



ACA Citizen Portal – Scheduling an Inspection

<https://aca.longmontcolorado.gov/CitizenAccess/>

Welcome to the **Citizen Portal** page. This website allows users to submit various types of applications or code complaints. This website will also allow users to search existing permit information for any address within the city of Longmont. The current available applications are:

- Building
 - Combo Permit –Residential
 - Fence
- Enforcement
 - Create a Complaint
- Licenses
 - Contractor Application
 - Backyard Chicken Hens
 - Wood Burning
 - Sales and Use Tax

This guide demonstrates how to schedule an inspection for any record. To schedule an inspection registering for an account is recommended but not required.

The Home Page

After loading the website, you will be directed to the **home page**. More features become visible once you log in.

Please register for an account to take advantage of an easier way to apply for various applications. If you work for a company as an assistant it would be best to create an account on behalf of the company.

Please take note of announcements and information about upcoming maintenance or down time in the center of the page.

The screenshot shows the Citizen Portal home page. At the top, there is a navigation menu with links for Home, Building, Enforcement, Licenses, Planning, and Public Works. Below the menu is an 'Advanced Search' dropdown. The main content area features a 'Welcome to the new Citizen Portal' message, a browser compatibility warning, and a login section. The login section includes fields for 'User Name or E-mail' and 'Password', a 'Remember me on this computer' checkbox, and links for 'I've forgotten my password' and 'New User'. A green arrow points to the 'New User' link, with a callout box that says 'Check this area for current announcements'. Below the main content, there is a section titled 'What would you like to do today?' with a list of services: General Information, Building, Enforcement, Licenses, Planning, and Public Works. Each service has a 'Search Applications' link.

Home Building Enforcement Licenses Planning Public Works

Advanced Search ▾

Welcome to the new Citizen Portal

Citizen Portal is compatible with IE 7 to IE 10, Firefox and Chrome. Try running IE 11 in compatibility mode if having issues.

Please sign into an account to create an application. If you don't have an account please Register for a new account.

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

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.

To schedule an inspection please search for applications first. After finding the permit, "Inspections" can be found under the "Record Info" tab. Use the "Action" button to schedule a date.

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

General Information Lookup Property Information Search for a Licensee	Building Search Applications
Enforcement Create a Complaint Search Applications	Licenses Search Applications
Planning Search Applications	Public Works Search Applications

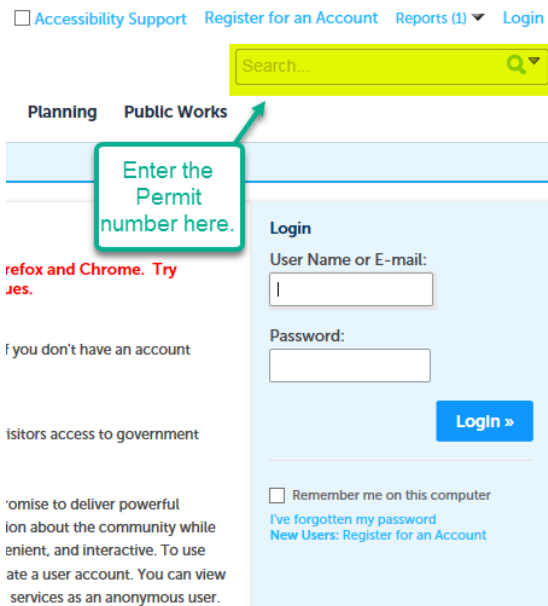
Sample showing the Home page before logging in.

Check this area for current announcements

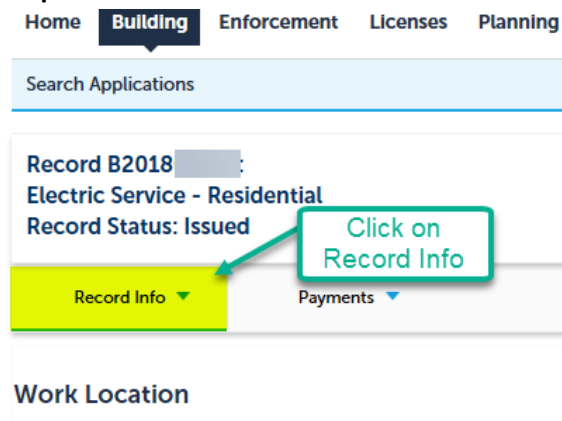
Schedule an Inspection

In order to schedule an inspection please follow the instructions below.

