



# MANSFIELD

A RICHLAND COUNTY COMMUNITY



**Public User Building Permits Quick-Start  
Manual**

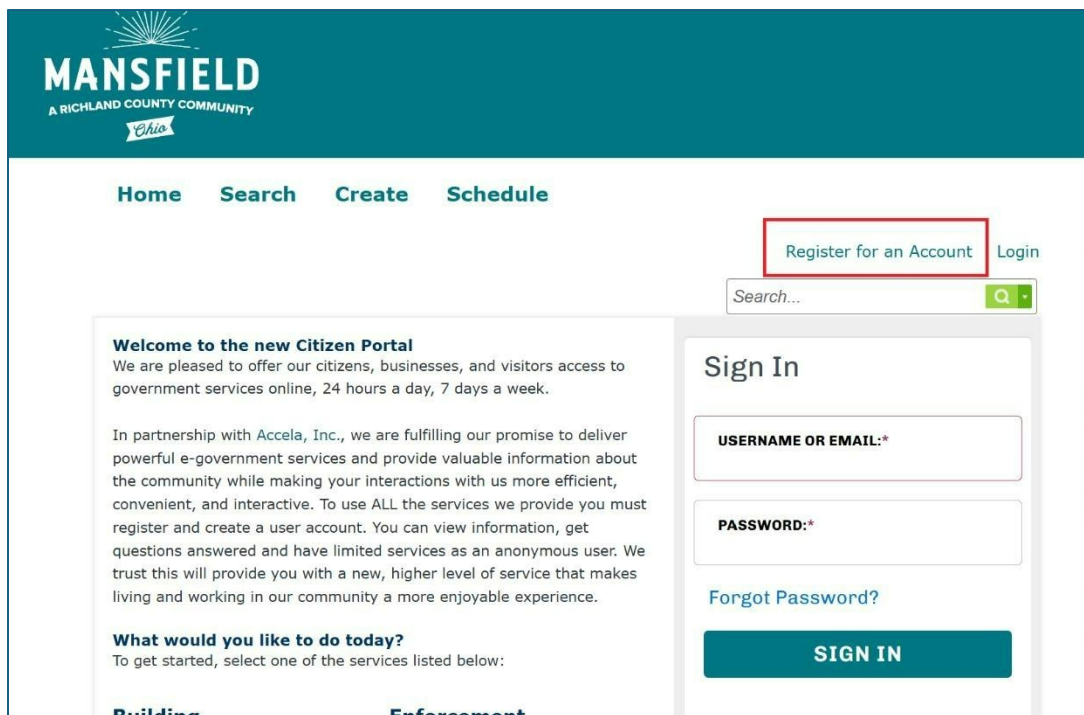
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## Creating a Public User Account

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 to 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: [\\*\\*\\*\\*\\*ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/](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 explaining the partnership with Accela, Inc., 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 input fields for "USERNAME OR EMAIL:\*" and "PASSWORD:\*", a "Forgot Password?" link, and a "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... ✕ ▼

**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  
35G Plus  
JohnDoe@gmail.com

Home Phone: 5555555555  
Work Phone: 5555555555  
Mobile Phone: 5555555555  
Fax:

**Contact Address List**

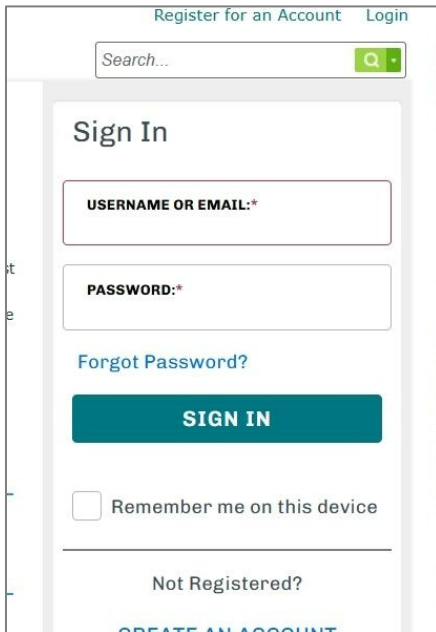
▼ Contact Addresses

Showing 1-1 of 1

Address Type	Recipient	Address
Business		8800 Lyra Dr.

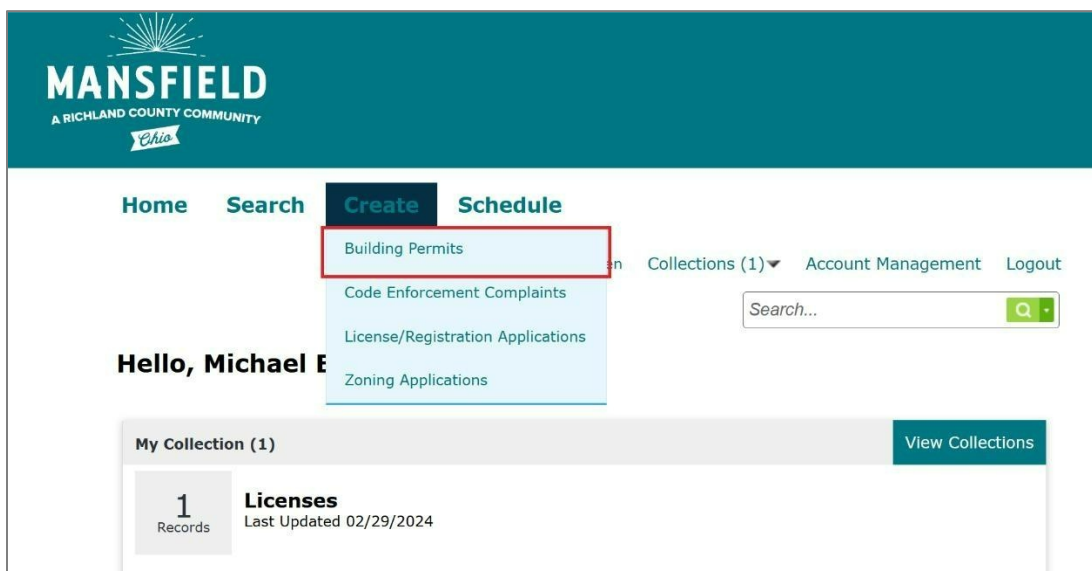
## Submitting a Permit Application

- 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: [\\*\\*\\*\\*\\*ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/](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 'Sign In' sidebar on a web page. 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 large teal button labeled 'SIGN IN' is positioned below the links. Underneath the button is a checkbox labeled 'Remember me on this device'. At the bottom of the sidebar, there is a link for 'Not Registered?' and a partially visible link for 'CREATE AN ACCOUNT'.

- Once logged in, hover over the “Create” button atop the page, and select “Building Permits” from drop-down menu



The screenshot shows the home page of the Mansfield Citizen Access Portal. The header features the Mansfield logo and the text 'A RICHLAND COUNTY COMMUNITY' and 'Ohio'. The main navigation bar includes 'Home', 'Search', 'Create', and 'Schedule'. The 'Create' button is highlighted with a red box, and its dropdown menu is open, showing options: 'Building Permits', 'Code Enforcement Complaints', 'License/Registration Applications', and 'Zoning Applications'. The 'Building Permits' option is also highlighted with a red box. To the right of the navigation bar, there are links for 'Collections (1)', 'Account Management', and 'Logout', along with a search bar. Below the navigation bar, the user is greeted with 'Hello, Michael E'. At the bottom, there is a section for 'My Collection (1)' with a 'View Collections' button and a card showing '1 Records' for 'Licenses' last updated on 02/29/2024.

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

**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.

I have read and accepted the above terms.

**Continue Application >>**

- From the drop-down box, select the applicable contractor license associated to your account, then press “Continue Application”
  - If you do not have a license associated with your account, select “None Applicable”

**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 Permit application list that best matches your scope of work, then select the appropriate application 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.

