



Accela Customer Manual

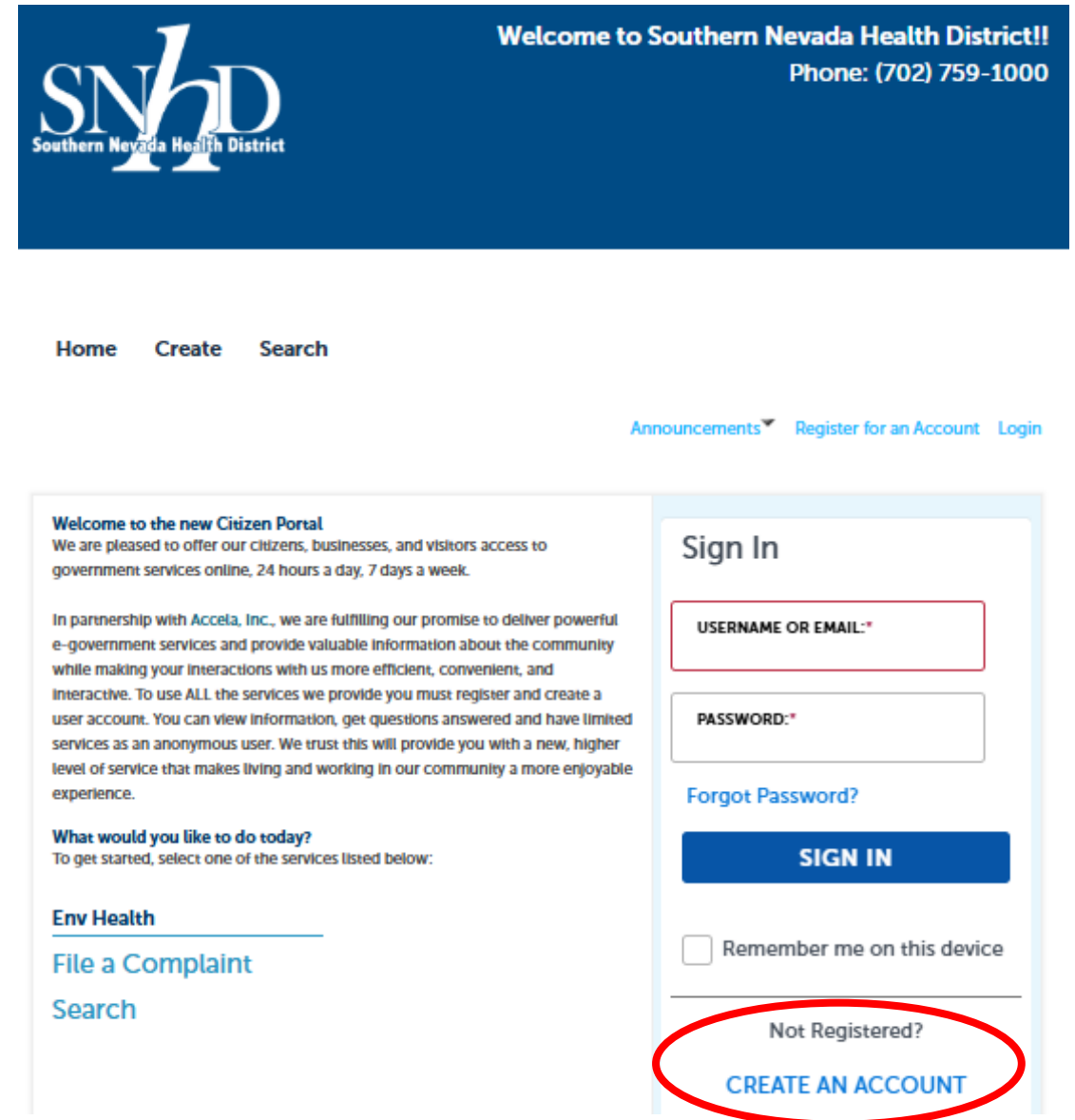
ISDS – Abandonment

Accela Customer Navigation Menu

[illegible]

How to Create an Account in Accela

- Visit the Accela Customer Portal by clicking: [Accela Customer Portal](#)
- Click “Create an Account”.



