Macomb County, MI

Macomb County Plan Review and Permit Portal User Guide

v21.3

PREPARED FOR:



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Introduction

The purpose of this document is to provide an overview of the Macomb County Public Works Plan Review and Permit Portal and to help customers get started using the system by providing step-by-step instructions for:

- > Logging into the system
- > Applying for a Plan Review
- > Review Project Information

For more information visit Public Works Office web site at https://publicworks.macombgov.org/index.php/PublicWorks-Home

Login

- 1. Access the <u>Macomb County Plan Review and Permit Portal</u> at: https://aca-prod.accela.com/macomb
- 2. Enter User Name or E-Mail, and Password, then click Login.



3. Click on Public Works tab.

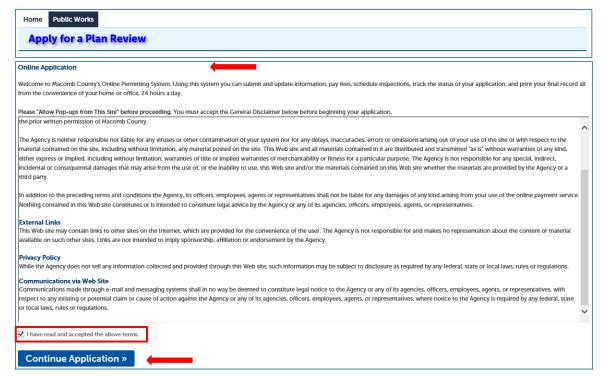


Applying for a Plan Review

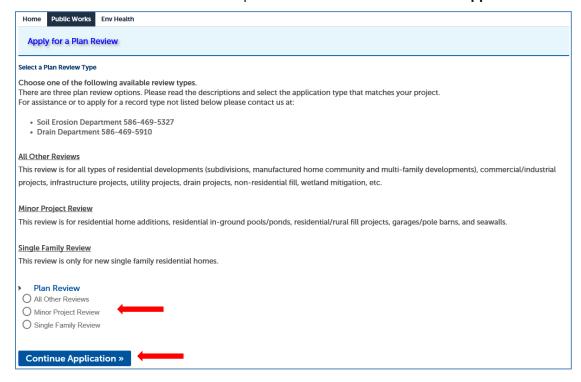
1. Click on Apply for a Plan Review.



2. Once you have read and agree to the terms, please check on "I have read and accepted the above terms". Then click on Continue Application.

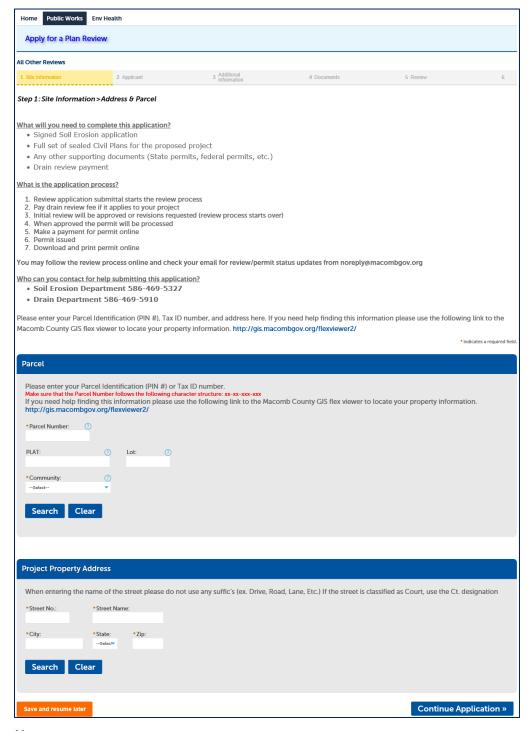


3. Click one of the three Plan Review options below. Then click Continue Application.



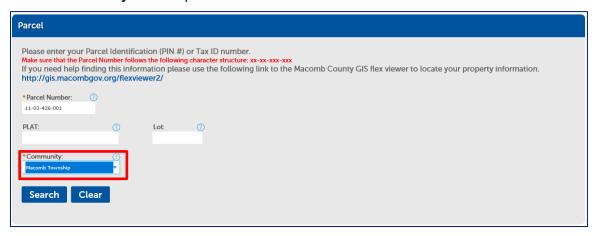
Step 1: Site Information

1. Enter the **Parcel Number** and click **Search** to pull property information into the system from GIS. The associated addresses will automatically populate.



Note

 If there are multiple addresses associated with a parcel, select appropriate address for your site then click Select. 2. Select Community from drop down list.



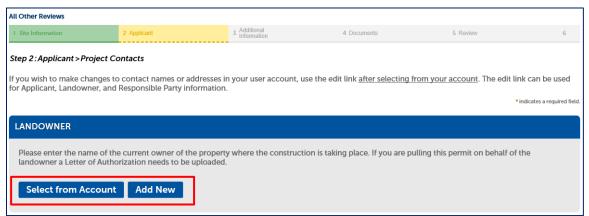
Note

- The community is a required field and must be selected after Search.
- 3. To go to the next step, click **Continue Application**. If you wish to save and continue later, click **Save and resume later**.



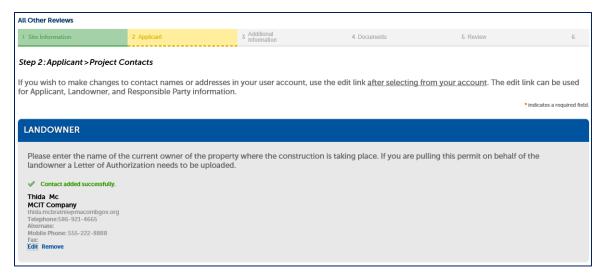
Step 2: Applicant

 Add Applicant information can be completed two (2) ways; Select from Account or Add New, then click Continue Application.

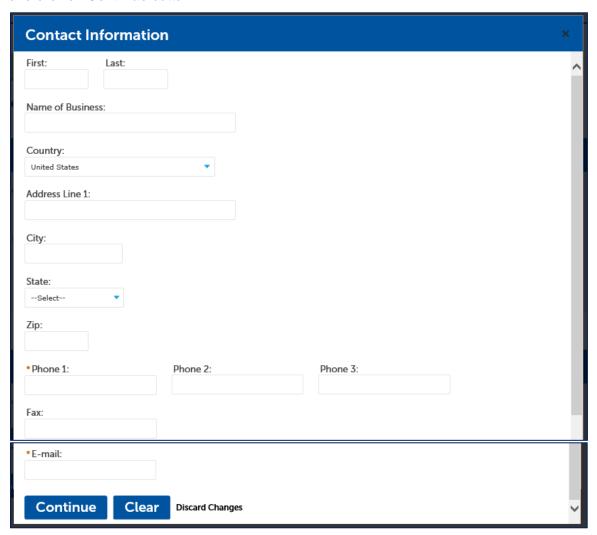


Note:

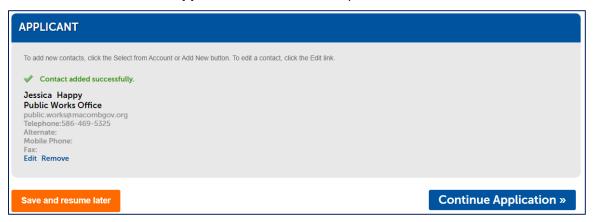
- To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.
- 2. When clicking **Select from Account**, the account will automatically populate with the current user or the associated property owner.



3. You may add multiple review contacts. If you wish to add another contact click **Add New** on the Applicant section. The **Contact Information** screen will display. Fill in all required fields and click on **Continue** button.

