

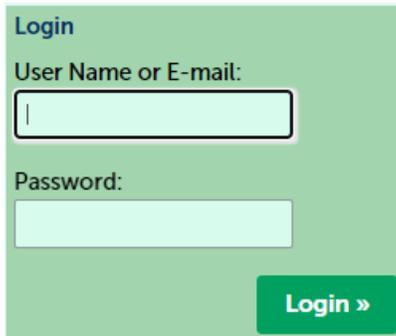
Accela Citizen Access (ACA) Portal

The Citizen Access Portal is used by the public to submit applications and pay fees for well permits, septic permits, and septic installer licenses. New users are required to register for an account. Please allow popups for this site.

How to create an application for a well or septic installation permit

1. Go to <https://aca-prod.accela.com/oaklandco>

2. Enter your Login information and select "Login" (New users must register for an account)



The screenshot shows a login form with a green background. At the top left, the word "Login" is written in blue. Below it, the text "User Name or E-mail:" is followed by a white input field with a black border. Underneath that, the text "Password:" is followed by another white input field with a black border. In the bottom right corner of the form, there is a green button with the text "Login »" in white.

3. Select the "Home" tab

After logging in, click on the **Home** tab to get started or click on the **My Records** link for status of existing records.



The screenshot shows a navigation menu with two tabs: "Home" and "Environmental Health". The "Home" tab is highlighted with a dark background and white text, while the "Environmental Health" tab has a light green background and dark text. Below the tabs, there is a light blue navigation bar with four items: "Dashboard", "My Records", "My Account", and "Advanced Search" with a downward-pointing triangle icon.

4. Select "Create an Application"

The screenshot shows a web application interface. At the top, there is a navigation bar with two tabs: "Home" (highlighted in dark blue) and "Environmental Health" (highlighted in green). Below this is a secondary navigation bar with four items: "Dashboard", "My Records", "My Account", and "Advanced Search" (with a dropdown arrow). The main content area is titled "Welcome" and states "You are now logged in." Below this, it asks "What would you like to do today?" and suggests selecting one of the services listed below. There are two columns of services: "General Information" with a link for "Lookup Property Information", and "Environmental Health" with links for "Create an Application" and "Search Applications".

5. Review the General Disclaimer information and check the box to accept the terms.

6. Select "Continue Application"

I have read and accepted the above terms.

Continue Application »

7. Select the arrow next to "Land and Water" to expand menu and select appropriate record type
8. Select "Continue Application"

Select a Record Type from Land and Water

Click on the arrow next to Land and Water to choose one of the available r listed below please contact us at 248-858-1312 or ehclerks@oakgov.com.

- ▼ Land and Water
- Septic Installation Permit
 - Septic Installer Application
 - Water Well Permit

9. Step 1 Contacts

- Select "Select from Account" to add Contact information
(If contact information is not listed or if submitting application for the first time, select "Add New")
- Follow the problems to continue adding contact information

Step 1: Contacts > Contacts

Applicant

To add new contacts, click the Select from Account or Add New button.

10. **Step 1 Contacts** (continued, add Licensed Professional if known)

- For well and septic permit applications, if Septic Installer or Well Driller is known, select “Look Up” under Licensed Professional to add to record
- If no information is found, select the “X” to close the window

Licensed Professional List

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

Look Up

Showing 0-0 of 0

License Number	License Type	Contact Name	Business Name	Business License #	Home Phone
No records found.					

- Select a value for “License Type:”
- Enter last name in “Last:” (case sensitive, first letter should be uppercase)
- Select “Look Up” and the information should display

Look Up License

License Type: License Number:

First: Middle: Last:

11. Select “Continue Application”

Continue Application »

12. Step 2: Property Address

Search for property information, using either address or parcel number to populate Address, Parcel, and Owner sections:

To search by Property Address: (example below)

Enter "Street No."

Enter "Street Name" (case sensitive, first letter of each word should be upper case)

Enter "Zip"

Select "Search" (address, parcel, and owner sections will populate if address is found)

To search by Parcel Number:

Enter "Parcel Number" (no dashes, just numbers)

Select "Search" (address, parcel, and owner sections will populate if address is found)

Step 2: Property Address > Property Address

* indicates

Address

If unsure of street name spelling use % wildcard, example: enter Teleg% for Telegraph. First letter of each word is uppercase.

