

# Citizens Access Portal Guide

THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR

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DEPARTMENT OF  
DEVELOPMENT

# Citizens Access Portal Guide

This guide will show you how to set up an online account, how to fill out an application, and how to view the progress of your case. If you do not already have a Citizens Access Portal account, once on the page, select “Register for an Account” in the red selection box in the top righthand corner. You will then be prompted to enter a username, email address, password, and answer a security question. You will also be able to enter in contact information at the bottom of the page. This information will allow Planning staff to contact you by email or phone if there are any issues with your application. Once your account is made, you can return to the portal homepage and begin your application.



Once you login to the portal, the Planning tab is found at the bottom of the page. Here you can create a brand new application or search through previous applications that have been created through your account. When searching for a previous case, you will have the option to search from recents or start a general search at the bottom of the page.

**BOARD-COMMISSION**

This is the application for a Certificate of Appropriateness or Certificate of Approval (COA) for properties located within a Columbus historic district, design review area, zoning district with design review, or individually listed properties, as required by City Code. Owners of properties within these areas may be required to obtain a COA before making exterior changes to their property as described in City Code. A recommendation by a historic district or design review Commission may also be required for any variance or zoning change. Additionally, a COA may be needed for a change of use or demolition depending on the Board/Commission. This application also covers projects seeking approval from the Columbus Art Commission. Deadlines for completed applications are generally four weeks in advance of the next scheduled Board/Commission hearing. Additional information on the Boards/Commissions and COA process, including applicable City Code, adopted policies, application deadlines, and a map and list of the historic districts and design review areas, may be found in [here](#)

- |                                |                          |  |                          |
|--------------------------------|--------------------------|--|--------------------------|
| Downtown Commission:           | <input type="checkbox"/> | University Impact District Review Board: | <input type="checkbox"/> |
| East Franklinton Review Board: | <input type="checkbox"/> | Art Commission:                          | <input type="checkbox"/> |
| Brewery District Commission:   | <input type="checkbox"/> | German Village Commission:               | <input type="checkbox"/> |
| Historic Resources Commission: | <input type="checkbox"/> | Italian Village Commission:              | <input type="checkbox"/> |
| Victorian Village Commission:  | <input type="checkbox"/> | Individual Historic Listing:             | <input type="checkbox"/> |

**Continue Application »**

**Save and resume later**

At this next step in the process of creating a new case, you will have the ability to choose the commission that the case will go to. You are able to choose multiple commissions at once. Select 'Continue Application' too continue the application process.

**Address**

\* indicates a required field.

Country:

\*Street No.:  Direction:

\*Street Name:  Street Type:

Unit Type:  Unit No.:

City:  State:  \*Zip:

**Search** **Clear**

Enter in the Street name, number, and type along with the zip code then search for the address below.

A search form for parcel information. It includes the following fields and controls:

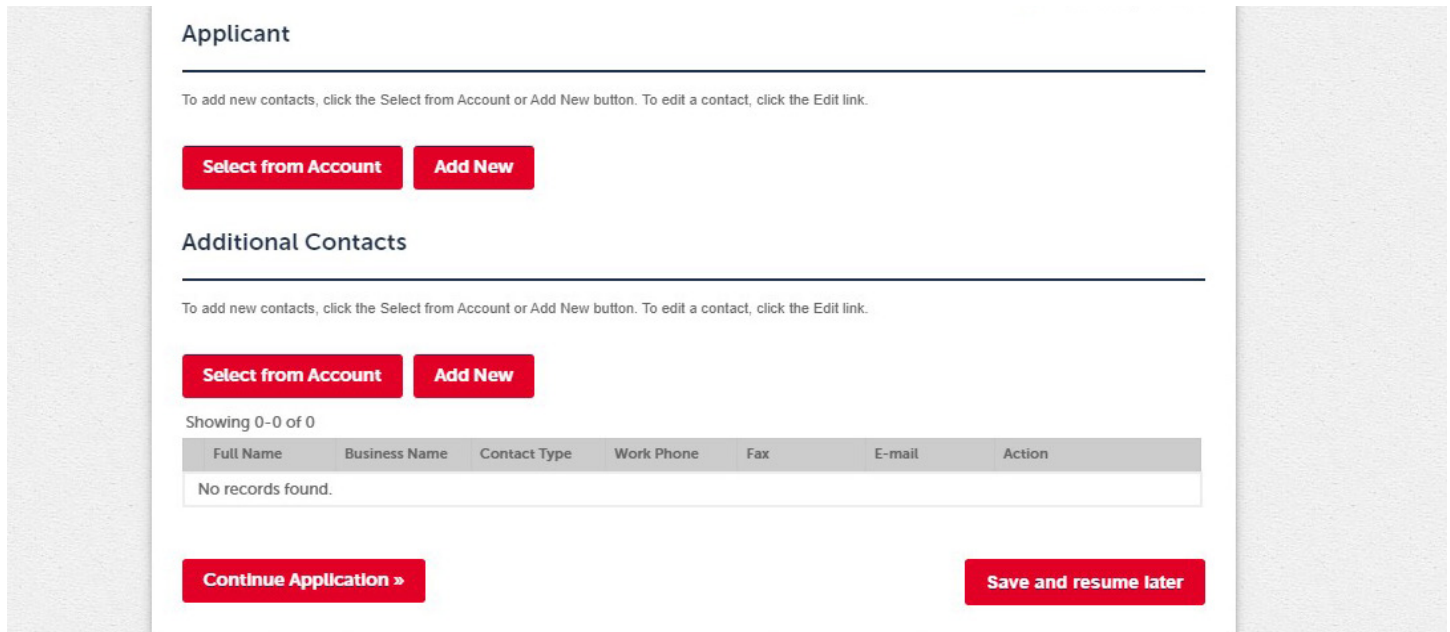
- Parcel Number:** A text input field.
- Lot:** A text input field.
- Block:** A text input field.
- Subdivision:** A dropdown menu with "--Select--" as the current selection.
- Book:** A text input field.
- Page:** A text input field.
- Tract:** A large text area with a question mark icon in the top right corner.
- Legal Description:** A large text area with a question mark icon in the top right corner.
- spell check** (in red text) is positioned below both the Tract and Legal Description fields.
- Parcel Area:** A text input field.
- Land Value:** A text input field.
- Improved Value:** A text input field.
- Exemption Value:** A text input field.
- Search** and **Clear** buttons are located at the bottom left of the form.

From the search, the portal will autopopulate the Parcel information into the application.

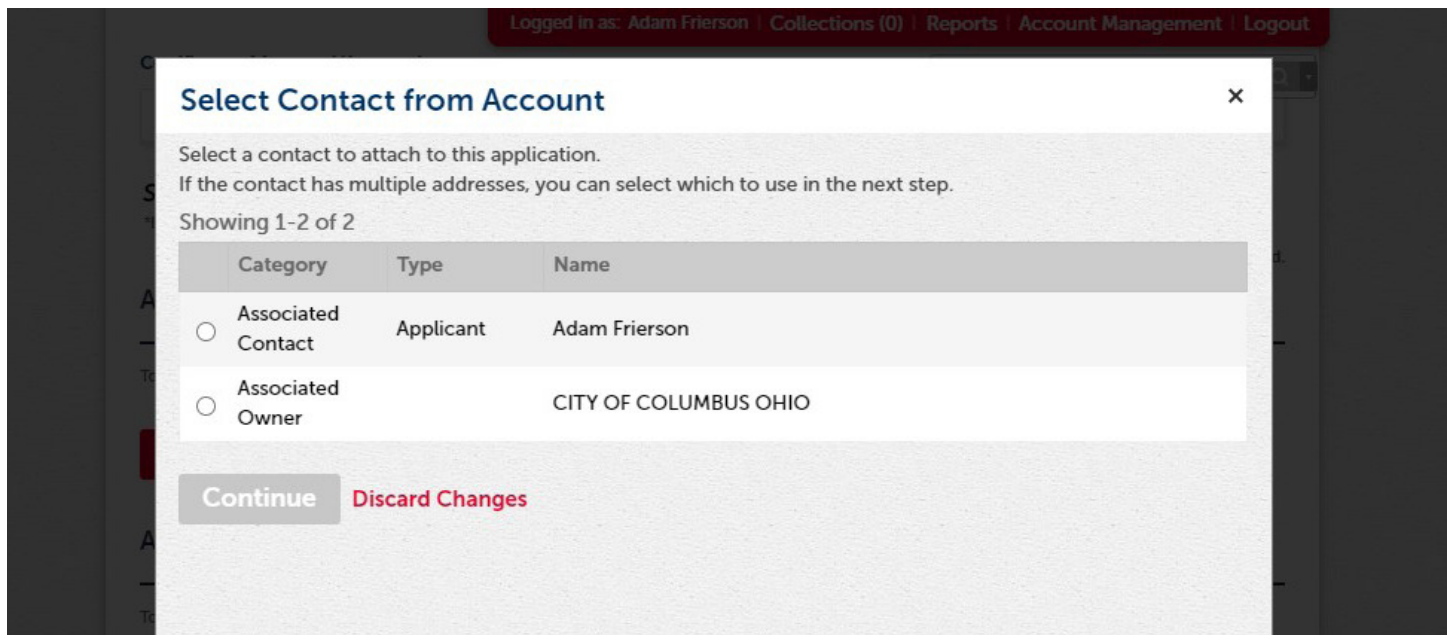
A form titled "Property Owner" with a horizontal line below the title. It includes the following fields and controls:

- Owner Name:** A text input field with a question mark icon in the top right corner.
- Address Line 1:** A text input field.
- Address Line 2:** A text input field.
- Address Line 3:** A text input field.
- City:** A text input field.
- State:** A dropdown menu with "--Select--" as the current selection.
- Zip:** A text input field.
- Country:** A dropdown menu with "United States" as the current selection.
- Search** and **Clear** buttons are located below the address and location fields.
- Continue Application »** and **Save and resume later** buttons are located at the bottom of the form.

Property ownership information will also autopopulate into the application as well.



At this step, you will have the ability to select the applicant associated with the case. Select “Add New” to add in new information if your information is not previously saved.



For reoccurring applicants, the contact information will save to your account.

### Code Enforcement

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**SITE INFORMATION**

\*Is this in response to a Code Violation?  Yes  No  
 Code Violation Number:

\*Is this a modification to a previously issued COA?  Yes  No  
 Previous COA #:

\*Do you have a zoning case number?  Yes  No  
 Zoning Case Number:

\*Do you have a variance case number?  Yes  No  
 Variance Case Number:

\*Do you have a building permit number?  Yes  No  
 Building Permit Number:

[Continue Application »](#)
[Save and resume later](#)

The following code enforcement section allows for any code related information to be entered in. This section covers Code Violations, Modifications to previously issued COA's, and Variance review applications, among other options.

**Step 3: Project Details > Project Request**

\* indicates a required field.

### Project Request

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**PROJECT REQUEST**  
 For this application, I am seeking:

A Conceptual Review:  ?

Request for Action:  ?

[Continue Application »](#)
[Save and resume later](#)

Select whether the application is to be marked as Conceptual or as a Request for Action then select Continue. If you mark the application as conceptual, the selected commission will only offer feedback at the next meeting and will not take a vote. If you mark as a request for action, the commission will take a vote at the next meeting. If you are seeking a staff approval, please mark the application as a request for action.



**Project Classification** \* indicates a required field.

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**PROJECT CLASSIFICATION**

New Construction:  ?

Exterior Building Alteration:  ?

Landscaping:  ?

Signage or Graphics:  ?

Demolition:  ?

Variance or Zoning Change:  ?

Lot Split/Combination:  ?

Change in Use:  ?

Downtown Ad-Mural:  ?

Art:

**Continue Application »** **Save and resume later**

Mark the Project Classification, multiple options can be selected at once. For an explanation of each term, you can hover over the question marks to the side.

**Proposed Project Details**

Describe the proposed project in detail, including: changes to the building, site, lot or zoning, features to be removed, altered and/or added, and materials to be used (manufacturer, model, and style). Attach additional sheets, as needed.