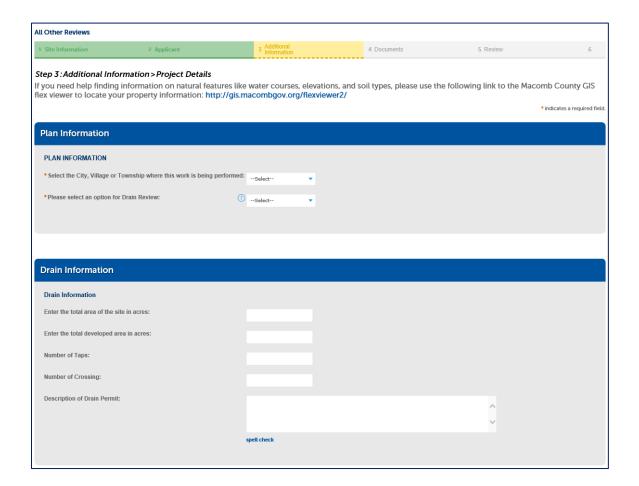


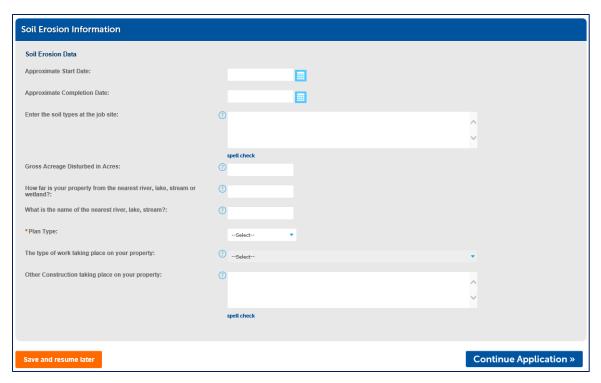
4. A message "Contact added successfully" displays once the contact's information has been added. Click on Continue Application to continue the process.



Step 3: Additional Information

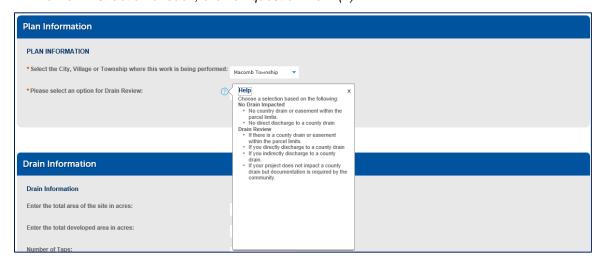
1. Complete the required fields on Plan Information, Drain Information, and Soil Erosion Information then click Continue Application to continue the process.





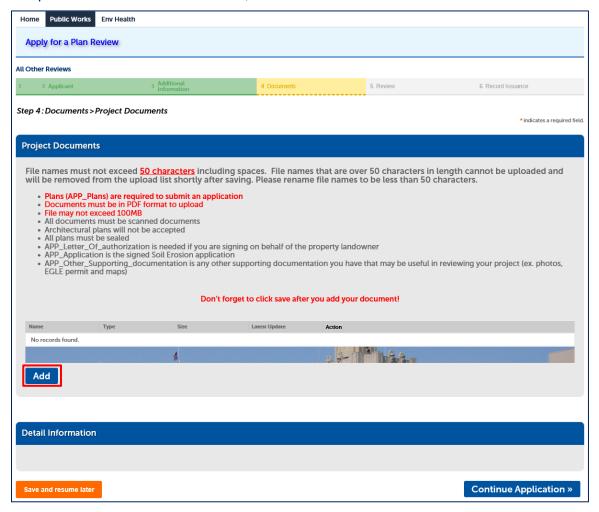
Note

- If you select "OTHER" on "The type of work taking place on your property" dropdown, then it is required to enter the value on "Other construction taking place on your property" field.
- To view instruction of each, click on question mark (?)



Step 4: Documents

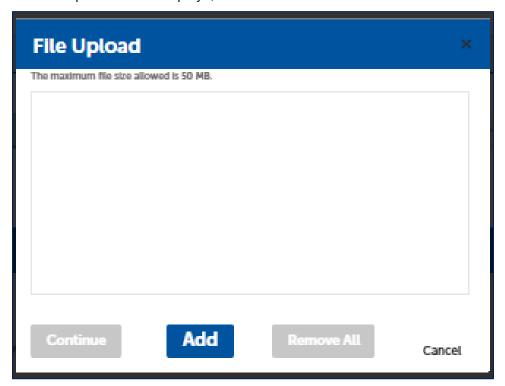
1. To upload the attachment/document, click Add.



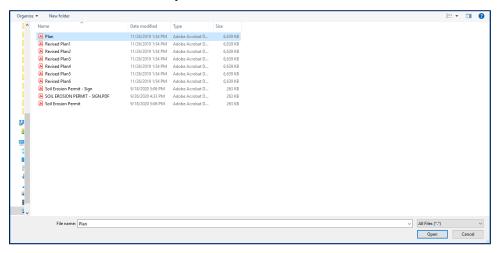
Note

- File names length must not exceed 50 characters including spaces.
- Plans (APP_Plans) are required to submit an application.
- Documents must be in PDF format to upload.
- File may not exceed 100MB.

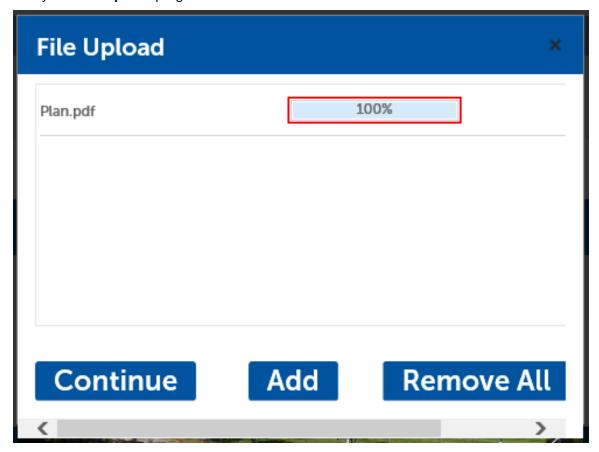
2. The File Upload screen displays, click Add.



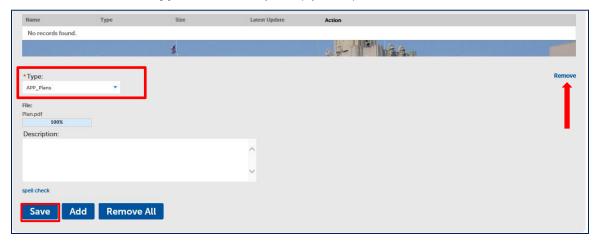
3. Choose the file and click Open.



4. Verify the File Upload progress is at 100% before click Continue.



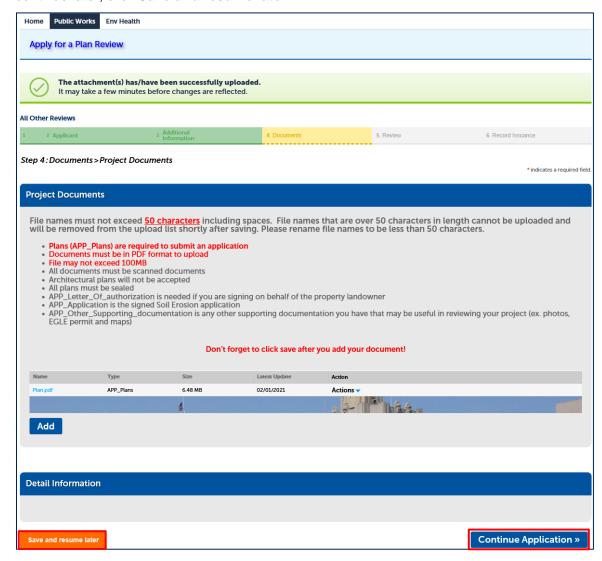
5. Choose the document **Type**, enter description (optional), then click **Save.**



Note

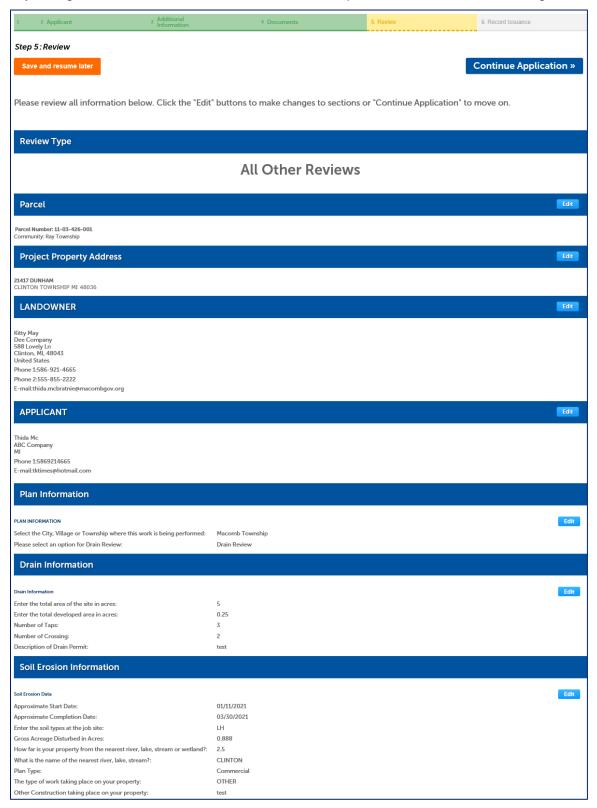
- To remove a document, click Remove.

