



Arapahoe County

Accela Customer Access (ACA) Quick Start Guide

Arapahoe County's new electronic document submittal program (Accela Customer Access or ACA) allows applicants to check application status, receive staff comments and redlines, upload submittal documents, and pay plan and permit fees online. *An applicant will not be able to start a new land or right of way use application through the ACA website at this time*, as we are currently only accepting resubmittal documents through ACA. Only building permit applications can presently be submitted through ACA website; however, applicant will still have full access to download/upload documents, check application status, and pay permit fees.

Quick Start Steps

1. Register account through Accela Customer Access (ACA) website: <https://citizenaccess.arapahoegov.com>
2. Contact a county representative to link registered account to a new or existing land use application(s). Be prepared to provide active case numbers to staff.

Planning Division Representative Terri Maulik 720-874-6650 LandUseSubmittals@arapahoegov.com	Engineering Services Representative Michelle Lengyel 720-874-6500 EngineeringSubmittals@arapahoegov.com
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3. Log into ACA website to see all applications associated with username.
4. Search for an application in the "General Search" by the record number, type, project name, date, etc... and see the detailed processing status.
5. Click on the record number to open case.
6. Click on Record Info which allows you to choose one of the following:
 - Record Details
 - Processing Status
 1. See application Status
 - Related Records
 1. Quickly move to other land development applications associated with project
 - Attachments
 1. View staff comments and redlines
 2. Upload documents for staff review
7. Payments - Once your application has been accepted, PWD-related, outstanding fees may be paid thru ACA (Tri-County Health Department and Road Impact Fees must still be paid by check).
 - Fees
 - Pay plan and permit fees
 - Click on "Pay Fee Due" to go straight to the payment process
 - Arapahoe County uses a third-party payment processor called Point & Pay to process online payments through ACA.
 - Point & Pay charges a 3% convenience fee (\$2.00 minimum) for credit/debit card payments. Visa, MasterCard, American Express, and Discover are accepted.
 - Payment by electronic check / ACH debit from your bank account is also accepted. A convenience fee of \$1.50 is charged for all such payments.
 - Convenience fees are charged by Point & Pay, not by Arapahoe County. Please note that convenience fees are not refundable.