



MANSFIELD

A RICHLAND COUNTY COMMUNITY



Public User Licensing Quick-Start Manual

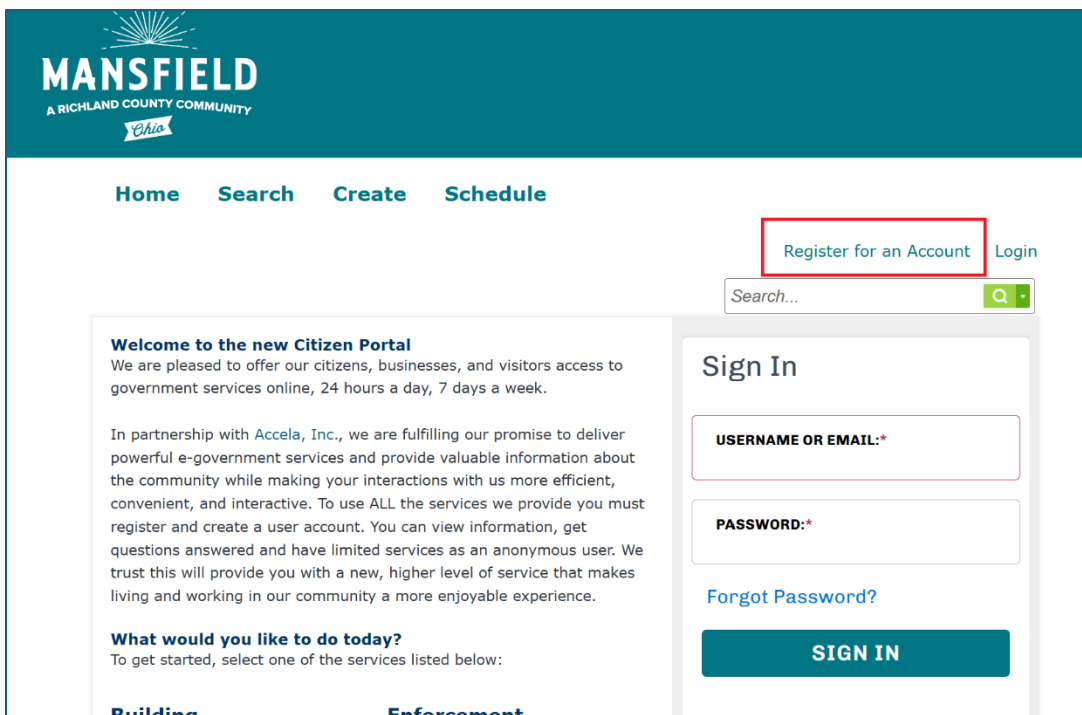
Table of Contents

| | |
|--|----|
| Creating a Public User Account | 3 |
| Submitting an Application | 7 |
| Paying for a License | 20 |
| Email Notification with Payment Link | 20 |
| Citizen Access Portal Payment Link..... | 26 |
| Searching for a Registration Record | 33 |

Creating a Public User Account

To access full functionality that is available in the Citizen Access Portal, you must create a public user account. With a public user account, you gain access certain things beyond what an anonymous user can view. Creating applications, downloading certain documents, running reports, amongst other things, are available to credentialed public users.

- Begin by navigating to the Mansfield Citizen Access Portal by either:
 - Using the following link: <https://aca-PROD.accela.com/MANSFIELD>
 - From the button located on the City of Mansfield Code and Permits Webpage: <https://ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/>
- Click the “Register for an Account” link toward the upper right corner of the page



The screenshot displays the Mansfield Citizen Access Portal. At the top, the Mansfield logo is visible, along with navigation links: Home, Search, Create, and Schedule. In the upper right corner, there is a red-bordered button labeled "Register for an Account" and a "Login" link. Below these is a search bar with the text "Search..." and a magnifying glass icon. The main content area is divided into two columns. The left column contains a "Welcome to the new Citizen Portal" message, followed by a paragraph about e-government services and a section titled "What would you like to do today?" with a list of services including "Building" and "Enforcement". The right column features a "Sign In" section with two input fields: "USERNAME OR EMAIL:*" and "PASSWORD:*", a "Forgot Password?" link, and a prominent "SIGN IN" button.

- Complete the required fields, check the box next to the terms and conditions, and press “Continue”

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

*** Required Fields**

USERNAME:*
bowenms

E-MAIL ADDRESS:*
joedoe@gmail.com

PASSWORD:*

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION:*
What was the last name of your favorite childho... x▼

ANSWER:*
Doe

I have read, understand, and agree to the [Terms of Service](#)

CONTINUE

- Indicate whether the account is for an individual or an organization, complete the contact detail fields, then click the “Add Address” link

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Individual
 Organization

***Required Fields**

FIRST:*
Michael

MIDDLE:

LAST:*
Bowen

NAME OF BUSINESS:
3SG Plus

HOME PHONE:
(555) 555-5555

WORK PHONE:
(555) 555-5555

MOBILE PHONE:
(555) 555-5555

E-MAIL:
johndoe@gmail.com

[Add Address](#)

SUBMIT

- Enter your address information, then press the “Submit” button
 - ****Note**** that more than one address can be added if applicable by clicking the “Add Address” link again after completing the first address, before pressing the Submit button

ADDRESS | [Delete](#)

COUNTRY/REGION: United States × ▾

ADDRESS TYPE: Business × ▾

ADDRESS LINE 1: 8800 Lyra Dr.

ADDRESS LINE 2:

ADDRESS LINE 3:

CITY: Columbus

STATE: OH

ZIP CODE: 43224

[Add Address](#)

SUBMIT


- Congratulations!!! You have successfully created a public user account
 - Once you are logged in, use the “Account Management” link in the upper right corner to modify contact information and license information as needed

MANSFIELD
A RICHLAND COUNTY COMMUNITY

[Home](#) [Search](#) [Create](#) [Schedule](#)

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

Search...

 Your account is successfully registered.

Congratulations. You have successfully registered an account.

Account Information

User Name: bowenms
E-mail: bowen.ms@gmail.com
Password: *****
Security Question: What was the last name of your favorite childhood teacher?