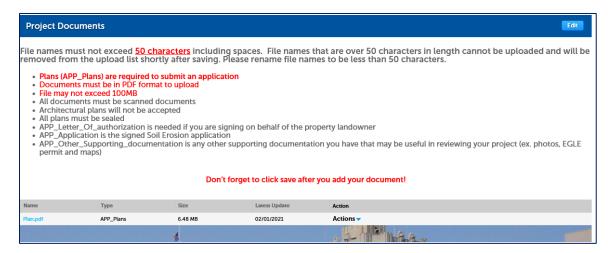
6. A message "The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected." when documents have been successfully uploaded. Click Continue Application to continue the process. If you wish to save and continue later, click Save and resume later.



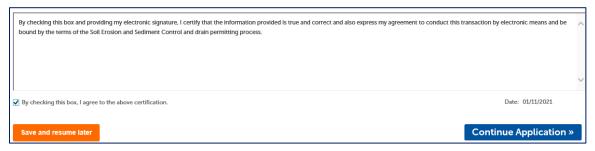
Step 5: Review

1. You will be prompted to review the plan detail and contact information. Please review and if any changes are needed, click the Edit button for the specific section that needs changed.





2. To confirm your information is correct, check on "By checking this box, I agree to above certification." Checkbox and then click **Continue Application.**



Step 6: Pay Fees

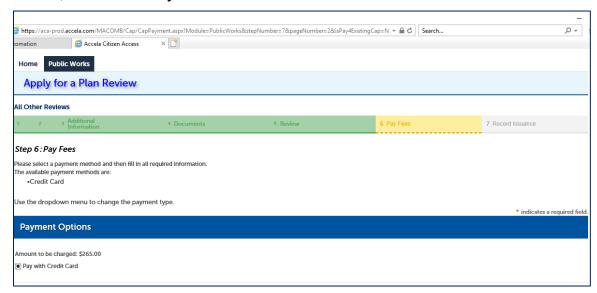
The fee is required for **Drain Review** and **No Objection Letter** before the review process may begin. Soil Erosion Permits are paid for once the permit is issued. You will be notified via email when the payment is due.

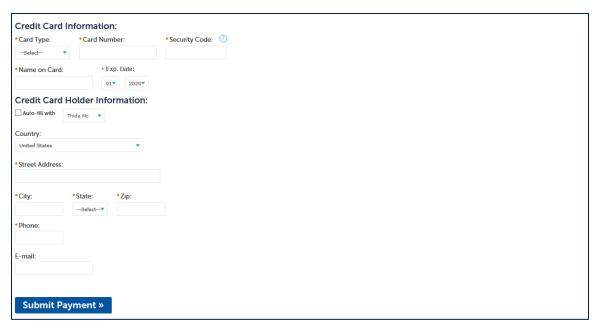
1. Review the calculated fees. Then click **Continue Application**.



Note

- Select "Pay In Person" if you wish to complete payment other than by using the online payment process.
- 2. Click **Payment Options**, please provide all required information. After all of the information is entered, click **Submit Payment**.





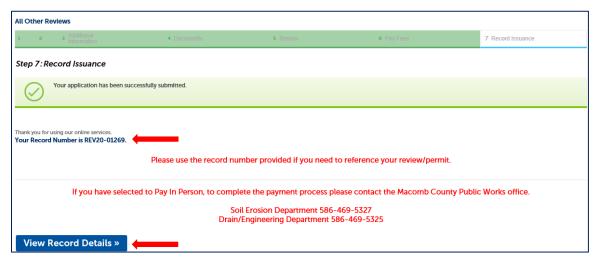
Note

- If you wish to return to the previous step, double click on the step section.



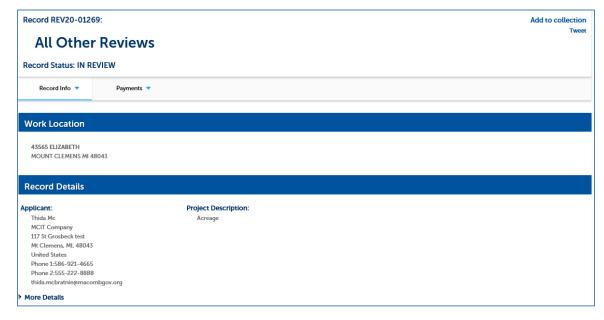
Step 7: Record Issuance

 When a record is successfully entered by completing payment process or selecting Pay in Person, you will receive a message that reads "Your application has been successfully submitted".



Note

- You will need this record number to check the status of your application.
- 2. To view record detail, select View Record Details.



Home

Dashboard

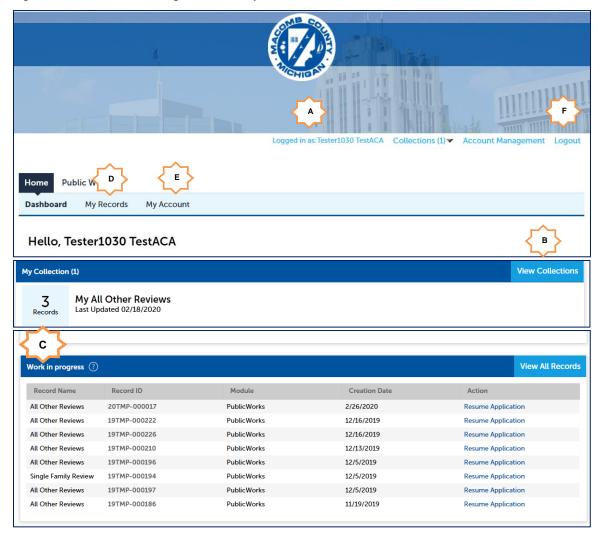
The first page you will receive after you log in is your Account Dashboard. It will provide you with information about the transactions you have in the system. From this page you can see:

A. Items that have been saved in your shopping cart, for which you have not yet paid.

B. Collections: This is a useful tool that allows you to group records together providing the ability to treat them as a group for viewing, obtaining statistical information, making payments, etc.

See How to Assign a Record to a Collection

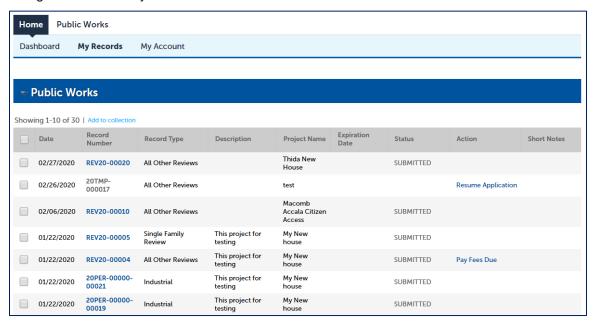
- C. Work in Progress: The last 10 records recently created by you, but not yet completed.
- **D.** My Records link: Provides a list of all of your records.
- **E.** My Account/Account Management Allows you to view and update your personal account information.
- F. Logout Link Use this to log out of the system.



My Records

This page will provide you with information about the records you have in the system. From this page you can see:

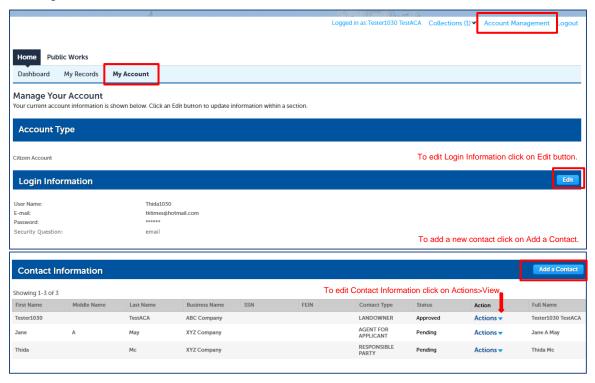
1. Navigate to Home>My Records



#	Column Name	Description
1	Date	The date when a record is created.
2	Record Number	Click on the blue record number to go to the record detail page.
3	Record Type	The record type is the description of the review or permit that you applied for.
4	Project Name	The project name associated with the plan.
5	Expiration Date	The expiration date of the permit record if the permit has been issued.
6	Status	The current status of the review or permit.
7	Action	The action of the record. When you click on action hyperlink, will bring you to the record detail page.
		Pay Fees Due: When a record is required to pay fee, the action will show "Pay Fees Due"
		Resume Application: When you click Save and resume later, the action of the record will be Resume Application. See Resume Application steps.

