

## Welcome to Denver's ePermit System - Accela Citizen Access

Denver's e-permit system, Accela Citizen Access, is the public user's means of submitting applications and tracking their progress as well as monitoring permit activity and renewals. In order for a public user to access e-permits, they must first register for an account. This section will demonstrate the following registration steps:

1. To access ACA, navigate to the following web URL [City and County of Denver | ePermit online](#)
2. On the home page, click on either of the registration links.

The screenshot displays the Denver's Permitting and Licensing Center website. At the top, there is a navigation bar with the Denver logo and menu items: Neighborhood, Business, Visiting, Government, Online Services, and A to Z. Below this, the main header includes the text "Denver's Permitting and Licensing Center" and a search bar. A red arrow points to the "Register for an account" link in the top right corner. Below the search bar is a navigation menu with "Home" selected and other options: Development Services, Business Licenses, Contractor Licensing, Right-of-Way, Conveyance, and Fire. Underneath is an "Advanced Search" section. The main content area features a login form with fields for "Username or E-mail:" and "Password:", a "Log in »" button, and links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an account". A red arrow points to the "New Users: Register for an account" link. Below the login form is a "Welcome to Denver's online permitting and licensing center!" section with a bulleted list of services: Development Services, Business Licenses, Contractor Licensing, and Right-of-Way. It also includes instructions for contractors and contact information for help. At the bottom, there is a footer with social media icons and the text "pocketgov denver".

3. This opens the general disclaimer, after reading and acknowledging, select Continue Registration.

## Denver's Permitting and Licensing Center

 [Home](#) [Development Services](#) [Business Licenses](#) [Contractor Licensing](#) [Right-of-Way](#) [Conveyance](#) [Fire](#)[Advanced Search](#)

### Account Registration

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

- Username and password
- Contact information

Please review and accept the terms below to proceed.

#### General Disclaimer

While the City attempts to keep its Web information accurate and timely, the City 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 City as a result of updates and corrections.

All trademarks and service marks contained in or displayed on this Web site are the property of their respective owners. Any commercial use of the materials stored on

I have read and accepted the above terms.

[Continue Registration »](#)

- This opens the account creation form. Fill in the required fields for account creation.

Register for an account Login

### Denver's Permitting and Licensing Center

Search...

Home Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance Fire

#### Account Registration Step 2: Enter/Confirm Your Account Information

\* indicates a required field.

##### Login Information

Please click on the (?) button for help.

\* Username: (?)  
E-mail Address:  
\* Password: (?)  
Type Password Again:  
\* Enter Security Question: (?)  
\* Answer: (?)

##### Contact Information

\* First: \* Last:  
Name of Business:  
\* Address Line 1:  
\* City:  
\* State: --Select--  
\* Zip:  
Home Phone: Business Phone: \* Cell Phone:  
Fax:

Once you have completed the account registration you will see a message that your account is successfully registered.

Register for an account Login

### Denver's Permitting and Licensing Center

Search...

Home Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance Fire

Advanced Search

Your account is successfully registered.

Congratulations. You have successfully registered an account.

## Logging in to the Account

- After completing the registration steps, navigate again to the home page in order to log in: [City and County of Denver | ePermit online](#)

2. On the home page, enter the user name and password. Then click on Login.

Denver's Permitting and Licensing Center

Register for an account Login

Home Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance Fire

Advanced Search

Username or E-mail:  Password:  [Log in >](#)

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

### Please Log In

Online services require login. If you are an existing user, please enter your username and password in the box on the right.

### New Users

If you are a new user, please register for a free account.

#### Contractors

Make sure you add your contractor's license to your account. Once you are logged in, go to "My Account" and click "Add a License."

Need help fast? [Online FAQs and tutorials here.](#)

If you can't find your answer online, call Denver 311:  
Within Denver, dial 3-1-1  
Outside of Denver, dial 720-913-1311  
Hours are 7am-8pm (M-F) and 8am-5pm (Sat./Sun.).

[Register Now >](#)

3. After logging in choose Conveyance or Fire.

Denver's Permitting and Licensing Center

Logged in as: Nicole Kim Collections (0) Account Management Logout

Home Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance Fire

Dashboard My Records My Account Advanced Search

### Welcome

You are signed in. Choose from common services below or find more services within the navigation above.

