How to Schedule/View Inspections
Standard Operation Procedure for Customer

7/16/2019

Inspections: Schedule/ View Results

Log into ACA: this is our Accela Citizen Access portal. (if you do not have an account you may still schedule an inspection)

Things to NOTE:

You should already have created an account as a user in Citizen Access but you do not need to be able to log in in order to schedule an inspection. * If you do not have a log in and are scheduling an inspection then you will need your permit number to do so.
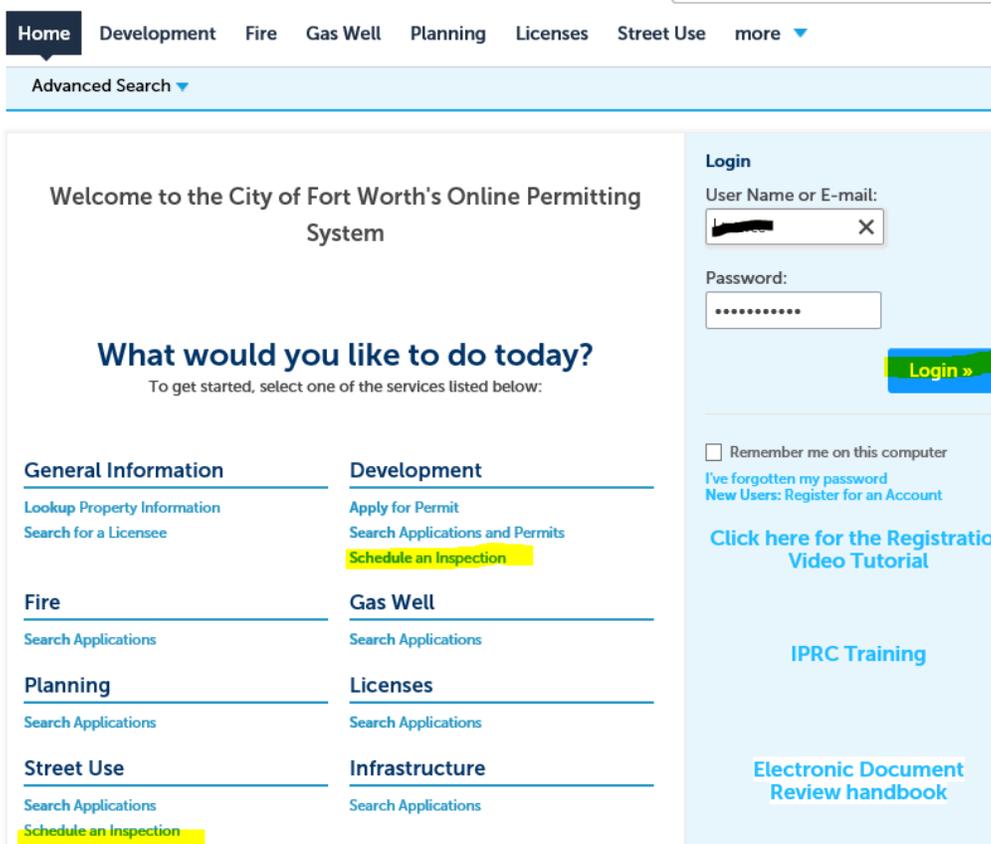
Anyone may schedule the inspection.

Check to see that your registration is not expired.

If you can't view or schedule an inspection please call customer service at x2222.

If you are getting an error of any kind when trying to view or schedule an inspection, please take a screenshot of the error so that you can send it to customer when you call or be able to describe it to them via the phone call. It is important so that customer service may assist more efficiently and effectively.

"Now, let's schedule/view that inspection!"

See on the homepage that you can either log in on the right hand side if you have a log in; OR you can simply click "schedule an inspection" under the section needed. If you do not log in, you will need your permit number.

Scheduling an inspection with a log in:

1. Log in at the home page in Accela Citizen Access:

2. Click on the department you want to schedule the inspection with at the top of the page: in this example we are scheduling with 'Development'
3. Then click on Schedule an Inspection on the blue bar under the departments (highlighted below)

4. Here you will see a list of your permits listed below the title bars under "Records"
5. From this point you will click on the "issued" permit that you wish to schedule the inspections for
6. To schedule an inspection the permit must be in "issued" status

7. Once you click on the issued permit you wish to schedule the inspection for your page will then look like this: at this time you should click on the drop down for "Record Info" and then choose "Inspections"

8. Something to note: from this page you can also view your inspection card under "more details"

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9. Then you will see a list of all of the required/available inspections that you are able to schedule at this time. You can then click on "Actions" and it will give the option to either schedule or view details. From this page you can click either and schedule the inspection or view results. You will see your inspector and the day and time once scheduled. If you notice at the bottom of the screen it also shows other completed inspections with results and you can view details on those from here also.

10. If you wish to schedule without a log in; see the alternative instruction below: you will need your permit number.
11. From the homepage you will click on "schedule an inspection" and for this example we clicked this under the development section.

12. Then your page should look like this. Here you will enter the permit number that you wish to schedule inspections for.

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13. Once you enter the permit number and click search at the bottom of the page, you will see this:
14. This is the same process from this point as if you had logged in. Click "Record Info" then "inspections" and you will then be able to schedule for all required/available inspections or view results.

Thank you! Please call customer service at x2222 with questions, concerns or issues. We are happy to help and we welcome you to the City of Fort Worth Citizen Access Portal.