

Accela Construct

Version 3.2

ADMINISTRATION GUIDE



Accela Construct Administration Guide

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PREFACE

Welcome to the *Accela Construct Administration Guide*. This guide provides you with detailed instructions for performing a number of management tasks in the Accela Construct Administration portal.

Revision History

This revision history table summarizes changes made during each release of this document for version 3.2 of the Accela Construct Administration portal.

Table 1: Revision History

Date	Description
June 2015	Accela Construct 3.2 release

Getting Help

As a starting point for all technical assistance, go to the Accela Success Community website at <https://accela.force.com/success>. At this site you can search the knowledge base to find answers to commonly asked questions about our products and connect with public and private groups to exchange ideas and best practices with other Accela users.

If you still have questions after visiting the Accela Success Community, or if you encounter any problems as you use the product, contact your system administrator. If you determine that you need professional technical assistance, have your agency's designated contact call Customer Support at (888) 7-ACCELA, ext. 5 or (888) 722-2352 ext. 5. Customer Support is available Monday through Friday from 4:00 AM to 6:00 PM Pacific Daylight/Standard Time. You can also log a case within the Accela Success Community.

Before calling or logging a case, please have this information available for the support representative:

- The Accela product name and version number.
- Steps to replicate the issue, including any error message or error number.
- Screen shots, if possible.
- Whether the problem is specific to a machine or to a user.
- Exactly when the problem began.
- Anything that changed on your computer or network (for example, new software was loaded).

- A copy of your configuration file, if appropriate.

Related Publications

Accela provides a set of documents for agency administrators to manage the Accela Construct.

- *Accela Construct for On-Premise Agencies Getting Started Guide*. This guide walks host administrators of on-premise agencies through the process of setting up and configuring the Accela Construct for use with apps.
- *Accela Gateway Installation and Administration Guide*. This guide provides instructions for installing, upgrading, and configuring Accela Gateway. Accela Construct integrate with Accela Automation instances via the Gateway.

Documentation Feedback

Accela wants to provide you with the most accurate and useful documentation possible. We welcome your feedback in helping us improve future versions of this guide. Send an e-mail message with your feedback to documentation@accela.com. Please include the product name and version number, whether the feedback involves a printed manual or online help, the topic title, and a brief description and context of the suggestion.

ACCESSING ACCELA CONSTRUCT ADMINISTRATION PORTAL

Topics

- [Overview](#)
- [Logging In](#)

Overview

The Accela Construct Administration portal is a cloud-based service that provides Accela Automation agencies with the ability to create secure and trusted connections between their agency data and apps, as well as to manage apps and administrators for their organization.

Administrators can temporarily or permanently disable access to individual apps or to the entire agency. They can create and manage various environments to test and deploy apps via a simple and easy-to-use interface via their web browser.

Logging In

When you log in to the Accela Construct Administration site (<https://admin.accela.com>), you will have the ability to perform a number of management tasks, depending on your role.

If you are an Agency Administrator (All Agencies), you will be able to

- Edit agency information and settings.
- Enable or disable the apps for your agency.
- Change your profile.
- Add and manage the administrators for your agency.
- Download the Accela Construct Administration manuals and the Gateway Installer and Installation Manual.

If you are a Host Administrator (Accela, On-Premise, Super Agency), you will be able to

- Manage host settings such as
 - Enabling or disabling the host.
 - Setting up environments.
 - Selecting a default environment for your agencies.
 - Enabling or disabling the apps published to the host.

- Adding and managing host administrators.
- Adding and managing agencies under the host, all apps published to each of the agencies, and all administrators for each of the agencies
- Change your profile.
- Download the Accela Construct Administration manuals and the Gateway installer and installation manual.

If you are a Construct Administrator, you will be able to

- Add and manage all agencies, hosts, environments, and apps on the Accela Construct.
- Add and manage all agency, host, and cloud administrators on the Accela Construct.
- Add and manage all developers who register at the Accela Developer Portal.
- Add and manage all the resources that are available to agency administrators, host administrators, and developers.

Before logging in

- Contact [Accela Customer Support](#) to have an account created for you.
- Once the account has been created, you will receive an email notification with your account information.

Note: *Accela recommends that you change your password when you sign in for the first time.*

To log in to the Accela Construct Administration site

1. Open your internet browser and enter the URL for the Accela Construct Administration portal: <https://admin.accela.com>.

The Login page appears.

AGENCY ADMIN PORTAL

Login

Email Address:

Password:

[Forgot your password?](#)

Login

2. Enter your email address in the **Email Address** field.

3. Enter your password in the **Password** field.
4. Click **Login**.

The Accela Construct Admin portal launches.

