

**Accela Automation
ACA Citizen Portal Guide
for
Gwinnett County**

ACA

Final 1

12/3/2009

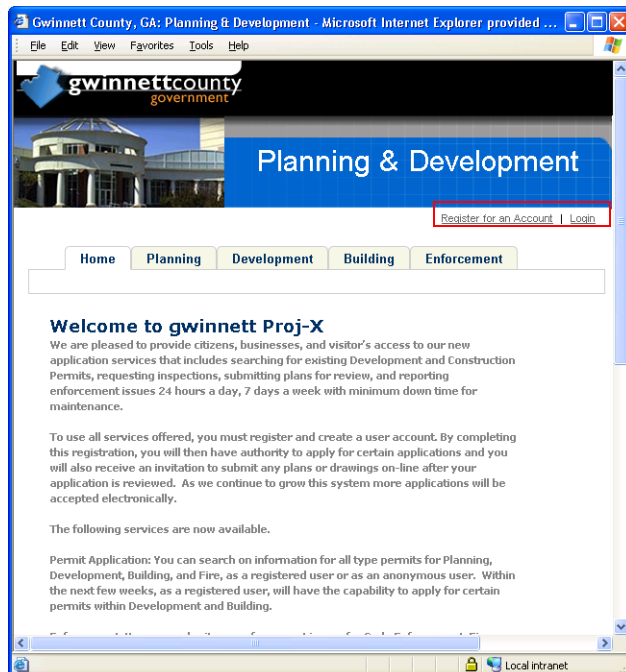
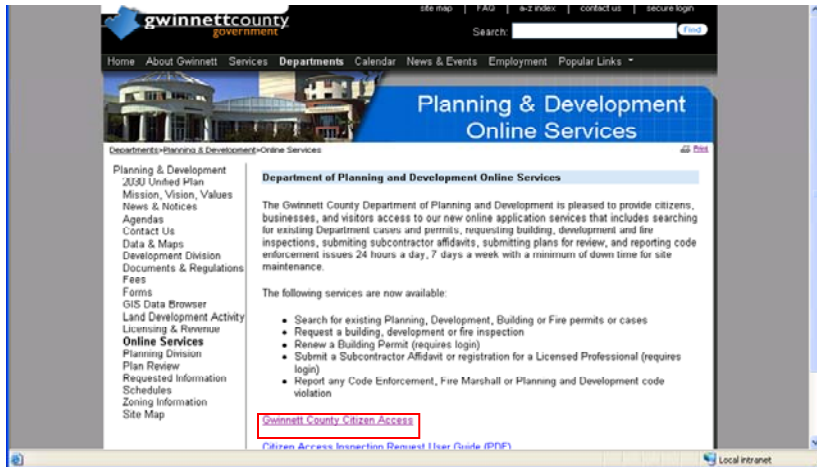
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Registering as a new Public User

Home Page

1. To access the Online Services type <http://www.gwinnettcountry.com> into your web browsers address bar.
2. Click on Departments on the top menu and then click on Planning and Development link from the left side of the page.
3. Click on Online Services link on the left side of the page.
4. Click on the link for Gwinnett County Citizen Access
A new window will open to the gwinnett Proj-X website.



5. Click the Register for an Account link
6. Check the, "I have read and accept the above terms" box and then click the Continue Registration button

[Home](#)
[Planning](#)
[Development](#)
[Building](#)
[Enforcement](#)

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer

While the Gwinnett County attempts to keep its web information accurate and timely, the Gwinnett County neither warrants nor makes representations as to the functionality or condition of this website, 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 Gwinnett County as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Registration >](#)

7. Enter Account Information

[Home](#)
[Planning](#)
[Development](#)
[Building](#)
[Enforcement](#)

Account Registration Step 2:
Enter Account Information * indicates a required field.

Login Information

***User Name:**

(4-32 characters may contain letters, numbers, and the following four: @ _ - special characters)

***e-Mail Address:**

***Password:**

(8-20 characters)

***Type Password Again:**

***Select a Security Question:**
 (used for identification if you forget your login information)

***Answer:**

(20 characters maximum)

8. Enter Contact Information and then click the Continue Registration button

Contact Information

*First: Middle: *Last:

Name of Business:

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip:

Phone 1: Phone 2: Phone 3:

Fax: *Preferred Method of Contact:

[Continue Registration >](#)

- Next, your User Account has been created and you may go back to the home screen and click the login link to gain full access

Home Planning Development Building Enforcement

Your account has been successfully created. You will receive additional instructions by e-mail.

Your account has been successfully created.
 Congratulations! You have successfully created an account with Gwinnett County. An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by Gwinnett County may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name: PublicUser	
John J Smith	Phone 1: 707-976-7956
Smith Construction Inc	Phone 2: 707-976-3218
123 Main St	Phone 3: 707-976-6543
PublicUser@email.com	Fax: 707-976-7888
Preferred Method of Contact: E-mail	

To Request an Inspection:

No need to login

1. Click on the **Building** tab
2. Click [Search Permits](#)
3. Scroll down to the General Search section
4. Enter Permit Number – ex BLD2009-00100
5. Click Search at the bottom of the screen
6. In the results list, click on the Permit Number (underlined)
7. Click on the arrow next to **Inspections**
8. Click **Schedule** next to the inspection you would like to request. You may need to click Next> to go the next page to see more inspection types.
9. On the Schedule Inspection page, select an appointment date and time range by clicking a link on the calendar and time button below (next 1-2 working days).
10. Review the information and if needed, type Comments or Instructions for your Inspector in the box.
11. Click **Schedule Inspection>>** button.

▼ **Inspections**

Showing 1-20 of 35

Insp. Type	Status	Date	Inspector	
Residential Conference	Optional	TBD	TBD	Schedule
Residential Setback	Optional	TBD	TBD	Schedule
Residential Partial Footing	Optional	TBD	TBD	Schedule
Residential Complete Footing	Optional	TBD	TBD	Schedule
Residential Slab	Optional	TBD	TBD	Schedule
Residential Monolithic Slab	Optional	TBD	TBD	Schedule

Done Local intranet

To Submit Sub-Contractor Affidavit:

1. Login or register for an account (see instructions above).
2. Click on the [Building](#) tab.
3. Click [Create a Case](#).
4. Check the, "I have read and accept the above terms" box and then click the [Continue Application>>](#) button.
5. Enter Licensed Professional information, Case Number and License Expiration Date.

Add Subcontractor Affidavit

1 Contractor Information | 2 Review | 3 Application Submitted

Step 1 : Contractor Information > Contractor Information

*indicates a required field.

Licensed Professional

*Contractor Type: *State License Number:

*Role Type: *First: Middle: *Last:

Name of Business:

*Address Line 1:

*City:

*State:

*Zip:

Done Local intranet

6. Click the [Continue Application>>](#) button. (Or Save and resume later)

CASE INFORMATION

*Case #:

CONTRACTOR INFORMATION

License Expiration Date:

[Continue Application >](#) Save and resume later:

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Done Local intranet

7. Review information and click the [Continue Application>>](#) button.
8. Note the case number on the Application Submitted page.

