

# Oregon ePermitting Accela Upgrade Version 20.2.4

## Accela Upgrade Known Issues and Workarounds

### Welcome screen and Record list page

Known Issue #1: Module dropdown switch disappears after clicking on Alert (current version issue also).

Resolution #1: No fix or workaround at this time, is expected with the next upgrade.

The screenshot shows the Accela Record list page. The top navigation bar includes the Accela logo, "Civic Platform", and a dropdown menu for "OMEGA". Below this is a "Record - OMEGA" header. A toolbar contains buttons for Menu, Search, New, Delete, GIS, Create a Set, View Log, Help, My Filters, and a dropdown menu for "Module" which is currently set to "PublicWorks". The main content area displays a table of records with columns: Agency, Record Number, Record Type, Project Name, Description, Parcel #, Number, Dir, and Street Name. The table shows five records, all with "OMEGA" as the agency and "Public Works Tracking" as the record type. The "Module" dropdown menu is highlighted in yellow.

Agency	Record Number	Record Type	Project Name	Description	Parcel #	Number	Dir	Street Name
OMEGA	995-21-000013-PW	Public Works Tracking	PW DENIED	PW DENIED TEST	12345678	123	MAIN	
OMEGA	995-21-000012-PW	Public Works Tracking		Dayette testing denied status	12345678	123	MAIN	
OMEGA	995-21-000011-PW	Public Works Tracking		HEIDI TESTING	12345678	123	MAIN	
OMEGA	995-21-000010-PW	Public Works Tracking	SPEAR TEST	KM - SPEAR TEST - COMPARISON FOR UPGRADE	12345678	123	MAIN	

The screenshot shows the Accela Record list page. The top navigation bar includes the Accela logo, "Civic Platform", and a dropdown menu for "OMEGA". Below this is a "Record - OMEGA" header. A toolbar contains buttons for Menu, Search, New, Delete, GIS, Create a Set, View Log, Help, My Filters, and a dropdown menu for "Module" which is currently set to "PublicWorks". The main content area displays a table of records with columns: Agency, Record Number, Record Type, Description, Number, Dir, Street Name, Street Type, Post Dir, Unit #, City, Parcel #, Status, Related Records, Opened, Expires, and Balance. The table shows one record with "OMEGA" as the agency and "Commercial Mechanical" as the record type. The "Module" dropdown menu is highlighted in yellow.

Agency	Record Number	Record Type	Description	Number	Dir	Street Name	Street Type	Post Dir	Unit #	City	Parcel #	Status	Related Records	Opened	Expires	Balance
OMEGA	995-21-000061-MECH	Commercial Mechanical	TEST RECORD FOR NEW CONFIG	123	MAIN	ST				SALEM	12345678	App Submitted	View	05/21/2021	11/17/2021	0

Known Issue #2: \_01 MY ACTIVE TASKS\_ filter has been removed from the All Task filter list as it causes errors in the upgraded version.

Resolution #2: Accela has made improvements to the Task Dashboard, automatically loading tasks assigned to the logged in user without the requirement of a filter.

