

# ACCELA CITIZEN ACCESS

## PERMITTING PORTAL



For permitting and licensing the Town of Sturbridge is pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

Sturbridge Permitting Portal

Three parallel white lines of varying lengths are positioned diagonally in the bottom right corner of the slide, pointing towards the top right.

# CREATING AN ACCOUNT



[Home](#) [Search](#) [+ New](#)

☐ Accessibility Support [Register for an Account](#) [Login](#)

Search...

[Home](#) [Building](#) [Board Of Health](#) [Licenses](#) [Fire](#) [Planning](#) [Zoning](#)

Advanced Search

User Name or E-mail:

Password:

[Login »](#)

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

## Welcome to the Town of Sturbridge's Citizen Access Portal

for Permitting and Licensing. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.



This portal will allow access to the following services below without registering for an account.

In order to apply and pay for a permit/license online, you must register and log in.

### What would you like to do today?

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

# CREATING A PERMIT/LICENSE APPLICATION



Home Search + New

Logged in as: ☐ Accessibility Support Collections (0) Account Management Logout

Search...

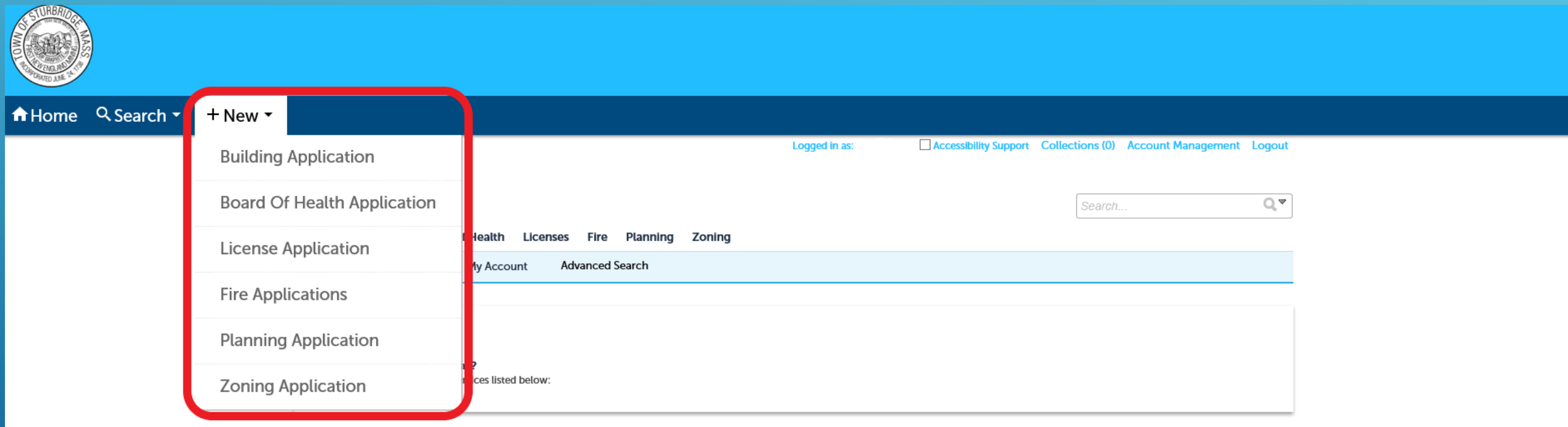
Home Building Board Of Health Licenses Fire Planning Zoning

Dashboard My Records My Account Advanced Search


**Welcome.**  
You are now logged in.

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

# CREATING A PERMIT/LICENSE APPLICATION



The screenshot displays the Town of Sturbridge website interface. The top navigation bar is dark blue with the town's seal on the left and links for Home, Search, and a '+ New' dropdown menu. The '+ New' menu is open, showing a list of application types: Building Application, Board Of Health Application, License Application, Fire Applications, Planning Application, and Zoning Application. The main content area is white and features a search bar, a 'Logged in as:' section with links for Accessibility Support, Collections (0), Account Management, and Logout, and a list of application categories: Health, Licenses, Fire, Planning, and Zoning. The 'Fire Applications' category is highlighted in blue.