- ▶ Permits - Commercial
- Permits - Residential
  - Residential Alt. Heat Source
  - Residential Code Compliance
  - Residential Deck
  - Residential Electrical | Addition
  - Residential Electrical | Alteration
  - Residential Fence
  - Residential HVAC Replacement
  - Residential Mechanical | Addition
  - Residential Mechanical | Alteration
  - Residential Service | Permanent
  - Residential Service | Temporary
  - Residential Structural | Addition
  - Residential Structural | Alteration
  - Residential Structural | New
- ▶ Permits - Mechanical & Electric
- ▶ Permits - Plan Revisions
- ▶ Permits - Other
- ▶ Permits - Signs
- ▶ Permits - Demolition

- Begin by entering the Street Number, and Street Name of your project, then press the “Search” button
  - Note that the City, State, and Zip fields are ready only – you must press the “Search” button to return a valid address

**Residential Structural | Alteration**

1 Location Info	2 Scope Info	3 Contact Info	4 Document Info	5 Review	6	7
-----------------	--------------	----------------	-----------------	----------	---	---

**Step 1: Location Info > Location Details** \* indicates a required field.

**Address**

---

\* Street No.:  Direction:  \* Street Name:  Street Type:

Unit Type:  Unit No.:

City:  State:  Zip:

- If the address is found, notice that the remaining address data and parcel data were populated automatically

**Residential Structural | Alteration**

1 Location Info 2 Scope Info 3 Contact Info 4 Document Info 5 Review 6 7

**Step 1: Location Info > Location Details** \* indicates a required field.

**Address**

\*Street No.:  Direction:  \*Street Name:  Street Type:

Unit Type:  Unit No.:

City:  State:  Zip:

**Parcel**

\*Parcel Number:

- Press the “Continue Application” button
- Enter the owner details in the fields provided, then press “Continue Application”

**Residential Structural | Alteration**

1 Location Info 2 Scope Info 3 Contact Info 4 Document Info 5 Review 6 7

**Step 1: Location Info > Owner Details** \* indicates a required field.

**Owner**

Owner Name:  ?

Address Line 1:

Address Line 2:

City:  State:  Zip:

- Enter information for all of the necessary/applicable data fields on the “Scope Info” step
  - Note that “Scope Info” step may comprise several pages
  - Note that the data fields will change depending upon the application type selected (Residential Alteration is depicted below)

Deck / Porch Area (sf):  
 Square Ft

**\* Total Altered / New Area (sf):**  
 Square Ft

Main / First Floor Area (sf):  
 Square Ft

Second Floor Area (sf):  
 Square Ft

Third Floor Area (sf):  
 Square Ft

Number of Stories:

Number of Bedrooms:

Number of Dwelling Units:

Basement:  
 Yes  No

Crawl Space:  
 Yes  No

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

- Once all required and applicable data fields have been entered press the “Continue Application” button
- Next, enter a detailed description of work and specify the estimated job value for the scope of work described then press the “Continue Application” button

- Next, fill out and associate applicant and design professional information using either of the methods below:
  - Note that application information is required

**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

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

### Select Contact from Account ✕

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

**Residential Structural | Alteration**

1 Location Info 2 Scope Info 3 Contact Info 4 Document Info 5 Review 6 7

**Step 3: Contact Info > Contact Details** \* 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		8415 Pulsar Pl	<a href="#">Actions ▼</a>

**Design Professional**

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 >](#)

- 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: mboven@3sgplus.com Fax:

▼ Contact Addresses

[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	<a href="#">Actions ▼</a>

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

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

**Residential Structural | Alteration**

1 Location Info   2 Scope Info   **3 Contact Info**   4 Document Info   5 Review   6   7

**Step 3: Contact Info > Contact Details** \* 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		8415 Pulsar Pl	<a href="#">Actions ▼</a>

**Design Professional**

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 »](#)

- If the information is accurate and complete, press the “Continue Application” button
- Next, use the same steps described above to provide Licensed Professional/Contractor information
  - Note that if you selected an associated contractor license at the beginning of the application, that license will already be populated on this page
  - If you selected “Yes” to the “Is the home owner doing the work” prior question, step will be skipped

**Residential Structural | Alteration**

1 Location Info   2 Scope Info   3 Contact Info   4 Document Info   5 Review   6   7

**Step 3: Contact Info > Contractor Details** \* indicates a required field.

**Licensed Professional**

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

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

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

- After the contractor information has been updated press the “Continue Application” button

**Residential Structural | Alteration**

1 Location Info   2 Scope Info   3 Contact Info   4 Document Info   5 Review   6   7

**Step 3: Contact Info > Contractor Details** \* indicates a required field.

**Licensed Professional**

---

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

✔ **Licensed professional added successfully.**

**Michael Bowen**  
**3SG PLUS**  
License Type: General Contractor  
License Number: GC00065  
Address: Columbus 43224

[Edit](#) [Remove](#)

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

- Next, attach documents applicable documents by “Add” button

**Attachment**

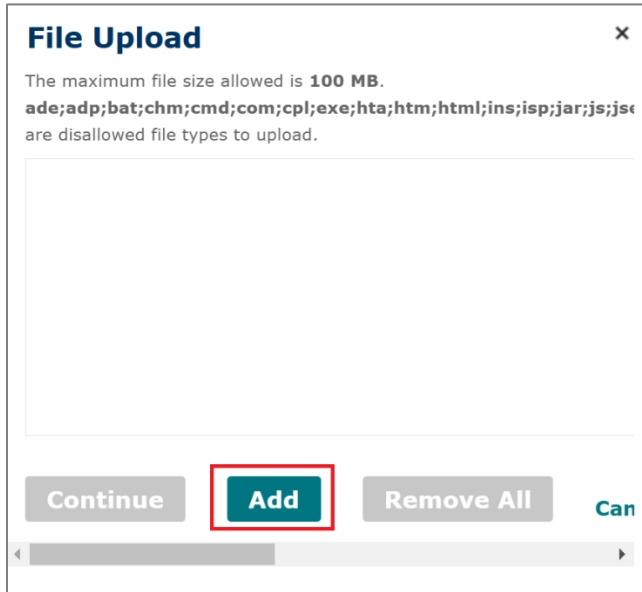
---

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;mst;php;pif;scr;sct;shb;s are disallowed file types to upload.

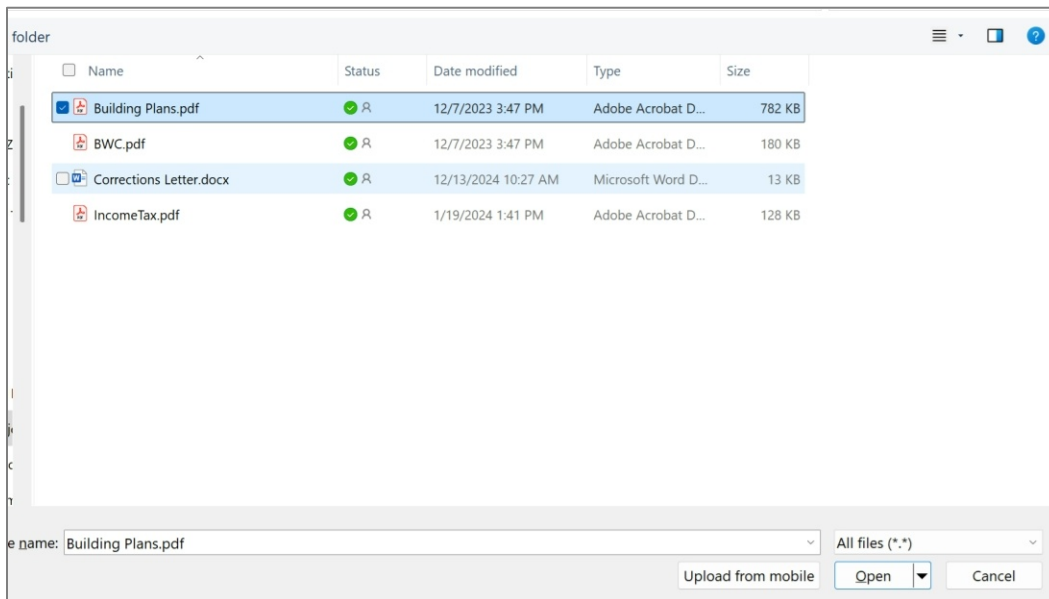
Name	Type	Size	Latest Update	Action
No records found.				

