

Registration for Permitting

Registration is done through the Winter Haven Accela Citizen Access portal

1. Contractors who are *already registered with Polk County*:

- Create a new Winter Haven Accela account.
- Go to 'Account Management' then 'License Information' then click on 'Add A License' and search for your License.
- When you find your license, add it to your account. Your Winter Haven Accela account is accessing your license and insurance information from Polk county's database for your initial registration with Winter Haven. If you are not able to find your license, please see section #2 below.
- Check that your license and insurance is current and correct. No other action is required.

2. Contractors who have *not previously registered with Polk County*:

- Create a new Winter Haven Accela account.
- Go to 'Building' then 'Create an application' then click on 'Contractor Registration'.
- Complete the application and upload your State contractor's license certificate, worker's compensation insurance certificate and general liability insurance certificate. The insurance certificates must show the City of Winter Haven as a certificate holder. Screen shots of the DBPR website will not be accepted as proof of a valid State contractor's license. On the application, enter your license number exactly as is appears on your license certificate.
- When your registration has been reviewed and approved you will receive a notification (1-2 days for approval).

3. Renewals and updates:

- After initial registration, the system will no longer pull any registration information from Polk County's database so you will need to submit updates directly through Winter Haven's portal.
- Go to 'Building' then 'Create an application' then click on 'Contractor Registration'.
- Complete the application and upload your worker's compensation insurance and general liability insurance certificates. Accela will automatically check DBPR's website to verify your license is current.
- When your renewal has been reviewed and approved you will receive a notification (1-2 days for approval).

Building & Permitting

490 3RD ST NW

863-291-5695

M-F 8AM - 5PM

4. Delegate Accounts (Examples: 3rd party permitting expeditors or employee accounts):

- The 3rd party must create a Winter Haven Accela account for their own use.
- The license holder must create a Winter Haven Accela account and be registered with the City.
- From the License holder's account, go to 'Account Management', then 'Delegate' and click on 'Add a Delegate'. Search for the 3rd Party's account and select the permissions you wish to give them. Click on 'Invite a Delegate'.
- The 3rd party will receive the invitation and must accept it to become a delegate.
- From 'Account Management' you can see who has access to your account and whose accounts you have access to. We recommend that you review this section regularly if you appoint delegate accounts.
- When a delegate starts a new application for a permit they will see an option to submit the application as themselves or on behalf of another account holder (if they have been given permission to submit applications).

5. For 3rd Party Inspection and plan review services (Private Providers):

- Create a new Winter Haven Accela account.
- Go to 'Building' then 'Create an application' then 'Contractor Registration' and select 'Private Provider'.
- Complete the application and upload your registration documents
- When your registration has been reviewed and approved you will receive a notification (1-2 days for approval).
- When a contractor applies for a permit they will be able to name you as a 'licensed professional' associated with the project.