- For demolitions in Historic Districts, Downtown, East Franklinton, or individually listed properties, include: reason for demolition, proposed reuse of the site, and time frame for project initiation. Properties in Historic Districts also require evidence of funding (CC:3116.14).
- For change of use in East Franklinton, include the square footage and description of existing, new, and expanded uses. Also include parking calculations per code requirements (CC:3312 and CC:3323)
- For Graphics/Signage, include sign dimensions, font style and size, materials, and lighting information.
- For modifications to a previously submitted applications, accurately describe any and all changes.

Application Name:

\* General Description:

\* Detailed Description:

[spell check](#)

**Continue Application »** **Save and resume later**

Provide a name to the application and fill out Description boxes. The General Description will appear in Accela. The detailed description is where specifics of the application can be provided.

**Step 4: Attachments > Required Materials**

Required Materials

- Photos: Include photos of each side of the building and/or site and detailed views of the specific areas to be repaired or altered. See [www.columbus.gov/planning](http://www.columbus.gov/planning) for instructions and tips on taking photos and the types required. Google Streetview photos are only acceptable if they are very current.
- Manufacturer's Brochures/Specifications: Brochures and specifications which show and describe the materials to be used (i.e., paint, doors, windows, etc). Material samples may be provided at the hearing as needed or requested by staff.
- Drawings: Electronic drawings are preferred. Hard copy drawings are required to be 11"x17". Drawings are to be dimensioned and notated at no less than 11 point font. Site plans are required to show property lines and existing structures, site features, and landscaping.
- New construction and exterior building alterations require elevations, floor plans, site plans, and perspectives/renderings.
- Signage or graphics require elevations, details, perspectives/rendering (when applicable).
- Demolitions, landscaping, lot splits, and lot combinations require a site plan.
- Variance or Zoning change require drawings as needed per the variance request.
- Required materials, including photos, site plans, drawings, and material specifications should be emailed

\* indicates a required field.

**Attachments**

The maximum file size allowed is 300 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;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**

**Continue Application »**

**Save and resume later**

At this stage, any necessary attachments can be provided to the application. Once you select the desired file, you will be prompted to select the type of attachment (Elevations, Site plan, Renderings, etc.). You will also be required to add a description as well. Multiple attachments are able to be added at once. Once all desired applications are added, select "Continue Application."

**Step 5: Owner/Applicant > Owner/Applicant**


\* indicates a required field.

**Owner/Applicant**

**OWNER/APPLICANT**

By typing my name, I certify that I have thoroughly read this application and that the information I have included, and any accompanying documentation, is complete and accurate to the best of my knowledge. I further certify that I, the applicant, have been authorized by the owner to commit to changes proposed by the applicable Commission or Board.

\* Name of Owner or Applicant:

\* Date:  

**Continue Application »**

**Save and resume later**

Enter in the name of the Owner/Applicant for the proposal. This will act as a virtual signature.



**Step 6: Review**

**Save and resume later**

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

**Record Type**

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Certificate of Approval/Appropriateness

**Planning Division Application for Certificate of Approval/Appropriates (COA)**

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<b>BOARD-COMMISSION</b>	<b>Edit</b>
Downtown Commission: Yes	University Impact District Review Board: No
East Franklinton Review Board: NO	Art Commission: NO
Brewery District Commission: NO	German Village Commission: NO
Historic Resources Commission: NO	Italian Village Commission: NO
Victorian Village Commission: NO	Individual Historic Listing: NO

**Address** **Edit**

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111 N FRONT ST  
COLUMBUS OH 43215

**Additional Address Information**

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Here you have the opportunity to review the application and make edits wherever needed.