The screenshot shows the Southern Nevada Health District (SNHD) Accela Customer Portal. The header is dark blue with the SNHD logo and contact information. The main content area is white and contains a welcome message, a description of the portal's purpose, and a list of services. On the right side, there is a "Sign In" section with input fields for "USERNAME OR EMAIL" and "PASSWORD", a "SIGN IN" button, and a "Remember me on this device" checkbox. Below the sign-in section, there is a red circle highlighting the "Not Registered?" link and the "CREATE AN ACCOUNT" button.

Welcome to Southern Nevada Health District!!
Phone: (702) 759-1000

Home Create Search

Announcements Register for an Account Login

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

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

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

Env Health

[File a Complaint](#)

[Search](#)

Sign In

USERNAME OR EMAIL:*

PASSWORD:*

[Forgot Password?](#)

SIGN IN

☐ Remember me on this device

Not Registered?

CREATE AN ACCOUNT

How to Create an Account in Accela

- Complete the Required Fields (marked with a red asterisk).
- Check the box to agree to the above terms.
- Click “Continue” to proceed with account creation.



Login Information

Step 1 of 2: Account Details

* Required Fields

USERNAME:*

E-MAIL ADDRESS:*

PASSWORD:*

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION:*

Select ▼

ANSWER:*

☐ I agree to the above terms [Terms of Service](#)

CONTINUE

How to Create an Account in Accela

- Select the applicable Contact Type as listed below:
 - Accounts Receivable
 - Business Owner
 - Certified Business
 - Certified Professional
 - Facility Co-Owner
 - Facility Contact
 - Facility Owner
- A description of each Contact Type can be found on the next page.



Select Contact Type

Step 2 of 2: Contact Details

CONTACT DETAILS FOR:

Select ▼

Accounts Receivable

Business Owner

Certified Business

Certified Professional

Facility Co-Owner

Facility Contact



How to Create an Account in Accela

- **Accounts Receivable** – The entity or contact responsible for the financial obligations of the record. This person or department is usually the primary point of contact for billing, invoices, and fee payments.
- **Business Owner** – The individual or legal entity that holds the primary legal and operational responsibility for a business license record.
- **Certified Business** – A specific designation for an entity that has met certain regulatory or diversity requirements (e.g., MBE/WBE or local certification)
- **Certified Professional** – An individual who holds a specific credential or license (e.g., an Engineer, Architect, or Certified Lead Renovator) required for the issuance of a permit. Unlike a "Licensed Professional," this role is often used for specialized certifications required by specific city or state departments.
- **Facility Co-Owner** – An additional party with ownership stakes in the facility. This role is used when legal notifications or liability must be shared across multiple owners.
- **Facility Contact** – The designated "boots-on-the-ground" person for a specific location. This is often the individual an inspector would call to gain access to a building or to discuss day-to-day operations, as opposed to the legal owner.
- **Facility Owner** – The primary individual or corporation that owns the physical location or business premise.
- Once you select a Contact Type, additional fields for contact information will display. Complete the Required Fields (marked with a red asterisk).

How to Create an Account in Accela

- Once you have completed the Required Fields, click “Submit”.



CONTACT DETAILS FOR:
Business Owner

***Required Fields**

FIRST:*

Training

MIDDLE:

LAST:*

Office

NAME OF BUSINESS (DBA):

SNHD Training

TITLE:

Training Officer

BUSINESS PHONE:*

(702)759-0583

HOME PHONE:

MOBILE PHONE:

E-MAIL:*

* MAILING ADDRESS

COUNTRY/REGION:

United States

ADDRESS LINE 1:*

280 S Decatur Blvd

ADDRESS LINE 2:

ADDRESS LINE 3:

CITY:*

Las Vegas

STATE:*

NV

ZIP CODE:*

89107

RECIPIENT:

Add Address

SUBMIT

How to Create an Account in Accela

- Successful submission will result in Accela displaying your account has registered successfully and that you may Login to create a new application.
- Click “Login” to begin applying for a permit.



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

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



Your account is successfully registered.

