CITY OF CLEVELAND
Mayor Justin M. Bibb
FINANCE
Assessments & Licenses

Citizens Portal Help Guide - Oversize Vehicle Move Permit

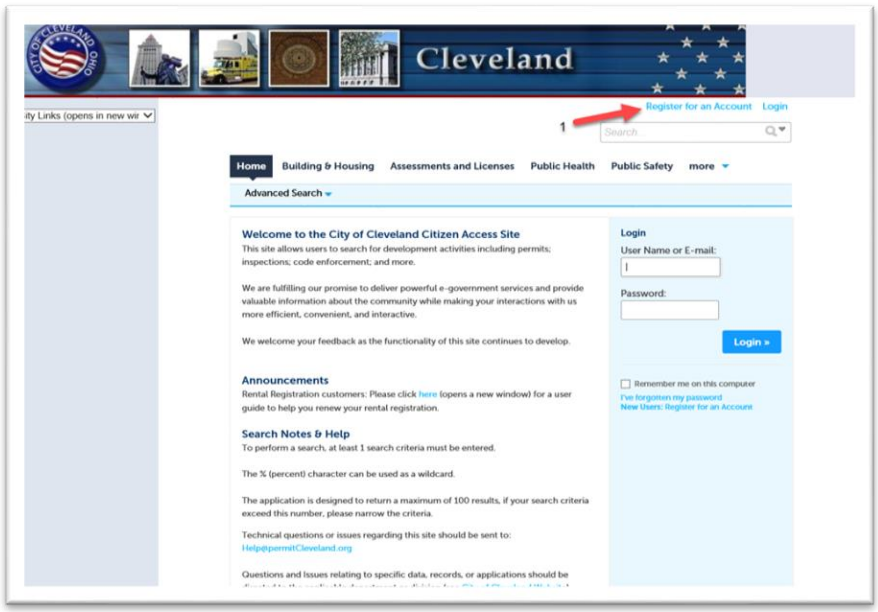
To create an application, you must be a registered user on the City of Cleveland Permit Portal. New User Instructions begin at *"Creating an Account"* below and Returning User Instructions begin at *"Applying for a Permit"* on page 4.

Creating an Account:

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

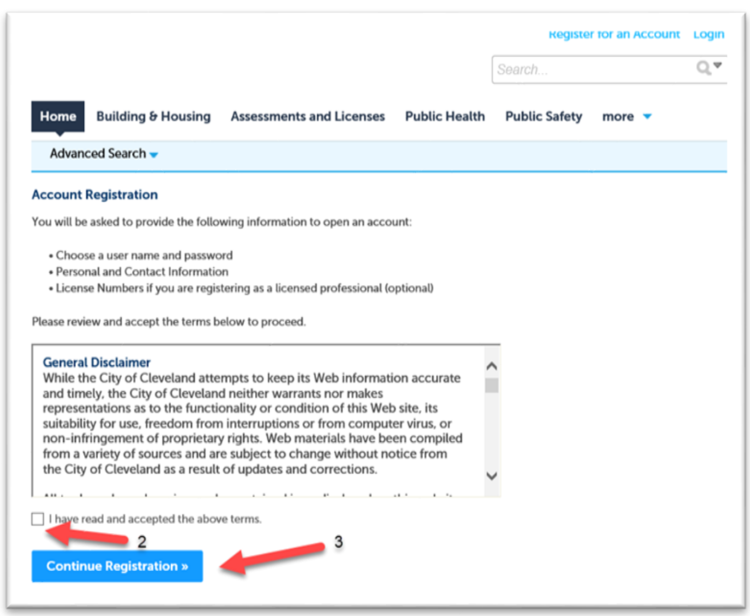
Go to the following link: https://aca-prod.accela.com/COC/default.aspx.

