



eBook

5 Reasons to Choose Accela

Accela Civic Application™
for Occupational Licensing



Encourages more people to secure licensing resulting in more licensing fees being collected.

Accela Civic Application™ for Occupational Licensing helps professional and occupational regulatory agencies by automating and digitizing the processes of issuing occupational licenses both within the agency and for licensees.



REASON
NUMBER

1

A better resident experience.

With the Accela Public Portal™ online resident portal, licensed professionals can initiate an application, renew a license, pay fees online, and upload required documentation at their convenience. Occupational license holders have demanding schedules, often with non-standard working hours, so 24/7 online access is greatly appreciated.

Accela® Occupational Licensing improves resident satisfaction with a straightforward online application process that gives applicants feedback on application status, keeps all departments informed, and cuts license approval time. Our standard integrations with PayPal and other payment processors make it easy for you to accept online payments.



REASON
NUMBER

2

Performance in the cloud.

Accela Occupational Licensing is a true SaaS solution, which improves the efficiencies in hosting solutions, and results in lower overall costs. The out of the box solutions sits on Accela's highly secure cloud platform hosted by Microsoft® Azure®, and meets stringent ISO, US and international standards for data security and privacy.



REASON
NUMBER

3

Makes agencies more productive.

Now you can deliver a better customer service through faster turnaround time on application review and approval from the back-office by eliminating the redundancy and inefficiency of a paper-based application and review process.

- Efficiently manage the complexity of professional licensing with system capabilities for background checks, education verification, criminal history, work history, complaint history, and more.
- Robust workflows assign documents, staff and other information to unique tasks. The workflow engine incorporates business logic and rules to determine next steps and contingencies in processing. Events are triggered automatically by status changes, ensuring the application consistently moves smoothly throughout the approval process.
- Automate routine tasks frees agency staff to focus on applications that require more extensive review, reducing processing times for all applications.
- Configure the renewal notification method, timing, and message with a convenient renewal link for licensees and full tracking history of when licensees received renewal reminders.



REASON
NUMBER

4

Powerful reporting tools.

Accela Occupational Licensing's powerful reporting tools empower agency leadership to make informed decisions by measuring, tracking and analyzing internal productivity and external activities, from the number of applications received, license types, late renewals, among other data points.

- Electronic document review, concurrent record viewing and markup—speeds the review process, compared to paper applications being passed from desk to desk
- No more wasted time chasing down the status of an application—always know where an application sits in the review workflow and who is actively working the application
- Automated data sharing ensures that stakeholders get the information they need with minimal effort



REASON
NUMBER

5

Configurable to fit your needs.

Occupational licensing frequently involves validation of education level, proficiency test results, work history, or continuing education credits.

With an open API, Accela Occupational Licensing facilitates integrations with external information systems to obtain this information—eliminating manual entry and error-prone processes. In addition, platform-wide APIs, SDKs and open data allows developers to integrate data and processes across complementary solutions to meet the unique needs of your agency.

Find out how Accela Occupational Licensing can help you streamline the process.

[LEARN MORE](#)



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Accela provides market-leading solutions that empower state and local governments to build thriving communities, grow businesses and protect citizens. Powered by Microsoft® Azure®, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenges in the future. Accela is headquartered in San Ramon, California, with additional offices around the world.