[Add](#) [Save and resume later](#) [Continue Application »](#)

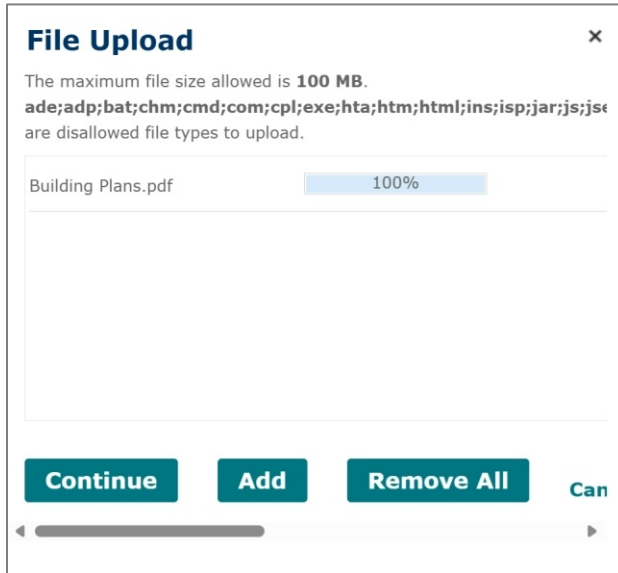
- Press the “Add” button in the File Upload box



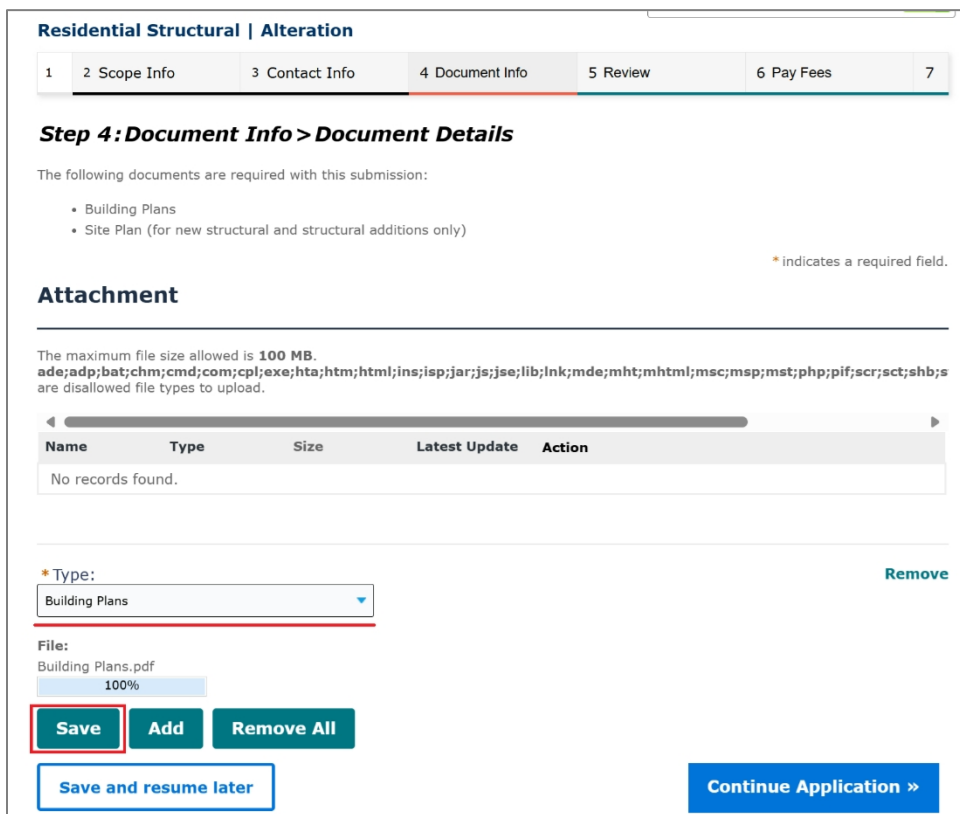
- Next, navigate to and select the desired documents to upload, then press the “Open” button
  - **\*\*Note\*\*** you can multi-select here and attach multiple documents at once, as shown below
    - Hold the ctrl key on your keyboard and use your mouse to click the multiple files you wish to upload



- 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



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

The screenshot shows a web application interface. At the top, there are navigation links: Home, Search, Create, and Schedule. Below these, it indicates the user is logged in as Michael Bowen and provides links for Collections (1), Account Management, and Logout. A search bar is present with a magnifying glass icon. A green notification banner at the top states: "The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected." Below this, a progress bar for "Residential Structural | Alteration" shows seven steps: 1, 2 Scope Info, 3 Contact Info, 4 Document Info (highlighted in red), 5 Review, 6 Pay Fees, and 7. The main heading is "Step 4: Document Info > Document Details". It lists required documents: Building Plans and Site Plan (for new structural and structural additions only). A note indicates that an asterisk (\*) denotes a required field. The "Attachment" section shows a table of uploaded files. The table has columns for Name, Type, Size, Latest Update, and Action. One file is listed: "Building Plans.pdf" with Type "Building Plans", Size "781.28 KB", and Latest Update "04/11/2025". Below the table are buttons for "Add", "Save and resume later", and "Continue Application >>".

Home Search Create Schedule

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

Search...

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

**Residential Structural | Alteration**

1 2 Scope Info 3 Contact Info 4 Document Info 5 Review 6 Pay Fees 7

**Step 4: Document Info > Document Details**

The following documents are required with this submission:

- Building Plans
- Site Plan (for new structural and structural additions only)

\* 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;msp;mst;php;pif;scr;shb;s are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Building Plans.pdf	Building Plans	781.28 KB	04/11/2025	Actions ▾

Add

Save and resume later

Continue Application >>

- Next, 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

### Applicant Edit

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Michael Bowen  
3SG Plus  
E-mail: mbowen@3sgplus.com  
Preferred Channel:

### Design Professional Edit

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### Licensed Professional Edit

---

**Michael Bowen**  
3SG PLUS  
8800 Lyra Dr  
Columbus, 43224  
General Contractor -GC00065  
mbowen@3sgplus.com

### Attachment Edit

---

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
<a href="#">Building Plans.pdf</a>	Building Plans	781.28 KB	04/11/2025	<a href="#">Actions</a> ▼

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: 04/11/2025

Save and resume later Continue Application »

Congratulations!!! You have successfully submitted an application for a building permit. 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...

**Residential Structural | Alteration**

1	2	3 Contact Info	4 Document Info	5 Review	6 Pay Fees	7 Record Issuance
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**Step 7: Record Issuance**

 Your application has been successfully submitted.

Thank you for using our online services.  
**Your Record Number is RES-ALT-B2500011.**

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.

[Copy Record](#)

---

Your application has been received, but has not yet been issued.  
You will be notified when payment is due and your permit is ready for issuance.