1. Click on "Register for an Account".



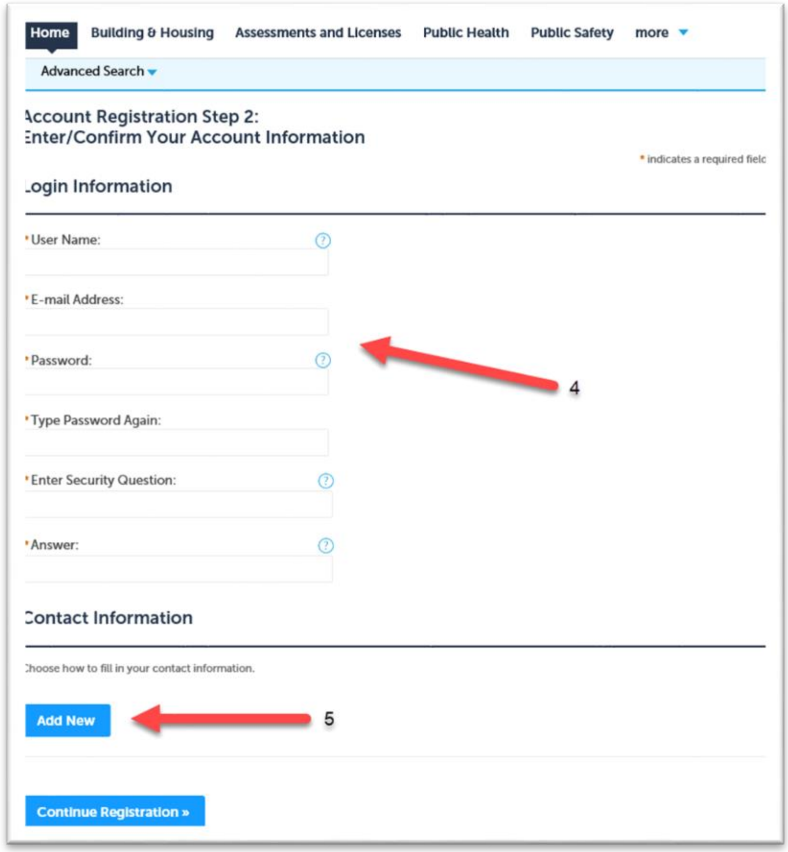
2. Review the general disclaimer information. When you have read the complete disclaimer, acknowledge that you have read and accepted the terms using the "I have read and accepted the above terms" checkbox.

3. Click "Continue Registration".

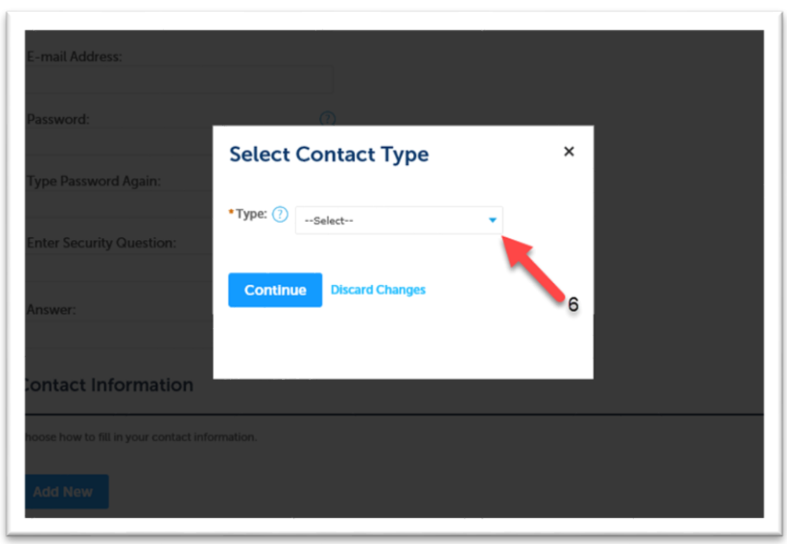


4. Complete all of the “Login Information” (*) on the “Account Registration Step 2” page. **Please take note of this information because you will be asked for it again**. Each time that you log-in to the system this information will be required.

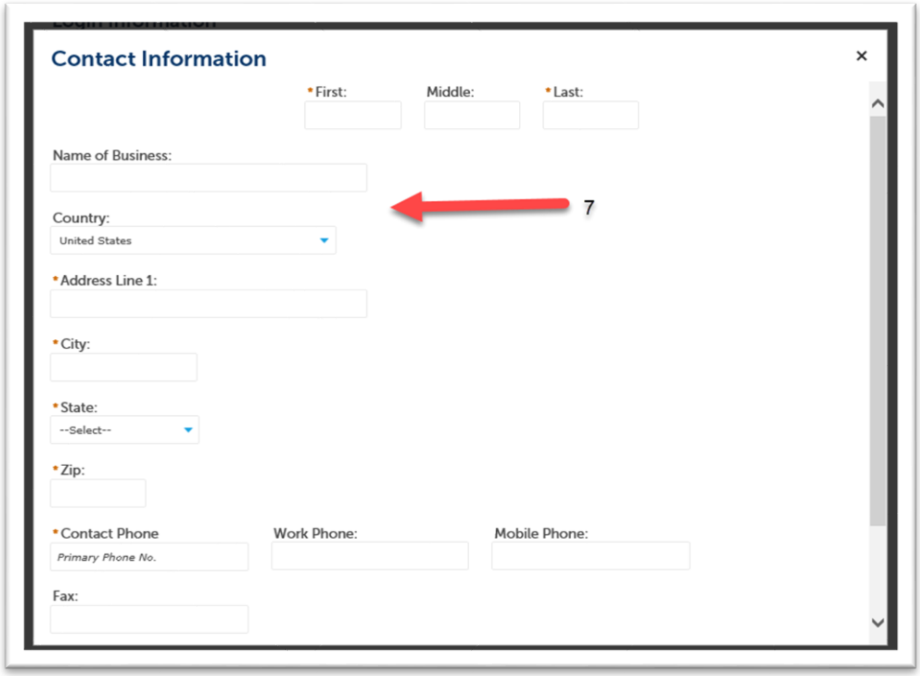
5. Select the “Add New” button under “Contact Information”.



