

Arapahoe County Citizen Access User Guide

The following is a summary guide showing the steps of how to register and use the Arapahoe County Citizen Access permitting system. New and prior users are required to (re-)register with the County via the steps shown in the following pages. The functionality of this upgraded system is very similar to the prior system, but the look and screens are different. Any * (asterisk) fields are **REQUIRED** and you will receive an error message if required data is missing. Simply enter the data and click the **Continue Application** button.

Note that **Citizen Access** can **ONLY** be used for **RESIDENTIAL** appliance **REPLACEMENT only** permits and reroof permits that do **NOT** require any type of plan review or any additional work to be performed, like new gas lines, new electrical wiring, any new equipment that did not previously exist, etc. The allowable permit types are as follows, including the combinations listed.

- AC
- AC / Furnace
- AC / Furnace / Waterheater Gas
- AC / Furnace / Waterheater Electric
- AC / Waterheater Gas
- AC / Waterheater Electric
- Electrical Service upgrades (up to 200 amp service)
- Furnace
- Furnace / Waterheater Gas
- Furnace / Waterheater Electric
- Gas Logs
- Reroof
- Sprinkler (lawn)
- Swamp Cooler
- Waterheater Gas
- Waterheater Electric

NO tankless waterheaters, **no** new gas lines, **no** new electrical lines, **no** commercial permits, etc

Note - Any registered user who uses the system to obtain permits other than those listed above will have their ability to obtain online permitting revoked.

Access must be provided to the inspection area. If ladder(s) are required to perform the requested inspection – for example, a reroof or attic furnace replacement – the applicant shall be responsible for providing adequate, duty rated ladders for the inspection to occur.

You must be registered with the County to be able to apply for a permit or to request any inspections. Any other online user may also use the system to Search permit records.

It is suggested and desirable, but not required, for the contractor to be present during the inspection, to be able to review any code violations and to possibly correct any minor issues during the inspection. The inspectors may be contacted between 7:00 and 7:30 AM the day of the inspection to obtain an approximate inspection time (a 2-hour window) or to make other arrangements.

Register for an Account

Click on the following weblink and then save to your browser Favorites

Citizen Access - Permit Manager

<http://pwms.co.arapahoe.co.us/citizenaccess>

Then click on Register for an Account

Arapahoe County
Colorado's First

[Register for an Account](#) | [Login](#)

[Home](#) | [Building](#)

Welcome to the Arapahoe County Portal

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

In partnership with Acoela, Inc. we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provided you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust with this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

You must contact the Building Inspection Division at (720) 874-6600 to register for using Citizen Access. You will be required to complete and sign an Internet Permitting form. Please note that this Division cannot schedule inspections for particular times of the day. You may request AM or PM inspections but they may not be possible and they cannot be guaranteed. Inspection requests must be made prior to 4:30 PM for possible next day inspections.

Refund policy - The building official may authorize refunding of not more than 80 percent of the permit fee paid when no work has been done under a permit issued in accordance with this code, as per the amended 2009 IRC / IBC Sections regarding fees and refunds. A written refund request must be submitted to the Building Department per this section, whereas the request will then be processed and the refund will be mailed to the applicant.

Open Space Use Tax - An Open Space Use Tax of one quarter of one percent shall be assessed upon the material valuation, normally calculated at 50% of the total valuation of the project. Any applicant wanting to use an alternate valuation method must apply for the permit in person at the Arapahoe County Building Department.

What would you like to do today?

To get started, select one of the services listed below:

Building
[Search Applications](#)
[Schedule an Inspection](#)

Login
User Name or E-mail:

Password:

 Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Step 1

- Read the entire Disclaimer
- Check the box next to “I have read and accepted the above terms”
- Click Continue registration.

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[Register for an Account](#) | [Login](#)

Home **Building**

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

Disclaimer

By previously signing the County license and registration form, I hereby certify that I have read and examined this application and know the same to be true and correct. I agree to comply with all State and County codes, laws, regulations and ordinances pertaining to the all work proposed within the application.

No changes shall be made from that which is stated in this application and/or specifications, and no additional work shall be included with this permit, except by submitting a revised application and/or specifications and receiving approval of the Chief Building Official for such changes. Granting of a permit shall not be construed as a permit for or an approval of any violation of the Building Code or

I have read and accepted the above terms.

Continue Registration »

Step 2 Account Registration

- (asterisk) fields are required
- ? symbols contain help information – click on one for more details
- Identify your preferred method of contact
- A valid email address and phone number is required to use this system
- Click Continue registration

Home Building

**Account Registration Step 2:
Enter Account Information**

* indicates a required field.