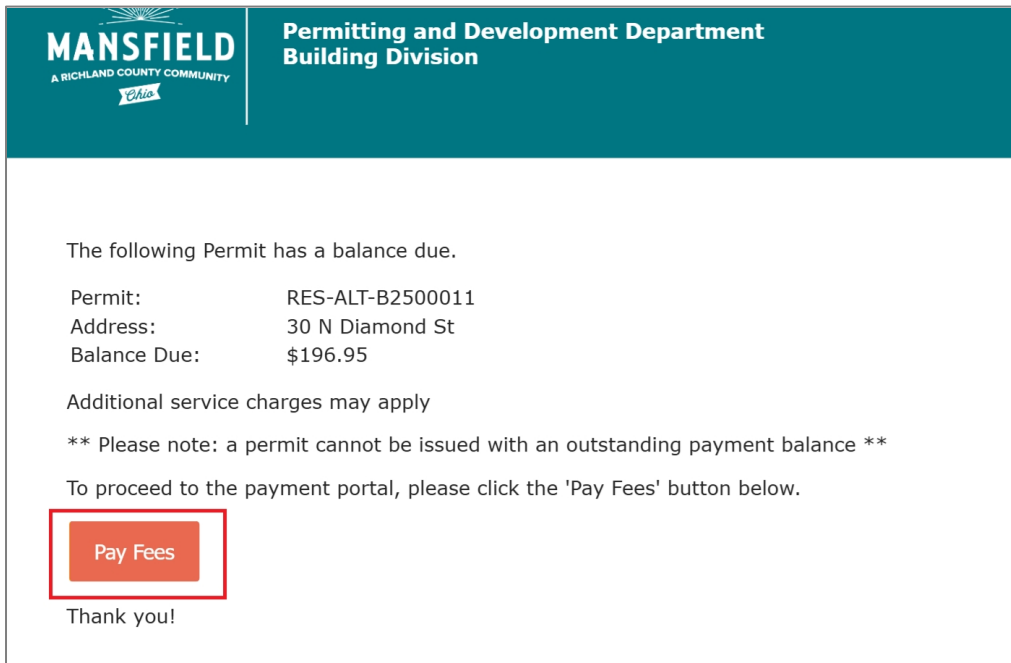
[View Record Details »](#) (You must post the record in the work area.)

## Paying for a Permit

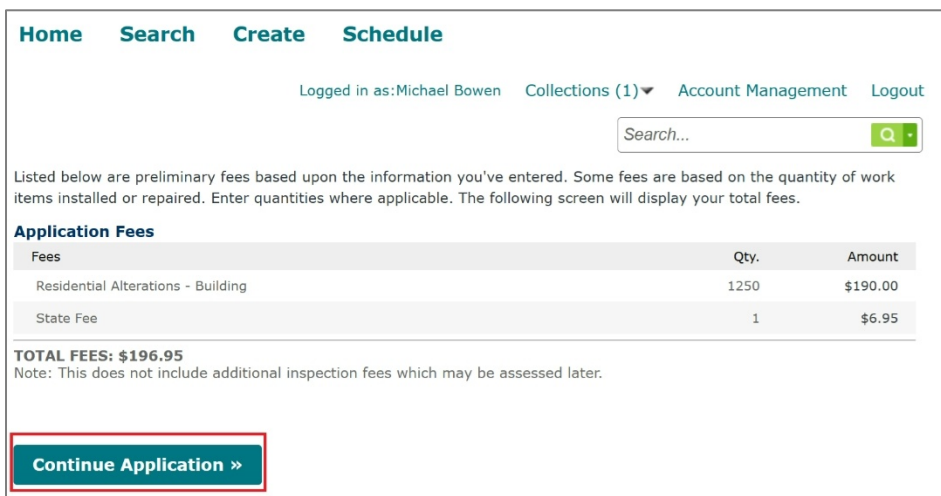
After a Permit has been accepted by City Staff, fees will be attached and invoiced. As the applicant, you will receive an email notification that payment is due. Below are two methods for paying fees that are due. Permits cannot be issued until all fees are paid.

### 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 permit application
- Click the “Pay Fees” button provided in the email



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



- 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.

\* indicates a required field.

### Payment Options

---

**Amount to be charged: \$196.95**

Pay with Credit Card  
 Pay with Bank Account

**Submit Payment >>**

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

**ACI PAYMENTS, INC.**<sup>SM</sup>

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**City of Mansfield, OH**  
Permits - Support Env Accela

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

---

**Payment Amount**  
\$ 196 . 95

**Payment Method**  
New Card

**Card Number**      **Expiration Date**      **Security Code** [What is this?](#)  
4111111111111111      02 - Feb      2027      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	\$196.95	\$5.81	\$202.76

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

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

Back | Cancel **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   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: 6119  
NotiNumber: RES-ALT-B2500011

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	\$196.95	\$5.81	\$202.76

**Account Information**

Name	Michael Bowen
Street Address	8800 Lyra Dr
City	Columbus
State	OH
Zip code	43224
Country	United States
Daytime phone	(555) 555 - 5555
Email	mbowen@3sgplus.com
Unique ID	6119
NotiNumber	RES-ALT-B2500011

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

The screenshot shows a payment confirmation page from ACI Payments, Inc. for the City of Mansfield, OH. The page title is "City of Mansfield, OH" and the subtitle is "Permits - Support Env Accela". The breadcrumb trail is "PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE". A message states "Your payment has been completed successfully. Thank you." with a "PRINT" button. Below this is a "Continue" button highlighted with a red box. The page displays a confirmation number of 240374893 and a date/time of Friday, April 11, 2025 05:17PM ET. A table shows the payment method as VISA Ending in 1111, with an amount of \$196.95, a service fee of \$5.81, and a total of \$202.76. Account information for Michael Bowen is listed, including address, phone, and email.

Confirmation Number	Date & Time
240374893	Friday, April 11, 2025 05:17PM ET

Payment Method	Amount	Service Fee	Total
VISA Ending in 1111	\$196.95	\$5.81	\$202.76

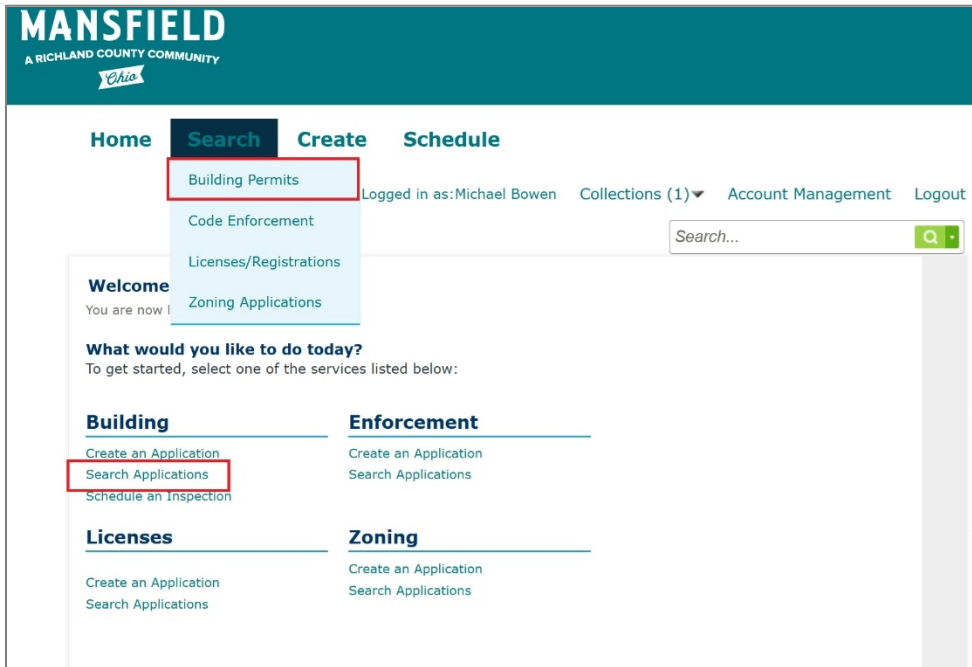
Account Information	Name	Value
Street Address	Name	Michael Bowen
City	Street Address	8800 Lyra Dr
State	City	Columbus
Zip code	State	OH
Country	Zip code	43224
Daytime phone	Country	United States
Email	Daytime phone	555-555-5555
Unique ID	Email	mbowen@3sgplus.com
NotiNumber	Unique ID	6119
	NotiNumber	RES-ALT-82500011