 [Home](#) [Search](#) [+ New](#)

- Building Application
- Board Of Health Application
- License Application
- Fire Applications
- Planning Application
- Zoning Application

Logged in as: [Accessibility Support](#) [Collections \(0\)](#) [Account Management](#) [Logout](#)

[Q](#)

[Health](#) [Licenses](#) [Fire](#) [Planning](#) [Zoning](#)

[My Account](#) [Advanced Search](#)

Services listed below:

# CREATING A PERMIT/LICENSE APPLICATION


Click the circle next to the application you would like to submit and click Continue Application

Home **Building** Board Of Health Licenses Fire Planning Zoning

Create an Application Search Applications

**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.



▶ Building


Click on the arrow next to the dept. name to expand list of available applications

Home **Building** Board Of Health Licenses Fire Planning Zoning

Create an Application Search Applications

**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.



▼ Building

- ☐ Certificate of Inspection Application
- ☐ Commercial Electrical
- ☐ Commercial Express Permit
- ☐ Commercial Gas
- ☐ Commercial Plumbing
- ☐ Residential Electrical
- ☐ Residential Express Permit
- ☐ Residential Gas
- ☐ Residential Plumbing

# CREATING A PERMIT/LICENSE APPLICATION

## STEP 1: LOCATION

Type in the street number and street name and click search

Residential Electrical

1 Location 2 Contacts 3

Step 1: Location > Location & Owner

Show Map

Physical Address

\* Street No.: \* Street Name:

City: State: Zip:

--Select--

Search Clear

The remaining fields will populate with the information linked to the address

Physical Address

\* Street No.: \* Street Name:

City: State: Zip:

Search Clear

Parcel

\* Parcel Number:

Lot: Block: Book: Page:

Parcel Area:

Search Clear

# CREATING A PERMIT/LICENSE APPLICATION

## STEP 2: CONTACTS

If you or the property owner are the applicant click on *Select from Account*

Choose from the list and click *continue*

### Step 2: Contacts > People

#### Applicant

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

Select from Account

Add New

### 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 1-2 of 2

	Category	Type	Name
<input type="radio"/>	Associated Contact	Individual	Jane Doe
<input type="radio"/>	Associated Owner		TOWN OF STURBRIDGE CENTER OFFICE BLDG

Continue

[Discard Changes](#)



# CREATING A PERMIT/LICENSE APPLICATION

## STEP 2: CONTACTS

If the applicant isn't available on the previous list click Add New

To add a Licensed Professional click Add New and enter required information

### Step 2: Contacts > People

#### Applicant

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

Select from Account

Add New

#### Licensed Professional

Please look up a licensed professional that will be performing the work. If you do not have a licensed professional please choose Select from Account.

Add New

Look Up

# CREATING A PERMIT/LICENSE APPLICATION

## STEP 3: PERMIT DETAILS

**Please fill out as much detail as you can. Fields with \* in front indicates a required field that must be filled in to proceed with the application.**

## STEP 4: ATTACHEMENTS

**You may be required to attach copies of your professional licenses and any site plans for the project.**

# CREATING A PERMIT/LICENSE APPLICATION

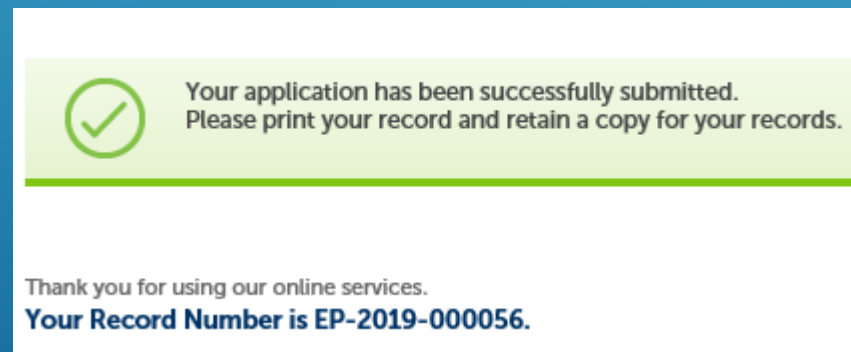
## STEP 5: REVIEW

**Review all of the information entered for your application if something needs to be edited the bar at the top of the page can be clicked on to go back to earlier pages.**

