**Important Accela Information**

**Accela Environments**

Accela Automation PROD - av3.accela.com

Accela Automation SUPP - avsupp3.accela.com

Accela Automation TEST - avtest3.accela.com

Accela Citizen Access PROD - aca3.accela.com/atlanta\_ga

Accela Citizen Access SUPP - acasupp3.accela.com/atlanta\_ga

Accela Citizen Access TEST - acatest3.accela.com/atlanta\_ga

**Accela Customer Resource Center (CRC) for support:**

Hours: M – F | 4AM – 6PM PT

Phone: 1-888-722-2352 Ext. 5

URL: <https://accela.force.com/success/customercommunityhome>

**Accela Agency Admin Portal**

*This admin console is used to make configuration changes to the Accela mobile apps*

<https://admin.accela.com/>

Credentials

Username: [lcarr@atlantaga.gov](mailto:lcarr@atlantaga.gov)

PW: password2016

**Accela Citizen Access Admin Portal**

This admin console is used to configure the UI in Accela Citizen Access

ACA Admin PROD

<https://aca3.accela.com/ATLANTA_GA/Admin/login.aspx>

ACA Admin SUPP

<https://acasupp3.accela.com/ATLANTA_GA/Admin/login.aspx>

**Script Notes**

* Currently using Master Scripts 1.5
* Scripts are located in the standard choices section under AA Admin
* The **gisGetZoning** standard choice populates the zoning and inspector data on new applications after submittal

**Reporting**

* Reports are developed either in Crystal or the Ad-Hoc reporting tool
* Crystal Report database credentials
  + DB Name – ACCELADBNEW
  + USER ID – accela
  + PW – accela
* Olusegun Oodukoya, Accela DB Administrator
  + [ooodukoya@AtlantaGa.Gov](mailto:ooodukoya@AtlantaGa.Gov)

**Accela FTP Server**

*Accela data dumps are published on the ftp server*

* [ftp.accela.com](ftp://ftp.accela.com)
  + User ID - Atlanta.ga
  + PW – AA311GA