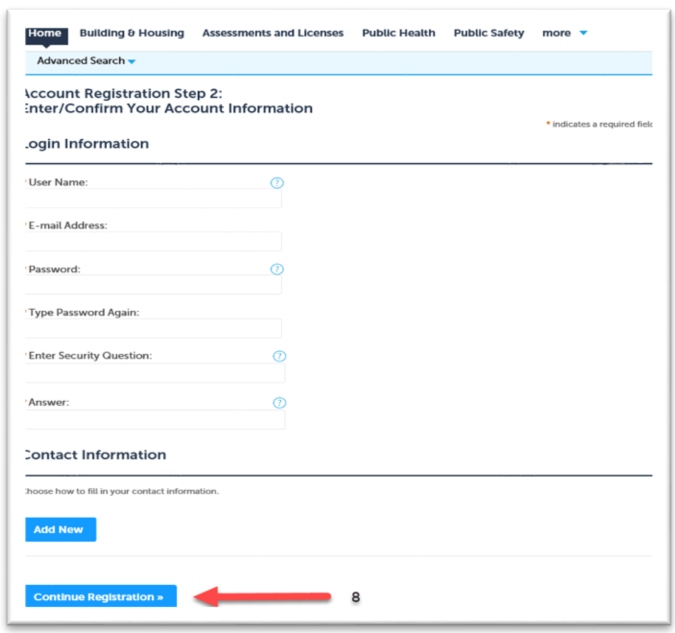
6. Select the “Contact Type” (Ex. Applicant, Owner, etc.).



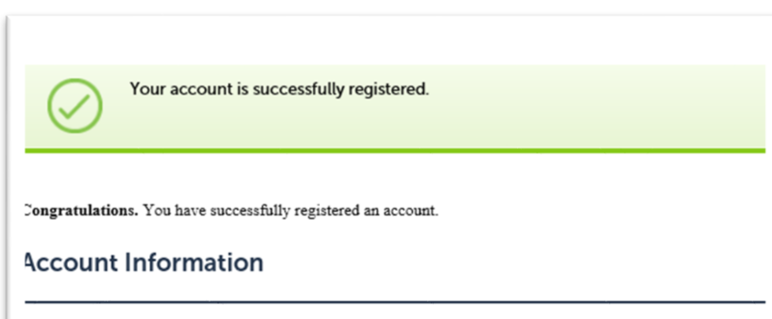
7. Entered the required "Contact Information" for the Contact Type.



8. Select "Continue Registration" to complete the registration process.



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



Applying for a Permit:

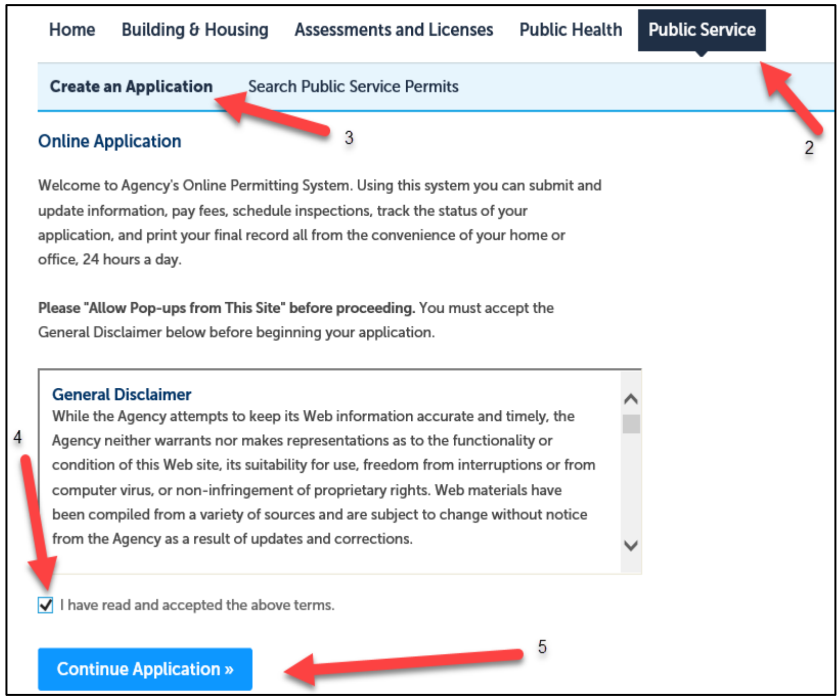
1. Go to the City of Cleveland Permits Portal: https://aca-prod.accela.com/COC/default.aspx..