Contact Information

Michael Bowen Home Phone: 5555555555
35G Plus Work Phone: 5555555555
JohnDoe@gmail.com Mobile Phone: 5555555555
Fax:

Contact Address List

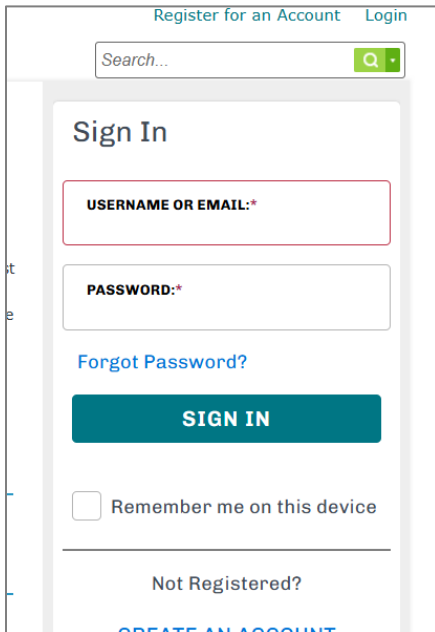
▼ Contact Addresses

Showing 1-1 of 1

| Address Type | Recipient | Address |
|--------------|-----------|---------------|
| Business | | 8800 Lyra Dr. |

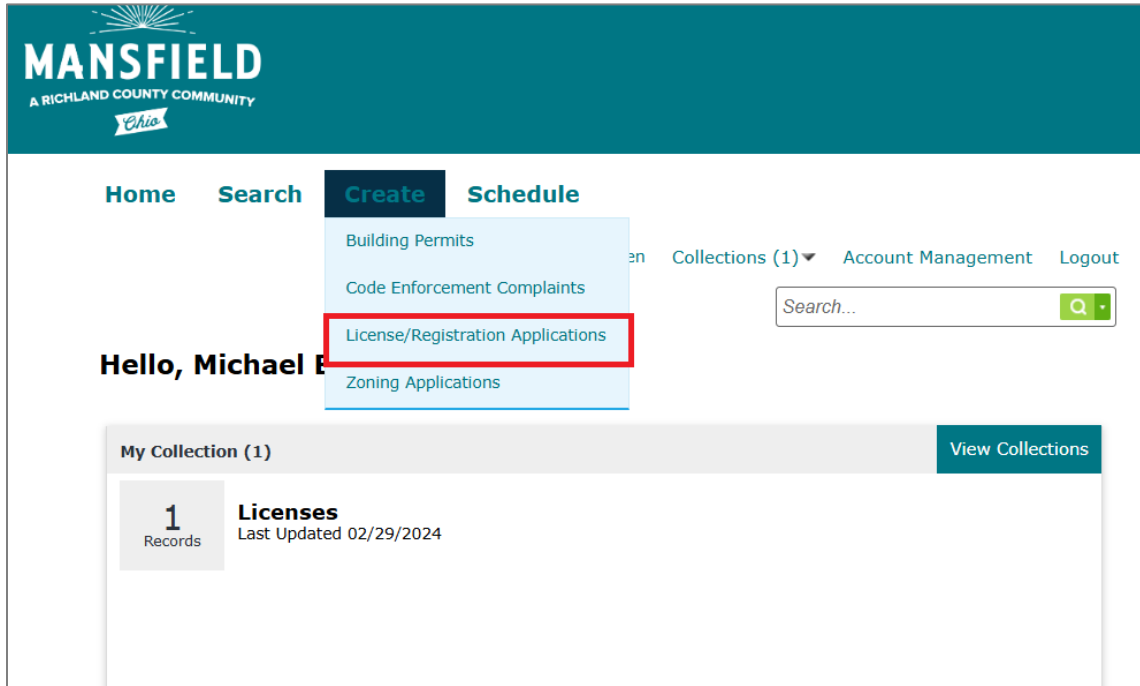
Submitting an Application

- Begin by navigating to the Mansfield Citizen Access Portal by either:
 - Using the following link: <https://aca-PROD.accela.com/MANSFIELD>
 - From the button located on the City of Mansfield Code and Permits Webpage: <https://ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/>
- Next, using the Sign-In sidebar, enter your user account name and password
 - Refer to the “Creating a Public User Account” section above for instructions to create an account if you lack credentials

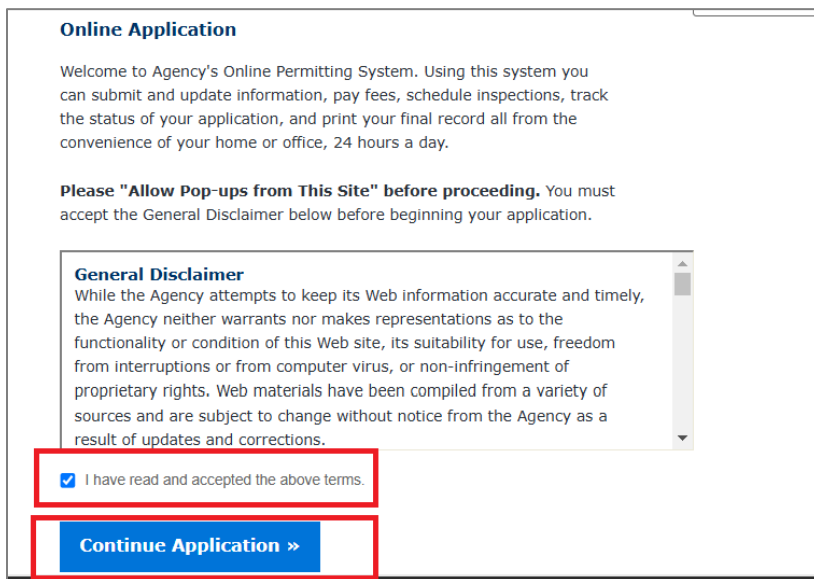


The screenshot shows a web interface for signing in. At the top, there are links for "Register for an Account" and "Login". Below these is a search bar with the text "Search..." and a magnifying glass icon. The main section is titled "Sign In" and contains two input fields: "USERNAME OR EMAIL:*" and "PASSWORD:*". Below the password field is a link for "Forgot Password?". A prominent teal button labeled "SIGN IN" is centered below the fields. At the bottom of the form, there is a checkbox labeled "Remember me on this device" and a link for "Not Registered?". At the very bottom of the page, a link for "CREATE AN ACCOUNT" is visible.