My Account (Viewing and managing account information)

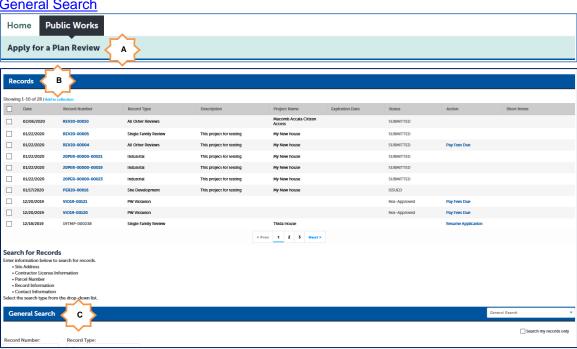
To view or manage your account, you can find your account information from Home>My Account or Account Management



Public Works

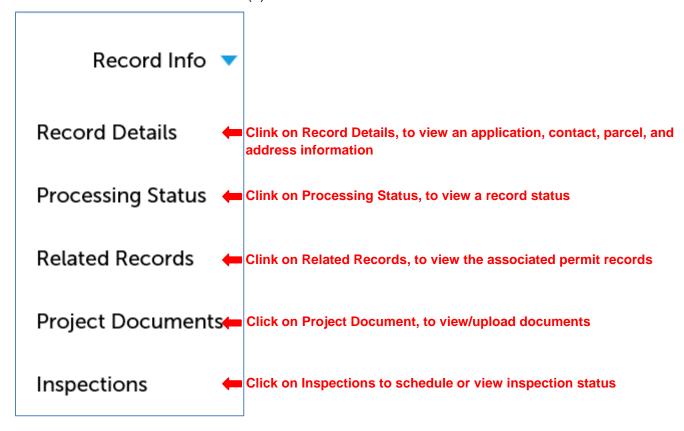
The Public Works tab will provide you with information about the transactions you have in the system with Public Works. From this page you can see:

- A. Apply for a Plan Review.
- B. Records
- C. General Search



Record Information

The **Record Info** menu include five (5) sub- menus below.

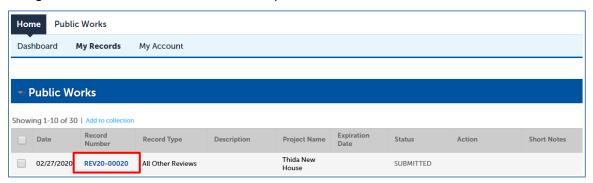


Record Details

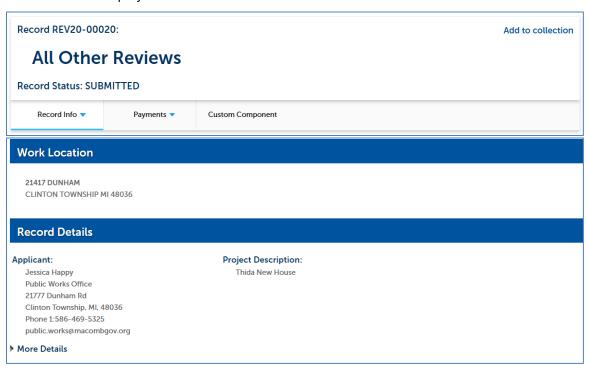
The **Record Details** displays the Applicant, Owner and Project Description information.

You can find record details at Record Info>Record Details:

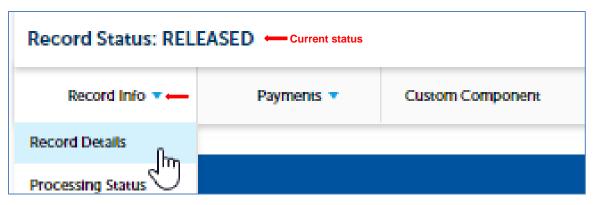
1. Navigate to Public Works>Select a link to open the record.



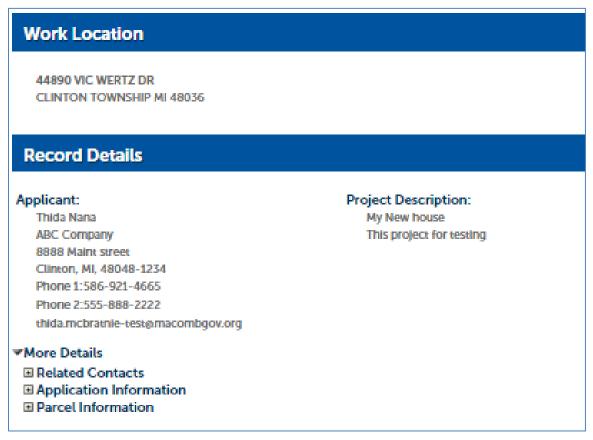
2. The record will display and default at the **Record Details** screen.



3. To view the record information, click on the down arrow very next to "Record Info" and select "Record Details".



4. The Work Location displays the property address.



5. Click on the to expand More Details to see the Application Information and Parcel Information.

Record Details

Applicant:

Thida Nana

ABC Company

8888 Maint street

Clinton, MI, 48048-1234

Phone 1:586-921-4665

Phone 2:555-888-2222

thida.mcbratnie-test@macombgov.org

✓ More Details

- Related Contacts
- Application Information
- Parcel Information

Project Description:

My New house

This project for testing

6. Click the "+" next to **Related Contacts** to display the related contact information.

Record Details

Applicant:

Thida Nana

ABC Company

8888 Maint street

Clinton, MI, 48048-1234

Phone 1:586-921-4665

Phone 2:555-888-2222

thida.mcbratnie-test@macombgov.org

▼More Details

■ Related Contacts

LANDOWNER information

Tester1030 TestACA

ACA Company

1234 Maint St

Anywhere City, MI, 48043

Phone 1:586-921-4665

Phone 2:123-555-8888

Phone 3:555-999-8888

E-mail:thida@mcbratnle.com

■ Application Information

■ Parcel Information

Project Description:

My New house

This project for testing

7. Click the "+" next to **Application Information** to display the information.

☐ Application Information PLAN INFORMATION Plan Type: Commercial Municipality: Armada Township Total Acres: 10 Developed Acres: 2.5 Soil Type: LH,CLAY Drain Review Type: Drain Review ☐ Parcel Information Parcel Number: 11-01-100-041

8. Click the "+" next to **Parcel Information** to display the parcel information.

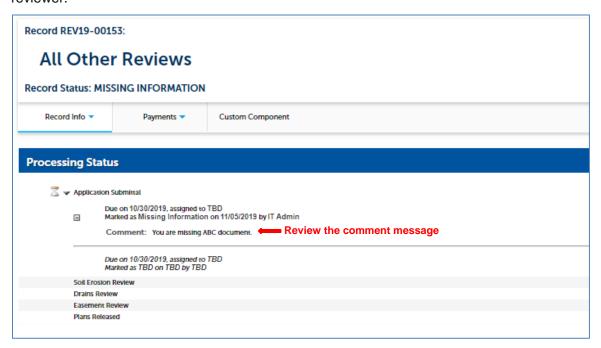
☐ Parcel Information
Parcel Number:
11-01-100-041

Processing Status

- 1. When click on **Processing Status**, all processes record displays.
- 2. Click on the next to review the processing status details.