Congratulations. You have successfully registered an account. Login Now to create new applications.

Account Information

User Name: Training Office
E-mail: EHTRAININGOFFICE@SNHD.ORG
Password: *****
Security Question:
In what city or town does your nearest sibling live?

Contact Information

Training Office
Training Officer
SNHD Training
EHTRAININGOFFICE@SNHD.ORG
Home Phone: 7027590583
Work Phone:
Mobile Phone:

Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Navigating Accela

- Enter in the Username/Email and associated Password used to create the account.
- Click “Sign In” to enter the online licensing system.



Home Create Search

Announcements Register for an Account Login

Please Login

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

New Users

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

[Register Now »](#)

Sign In

USERNAME OR EMAIL:*
Training Office

PASSWORD:*
.....

[Forgot Password?](#)

SIGN IN

☐ Remember me on this device

Not Registered?

[CREATE AN ACCOUNT](#)

Navigating Accela

- You will be directed to the Home Page once signed in.
- The Home Page gives an overall view of permit(s) status.
- Hover over “Home” and select “My Account” to view all account details.



The screenshot displays the Accela user interface. At the top, there is a navigation bar with links for Home, Create, and Search. A dropdown menu is open under the Home link, showing options for My Account, Dashboard, Advanced Search, and My Records. The My Account option is highlighted with a red circle. Below the navigation bar, the user is logged in as "Training Office". The main content area is divided into two columns. The left column is titled "Saved in Cart (0)" and contains a message: "There are no items in your shopping cart right now." The right column is titled "My Collection (0)" and contains a message: "You do not have any collections right now." At the bottom, there is a section titled "Work in progress" with a question mark icon and a "View All Records" link. Below this, a table is shown with the following headers: Record Name, Record ID, Module, Creation Date, and Action. The table currently displays the message "No records found".

Record Name	Record ID	Module	Creation Date	Action
No records found				

Navigating Accela

- You can update your contact and login information in this section.
- Delegates, or authorized individuals, can be added to your account to complete tasks such as paying invoices and uploading required documents.
- Click “Add a Delegate” to add or invite an authorized user.



Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account

Login Information

Edit

User Name: Training Office
E-mail: EHTRAININGOFFICE@SNHD.ORG
Password: *****
Security Question: In what city or town does your nearest sibling live?

Contact Information

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

First Name	Middle Name	Last Name	Business Name	Contact Type	Action	Full Name
Training		Office	SNHD Training	Business Owner	Actions ▼	Training Office

Delegates

Add a Delegate

People who can access my account

None

People whose account I can access

None

Navigating Accela – Adding a Delegate

- There are several permissions available to choose from based on the role of your delegate.
- Complete the Required Fields, select the appropriate delegate permissions, and click “Invite a Delegate” to complete this process.



Add a Delegate ×

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

*Name

*E-mail Address

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in all categories [\(Change\)](#)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

☐ Create Applications in all categories [\(Change\)](#)

☐ Renew Records in all categories [\(Change\)](#)

☐ Amend Records in all categories [\(Change\)](#)

☐ Manage Inspections in all categories [\(Change\)](#)

☐ Manage Documents in all categories [\(Change\)](#)

☐ Make Payments in all categories [\(Change\)](#)

Add Personal Note

☐

I'm not a robot



reCAPTCHA
[Privacy](#) - [Terms](#)

[Invite a Delegate](#)

[Cancel](#)

Navigating Accela – Permit Linking

- Those with existing SNHD permits will have to link their permits to Accela.
- Hover over “Create” and select “Permit Linking”.



The screenshot displays the Accela web application interface. At the top, there is a navigation bar with three tabs: "Home", "Create", and "Search". The "Create" tab is active, and a dropdown menu is visible below it. The dropdown menu contains two options: "Permit Linking" and "Create New". The "Permit Linking" option is highlighted with a red circle. To the right of the dropdown menu, the text "Logged in as: Training Office" is displayed, followed by links for "Collections (0)", "Cart (0)", "Account Management", and "Logout".