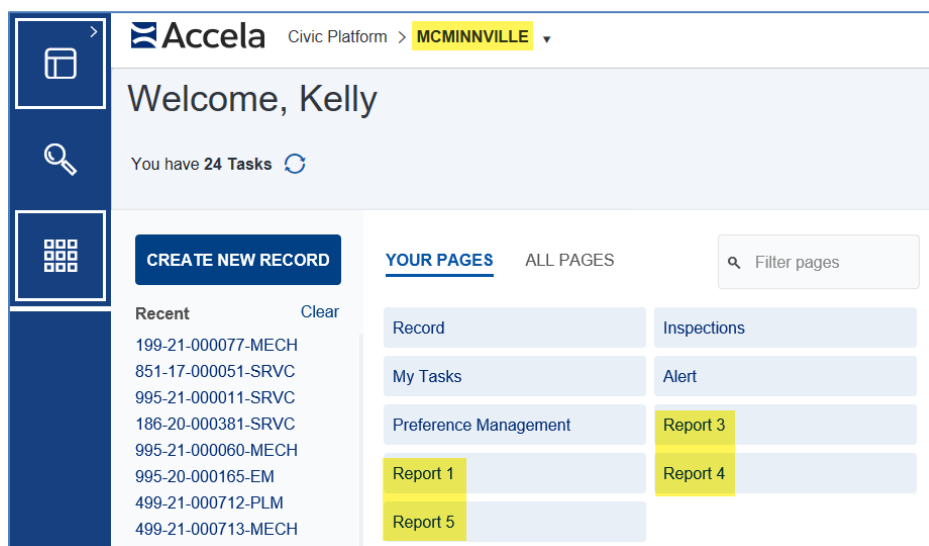
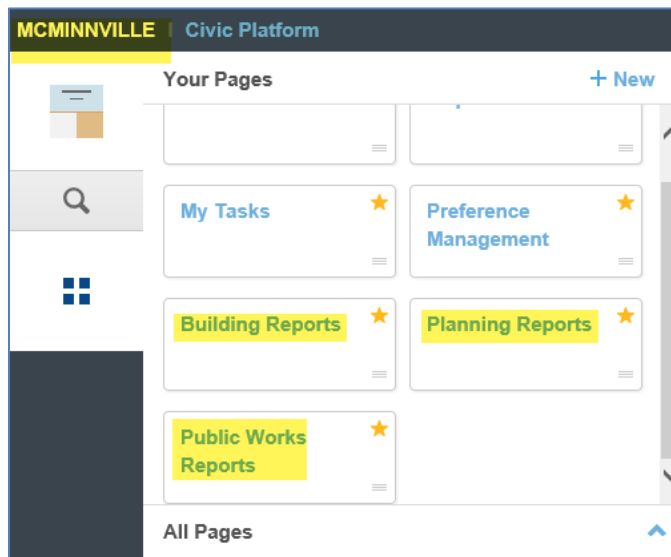
The screenshot shows the Accela Civic Platform interface for user Stacey. The header includes the Accela logo, 'Civic Platform > OMEGA', and a welcome message 'Welcome, Stacey'. Below this, it states 'You have 8 Tasks' with a circular refresh icon and a 'FILTER PAGES' button. The main content area displays three task cards:

- 2110 Venting**: Shows a clock icon with '8:00 AM' and 'Monday, May 24'. It lists the address '911 KAILUA ST SE, SALEM, OR 97317', the group 'MECH RES', and the ALT-ID '995-21-000055-MECH'. The status is 'SCHEDULED'.
- Additional Review**: Shows a calendar icon with 'MAY 24'. It indicates a workflow with '12 Total Tasks', '1 Completed', and '6 Active'. It lists the assigned date 'May 20' and the ALT-ID '995-21-000050-STR'. The status is 'COMPLETED'.
- JUNK CAR**: Shows a car icon. It lists the license 'LIC # 548 VDS VW Color: Blue', the due date 'Jan 21', and the ALT-ID '995-21-000001-NVST'. The status is 'COMPLETED'.

## Reports

Known Issue #3: Launchpad - the text setting changes we've made to the report page names is not being honored. Report portlets will revert to 'Report 1', 'Report 2' etc. instead of 'Building Reports', 'Planning Reports', etc.

Resolution #3: No Workaround Available and no known future update. Here is how we labeled the Report Portlets: Report 1 = Building, Report 3 = Planning, Report 4 = Public Works and Report 5 = Onsite



Known Issue #4: The Reports dropdown has been removed from the Record List portlet. Selecting reports from the record list portlet would often cause issues where reports were being generated for records other than the currently selected record.

The top screenshot shows the 'PHILOMATH' record list. The 'Reports' dropdown menu is highlighted in red. The bottom screenshot shows the 'OMEGA' record list. A red arrow points to the 'Reports' dropdown menu, which is now disabled and labeled 'The Reports option would be here but has been removed.'