- Once logged in, hover over the “Create” button atop the page, and select “License/Registration Applications” from drop-down menu



- Check the box acknowledging the terms and conditions and press the “Continue Application” button



- From the drop-down box, select the “None Applicable” item, then press “Continue Application”
 - Note that this selection is appropriate because we are creating a new license

Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

* Licenses:
None Applicable

Continue Application »

- Expand the license application list, select your desired license type, and press “Continue Application”

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search... Search

▼ Licensing - New Applications

- Abatement Contractor | Application
- Adult Oriented Business | Application
- Demolition Contractor | Application
- Electrical Class A - Commercial | Application
- Electrical Class A - Residential | Application
- Electrical Class B - Residential | Application
- Fire Protection Contractor | Application
- Food Truck License | Application
- Garbage Hauler | Application
- General Contractor | Application
- HVAC Contractor | Application
- Hydronics Contractor | Application
- Security Contractor | Application
- Sewer Tapper | Application
- Sign Erector | Application
- Solicitor | Application

Continue Application »

- Next, fill out and associate applicant information using either of the methods below:

Select from Account: This allows you to pull in the information you entered when you created your public user account, as well as additional contact information associated to your public user account

- Begin by pressing the “Select from Account” button

General Contractor | Application

1 Contact Info | 2 Document Info | 3 Review | 4 Pay Fees | 5 Record Issuance

Step 1: Contact Info > Contact Details

To view the contractor registration click here: [Registration Packet](#)

Included in the registration packet are the City of Mansfield Income Tax Questionnaire and the Sole Proprietor Form.

* indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account | **Add New** | **Look Up**

Save and resume later | **Continue Application »**

- From the list of associated contacts, select the most applicable for this application, then press “Continue”

Select Contact from Account [X]

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-7 of 7

| Category | Type | Name |
|---|----------------------------|--|
| <input checked="" type="radio"/> Associated Contact | Individual | Michael Bowen |
| <input type="radio"/> Associated License | Fire Protection Contractor | Michael Bowen Fire Protection Contractor FP00053 |
| <input type="radio"/> Associated License | General Contractor | Michael Bowen General Contractor GC00052 |
| <input type="radio"/> Associated License | Sewer Tapper | Michael Bowen Sewer Tapper ST00048 |
| <input type="radio"/> Associated License | Demolition Contractor | Michael Bowen Demolition Contractor DC00046 |
| <input type="radio"/> Associated License | Demolition Contractor | Michael Bowen Demolition Contractor DC00045 |
| <input type="radio"/> Associated License | Demolition Contractor | Michael Bowen Demolition Contractor DC00043 |

Continue | Discard Changes

- Select the appropriate associated address and press “Continue”

Select Contact from Account ✕

Michael Bowen
Applicant

Select contact addresses for this contact to attach to the record.
Showing 1-1 of 1

| <input type="checkbox"/> | Address Type | Recipient | Address |
|-------------------------------------|--------------|-----------|----------------|
| <input checked="" type="checkbox"/> | Business | | 8415 Pulsar Pl |

Continue
Discard Changes

- Next, the information selected will be displayed as attached to the application
 - If necessary, add additional address information

General Contractor | Application

1 Contact Info
2 Document Info
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Step 1: Contact Info > Contact Details

To view the contractor registration click here: [Registration Packet](#)

Included in the registration packet are the City of Mansfield Income Tax Questionnaire and the Sole Proprietor Form.

* indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.

Michael Bowen
mbowen@3sgplus.com
Home phone:
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 1-1 of 1

| Address Type | Recipient | Address | Action |
|--------------|-----------|----------------|---------------------------|
| Business | | 8415 Pulsar Pl | Actions ▼ |

Save and resume later

Continue Application »

- If the information is accurate and complete, press the “Continue Application” button
 - ****Note**** if you completed this step, you can skip the “Add New” below

Add New: This allows you to add contact information that is not already associated to your public user account. Once the contact information is created, it will be associated to your public user account

- Begin by clicking the “Add New” button

General Contractor | Application

1 Contact Info | 2 Document Info | 3 Review | 4 Pay Fees | 5 Record Issuance

Step 1 : Contact Info > Contact Details

To view the contractor registration click here: [Registration Packet](#)

Included in the registration packet are the City of Mansfield Income Tax Questionnaire and the Sole Proprietor Form.

* indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

[Select from Account](#) **Add New** [Look Up](#)

[Save and resume later](#) [Continue Application >>](#)

- Enter the required information, including address information, and press the “Continue” button

Contact Information

First: Michael Middle: Last: Bowen

Name of Business: 3SG Plus DBA/Trade Name:

FEIN:

Home Phone: Work Phone: Mobile Phone:

* E-mail: mbowen@3sgplus.com Fax:

Add Additional Contact Address

To edit a contact address, click the address link.

✔ **Contact address added successfully.**

Showing 1-1 of 1

| Address Type | Recipient | Address | Action |
|--------------|-----------|--------------|---------------------------|
| Business | | 8800 Lyra Dr | Actions ▼ |

[Continue](#) [Clear](#) Discard Changes

- Next, the information entered will appear as attached to the application

General Contractor | Application

1 Contact Info
2 Document Info
3 Review
4 Pay Fees
5 Record Issuance

Step 1 : Contact Info > Contact Details

To view the contractor registration click here: [Registration Packet](#)

Included in the registration packet are the City of Mansfield Income Tax Questionnaire and the Sole Proprietor Form.

* indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.

Michael Bowen
3SG Plus
 mbowen@3sgplus.com
 Home phone:
 Mobile Phone:
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 1-1 of 1

| Address Type | Recipient | Address | Action |
|--------------|-----------|--------------|---------------------------|
| Business | | 8800 Lyra Dr | Actions ▼ |

Save and resume later

Continue Application >

- If the information is accurate and complete, press the “Continue Application” button
- For certain applications, such as any OCILB contractor, Garbage Hauler and a few others, additional application specific questions will be presented
 - The application specific questions may be (but are not limited to):
 - State License Number (for OCILB applications)
 - License Plate Number (for Garbage Hauler applications)
- Answer all of the application specific questions and press the “Continue Application” button
- Next, attach the required documents
 - Note that the required documents are listed in the instructions above
- To attach documents, begin by pressing the “Add” button

General Contractor | Application

1 Contact Info | 2 Document Info | 3 Review | 4 Pay Fees | 5 Record Issuance

Step 2: Document Info > Document Details

The following documents are required for submission:

- Insurance Liability (Dec. Page Only)
- Workers Compensation Certificate -or- Sole Proprietor Form
- Income Tax Questionnaire

* indicates a required field.

