

HOW TO SUBMIT A PERMIT FOR UTILITY COMPANY PERMITS

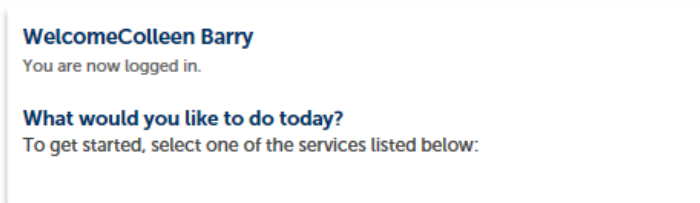
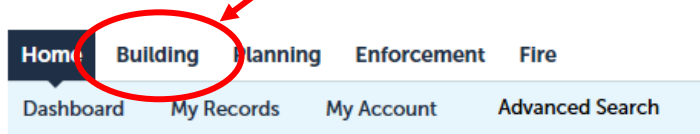
The permitting is online. Visit aca3.accela.com/crystallake

If you are first time user, you must create an account:

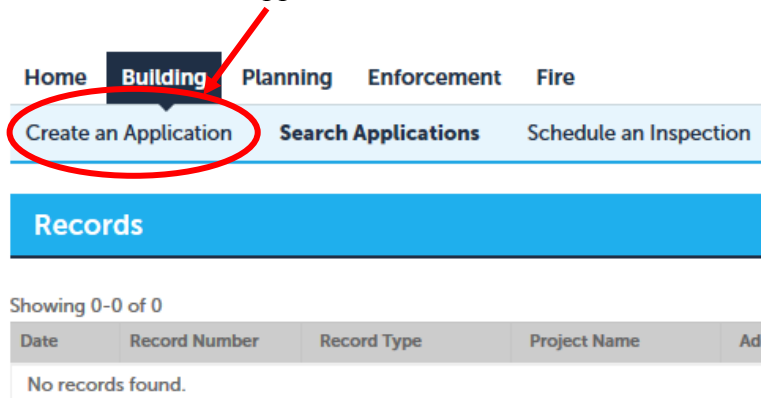
1. Click on “Register for an Account” in upper right hand corner.
2. Continue through the process to create an account for yourself.

Submitting a Permit Request with Accela:

1. Go to the “Building” tab



2. Select “Create an Application”



3. The first time, you must agree to the Terms and Conditions. Then “Continue Application”.

Home **Building** Planning Enforcement Fire

Create an Application Search Applications Schedule an Inspection

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before be

General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Application »

4. Choose “Right of Way” as the Record Type and then select “Right of Way Use Permit”. Then click “Continue Application”

Home **Building** Planning Enforcement Fire

Create an Application Search Applications Schedule an Inspection

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search

- Building
- ▼ Right of Way
 - Right of Way Use Permit

Continue Application »

5. Fill in information about the project including starting and ending dates. Red stars next to a field indicate that it is required.

The screenshot shows a form titled "Custom Fields" with several sections:

- ROW USE INFORMATION**:
 - A required field (marked with a red star) for "Enter detailed description of the right of way use location:" with a dropdown menu showing "From 123 Main St to 124 Main St".
 - A "spell check" link below the dropdown.
 - A field for "Please describe the impact. For example: Obstruction, Driveway, Utility, Excavation/Opening, etc.:" with a dropdown menu showing "Utility".
 - Another "spell check" link below the dropdown.
 - Fields for "Total Length of Project Area:" (value: 12), "Number of Calendar Days:" (value: 1), and "Total or Partial Closure:" (dropdown: Partial).
 - A radio button for "Traffic Plan Provided:" with "No" selected.
- ROW USE IMPACT**:
 - Fields for "Enter linear ft of Traffic Lanes impacted by the work:" (0), "Enter linear ft of Parking Lanes impacted by the work:" (0), "Enter linear ft of Sidewalk impacted by the work:" (12), and "Enter linear ft of Parkway impacted by the work:" (12).
 - Fields for "Enter Total Number of Non-Pavement Cuts. Enter Length & Width of each cut in this field.:" (0) and "Enter Total Number of Pavement Cuts. Enter Length & Width of each cut in the field.:" (0).
- PERMIT DATES**: (Section header)
- PROJECT DATES**:
 - "Schedule Start Date:" (06/01/2018)
 - "Estimated Completion Date:" (05/02/2018)