Resolution #4: For record specific reports, users should instead navigate to the Record Summary page of the record and use the report dropdown there.

The screenshot shows the 'Summary' page for record 555-21-001945-MECH. The 'Reports' dropdown menu is visible in the top navigation bar.

## Documents

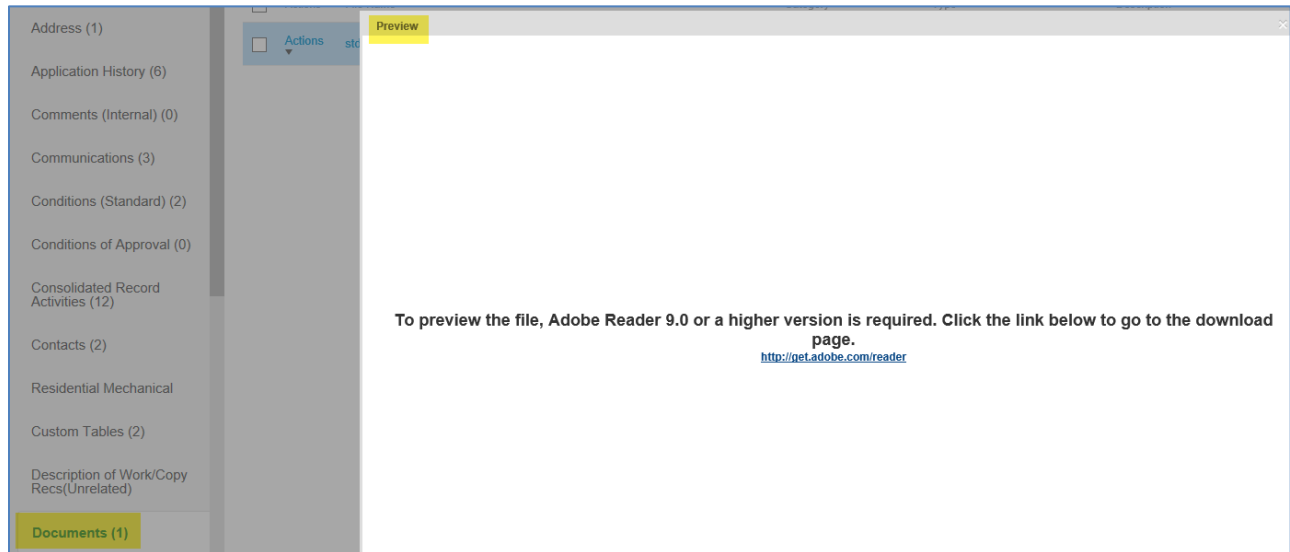
Known Issue #5: Unable to attach a document in Communication tab while using Chrome.

Workaround #5: Open a new browser session in Internet Explorer and create the communication with the document.



Known Issue #6: Unable to preview PDF documents in Edge, it requires Adobe Reader 9.0 or higher \*.

Workaround #6: If you are able to upgrade Edge to Adobe Reader 9.0 or higher \* it should work. If you are not able to upgrade your Edge version you will need to open a session in Internet Explorer to preview the PDF document. Note: You can keep the Edge session open and open a second session in IE and work between the two browsers at the same time.



\* Further testing is required for higher browser and Adobe versions.

## Renewals (Onsite & Licensing)

Known Issue #7: Record header details are incorrect when record is opened from Renewal tab.

Resolution #7: This is a known ~~issue~~ and is being worked on by Accela – no release date at this time.