Attachment

The maximum file size allowed is **100 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;s are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|-------------------|------|------|---------------|--------|
| No records found. | | | | |

Add

Save and resume later

Continue Application >

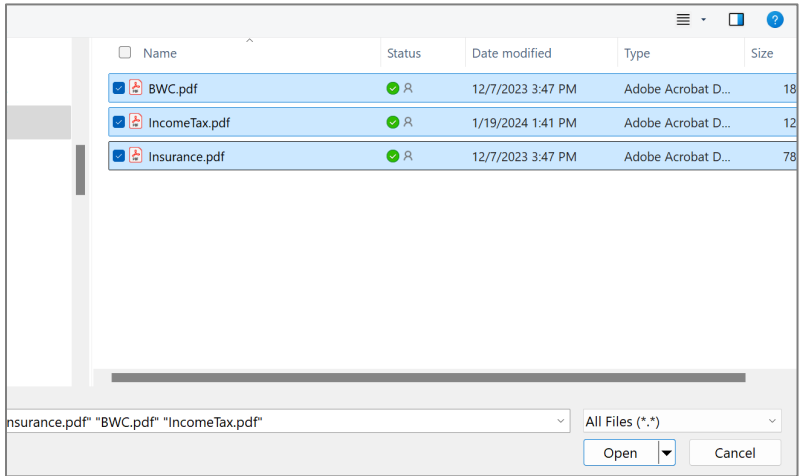
- Press the “Add” button in the File Upload box

File Upload

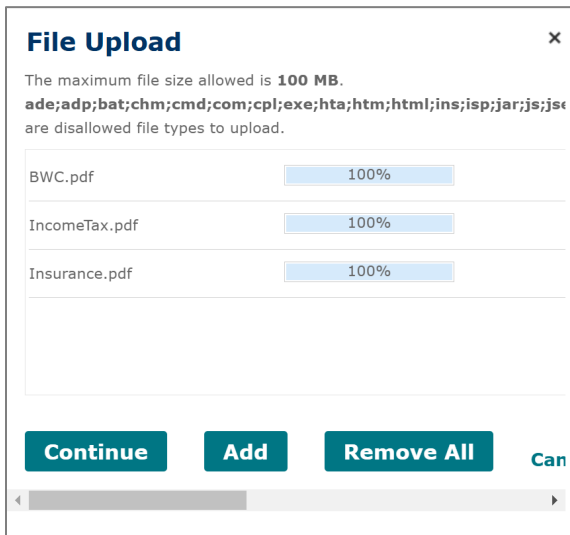
The maximum file size allowed is **100 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse are disallowed file types to upload.

Continue **Add** Remove All Cancel

- Next, navigate to and select the desired documents to upload, then press the “Open” button
 - ****Note**** you can multi-select here and attach multiple documents at once, as shown below
 - Hold the ctrl key on your keyboard and use your mouse to click the multiple files you wish to upload



- Once the documents are fully loaded (100%) in the File Upload window, press the “Continue” button



- Next, select the appropriate category from the “Type” drop-down list associated with each attachment, then press the “Save” button

Attachment

The maximum file size allowed is **100 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;s
are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|-------------------|------|------|---------------|--------|
| No records found. | | | | |

* Type: Bureau of Workers Compensation Certificate Remove

File: BWC.pdf
100%

* Type: Income Tax Questionnaire Remove

File: IncomeTax.pdf
100%


* Type: Insurance Liability (Dec. Page Only) Remove

File: Insurance.pdf
100%

Save **Add** **Remove All**

Save and resume later **Continue Application >>**

- Once all attachments are saved (not in pending status), press the “Continue Application”


The attachment(s) has/have been successfully uploaded.
 It may take a few minutes before changes are reflected.

General Contractor | Application

1 Contact Info
2 Document Info
3 Review
4 Pay Fees
5 Record Issuance

Step 2: Document Info > Document Details

The following documents are required for submission:

- Insurance Liability (Dec. Page Only)
- Workers Compensation Certificate -or- Sole Proprietor Form
- Income Tax Questionnaire

* indicates a required field.

Attachment

The maximum file size allowed is **100 MB**.
 ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;jjs;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;s
 are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|---------------|--|-----------|---------------|-----------|
| BWC.pdf | Bureau of Workers Compensation Certificate | 179.13 KB | 12/10/2024 | Actions ▼ |
| IncomeTax.pdf | Income Tax Questionnaire | 127.14 KB | 12/10/2024 | Actions ▼ |
| Insurance.pdf | Insurance Liability (Dec. Page Only) | 781.28 KB | 12/10/2024 | Actions ▼ |

Add

Save and resume later

Continue Application >>

- Review all the selections you made as part of the application
- If you need to edit a previous entry, press the “Edit” button next to the appropriate section which will take you directly that page
- If all the information supplied is accurate, click the by attestation check box, then press the “Continue Application” button

General Contractor | Application

Applicant Edit

Michael Bowen
3SG Plus

E-mail: mbowen@3sgplus.com
Preferred Channel: Email

Attachment Edit

The maximum file size allowed is **100 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;s
are disallowed file types to upload.


| Name | Type | Size | Latest Update | Action |
|---------------|--|-----------|---------------|-----------|
| BWC.pdf | Bureau of Workers Compensation Certificate | 179.13 KB | 12/10/2024 | Actions ▾ |
| IncomeTax.pdf | Income Tax Questionnaire | 127.14 KB | 12/10/2024 | Actions ▾ |
| Insurance.pdf | Insurance Liability (Dec. Page Only) | 781.28 KB | 12/10/2024 | Actions ▾ |

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date: 12/10/2024

Save and resume later **Continue Application »**

Congratulations!!! You have successfully submitted an application. City staff will begin the review process, and notify you via email with any associated fees and/or questions.




Home **Search** **Create** **Schedule**

Logged in as: Michael Bowen Collections (1) ▾ Account Management Logout

Search...

General Contractor | Application

| | | | |
|----------------|-----------------|----------|-------------------|
| 1 Contact Info | 2 Document Info | 3 Review | 4 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 GC-APP2400027.

You will need this number to check the status of your application.

[Copy Record](#)

You will receive periodic email status updates as your application is processed.
Final payment will be due prior to issuance. You will be notified via email when payment is due.
Thank you.