- Development Services**  
Construction permits, site planning, fire prevention, plan review, inspections  
[Apply for a Permit](#) | [Find Your Record](#)
- Right-of-Way (ROW) Services**  
Address assignments, street occupancy and cut permits, sanitary sewer repair and cutoff permits  
[Apply for a Permit](#) | [Find Your Record](#)
- Business Licensing**  
Short-term rentals, temporary restaurants, private security employers  
[Apply New](#) | [Renew or Manage](#) | [Search Licenses](#)
- Occupational Licensing**  
Security guards  
[Apply New](#) | [Renew or Manage](#) | [Search Licenses](#)
- Contractor Licensing**  
Demolition, construction, and trades  
[Apply New](#) | [Renew or Manage](#) | [Search Licenses](#)

**Need help?**  
Dial 3-1-1 within Denver, (720) 913-1311 from outside of Denver, or use our [online tutorials and FAQs](#).

4. Under Conveyance or Fire you may Search Applications which are already associated with your Account, or Create an Application.

## Denver's Permitting and Licensing Center

Search... Home Development Services Business Licenses Contractor Licensing Right-of-Way **Conveyance** Fire

Create an Application Search Applications

**Records**

To apply for a Conveyance Installation, Alteration, Temporary Out of Service, submit a 3rd Party Inspection or an Accident Report Click on Create an Application

Showing 0-0 of 0

Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Related Records	Status	Action	Short Notes
No records found.										

**Search for Records**


General Search will return information for all Departments

For just Conveyance enter information below to search for records just in Conveyance.

- \* State Registration Number or Facility Number in Record Number
  - \* Business Name/Project
  - \* Conveyance Contractor License Information
  - \* Site Address - using Street No. (From) and Street Name
  - \* Record Type
- Select the search type from the drop-down list.

After Search to see more information click on the Blue record ID, go to Record Info then Related Records to see Facility and all Conveyances on that Facility. View any to see more detail

General Search

General Search  Search my records onlyRecord Number:  Record Type: 

## Denver's Permitting and Licensing Center

Search... Home Development Services Business Licenses Contractor Licensing Right-of-Way **Conveyance** Fire

Create an Application Search Applications

**Records**

Showing 0-0 of 0

Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action	Short Notes
No records found.								

**Search for Records**

Enter information below to search for records.

- Site Address
  - Business Name
  - Parcel Number
  - Record Information
  - Contact Information
- Select the search type from the drop-down list.

General Search

General Search  Search my records onlyRecord Number:  Record Type:  Project/Business Name: Start Date:  End Date: Street No.:  -  Street Name:

- To Create an Application, click on Create an Application and accept the Disclaimer, then click to Continue Application.

The screenshot shows the Denver's Permitting and Licensing Center website. The header includes the Denver logo and navigation links: Neighborhood, Business, Visiting, Government, Online Services, and A to Z. The user is logged in as Nicole Kim. The main navigation bar includes Home, Development Services, Business Licenses, Contractor Licensing, Right-of-Way, **Conveyance**, and Fire. Below this, there is a 'Create an Application' button and a 'Search Applications' input field. The 'Online Application' section is active, displaying a 'General Disclaimer' and a checkbox for 'I have read and accepted the above terms.' A 'Continue Application »' button is located below the disclaimer. A red arrow points to the 'Create an Application' button, and another red arrow points to the 'Continue Application »' button.

- Click the arrow to the left of Conveyances or Fire Prevention to expand the list of Application options.

The screenshot shows the Denver's Permitting and Licensing Center website. The header includes the Denver logo and navigation links: Neighborhood, Business, Visiting, Government, Online Services, and A to Z. The user is logged in as Nicole Kim. The main navigation bar includes Home, Development Services, Business Licenses, Contractor Licensing, Right-of-Way, **Conveyance**, and Fire. Below this, there is a 'Create an Application' button and a 'Search Applications' input field. The 'Select a Record Type' section is active, displaying a dropdown menu with the following options: Conveyances, Conveyance 3rd Party Inspection, Conveyance Accident Report, Conveyance Alteration, Conveyance Installation, and Conveyance Temp Out of Service Request. A 'Search' button is located to the right of the dropdown. A red arrow points to the dropdown arrow next to 'Conveyances'. Below the dropdown is a 'Continue Application »' button.

## Denver's Permitting and Licensing Center

Search... [Home](#) [Development Services](#) [Business Licenses](#) [Contractor Licensing](#) [Right-of-Way](#) [Conveyance](#) **Fire**[Create an Application](#) [Search Applications](#)

## Select a Record Type

Please click on Fire Prevention and then choose one of the following available record types. For assistance or for a type not listed below please contact us.