2. Click on the "Public Service" link.

3. Click "Create an Application".

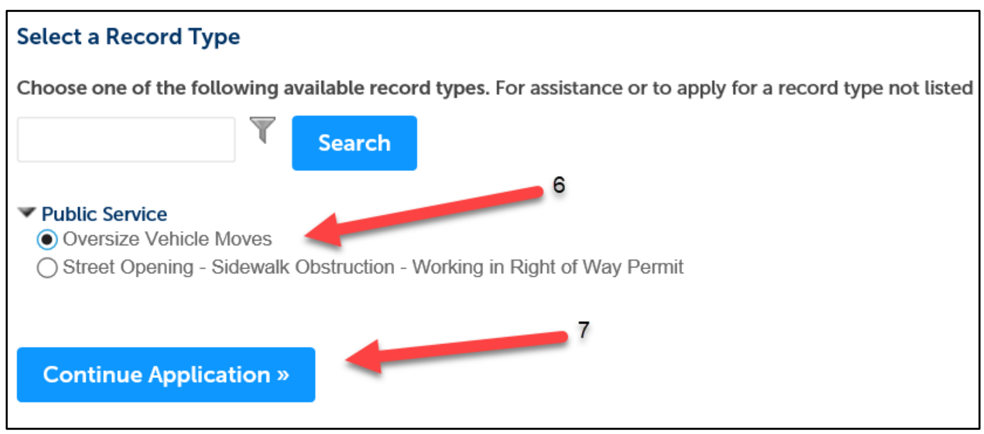
4. Review the general disclaimer information. When you have read the complete disclaimer, acknowledge that you have read and accepted the terms using the "I have read and accepted the above terms" checkbox.

5. Click "Continue Application".

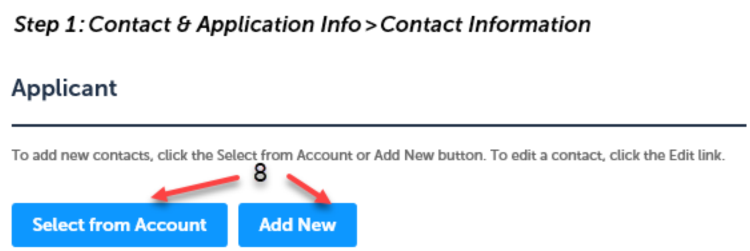


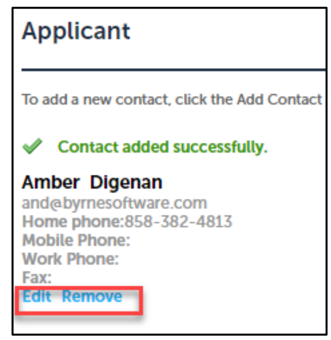
6. The "Select a Record Type" screen will appear. Select the radial button next to "Oversize Vehicle Moves" Permit.

7. Click "Continue Application".



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.

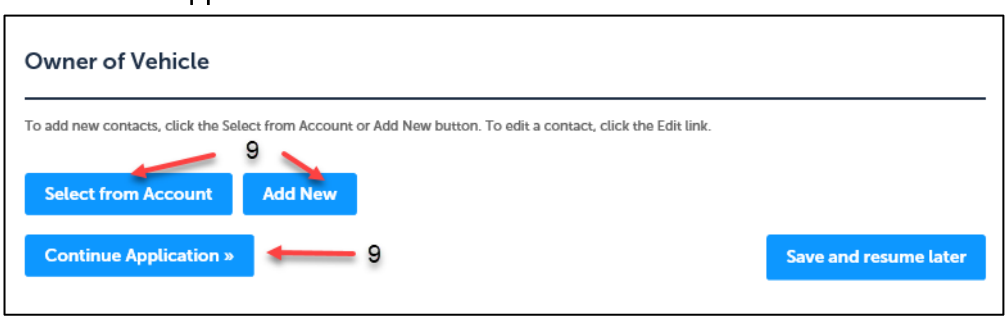




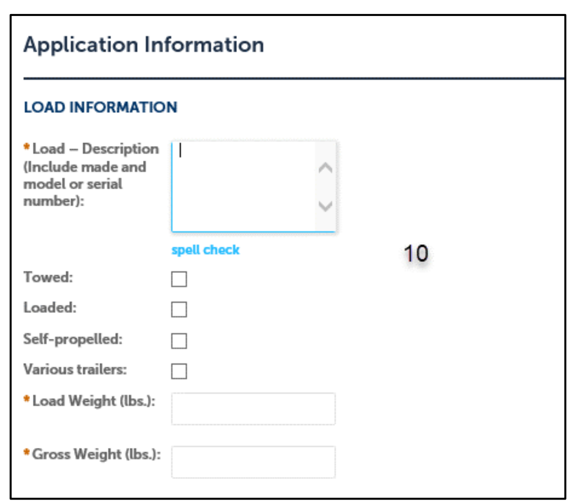
NOTES:

- 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.