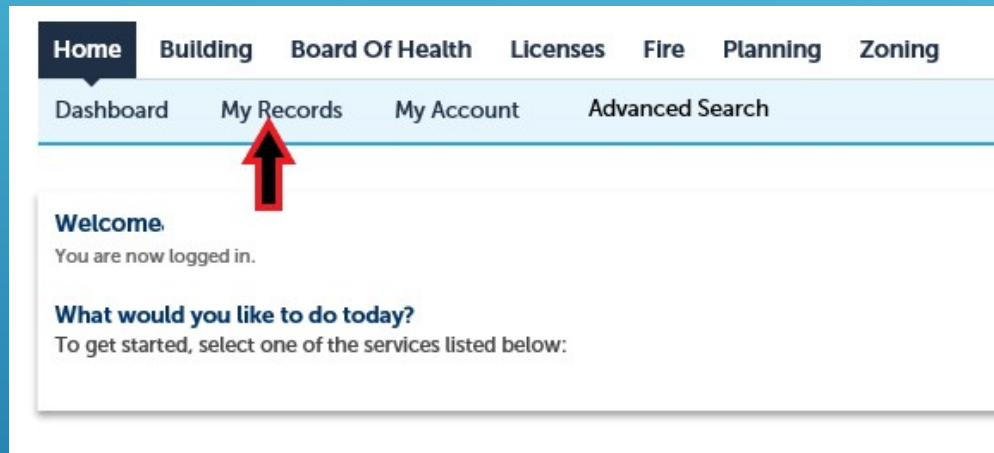


# CREATING A PERMIT/LICENSE APPLICATION

Once submitted you will get a message that your application has been successfully submitted and your record number. This number can be used to look up the status of your application, schedule/check results of inspections, and pay fees.



# CHECKING STATUS OF AN APPLICATION



To see all the applications that you have submitted click on My Records

To check on the status of an application click on the records number

Building						
Showing 1-1 of 1   <a href="#">Download results</a>   <a href="#">Add to collection</a>   <a href="#">Copy Record</a>						
<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status
<input type="checkbox"/>	12/04/2019	<a href="#">EP-2019-000056</a>	Residential Electrical		301 MAIN STREET, STURBRIDGE MA 01566, 301	Submitted

# CHECKING STATUS OF AN APPLICATION

Click on Record Info to expand options and see information on the application

Record EP-2019-000056:

## Residential Electrical

Record Status: Submitted

Record Info ▼

Record Details

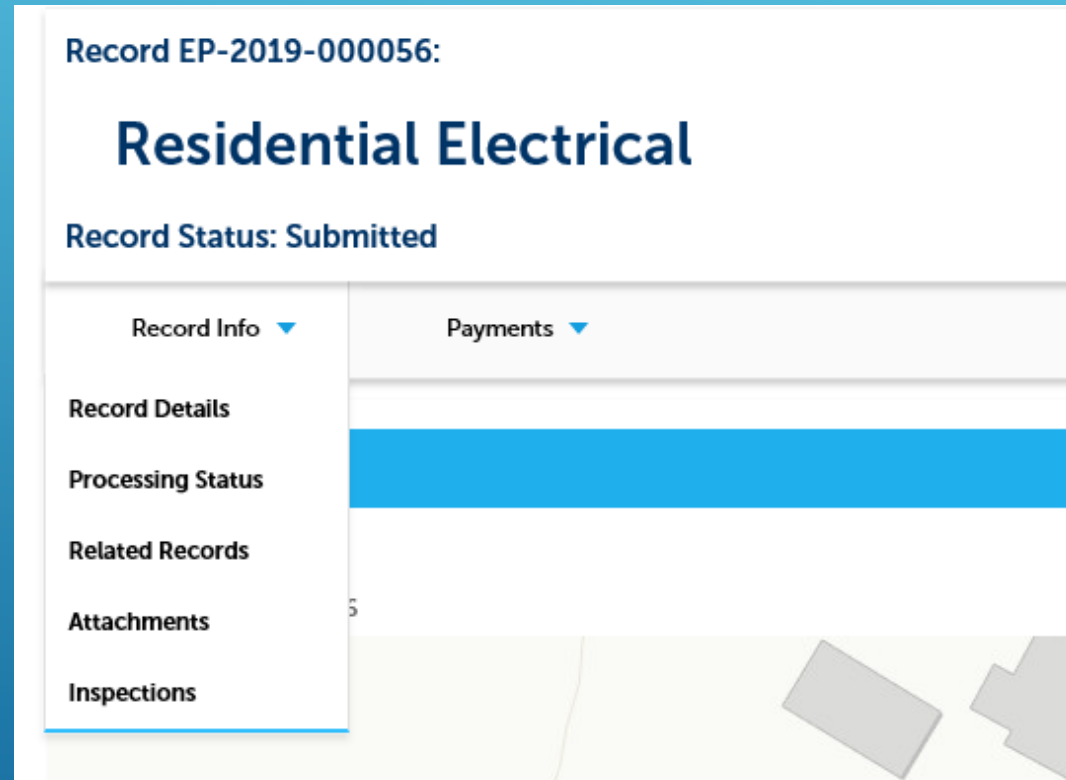
Processing Status

Related Records

Attachments

Inspections

Payments ▼



# QUESTIONS/CONCERNS

If you have any issues with the portal or have questions please reach out to the related department.

- Building: (508) 347-2505
- Planning: (508) 347-2508
- Conservation: (508) 347-2506
- Board of Health: (508) 347-2504
- Other Licensing: (508) 347-2500