



# How to Pay a Civil Ticket Online

## 1. Access the City of Cleveland Citizens web portal

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



## 2. Locate the CT number on your ticket.

- Ex: CT25000126

## 3. Click Building and Housing.



### Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

### General Search

## 4. Enter your CT number in the Record Number field.

Record Number:  Record Type:

## 5. Scroll to the bottom and select "Search"



## 6. Click Payments



## 7. Click Fees

**Record CT20123456:**  
**Civil Ticket**  
**Record Status: Awaiting Payment**

Record Info



8. Click Pay Fees

*\*On smaller screens, you may need to scroll right to see "Pay Fees"*

**Record CT20123456:**  
**Civil Ticket**  
**Record Status: Awaiting Payment**

Record Info ▾    Payments ▾

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**Fees**

**Outstanding:**

Date	Invoice Number	Amount
05/20/2025	2534692	\$200.00
<b>Total outstanding fees: \$200.00</b>		

[Pay Fees](#)

9. Click Continue Application

Home    **Building & Housing**    Assessments and Licenses    Public Health    Public Safety    more ▾

Search Building Records

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**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 »](#)

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

Click Submit Payment.

**Payment Options**

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Amount to be charged: \$200.00

Pay with Credit Card  
 Pay with Bank Account

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[Submit Payment »](#)

11. Enter payment information and complete payment.