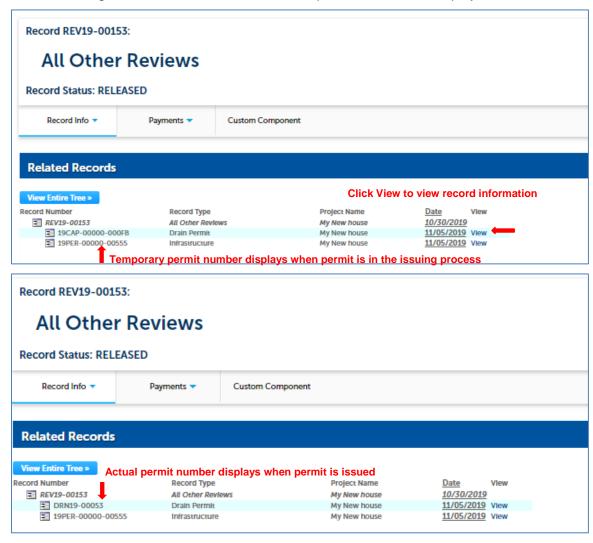


3. The screen shot below shows an example of **Processing Status** with a note from the plan reviewer.

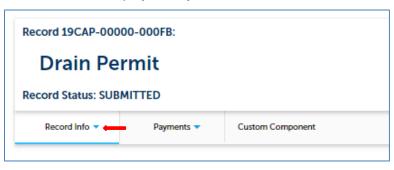


Related Records

When selecting Related Records, all associated permit records will display.



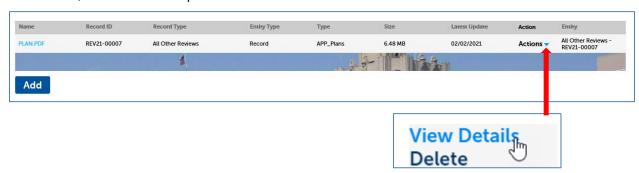
2. Selected record displays and you can view more information from Record Info menu.



Project Document

The Project Document section displays all documents uploaded to the record. The document could be added by an applicant or by Macomb County Staff.

1. Click document name to download a document, click next to **Action** to view or delete the attachment, or click **Add** to upload documents.

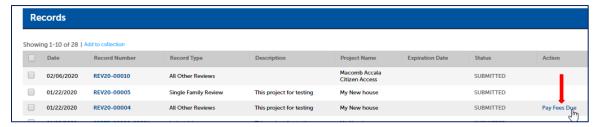


Paying Fees Due

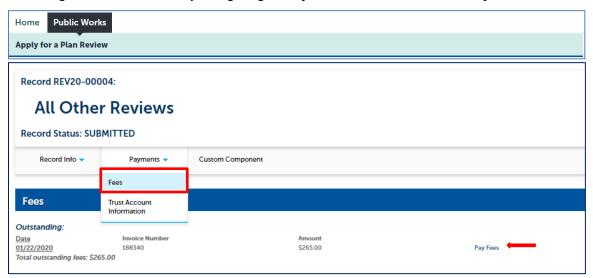
Any records that appear in the list with the **Pay Fees Due** action link can be sent to the shopping cart for payment.

The Pay Fees Due link can be accessed in two areas:

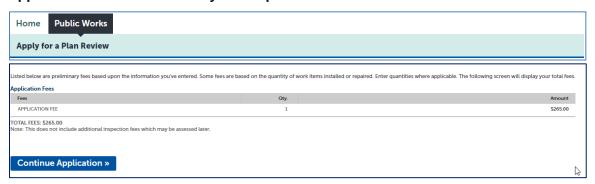
1. In the Action column in your record list



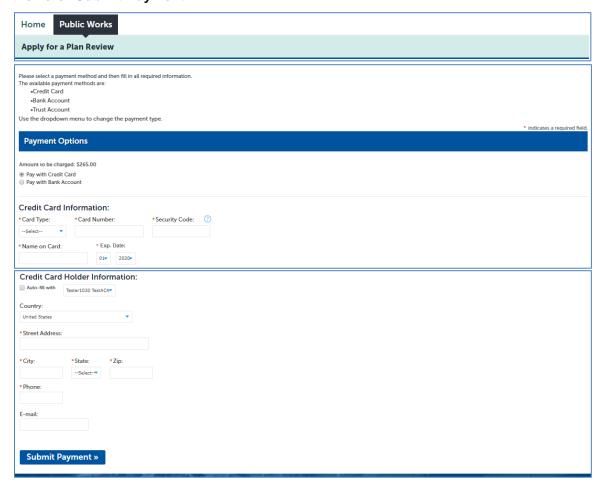
2. Or through the record detail by navigating to Payments>Fees then select Pay Fees.



3. You will be sent to the **Application Fees** review screen, review charges and click **Continue Application** to be sent to the **Payment Options**.



4. Select a payment option, complete credit card information and credit card holder information then click **Submit Payment**.



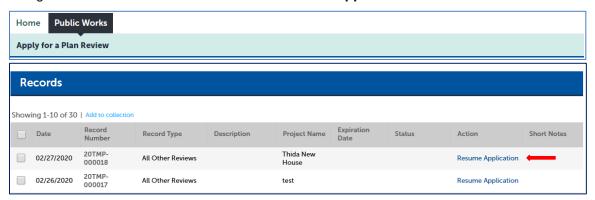
Resume Application

The Save and Resume later option allows you to save your application at any point without losing the data you have entered. It is located at the bottom of each page during the application process. There are 3 options to resume record.

 Navigate to Home>Dashboard: You will see the "Work in progress" section then click on Resume Application at the Action column.



2. Navigate to Public Works>Record>click on Resume Application at the Action column.



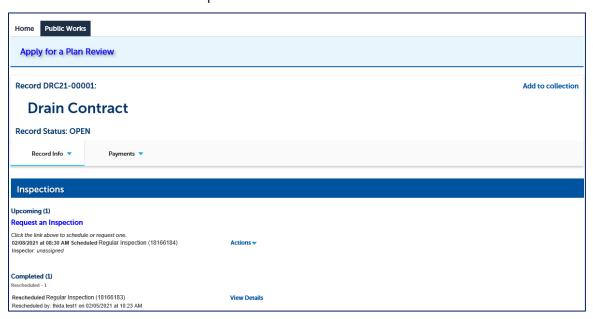
Request an Inspection

Note: Request/View Inspections

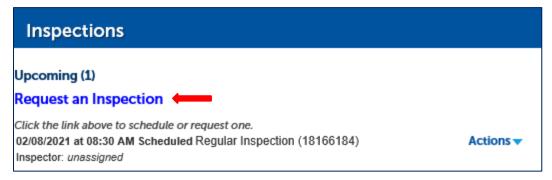
- Inspections can only be requested for issued permits, approved records or enforcement records.
- Inspections on drain permits must be scheduled at least 72 hours in advance.
- The only Soil Erosion inspections that may be requested online are those associated with violations. Please allow 24 hours for inspections excluding weekends and holidays. The Soil Erosion Department does not accept inspection requests for specific times. The time of inspection will be based upon inspector availability.
- 1. To schedule an inspection, click on the record number> Record Info>Inspections.



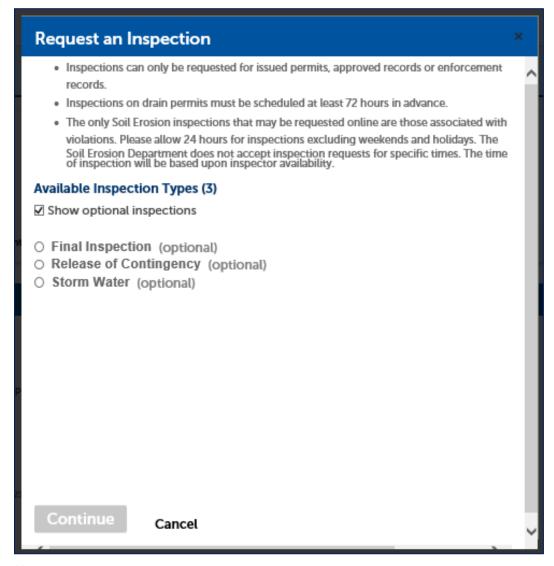
2. You are then directed to the "Inspections" screen.