**Owner/Applicant**

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OWNER/APPLICANT **Edit**

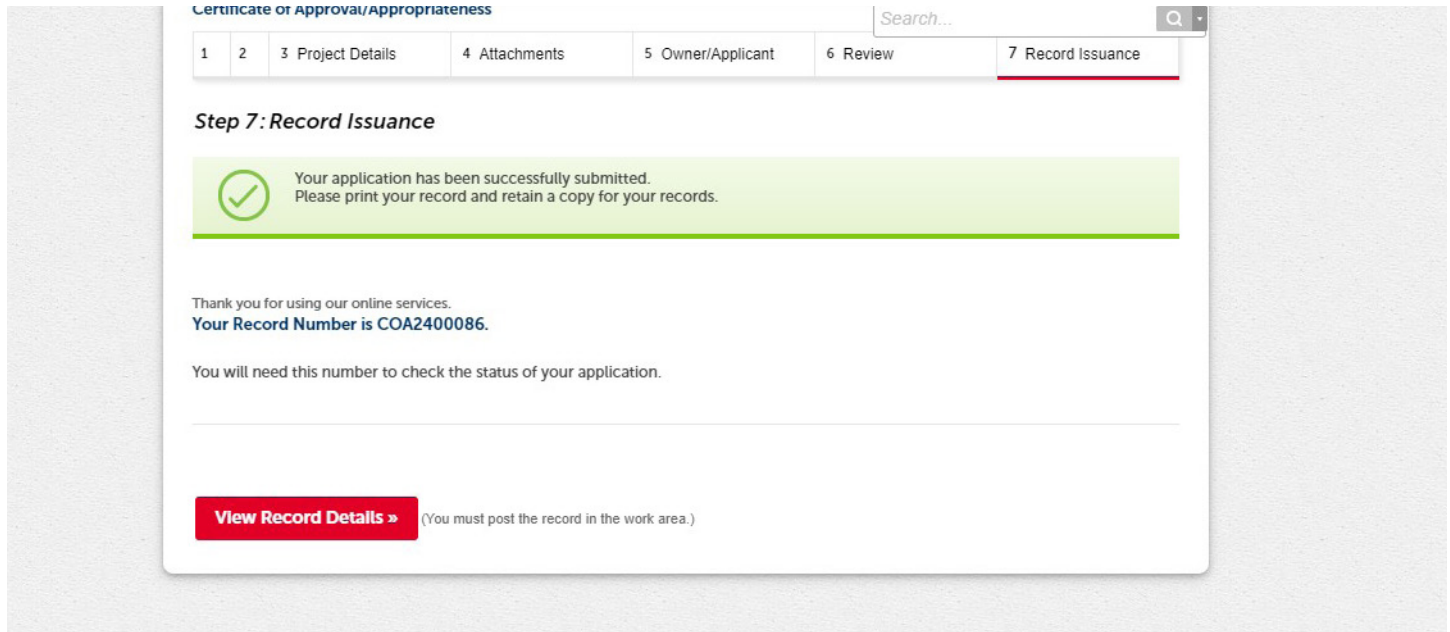
Name of Owner or Applicant: Adam Frierson Date: 03/11/2024

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

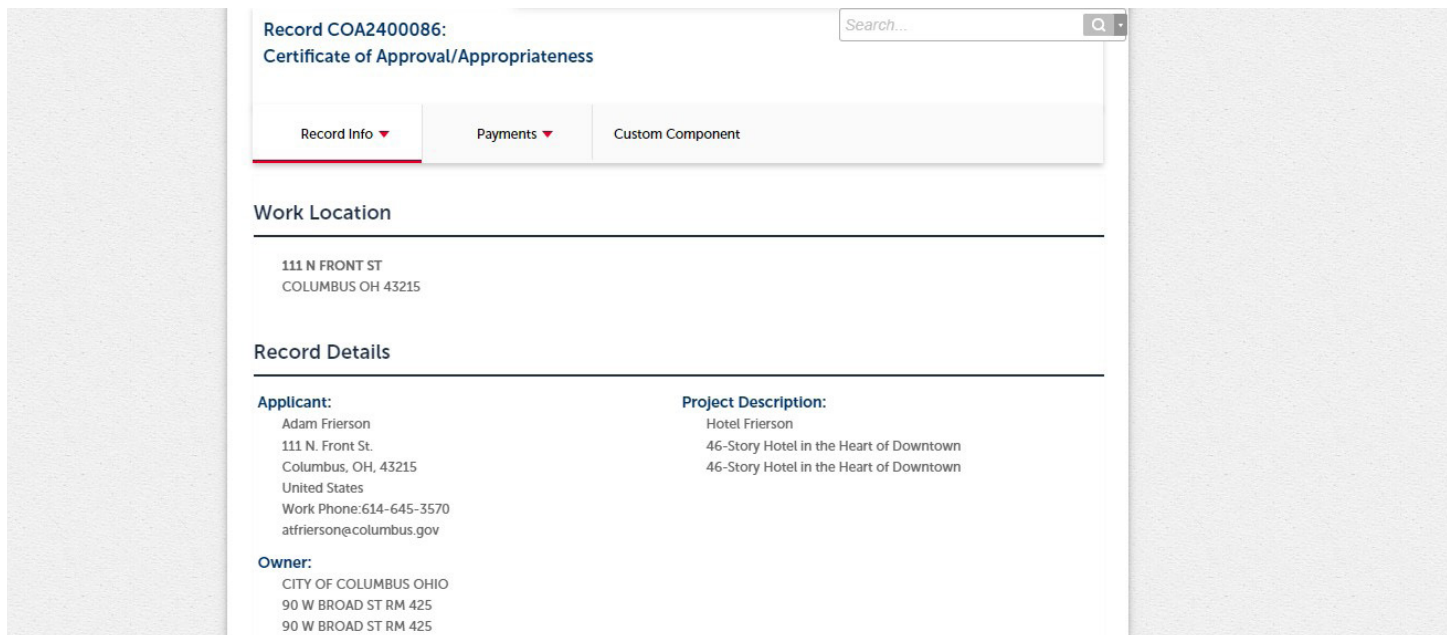
By checking this box, I agree to the above certification. Date: 03/11/2024