Login Information

* User Name: ? 

* E-mail Address:

* Password: ?

* Type Password Again:

* Select a Security Question: ?

* Answer: ?

Contact Information

* First: Middle: * Last:

* Name of Business:

* Business Address Line 1:

* City:

* State:

* Zip:

* Work Phone: Mobile Phone:

Fax: * Preferred Method of Contact:



Arapahoe County
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Register for an Account **Login**

Home Building

Your account has been created successfully. You will receive additional instructions by e-mail.

Your account has been successfully created.
Congratulations. You have successfully created an account with the Arapahoe County. An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by the Arapahoe County may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name: _____
 Work Phone: _____
 Mobile Phone: _____
 Fax: _____

Preferred Method of Contact: E-mail

Verify that the information shown is correct before proceeding
Then Login above

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Once registered, enter your **User Name** and **Password** just created – click **Login**

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Register for an Account | Login

Home Building

Please Login
Many online services offered by Arapahoe County require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

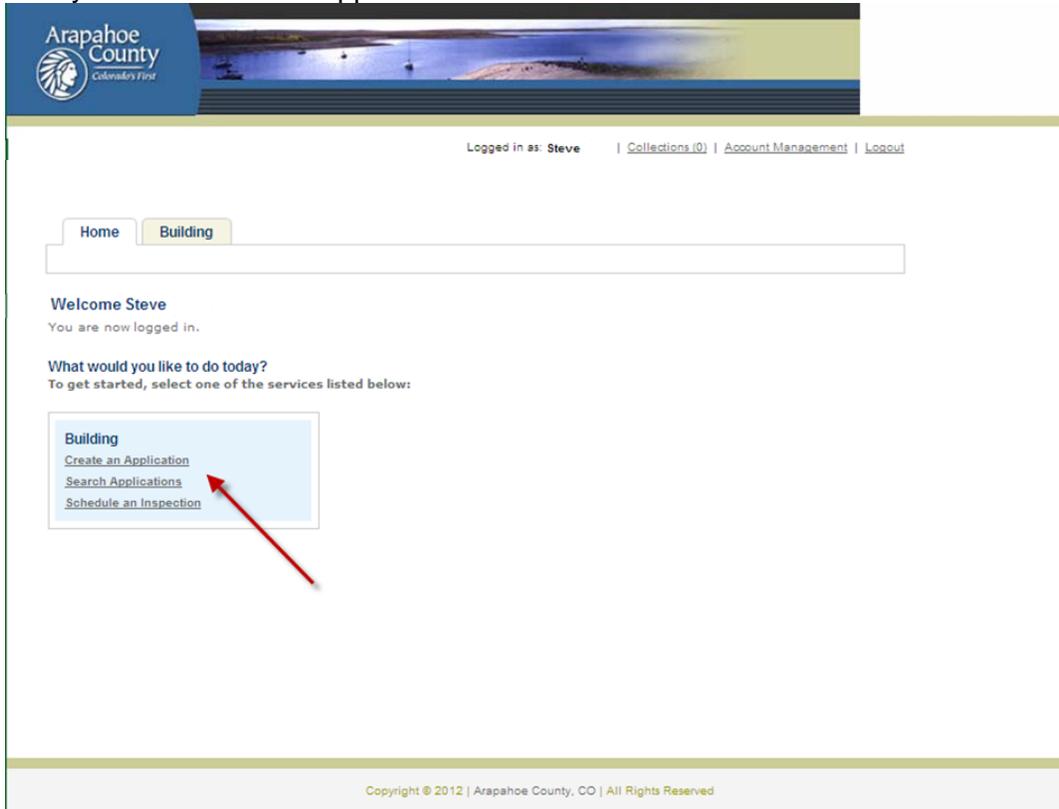
Login

User Name or E-mail: _____
 Password: _____
 Login »

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

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Now you can Create an Application



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Logged in as: Steve | [Collections \(0\)](#) | [Account Management](#) | [Logout](#)