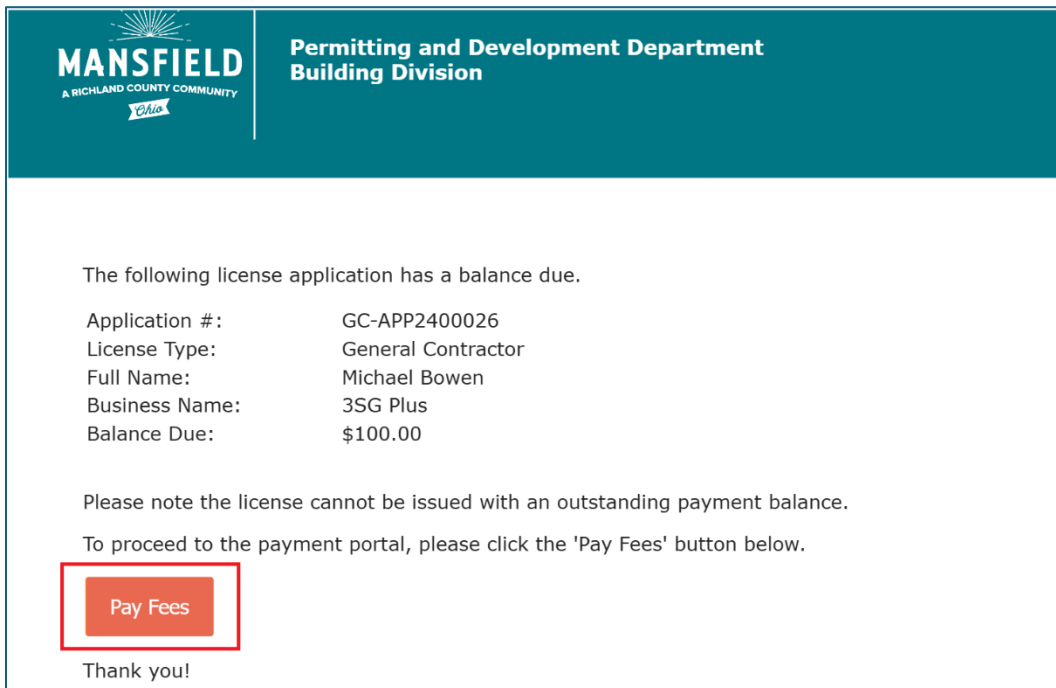
[View Record Details >>](#) (You must post the record in the work area.)

Paying for a License

After a license has been accepted by City Staff, fees will be attached and invoiced. As the applicant, you will receive an email notification that payment is due. Below are two methods for paying fees that are due. Licenses cannot be issued until all fees are paid.

Email Notification with Payment Link

- You will receive an email notification when fees are due and payment is required
 - The email will be sent to the email address that was indicated on license application
- Click the “Pay Fees” button provided in the email



The screenshot shows an email notification from the City of Mansfield, Permitting and Development Department, Building Division. The email header includes the Mansfield logo and the department name. The main body of the email states: "The following license application has a balance due." It lists the following details: Application #: GC-APP2400026, License Type: General Contractor, Full Name: Michael Bowen, Business Name: 3SG Plus, and Balance Due: \$100.00. Below this information, it says: "Please note the license cannot be issued with an outstanding payment balance. To proceed to the payment portal, please click the 'Pay Fees' button below." A red box highlights a button labeled "Pay Fees". The email concludes with "Thank you!"

| | |
|----------------|--------------------|
| Application #: | GC-APP2400026 |
| License Type: | General Contractor |
| Full Name: | Michael Bowen |
| Business Name: | 3SG Plus |
| Balance Due: | \$100.00 |

Please note the license cannot be issued with an outstanding payment balance.
To proceed to the payment portal, please click the 'Pay Fees' button below.

[Pay Fees](#)

Thank you!

- Once the Citizen Access Portal opened to the Fees page, click the “Continue Application” button

Home Search Create Schedule

Register for an Account Login

Search...

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 |
|-------------------------|------|----------|
| New License Application | 1 | \$100.00 |

TOTAL FEES: \$100.00
Note: This does not include additional inspection fees which may be assessed later.

Continue Application >>

- Indicate the payment type as either bank account (eCheck) or Credit Card, then press “Submit Payment”
 - ****Note**** this will redirect you to the City of Mansfield’s payment processor, ACI Payments, Inc.

Please select a payment method and then fill in all required information.
The available payment methods are:

- Credit Card
- Bank Account

Use the dropdown menu to change the payment type.

Payment Options

Amount to be charged: \$100.00

Pay with Credit Card
 Pay with Bank Account

Submit Payment >>

- Enter the credit card information then press the “Continue” button

ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accela

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

Payment Amount
\$ 100 .00

Payment Method
New Card

Card Number 4111111111111111 **Expiration Date** 01 - Jan 2026 **Security Code** 123 [What is this?](#)

I'm not a robot reCAPTCHA Privacy - Terms

Cancel Please note you will not be charged until you Submit at end. [Continue](#)

- View the transaction amount, and press the “Accept Terms” button

ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accela

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

Review & Accept Terms

| Payment Method | Amount | Service Fee | Total |
|----------------|----------|-------------|----------|
| Ending in 1111 | \$100.00 | \$2.95 | \$102.95 |

ACI Payments, Inc. Terms and Conditions:

THIS PAYMENT SERVICE IS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS

Do not use or access this Website or Service if You do not agree to be bound by these Terms and Conditions

These Terms and Conditions ("Terms and Conditions") are in effect for all transactions processed through this payments website ("Website") on or after May 9, 2019, and apply to and govern Your access to and use of this Website, the Service and all Alternative Channels. This payment processing service is offered to You on behalf of your Biller ("Service").

It is important to carefully review all Terms and Conditions below, including the provision concerning REFUNDS. These Terms and Conditions may be amended at any time. All amended terms shall be effective immediately after they are posted to the Website. By using this Website after such modifications are posted, You are agreeing to accept and comply with the Terms and Conditions as modified. These Terms and Conditions also apply to Service transactions, or Payments, made by or through any "Alternative Payment Channels" including those Payments initiated, or completed through, Integrated Voice Response (IVR) systems, customer service representatives, telephone, internet, or any other means or mechanisms of Payment acceptance. These Terms and

Printer Friendly

Back | Cancel Please note you will not be charged until you Submit at end. [Accept Terms](#)

- Enter the credit card contact information, then press the “Continue” button

City of Mansfield, OH
Permits - Support Env Accela

PAYMENT INFORMATION > **PAYER INFORMATION** > REVIEW & SUBMIT > COMPLETE

Please enter your account information
(Please enter the card or bank account holder information.)

