

Citizens Portal Help Guide - Oversize Vehicle Move Permit

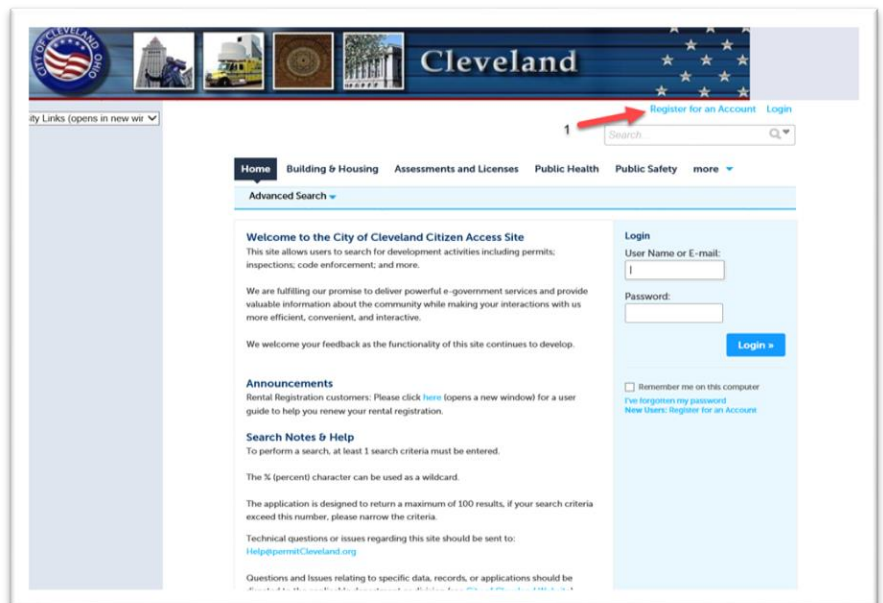
To create an application, you must be a registered user on the City of Cleveland Permit Portal. New User Instructions begin at *“Creating an Account”* below and Returning User Instructions begin at *“Applying for a Permit”* on page 4.

Creating an Account:

To start your application process online, you must first create an account by following the steps below:

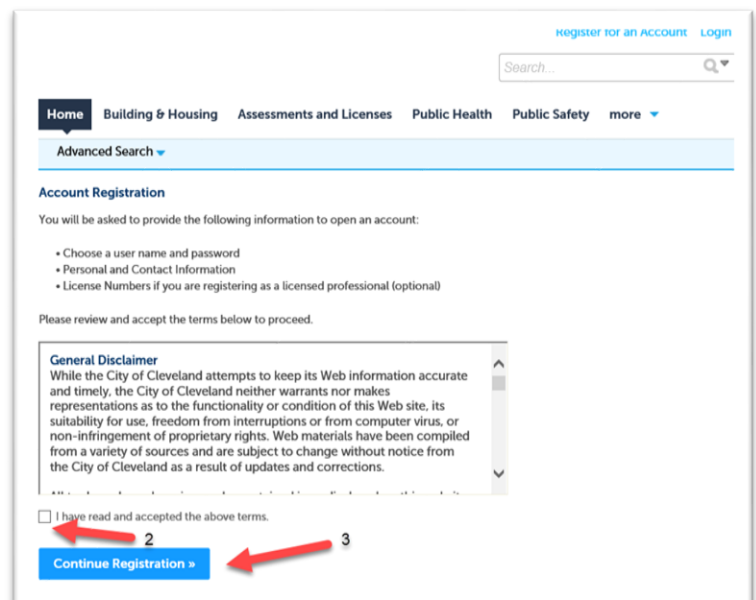
Go to the following link: <https://aca-prod.accela.com/COC/default.aspx>.

1. Click on “Register for an Account”.



2. Review the general disclaimer information. When you have read the complete disclaimer, acknowledge that you have read and accepted the terms using the “I have read and accepted the above terms” checkbox.

3. Click “Continue Registration”.



4. Complete all of the “Login Information” (*) on the “Account Registration Step 2” page. **Please take note of this information because you will be asked for it again.** Each time that you log-in to the system this information will be required.

5. Select the “Add New” button under “Contact Information”.

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

Advanced Search ▾

Account Registration Step 2:
Enter/Confirm Your Account Information

* Indicates a required field

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

* Type Password Again:

* Enter Security Question: ?

* Answer: ?

Contact Information

Choose how to fill in your contact information.

Add New

Continue Registration >

6. Select the “Contact Type” (Ex. Applicant, Owner, etc.).

Select Contact Type X

* Type: ? --Select--

Continue Discard Changes

7. Entered the required “Contact Information” for the Contact Type.

The screenshot shows a 'Contact Information' form with the following fields: First, Middle, Last (all marked with an asterisk); Name of Business; Country (a dropdown menu with 'United States' selected, indicated by a red arrow and the number 7); Address Line 1; City; State (a dropdown menu with '--Select--' selected); Zip; Contact Phone (marked with an asterisk, with a sub-label 'Primary Phone No.'); Work Phone; Mobile Phone; and Fax.

