Process to add or replace a file in Accela

This is used when a file verification fails due to naming or other issues. You can request the applicant to re-submit or you can add documents yourself. Please note that once the review is assigned, this can no longer be done.

In Accela, click the documents tab to see the document with the issue.

Download the document – It should be in your downloads folder or accessible in downloads in your browser (… then downloads).

Rename the file located on your computer. After renaming, In Accela, you will add the new document by clicking Add.

Upload the file and put a description if you need. Now Click Save.

The file will show up. It may show verification in Progress. Wait a few seconds and click the Document area to refresh the status.

Now you can delete the old failed document. Select the box to the left of the document and select "Manage Documents" to delete it.

If you want to see if the document is in E-plan, you can select it under actions. However, it will only show under Intake until the plans are processed within Accela

Once they are assigned, it should allow you to start the review process.