Accela Civic Platform > BETA

**851-17-000051-SRVC - TILLAMOO...** STATUS: Renewal Received LOCATION: None Provided CONTACT: CHRIS BLACKBURN

Alternative Treatment Technology (ATTS) > 01/28/2021 by Chris Chiola

SINGLE FAMILY DWELLING

Menu Save Reset Summary View Log Help

PERMIT INFORMATION

Permit Number: 851-17-000051-SRVC Status: Renewal Received Record Type: Onsite/Annual Service/Master/Comprehensive

Summary

Activities (0)

Address (0)

Accela Civic Platform > BETA

**851-17-000051-SRVC - TILLAMOO...** STATUS: Renewal Received LOCATION: None Provided CONTACT: CHRIS BLACKBURN

Alternative Treatment Technology (ATTS) > 01/28/2021 by Chris Chiola

SINGLE FAMILY DWELLING

Menu Renew Help

Record ID	Alternate ID	Record Type Alias	Opened Date	Created By	Renewal Status	Status	Status Date
21CAP-00000-0007U	851-17-000051-SRVC-20R	Annual Inspection Report	01/28/2021	CCHIOLA	Incomplete	Renewal Received	01/28/2021

Documents (0)

Expiration Date

Fees (1)

Fee History (1)

Inspections (0)

Owner (1)

Parcel (1)

Payment

Payment History

Professionals (0)

Record Status

Related Records

Renewal (1)

**Accela** Civic Platform > BETA

**851-17-000051-SRVC - TILLAMOO...** STATUS: Renewal Received LOCATION: None Provided  
Alternative Treatment Technology (ATTs) 01/28/2021 by Chris Chiola  
SINGLE FAMILY DWELLING

Menu Save Reset Summary View Log Help

**PERMIT INFORMATION**  
Permit Number: -17-000051-SRVC-20R Status: Renewal Received Record Type: Onsite/Annual Service/Renewal/Con

Once open, the renewal record should open completely, but the Record Details header still shows the -SRVC Record ID

Generated by Cloning: No

Project Name: Alternative Treatment Technology (ATTs)

KEY DATES  
Opened Date: 01/28/2021  
Issued Date:  
Expiration Date: 12/31/2020

Description of Work: ANNUAL INSPECTION REPORT

## Inspections

Known Issue #8: Cancel button missing on Inspections page when the inspection is opened from the Record Summary tab - this happens in all browsers.

**Accela** Civic Platform > OMEGA

**995-21-000068-MECH** STATUS: App Submitted LOCATION: 123 MAIN ST CONTACT: Krista Altman  
Altman 06/11/2021 by Krista Altman SALEM, OR 97303

**Record Summary**

Activities (0)  
Address (1)  
Application History (4)  
Comments (Internal) (0)  
Communications (0)  
Conditions (Standard) (0)  
Conditions of Approval (0)  
Consolidated Record Activities (2)  
Contacts (1)  
Residential Mechanical  
Custom Tables (2)  
Description of Work/Copy Recs/Uninstall  
Documents (0)

RESIDENTIAL ADDITIONAL RECORDS  
Group Type Subtype Category Description Project Name Job Value (Amount)

FLOODING AIN  
Base Flood Elevation: Beach Mark Elevation: Description (Other F.P. Development): FIB Flood Fringe Floodway Improvement to Existing Street

Work Item Status: Task: Application Status: 06/11/2021 Action (0): Krista Altman

Scheduled/Planned Inspections: Inspection Type: 2300 Range Mechanical Scheduled Date: Inspector: Status: Pending Comments:



## Accela Upgrade Known Issues and Workarounds

The first screenshot shows the 'CANNON\_BEACH | Civic Platform' interface for record ID 164-21-000096-MECH. It includes a 'Menu' dropdown, 'Cancel', 'View Log', and 'Help' buttons. The inspection details for 139 E Monroe ST, CANNON BEACH, OR 97110 show a '2999 Final Mechanical' inspection with a 'Pending' status. The second screenshot shows the 'Accela Civic Platform > COBURG' interface for record 199-21-000077-MECH - COTTAGE... with a status of 'Permit Issued' on 02/22/2021 by Angela Keppler. It also includes 'View Log' and 'Help' buttons. Both screenshots show fields for Address, Record Type, Inspection Type, Status, Scheduled Date, Requestor, and Requestor's Phone Number.