If you are a cloud administrator, the portal looks like this:

AGENCY ADMIN PORTAL
Welcome: Primary Cloud Administrator [Logout]

Agencies 593

Developers 510

Apps 376

Administrators 30

Resources 4

Attachments 13

Open Data

Agencies

Name: Enable: All Search

Add Host Add Agency

Name	Enable	Action
smart-host	Yes	Delete
SMART-SACCO	Yes	Delete
SACRAMENTO-Tony-Host	Yes	Delete
SACRAMENTO-TONY	Yes	Delete
COS-Host	Yes	Delete
COS	Yes	Delete
COS-Dev	Yes	Delete

If you are a host administrator, the portal looks like this:

AGENCY ADMIN PORTAL
Welcome: Host Admin [Logout]

Agencies 1

Administrators 1

Resources 4

Agencies

Name: Enable: All Search

Add Agency

Name	Enable	Action
QA-Host	Yes	

Total: 1 Records | 1 of 1 Pages

If you are an agency administrator, the portal looks like this:

AGENCY ADMIN PORTAL
Welcome: Agency Admin [Logout]

Agencies 1

Administrators 1

Resources 4

Agencies

Name: Enable: All Search

Name	Enable	Action
Staging-QA	Yes	

Total: 1 Records | 1 of 1 Pages

WORKING WITH HOSTS AND AGENCIES

Use the Agencies page to add, edit, and remove agencies and environments, as well as manage agency apps and associated settings.

Topics

- [Adding a Host](#)
- [Adding an Agency](#)
- [Searching for an Existing Agency or Host](#)
- [Disabling an Existing Agency or Host](#)
- [Deleting an Existing Host](#)
- [Deleting an Existing Agency](#)
- [Managing Host Environments](#)
- [Managing Apps](#)

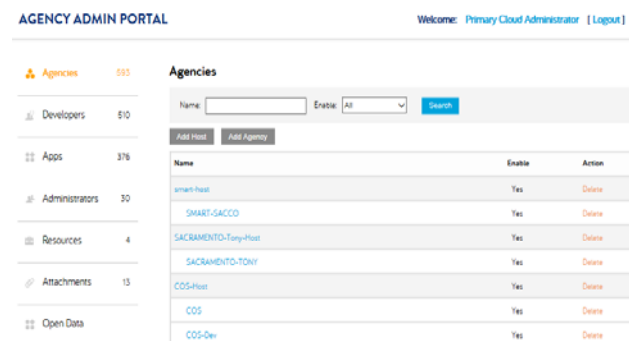
Adding a Host

Cloud administrators only. A host can either be Accela, an on-premise agency, or a super agency which has multiple sub-agencies. If you are a cloud administrator, you can create a host for host administrators to manage the agencies at the same time.

To add a host

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.



AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies 553

- Developers 810
- Apps 376
- Administrators 30
- Resources 4
- Attachments 13
- Open Data

Agencies

Name	Enable	Action
smart-host	Yes	Delete
SMART-SACCO	Yes	Delete
SACRAMENTO-Tony-Host	Yes	Delete
SACRAMENTO-TONY	Yes	Delete
COS-Host	Yes	Delete
COS	Yes	Delete
COS-Dev	Yes	Delete

2. Click the **Add Host** button.

The Add Host form appears.

AGENCY ADMIN PORTAL

Welcome: Primary Cloud Administrator [Logout]

Agencies 593

Developers 510

Apps 376

Administrators 30

Resources 4

Attachments 13

Open Data

Agencies > Add Host

All fields marked with * are required.

Service Provider Code:

Host Name *:

Enabled *: ☒

Save Cancel

3. Complete these fields:

Service Provider Code	Enter the agency code.
Host Name	Enter the name of the host.
Enabled	Mark this check box to activate this host.

4. Click **Save**.

The host is now available, and you can define host settings or add host administrators to do that.

Adding an Agency

Before users can log in to Accela apps, cloud or host administrators must add the agency where the users work. Agency administrators, however, can only edit agency information, instead of adding an agency.

To add an agency

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.

2. Click the **Add Agency** button.

The Add Agency form appears.

AGENCY ADMIN PORTAL

Welcome: [Primary Cloud Administrator](#) [[Logout](#)]

Agencies

593

Developers

510

Apps

376

Administrators

30

Resources

4

Attachments

13

Open Data

Agencies > Add Agency

All fields marked with * are required.

Service Provider Code:

Agency Name *:

Enabled *: ☒

Host *:

Agency Logo:

☒ logo

Agency Display Name: (Visible to staff and citizen)

Hosted ACA: ☐

Demo or QA Agency: ☐

Agency Boundaries: [Define on the map](#)

- Complete the general information fields as described. Fields marked with a red * are required.

Service Provider Code

Enter the Service Provider Code for your agency. If you do not have this information, contact [Accela Customer Support](#).

Agency Name

Enter a name for the new agency. Short, concise names work better when users log in to the app.

Tip: *A recommended approach is to use the same name as Service Provider Code. Users enter this Agency Name on the Login Screen while logging in to the app.*

Enabled

Mark the Enabled check box to activate this agency. If you clear this check box, users from the agency cannot log in to apps.

Host

If you are a cloud administrator, managing more than one host, ensure that you select the correct host from the drop-down list.