3. Click Request an Inspection.



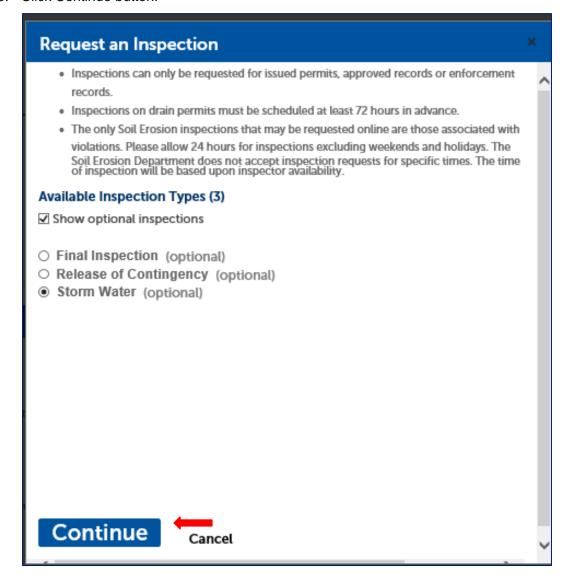
4. Select an inspection type from Available Inspection Types list.



Note

- The available inspection types based on the permit type.

5. Click Continue button.



6. Select inspection Date and Time then select **Continue** button.

Request an Inspection

- Inspections can only be requested for issued permits, approved records or enforcement records
- . Inspections on drain permits must be scheduled at least 72 hours in advance.
- The only Soil Erosion inspections that may be requested online are those associated with violations. Please allow 24 hours for inspections excluding weekends and holidays. The Soil Erosion Department does not accept inspection requests for specific times. The time of inspection will be based upon inspector availability.

Inspection type: Storm Water

Please contact Public Works Office if you would like to reschedule/cancel an inspection date. To continue, select an appointment date and time range by clicking a link on the calendar below:

Feb 2021								Mar 2021							Apr 2021					
Su	Мо	Tu	We	Th	Fr	Sa		Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	
	1	2	3	4	5	6			1	2	3	4	5	6					1	
7	8	9	10	11	12	13		7	8	9	10	11	12	13	4	5	6	7	8	
14	15	16	17	18	19	20		14	15	16	17	18	19	20	11	12	13	14	15	
21	22	23	24	25	26	27		21	22	23	24	25	26	27	18	19	20	21	22	
28									29					-	25	26	27	28	29	
								20	29	30	31									

« Prev

- 08:00 AM 08:30 AM 08:30 AM 09:00 AM 09:00 AM 09:30 AM 09:30 AM 10:00 AM 10:30 AM 10:30 AM 11:00 AM 11:30 AM 11:30 AM ○
- 12:00 PM 12:30 PM 12:30 PM 01:00 PM 01:00 PM 01:30 PM 01:30 PM 02:00 PM 02:30 PM 02:30 PM 03:00 PM 03:30 PM 03:30

Continue

Back Cancel

7. Verify location and contact information.

Request an Inspection

×

- Inspections can only be requested for issued permits, approved records or enforcement records
- Inspections on drain permits must be scheduled at least 72 hours in advance.
- The only Soil Erosion inspections that may be requested online are those associated with violations. Please allow 24 hours for inspections excluding weekends and holidays. The Soil Erosion Department does not accept inspection requests for specific times. The time of inspection will be based upon inspector availability.

Inspection type: Storm Water

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location

6131 PARK

WASHINGTON TOWNSHIP MI 48094

Contact

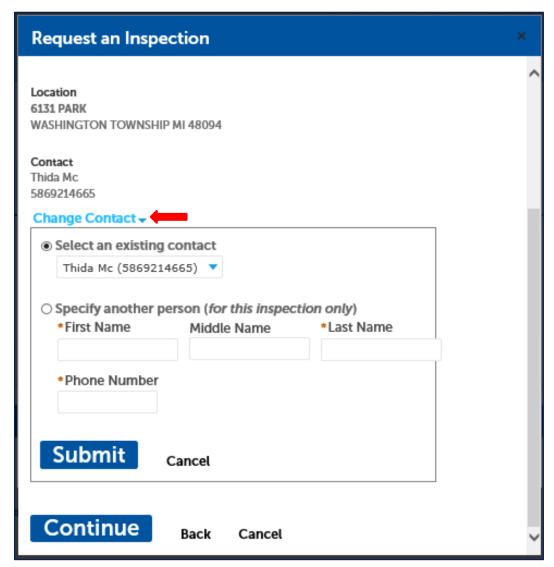
Thida Mc 5869214665

Change Contact ▼

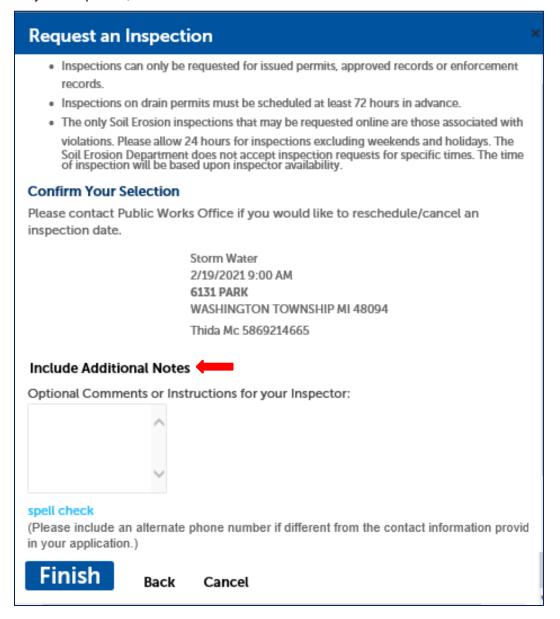


Back Cancel

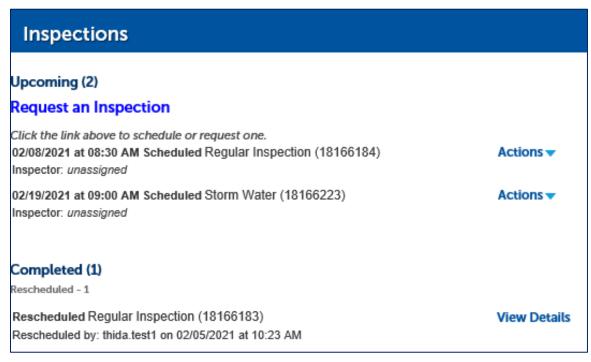
8. To change a contact information select **Change Contact** ▼ then enter your new contact information and select **Submit** button after that select **Continue** button.

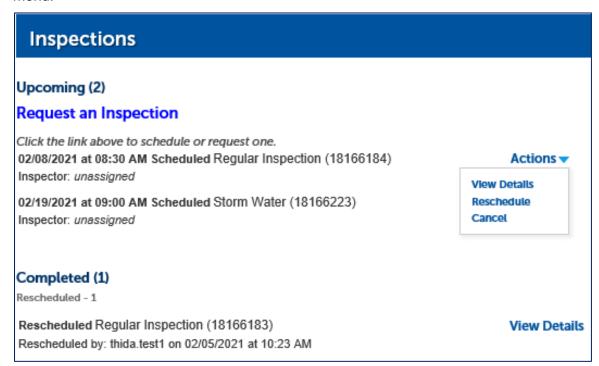


9. To add note, select Include Additional Notes, then you can add comments or instructions for your inspector, then select **Finish** button.