**Continue Application »** **Save and resume later**

Certify the application is complete and "Continue Application."

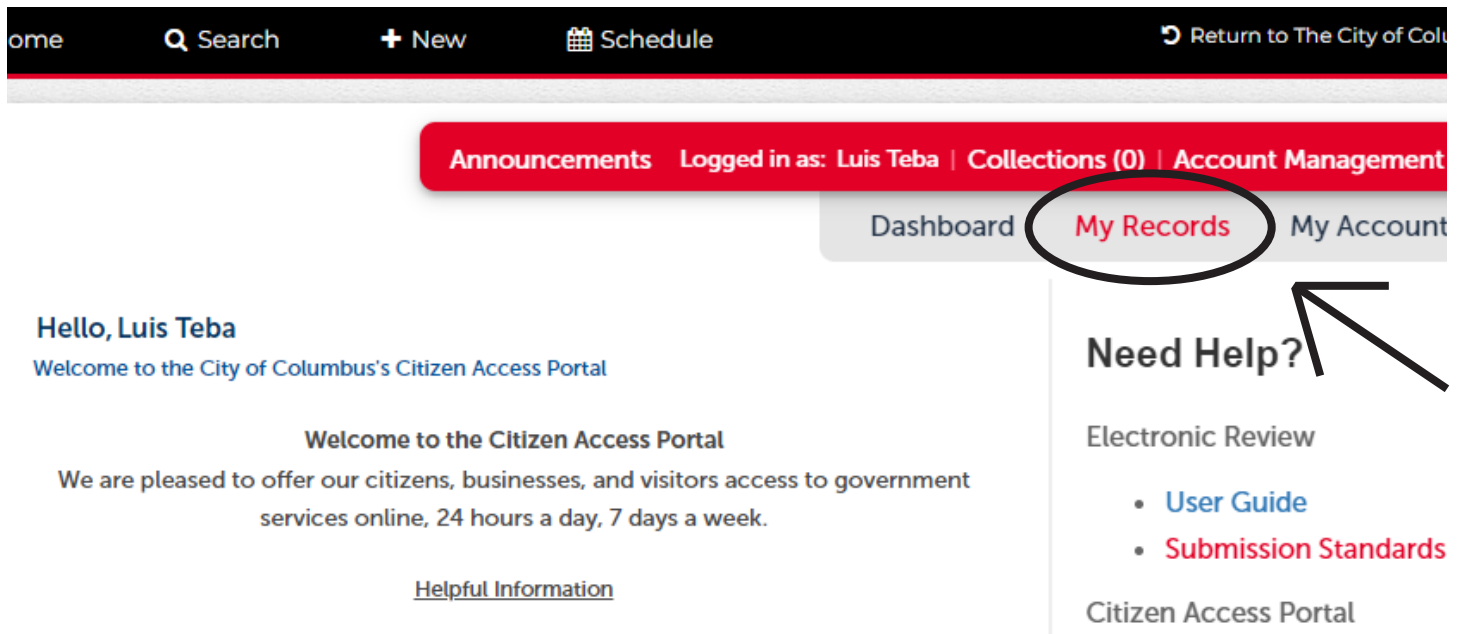


Once all information is submitted. You will receive the Green Checkmark (above) and you will receive the record number associated with the case. You will be able to view the record information by selecting the box below.