Agency Logo

Specify a logo for the agency. The logo appears at various places across the agency's app, for example, the splash screen.

Agency Display Name

Enter the full, official name of the agency. It appears at various places across the agency's app, for example, the splash screen.

Hosted ACA	Mark this check box if the agency has installed and deployed Accela Citizen Access.
Agency Boundaries	<p>Click the Define on map link, click the Draw Boundary button, draw the boundaries of the agency on the map, and click OK. Citizen apps may use this field to decide which agency the data belongs to. For example, when a service request falls within the boundaries of Bridgeview, the app submits it to Accela Automation of Bridgeview.</p> <p>If you want to clear the boundaries you just drew, click the Clear Boundary button.</p>

4. Fill out the GIS Settings section as follows:

a. Complete these fields:

Order	If you defined multiple maps for the agency's use, enter a number in this field to determine the position of the map in various map drop-down lists across the agency's app.
Map Name	Enter the name of the map.
AA GIS Service ID	<p>Enter the Service ID for the map service exactly as entered when you added a GIS service in Accela Automation. If you do not have this information, go to Accela Automation > Admin Tools > GIS > GIS Service and get the correct service ID.</p> <p>Note: You can only integrate the ArcGIS Server map service into apps.</p>
URL	<p>Enter the REST service URL of the GIS service published to the Esri ArcGIS Server. The URL is like this:</p> <p><code>http://<ArcGIS Server Name>/ArcGIS/rest/services/<service location and name></code></p>

b. If you are adding a secured GIS service, click the Security Settings icon in the Security column, complete these fields, and click **OK**:

User Name	Enter the name of the user who can access the Esri ArcGIS Server map service.
Password	Enter the password of the user who can access the Esri ArcGIS Server map service.
Token Url	If the GIS service is secured using token-based authentication, enter the URL of the Token Service that issues the token.
Token	Enter the token for the token-based authentication GIS service.
Referrer	The issued token can only be used in requests referred by the specified URL. Enter the URL of the page from which the request is made to the ArcGIS resource.

- c. If you want to specify which field is used as the unique ID field for a map layer, click the Layers Settings icon in the Layers column, select the desired ID field for the map layer, and click **OK**.
 - d. Click the icon in the Test Connection column to check if apps can connect to the map service successfully.
 - e. If you want to add one more map, click the **Add New Map** link and repeat [step a](#) - [step d](#).
5. Complete the fields within the Parcel ID Settings section as described:

Map Name	Enter the name of the map where parcels are located. The map name must be the same as that you defined within the GIS settings section.
Layer	Enter the name of the map layer for parcels.
ID Field for Parcel No.	Enter the GIS attribute that you want use for the Parcel ID.

6. Fill out the Geocode & Routing Service Settings section as follows:
- a. Enter the REST service URL of the ArcGIS Server geocode service in the URL field.
 - b. If you are integrating a secured geocode service, click the icon in the Security column, complete the Security Settings fields, and click **OK**.
 - c. Click the icon in the Test Connection column to check if apps can connect to the geocode service successfully.
 - d. Repeat [step a](#) - [step c](#) to define the ArcGIS Server routing service that apps can connect to.
7. Click **Save**.

The new agency is now available, and agency users can log in to Accela apps.

Searching for an Existing Agency or Host

You can search by name and/or status as needed to locate a particular agency or host on the Agencies page.

To search for an agency or host

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.

2. You can search by name, status, or a combination of both.

To search by name, enter the desired agency or host name in full or in part in the **Name** field.

To search by status, select a value from the **Enable** drop-down list.

3. Click **Search** (or press the **Enter** key).

The filter is applied as defined, and a list of hosts and/or agencies matching the entered criteria appears.

Tip: To reset the agency list so you can view all the agencies, clear the **Name** field, select 'All' from the **Enable** drop-down list, and click **Search**. Or simply, you just click the **Agencies** tab again.

Disabling an Existing Agency or Host

Once an agency or host has been created, you may not edit the name or service provider code. However, as a cloud or host administrator, you can disable the host or agency to prevent users from the named host or agency from using any Accela apps.

Note: If you need to change the name or service provider code, you must create a new agency using the correct information, then remove the old one. See [Deleting an Existing Host on page 15](#).

To disable a host or agency

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.
The Agencies page appears.
2. Locate the host or agency you want to modify, and either click the host or agency name.
The Host/Agency info page.
3. Clear the **Enabled** check box.
4. Click **Save**.
The selected host or agency is now disabled.

Deleting an Existing Host

Cloud administrators only. You can delete an existing host from the Accela Construct Administration portal. However, be aware that doing so deletes any associated agencies and administrators as well, and users from the deleted agency no longer have access to Accela apps. Alternatively, you can disable a host, which effectively blocks agency users, but preserves the host and any associated agencies and administrators.

To delete a host

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.
The Agencies page appears.
2. Locate the host you want to remove, and click the **Delete** link in the Actions column.
A message appears, prompting you to confirm the deletion.

