## 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*):

Project Location	(S):										
Cherryridge - Village	Pkwy to end /	Glen Crossings - Village Pkwy to end									
Elderbrook - end to e	nd /	Winship - Cherryridge to Glen Crossings									
Torrance - Cherryridge	je - Glen Crossings										
Village Pkwy - Southe	Village Pkwy - Southeast Loop 820 to Stonegate										
Example of the "Invalid" error message (Snip 2)											
Invalid: Che	e <mark>rror has occurred. l<mark>id:</mark> Cherryridge ;Glen Crossings ;Winship ;Cherryridge ;Glen Crossings ;Torrence erryridge ;Glen Crossings ;Stonegate ;Elderbrook ;</mark>										

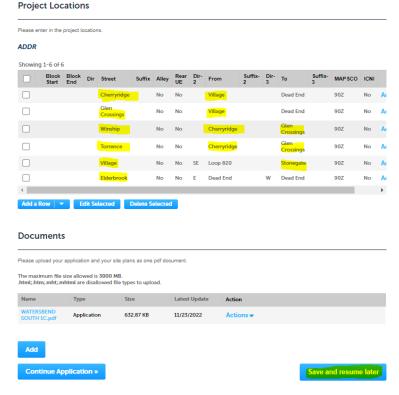
	hise Utilit	y Permit												
1 Step 1			2 Review 3						3 R	Record Issuance				
Step 1:Step 1 Projet Inforn		!									* Ind	licates a req	uired fi	
City Project Info														
City Project #:	?													
FRANCHISE SUB	TYPE													
Utility:	Atmos		•											
Туре:	Gas		•											
Gas:	New Su	ubdivision	•											
MISCELLANEOUS	S INFORM	ATION												
Suite/Unit:														
Expiration Date:			<b>=</b>											
	dential: Re	sidential	•											
*Commercial/Resid														
Project Loca Please enter in the pro	oject location	street	Suffix	Alley	Rear	Dir- 2	From	Suffix-	Dir-	То	Suffix-	MAPSCO	ICNI	
Project Loca Please enter in the pro	oject location				Rear UE	Dir- 2	From Village	Suffix-	Dir-	To Dead End	Suffix-	MAPSCO 90Z	ICNI No	
Project Loca  Vease enter in the pro  ADDR  Showing 1-6 of 6  Block E Start E	oject location	Street		No I		Dir- 2		Suffix-	Dir-3		Suffix-			
Project Loca  Vease enter in the pro  ADDR  Showing 1-6 of 6  Block E Start E	oject location	Street  Cherryridge Glen		No I	No No No	Dir- 2	Village Village Cherryridge	Suffix-	Dir-3	Dead End Dead End Glen Crossings	Suffix-3	90Z 90Z 90Z	No No	
Project Loca  Vease enter in the pro  ADDR  Showing 1-6 of 6  Block E Start E	oject location	Street Cherryridge Gien Crossings	1	No I	No No No	Dir-2	Village	Suffix- 2	Dir-3	Dead End Dead End	Suffix-3	90Z 90Z	No No	

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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).
  - o 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):



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