Welcome to Clark County's Land Development and Enforcement Citizen Access Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use all the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user.

We currently offer the below services online:

- Search Applications (Records), Complaints, and Permits
- Schedule or Request Inspections
- Check Status on Submitted Requests
- Pay Fees
- Report a Concern/Complaint
- Online Permitting
- Submit Plans for Review

You can also visit Clark County's Main Website for more information.

If you intend to make payments using a Check (ACH) payment type, please click here for instructions.

CLARK COUNTY CITIZEN'S ACCESS PORTAL USER GUIDE

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We have upgraded! Look at what's NEW Action Based Menus

We have upgraded! Look at what's NEW

The redesigned home page features drop down menus for faster and easier navigation. The home page features a new look, plus links to all your favorites: Announcements, My Folders, Cart and Account Management. As with previous releases of Accela, citizens can access familiar   places on the website, like the various training documents, videos, general Clark County permit information and more.

Action Based Menus

The Citizen Access home page reflects a new action-based menus: See Samples below

Home	Building	Comprehensive Planning	Fire Prevention	Public Response Office	Public Works

Login

Announcements   Register for an Account   Login

Clark County C

Home	Building	Comprehensive Planning	Fire Prevention	Public Response Office	Public Works

Announcements   Register for an Account   Login

Clark County Citizen Acce

Apply for Permits
Search Permits
Estimate Fees
Schedule an Inspection
Need Help?

Need help? Click below for the l   well as many helpful guides for using our online functions.

Citizen Access Knowledge Base
Citizen Access Knowledge Base

Search...

Home	Building	Comprehensive Planning	Fire Prevention	Public Response Office	Public Works

Announcements   Register for an Account   Login

Clark County Citizen Access

Create Application
Search Applications

Need help? Click below for the latest process and   ful guides for using our online functions.

Home	Building	Comprehensive Planning	Fire Prevention	Public Response Office	Public Works

Announcements   Register for an Account   Login

Clark County Citizen Access

Need help? Click below for the latest process and department updates as well as many help

Apply for Permits
Search Permits
Schedule an Inspection
Need Help?

Citizen Access Knowledge Base (Building & Fire Prevention)
Citizen Access Knowledge Base (Comprehensive Planning)

Home	Building	Comprehensive Planning	Fire Prevention	Public Response Office	Public Works

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Clark County Citizen Access

Need help? Click below for the latest process and department updates as well as many helpful guides for using our online functions.

Citizen Access Knowledge Base (Building & Fire Prevention)
Citizen Access Knowledge Base (Comprehensive Planning)

Home	Building	Comprehensive Planning	Fire Prevention	Public Response Office	Public Works

Announce

Clark County Citizen Access

Need help? Click below for the latest process and department updates as well as many helpful guides for using our online functions.

Search Records
Pre-Final/Final
Inspection Request

New Dashboard

The home menu view shows saved in cart, my collections, and work in progress.

- Shopping cart: An overview of items saved to the shopping cart, with access to the full cart
- My collections: An overview saved collections, with access to the full collections page
- Work in progress: A summary of records currently in progress for the registered user, with easy access to resume work on saved applications

Advanced Record Search

Select the building or fire prevention tab > search permits > then filter records by records status

Redesigned Record details page

Once a record selected expand and collapse sections to view specific record information from the Record Info menu.

- Record Details – general information about the record i.e., submitted contact information
- Processing Status – displays workflow and application status
- Related Records – displays any related records
- Attachments – view attachments, submit electronic plans/connections
- Inspections – view upcoming, schedule and completed inspections

Payment – displays fee information for the selected record and if applied trust account information

New – Submit Corrections
The follow steps can be used when a citizen is notified that corrections are required.
1. Select building or fire prevention > search permits

2. Select the record that requires corrections

Records

To submit a QAA, select *Amendment* under the **Action** column.