- Congratulations!!! You have submitted an online payment

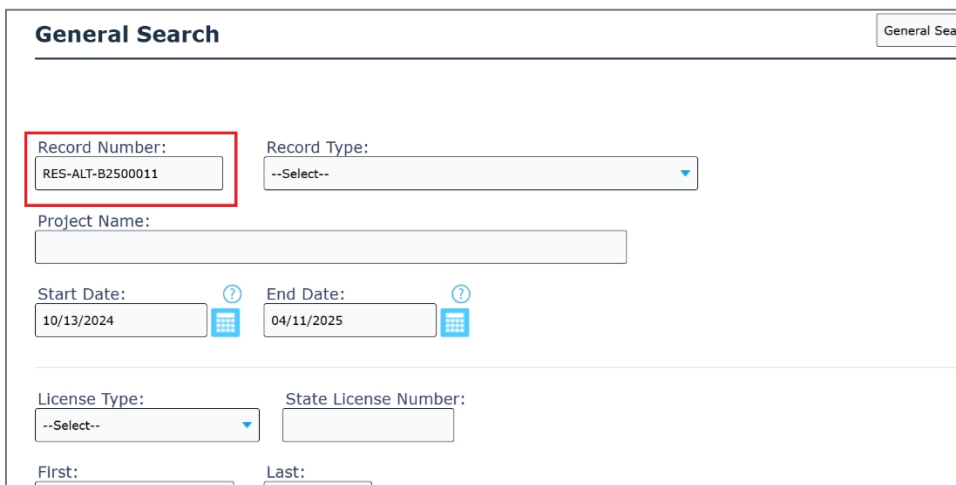
The screenshot shows the Mansfield City website interface. The header includes the Mansfield logo and navigation links: Home, Search, Create, Schedule. There are links for "Register for an Account" and "Login". A search bar is present. The main content area displays a "Record Issuance" confirmation with a green checkmark icon and the text: "You have paid a fee associated to this Record. Please print a copy of this receipt and retain a copy your records." Below this, it says "Thank you for using our online services. Your Record Number is GC-APP2400026." and "You will need this number to check the status of your application." At the bottom, there is a "View Record Details >>" button with a note "(You must post the record in the work area.)".

### Citizen Access Portal Payment Link

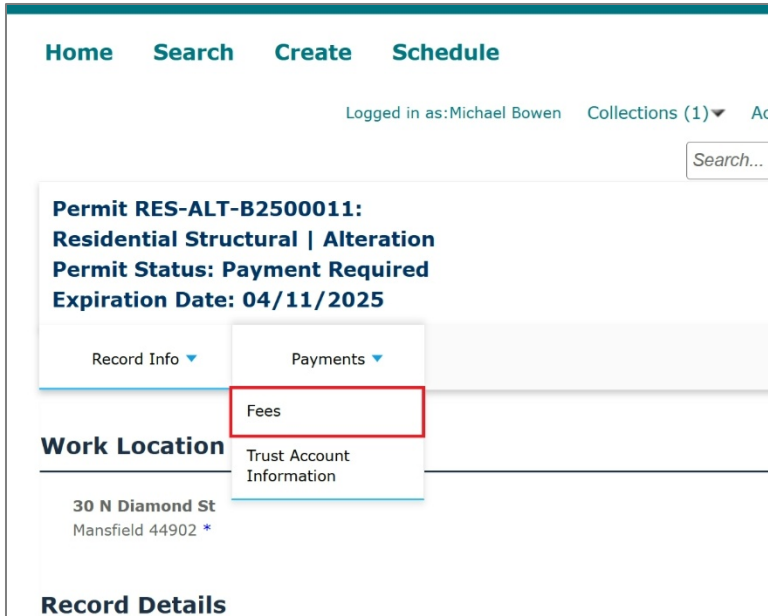
- Begin by navigating to the Mansfield Citizen Access Portal by either:
  - Using the following link: <https://aca-PROD.accela.com/MANSFIELD>
  - From the button located on the City of Mansfield Code and Permits Webpage: [\\*\\*\\*\\*\\*ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/](https://ci.mansfield.oh.us/public-works-departments/bu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



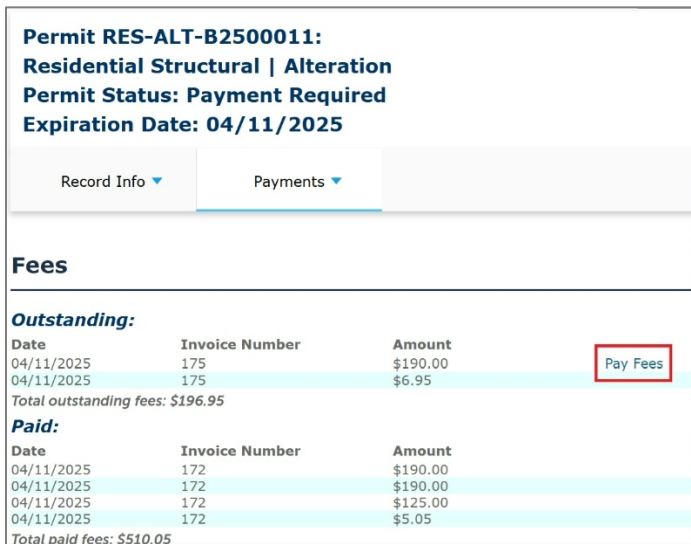
- Enter your application number in the “Record Number” field, then press the “Search” button toward the bottom of the page
  - If you don’t know your application/record number, you can utilize the search page, to perform a detailed search to narrow down your results



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



- 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



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

**Home Search Create Schedule**

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

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
Residential Alterations - Building	1250	\$190.00
State Fee	1	\$6.95

**TOTAL FEES: \$196.95**  
Note: This does not include additional inspection fees which may be assessed later.

- 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. \* indicates a required field.

**Payment Options**

---

**Amount to be charged: \$196.95**

Pay with Credit Card  
 Pay with Bank Account

- 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**  
\$ 196 . 95

**Payment Method**  
New Card

**Card Number**      **Expiration Date**      **Security Code** [What is this?](#)  
4111111111111111      02 - Feb      2027      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 Accele

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

**Review & Accept Terms**

Payment Method	Amount	Service Fee	Total
VISA Ending in 1111	\$196.95	\$5.81	\$202.76

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Printer Friendly

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

[Accept Terms](#)

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

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

City of Mansfield, OH  
Permits - Support Env Accele

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: 6119  
NotiNumber: RES-ALT-B2500011

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

[Continue](#)

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

- 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	\$196.95	\$5.81	\$202.76

**Account Information**

<b>Name</b>	Michael Bowen
<b>Street Address</b>	8800 Lyra Dr
<b>City</b>	Columbus
<b>State</b>	OH
<b>Zip code</b>	43224
<b>Country</b>	United States
<b>Daytime phone</b>	(555) 555 - 5555
<b>Email</b>	mbowen@3sgplus.com
<b>Unique ID</b>	6119
<b>NotiNumber</b>	RES-ALT-B2500011

[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 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
240374893	Friday, April 11, 2025 05:17PM ET

Payment Method	Amount	Service Fee	Total
VISA Ending in 1111	\$196.95	\$5.81	\$202.76

**Account Information**

Name	Michael Bowen
Street Address	8800 Lyra Dr
City	Columbus
State	OH
Zip code	43224
Country	United States
Daytime phone	555-555-5555
Email	mbowen@3sgplus.com
Unique ID	6119
NotiNumber	RES-ALT-B2500011

- 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.**

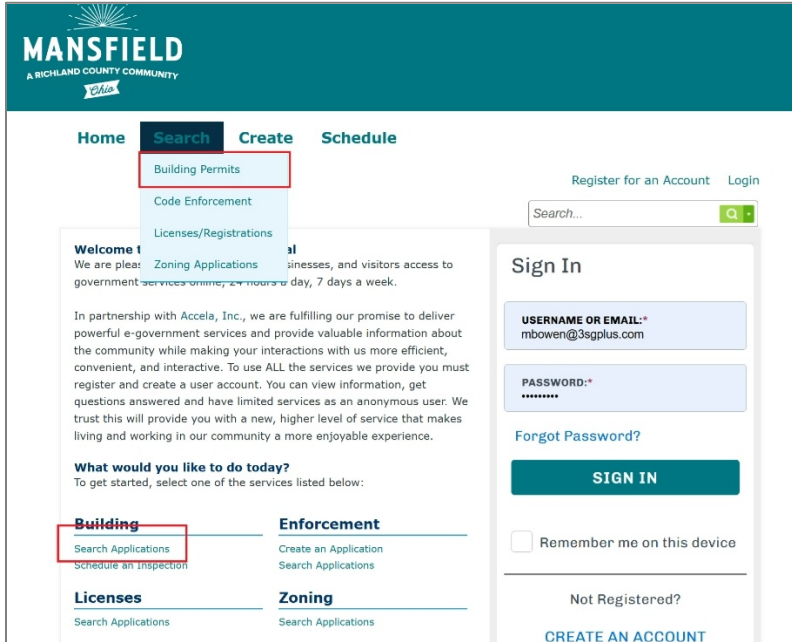
You will need this number to check the status of your application.