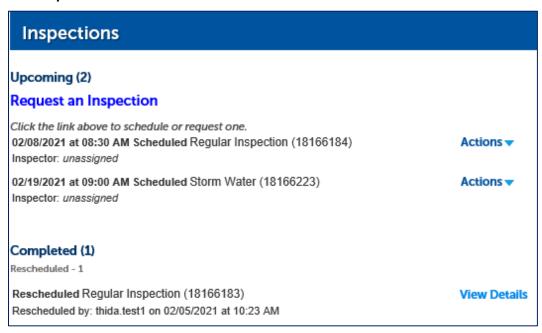


10. Then you will return to the main page and the **Upcoming** section is updated to Upcoming (1).

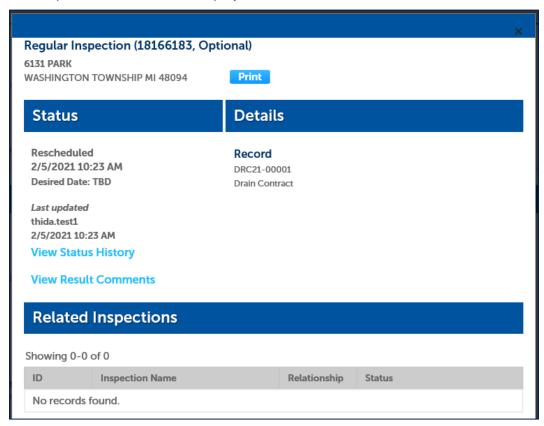




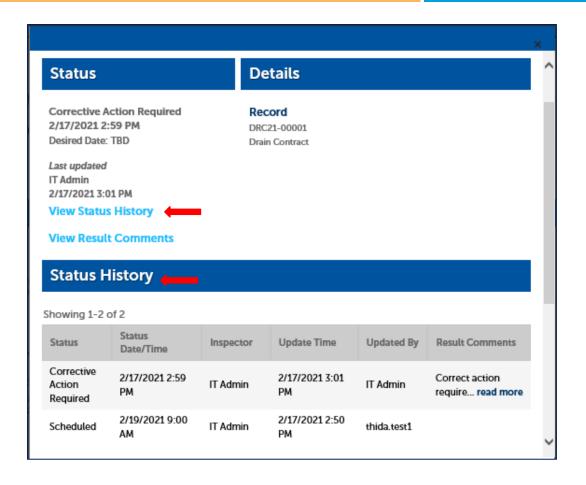
12. To view completed inspection, click the down arrow next to **Actions**. Click **View Details** at **Completed** section



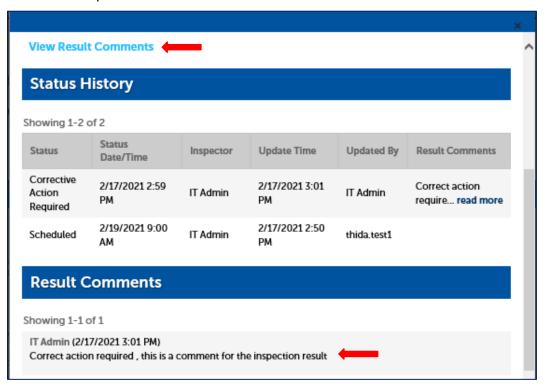
13. The inspection detail screen displays.



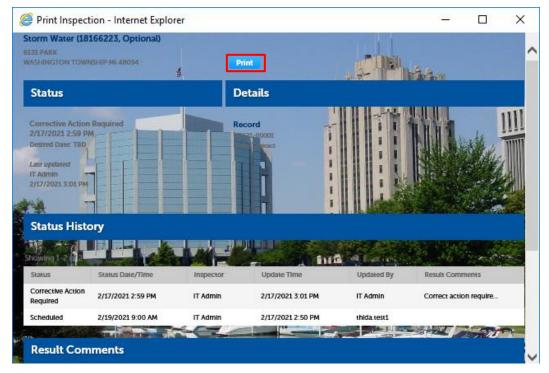
14. To view status history, click on **View Status History**. The **Status History** section will expand to show all status history.



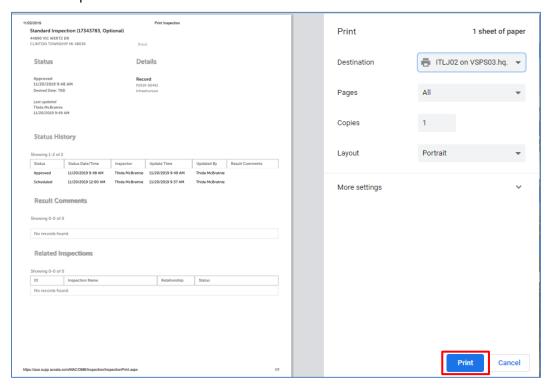
15. To view result comments, click on **View Result Comments**. The **Result Comments** section will expand to show comments.



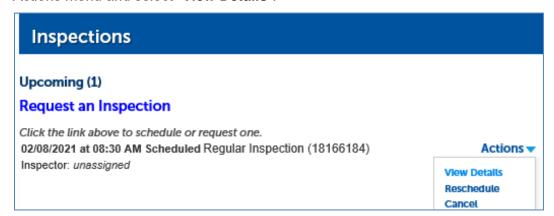
16. To print inspection details, click on **Print** button display on the top of the screen. The inspection detail will open a new window then click Print again.

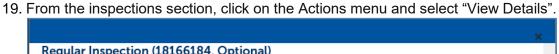


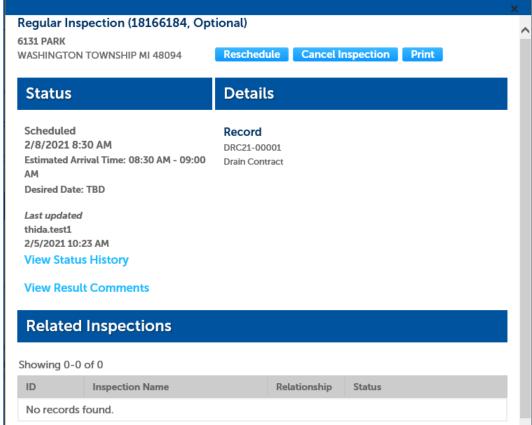
17. Select the printer from Destination list and click Print.



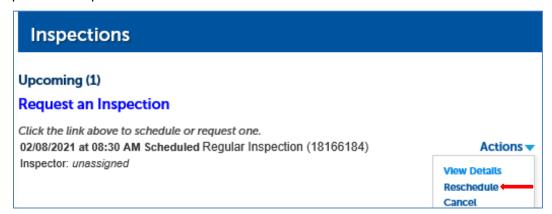
18. To view incomplete schedule inspection, from the inspections section, click on the Actions menu and select "View Details".



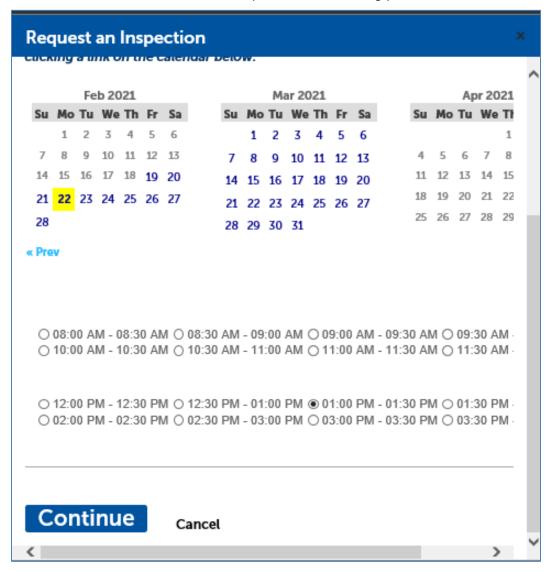




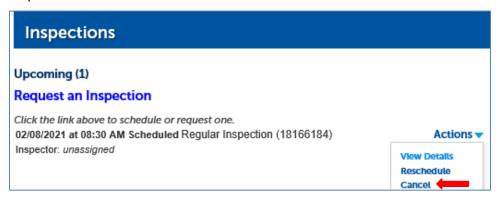
20. To reschedule inspection, click on the Actions drop-down selection and select "**Reschedule**" or click on Reschedule button on Inspection Detail screen from the previous step.



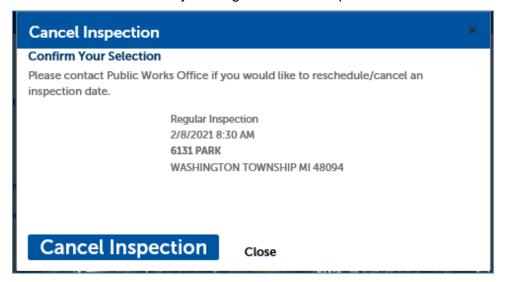
21. Select the rescheduled date and complete the scheduling process.



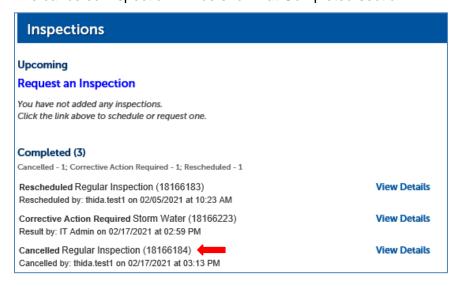
22. To cancel a scheduled inspection, click on the **Actions** drop-down selection and select "Cancel" or click on the **Cancel** button on the Inspection Detail screen from the previous step.



