

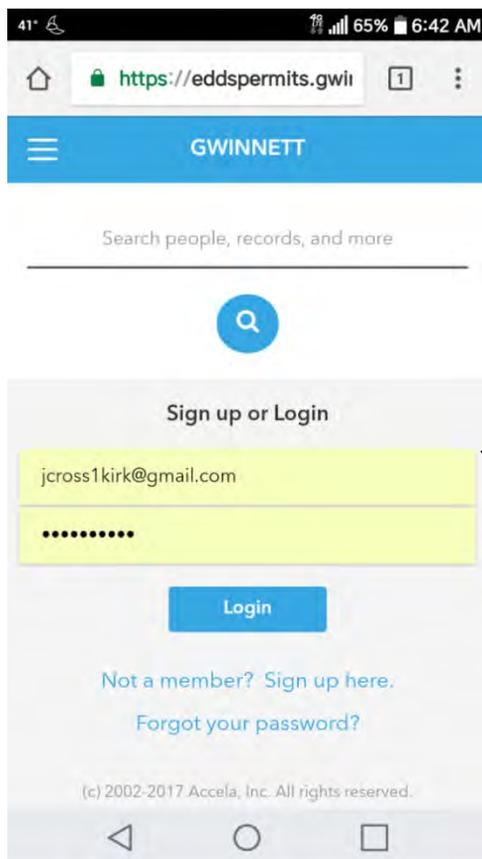
Smartphone / iPhone Users: Scheduling Inspections on the Accela Mobile Site

This manual will show you how to navigate the Gwinnett County Accela Mobile site.

NOTE: To access this site, you need to have a Gwinnett County ZIP Portal account. You can go to the ZIP Portal website at <https://aca-prod.accela.com/GWINNETT/Welcome.aspx> and create an account at no charge. If you have ever used the ZIP Portal website to create a permit or submit a permit application, submit a document or plan, submit a required contractor affidavit, or register as a contractor, you should already have an account.

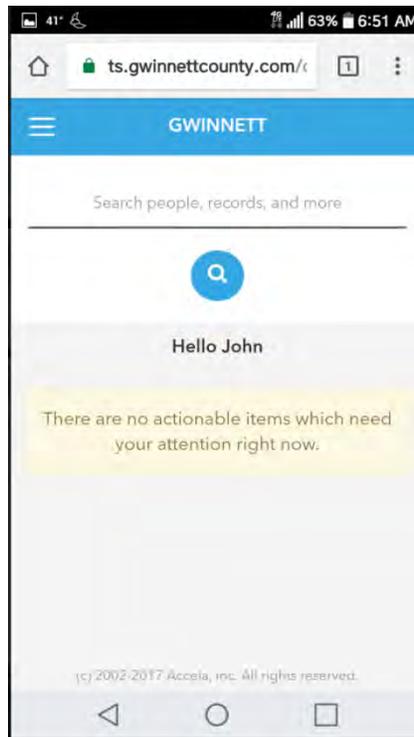
Once you have an account, use your phone's internet browser to navigate to this website:
<https://aca-prod.accela.com/GWINNETT/amca>

The first screen you will see is the login screen:

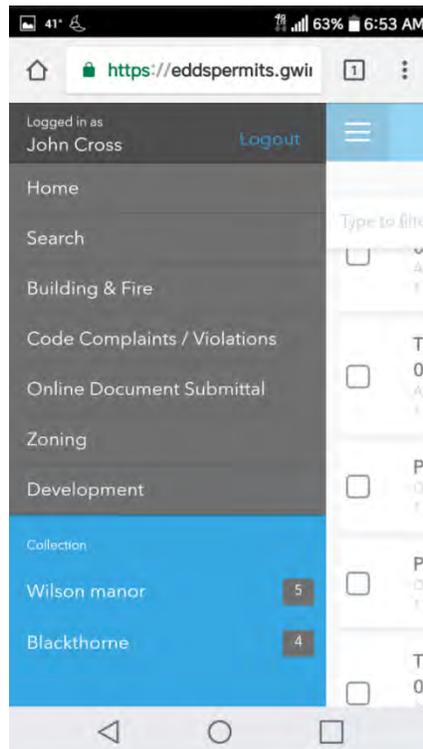


The screen shots displayed will be from a vertically-positioned screen on an android phone. There may be some variation in font size, margins, and layout given your phone or tablet platform.