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.)

## Searching for a Permit Application 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: [\\*\\*\\*\\*\\*ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/](https://*****ci.mansfield.oh.us/public-works-departments/building-codes-and-permits/)
- Hover over the “Search” drop-down menu and click “Building Permits” or click the “Search Applications” link under the Building 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

**MANSFIELD**  
A RICHLAND COUNTY COMMUNITY  
*Ohio*

Home Search Create Schedule

Register for

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:  Record Type:

Project Name:

Start Date:  ? End Date:  ?

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

5 Record results matching your search results

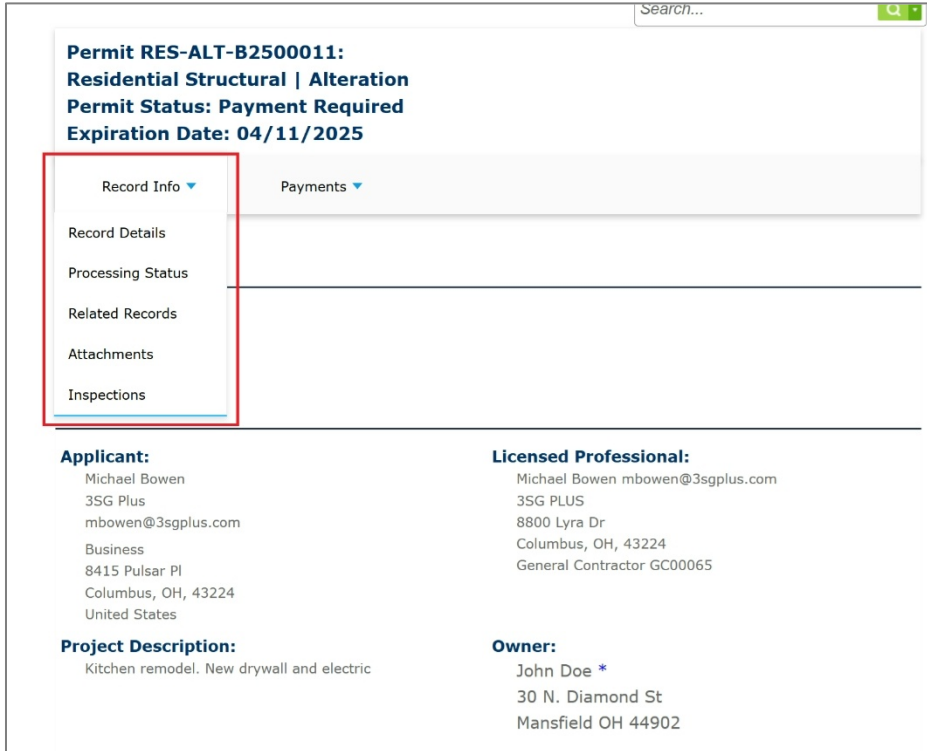
Click any of the results below to view more details.

Showing 1-5 of 5 | [Download results](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Ac
<input type="checkbox"/>	04/11/2025	RES-ALT-B2500011	Residential Structural   Alteration	Kitchen remodel. New drywall and electric		04/11/2025	Payment Required	
<input type="checkbox"/>	01/30/2025	RES-ALT-M2500007	Residential Electrical   Alteration			01/30/2025	Under Review	
<input type="checkbox"/>	01/27/2025	RES-ALT-B2500004	Residential Structural   Alteration	SECOND STORY ALTERATIONS		01/27/2025	Approved	
<input type="checkbox"/>	12/10/2024	RES-ALT-M2400083	Residential Mechanical   Alteration	HVAC		12/10/2024	Under Review	
<input type="checkbox"/>	11/26/2024	RES-ALT-B2400071	Residential Structural   Alteration	REPAIR/ REPLACE FRONT STEPS		11/26/2024	Submitted	

- Applicant and application specific information will be displayed
- Click the “Record Info” drop down menu to explore the different data pages associated with the permit application record
  - The following pages are included as part of the permit application record
    - Record Details: specific information about the application
    - Processing Status: workflow/process statuses detailing the approval process
    - Related Records: any other records that are related to the application
    - Attachments: view existing attached documents or add new documents to the application

- Inspections: schedule new and view upcoming or completed inspections



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

### Adding Documents to a Record

Should additional documents be required after the initial submission of the application as part of the permit review process, follow to steps below to add new documents/attachments to a permit application

- Begin by navigating to the Mansfield Citizen Access Portal by either:
  - Using the following link: <https://aca-PROD.accela.com/MANSFIELD>, then follow the steps above to search for the permit application
  - From the button located on the City of Mansfield Code and Permits Webpage: [\\*\\*\\*\\*\\*ci.mansfield.oh.us/public-works-departments/building-codes-and-\\*\\*\\*\\*\\*](https://ci.mansfield.oh.us/public-works-departments/building-codes-and-*****), then follow the steps above to search for the permit application
  - Clicking the “View Record” button in the email that prompted that prompted this resubmittal (if applicable) – this method will open the record directly
- Once the desired permit application is opened, click the “Record Info” dropdown button and select “Attachments”

**Permit RES-ALT-B2500011:**  
**Residential Structural | Alteration**  
**Permit Status: Payment Required**  
**Expiration Date: 04/11/2025**

Record Info Payments

Record Details

Processing Status

Related Records

**Attachments**

Inspections

**Applicant:**  
Michael Bowen  
35G Plus  
mbowen@3sgplus.com  
Business  
8415 Pulsar Pl  
Columbus, OH, 43224  
United States

**Licensed Professional:**  
Michael Bowen mbowen@3sgplus.com  
35G PLUS  
8800 Lyra Dr  
Columbus, OH, 43224  
General Contractor GC00065

**Project Description:**  
Kitchen remodel. New drywall and electric

**Owner:**  
John Doe \*  
30 N. Diamond St  
Mansfield OH 44902

- Documents associated with the permit application will be viewable in the grid
  - Note that you need to be logged in to view the documents/attachments and submit new attachments
- To add additional attachments, begin by pressing the “Add” button

Home Search Create Schedule

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

Search...

**Permit RES-ALT-B2500011:**  
**Residential Structural | Alteration**  
**Permit Status: Payment Required**  
**Expiration Date: 04/11/2025**

Add to collection  
Like 0 Post

Record Info Payments

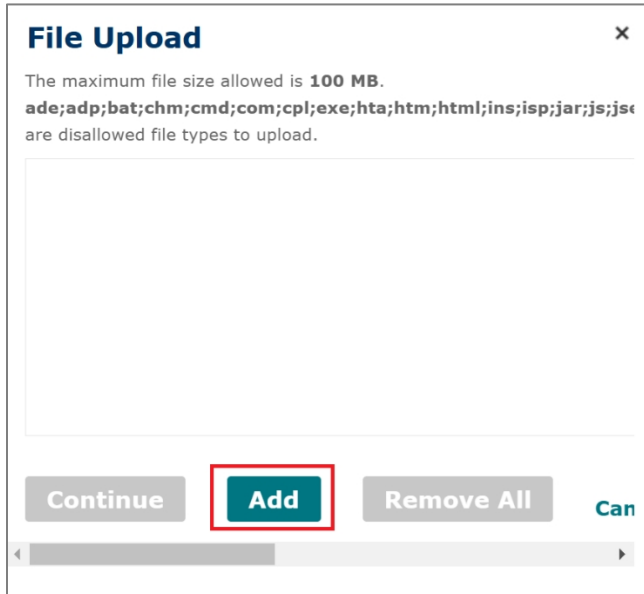
**Attachments**

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.