Show on Map

Showing 21-28 of 28 | Download results | Add to My Folder | Add to cart

	Date	Permit Number	Permit Type	Description	Project Name	Status	Action	Short Notes
☐	01/24/2023	BD23-00008	Residential Building New	TEST	TEST	Waiting on Customer	Upload Plans Amendment	

3. From the plan room select issues

Permit/Approved Listing BD23-00008:   Add to cart
                                                           Add to My Folder

Residential Building New

Permit/Complaint Status: Waiting on Customer

Record Info ▼	Plan Room ▼	Payments ▼

Summary

Uploads

Issues

Conditions

Notes

Approved

Work Location

4878 TEST BLVD *

Record Details	Summary	Uploads	Issues	Conditions	Notes	Approved

Below you will see a comprehensive list of issues for this project. This list can be filtered to focus on a desired discipline or status. You can click on an open issue to view associated mark-ups and respond before uploading new plans. Please note that all open issues will require a brief response prior to uploading a revised plan set.

Issues   Filter ▼

Discipline	Title	Status	Attached To	Created By	Last Updated	Updated By
ZONING	TEST	OPEN		▬▬▬▬	1/25/2023, 4:52:18 PM	▬▬▬▬

4. Response and select save

Issue   ✕

TEST
ZONING

Created by: Jessica Kopp on 1/25/2023, 4:51:57 PM

Reference:

Description:

   TEST DESCRIPTION

* Requires modifications to be submitted

OPEN

Applicants Response:

   TEST RESPONSE

Save   Cancel

5

Issues

Discipline	Title	Status	Attached To	Created By	Last Updated	Updated By
ZONING	TEST	ANSWERED		▓▓▓▓	1/25/2023, 5:09:22 PM	▓▓▓▓

5. After the issues are responded too > select plan room > uploads > resume

Plan Room ▼ menu:
- Summary
- **Uploads**
- Issues
- Conditions
- Notes
- Approved

Record Info ▼   Plan Room ▼   Payments ▼

Work Location

4878 TEST BLVD *

Record Details	Summary	Uploads	Issues	Conditions	Notes	Approved

Digital files required for application and plan review are submitted within a review package. Below is a list containing submitted and in progress packages for this application. Plan files may only be submitted at the start of a review cycle. For review cycles that are in progress, click the Resume action to upload files and/or submit responses.

Review Packages

Date	Name	Description	Status	Last Updated By	Comments	Action
1/25/2023	Review Plan Cycle # 2		New	epermithub		Resume
1/24/2023	Review Plan Cycle # 1		Accepted	▓▓▓▓		View

6. Step 1: Add a description > continue

Step 1: Information

Review packages are a set of plans and documents submitted for a review cycle.

General

Review Plan Cycle # 2

Description: ❓

Enter a description of the plans or documents you are uploading...

Continue

7. Step 2: Add and process files > select browse

Step 2: Add & Process Files

Browse or drag and drop the desired files to upload. Once all files are added, the **Upload and Validate** button is displayed. Click on it to validate the files and add them to your review package. When all of the desired files are uploaded and validated, click the **Process Files** button to prepare your files for review.

Note: Please do not combine plans and documents of various types into a single PDF document.

Drag and drop files here
or
Browse

Files

Name	Description	Type	Status	Uploaded By	Uploaded Date ▼	Signature	
No results found!							

Continue

8. Files will be validated > select process files

Step 2: Add & Process Files

Browse or drag and drop the desired files to upload. Once all files are added, the **Upload and Validate** button is displayed. Click on it to validate the files and add them to your review package. When all of the desired files are uploaded and validated, click the **Process Files** button to prepare your files for review.

Note: Please do not combine plans and documents of various types into a single PDF document.

Drag and drop files here
or
Browse

Files

Name	Description	Type	Status	Uploaded By	Uploaded Date ▼	Signature	
Site Plan.pdf	Site Plan	Site Plan	✓ VALIDATED	▬▬▬▬	1/25/2023		✏ 🗑

Process Files

File processing   ✕

Your files are being processed into sheets and title block information is being extracted. This process can take several minutes to complete. You can navigate away from this page and return if desired.

