

# Paying Fees Online with Accela Citizen Access

## Standard Operation Procedure for Citizen

05/01/2023

Last Updated by: BN

<https://aca-prod.accela.com/CFW/Login.aspx>

### How to Pay for Fees Online in Accela Citizen Access

**Step 1:** search the permit number in the search box

**Step 2:** create your application or search for the existing application that fees need to be paid on

**Step 3:** from record details, choose payments, in the drop down, choose fees

The screenshot shows the Accela Citizen Access interface. At the top, there is a navigation bar with 'Home', 'Development', 'Fire', 'Gas Well', 'Planning', 'Licenses', 'Street Use', and 'more'. Below this is a sub-navigation bar with 'Apply for Permit', 'Search Applications and Permits', and 'Schedule an Inspection'. The main content area shows record details for a 'Residential New Building Permit' with a status of 'Awaiting Client Reply'. A dropdown menu is open under 'Record Info', with 'Payments' selected. A red box highlights the 'Payments' dropdown, and an arrow points to the 'Fees' option. Other options in the dropdown include 'Trust Account Information'. Below the dropdown, there is a 'View Condition' button. The 'Work Location' section is redacted. The 'Record Details' section shows 'Applicant' and 'Licensed Professional' information.

The fees will be displayed.

**Step 4:** choose pay fees

The screenshot shows the 'Fees' section of the interface. It is divided into two sections: 'Outstanding' and 'Paid'. The 'Outstanding' section contains a table with columns for Date, Invoice Number, and Amount. A red box highlights the 'Pay Fees' button next to the first row of the table. The 'Paid' section also contains a table with the same columns. The total outstanding fees are \$401.86 and the total paid fees are \$1,584.51.

Outstanding:		
Date	Invoice Number	Amount
04/09/2020	1175604	\$100.00
04/09/2020	1175604	\$100.00
04/09/2020	1175604	\$100.00
04/09/2020	1175604	\$25.00
04/09/2020	1175604	\$76.86
Total outstanding fees: \$401.86		
Paid:		
Date	Invoice Number	Amount
02/20/2020	1175581	\$660.00
02/20/2020	1175581	\$869.51
02/20/2020	1175581	\$25.00
02/20/2020	1175581	\$25.00
02/20/2020	1175581	\$5.00
Total paid fees: \$1,584.51		

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### Step 5: choose Check Out

Home
Development
Fire
Gas Well
Planning
Licenses
Street Use
more ▾

Apply for Permit
Search Applications and Permits
Schedule an Inspection

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

Fees	Qty.	Amount
Building Trade Fee	1	\$100.00
Mechanical Trade Fee	1	\$100.00
Plumbing Trade Fee	1	\$100.00
Application Fee	1	\$25.00
Building Permit (U - All Other Uses)	1	\$76.86

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**TOTAL FEES: \$401.86**  
 Note: This does not include additional inspection fees which may be assessed later.

[Check Out »](#)

**Step 6:** confirm by choosing Checkout, Edit Cart or Continue Shopping if you have other permits to add to your cart. For this tutorial we are going to Checkout.

**Cart**

1 Select item to pay

2 Payment information

3 Receipt/Record issuance

**Step 1: Select item to pay**

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

**PAY NOW**

Total due: \$401.86

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**Total amount to be paid: \$401.86**  
 Note: This does not include additional inspection fees which may be assessed later.

[Checkout »](#)

[Edit Cart »](#)

[Continue Shopping »](#)

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From here you will now see two payment options.

**Pay with Check:** you will then enter your checking information and authorize the payment.

**Bank Account Information:**

• Processing Method:  
Checking

• Account Type:  
Personal

**Provide the following:**

• Driver's License Number: ?  
12345678

• Routing Number: ?   • Check Number:   • Account Number: ?  
123456789   1234   123456789123456

DATE: 1335

PAY TO THE ORDER OF \$

DOLLARS

Routing Number   Check Number   Account Number

**Account Holder Information:**

Auto-fill with   Misty Leeper

Country:  
United States

• Name:

• Street Address:  
200 Texas St

• City:   • State:   • Zip:  
FORT WORTH   TX   76102

• Phone:  
817-392-0000

• E-mail:

**Authorize »**

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**Pay with Credit Card:** you would enter credit card information here and then authorize the payment.

**NOTE:** The credit card maximum limit is \$25,000.

### Credit Card Information:

\* Card Type \*:  \* Card Number:  \* Security Code:  ⓘ

\* Name on Card:  \* Exp. Date:

### Credit Card Holder Information:

Auto-fill with

Country:

\* Street Address:

\* City:  \* State:  \* Zip:

\* Phone:

E-mail:

**Authorize »**

Once you authorize your payment, you will then proceed to checkout.

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**Step 7:** You will receive a copy of your receipt for payments processed by choosing Print/View Receipt.

1 Select item to pay   2 Payment information   **3 Receipt/Record issuance**

### Step 3 : Receipt/Record issuance


Receipt

 Your application(s) has been successfully submitted.  
Please print your record(s) and retain a copy for your records.

[Print/View Record](#)   **[Print/View Receipt](#)**   [Print/View Summary](#)

No Address

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   [View Record](#)   [View Receipt](#)   [View Summary](#)