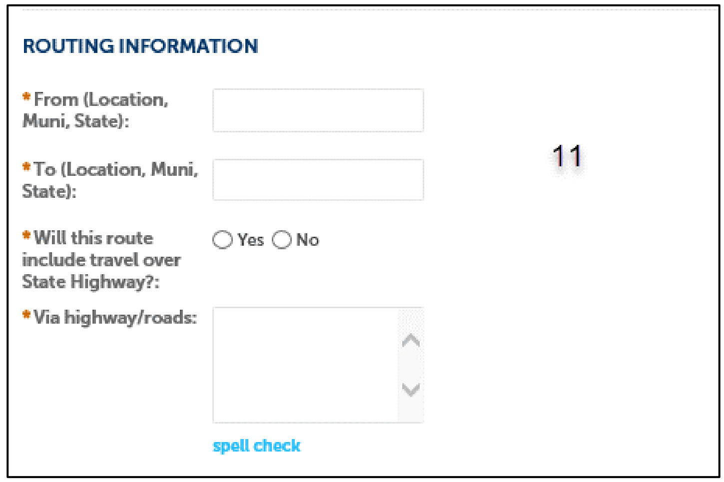
9. Next add the Owner of the Vehicle for the Permit by choosing to “Select from Account” or “Add New”, then select “Continue Application”.



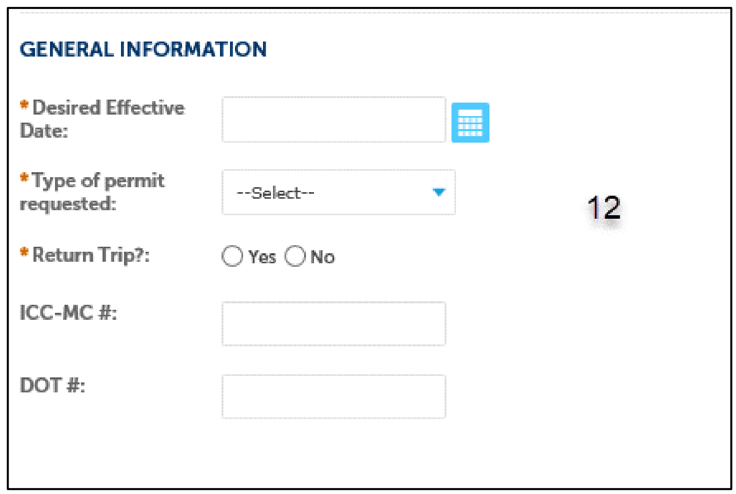
10. In the next Application Information section, you will be asked Load Information questions to provide details for the Oversize Vehicle Move Permit. Enter the Load – Description details, select if the Load is Towed, Loaded, Self-propelled, and/or Various Trailers, and provide the Load Weight and Gross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



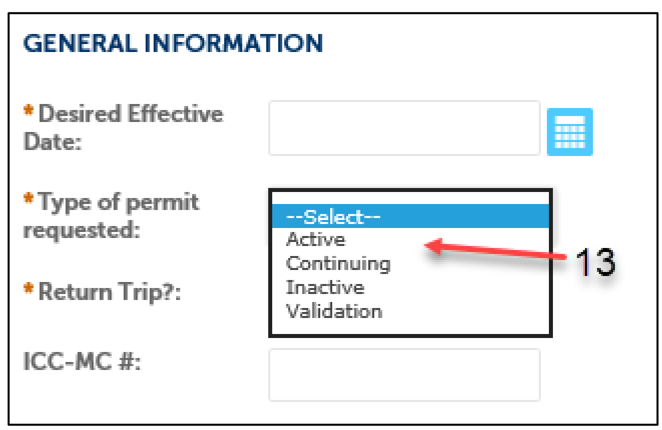
11. Next is the Routing Information section, and all the fields are required to be answered. Enter the “From” and “To” locations, indicate if the route will include travel over a State Highway, and provide the Highways/Roads included in the Route.



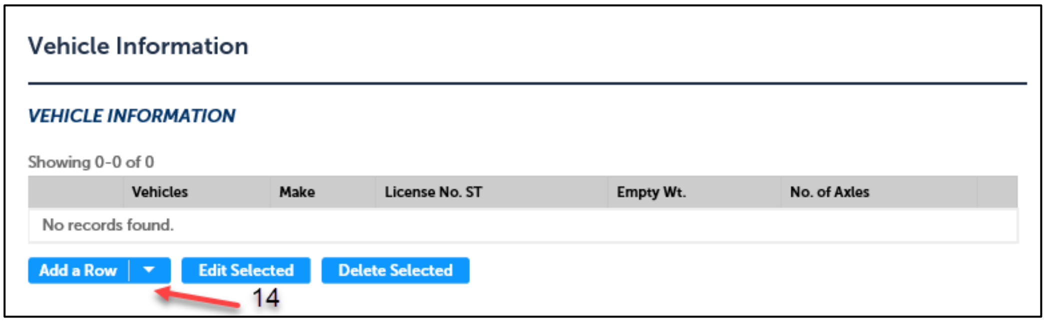
12. Next is the General Information section; enter the Desired Effective Date, answer the Return Trip question, and enter the ICC-MC# and DOT# fields.



