How to submit breakdown notifications and breakdown reports electronically

**Submitting Breakdown Notification**

**Step 1:** From the Accela Citizen Access (ACA) login screen, enter a username and password then click “Login”. If you do not have an ACA account please click [here](#) to find out how to sign up.
Step 2: Disclaimer

Review the disclaimer

Check the box and click on “continue”
Step 3: Selecting “breakdown notification”

Select “Compliance”, then “breakdown notifications” and click on “continue”
Step 4: Report the breakdown

Complete all applicable fields and click “continue”
**Step 5:** Entering contact information

Enter or select breakdown contact information and click “continue”

**Step 6:** Review the information submitted. You will be able to review the information submitted. If the information is correct please click “continue”

**Step 3:** Review

Please review all information below. Click the "Edit" buttons to make changes to sections or click the "Continue Application" button. By submitting this application, you hereby agree to the conditions of the program/permit for which you are applying.
Step 7: Obtaining confirmation. You will get the following message stating the notification was successfully submitted.
Submitting Breakdown Reports

Step 1: From the Accela Citizen Access (ACA) login screen, enter a username and password then click “Login”. Once logged in click on the “APCD” tab.

Step 2: Once you click on the APCD tab you will be able to view the breakdown notification you have submitted.

Click on APCD tab

Click on the breakdown record
Step 3: Attaching the report

Click on “add” and select the document you want to submit.
Step 4: Naming the document

Select APCD-Breakdown-Report
Enter a description
Click save

Step 5: Obtaining confirmation. You will get the following message stating the notification was successfully submitted