* Street No.:	Direction:	* Street Name:	Street Type:
<input type="text" value="1200"/>	<input type="text" value="--Select--"/>	<input type="text" value="Telegraph"/>	<input type="text" value="--Select--"/>
Unit Type:	Unit No.:		
<input type="text" value="--Select--"/>	<input type="text"/>		
City:	State:	* Zip:	
<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="48341"/>	

Parcel

* Parcel Number:

13. Select "Continue Application" after information is populated to the Address, Parcel and Owner sections

Continue Application »

14. **Step 3 Additional Information**

Water Well Permit Record: Well Type and Number of wells calculates the fee

Septic Installation Permit Record (Onsite Sewage Disposal System): Application Type calculates the fee

Enter the correct information to avoid refunds

Descriptions of each type are listed on our website at

<https://www.oakgov.com/health/services/environmental-health>

15. Select "Continue Application"

Continue Application »

16. **Step 4: Documents**

Do you have a site plan? (electronic applicant sketches are required to submit permit applications)

a. **No site plan?** Create a map from our online GIS application

Follow the instructions located on the map (I icon) and also on our website to create an electronic sketch and save the file on your computer

b. **Yes, have a site plan?** Add (upload) your existing site plan file and select "Applicant Sketch" from Document Type

Follow the six steps listed below (or on the Documents page) to add the file

1. Click on the "Add" button to add/upload the sketch to the application record
2. Click on the "Add" button again, find and double click on the file saved on your computer
3. Click on "Continue"
4. Find the Type drop down list and click on "Applicant Sketch"
5. Add comments in the Description box
6. Click on " Save"

17. **Step 5: Review**

Review the information, edit if needed

After reading the certification, check box next to the certification agreement

By checking this box, I agree to the above certification.

18. Select "Continue Application"

Continue Application »

19. **Step 6: Pay Fees**

Enter credit card information

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:

20. Select "Submit Payment"

Submit Payment »

21. Step 7: Record Issuance

Select "Print/View Receipt" after submitting payment

Print receipt

1	2	3 Additional Information	4 Documents	5 Review	6 Pay Fees	7 Record Issuance
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Step 7: Record Issuance



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

Thank you for using our online services.

Your Record Number is EHSI-2022-00090.

You will need this number to check the status of your application or to schedule/check results of inspections.

[Print/View Receipt](#)

Your application requires assignment and review.

[View Record Details »](#)

22. Select "View Record Details"

[View Record Details »](#)

23. Select "Record Info" to view status or documents

- Record Details: displays application information
- Processing Status: displays application status
- Attachments: view/print/add documents

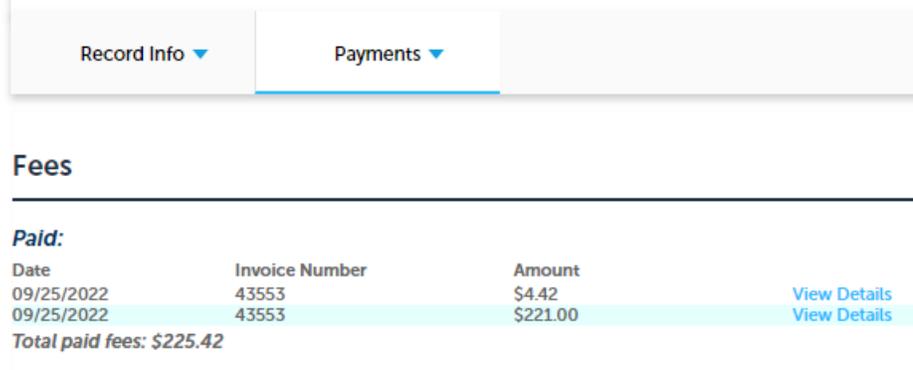
Record Info ▼

Record Details

Processing Status

Attachments

24. To view payments or receipts
-Select "Payments"
-Select "Fees"
-Select "View Details" to view receipts



The screenshot shows a web interface with a navigation bar at the top. The bar has two tabs: 'Record Info' and 'Payments'. Below the navigation bar, there is a section titled 'Fees'. Underneath 'Fees', there is a sub-section titled 'Paid:' followed by a table with three columns: 'Date', 'Invoice Number', and 'Amount'. The table contains two rows of data. The first row shows a date of 09/25/2022, an invoice number of 43553, and an amount of \$4.42. The second row shows a date of 09/25/2022, an invoice number of 43553, and an amount of \$221.00. To the right of the second row, there are two blue links labeled 'View Details'. Below the table, there is a summary line that reads 'Total paid fees: \$225.42'.

Date	Invoice Number	Amount	
09/25/2022	43553	\$4.42	View Details
09/25/2022	43553	\$221.00	View Details

Total paid fees: \$225.42

25. Select "Logout" when finished