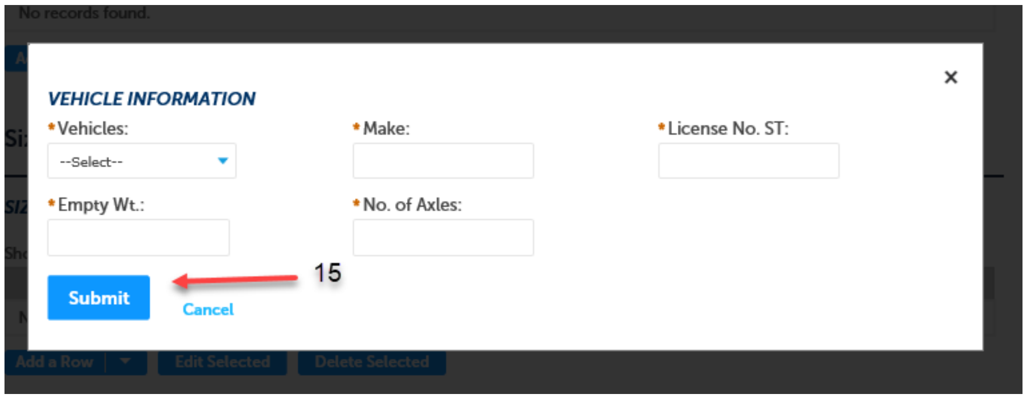
13. The Type of Permit Requested field is a drop down field, and based on what is selected other fields appear. Please answer all fields applicable to the application.



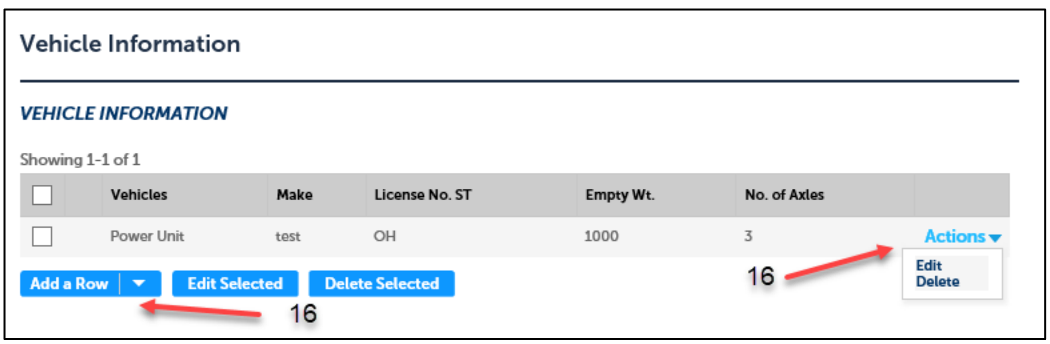
14. Next is the Vehicle Information lists. To enter all applicable Vehicle Information select the “Add a Row” button.



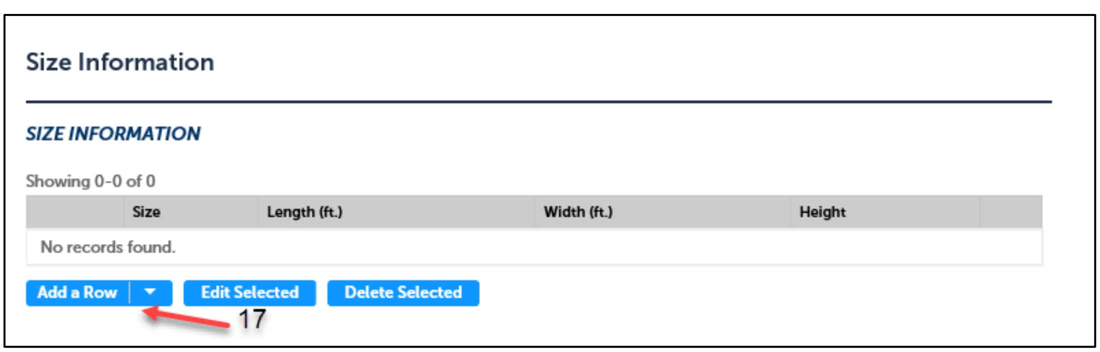
15. Enter the Vehicle Information and select the Submit button.



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.