Workaround #8: Use the browser back button to return to the record then go back into inspections.

This screenshot shows the Accela Civic Platform interface for record 995-21-000068-MECH. A red arrow points from the browser's back button to a 'Missing Button' label, indicating a missing back button in the interface. The record details for 123 MAIN ST, SALEM, OR 97303 show a '2200 Rough Mechanical' inspection with a 'Pending' status. The interface includes fields for Address, Record Type, Inspection Type, Status, Scheduled Date, Requestor, and Requestor's Phone Number, as well as checkboxes for 'Display Comment in ACA', 'Comment Display in ACA', 'At ACA Users', 'Record Owner', 'Exceeded Permitted', 'Contact', and 'Owner'.

Known Issue #9: Managing inspections in Edge browser does not work if you aren't using Edge version 85 or higher \*.

Workaround #9: ~~At this time~~ Accela has indicated that the higher Edge browser versions have resolved this issue. At this time, that has ~~s~~ed not been ~~tested~~verified.

The screenshot displays the Accela Civic Platform interface for a permit titled '199-21-000077-MECH - COTTAGE...'. The permit description is 'Install gas insert, venting and gas piping'. The status is 'Permit Issued' on '02/22/2021 by Angela Keppler'. The location is '250 P ST, COTTAGE GROVE, OR 97424-1824'. The contact is 'TRAMMEL RODNEY T'. The workflow shows '6 total Task' with '4 completed'.

The 'Manage Inspections' section is active, showing a table of inspections. The table has columns for 'Inspector', 'Current User', 'Scheduled Date', 'Clear', 'Scheduled Start Time', 'Clear', 'Floor', 'Scheduled', 'Floor Unit', 'ETA', 'ETA', 'Insp. Date', 'Inspector', 'Department', and 'Request Comment'.

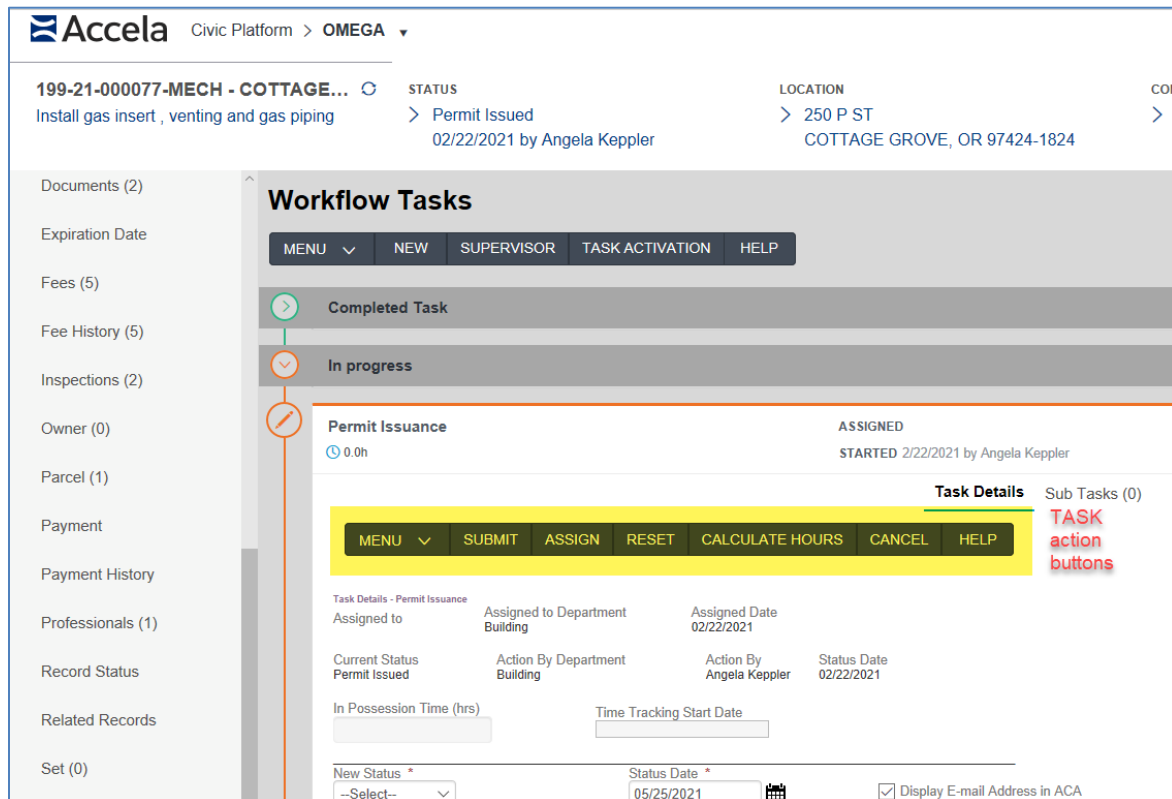
Inspector	Current User	Scheduled Date	Clear	Scheduled Start Time	Clear	Floor	Scheduled	Floor Unit	ETA	ETA	Insp. Date	Inspector	Department	Request Comment
2300 Rough Mechanical														
2999 Final Mechanical														

