



How to Pay a Civil Ticket Online

1. Access the City of Cleveland Permit Portal.

- Scan the QR code to the right.
- Or visit <https://coc-prod-publicportal.accela.com>
- You do NOT need to log in.



2. Locate the CT number on your ticket.

- Ex: CT26000126

3. Click Pay a Civil Ticket.

The screenshot shows the City of Cleveland's Permit Portal. The left sidebar includes links for Home, Dashboard, Browse all applications, Share Feedback!, City of Cleveland, Assessments and Licenses, Building and Housing, Public Safety, Public Health, Planning, and General Information. The main content area features a large image of the Cleveland skyline and text: 'Welcome to the City of Cleveland's Permit Portal! Search, apply and pay for permits, licenses, registrations and more.' Below the image are four buttons: 'Construction Project' (Step 1 for residential and commercial building permits), 'Mechanical and Fire Prevention Permits' (Apply for stand-alone HVAC, electrical, plumbing permits, and...), 'Pay a Civil Ticket' (highlighted with a red box), and 'Permit Status', 'Zoning Check', and 'Fire Prevention'.

4. Enter your CT number in the Search field.

5. Click Payments

6. Click Fees

The screenshot shows the search results for the civil ticket number CT20123456. The top navigation bar includes the City of Cleveland logo, 'Permit Portal', and the search bar containing 'CT20123456'. The main menu bar has links for Home, Building and Housing, Assessments and Licenses, Public Health, Public Safety, Public Service, and Planning. Below the menu is a search bar with the placeholder 'Search Building Records'. The main content area displays the record for 'Record CT20123456: Civil Ticket'. It shows the record status as 'Awaiting Payment'. Below this are three buttons: 'Record Info', 'Payments' (highlighted with a red box), and 'Fees' (highlighted with a red box).

Record CT20123456:

Civil Ticket

Record Status: Awaiting Payment

Record Info ▾

Payments ▾

Fees



7. Click Pay Fees

**On smaller screens, you may need to scroll right to see “Pay Fees”*

Fees

Outstanding:

Date	Invoice Number	Amount	
<u>02/10/2026</u>	2611022	\$200.00	Pay Fees
<i>Total outstanding fees: \$200.00</i>			

8. Click Continue Application

Application Fees

Fees	Qty.	Amount
Initial Fine	1	\$200.00

TOTAL FEES: \$200.00

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#)

9. Select Pay with Credit Card or Pay with Bank Card.

10. Click Submit Payment.

Payment Options

Amount to be charged: \$200.00

Pay with Credit Card

Pay with Bank Account

[Submit Payment »](#)

11. Enter payment information and complete payment.