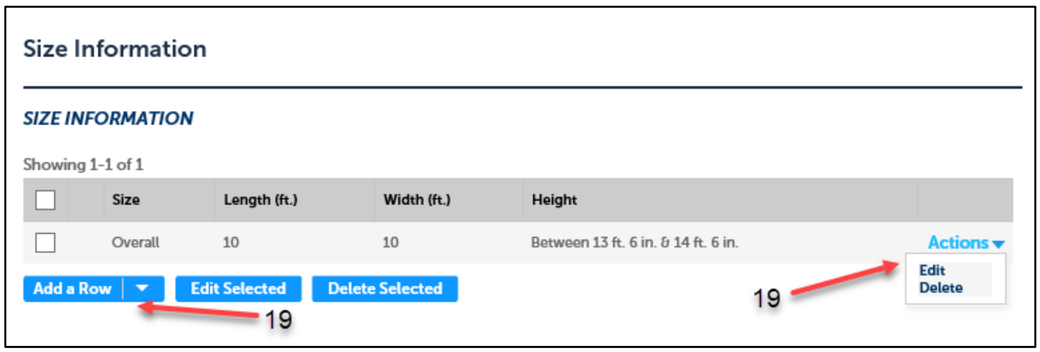


17. Next is the “Size Information” lists. Similar to the Vehicle Information, to enter all applicable Size Information select the “Add a Row” button.

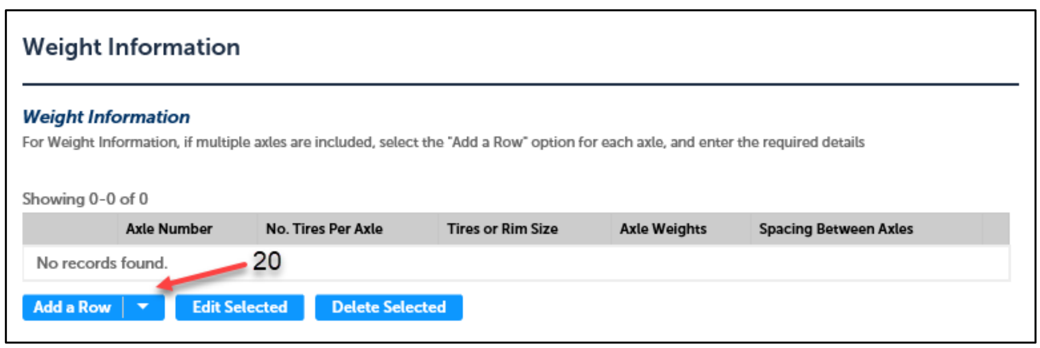


18. Enter the “Size Information” and select the Submit button.

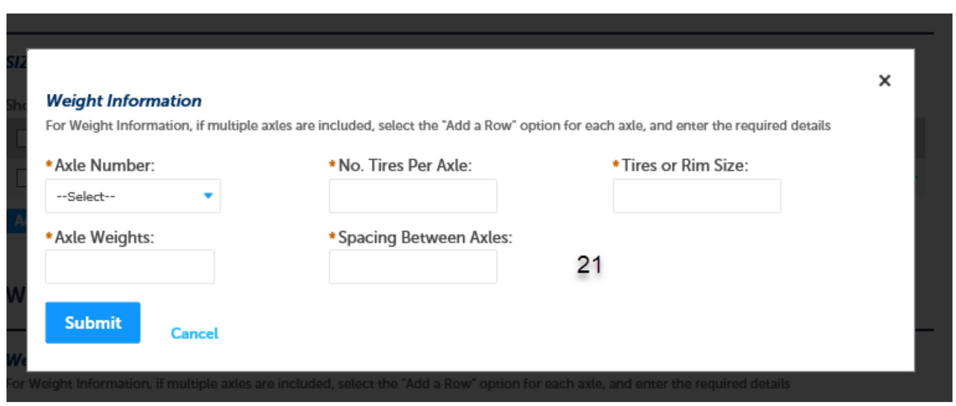
19. If additional Vehicle Information is required select “Add a Row” and enter as many entries as are necessary. If any entries are not required, select the Actions link next to the entry and Edit or Delete that entry.



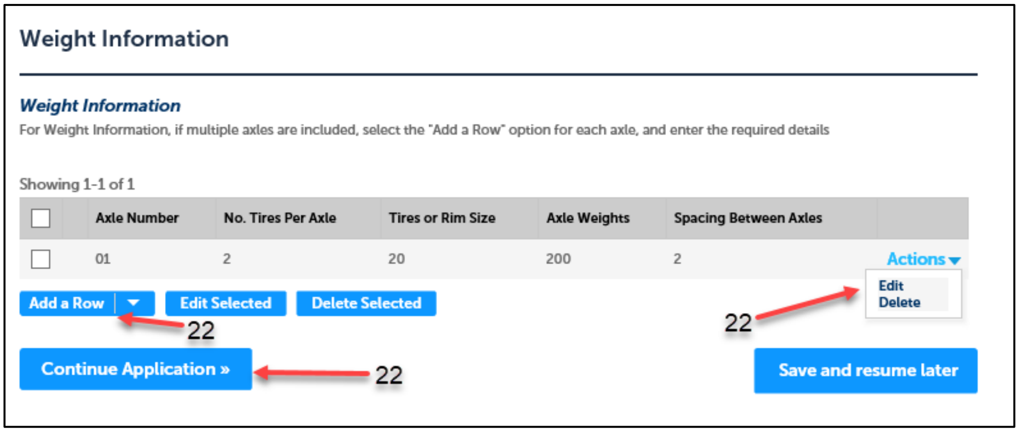
20. The last section on this page is the Weight Information lists. Similar to the Size and Information, to enter all applicable Weight Information select the Add a Row button.