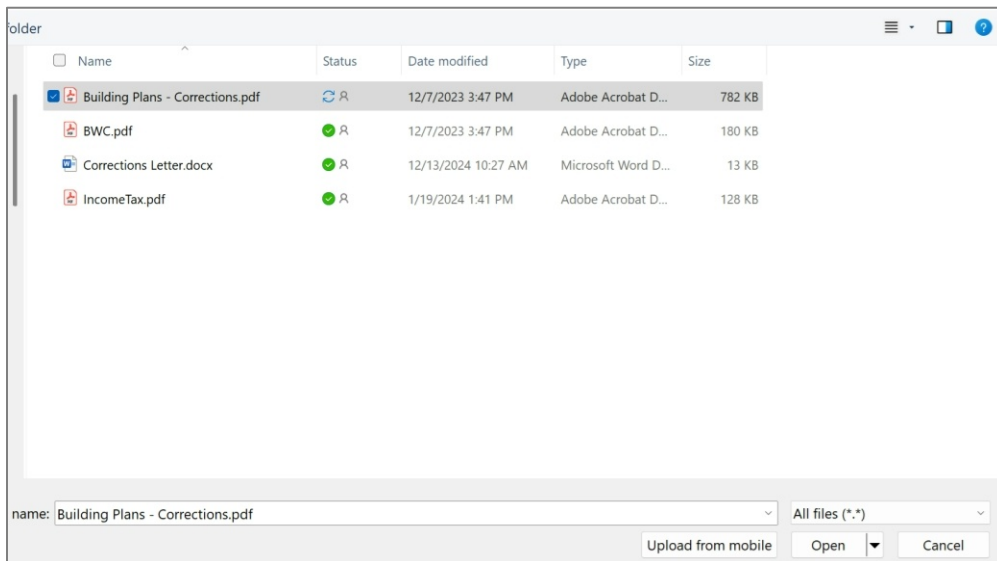
Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action
<a href="#">Building Plans.pdf</a>	RES-ALT-B2500011	Residential Structural   Alteration	Record	Building Plans	781.28 KB	04/11/2025	Action

**Add**

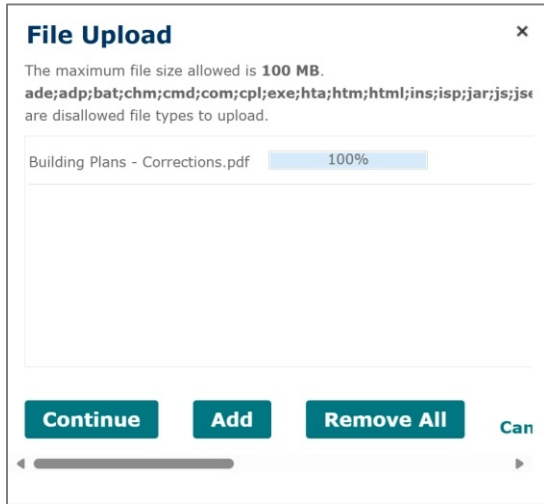
- Next select the “Add” button on the file upload screen



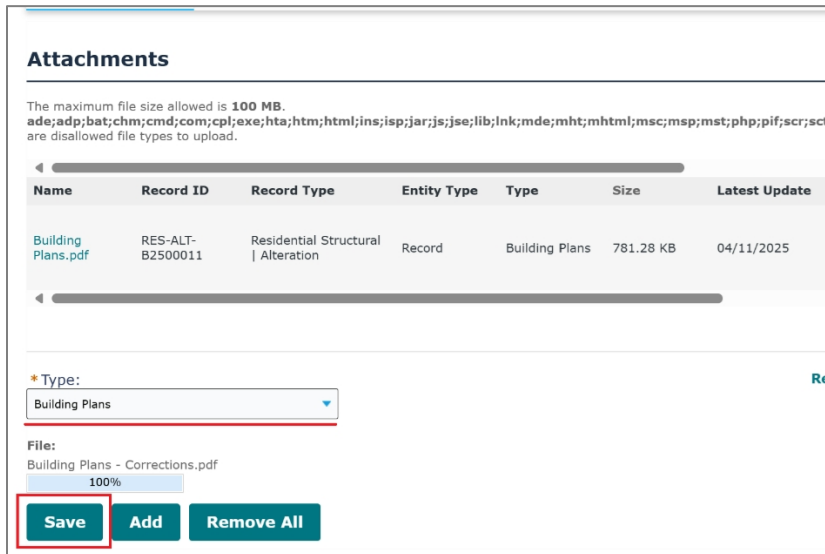
- Next, navigate to and select the desired documents to upload, then press the “Open” button
  - **\*\*Note\*\*** you can multi-select here and attach multiple documents at once, as shown below
    - Hold the ctrl key on your keyboard and use your mouse to click the multiple files you wish to upload




- 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



- The newly added document/attachment should be viewable in the Attachments grid

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

**Permit RES-ALT-B2500011:**  
**Residential Structural | Alteration**  
**Permit Status: Payment Required**  
**Expiration Date: 04/11/2025**

[Add to collection](#)  
Like 0 Post

Record Info ▾ Payments ▾

### Attachments

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	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action
<a href="#">Building Plans.pdf</a>	RES-ALT-B2500011	Residential Structural   Alteration	Record	Building Plans	781.28 KB	04/11/2025	<a href="#">Active</a>
<a href="#">Building Plans - Corrections.pdf</a>	RES-ALT-B2500011	Residential Structural   Alteration	Record	Building Plans	781.28 KB	04/14/2025	<a href="#">Active</a>

[Add](#)

- Congratulations! You have successfully added an attachment/document

## Scheduling an Inspection

- To schedule an inspection, begin by searching a permit application by following the steps in the “Searching for a Permit Record” section above
- Once the desired permit is opened, click the “Record Info” dropdown box and select “Inspections”

**Permit RES-ALT-B2500011:**  
**Residential Structural | Alteration**  
**Permit Status: Issued**  
**Expiration Date: 04/11/2025**

Record Info ▾    Payments ▾

Record Details

Processing Status

Related Records

Attachments

**Inspections**

---

**Applicant:**  
Michael Bowen  
3SG Plus  
mbowen@3sgplus.com  
Business  
8415 Pulsar Pl  
Columbus, OH, 43224  
United States

**Licensed Professional:**  
Michael Bowen mbowen@3sgplus.com  
3SG PLUS  
8800 Lyra Dr  
Columbus, OH, 43224  
General Contractor GC00065

**Project Description:**  
Kitchen remodel. New drywall and electric

**Owner:**  
John Doe \*  
30 N. Diamond St  
Mansfield OH 44902

- Click the “Schedule or Request an Inspection” link in the middle of the page

**Permit RES-ALT-B2500011:**  
**Residential Structural | Alteration**  
**Permit Status: Issued**  
**Expiration Date: 04/11/2025**