Home Building

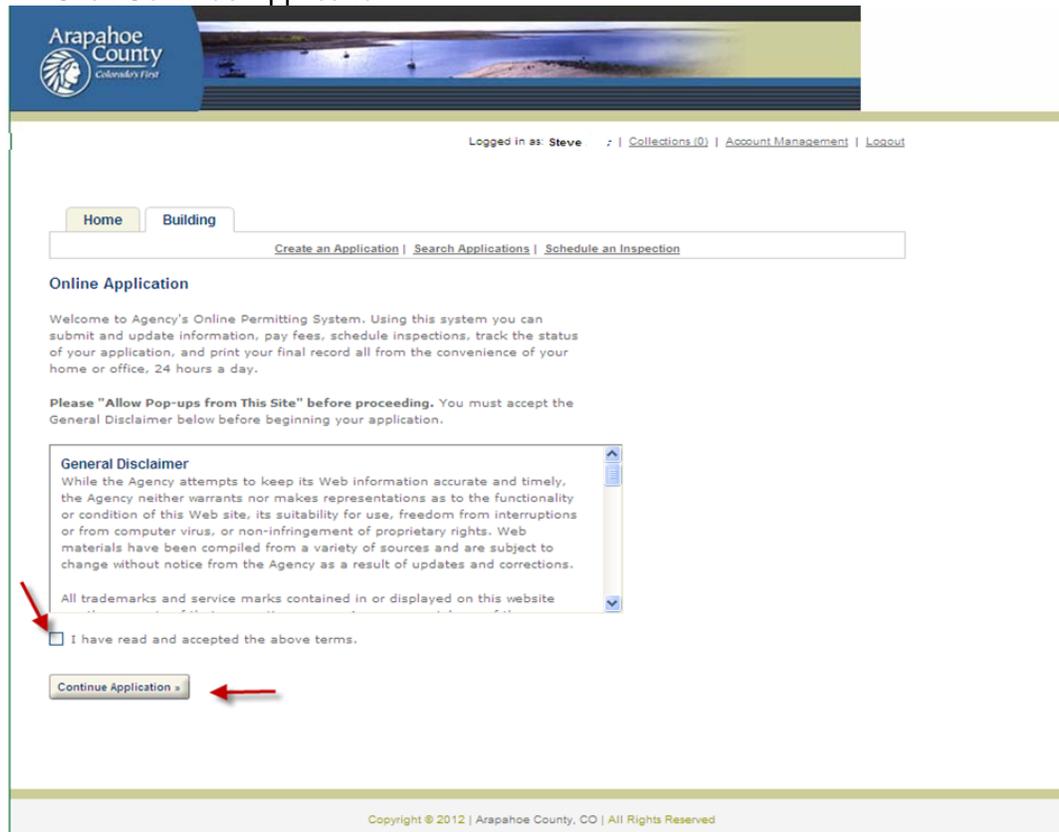
Welcome Steve
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

Building
[Create an Application](#)
[Search Applications](#)
[Schedule an Inspection](#)

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- Read the entire Disclaimer
- Check the box next to "I have read and accepted the above terms"
- Click Continue Application



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Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

All trademarks and service marks contained in or displayed on this website

I have read and accepted the above terms.

[Continue Application »](#)

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Step 1 Applicant Information

- * (asterisk) fields are required
- A valid email address and phone number is required to use this system
- Click the Auto-Fill box if you want to populate fields with your registration information
- Click Continue Application

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Home Building

Create an Application | Search Applications | Schedule an Inspection

BLD Combo

1 People Info 2 General Info 3 Detail Info 4 Review 5 Record Issuance

Step 1: People Info > Applicant Info

* indicates a required field.

Applicant

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

Auto-fill with Stevr

* First: Middle: * Last:

Name of Business:

Country: --Select--

* Address Line 1:

* City: * State: --Select-- * Zip:

Home Phone: Work Phone: Mobile Phone:

Fax: *E-mail:

Continue Application » Save and resume later:

Step 2 Project Address Information

- * (asterisk) fields are required
- Partial address information can be entered, then click Search
- All other fields will then be populated
- The Search can also be performed using a Parcel ID number if the full address is not known
- Click Continue Application

Step 2 : General Info > Property Info *indicates a required field.

Address

* Street No.: <input type="text" value="6924"/>	Direction: <input type="text" value="--Select--"/>	* Street Name: <input type="text" value="lima"/>	Street Type: <input type="text" value="--Select--"/>
Unit Type: <input type="text" value="--Select--"/>	Unit No.: <input type="text"/>		
City: <input type="text"/>	State: <input type="text" value="--Select--"/>		

Partial Address information can be entered like the example - then click Search

Owner

Owner Name: ?

Address Line 1:

Address Line 2:

City: **State:** **Zip:**

Parcel

*** Parcel Number:**

Lot: **Block:**

Legal Description:

Or you can Search by a Parcel ID number if the exact address is not known

Step 3 Project Detail Information

- * (asterisk) fields are required
- Enter complete Detailed Description information
- If more than one appliance is being installed, choose the applicable group & type of appliance
- Enter the full labor and material Job Valuation (no \$ is needed - round to the nearest dollar)
- From the Permit Type pull-down menu, select one available choice
- Click Continue Application

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BLD Combo

1 People Info | 2 General Info | **3 Detail Info** | 4 Review | 5 Record Issuance

Step 3 : Detail Info > Detail Info

* indicates a required field.