Below the navigation bar, the main content area is divided into two sections. The left section is titled "Welcome Training Office" and includes the text "You are now logged in." and "What would you like to do today? To get started, select one of the services listed below:". Under this section, there are two columns of links. The left column, under the heading "Env Health", contains links for "File a Complaint" and "Search". The right column, under the heading "Administration", contains a link for "Permit Linking".

The right section of the main content area is titled "Cart (0)" and includes the text "Your cart is empty.".

Navigating Accela – Permit Linking

- Read the General Disclaimer, check the box stating you have read and accept the terms, and select “Continue Application”.



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

[Announcements](#) ▼ [Logged in as: Training Office](#) [Collections \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

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 »](#)

Navigating Accela – Permit Linking

- Select “Add a Row” to begin the permit linking process.

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

[Announcements](#) [Logged in as: Training Office](#) [Collections \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

Permit Linking

1 Permit ID and PIN Entry	2 Review	3 Record Issuance
---------------------------	----------	-------------------

Step 1: Permit ID and PIN Entry > Permit Linking Information

* indicates a required field.

Permit Match Criteria

Please proceed by clicking on "Add a Row" and entering the permit number and the PIN # you received. If you have more than one record you wish to associate to, and have received a PIN for, you may enter them by adding additional rows.

Permit Linking

Showing 0-0 of 0

Permit ID	PIN
No records found.	

Add a Row

Edit Selected

Delete Selected

Save and resume later

Continue Application »

Navigating Accela – Permit Linking

- You can link individual permits or entire facilities in Accela.
- Enter in your associated Permit or Facility number and the corresponding PIN (5 digits). You will need to contact the SNHD for your PIN if you did not receive one.
- Click “Submit” once finished.

Step 1: Permit ID and PIN Entry > Permit Linking Information

Permit Linking

*Permit ID:

*PIN:

Permit ID PIN

No records found.



Navigating Accela – Permit Linking

- Review the permit(s) to be linked and select “Continue Application”.



Announcements Logged in as: Training Office Collections (0) Cart (0) Account Management Logout

Permit Linking

1 Permit ID and PIN Entry

2 Review

3 Record Issuance

Step 2: Review

Save and resume later

Continue Application »

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

Record Type

Permit Linking

Permit Match Criteria

Permit Linking

Edit

Permit ID	PIN
FA0104601	066DC

Save and resume later

Continue Application »

Navigating Accela – Permit Linking

- An automated message will display if the process has been successful.
- Hover over “Home” and select “My Records” to view your linked permit(s).



The screenshot displays the Accela web application interface. At the top, there is a navigation bar with links for Home, Create, and Search. Below this, a dropdown menu is open under the Home link, showing options: My Account, Dashboard, Advanced Search, and My Records. The 'My Records' option is circled in red. To the right of the dropdown, the user is logged in as 'Training Office' and has a shopping cart with 0 items. Below the navigation bar, there is a progress bar with three steps: 1. My Records, 2. Payment information, and 3. Receipt/Record issuance. The third step is currently active. Below the progress bar, the heading 'Step 3: Receipt/Record issuance' is displayed. Under this heading, there is a green banner with a checkmark icon and the text: 'Your application(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.' Below the banner, the text 'No Address' is displayed. At the bottom, the record ID 'ADM-REG-000043' is shown.