We will notify you via *email* when the process is completed and provide a link for you to return and complete the remaining steps to finalize your review package.

Note: Your review package is not complete and will not be routed for review until you complete the remaining steps.

Close

9. Sheet number will need to be entered; this is mandatory step.

System Message:
Sheet number is required. Please check that all the plan sheets have a sheet number assigned.

Digital Plan Room
Record: BD23-00008
Address: 4878 TEST BLVD, 89149
Status: NOT APPROVED

@ Need help

Record Details	Summary	Uploads	Issues	Conditions	Notes	Approved

1 Information	2 File Processing	3 Sheet Versioning	4 Review

Step 3: Version Plan Sheets

Displayed below are the sheets extracted from files in this review package. Please review the sheet numbers that automatically populated for each title block to ensure they are correct and match the plan page. If any title block is missing the corresponding sheet number, you will need to manually enter that number. You can save your work and come back later if needed, or click **Continue** when you are done.

Sheets

Showing a total of 1 sheet

⦿ Show only error sheets

Title Block	Thumbnail	Sheet number and title
---	---	↻ Sheet number
		Sheet number is required
		Sheet title (optional)
		🗋 Site Plan.pdf *(Page: 1)*

Continue

Save and resume later

---

10. Verify everything looks correct and then select finish

Record Details	Summary	Uploads	Issues	Conditions	Notes	Approved

1 Information	2 File Processing	3 Sheet Versioning	4 Review

Step 4: Review

Please review the information below and ensure you have uploaded all of the plans and documents for this review cycle. Click the **Edit** buttons to make any needed changes or to upload any remaining documents.
Once you click **Finish**, your review cycle will begin and additional documents cannot be uploaded until after the review cycle has been completed.

Finish

General   Edit

Review Plan Cycle # 2
TEST

Files   Edit

These are all the files that will be submitted with this package.

Name	Description	Type	Status	Uploaded By	Uploaded Date	Signature
Site Plan.pdf	Site Plan	Site Plan	👍 PROCESSED	Jessica Kopp	1/25/2023	

Issues   Edit

These are all the issues that will be submitted with this package.

Discipline	Title		Status	Attached To		Last Updated	Updated By
ZONING	TEST		ANSWERED			1/25/2023, 5:09:22 PM	Jessica Kopp

Finish

---

11. Complete! If a message appears that says "your review package has been received," then the submittal was successful. If you don't see this screen and caption, the submittal is not complete.

Introduction

The Clark County's Accela Citizen Access (ACA) Portal allows citizens, businesses, and visitors conducting business in Clark County to view and track details of various permits, licenses, and planning cases online.

To use these services, you must register for an account. The non-registered users can view information and have access to limited services.

Functionality as a registered user:
- Apply for permits
- Apply for land use applications
- Schedule inspections
- Account Maintenance

Functionality as a non-registered user:
- Search Functionality
- Fire Prevention
- Ask a Permit Question
- Ask a Plans Check Question
- Sign-up for Fire Prevention News
- Send inquiry regarding Knox-Box

This user guide provides details on:
- Registering for an account
- Resetting your password
- Login
- Search Functionality
- Account Maintenance
  - Adding a Contact
  - Adding a Delegate
- Setup and Compatibility

Register for an Account

The website for the portal is https://aca-prod.accela.com/ClarkCo/Default.aspx

1. Click on create an account at the bottom of the home page or register for an account at the top

2. Enter account information. The fields with an asterisk are required to continue.
3. Review the Terms and Conditions. Select the checkbox "I have read, understand and agree to the terms of services" and then continue to complete the registration process.

4. Select the contact type from the drop-down box and enter information into the required fields.

- A company should be listed as an organization and then delegates should be added to the account. Each person in the company that interfaces with Clark County will need their own account. They will be known as a delegate.
- The delegate(s) can be added under account maintenance.
- Companies should have a company email listing on their Citizen Access account such as NVHomebuilders@Nvhomebuilders.com rather than individual email such as JaneS@NVhomebuilders.com.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Individual: Use First and Last Name fields

Organization: For Companies and Businesses, please fill out the Organization Name and Organization Contact Name fields

CONTACT DETAILS FOR:
Select ⌄

Back

5. Additional addresses can be added or select submit to continue.

+ **Add Address**

Submit

Back

6. *Your account is successfully registered* message should appear then select login now.

