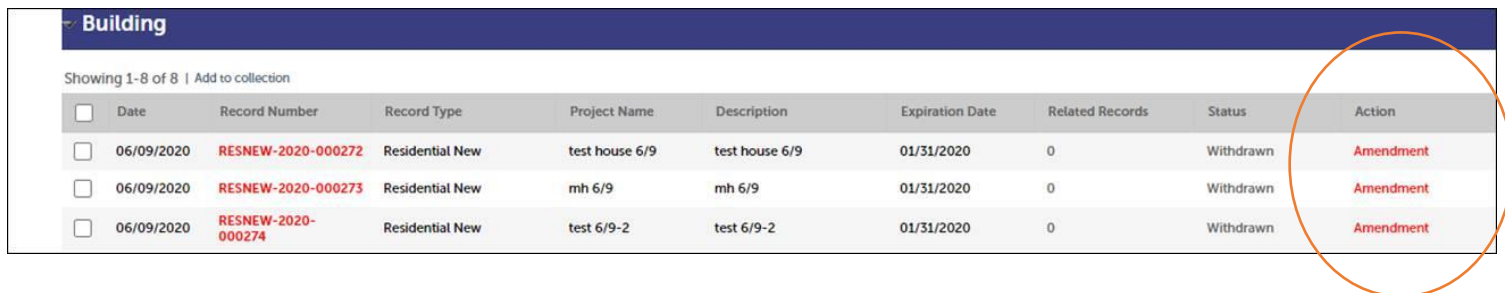


How to add field contacts in the new Accela permitting system

In the existing Accela Permitting system (<https://aca-pasco.accela.com/PASCO/Default.aspx>) a field contact can be added to a permit by anyone without any security. It does not prevent anyone from adding themselves to any permit.

In the new Accela Permitting system (<https://permits.pascocountyfl.net/CitizenAccess/Default.aspx>) additional security requires the applicant/license holder to grant authority by adding them as a “delegate”.

Adding someone as a delegate allows the Applicant/license holder to manage individual permissions. Once someone is added with the correct level of permissions, they will be able to add themselves as a field contact to any permit applications submitted by that license holder. They do so by logging into their own Citizen Access Portal account, searching for the permit number, and then selecting **Amendment**. If they do not see anything under the **Actions** column then they have not been added as a delegate to the applicant/license holder’s account.



Date	Record Number	Record Type	Project Name	Description	Expiration Date	Related Records	Status	Action
06/09/2020	RESNEW-2020-000272	Residential New	test house 6/9	test house 6/9	01/31/2020	0	Withdrawn	Amendment
06/09/2020	RESNEW-2020-000273	Residential New	mh 6/9	mh 6/9	01/31/2020	0	Withdrawn	Amendment
06/09/2020	RESNEW-2020-000274	Residential New	test 6/9-2	test 6/9-2	01/31/2020	0	Withdrawn	Amendment

Adding a delegate is a two-step process

- Step 1 – The applicant/license holder adds the delegate; the system emails a request to the delegate.
- Step 2 – The delegate accepts the request.

Step 1 – Adding a Delegate

- The **Applicant/license holder** must log into their new Accela citizen portal Account at <https://permits.pascocountyfl.net/CitizenAccess/Default.aspx>,
- Click to open **Account Management**



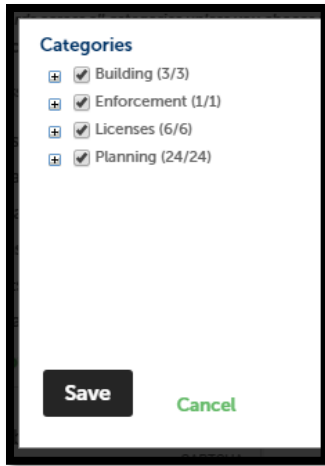
- Scroll down to the **Delegates** section
- Click **Add a Delegate**



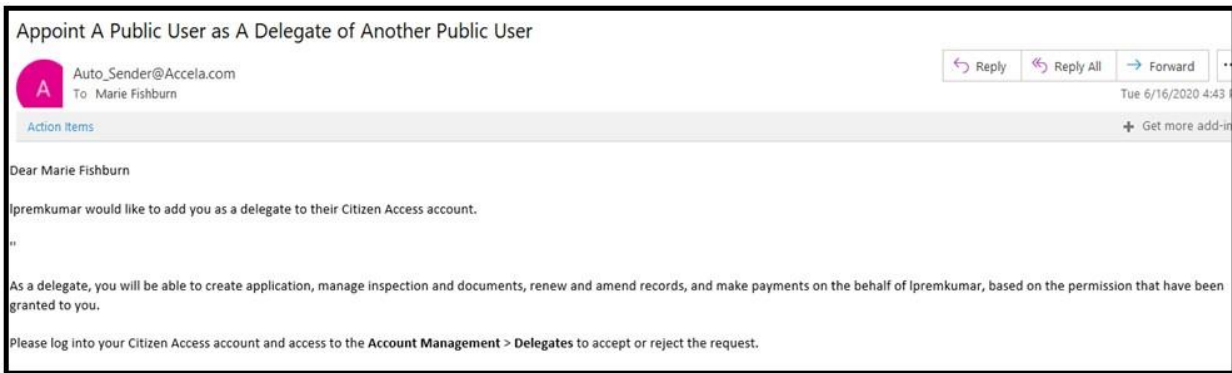
- **Add a Delegate** window appears.
- Enter the name and email address of the delegate
- Select the desired delegate permissions. These permissions apply to all permits applied for by the applicant/license holder.
- You may revoke permissions at any time by accessing **Account Management** again and choosing **Actions**.

- To allow the delegate to add field contacts, select **Amend Records in all categories**

- Click on **(Change)** next to each item and ensure that all sub-elements are selected



- Then click **SAVE**
- The system will email a request like the one below **inviting** the person to **ACCEPT** request to add them as a delegate.



Step 2 – Delegate Acceptance

- The **Delegate** follows instructions in the email to logon to their own Citizen Access Account at (<https://permits.pascocountyfl.net/CitizenAccess/Default.aspx>) and **ACCEPT** the request.
- Upon acceptance, the new delegate will begin to see options under the **Action** column according to the permissions they were granted.

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Expiration Date	Related Records	Status	Action
<input type="checkbox"/>	06/15/2020	20TMP-000898	Residential New	Test Home	4/2/2 lllll		0		Resume Application
<input type="checkbox"/>	04/28/2020	RESNEW-2020-000086	Residential New	My New House	new detached 3bed/2bath home with 3 car garage. plus 1 car covered carport and back patio.	01/31/2020	0	Awaiting Plans	Upload Plans Amendment
<input type="checkbox"/>	04/24/2020	RESNEW-2020-000058	Residential New	mobile home test	new mh	01/31/2020	0	Plan Review In Process	Pay Fees Due Amendment
<input type="checkbox"/>	04/24/2020	RESNEW-2020-000059	Residential New	mobile home in park	mh park	01/31/2020	0	Pending Permit Issuance	Amendment
<input type="checkbox"/>	04/21/2020	RESNEW-2020-000051	Residential New	Marie's Mansion	basically just a mansion on a hill	01/31/2020	1	Abandoned	Pay Fees Due