\* Further testing is required for higher browser versions.

## Workflow Tasks

Known Issue #10: When there is an error while updating workflow (EMSE Operation Failed), the message hides the workflow buttons.

Workaround #10: Selecting another tab, then returning to the Workflow tab will force a refresh of this tab and the task action buttons will be available again.



**Accela** Civic Platform > OMEGA

199-21-000077-MECH - COTTAGE... STATUS: Permit Issued 02/22/2021 by Angela Keppler LOCATION: 250 P ST COTTAGE GROVE, OR 97424-1824

**Workflow Tasks**

MENU NEW SUPERVISOR TASK ACTIVATION HELP

Completed Task

In progress

**Permit Issuance** ASSIGNED STARTED 2/22/2021 by Angela Keppler

Task Details

MENU SUBMIT ASSIGN RESET CALCULATE HOURS CANCEL HELP

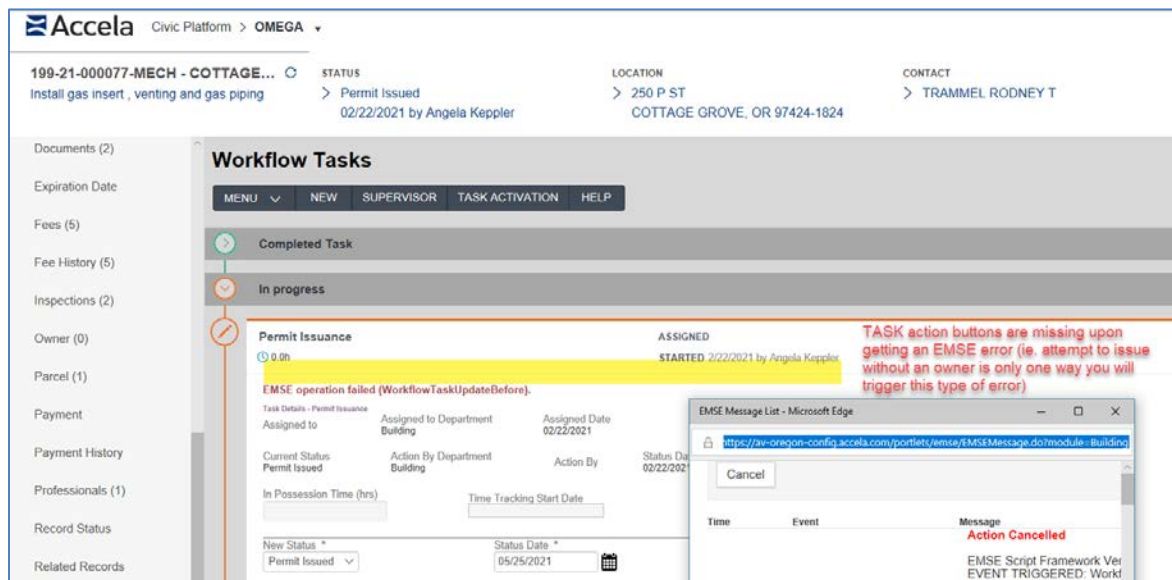
Task Details - Permit Issuance

Assigned to Building Assigned Date 02/22/2021

Current Status Permit Issued Action By Department Building Action By Angela Keppler Status Date 02/22/2021

