City of Fort Worth - Accela Citizen Access – Resolution of "Invalid" Street Names

When entering in the *Project Locations* in under **ADDR** and you receive the "*Invalid*" error message, this may be triggered by one of the following:

1. The *Street Name* is misspelt
2. If there is a "*space*" at the end of the last word entered in the *Street*, *From* or *To* **Field**.
3. If these are new *Street Names* inside a new sub-division, good chance the street names are not yet entered into our mapping system and the error message will appear.
   - When you have **5 or MORE** street names showing up as "*Invalid*" as shown in *Snip 1* below, *refer to the next page.*
   - When you have **5 or LESS** street names not showing up, check **1** & **2** above. If sill showing "*Invalid*", clear out that *Field* and continue with the submittal, as long as you listed the *Project Locations* correctly on the permit application form as shown in *Snip 1* below.

Example of how the *Project Locations* should be listed on the permit application form (*Snip 1*):

Example of the "*Invalid*" error message (*Snip 2*)

For new sub-divisions/requests where **5 or More** street names are showing up as "*Invalid*" do the following:
1. Leave the *Street Names* as they are, do not clear the fields.
2. Click on the *Save and resume later* button (highlighted in **Snip 1**).
   - A notice message will appear calling out the *2XTMP-XXXXX* number as shown in **Snip 2** below.
   - Note: be sure you have uploaded your documents for review.
3. Send an Email to our group (contacts at bottom)
   - **Subject Line** of the email should read: **2XTMP-XXXXX Submitted for Validation**
4. Someone from our group will go in and "**Validate**" the *Street Names*, then **Submit** the request.
   - Once we have submitted your request, we will replay back to your email informing you of the *UT2X-XXXXX* number and we will review/process your request as normal.

Vide of the Project Locations section with invalid street names left entered and button to *Click* on (**Snip 1**):

Notice message of the number to reference in your email to our group (**Snip 2**):

Contacts to email:
Jeff Underhill Jeffery.Underhill@fortworthtexas.gov
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