Name
First Name MI Last
 Suffix

Country

Address
Street Address

Street Address 2

Apartment or Suite Number

City **OH** **Zip code**

Daytime phone
 US/Canada International
() -

Note: Please provide area code and extension in case we need to contact you regarding your payment.

Enter your email
Email **Confirm email**

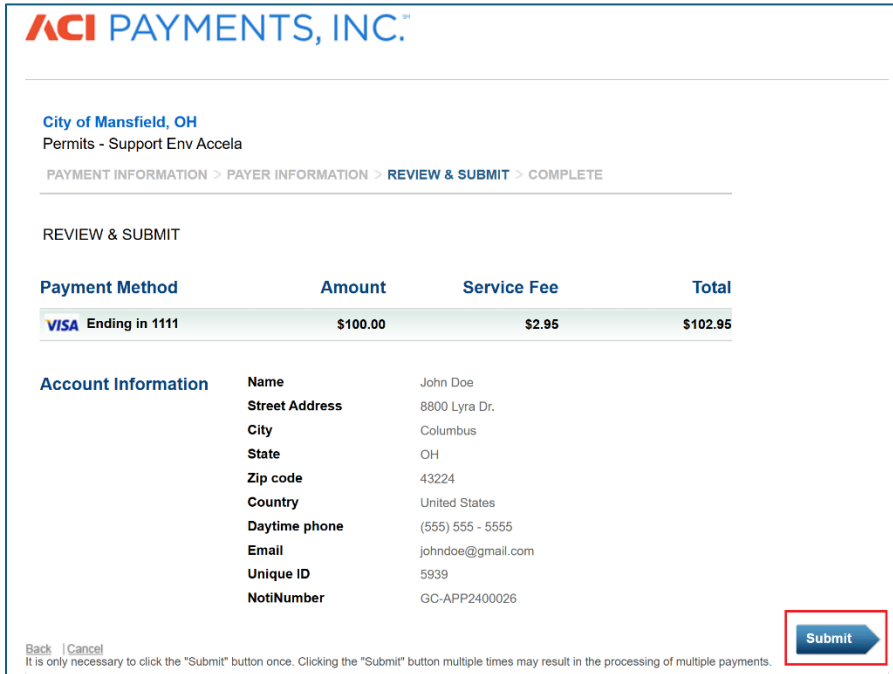
Unique ID: 5939
NotiNumber: GC-APP2400026

[Back](#) | [Cancel](#)

Please note you will not be charged until you Submit at end.

Continue

- Verify all of the details on the review page, then press the “Submit” button



ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accela

PAYMENT INFORMATION > PAYER INFORMATION > **REVIEW & SUBMIT** > COMPLETE

REVIEW & SUBMIT

| Payment Method | Amount | Service Fee | Total |
|---------------------|----------|-------------|----------|
| VISA Ending in 1111 | \$100.00 | \$2.95 | \$102.95 |

Account Information

| | |
|-----------------------|--------------------|
| Name | John Doe |
| Street Address | 8800 Lyra Dr. |
| City | Columbus |
| State | OH |
| Zip code | 43224 |
| Country | United States |
| Daytime phone | (555) 555 - 5555 |
| Email | john.doe@gmail.com |
| Unique ID | 5939 |
| NotINumber | GC-APP2400026 |

[Back](#) | [Cancel](#)
It is only necessary to click the "Submit" button once. Clicking the "Submit" button multiple times may result in the processing of multiple payments.

Submit

- After your payment has successfully been processed, for your receipt, then press the "Continue button"
 - ****Note**** the Continue button will direct back to the Citizen Access Portal

ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accele

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > **COMPLETE**

Your payment has been completed successfully. Thank you.

Please click continue.

PRINT

Continue

| Confirmation Number | Date & Time |
|---------------------|---|
| 240373966 | Wednesday, December 11, 2024 05:22PM ET |

| Payment Method | Amount | Service Fee | Total |
|---------------------|----------|-------------|----------|
| VISA Ending in 1111 | \$100.00 | \$2.95 | \$102.95 |

Account Information

| | |
|----------------|-------------------|
| Name | John Doe |
| Street Address | 8800 Lyra Dr. |
| City | Columbus |
| State | OH |
| Zip code | 43224 |
| Country | United States |
| Daytime phone | 555-555-5555 |
| Email | johndoe@gmail.com |
| Unique ID | 5939 |
| NotiNumber | GC-APP2400026 |

- Congratulations!!! You have submitted an online payment

MANSFIELD
A RICHLAND COUNTY COMMUNITY
Ohio

Home Search Create Schedule

Register for an Account Login

Search...

Record Issuance

You have paid a fee associated to this Record.
Please print a copy of this receipt and retain a copy your records.

Thank you for using our online services.
Your Record Number is GC-APP2400026.

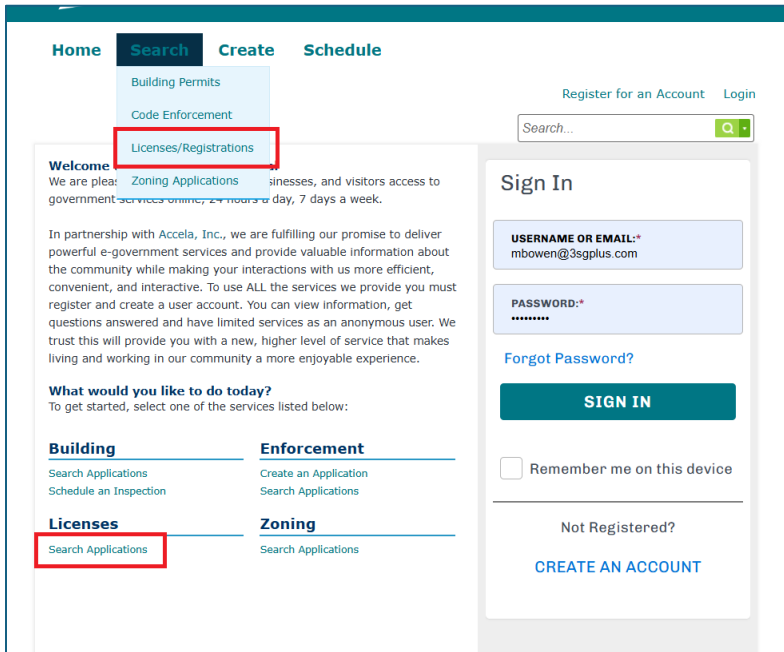
You will need this number to check the status of your application.