8. Select “Continue Registration” to complete the registration process.

The screenshot shows the 'Account Registration Step 2: Enter/Confirm Your Account Information' page. It includes a navigation bar with links: Home, Building & Housing, Assessments and Licenses, Public Health, Public Safety, and more. Below the navigation bar is an 'Advanced Search' link. The main content area is titled 'Account Registration Step 2: Enter/Confirm Your Account Information' and includes a sub-header 'Login Information'. The form fields are: User Name, E-mail Address, Password, Type Password Again, Enter Security Question, and Answer. Below these fields is a section titled 'Contact Information' with a sub-header 'Choose how to fill in your contact information.' and an 'Add New' button. At the bottom of the page is a 'Continue Registration' button, indicated by a red arrow and the number 8.

9. You will receive a message that “Your account is successfully registered.”

The screenshot shows a success message with a green checkmark icon and the text: "Your account is successfully registered." Below this is a green horizontal line. Underneath the line, the text reads: "Congratulations. You have successfully registered an account." At the bottom, the heading "Account Information" is displayed.

Applying for a Permit:

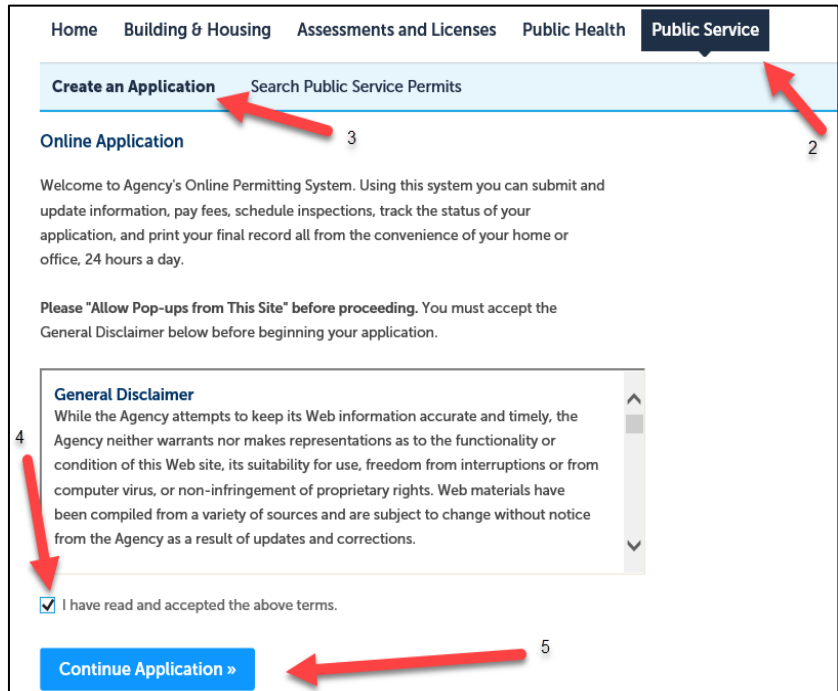
1. Go to the City of Cleveland Permits Portal: <https://aca-prod.accela.com/COC/default.aspx..>

2. Click on the “Public Service” link.

3. Click “Create an Application”.

4. Review the general disclaimer information. When you have read the complete disclaimer, acknowledge that you have read and accepted the terms using the “I have read and accepted the above terms” checkbox.

5. Click “Continue Application”.



Home Building & Housing Assessments and Licenses Public Health **Public Service**

Create an Application Search Public Service Permits

Online Application 3

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

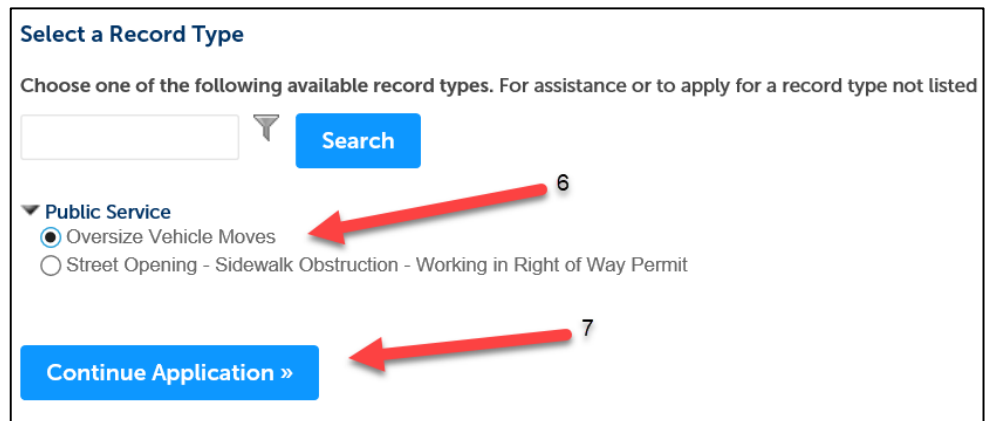
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☒ I have read and accepted the above terms.