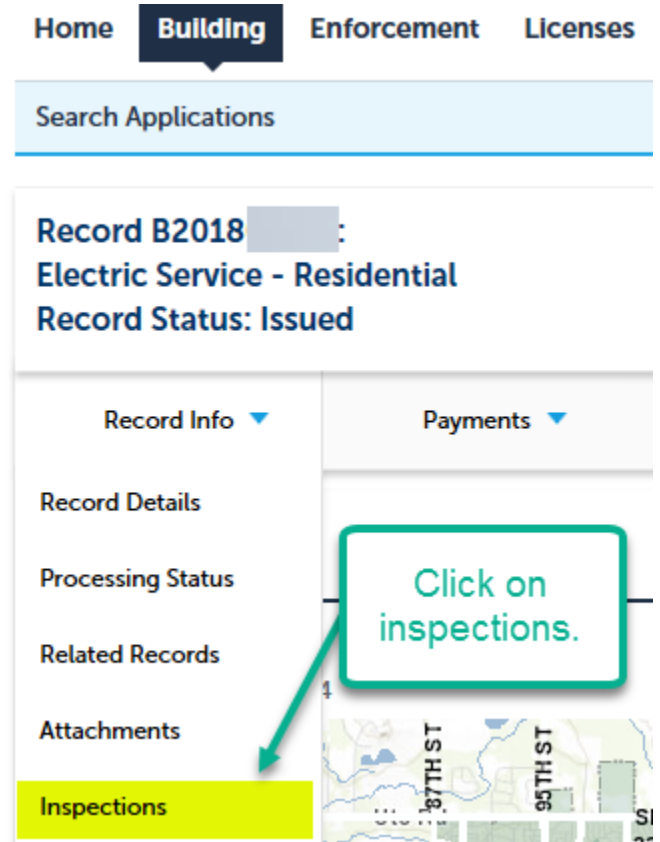
1. Type in the permit number in the search bar on the top right corner of the page. Press enter or click the magnifying glass to search.



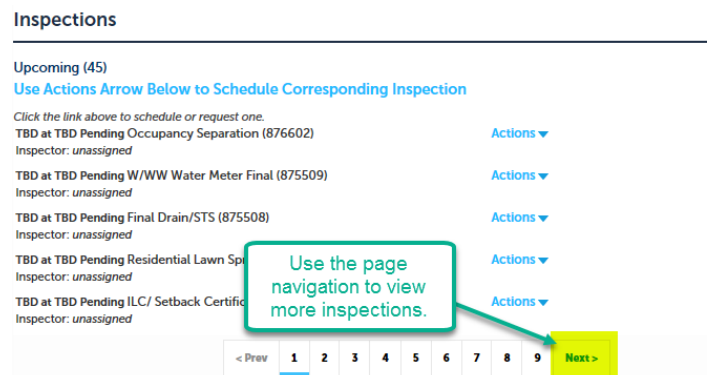
2. Next, click on the record info tab underneath the record status. **Please note that only permits with the status of "Issued" will be allowed to schedule an inspection.**



3. Click on Inspections.



4. Locate the inspection you want to schedule. There are only five inspections listed per page. If you do not see your inspection on the first page please click the next button to view the next five pending inspections.



- Click on the blue “Actions” button and then click on “Schedule an inspection”.

Inspections

Upcoming (3)
 Use Actions Arrow Below to Schedule Corresponding Inspection

Click the link above to schedule or request one.
 TBD at TBD Pending Electrical Service Size Verification (877709)
 Inspector: *unassigned*

TBD at TBD Pending Electrical Final (877708)
 Inspector: *unassigned*

TBD at TBD Pending Electrical Service (877707)
 Inspector: *unassigned*

Completed
 There are no completed inspections on this record.

Actions ▾
 Actions ▾
 Actions ▾

View Details
 Schedule

This section will show completed inspections with comments from the inspector.

- After clicking “Schedule” a page will appear with a calendar. Click on the day you want to schedule. Below the calendar the available times will be shown. Select a time that you want and click continue.

Schedule/Request an Inspection

Inspection type: *Electrical Service Size Verification*

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

Apr 2018							May 2018							Jun 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	4	5	6	7	6	7	8	9	10	11	12	3	4	5	6	7	8	9
8	9	10	11	12	13	14	13	14	15	16	17	18	19	10	11	12	13	14	15	16
15	16	17	18	19	20	21	20	21	22	23	24	25	26	17	18	19	20	21	22	23
22	23	24	25	26	27	28	27	28	29	30	31	24	25	26	27	28	29	30		
29	30																			

Available Times for Thursday, May 10 2018

Morning
 08:30 AM - 12:30 PM

Afternoon
 12:30 PM - 04:30 PM

Continue Cancel

Click continue to proceed.

- The next page will allow you to choose contact information. If the contact listed is the person that will be there for the inspection then click continue. If the contact information needs to be changed then click “Change Contact”. Then, select “Specify another person”. Then, enter the contact information and click “Submit”. Finally, click continue to proceed.

Schedule/Request an Inspection

Inspection type: *Electrical Service Size Verification*

Location and Contact
 Verify whether the location and contact person for the selected inspection are correct.

Location
 LONGMONT CO 80504

Contact
 Change Contact ▾

Select an existing contact

Specify another person (for this inspection only)

*First Name Middle Name *Last Name
 Test Tester

*Phone Number
 303-303-3003

Submit Cancel

Continue Back Cancel

- The next page will show all of the information for the inspection. Please review the information and click finish if everything is correct. If there is something that needs to be changed then click “Back” to

navigate backwards and correct the information.

Schedule/Request an Inspection

Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the inspection.

Inspection Type: Electrical Service Size Verification
Date and Time: 5/10/2018 8:30 AM
Location: LONGMONT CO 80504
Contact: Test Tester 3033033003

Include Additional Notes

Cancellation and Reschedule Policy:

Reschedule must be made before 08:00 AM.
Cancellations must be made before 08:00 AM.



9. The scheduled inspection will now appear on the list as scheduled instead of TBD. Repeat the process for any other inspection that needs to be scheduled.