You will receive and email update with a link to print your license certificate.
Thank you.

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

Citizen Access Portal Payment Link

- Begin by navigating to the Mansfield Citizen Access Portal by either:
 - Using the following link: <https://aca-PROD.accela.com/MANSFIELD>
 - From the button located on the City of Mansfield Code and Permits Webpage: <https://ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/>
- Hover over the “Search” drop-down menu and click “Licenses/Registrations” or click the “Search Applications” link under the Licenses section toward the middle of the page



- Enter your application number in the “Record Number” field, then press the “Search” button toward the bottom of the page
 - If you don’t know your application/record number, you can utilize the search page, to perform a detailed search to narrow down your results

MANSFIELD
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Home Search Create Schedule

Register for an Account

Search...

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

General Search

General Search

Record Number: GC-APP2400026

Record Type: --Select--

Project Name:

Start Date: 06/16/2024

End Date: 12/13/2024

- From the record detail page, click the “Payments” drop down list and select the “Fees” item

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Home Search Create Schedule

Register for an Account Login

Search...

Record GC-APP2400026:
General Contractor | Application
Record Status: Payment Required
Expiration Date: 12/31/2024

Record Info Payments

Fees

Work Location

Record Details

Project Description:
LICENSE
▶ More Details

- Click the “Pay Fees” link next to the fee item(s) that have a balance due
 - ****Note**** if you do not see a pay fees link, then there is no balance due on the application

Record GC-APP2400026:
General Contractor | Application
Record Status: Payment Required
Expiration Date: 12/31/2024

Record Info ▾ Payments ▾

Fees

Outstanding:

| Date | Invoice Number | Amount |
|------------|----------------|----------|
| 12/13/2024 | 161 | \$100.00 |

Total outstanding fees: \$100.00

Paid:

| Date | Invoice Number | Amount |
|------------|----------------|----------|
| 12/10/2024 | 122 | \$100.00 |

Total paid fees: \$100.00

- Once the Citizen Access Portal is opened to the Fees page, click the “Continue Application” button

Home Search Create Schedule

Register for an Account Login

Search...

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 |
|-------------------------|------|----------|
| New License Application | 1 | \$100.00 |

TOTAL FEES: \$100.00
 Note: This does not include additional inspection fees which may be assessed later.

Continue Application >>

- Indicate the payment type as either bank account (eCheck) or Credit Card, then press “Submit Payment”
 - **Note** this will redirect you to the City of Mansfield’s payment processor, ACI Payments, Inc.

Please select a payment method and then fill in all required information.
The available payment methods are:

- Credit Card
- Bank Account

Use the dropdown menu to change the payment type.

Payment Options

Amount to be charged: \$100.00

Pay with Credit Card
 Pay with Bank Account

Submit Payment >>

- Enter the credit card information then press the “Continue” button

City of Mansfield, OH
Permits - Support Env Accela

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Payment Amount
\$ 100 .00

Payment Method
New Card

Card Number **Expiration Date** **Security Code** [What is this?](#)
4111111111111111 01 - Jan 2026 123

I'm not a robot reCAPTCHA
Privacy - Terms

[Cancel](#) Please note you will not be charged until you Submit at end. **Continue**

- View the transaction amount, and press the “Accept Terms” button

ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accela

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

Review & Accept Terms

| Payment Method | Amount | Service Fee | Total |
|---------------------|----------|-------------|----------|
| VISA Ending in 1111 | \$100.00 | \$2.95 | \$102.95 |

ACI Payments, Inc. Terms and Conditions:

THIS PAYMENT SERVICE IS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS

Do not use or access this Website or Service if You do not agree to be bound by these Terms and Conditions

These Terms and Conditions ("Terms and Conditions") are in effect for all transactions processed through this payments website ("Website") on or after May 9, 2019, and apply to and govern Your access to and use of this Website, the Service and all Alternative Channels. This payment processing service is offered to You on behalf of your Biller ("Service").

It is important to carefully review all Terms and Conditions below, including the provision concerning REFUNDS. These Terms and Conditions may be amended at any time. All amended terms shall be effective immediately after they are posted to the Website. By using this Website after such modifications are posted, You are agreeing to accept and comply with the Terms and Conditions as modified. These Terms and Conditions also apply to Service transactions, or Payments, made by or through any "Alternative Payment Channels" including those Payments initiated, or completed through, Integrated Voice Response (IVR) systems, customer service representatives, telephone, internet, or any other means or mechanisms of Payment acceptance. These Terms and

Printer Friendly

Back | Cancel

Please note you will not be charged until you Submit at end.

Accept Terms

- Enter the credit card contact information, the press the “Continue” button

City of Mansfield, OH
Permits - Support Env Accela

PAYMENT INFORMATION > **PAYER INFORMATION** > REVIEW & SUBMIT > COMPLETE

Please enter your account information
(Please enter the card or bank account holder information.)

Name
First Name MI Last
 Suffix

Country

Address
Street Address

Street Address 2

Apartment or Suite Number

City OH Zip code

Daytime phone
 US/Canada International
() -

Note: Please provide area code and extension in case we need to contact you regarding your payment.

Enter your email
Email Confirm email

Unique ID: 5939
NotiNumber: GC-APP2400026

[Back](#) | [Cancel](#) Please note you will not be charged until you Submit at end. [Continue](#)

- Verify all of the details on the review page, then press the “Submit” button

ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accela

PAYMENT INFORMATION > PAYER INFORMATION > **REVIEW & SUBMIT** > COMPLETE

REVIEW & SUBMIT

| Payment Method | Amount | Service Fee | Total |
|---------------------|----------|-------------|----------|
| VISA Ending in 1111 | \$100.00 | \$2.95 | \$102.95 |

Account Information

| | |
|----------------|-------------------|
| Name | John Doe |
| Street Address | 8800 Lyra Dr. |
| City | Columbus |
| State | OH |
| Zip code | 43224 |
| Country | United States |
| Daytime phone | (555) 555 - 5555 |
| Email | johndoe@gmail.com |
| Unique ID | 5939 |
| NotiNumber | GC-APP2400026 |

[Back](#) | [Cancel](#) [Submit](#)

It is only necessary to click the "Submit" button once. Clicking the "Submit" button multiple times may result in the processing of multiple payments.