Continue Application » 5

6. The “Select a Record Type” screen will appear. Select the radial button next to “Oversize Vehicle Moves” Permit.

7. Click “Continue Application”.



Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed

Search

Public Service

☒ Oversize Vehicle Moves

☐ Street Opening - Sidewalk Obstruction - Working in Right of Way Permit

Continue Application » 7

8. The application page will launch. You will first be prompted to enter Applicant Information. To select your personal information from your Permits Portal account, use the “Select from Account” button. If you are entering a new contact use the “Add New” button to complete the contact information.

Step 1: Contact & Application Info > Contact Information

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account Add New

NOTES:

- If you want to adjust the contact information added, select the *Edit* button or you can select *Remove* to start over.
- Any field with the red asterisks (*) is a required field.

Applicant

To add a new contact, click the Add Contact

✓ Contact added successfully.

Amber Digenan
and@byrnesoftware.com
Home phone: 858-382-4813
Mobile Phone:
Work Phone:
Fax:

Edit Remove

9. Next add the Owner of the Vehicle for the Permit by choosing to “Select from Account” or “Add New”, then select “Continue Application”.

Owner of Vehicle

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account Add New

Continue Application » Save and resume later

10. In the next Application Information section, you will be asked Load Information questions to provide details for the Oversize Vehicle Move Permit. Enter the Load – Description details, select if the Load is Towed, Loaded, Self-propelled, and/or Various Trailers, and provide the Load Weight and Gross Weight.

Application Information

LOAD INFORMATION

* Load - Description (Include made and model or serial number):

spell check

Towed: ☐

Loaded: ☐

Self-propelled: ☐

Various trailers: ☐

* Load Weight (lbs.):

* Gross Weight (lbs.):

11. Next is the Routing Information section, and all the fields are required to be answered. Enter the “From” and “To” locations, indicate if the route will include travel over a State Highway, and provide the Highways/Roads included in the Route.

ROUTING INFORMATION

* From (Location, Muni, State):

* To (Location, Muni, State):

* Will this route include travel over State Highway?: ☐ Yes ☐ No

* Via highway/roads:

[spell check](#)

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12. Next is the General Information section; enter the Desired Effective Date, answer the Return Trip question, and enter the ICC-MC# and DOT# fields.

GENERAL INFORMATION

* Desired Effective Date: 

* Type of permit requested:

* Return Trip?: ☐ Yes ☐ No

ICC-MC #:

DOT #:

12

13. The Type of Permit Requested field is a drop down field, and based on what is selected other fields appear. Please answer all fields applicable to the application.

GENERAL INFORMATION

* Desired Effective Date: 

* Type of permit requested:

* Return Trip?: ☐ Yes ☐ No

ICC-MC #:

13

14. Next is the Vehicle Information lists. To enter all applicable Vehicle Information select the “Add a Row” button.

Vehicle Information

VEHICLE INFORMATION

Showing 0-0 of 0

Vehicles	Make	License No. ST	Empty Wt.	No. of Axles
No records found.				

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

14

15. Enter the Vehicle Information and select the Submit button.

No records found.

VEHICLE INFORMATION

*Vehicles:

*Make:

*License No. ST:

*Empty Wt.:

*No. of Axles:

[Submit](#) [Cancel](#)

15

16. If additional Vehicle Information is required select “Add a Row” and enter as many entries as are necessary. If any entries are not required, select the “Actions” link next to the entry and Edit or Delete that entry.

Vehicle Information

VEHICLE INFORMATION

Showing 1-1 of 1

☐	Vehicles	Make	License No. ST	Empty Wt.	No. of Axles	
☐	Power Unit	test	OH	1000	3	Actions

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

16

[Edit](#) [Delete](#)

17. Next is the “Size Information” lists. Similar to the Vehicle Information, to enter all applicable Size Information select the “Add a Row” button.

Size Information

SIZE INFORMATION

Showing 0-0 of 0

Size	Length (ft.)	Width (ft.)	Height
No records found.			