In Possession Time (hrs) Time Tracking Start Date

New Status \* --Select-- Status Date \* 05/25/2021 Display E-mail Address in ACA



**Accela** Civic Platform > OMEGA

199-21-000077-MECH - COTTAGE... STATUS: Permit Issued 02/22/2021 by Angela Keppler LOCATION: 250 P ST COTTAGE GROVE, OR 97424-1824 CONTACT: TRAMMEL RODNEY T

**Workflow Tasks**

MENU NEW SUPERVISOR TASK ACTIVATION HELP

Completed Task

In progress

**Permit Issuance** ASSIGNED STARTED 2/22/2021 by Angela Keppler

EMSE operation failed (WorkflowTaskUpdateBefore).

Task Details - Permit Issuance

Assigned to Building Assigned Date 02/22/2021

Current Status Permit Issued Action By Department Building Action By Angela Keppler Status Date 02/22/2021

In Possession Time (hrs) Time Tracking Start Date

New Status \* Permit Issued Status Date \* 05/25/2021 Display E-mail Address in ACA

TASK action buttons are missing upon getting an EMSE error (ie. attempt to issue without an owner is only one way you will trigger this type of error)

EMSE Message List - Microsoft Edge

Cancel

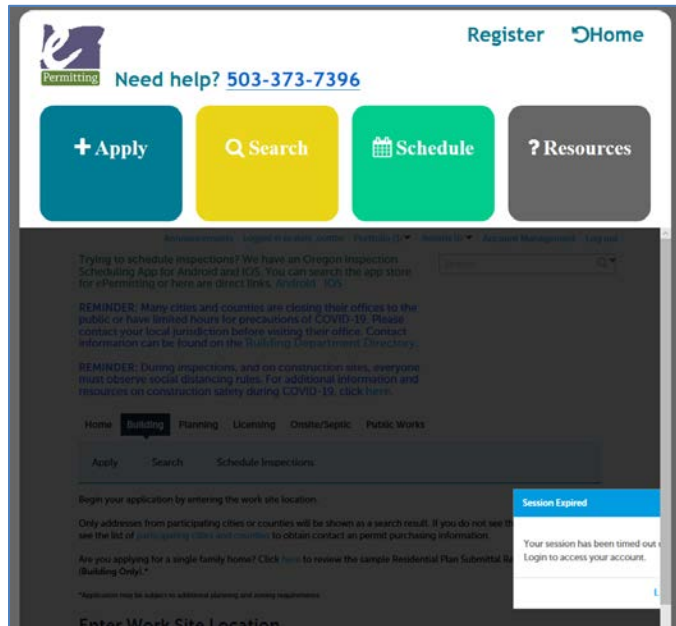
Time Event Message

Action Cancelled

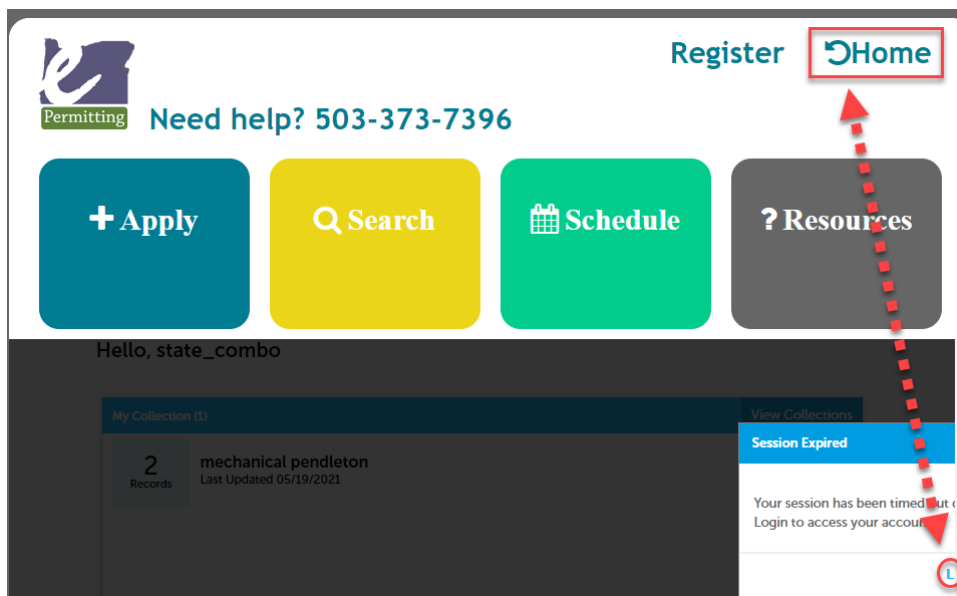
EMSE Script Framework Ver EVENT TRIGGERED: World

## ACA

Known Issue #11: ACA - Session Expired message cuts off.(Chrome Users)



Resolution #11: In the upper right corner of the page select the “Home” button and the page will refresh. You will need to login to your account again. Some users are able to click on the blue L which will take them to the login screen directly.



Known Issue #12: Changing document (ACA) permissions: IE 11 throw an error when you go to View Doc Info > Change (ACA Permissions). It works correctly in Chrome (this is an issue in our current version as well).

### IE:

Document Information

FIN\_TransactionReceipt\_pr\_20210520\_135251.pdf

Receipt

Uploaded

Uploaded on 05/20/2021

Menu Save View Log Help