Home Create Search

My Account
Dashboard
Advanced Search
My Records

Logged in as: Training Office Collections (0) Cart (0) Account Management Logout

2 Payment information 3 Receipt/Record issuance

Step 3: Receipt/Record issuance

Receipt

Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

No Address

ADM-REG-000043

Navigating Accela – Permit Linking

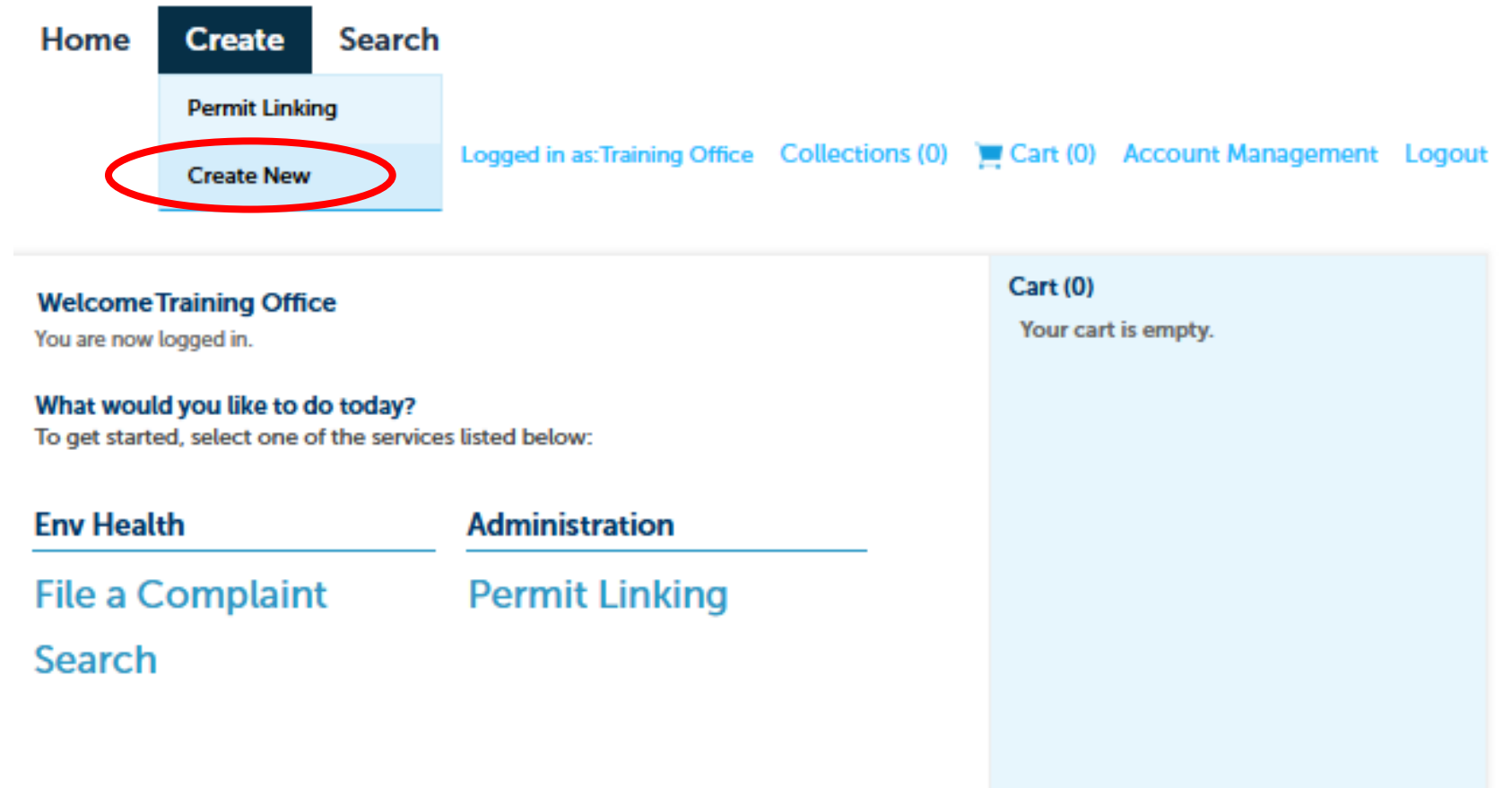
- Your linked permit will now appear here, click on the “Record Number” to view more details.



Home Create Search							
Announcements Logged in as: Training Office Collections (0) Cart (0) Account Management Logout							
Env Health							
Showing 1-1 of 1 Download results Add to collection Add to cart							
☐	Date	Record Number	Record Type	Description	Facility Name	Status	Action
☐	01/30/202	PR0153098	Food Service Permit	TRAINING RESTAURANT	TRAINING EHS	ACTIVE, EXEMPT FROM BILLING	Amendment