3. Click **OK** to delete the host.

The host is removed, along with any associated agencies and administrators.

Deleting an Existing Agency

As a cloud or host administrator, you can delete an existing agency from the Accela Construct Administration portal. However, be aware that doing so deletes any associated administrators as well, and users from the deleted agency no longer have access to Accela apps. Alternatively, you can disable an agency, which effectively blocks agency users, but preserves the agency and any associated administrators.

To delete an agency

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.

2. Locate the agency you want to remove, and click the **Delete** link in the Actions column.

A message appears, prompting you to confirm the deletion.

3. Click **OK** to delete the agency.

The agency is removed, along with any associated administrators.

Managing Host Environments

The environment setup for a host is a critical component of the Accela Construct Administration portal, as it defines the connectivity details required to link AAccela Construct (via Accela Gateway) to Accela Automation.

If you are a cloud or host administrator, you can set up one or more environments as needed. For example, you may want to have separate test, staging, and production environments.

Topics

- [Creating a New Environment](#)
- [Modifying or Deleting an Existing Environment](#)

Creating a New Environment

Before you can create a new environment for your host, you must have installed Accela Gateway. Write down the Gateway URL, Gateway Access Key, and Biz Server URL used in that installation. You will need this information to create an environment.

To create a new environment

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.

2. Locate the host you want to create a new environment for, then click the host name link.
The Host details page appears.
3. Click the **Environments** sub-link.
The Environment page for the selected host appears.

AGENCY ADMIN PORTAL

Welcome: [Primary Cloud Administrator](#) [[Logout](#)]

Agencies 593

Developers 510

Apps 376

Administrators 30

Resources 4

Attachments 13

Open Data

Agencies > COS-Host: Environments

[Agency Info](#) | [Environments](#) | [Apps](#) | [Administrators](#) | [Open Data](#)

[Add Environment](#)

Environment Name	Gateway URL	Biz Server URL	Automation Version	Enabled	Default	Action
PROD	http://permits.springfieldcityhall.com/gateway/	http://172.16.180.3080	7.3.0	Yes	Yes	Delete
TEST	http://awca.springfieldcityhall.com/gateway/	http://172.16.183.3080	7.2.0	Yes	No	Delete
DEV	http://awca.springfieldcityhall.com/gateway/	http://172.16.186.3080	7.2.0	Yes	No	Delete

4. Click the **Add Environment** button.
The Add Environment form appears.

AGENCY ADMIN PORTAL

Welcome: [Primary Cloud Administrator](#) [[Logout](#)]

Agencies 593

Developers 510

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Attachments 13

Open Data

Agencies > Agencies > Add Environment

[Agency Info](#) | [Environments](#) | [Apps](#) | [Administrators](#) | [Open Data](#)

All fields marked with * are required.

Name:

Gateway URL *: (Ex: <https://amo.accela.com/mobilegateway>)

Gateway Version:

Gateway Access Key:

Biz Server URL *: (Ex: <http://10.50.59.28.3080><http://10.50.59.29.3080>)

Use as Default: ☐

Enabled: ☒

Automation Version *:

[Save](#) [Run Diagnostics](#) [Cancel](#)

5. Complete the fields as described below. Fields marked with a red * are required.

Name	Pick a name from the drop-down list that describes the purpose of the environment you are creating. For example, choose Prod for a production environment.
Gateway URL	Enter the URL for Accela Gateway exactly as entered when the gateway was installed.
Gateway Access Key	Enter the Gateway Access Key for Accela Gateway exactly as entered when the gateway was installed.
Biz Server URL	Enter the URL for your Biz Server exactly as entered when the gateway was installed.
Automation Version	Choose the version of Accela Automation to be used in this environment.
Use as Default	Mark this box to log in the app users automatically to this environment. If you clear this check box, users will have to select the environment manually in the app.
Enabled	Mark this box to allow users to access the data from this environment. If you clear this check box, this environment will not be accessible.

6. Click **Run Diagnostics** to test your settings, then make corrections as needed.
7. Click **Save**.

The Environment page appears with the new environment listed.

Modifying or Deleting an Existing Environment

If you are a cloud or host administrator, you can edit the environment details as needed. However, if you want to change the Gateway Access Key to a new value, you first need to re-run the Gateway Installer and enter the new Access Key value there, and then enter the new value for the proper environment.

To modify or delete an environment

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.
The Agencies page appears.
2. Locate the host you want to work with, then click the host name link.
The Host details page appears.
3. Click the **Environments** sub-link.
The Environment page for the selected host appears.
4. Do one of the following:
 - To edit settings, complete these steps.

- 1) Identify the environment you want to modify and click either the environment name.

The Edit Environment page appears.

- 2) Modify the settings as needed.

- 3) Click **Save**.

- To delete an environment, complete these steps.

- 1) Identify the environment you want to delete and click the **Delete** link in the Action column.