23. Confirm the cancellation by clicking on "Cancel Inspection".



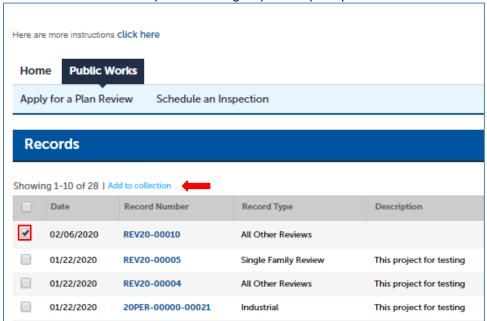
24. The canceled inspection will be shown at Completed section.



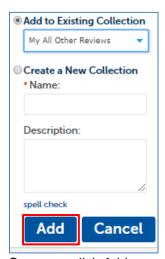
Collection

The collections feature allows users to create folders to organize and manage their records. Summary information, including drain and soil erosion permits, can then be obtained for the collection.

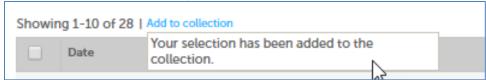
1. To create a collection: Go to your records list by clicking the My Records link. Mark the check box next to each record you want to organize into a group. Click the 'Add to collection' link. Enter a name and description for the group when prompted.



2. Once you click "Add to Collection" You can choose to add them to an existing or create a new one then click Add.



3. Once you click Add, a message "Your selection has been added to the collection" displays.



4. You can quickly find your Collections by clicking Collections at the top of the page at any given time.



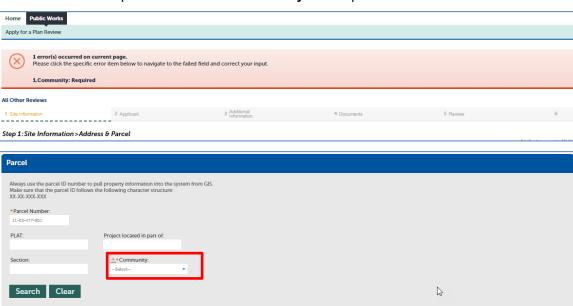
Application Messages

The following error messages may occurre during your process:

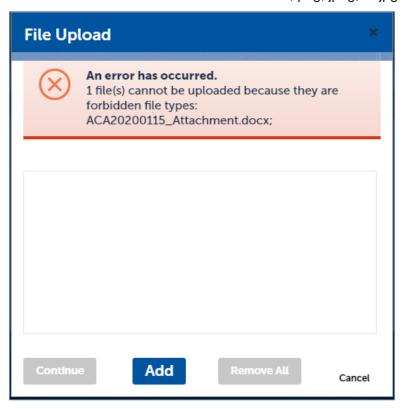
1. An error message "You must accept the certification below before proceeding" displays when click "Continue Application" without checking on certification box.



2. An error message below displays when click Continue Application at step 1 Site Information and left blank on required fields. The Community is a required field.

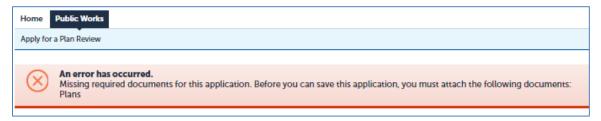


3. An error message "<x> file(s) cannot be uploaded because they are forbidden file types :<file name>" displays when your uploaded document file type does not match with file format allowed. The file format allowed must be PDF, png, jpeg, or jpg.

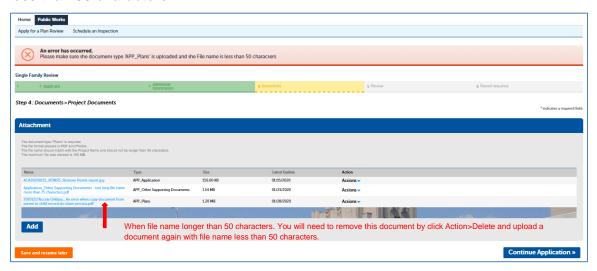


4. An error message below displays when you click **Continue Application** without the uploaded required document type.

"Missing required documents for this application. Before you can save this application, you must attach the following documents: Plans"

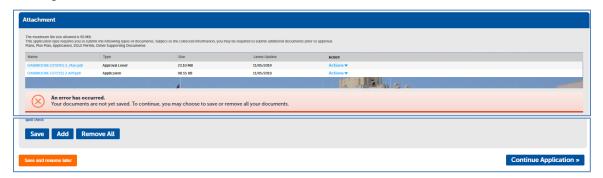


- 5. An error message below displays when you click **Continue Application** when uploading a document with file name longer than 50 characters or missing required document type.
 - "Please make sure the document type 'APP_Plans' is uploaded and the File name is less than 50 characters"

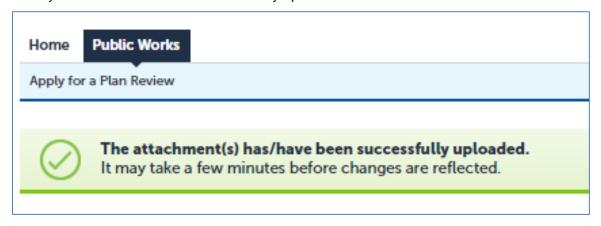


Note

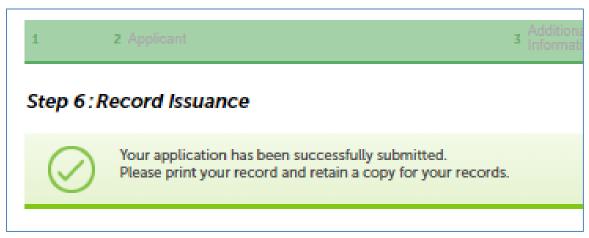
- To upload document, see Project Document section
- 6. An error message "Your documents are not yet saved. To continue, you may choose to save or remove all your documents" displays when you click **Continue Application** without clicking **Save**.



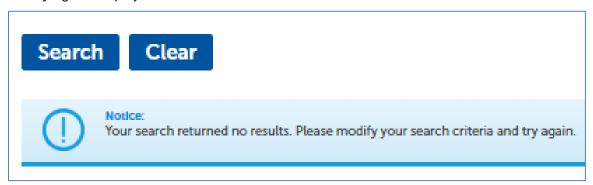
7. A confirmation message "The attachment(s) has/have been successfully uploaded" displays when you click **Save** and have successfully uploaded the document.



8. A confirmation message "Your application has been successfully submitted. Please print your record and retain a copy for your records" displays when you click **Continue Application** and has been successfully submitted.



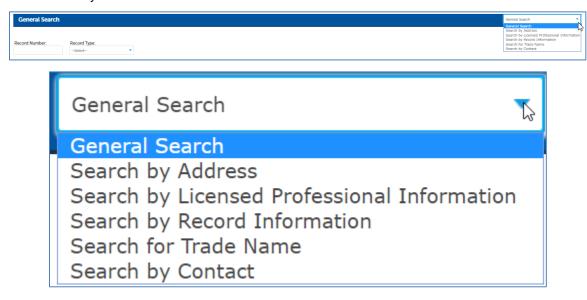
9. When clicking **Search** on the **General Search** section and your search returns no results, an information message "Your search returned no results. Please modify your search criteria and try again" displays.



General Search

You can find the following information from the General Search section:

- General Search
- Search by Address
- Search by Licensed Professional Information
- Search by Record Information
- Search by Trade Name
- Search by Contact



General Search



Search by Address



Search by Licensed Professional Information



Search by Record Information



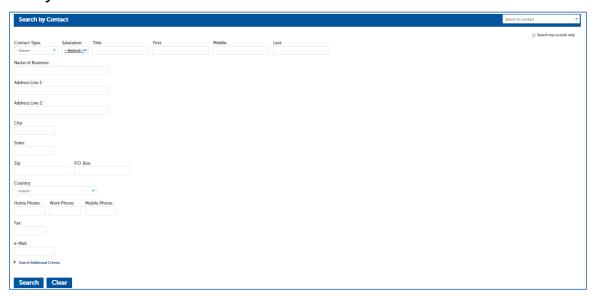
- To include additional criteria click on Search Additional Criteria



Search by Trade Name



Search by Contact



Related Documents

You can find the following related documents on the Public Works Office web site:

Register for an Account