Your account is successfully registered.

Congratulations. You have successfully registered an account.

Account Information

User Name:	TESTACCOUNT101
E-mail:	TESTACCOUNT@CLARKCOUNTYNV.GOV
Password:	******
Security Question:	type of account

Contact Information

TEST TEST
TESTACCOUNT@CLARKCOUNTYNV.GOV

Home Phone:
Work Phone: 7024553024
Mobile Phone:
Preferred Method of Contact:

Contact Address List
✔ Contact Addresses

Showing 1-1 of 1

Address Type	Recipient	Address	Status	Start Date	End Date	Action
Home Address		TEST ADDRESS	Active			

Login Now

7. Enter the username or e-mail and password that were used during the registration process. Click the sign in button to continue.

Sign In

USER NAME OR E-MAIL: ✱

PASSWORD: ✱

Forgot Password?

Sign In

Resetting Your Password

If you forgot your password, click on "forgot password." An email will be sent that includes a temporary password, then you will be asked to choose a new password (case sensitive).

| Home | Building | Comprehensive Planning | Fire Prevention | Public Response Office | Public Works |

Announcements   Register for an Account   Login

Clark County Citizen Access

Need help? Click below for the latest process and department updates as well as many helpful guides for using our online functions.

Citizen Access Knowledge Base (Building & Fire Prevention)
Citizen Access Knowledge Base (Comprehensive Planning)

Search...

Sign In

USER NAME OR E-MAIL: ✱

PASSWORD: ✱

Forgot Password?

Sign In

☐ Remember me on this device

Not Registered?
CREATE AN ACCOUNT

Login

1. Open the web browser and navigate to https://aca-prod.accela.com/ClarkCo/Default.aspx
2. Enter the username or email that was selected during the registration process.
3. Click on the login button in the right left corner of the home page.

Search Functionality

Note: The search dates will default to the last 5 years.

1. Open the web browser and navigate to https://aca-prod.accela.com/ClarkCo/Default.aspx
2. You do not need to be registered to search permit/address/parcel/owner information in the Citizen Access Portal. You will need to be registered to create a permit, schedule an inspection, access collections, or pay outstanding fees.
3. A prefix will be added to record numbers based on the record type. Click on the department you are interested in searching on the left navigation. For this example, we will click on Building.
4. On the Building Department home page click on the Search Permits button. This will search for permits for only the building department.
5. You can narrow down the search types in the General Search drop down.

Account Maintenance

1. Open the web browser and navigate to https://aca-prod.accela.com/ClarkCo/Default.aspx
2. Login to your account. See the login section for details on how to login.
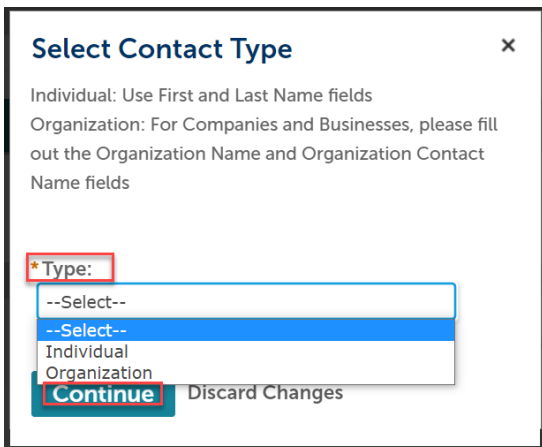3. Click on Account Maintenance in the upper right corner of the page.
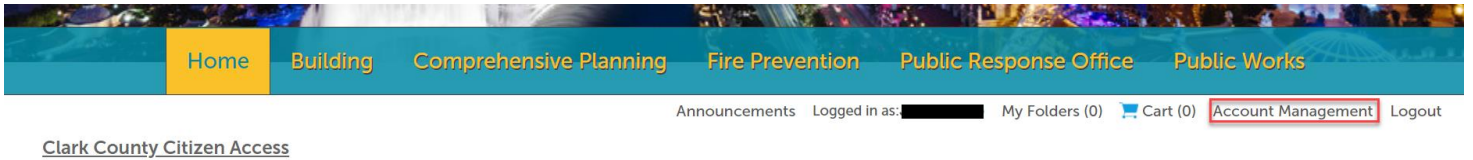
Add a Contact