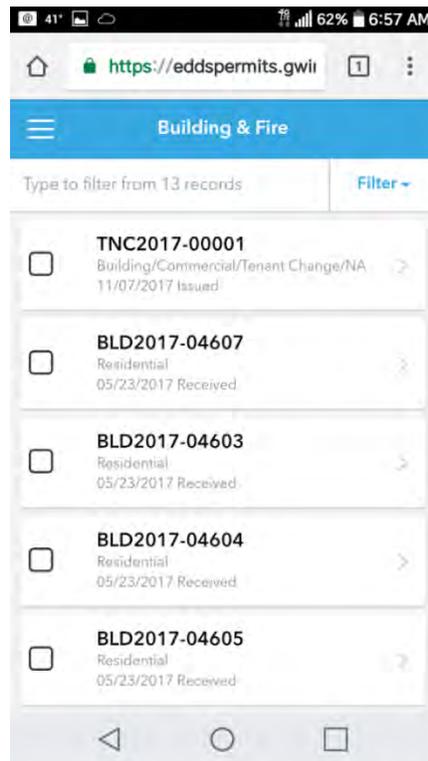
You will enter in your Gwinnett County ZIP Portal login name (or e-mail account) and your password in the provided spaces, and hit the 'Login' button. The 'Home' screen will appear.



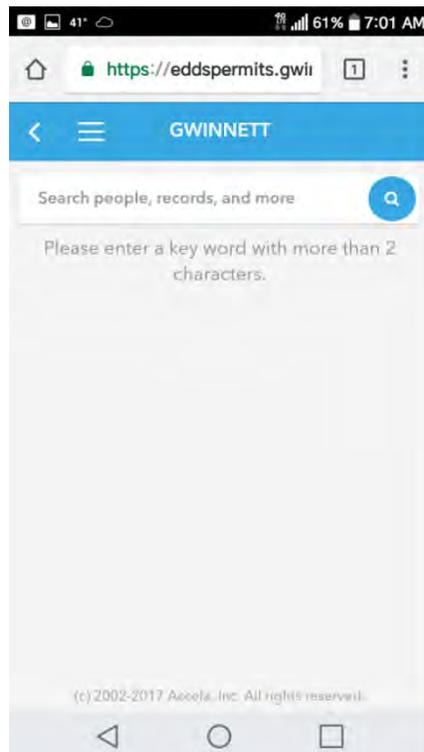
On the upper left, you have the directory list icon ()...hit that to display the different screens and modules available to you.



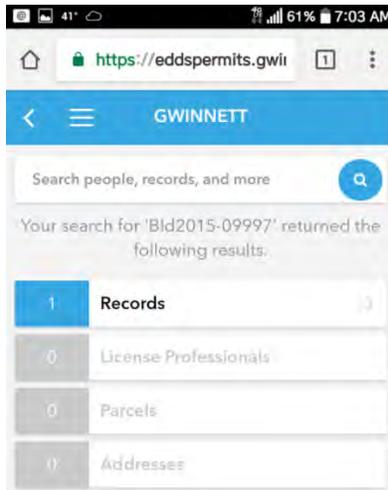
The selection of a module show those cases or permits that you have created under your profile of that type. In this case, the user has selected 'Building and Fire', and here is what the user will see:



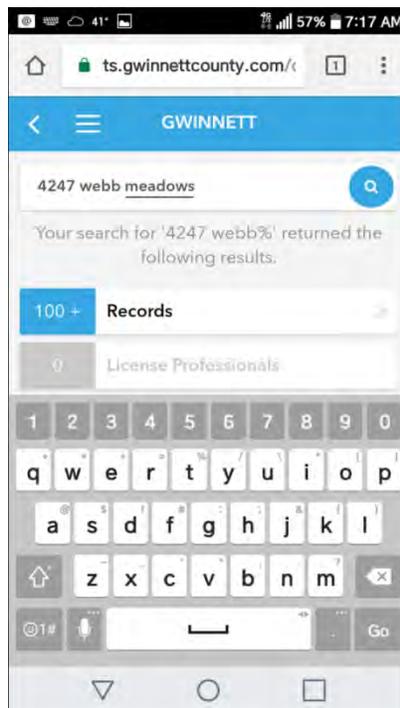
If the case does not show, or if the user has a specific permit number, that number can be searched by selecting 'Search' in the Directory List:



Enter in the permit, case, or record number into the search field at top and click on the search icon. Permits matching your entered search criteria will appear:



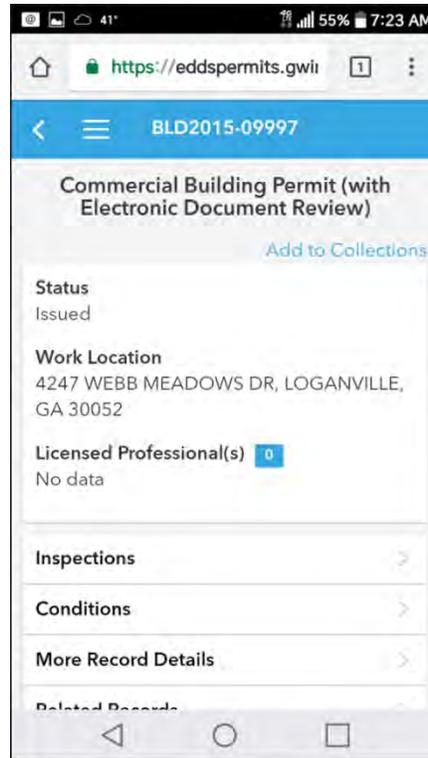
Note that one (1) permit matches the search criteria (the other areas are greyed out...they didn't pull any matching criteria). You are also able to search for addresses, parcels (**parcels must be formatted like this: 1234 567...four numbers, a space, then three numbers**), people (contractors and applicants for permits), and permits. If you have an address to search, enter in the address number and street name only (no street prefix or type). In the case of an address search for 4247 Webb Meadows Dr., enter it as shown below:



The result indicates over 100 records with that specific address. To view the list, select the 'records' tile for the complete listing.

If you have a partial record, street name, contractor or applicant name, or parcel #, you can use the percent sign (%) as a wildcard to help you search a larger set of data.

To see the information on a given permit, case, or record, tap on the arrow on the right-hand side of the tile containing the desired case, record, or permit number, and the Case Information screen will appear:



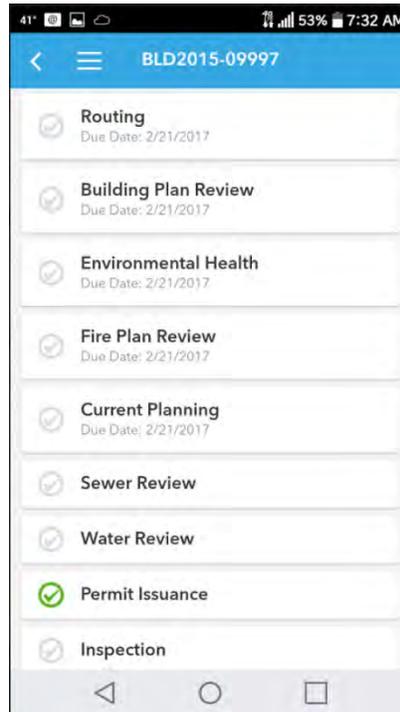
Several different selections can be made on this screen to review the permit or record. The information displayed shows the record or permit status, the location, and the number of licensed contractors assigned to this permit. An additional five items, including 'Inspections', are displayed directly below the general permit or record information and can be selected to access specific information regarding the permit or record as follows:

Conditions: Displays any conditions (these may be holds or constraints placed on the property where construction or design is concerned) attached to the permit or record. Some conditions may prohibit the scheduling of inspections. For questions regarding a particular condition, contact Permits staff at 678.518.6020.

More Record Details: Displays the type of permit, when it was created, and the description of the permit as given when created.

Related Records: Displays any parent or child records of this record. A plan submittal will have 'child' records, such as building permits or development permits. You can navigate to child records if you search the parent record # and select this screen.

Process Status: Displays the current step of the record or permit within the record or permit process. In this example, the current step in the permit process is 'Permit Issuance'.



The current step is identified with a green checkmark. In many cases, there are multiple active process steps.

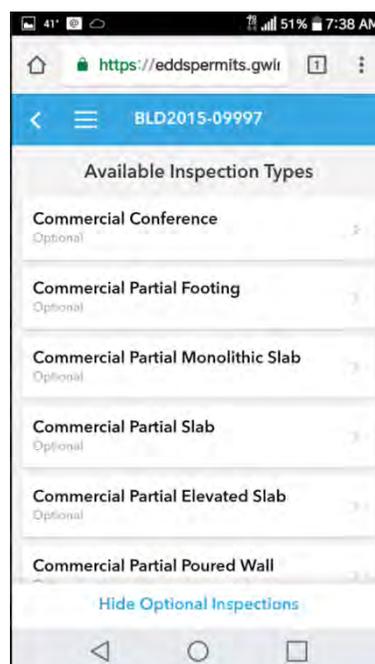
The next page(s) will guide you through the Inspections List and Inspection Scheduling process.