You are prompted to confirm the deletion.

- 2) Click **OK** to proceed. Click **Cancel** to abort.

The selected environment is deleted, and the Environment page refreshes.

Managing Apps

You can enable or disable apps available to a host or agency (depending on the level at which you want to configure the app). If the developer defines some app settings such as the module and the agency name, the app settings may be configurable from the Apps page.

To manage apps

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.

2. Locate the host or agency you want to work with, then click the Host/Agency name link.





The Host/Agency details page appears.

3. Click the **Apps** sub-link.

The Apps page for the selected host/agency appears.

AGENCY ADMIN PORTAL

Welcome: Primary Cloud Administrator [Logout]

 Agencies	577
 Developers	508
 Apps	373
 Administrators	30
 Resources	4
 Attachments	13
 Open Data	

Agencies > ADBC: Apps

Agency Info | Agency Settings | Apps | Administrators | Open Data








Name:	<input type="text"/>	Status:	Published	All Type:	All	<input type="checkbox"/> Disabled	<input type="button" value="Search"/>
App Name	App Type	Status	Submitted Date	App Enabled	Payment Enabled		
Test App - Stage	Agency	Published	2015/04/14	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
RadheApp	Agency	Published	2015/01/08	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
api_auto_citizen	Citizen	Published	2014/12/18	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Test App - VS	Agency	Published	2014/11/14	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Concord Civic Hero	Citizen	Published	2014/10/02	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Solution Admin	Agency	Published	2014/05/07	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Permit Solution	Agency	Published	2014/05/07	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Inspector	Agency	Published	2014/05/03	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
citizen_utshe1	Citizen	Published	2014/03/28	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
agency_utshe1	Agency	Published	2014/03/27	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

- Click the name of the app that you want to work with.

The app details page appears. General information about the app appears, followed by an app settings section. If no app settings are configurable for the selected app, the app settings section is blank.

AGENCY ADMIN PORTAL

Welcome: Primary Cloud Administrator [Logout]

 Agencies	577
 Developers	508
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 Resources	4
 Attachments	13
 Open Data	

Agencies > ADBC: Apps

Agency Info | Agency Settings | Apps | Administrators | Open Data

General Information

App ID:	00000000000000000000000000000000
Targeted Users:	Citizen App
App Name:	Concord Civic Hero
Developer:	AccelaInc
Description:	Concord Civic Hero
Status:	Published
Enabled:	<input checked="" type="checkbox"/>
Payment Enabled:	<input type="checkbox"/>

App Settings

Key	Description	Default Value	Value
-----	-------------	---------------	-------

5. Do any of the following:

- **To enable the app** so anyone in the agency can use it, check the **Enabled** checkbox in the General Information section.
- **To disable the app** so no one in the agency can use it, un-check the **Enabled** checkbox in the General Information section.
- **To enable the Commit Payment API for the app**, check the **Payment Enabled** checkbox in the General Information section. The [Commit Payment API](#) allows a third-party payment vendor to send and commit payment information into Automation. The **Payment Enabled** property allows an agency administrator to control which apps can

use the Commit Payment API. If **Payment Enabled** is un-checked, the app cannot call the Commit Payment API.

- **To modify app settings**, if available and configurable, fill in the Value fields in the App Settings section.

6. Click **Save**.

WORKING WITH DEVELOPERS

Available to *Cloud Administrators only*, the Developers page on the Accela Construct Administration portal provides cloud administrators with the ability to view and manage both the developer profiles and the apps that the developers have registered.

Note: Administrators cannot add developers from the Accela Construct Administration portal. Developers must self-register via the Accela Developer Portal (<https://developer.accela.com>).

Topics

- [Searching for Developers](#)
- [Sorting the List of Developers](#)
- [Viewing a Developer Record](#)
- [Managing a Developer's Access](#)
- [Deleting a Developer's App](#)

Searching for Developers

Cloud Administrators only. You can search for a developer by developer ID, company name, status, or a combination of those criteria.

To search for a developer

1. Log in to the Accela Construct Administration portal and click the **Developers** tab.

The Developers page appears.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies 593

Developers 510

Apps 376

Administrators 30

Resources 4

Attachments 13

Open Data

Developers

Developer ID: Company: Status:

Developer ID	Company	Name	Registered Date	Status
ap-test@acela.com	BEYONDST	AP TEST	2015-05-14	Enabled
zhuo.wang@acela.com	acela.com	wang, zhuo	2015-05-05	Enabled
amy.fan@acela.com	Wiseonsoft	amy fan	2015-04-22	Enabled
zhang@acela.com	Accele	Jun Zhang	2015-04-02	Enabled
dev@acela.com	China	dev@acela	2015-03-31	Enabled
liu@acela.com	Wise	liu@acela	2015-03-23	Enabled
liu@acela.com	Wiseonsoft	liu@acela	2015-03-11	Enabled
liu@acela.com	AA	liu@acela	2015-02-12	Enabled
liu@acela.com	BIS	liu@acela	2015-01-29	Enabled

- Enter search criteria as needed to locate the developer you need.