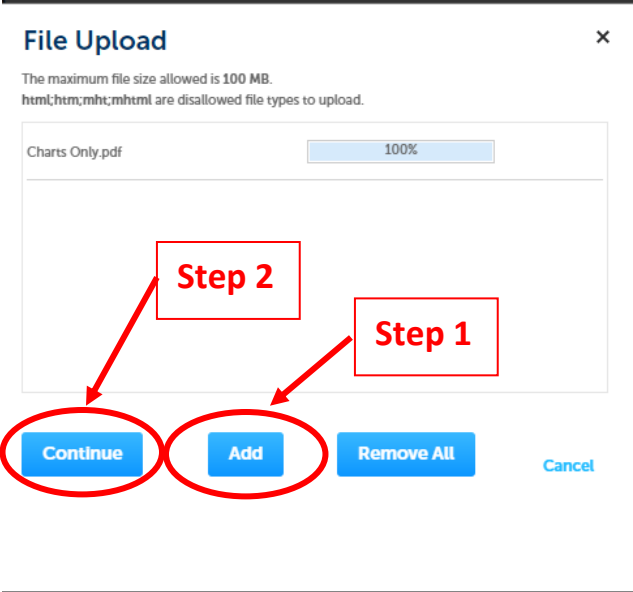
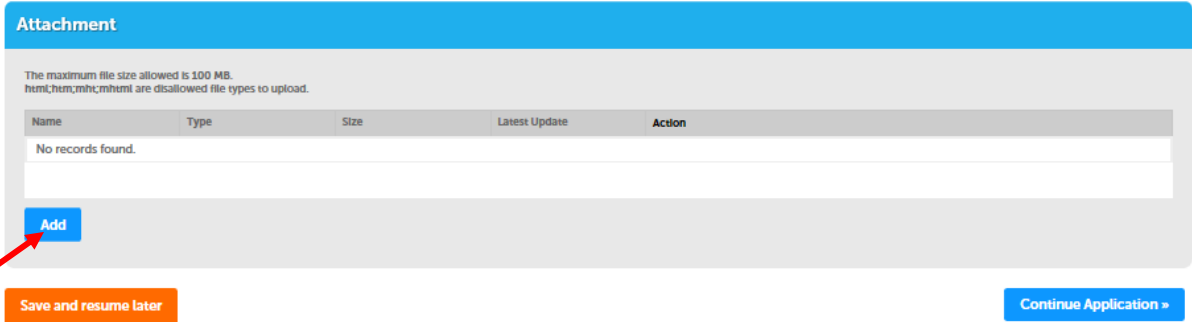
Enter a detailed project location. Please use street names and/or addresses whenever possible.

IF YOU ARE A CONTRACTOR PERFORMING WORK FOR A UTILITY COMPANY, PLEASE INCLUDE WHAT UTILITY COMPANY HERE.

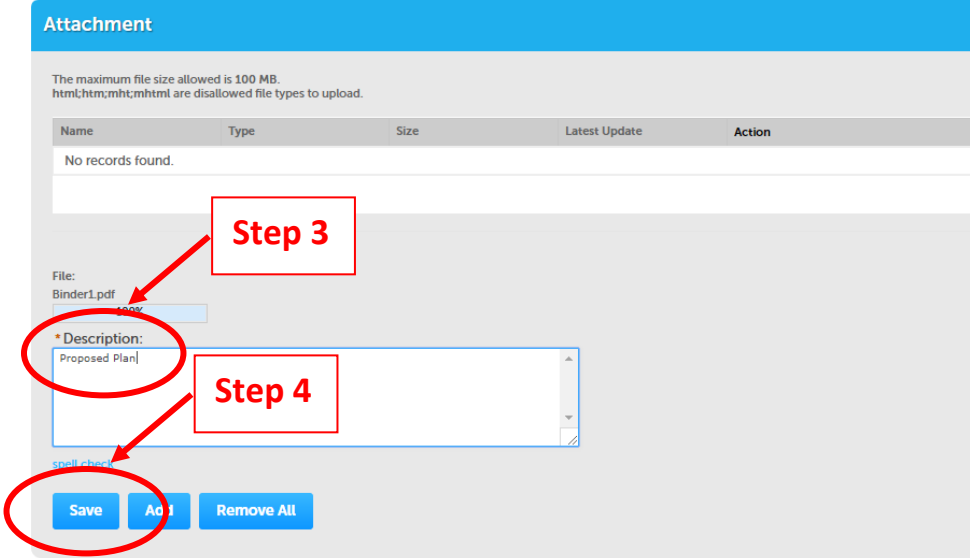
6. Add contact information, either use the contact information that is on the account or add a new contact.

The screenshot shows the "Applicant" section of a form. It includes a blue header with the word "Applicant" and a grey instruction box: "To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name." Below this are two blue buttons: "Select from Account" and "Add New". A red arrow points to the "Select from Account" button.