1. Once in Account Maintenance, scroll down the page to contact information and click on add a contact.
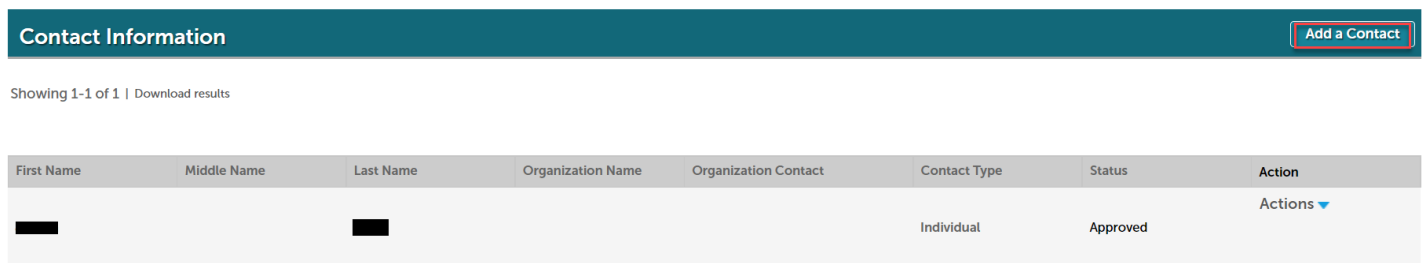
2. Select the contact *Type* from the drop-down box and click on the *continue* button.

3. Complete the contact information, click on *add address information*, and complete the required fields.

Contact Information

* First:
Middle:
* Last:
Suffix:

Company Name (30 Character Limit)

* Business Phone:
Mobile Phone:
Home Phone:
Preferred Channel:
--Select--

* E-mail:

Organization Name:

Organization Contact Name

* Individual/Organization:
Individual

▼ Contact Addresses

Add Address Information

4. Click the Save and Close button. You will receive confirmation that the contract address was added successfully.

Contact Address Information

* Address Type:
--Select--

* Address Line 1:

Address Line 2:

* City:
* State:
--Select·
* ZIP Code:

Country/Region:
United States

Save and Close   **Save and Add Another**   **Clear**   Discard Changes

Add a Delegate

Each person in your agency that interfaces with Clark County will need their own account.
They will be known as a delegate.

1. Once in account maintenance scroll down to the delegates section and click on add a delegate.

Delegates　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**Add a Delegate**

People who can access my account
None

People whose account I can access
None

Accela account manager must send an invite to each delegate.
- Assign delegate rights
- Delegate must log in and accept an invitation

Delegates can have varying degrees of control and power for the organization.
- Amend Records means that the person can submit Revisions to permits.
- Manage Documents means that they can upload digital plans and specifications.
- Create Applications means that they can apply for permits from their office or start applications online and then come into the County to finish the application.

2. Complete the Add a Delegate form. Click on the Invite a Delegate button.

Add a Delegate　　　　　　　　　　　　×

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

*Name　　　　　　　　　　　*E-mail Address

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in all categories　(Change)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

☐ Create Applications in all categories　(Change)

☐ Renew Records in all categories　(Change)

☐ Amend Records in all categories　(Change)

☐ Manage Inspections in all categories　(Change)

☐ Manage Documents in all categories　(Change)

☐ Make Payments in all categories　(Change)

Add Personal Note

☐ I'm not a robot　reCAPTCHA
　　　　　　　　　Privacy - Terms

Invite a Delegate　　Cancel