Developer ID	Enter the developer's e-mail address in full or part.
Company	Enter the company name in full or part.
Status	Select the status of the developer's account.

- Click **Search** (or press **Enter** on your keyboard).

The Developer page refreshes, and the list of the developers is filtered to show only the developers matching the search criteria you entered.

Note: To restore the list to its default state, clear all search fields, select **All** from the **Status** drop-down list, and click **Search**. Or simply, you just click the **Developers** tab again.

Sorting the List of Developers

By default, the list of developers is sorted by the order in which the developers registered (the last registered developer shows up at the top). You have the ability to change the sort order by clicking the header of the Developer ID, Company, Name, Registered Date, or Status column.

To sort the list of developers

- Log in to the Accela Construct Administration portal and click the **Developers** tab.
The Developers page appears.
- Click the column header by which you wish to sort the table.
- The list of developers is re-organized to display in ascending order by the selected criteria. For example, if you click the Developer ID column header, the list of developers is reorganized to list the developers by ID in A to Z order.
- Click the column header again to toggle the direction of the sort.
If it was A to Z (ascending order) before, it will be displayed Z to A (descending order) and vice versa.

Viewing a Developer Record

You can view details about a developer, as well as access a list of apps that developer has created.

To view a developer record

1. Log in to the Accela Construct Administration portal and click the **Developers** tab.

The Developers page appears.

2. Locate and click the desired developer's ID (email address) link.

The Developer Info page appears. All fields except Password, Re-enter Password, and Enabled are read-only.

AGENCY ADMIN PORTAL
Welcome: Primary Cloud Administrator [Logout]

Agencies 593

Developers 510

Apps 376

Administrators 30

Resources 4

Attachments 13

Open Data

Developers > **api.test@accela.com**: Developer Info

Developer Info
Developer Apps

Email Address: api.test@accela.com

Password:

Re-enter Password:

First Name: api

Last Name: test

Company/ Organization: api.test@accela.com

Street Address: api.test@accela.com

City/ Town: api

State: api

Country: US

Postal Code:

Phone: 13800138000

Enabled : ☒

Save Cancel

3. To view a list of apps associated to the developer, click the **Developer Apps** sub-tab.

Note: *Developer Apps are added by the developer via the Developer portal. The Accela Construct Administration portal does not support the addition of apps nor developers.*

Managing a Developer's Access

You can enable and disable a developer's access to the Accela Developer Portal. If the developer forgets his or her password for login to the Accela Developer Portal, you can reset the password for him or her through the Accela Construct Administration portal.

To manage developer access

1. Log in to the Accela Construct Administration portal and click the **Developers** tab.
The Developers page appears.
2. Locate and click the desired developer's ID (email address) link.
The Developer Info page appears.
3. Do one of the following:
 - To reset a developer's password for login to the Accela Developer Portal, enter the new password in the Password and Re-enter Password fields, and then click **Save**.
 - To disable a developer's account, clear the **Enabled** check box and click **Save**.
 - To enable a developer's account, mark the **Enabled** check box and click **Save**.

Deleting a Developer's App

You can delete apps as needed from the Developer Apps sub-page. Once deleted, the app is permanently removed from the Accela Construct Administration portal, and anyone running the app from a mobile device will lose the ability to communicate with the Accela Construct using the deleted app.

Note: Deleting an app from the Accela Construct Administration portal does not remove it from the App store, nor from any user device on which it is installed.

As an alternative to permanent deletion, you can disable an app on an agency or host level, which effectively keeps it off the list of available apps for an agency or host without removing it. See [Managing Apps on page 19](#) for information about disabling an app.

To delete an app

1. Log in to the Accela Construct Administration portal and click the **Developers** tab.
The Developers page appears.
2. Locate the developer responsible for the app you want to delete, and click the developer's ID (email address) link.
The Developer Info page appears.
3. Click the **Developer Apps** sub-link.
A list of apps added by the selected developer appears.

4. Locate the app you want to delete, and click the **Delete** link in the Action column.
You are prompted to confirm the deletion.
 5. Click **OK** to proceed.
The app is permanently removed from the Accela Construct Administration portal.
-

WORKING WITH ADMINISTRATORS

A global Administrator page is available that lists all administrators of the same level as the logged in administrator. For example, if you are a host administrator and you open the global Administrator page, you see a list of all host administrators for every host listed on your portal. If you are an agency administrator and you open the global Administrator page, you see a list of all agency administrators for your agency. From this page, you can click any administrator name to view or edit details. You can also delete administrators.

An agency or host-specific Administrators sub-page is available for each host and agency. This page lists the administrators for the host or agency from which the Administrator sub-page was opened. For example, if you open the Alpha Agency page and click the Administrators link, you will see a list of administrators for the Alpha Agency only. From this Administrators page, you can click any administrator name to view or edit details. You can add new administrators of the same level as the logged in administrator, and delete administrators as needed.

