Good morning,

As we process new Accela applications, please remember to carefully review the application summary to ensure accuracy and completeness.

Here are some critical items to verify:

1. **Address & Application Type:**
	* Confirm the address is correct.
	* Verify the applicant has selected the right application type (*Commercial* vs. *Residential*).
2. **Document Preview:**
	* Preview all uploaded documents to ensure that the correct ones are submitted and legible.
	* Confirm documents are properly categorized in *Accela* and routed to *ePlan* as needed.
3. **Contractor Assignment:**
	* Ensure the main contractor is marked as **"Primary"**—this ensures they appear on the permit card, especially when subcontractors are involved.

**Screenshots** of these steps are below for your reference.

Please remember that recorded Accela training sessions and user guides are available on the Town’s SharePoint IT page under the ‘Accela Documentation’ folder. These resources are a great way to refresh your knowledge or troubleshoot questions about Accela processes. (<https://townoflbk.sharepoint.com/SitePages/IT.aspx>).