How to submit an ISDS Abandonment

Description of steps



The screenshot displays the Accela web application interface. At the top, there is a navigation bar with three tabs: 'Home', 'Create', and 'Search'. The 'Create' tab is active, and its dropdown menu is open, showing two options: 'Permit Linking' and 'Create New'. The 'Create New' option is circled in red. To the right of the navigation bar, the user is logged in as 'Training Office', and there are links for 'Collections (0)', 'Cart (0)', 'Account Management', and 'Logout'. Below the navigation bar, the main content area is divided into two sections. The left section is titled 'Welcome Training Office' and contains the text 'You are now logged in.' and 'What would you like to do today? To get started, select one of the services listed below:'. Below this, there are two columns of links. The left column is titled 'Env Health' and contains links for 'File a Complaint' and 'Search'. The right column is titled 'Administration' and contains a link for 'Permit Linking'. The right section of the main content area is a light blue box titled 'Cart (0)' with the text 'Your cart is empty.'

Home **Create** Search

Permit Linking

Create New

Logged in as: Training Office Collections (0)  Cart (0) Account Management Logout

Welcome Training Office
You are now logged in.

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

Env Health

File a Complaint

Search

Administration

Permit Linking

Cart (0)
Your cart is empty.



How to submit an ISDS abandonment

- Read the Terms and select the box and continue the application.

Select Language ▾
Powered by Google Translate

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

[Announcements ▾](#) [Logged in as:DANNimals LATidue](#) [Collections \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

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.

Communications via Web Site
Communications made through e-mail and messaging systems shall in no way be deemed to constitute legal notice to the Agency or any of its agencies, officers, employees, agents, or representatives, with respect to any existing or potential claim or cause of action against the Agency or any of its agencies, officers, employees, agents, or representatives, where notice to the Agency is required by any federal, state or local laws, rules or regulations.

☒ I have read and accepted the above terms.

[Continue Application »](#)



How to submit an ISDS abandonment

- Under Septic/Sewage Disposal System, select Septic Abandonment.



Select a Record Type

Choose one of the following available record types. You may type in a keyword such as sewer, food, or school to find the application you are looking for.

For assistance or to apply for a record type not listed below please contact us.

- ▶ [Apply for a Permit](#)
- ▶ [Apply for a Temporary Permit](#)
- ▶ [Request an Ownership Change](#)
- ▶ [Request a Permit Modification](#)
- ▶ [Register a Certified Professional](#)
- ▶ [Registration](#)
- ▼ [Septic/Sewage Disposal System](#)
 - ☒ [Septic Abandonment](#)
 - ☐ [SEPTIC APPLICATION / MOBILE APP](#)
 - ☐ [SEPTIC COMMERCIAL HOLDING TANK / MOBILE APP](#)
 - ☐ [Septic Residential Certification](#)
 - ☐ [Septic Tenant Improvement](#)
- ▶ [Subdivision/Parcel Map Plan Review](#)
- ▶ [File a Environmental Health Complaint](#)
- ▶ [File an Illegal Dumping Complaint](#)
- ▶ [File an Unpermitted Food Vendor Complaint](#)
- ▶ [File a Foodborne Illness Complaint](#)
- ▶ [Miscellaneous Items](#)
- ▶ [Exemption](#)

[Continue Application »](#)

How to submit an ISDS abandonment

- Enter the address or the APN for the property.



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

[Announcements\(5\)](#) [Logged in as:DANNimals LATidue](#) [Collections \(0\)](#) [Cart \(1\)](#) [Account Management](#) [Logout](#)

Septic Abandonment

1 Step 1

2 Step 2

3 Step 3

4 Review

5 Pay Fees

6

Step 1:Step 1>Page 1

* indicates a required field.

Address

Enter Street Number and Street Name, then click the Search button below. Then select the facility address from the popup list.

*Street No.:

Direction:
--Select--

*Street Name:

Street Type:
--Select--

Unit No.:

City:

State:
--Select--

*Zip:

Search

Clear

Parcel

Enter parcel number without spaces or dashes.

Parcel Number:

Search

Clear

Save and resume later

Continue Application »

How to submit an ISDS abandonment

- Complete the section for Property Owner by adding new information (add new) or selecting existing information from the account you just created.
- You may repeat this process for Notices Contact, however the system may prompt you to add a contact for Billing if not already set up (cont. on next page).