Record Info ▾    Payments ▾

---

**Inspections**

---

**Upcoming**

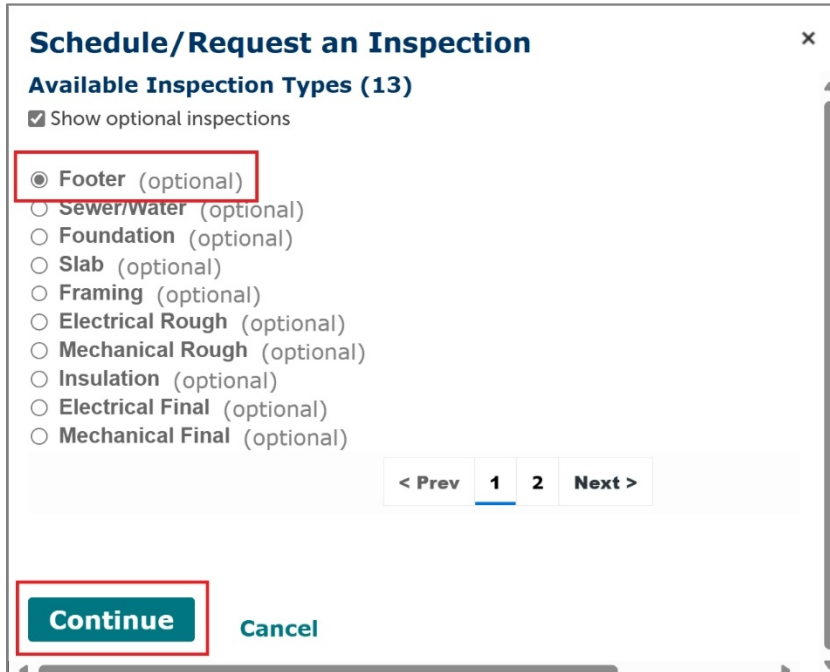
**Schedule or Request an Inspection**

*You have not added any inspections.  
Click the link above to schedule or request one.*

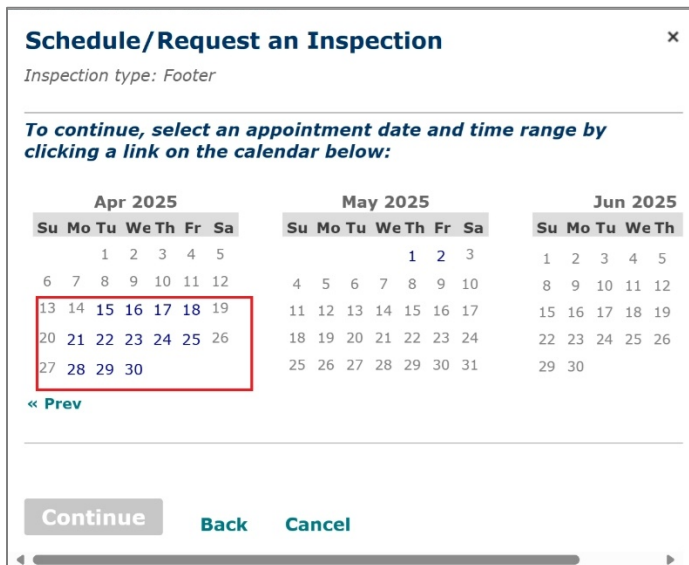
**Completed**

*There are no completed inspections on this record.*

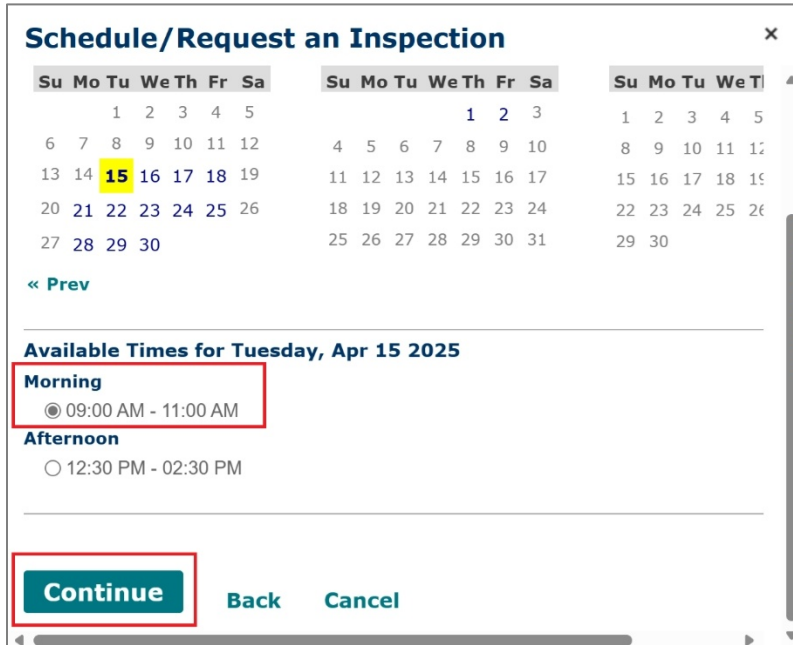
- From the pop-up window, select the desired inspection type the press “Continue” button
  - **Note that if the permit is not “Issued” this box will appear blank** – only issued permits are eligible for online inspection scheduling
  - Please refer to your Certificate of Plan Approval to determine which inspections are required for your permit



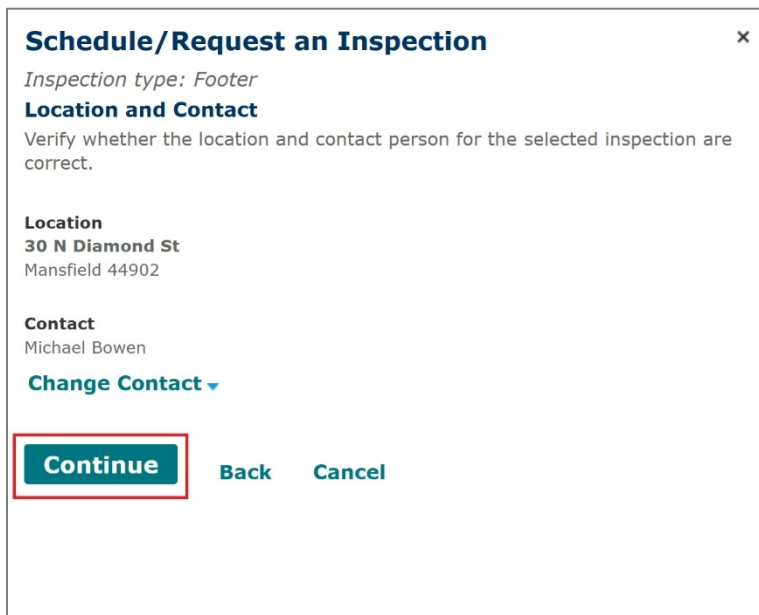
- Select the desired date from the calendar tool
  - Note that you can only select dates up to 2 weeks in advance and you cannot select the current day's date



- Once your data has been selected, choose either the morning or afternoon inspection window the press the “Continue” button



- Next, verify the contact information that is associated with the permit and inspection request
  - If the contact information is different, or to alert the inspector of a field specific contact, click the “Change Contact” link, specify the updated information, then press “Submit” button
- Once the contact information is verified or updated, click the “Continue Button”



- Click the “Include Additional Notes” link to add any additional comments that are useful to the inspector, then click the “Finish” button

### Schedule/Request an Inspection

inspection.

**Inspection Type:** Footer  
**Date and Time:** 4/15/2025 9:00 AM  
**Location:** 30 N Diamond St  
Mansfield 44902  
**Contact:** Michael Bowen

**Include Additional Notes**

Optional Comments or Instructions for your Inspector:

Park in rear, enter through back door

[spell check](#)  
(Please include an alternate phone number if different from the contact information provided in your application.)

**Finish**

Back Cancel

- Congratulations!! The newly scheduled inspection will be displayed in the “Upcoming” section on the Inspections page of the permit

**Permit RES-ALT-B2500011:**  
**Residential Structural | Alteration**  
**Permit Status: Issued**  
**Expiration Date: 04/11/2025**

Record Info ▾ Payments ▾

### Inspections

**Upcoming (1)**  
[Schedule or Request an Inspection](#)

*Click the link above to schedule or request one.*  
04/15/2025 at 09:00 AM Scheduled Footer (10571)  
Inspector: unassigned

**Actions** ▾

**Completed**

*There are no completed inspections on this record.*