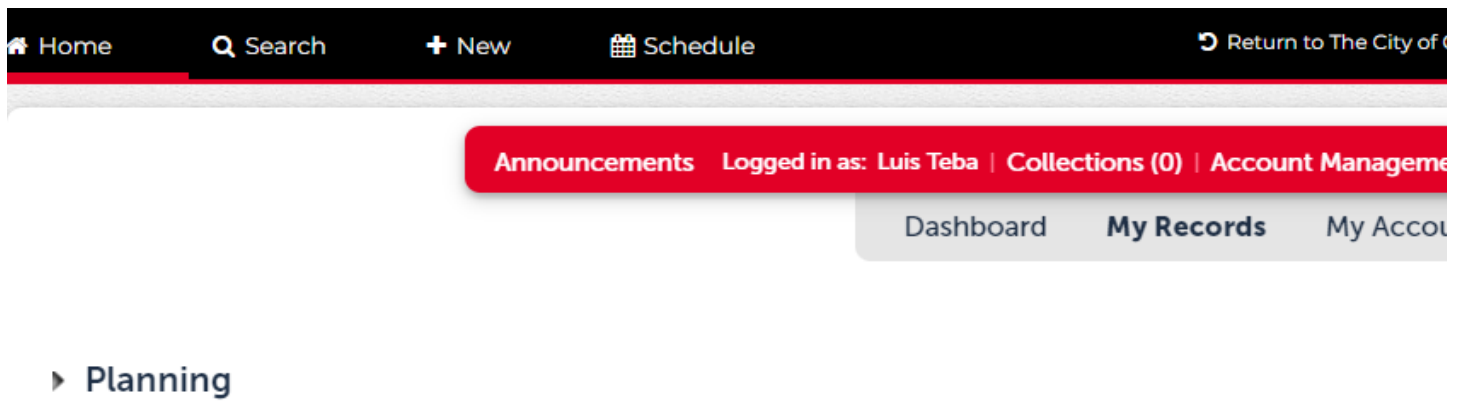


Once you select to view the record data, you can view the application's progress. Under the 'Record Info' tab, you can view the status of the application as it is being processed on Accela. You can also view any uploaded attachments under the attachment tab.

# How to View your COA on the Portal



Once you received the email notification that your COA was approved and uploaded to the Citizens Access Portal, log back into your account on the portal and select the “My Records” tab located at the top right corner of the page.



Select the arrow to the right of the Planning tab to expand your application history.

▼ Planning

Showing 1-3 of 3 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status
<input type="checkbox"/>	06/18/2024	<a href="#">COA2400011</a>	Certificate of Approval/Appropriateness	As part of the Department of Development's ongoing Art, Monuments, and Memorials maintenance, Development/Planning took over as lead for the project in mid-2023. The intent is to work with Recreation and Parks to complete the project and move the monument and its associated flag pole to a more secure and publicly accessible	Linden War Memorial		COA Issued

Locate your relevant application from the list. Click on the red case hyperlink to view the case. \*\*If your application does not populate on this list, you will be able to Search the application by number on the Portal's home page under the "Search Applications" tab under Planning.

**Record COA2400021:** [Add to collection](#)  
**Certificate of Approval/Appropriateness**  
**Record Status: Incomplete**

Record Info ▼
Payments ▼
Custom Component

- Record Details
- Processing Status
- Related Records
- Attachments
- Inspections
- Valuation Calculator

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**Applicant:**  
 Matt Toddy  
 Elevation Studio

**Project Description:**  
 Capitol City Tavern  
 The project scope includes the renovation of an existing building

Locate the "Attachments" tab under the "Record Info" dropdown.