Detail Information

* Detailed Description:
40 gallon gas water heater replacement

Additional Information

* Job Value(\$):
750

Bld Permit

BLD PERMIT INFO

Permit Type: *

Continue Application »

Save and resume later: 

--Select--
--Select--
AC
AC/Furnace
AC/Furnace/Waterheater
Electric Service Upgrade
Furnace
Gas Log
Reroof
Sprinkler
Swamp Cooler
Waterheater Electric
Waterheater Gas

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Step 4 Permit Application Review

- Review all entered information before continuing
- Correct any incorrect information by clicking the EDIT link for the applicable section
- Once the information is correct, Click Continue Application

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BLD Combo

1 People Info 2 General Info 3 Detail Info **4 Review** 5 Record Issuance

Step 4 : Review

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

BLD Combo

Applicant Edit

To add a new contact, click the Add Contact link. To edit a contact, select a contact name.

Steve · · · Work Phone: 720-874-6600
Arapahoe County sbyer@co.arapahoe.co.us
6924 S Lima St
Centennial, CO, 80015

Address Edit

6924 S LIMA ST
ENG CO

Owner Edit

ARAPAHOE COUNTY
005334 S PRINCE ST
LITTLETON CO 80120-1136

Parcel Edit

Parcel Number: 2075-26-1-02-005
Lot: 002
Block: 001
Legal Description: LOT 2 BLK 1 SOUTH LIMA STREET BUSINESS CENTER 1ST FLG EX

Detail Information Edit

Detailed Description: 40 gallon gas water heater replacement

Additional Information Edit

Job Value(\$): 750.00

Bld Permit

BLD PERMIT INFO Edit

Permit Type: Waterheater Gas

Continue Application 

Step 5 Fee Calculation – Pay Fees, screen one

- The system will calculate the Permit Fee and Open Space Use Tax fee (which is calculated at one quarter of one percent times the material valuation of the permit, generally assessed as 50% of the overall valuation of the permitted work)
- No changes can be made to this screen
- Click Continue Application

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Home Building

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BLD Combo

1 2 **General Info** 3 **Detail Info** 4 **Review** 5 **Pay Fees** 6 Record Issuance

Step 5: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Building Permit Fee	<input type="text" value="1"/>	\$32.65
Open Space Use Tax	<input type="text" value="1"/>	\$0.94

TOTAL FEES
Note: This does not include additional inspection fees which may be assessed later.

\$33.59
Recalculate

Continue Application » ←

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Step 5 Fee Calculation – Pay Fees, screen 2

- * (asterisk) fields are required
- Enter complete credit card information shown
- Click on the Billing Information check box to auto-fill information, **IF** the registered user information is the same as the credit card information, and to save data entry
- Click Submit Payment

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Home Building

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BLD Combo

1 2 General Info 3 Detail Info 4 Review 5 Pay Fees 6 Record Issuance

Step 5: Pay Fees

Please select a payment method and then fill in all required information.
Arapahoe County does not store any credit card information, it is only used for one time processing with a 3rd party, PCI compliant payment processor.

* indicates a required field.

Payment Method

Amount to be charged: \$33.59

Pay with Credit Card

Credit Card Information:

* Card Type: * Card Number: * Security Code: ?

* Name on Card: * Exp. Date:

Credit Card Holder Information:

Billing Information: 

* Street Address:

* City: * State: * Zip:

* Phone:

E-mail:



Check here if you want to auto-populate your contact info, if this is the same as your credit card billing info

Step 6 – Permit Record Issuance

- The Record has been issued
- Click on the View Record Details to see more info and to schedule inspections
- Click on the Print/View Record and the Print/View Receipt, as you will need to print these documents to have available on site for the Inspectors when requesting your inspections
- You may also call 720-874-6600 M-F 8:00 to 4:30 to schedule inspections

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[Home](#) [Building](#)

[Create an Application](#) | [Search Applications](#) | [Schedule an Inspection](#)

BLD Combo

1 2 General Info 3 Detail Info 4 Review 5 Pay Fees 6 **Record Issuance**

Step 6: 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 BLD-2012-00250.

You will need this number to check the status of your application or to schedule/check results of inspections.
Please print a copy of your record and post it in the work area.

[Print/View Record](#) [Print/View Receipt](#)

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.

[View Record Details »](#) (You must post the record in the work area.)