File Name: FIN\_TransactionReceipt\_pr\_20210520\_135251.pdf

Size: 61.75 K

Document Group/Category: FINANCIAL DOCUMENTS Receipt

Source: ADS

Type: applicat

Description: check spelling

Status: Upload

Department: Building

ACA Permissions Change

Follow Document Type Security

Form Name: Document Details

HTTP 400 Bad Request - Desktop IE

The webpage cannot be found

HTTP 400

Most likely causes:

- There might be a typing error in the address.
- If you clicked on a link, it may be out of date.

What you can try:

- Retype the address.
- Go back to the previous page.
- Go to and look for the information you want.
- More information

IE11 current version of Accela > View Doc Info > Change ACA Permissions > results in an error

Workaround #12: Use Chrome to update the ACA Permissions then you can go back to using IE to work like normal.

### Chrome:

Document Information

std\_Set\_Transaction\_Receipt\_cf\_20210329\_071003.pdf

Set Receipt

Uploaded

Uploaded on 03/29/2021

Menu Save View Log Help

File Name: std\_Set\_Transaction\_Receipt\_cf\_20210329\_071003.pdf

Document Group/Category: FINANCIAL DOCUMENT Set Receipt

Description: check spelling

Department: State ePermitting

Modified By: Christine A Deibel

ACA Permissions Change

Follow Document Type Security

Form Name: Document Details

Chrome > View Doc Info > Change ACA Permissions > works as expected

Document Role Portlet - Google Chrome

av-oregon-config.accela.com/portlets/document/documentFormACAPermission.do?mode=doChangel

Submit Close Help

Title Viewable in ACA

Set Title Viewable Permission: Yes No

All ACA Users

Registered ACA Users Record Creator Licensed Professional Contact Owner

Downloadable in ACA

Set Downloadable Permission: Yes No

All ACA Users

Registered ACA Users Record Creator Licensed Professional Contact Owner

Deletable in ACA

Set Deletable Permission: Yes No

All ACA Users

Registered ACA Users Record Creator Licensed Professional Contact Owner