7. Attach any related documents (proposed plans, etc)



You must add a description and then select Save



8. Review the entered information and select “Continue Application” to submit.

Record Type

Right of Way Use Permit

Custom Fields

ROW USE INFORMATION [Edit](#)

Enter detailed description of the right of way use location : From 123 Main St to 124 Main St
Please describe the impact. For example: Obstruction, Driveway, Utility, Excavation/Opening, etc.: Utility

Total Length of Project Area: 12
Number of Calendar Days: 1
Total or Partial Closure: Partial
Traffic Plan Provided: No

ROW USE IMPACT [Edit](#)

Enter linear ft of Traffic Lanes impacted by the work: 0
Enter linear ft of Parking Lanes impacted by the work: 0
Enter linear ft of Sidewalk impacted by the work: 12
Enter linear ft of Parkway impacted by the work: 12
Enter Total Number of Non-Pavement Cuts. Enter Length & Width of 0 each cut in this field.:
Enter Total Number of Pavement Cuts. Enter Length & Width of each 0 cut in the field.:

PERMIT DATES [Edit](#)

PROJECT DATES [Edit](#)

Schedule Start Date: 06/01/2018
Estimated Completion Date: 05/02/2018

Applicant [Edit](#)

Individual
Colleen Barry
E-mail: cbarry@crystallake.org

Attachment [Edit](#)

The maximum file size allowed is 100 MB.
http://www.mh.com/ are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

[Save and resume later](#)

[Continue Application >](#)

**CLICK TO
SUBMIT**

9. “View Record Details”, if desired.

10. You will receive an email to the contact that was previously listed in step 6 to verify that your request has been received by the City.

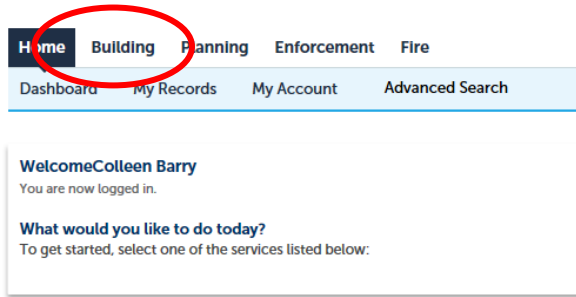
11. Once your permit has been approved you will receive another email.



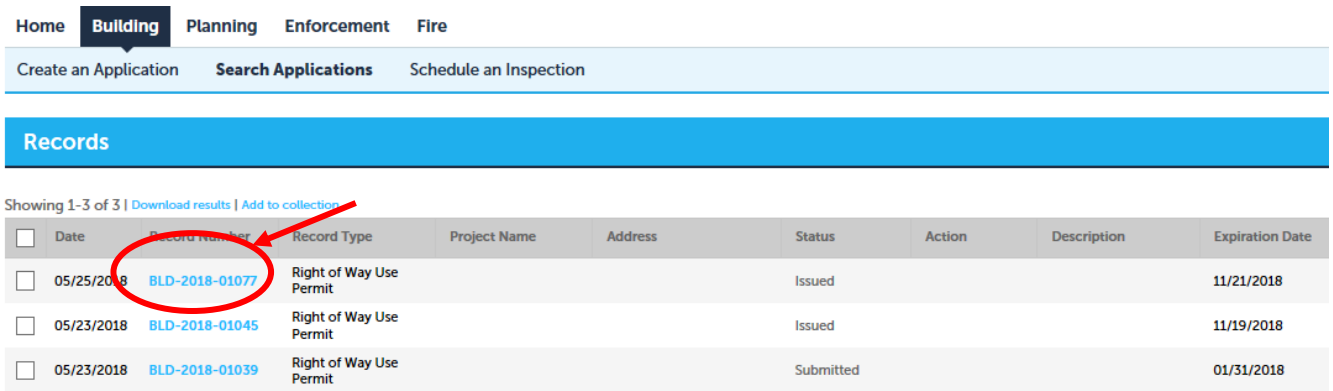
Once your permit has been approved, log into your Accela to see comments and attachments for your permit.

Viewing Comments and Attachments on Accela:

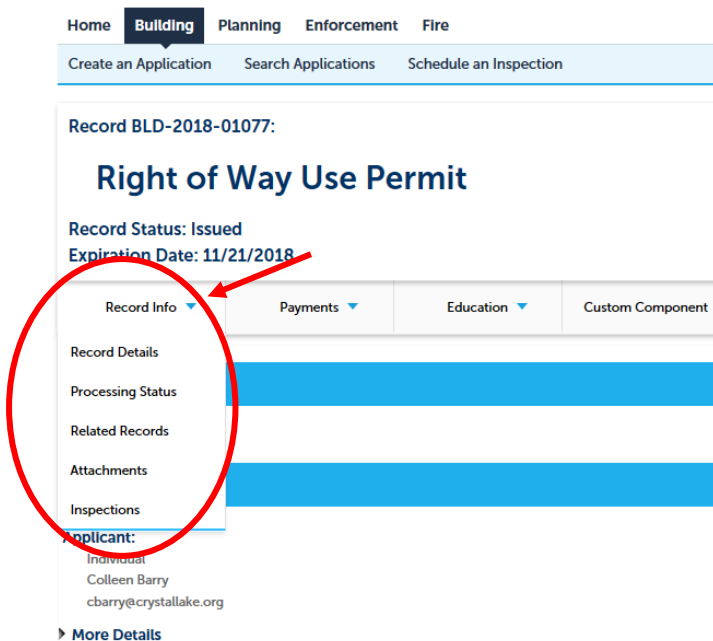
1. From the home page (aca3.accela.com), select the “Building” tab.