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



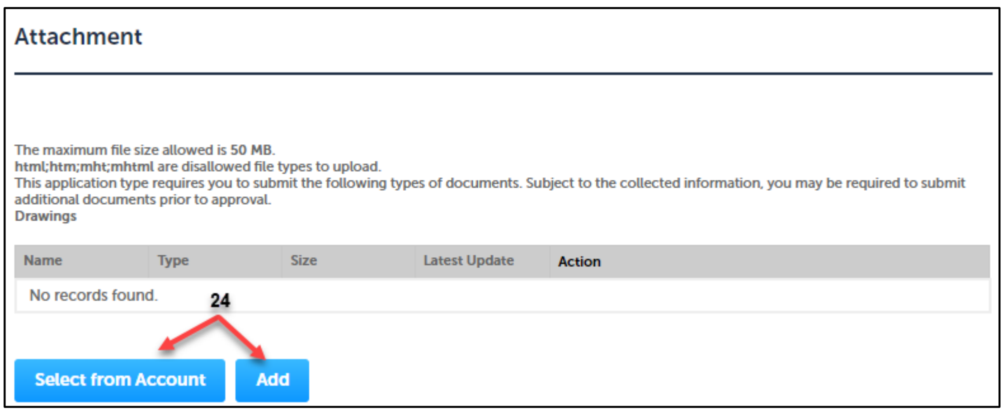
22. If additional Vehicle Information is required select “Add a Row" and enter as many entries as are necessary. If any entries are not required, select the Actions link next to the entry and Edit or Delete that entry. Once this section is complete, select “Continue Application”.



23. Next you will need to attach Documents.

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

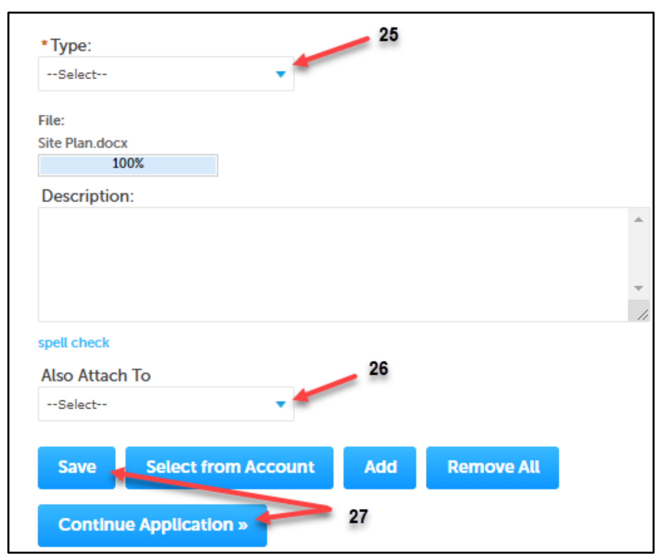
24. To attach Documents, you can select documents that already exist on your personal account by choosing “Select from Account” or you can choose new documents by selecting “Add”.



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.

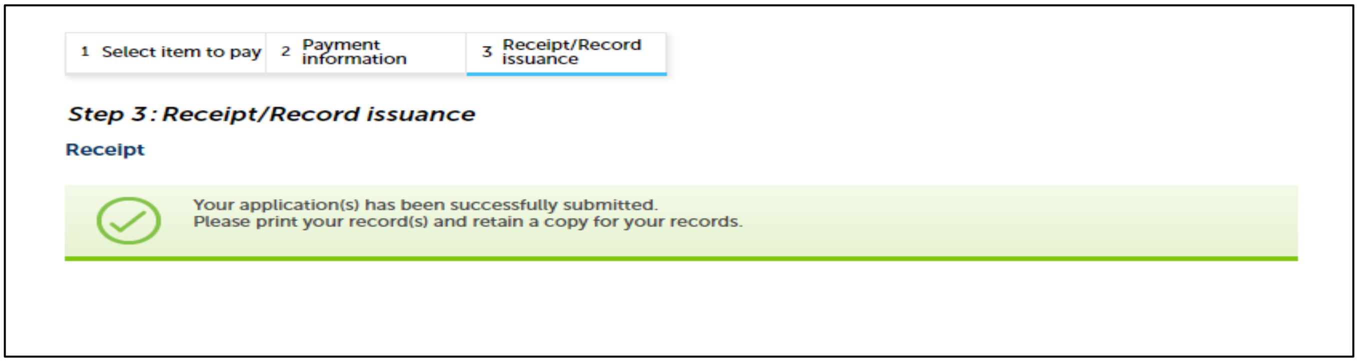
27. Select Save. You can add additional documents if needed or select Continue Application.



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.



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.