test payments from the ACA	

- c. Click on Pay Fees Due to bring up the payment screen
- d. Click Continue Application
- e. Enter your payment information and click Submit Payment
- f. You should receive a confirmation of payment. Click Print/View Receipt to view your receipt



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Thank you for using our online services.

Your Record Number is BLD2018010111.



A notice was added to this record on 01/31/2018.

Condition: BEXPIRED Severity: Notice

Total Conditions: 1 (Notice: 1)

[View additional details](#)

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

[Print/View Receipt](#)

- g. Click View Record Details to go back to the permit details
- h. At any time you can select Payments → Fees to see a record of payments you have made on your permit



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NAVIGATING THROUGH ACCELA:

Creating an Account:

When creating an account, register the account with a default email. Write down your username and password and keep it in a safe place. Please make sure to fill in all sections, especially those that ask for the business phone number and name. There will be a section that gives you an option to register as an individual or organization. If you are a contracting company, select organization. If you are an owner/builder, select individual.

Add a license:

Make sure you add a license and a contact. This will allow you to see all documents pertaining to that permit (printing and adding attachments). To add a license, go **to MY ACCOUNT, SCROLL DOWN TO LICENSE INFORMATION**, choose a record type in the drop down; whether you are Martin County or State certified and click **SEARCH**. Once the address is found, connect your license. We will then review to approve the attached license. You will then need to log out, and then log back in, for your account to be updated.

Applying for a building permit:

When performing a task, whether it's searching for a permit or applying for a permit application and it has a search button, always remember less is better than more. For instance, if you are applying for a permit and it asks for the property location **ONLY INPUT THE ADDRESS. DO NOT INPUT STREET NAME, TYPE OF ROAD, CITY, STATE OR ZIP. LEAVE BLANK, AND THEN CLICK THE SEARCH BUTTON.** After you hit the search button, it will bring up a list where you will be able to select the full correct address. From there, the system will auto populate all the information needed, including the parcel number and the owner. If you have a confidential owner, only input the parcel # to continue the application. Under the job description section, enter the full address of the owner without the owner's name. Please redact any texts with the owner's name from the supporting documents you submit with the application. Once you have completed the permit application, the system will give you a permit number.

Printing out permits and approved docs: To search for your permit, once the permit is issued and ready to be printed: Click on the Home tab, then select My Records and click on the permit # you are searching for. You will then see a tab that says "Record Info." Click on the tab, a drop down will open and select Attachments. There you will see all the documents pertaining to that permit. There will also be an Add button below, where you can attach documents pertaining to that permit.



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Rules of scheduling inspections for users: To schedule inspections, you must log in with your **USER ID**; not your email. Your User ID gives you permission to perform this action. If you do not have any pending inspections, the system will not allow you to schedule. Also, you will not be able to schedule inspections if there are conditions with a **“HOLD INSPECTION”** status.