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Click on **View Record Details** Screen button

The **View Record Details** Screen – where all record information can be reviewed and where inspections can be scheduled

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Logged in as: Steve | Collections (0) | Account Management | Logout

Home Building

Create an Application | Search Applications | Schedule an Inspection

Record BLD-2012-00250:
BLD Combo [Add to collection](#)

Work Location
18660 E POWERS DR
AUR CO

Record Details

Applicant:
Steve
Arapahoe County
6924 S Lima St
Centennial, CO, 80015
Work Phone: 720-874-6600
sbyer@co.arapahoe.co.us

Project Description:
AC WH gas Furn

Owner:
018660 E POWERS DR
AURORA CO 80015-5125

▼ **More Details**
 Additional Information
 Application Information
 Parcel Information

[Print/View Permit](#)

▼ **Fees**

Paid:

Date	Invoice Number	Amount
10/25/2012	384579	\$97.25
10/25/2012	384579	\$5.00

Total paid fees: \$102.25

[View Details](#)
[View Details](#)

A Receipt can be printed from here - click View Details

▼ **Inspections**

Available Inspections (9)

[Schedule or Request Optional Inspections](#)

TBD at TBD Pending	Gas Test (1110530)	Actions
Inspector: <i>unassigned</i>		
TBD at TBD Pending	Final Furnace (Mechanical) (1110529)	Actions
Inspector: <i>unassigned</i>		
TBD at TBD Pending	Water Heater (Plumbing) (1110528)	Actions
Inspector: <i>unassigned</i>		
TBD at TBD Pending	Final Furnace (Electric) (1110527)	Actions
Inspector: <i>unassigned</i>		
TBD at TBD Pending	CO Detector (1110526)	Actions
Inspector: <i>unassigned</i>		

< Prev 1 2 Next >

Click on Actions, then Schedule

Completed
There are no completed inspections on this record.

Other available inspections

▼ **Processing Status**

- Application Submittal
- Building Review
- Zoning Review
- Engineering Review
- Flood / Drain Review
- Permit Issuance
- Inspections
- C of C Issuance

Scheduling Inspections

- Click on the **Actions** tab, then **“Schedule”** link
- This is to be repeated for each inspection requested
- The “Last Inspection Date” is an interoffice procedure, and does not need to be requested
- The “CO Detector” is an inspection reminder that one is required for most types of online permits, and an inspection will be performed to verify its presence. Questions regarding when / where they are required can be made via phone during business hours.

▼ **Inspections**

Available Inspections (9)

[Schedule or Request Optional Inspections](#)

TBD at TBD Pending Final Furnace (Electric) (1110527)
Inspector: *unassigned*

TBD at TBD Pending CO Detector (1110526)
Inspector: *unassigned*

TBD at TBD Pending Final AC (Electric) (1110525)

Actions ▼

View Details
Schedule

Actions ▼

Select a requested **date** and **AM/PM** request for the inspections to be scheduled – while **no guarantees** can be made to fulfill the AM/PM request due to workload, weather, etc, inspection requests are almost always completed the next business day.

Schedule/Request an Inspection X

Inspection type: Final Furnace (Mechanical)

To continue, select an appointment date and time range by clicking a link on the calendar below:

Oct 2012							Nov 2012							Dec 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6				<u>1</u>	<u>2</u>	3							1	
7	8	9	10	11	12	13	4	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	10	2	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	8
14	15	16	17	18	19	20	11	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	24	16	17	18	19	20	21	22
28	<u>29</u>	<u>30</u>	<u>31</u>				25	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	23	24	25	26	27	28	29	
													30	31						

« Prev Next »

Available Times for Monday, Oct 29 2012

Morning

8:00 AM - 12:00 PM

Afternoon

12:00 PM - 4:00 PM

An AM/PM request can be made, however NO guarantees can be made to fulfill this request due to variables like workload and weather

Continue Cancel

Verify the type of **Inspection Type** requested, the **Address** and **Contact** – click **Continue**

Schedule/Request an Inspection [X]

Inspection type: **Gas Test**

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

Location
18660 E POWERS DR
AUR CO

Contact
Steve Byer

[Change Contact](#) ▾

Continue [Back](#) [Cancel](#)

Verify information and click **Finish**

Schedule/Request an Inspection [X]

Confirm Your Selection
Please confirm the details below and click the Finish button to schedule the inspection.

Inspection Type: Gas Test
Date and Time: 10/26/2012 ;
Location: 18660 E POWERS DR
AUR CO
Contact: Steve Byer

[Include Additional Notes](#)

Finish [Back](#) [Cancel](#)

Please then ensure that the printed Record Permit is posted / provided on site on the scheduled date for the inspection to be performed.