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

[Announcements\(5\)](#) [Logged in as:DANNimals LATidue](#) [Collections \(0\)](#) [Cart \(1\)](#) [Account Management](#) [Logout](#)

Septic Abandonment

1 Step 1	2 Step 2	3 Step 3	4 Review	5 Pay Fees	6
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Step 1: Step 1 > Page 2

* indicates a required field.

Property Owner

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

Notices Contact

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

Save and resume later

Continue Application »

How to submit an ISDS abandonment

- Complete the section for Facility Information. Select “continue application” once all the information has been populated.



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

[Announcements\(5\)](#) [Logged in as:DANNimals LATidue](#) [Collections \(0\)](#) [Cart \(1\)](#) [Account Management](#) [Logout](#)

Septic Abandonment

1 Step 1	2 Step 2	3 Step 3	4 Review	5 Pay Fees	6
----------	----------	----------	----------	------------	---

Step 2: Step 2 > Page 1

* indicates a required field.

Facility Information

REASON FOR REMOVAL

*Reason for Removal or Abandonment:

--Select--

Connected to Community Sewerage System:

--Select--

Permit Number:

Save and resume later

Continue Application »

How to submit an ISDS abandonment

- Complete the section for Facility Information. Select “continue application” once all the information has been populated.



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

[Announcements\(5\)](#) [Logged in as:DANNimals LATidue](#) [Collections \(0\)](#) [Cart \(1\)](#) [Account Management](#) [Logout](#)

Septic Abandonment

1 Step 1	2 Step 2	3 Step 3	4 Review	5 Pay Fees	6
----------	----------	----------	----------	------------	---

Step 2: Step 2 > Page 2

* indicates a required field.

Facility Information

CERTIFICATION - SEPTIC TANK

The contents of the septic tank have been removed by a liquid waste hauler permitted under Chapter 18 of the SNHD Regulations and disposed at an SNHD-approved disposal facility: ☐

The septic tank has been crushed or filled with material consisting of earth, sand, gravel, concrete, or another approved material.: ☐

The septic tank has been removed and disposed of at an SNHD-approved disposal facility.: ☐

CERTIFICATION - LEACH FIELD

The soil absorption system has been abandoned in place.: ☐

The soil absorption field, contaminated soil, and all other associated components of the ISDS have been removed and disposed of at an SNHD-approved disposal facility.: ☐

[Save and resume later](#)

[Continue Application »](#)

How to submit an ISDS abandonment

- Upload the necessary file and hit save.
- Once the uploaded file has been saved, select continue application.



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

[Announcements\(5\)](#) [Logged in as:DANNimals LATidue](#) [Collections \(0\)](#) [Cart \(1\)](#) [Account Management](#) [Logout](#)

Septic Abandonment

1 Step 1	2 Step 2	3 Step 3	4 Review	5 Pay Fees	6
----------	----------	----------	----------	------------	---

Step 3: Step 3 > Page 1

* indicates a required field.

Attachment

Please attach a copy of the septic tank pumping receipt and/or the disposal receipt. If not applicable or not available at this time, please click "Continue Application" to proceed.

The maximum file size allowed is 1000 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;mst;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf; are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue Application »

How to submit an ISDS abandonment

- Review the application and once it's ready to be submitted, select continue application.



Septic Abandonment

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

Save and resume later

Continue Application »

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

Record Type

Septic Abandonment

Address

Edit

1111 Decatur BLVD, , 89107

Parcel

Edit

Property Owner

Edit

DANNimals LATitude
Mr.
Take This LLC

Business Phone:7027590607
Work Phone:7027590607
Mobile Phone:7027590607
E-mail:lat@snhd.org

Notices Contact

Edit

DANNimals LATitude
Mr.
Take This LLC

Business Phone:7027590607
Work Phone:7027590607
Mobile Phone:7027590607
E-mail:lat@snhd.org

Facility Information

REASON FOR REMOVAL

Edit

Reason for Removal or Abandonment:
Connected to Community Sewerage System:
Permit Number:

Servicing structure is connected to community sewerage system
Clark County Water Reclamation