Topics

- [Adding a Host or Agency Administrator](#)
- [Adding a Cloud Administrator](#)
- [Searching for an Administrator](#)
- [Sorting the List of Administrators](#)
- [Editing Existing Administrator Information](#)
- [Deleting an Existing Administrator](#)

Adding a Host or Agency Administrator

You can add a host or agency level administrator only from the Administrators sub-page accessible from the parent host or agency page.

To add a host or agency administrator

1. Log in to the Accela Construct Administration portal and click the **Agencies** tab.

The Agencies page appears.

2. Locate the host or agency you want to add an administrator to, then click the Host/Agency Name link.

The Host/Agency details page appears.

3. Click the **Administrators** sub-link.

The Administrators page for the selected host/agency appears.

4. Click the **Add Administrator** button.

The Add Administrator form appears.

5. Complete the fields as needed. Fields marked with a red * are required.

For a description of the fields, see [List 1: Administrator Detail Fields](#) on page 28.

6. Click **Save**.

You are returned to the Administrators sub-page, with the newly added administrator appearing at the top of the list. In addition, a notification is sent to the newly added administrator that contains the information needed to log in.

List 1: Administrator Detail Fields

Type	This drop-down field is auto-populated based on whether you are adding a host or agency administrator. If you are a cloud administrator and open the global Administrators page, this field is auto-populated with "Cloud Admin". You cannot change the type.
Email Address	Enter the valid email address of the individual. This will be the login name used by the individual to log in to the Accela Construct Administration portal.
Full Name	Enter the full name of the individual.
Password	Enter the password to be used by the individual to log in to the Accela Construct Administration portal.
Re-enter Password	Re-enter the password you entered in the Password field.
Organization Name	Enter the name of the organization that the individual represents.
Address 1	Enter the address where the individual is located.
Address 2	

List 1: Administrator Detail Fields

City	Enter the name of the city wherein the individual is located.
State	Enter the name of the state wherein the individual is located.
Country	Select the name of the country wherein the individual is located.
Zip Code	Enter the postal code for the individual's mailing address.
Phone Number	Enter the individual's phone number. Note that there is a box for country code as well as area code.
Enabled	Mark this check box to allow the named administrator to log in to the Accela Construct Administration portal as an administrator. Clear the box to disable access.

Adding a Cloud Administrator

If you are a cloud administrator, you can add a host or agency administrator from the Administrators sub-page as [Adding a Cloud Administrator on page 29](#) described. You can also follow the instructions in this section to add a cloud administrator from the global Administrators page.

To add a cloud administrator

1. Log in to the Accela Construct Administration portal and click the **Administrators** tab.

The Administrators page appears.

2. Click the **Add Administrator** button.

The Add Administrator form appears.

3. Complete the fields as needed. Fields marked with an * are required.

For a description of the fields, see [List 1: Administrator Detail Fields on page 28](#).

4. Click **Save**.

You are returned to the Administrators page, with the newly added administrator appearing at the top of the list. In addition, a notification is sent to the newly added administrator that contains the information needed to log in.

Searching for an Administrator

You can search for administrators on the global Administrator page.

To search for an administrator

1. Log in to the Accela Construct Administration portal and click the **Administrators** tab.

The Administrators page appears. If you are a host administrator, you will see a list of host administrators for the host you are assigned to. If you are a cloud administrator, you will see a list of cloud administrators for the portal.

AGENCY ADMIN PORTAL

Welcome: Primary Cloud Administrator [Logout]

Agencies

593

Developers

510

Apps

376

Administrators

30

Resources

4

Attachments

13

Open Data

Administrators

Email Address:
Name:
Status:

Email Address	Name	Type	Status	Action
admin@acela.com	Swarnal Senita	Cloud Admin	Enabled	Delete
admin@acela.com	Oliver Rodriguez	Cloud Admin	Enabled	Delete
admin@acela.com	Seth Aulheim	Cloud Admin	Enabled	Delete
admin@acela.com	Mark Heister	Cloud Admin	Enabled	Delete
admin@acela.com	Scott Quinn	Cloud Admin	Enabled	Delete
admin@acela.com	Cody Li	Cloud Admin	Enabled	Delete
admin@acela.com	Dave Gustafson	Cloud Admin	Enabled	Delete
admin@acela.com	Alan Chen	Cloud Admin	Enabled	Delete

- Enter search criteria as needed to locate the administrator you need.

Email Address Enter the administrator's e-mail address in full or part.

Name Enter the administrator's name in full or part.

Status Select the status of the administrator's account.

- Click **Search** (or press **Enter** on your keyboard).

The Administrators page refreshes, and the list of the administrators is filtered to show only those matching the search criteria you entered.

Note: To restore the list to its default state, clear all search fields, select **All** from the **Status** drop-down list, and click **Search**. Or simply, you just click the Administrators tab again.