The Inspection List and Inspection Scheduling

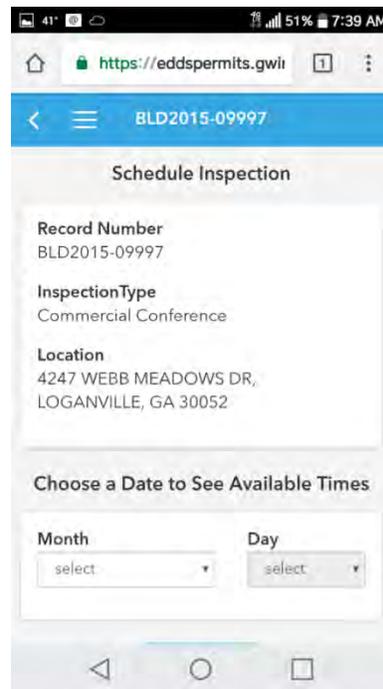
From the Case Detail screen, select 'Inspections', and the Inspection List screen will appear, with each inspection having its own tile and thumbnail details. You can scroll down through the completed inspections and, if you wish to see the details of the inspection, select the 'Details' link within the tile (bottom-left) that contains the inspection you wish to see details about:



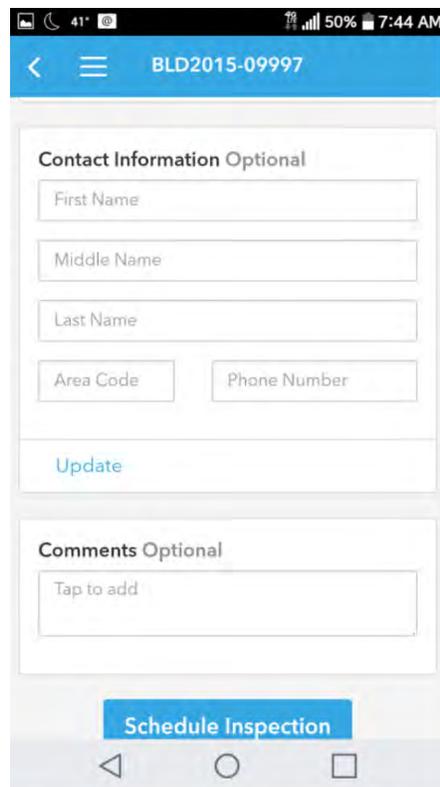
Selecting the 'back' button on your phone will take you back to the Inspection list. At the top of the Inspection list screen is the 'Schedule or Request an Inspection' button. Selecting this will open up the Available Inspection Types list:



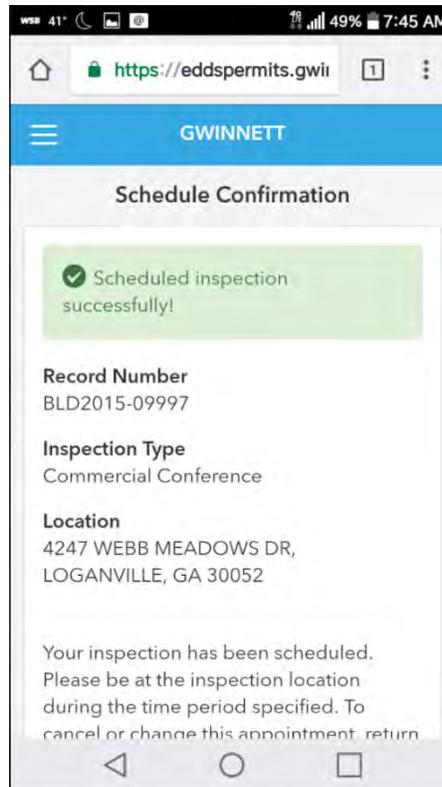
Scroll through the available inspection types to find the one you want to schedule, and select it. This will open the Schedule Inspection screen:



Select the month and day you want the inspection scheduled, then on the 'Choose a Time' field, tap it and select 'All Day'. Once done, scroll to the bottom and select 'Continue'.



The next screen will request any information for contacting a person or contractor about the inspection (this is optional) which includes an optional field for entering any additional comments pertaining to the inspection (i.e. "There is a dog in the front yard" or "The door code is 43228"). Upon completion of entering information into these fields, select the 'Schedule Inspection' button at the bottom of the screen:



Upon successful completion of this process, an inspection schedule confirmation screen will be displayed. You can then either scroll to the bottom of the screen to schedule another inspection, or you can return to the Case Information screen.

If you are unsuccessful in scheduling your inspection, contact Building Inspections staff at 678.518.6000 for assistance.