- After your payment has successfully been processed, for your receipt, then press the “Continue button”
 - ****Note**** the Continue button will direct back to the Citizen Access Portal

ACI PAYMENTS, INC.

City of Mansfield, OH
Permits - Support Env Accela

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > **COMPLETE**

Your payment has been completed successfully. Thank you.

Please click continue.

PRINT

Continue

| Confirmation Number | Date & Time |
|---------------------|---|
| 240373966 | Wednesday, December 11, 2024 05:22PM ET |

| Payment Method | Amount | Service Fee | Total |
|---------------------|----------|-------------|----------|
| VISA Ending in 1111 | \$100.00 | \$2.95 | \$102.95 |

Account Information

| | |
|----------------|-------------------|
| Name | John Doe |
| Street Address | 8800 Lyra Dr. |
| City | Columbus |
| State | OH |
| Zip code | 43224 |
| Country | United States |
| Daytime phone | 555-555-5555 |
| Email | johndoe@gmail.com |
| Unique ID | 5939 |
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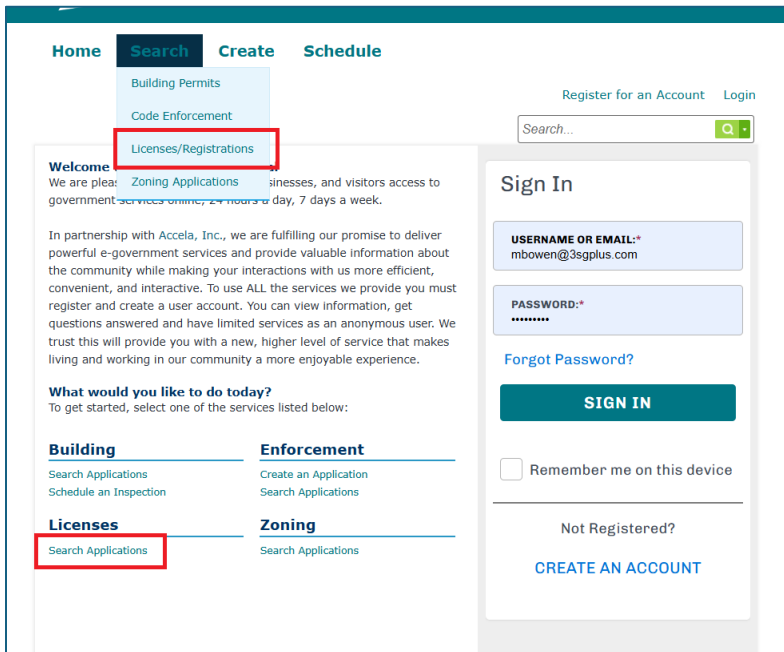
You will need this number to check the status of your application.

You will receive and email update with a link to print your license certificate.
Thank you.

View Record Details > (You must post the record in the work area.)

Searching for a Registration Record

- Begin by navigating to the Mansfield Citizen Access Portal by either:
 - Using the following link: <https://aca-PROD.accela.com/MANSFIELD>
 - From the button located on the City of Mansfield Code and Permits Webpage: <https://ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/>
- Hover over the “Search” drop-down menu and click “Licenses/Registrations” or click the “Search Applications” link under the Licenses section toward the middle of the page



- Enter your registration/application number in the “Record Number” field, then press the “Search” button toward the bottom of the page
 - If you don’t know your application/record number, you can use the search page, and perform a detailed search to narrow down your results

- Select your desired registration/application record from the results grid
 - This step will not be necessary if you entered in a complete registration record number

15 Record results matching your search results

Click any of the results below to view more details.

Showing 1-10 of 15 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Expiration Date | Status | Action |
|--------------------------|------------|---------------|----------------------------------|-----------------|------------------|------------------------------|
| <input type="checkbox"/> | 12/13/2024 | GC-APP2400039 | General Contractor Application | 12/31/2024 | Issued | |
| <input type="checkbox"/> | 12/13/2024 | GC-APP2400037 | General Contractor Application | 12/31/2024 | Under Review | |
| <input type="checkbox"/> | 12/13/2024 | GC-APP2400036 | General Contractor Application | 12/31/2024 | Issued | |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400035 | General Contractor Application | 12/31/2024 | Issued | |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400034 | General Contractor Application | 12/31/2024 | Under Review | |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400033 | General Contractor Application | 12/31/2024 | Payment Required | Pay Fees Due |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400032 | General Contractor Application | 12/31/2024 | Under Review | |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400031 | General Contractor Application | 12/31/2024 | Issued | |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400030 | General Contractor Application | 12/31/2024 | Issued | |
| <input type="checkbox"/> | 12/12/2024 | GC-APP2400029 | General Contractor Application | 12/31/2024 | Issued | |

[< Prev](#)
1
2
[Next >](#)

- Applicant and application specific information will be displayed
- Click the “Record Info” drop down menu to explore the different data pages associated with the registration/application record
 - The following pages are included as part of the registration/application record
 - Record Details: specific information about the registration/application

- Processing Status: workflow/process statuses detailing the approval process
- Related Records: any other records that are related to the registration/application
- Attachments: view existing attached documents or add new documents to the registration/application

The screenshot displays a record page for 'Record GC-APP2400039: General Contractor | Application'. The record status is 'Issued' and the expiration date is '12/31/2024'. A search bar is at the top right. Below the header, there are two tabs: 'Record Info' (selected) and 'Payments'. The 'Record Info' dropdown menu is open, showing options for 'Record Details', 'Processing Status', 'Related Records', and 'Attachments'. Below the tabs, the page is divided into two columns: 'Applicant' and 'Licensed Professional'. The 'Applicant' column lists Michael Bowen, 3SG Plus, with email mbowen@3sgplus.com and address 8415 Pulsar Pl, Columbus, OH, 43224, United States. The 'Licensed Professional' column lists Michael Bowen, 3SG PLUS, with email mbowen@3sgplus.com and address 8415 Pulsar Pl, Columbus, OH, 43224, General Contractor GC00061. At the bottom left, there is a 'More Details' link and a 'Copy Record' button.

- Congratulations!!! You have successfully searched for and interacted with a registration/application