Sorting the List of Administrators

By default, the list of administrators is sorted by the order in which they were added (newest administrator at the top). You have the ability to change the sort order by clicking the header of the Email Address, Name, Type, or Status column.

To sort the list of administrators

- Log in to the Accela Construct Administration portal and do one of the following:
 - Click the **Administrators** tab.

The global Administrators page appears.

- Select a host or agency from the Agencies page, then click the **Administrators** link.

The Administrators sub-page appears.

2. Click the column header by which you wish to sort the list. If a column header appears in black text, you cannot sort by that column.

The list of administrators is re-organized to display in ascending order by the selected criteria. For example, if you click the Name column header, the list of administrators is reorganized to list the administrators by name in A to Z order.

3. Click the column header again to toggle the direction of the sort.

If it was A to Z (ascending order) before, it will be displayed Z to A (descending order) and vice versa.

Editing Existing Administrator Information

To edit existing administrator information

1. Log in to the Accela Construct Administration portal and do one of the following:
 - Click the **Administrators** tab.
The global Administrators page appears.
 - Select a host or agency from the Agencies page, then click the **Administrators** link.
The Administrators sub-page appears.
2. Locate the administrator record you want to edit and click the administrator's email address.
The Edit Administrator page appears.
3. Make changes as needed. For field definitions, see [Adding a Host or Agency Administrator on page 27](#). Any field can be modified except for Type and Email Address.
4. Click **Save**.

Deleting an Existing Administrator

You can delete administrators of the same type as yours with the exception of your own. Keep in mind that deletion is permanent. You can also disable an administrator record, which prevents the individual from logging in without the permanence of deletion.

To delete an existing administrator

1. Log in to the Accela Construct Administration portal and do one of the following
 - Click the **Administrators** tab.
The global Administrators page appears.
 - Select a host or agency from the Agencies page, then click the **Administrators** link.

The Administrators sub-page appears.

2. Locate the administrator you want to delete and click the **Delete** link in the Action column.
You are prompted to confirm the deletion.
3. Click **OK** to delete the administrator.

Note: No notification will be sent to the deleted admin.

ACCESSING RESOURCES

The Resources section provides you with links to documentation and tools needed to manage the Administration portal.

Each item in this section has a short description and a link to download the relevant resource. If you want to update the hyperlinked resource, see [Managing Attachments on page 33](#).

To access the Resources page

1. Log in to the Accela Construct Administration portal and click the **Resources** tab.

The Resources page appears.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Category	Count	Resources
Agencies	593	
Developers	510	
Apps	376	
Administrators	30	
Resources	4	<p>Agency Administration portal</p> <p>Agency Administration portal is a single, central location for all the configuration and resources needed to manage the Apps, Automation Environments and Agency Administrators.</p> <p>Accela Civic Cloud Platform v3.0 Administration Guide</p> <p>Accela Civic Cloud Platform v3.0 for On-Premise Agencies Getting Started Guide</p>
Attachments	13	
Open Data		

2. Click a link to download the named documentation or tool.

MANAGING ATTACHMENTS

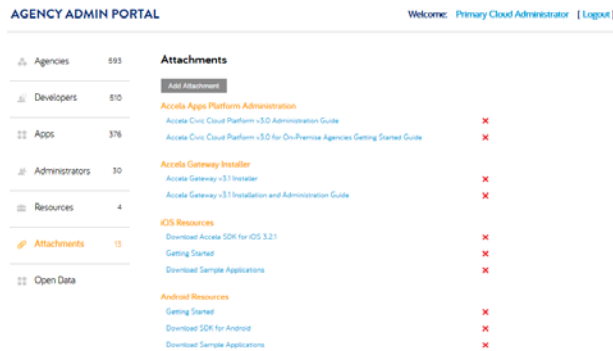
Cloud Administrators only. This section enables you to manage which resources are available for host and agency administrators on the Accela Construct Administration portal. You can upload documentation, installer programs, SDK package and other files to the Accela Construct and publish them as resources on the Administration portal.

Uploading an Attachment

To upload an attachment

1. Log in to the Accela Construct Administration portal and click the **Attachments** tab.

The Attachments List page appears.



2. Click the Add Attachment button and select an option from the Attachment Type drop-down list.

This drop-down list categorizes all attachments into five types:

- Accela Construct Administration
- Accela Gateway Installer
- iOS Resources
- Android Resources
- Windows 8 Resources

3. Enter the name of the attachment in the Display Name field.

4. Click the **Choose File** button next to the File Path field, browse to the attachment you want to upload, click **Open**, and then click **Upload**.

The Attachments List page refreshes, with the attachment name appearing as a link under the corresponding attachment type.

Deleting an Attachment

To delete an attachment

1. Log in to the Accela Construct Administration portal and click the **Attachments** tab.

The Attachments List page appears.

2. Click the delete icon next to the attachment you want to delete.

You are prompted to confirm the deletion.

3. Click **OK** to delete the attachment.

The attachment is permanently removed from the Accela Construct Administration portal.