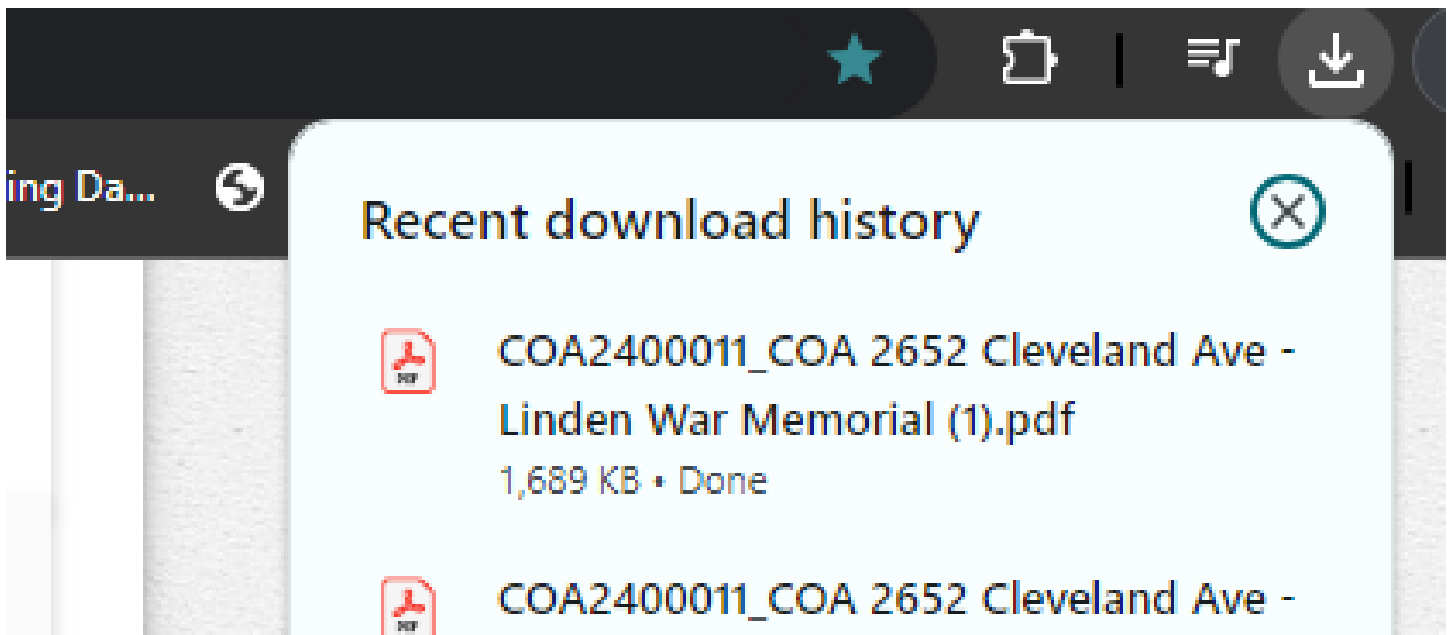
## Attachments

The maximum file size allowed is 100 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;php2;php3;php4;php5;php6;php7;php are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
<a href="#">Linden War Memorial Combined Documents.pdf</a>	COA2400011	Certificate of Approval/Appropriateness	Record	Full Packet	4.85 MB	06/18/2024	Actions ▾	Certificate of Approval/Appropr - COA2400011
<a href="#">A0_CAC_REPORT-2024-06-26.pdf</a>	COA2400011	Certificate of Approval/Appropriateness	Record	Staff Report	224.24 KB	06/25/2024	Actions ▾	Certificate of Approval/Appropr - COA2400011
<a href="#">COA2400011_COA 2652 Cleveland Ave - Linden War Memorial.pdf</a>	COA2400011	Certificate of Approval/Appropriateness	Record	COA	1.65 MB	06/27/2024	Actions ▾	Certificate of Approval/Appropr - COA2400011

Here you will find the uploaded COA. The COA will always be marked as “COA” under the Type column. You will be able to view and download the COA by selecting the “Actions” dropdown at the right of the page. You can also download the COA by selecting on the hyperlinked attachment name in red.



The downloaded COA will appear as an Adobe Acrobat file. Once you select “Download” the attachment will appear in your “Recent download history tab” in the top righthand corner of your window (if you are viewing on google chrome).