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

17

18. Enter the “Size Information” and select the Submit button.

The screenshot shows a modal window titled "SIZE INFORMATION" with a close button (X) in the top right corner. Inside the modal, there are four input fields: "Size:" with a dropdown menu showing "--Select--", "Length (ft.):" with a text input field, "Width (ft.):" with a text input field, and "Height:" with a dropdown menu showing "--Select--". Below these fields are two buttons: "Submit" and "Cancel". A red arrow points to the "Submit" button, with the number "18" next to it. At the bottom of the modal, there is a small text note: "For Weight Information, if multiple axles are included, select the 'Add a Row' option for each axle, and enter the required details".

19. If additional Vehicle Information is required select “Add a Row” and enter as many entries as are necessary. If any entries are not required, select the Actions link next to the entry and Edit or Delete that entry.

The screenshot shows a table titled "Size Information" with a subtitle "SIZE INFORMATION". Below the title, it says "Showing 1-1 of 1". The table has five columns: "Size", "Length (ft.)", "Width (ft.)", "Height", and "Actions". There is one row in the table with the following values: "Overall", "10", "10", and "Between 13 ft. 6 in. & 14 ft. 6 in.". The "Actions" column contains a dropdown menu with "Edit" and "Delete" options. Below the table are three buttons: "Add a Row", "Edit Selected", and "Delete Selected". A red arrow points to the "Add a Row" button, with the number "19" next to it. Another red arrow points to the "Edit" option in the "Actions" dropdown, with the number "19" next to it.

20. The last section on this page is the Weight Information lists. Similar to the Size and Information, to enter all applicable Weight Information select the Add a Row button.

The screenshot shows a table titled "Weight Information" with a subtitle "Weight Information". Below the title, it says "For Weight Information, if multiple axles are included, select the 'Add a Row' option for each axle, and enter the required details". Below this, it says "Showing 0-0 of 0". The table has five columns: "Axle Number", "No. Tires Per Axle", "Tires or Rim Size", "Axle Weights", and "Spacing Between Axles". There is one row in the table with the value "No records found.". Below the table are three buttons: "Add a Row", "Edit Selected", and "Delete Selected". A red arrow points to the "Add a Row" button, with the number "20" next to it.

21. Enter the Weight Information and select the Submit button.

The screenshot shows a modal window titled "Weight Information" with a close button (X) in the top right corner. Inside the modal, there are five input fields: "Axle Number:" with a dropdown menu showing "--Select--", "No. Tires Per Axle:" with a text input field, "Tires or Rim Size:" with a text input field, "Axle Weights:" with a text input field, and "Spacing Between Axles:" with a text input field. Below these fields are two buttons: "Submit" and "Cancel". A red arrow points to the "Submit" button, with the number "21" next to it. At the bottom of the modal, there is a small text note: "For Weight Information, if multiple axles are included, select the 'Add a Row' option for each axle, and enter the required details".

22. If additional Vehicle Information is required select “Add a Row” and enter as many entries as are necessary. If any entries are not required, select the Actions link next to the entry and Edit or Delete that entry. Once this section is complete, select “Continue Application”.

Weight Information

Weight Information
For Weight Information, if multiple axles are included, select the "Add a Row" option for each axle, and enter the required details

Showing 1-1 of 1

☐	Axle Number	No. Tires Per Axle	Tires or Rim Size	Axle Weights	Spacing Between Axles	
☐	01	2	20	200	2	Actions Edit Delete

[Add a Row](#)
[Edit Selected](#)
[Delete Selected](#)

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

23. Next you will need to attach Documents.

***The Certificate of Insurance document is required to be uploaded for this application.**

24. To attach Documents, you can select documents that already exist on your personal account by choosing “Select from Account” or you can choose new documents by selecting “Add”.

Attachment

The maximum file size allowed is 50 MB.
html;htm;mhtml;html are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Drawings

Name	Type	Size	Latest Update	Action
No records found.				

[Select from Account](#)
[Add](#)

25. Select “Add” again to select a document from your device. Choose the Type of document from the dropdown. You can also provide a description of the document.
26. You can also save the document to your personal account by selecting from the “Also Attach To” dropdown and choosing your contact.
27. Select Save. You can add additional documents if needed or select Continue Application.

Type:
--Select--

File:
Site Plan.docx
100%

Description:

[spell check](#)

Also Attach To
--Select--

[Save](#)
[Select from Account](#)
[Add](#)
[Remove All](#)

[Continue Application »](#)

28. The Review page will appear and allow you to click the Edit button to update any responses to the inputs. When all information is completed click the certification checkbox **“By checking this box, I agree to the above certification”**. This acts as an electronic signature.
29. Click Continue Application.
30. You can access the record at any time on the Permits Portal to view the progress of your Permit.

1 Select item to pay

2 Payment information

3 Receipt/Record issuance

Step 3: Receipt/Record issuance

Receipt



Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

Watch your email for updates on your application. If you have any questions, please contact our office at (216) 664-2174, Monday through Friday, between the hours of 8:00 a.m. and 4:30 p.m.