[Search](#)

## ▼ Fire Prevention

- Fire Prevention Aircraft Refueling Operational Permit
- Fire Prevention Conditional Operational Permit
- Fire Prevention Flammable Operational Permit
- Fire Prevention HAZMAT Operational Permit
- Fire Prevention High Pile Operational Permit
- Fire Prevention Marijuana Operational Permit
- Fire Prevention Same Day Operational Permit
- Fire Prevention Special Event Operational Permit
- I don't know what Fire Permit I need

[Continue Application »](#)

7. After selecting the Application type you will fill in the relevant information in order to submit the application. Once you have entered all of the information, click on Continue Application. You will have an opportunity to review the application and all information sections before submitting the application. Once the application is completed, you will choose to Submit the Application.
8. For issues related to Conveyance Application questions please contact [DFDConveyances@denvergov.org](mailto:DFDConveyances@denvergov.org) or call 720-913-3412
9. For issues related to Fire Applications or questions please contact [DFD.permits@denvergov.org](mailto:DFD.permits@denvergov.org) or call 720-913-3474
10. For all applications, except Same Day, once you have submitted your application it will be reviewed and you will be notified via email of status changes, additional documentation required,

and fees due. You will receive a Record Number once the application is submitted, please reference this number when contacting us with questions.

Denver's Permitting and Licensing Center

Home Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance **Fire**

Create an Application Search Applications

Fire Prevention Marijuana Operational Permit

1 2 3 **Step 3** 4 Step 4 5 Review 6 Pay Fees 7 Record Issuance

**Step 7: Record Issuance**

For "Same Day" Operational Permits your permit is issued.  
For all other Operational Permits your application has been successfully submitted. Please print this page and retain a copy for your records.  
Your application will be reviewed, if additional information is required you will receive an email.  
You will also be notified of any fees due through email.  
After payment is received your permit will be issued.

Thank you for using our online services.  
**Your Record Number is 2019DFD-MJ-002877.**

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy for your records.

The Fire Prevention Division manages the City and County of Denver's program of Fire Safety Permits.

A Fire Safety Permit is an official document, issued in the name of the Fire Official, that authorizes the performance of a certain activity (use, handling, storage, manufacturing, occupancy or control of specific hazardous operations and conditions). The permit is issued only if the condition meets code requirements. The permit process includes cross-checking with Development Services, Public Health and other agencies' requirements are also being observed.

There is a charge for permits. In almost every case, there is an on-site inspection at no extra charge.

[View Record Details »](#) (You can view details.)

11. Once the application has been reviewed and fees are due, you will be notified via email to pay fees. You may pay fees online through the link received via email, or by choosing the Record and selecting the Payments tab and through the ePermit system. You may also pay fees in person at 745 W Colfax Avenue, or by mail: P.O. Box 733422, Dallas, TX 75373-3422

12. Once fees have been paid and the permit is ready to issue a copy will be sent to you via email. This copy must be posted on site.

Logged in as: Nicole Kim Collections (0) Account Management Logout

Denver's Permitting and Licensing Center

Home Development Services Business Licenses Contractor Licensing Right-of-Way Conveyance **Fire**

Create an Application Search Applications

Record 2019DFD-MJ-002877: [Add to collection](#)

Fire Prevention Marijuana Operational Permit

Record Status: Fees Due  
Expiration Date: 11/18/2019

Record Info Payments

Fees Trust Account Information

**Outstanding:**

Date	Invoice Number	Amount	
11/18/2019	6041593	\$125.00	<a href="#">Pay Fees</a>

Total outstanding fees: \$125.00



13. An additional PDF copy of the issued permit can be found Under Record Info and Attachments.

The screenshot shows the Denver's Permitting and Licensing Center interface. At the top, there is a navigation bar with the Denver logo and menu items: Neighborhood, Business, Visiting, Government, Online Services, and A to Z. Below this, a user is logged in as Nicole Kim, with options for Collections (0), Account Management, and Logout. The main header reads "Denver's Permitting and Licensing Center" and includes a search bar. A secondary navigation bar lists categories: Home, Development Services, Business Licenses, Contractor Licensing, Right-of-Way, Conveyance, and Fire (which is highlighted). Below this, there are links for "Create an Application" and "Search Applications".

The main content area displays details for Record 2019DFD-MJ-002877, titled "Fire Prevention Marijuana Operational Permit". It shows the record status as "Issued" and an expiration date of "11/18/2020". There are social media sharing options for "Like 0" and "Tweet". A sidebar on the left contains a menu with items: Record Info (selected), Payments, Record Details, Processing Status, Related Records, Attachments, Inspections, and Valuation Calculator. The "Record Info" section is expanded to show a table of attachments. A red arrow points to the "Attachments" menu item, and another red arrow points to the PDF file name in the table.

Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity	
20191118_103212.pdf	2019DFD-MJ-002877	Fire Prevention Marijuana Operational Permit	Record	Fire-Permit	53.38 KB	11/18/2019	Actions	Fire Prevention Marijuana Operational Permit - 2019DFD-MJ-002877

An "Add" button is located at the bottom left of the record details section.