2. From there, select the permit in question.



3. Once inside the permit file, click on “Record Info” to see the drop down menu.



- To view the **comments** for a permit, select “Processing Status” and then click the arrows next to each step to expand the content.

The screenshot shows the 'Processing Status' interface. On the left is a sidebar with four items: 'Application Submittal', 'Plan Review', 'Permit Issuance', and 'Inspection'. Each item has a green checkmark and a right-pointing arrow. Three red arrows point to the arrows of the first three items. On the right is the main content area, which is expanded for 'Application Submittal', 'Plan Review', and 'Permit Issuance'. Each expanded section shows a due date, assignment, marking status, and a comment field.

Step	Due Date	Assigned To	Marking Status	Marked By	Comment
Application Submittal	05/25/2018	Abby Wilgreen	Review Required	Abby Wilgreen	Any comments will appear here
Plan Review	06/01/2018	TBD	Approved	Abby Wilgreen	Comments appear here
Permit Issuance	05/28/2018	Abby Wilgreen	Issued	Abby Wilgreen	Comments appear here
Inspection					

- To view the **attachments** for a permit, select “Attachments” from the drop down menu. Here, all of the related attachments will be available for download. You also have the ability to upload more attachments from this page with the “Add” button.

The screenshot shows the 'Attachments' page. At the top, it states 'The maximum file size allowed is 100 MB' and lists disallowed file types. Below is a table with columns for Name, Record ID, Type, and Size. The first row contains 'Attachment 1.doc', 'BLD-2018-01077', 'Record', and '22.00 KB'. A red circle highlights the file name, and a red arrow points from a red box containing the text 'CLICK TO DOWNLOAD ATTACHMENTS' to the file name.

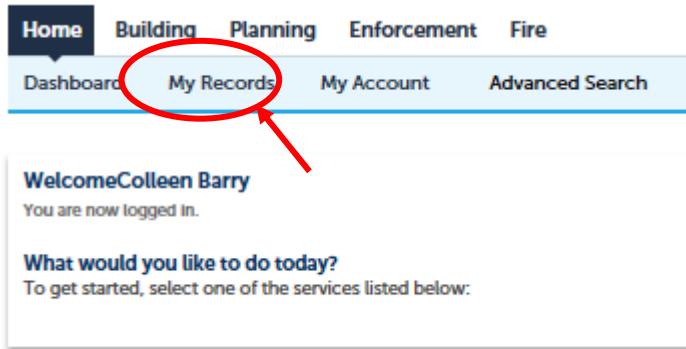
Name	Record ID	Type	Size
Attachment 1.doc	BLD-2018-01077	Record	22.00 KB

Permit Completion

Once the work is complete, please schedule a final inspection by going in under the record info, then Inspections and click “Schedule or Request an Inspection”.

To Check the Status of a Submitted Permit

1. From the “Home” tab, select “My Records”.



2. There, you will be able to view all permits and their current status.

A screenshot of a table titled 'Building' showing permit records. The table has columns for Date, Record Number, Record Type, Project Name, Address, Status, Action, Description, and Expiration Date. One record is shown with a status of 'Submitted', which is circled in red. A red arrow points to the 'Submitted' status.

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date
<input type="checkbox"/>	05/23/2018	BLD-2018-01039	Right of Way Use Permit			Submitted			01/31/2018

3. Once a Permit has been approved, you will receive an email and the status will change online.

A screenshot of a table titled 'Building' showing permit records. The table has columns for Date, Record Number, Record Type, Project Name, Address, Status, Action, Description, and Expiration Date. Three records are shown, with the middle one having a status of 'Issued', which is circled in red. A red arrow points to the 'Issued' status.

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date
<input type="checkbox"/>	05/25/2018	BLD-2018-01077	Right of Way Use Permit			Issued			11/21/2018
<input type="checkbox"/>	05/23/2018	BLD-2018-01045	Right of Way Use Permit			Submitted			11/19/2018
<input type="checkbox"/>	05/23/2018	BLD-2018-01039	Right of Way Use Permit			Submitted			01/31/2018