Accela Occupational Licensing

Accela's 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.

Internal workflows direct the tasks and alerts, data management aids in the review and evaluation of applicants, and the citizen portal means applicants can process their information faster, easier, and without having to visit an agency office.

Accela's Civic Application for Occupational Licensing is a comprehensive solution, with both platform technologies and solution configuration for agencies wanting to improve and enhance their processing and managing of occupational licenses. It includes elements for intuitive and attractive citizen engagement and back-office automation and management.

The benefits of Accela's Civic Applications deployed as a SaaS solution include:

> **Reduced time and cost to deliver** – Pre-packaged solutions let you quickly start achieving goals, helping agencies become successful faster with reduced cost.

> **Minimal maintenance** – Maintaining your Civic Application is easy with automatic security patches, performance improvements, and updates.

> **Increased security** – Accela Civic Applications are hosted in the Microsoft Azure cloud, which meets stringent ISO, U.S., and international standards for data protection.

> **Decreased overall costs** – Cut costs associated with running an on-premise solution, including IT, maintenance, and support expenses.

> **Easy upgrades** – Keep your software updated automatically with a SaaS environment that ensures you're always on the latest version so you can enjoy feature enhancements as soon as they're released.

> **Fully supported** – Experience high-functioning applications fully supported by Accela's knowledgeable staff of customer success experts.

> **Integrated technology** – Platform-wide APIs, SDKs, and open data allow developers to integrate data and processes across complementary technology.

> **Highly configurable** – Meet the unique needs of your agency with configurable components without the need for custom code.

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Specific License Types

Accela Occupational Licensing includes 33 occupational license types for the most common occupations requiring certification and licensing, including nursing, medical, plumbing, and electrical. Each license type includes application functionality, license granting, electronic document review and approval, fee calculations and online payments, and renewal record types and processes for a full lifecycle of license processing.

The specific record types included with the Accela Occupational Licensing Civic Application are:

Acupuncture

Acupuncturist License

Audiologist

Audiologist License

Chiropractic

Chiropractor License

Construction Licenses

Plumbing Contractor License

Cosmetology

Cosmetologist License

Dentistry

Dental Assistant License

Dental Hygienist License

Dentist License

Electrical

Apprentice Electrician License

Apprentice Plumber License

Electrical Contractor License

General Contractor License

Journey Electrician License

Journey Plumber License

Master Electrician License

Master Plumber License

Mechanical Contractor License

Plumbing Contractor License

Massage Therapy

Massage Therapist License

Specific License Types (continued)

Medical

Medical Doctor License

Osteopathic Physician License

Podiatrist License

Nursing

Practical Nurse License

Registered Nurse License

Optometry

Optometry License

Pharmacy

Pharmacist License

Pharmacy License

Physical Therapy

Physical Therapist License

Psychology

Psychologist License

Veterinary Medicine

Veterinarian License

Veterinary Technician License

Enforcement

Complaint License

Enforcement License

System Functionality

The broad set of functionality in the Occupational Licensing Civic Application covers applications and renewals, notifications, fees, assignment of tasks, and reports.

Functions

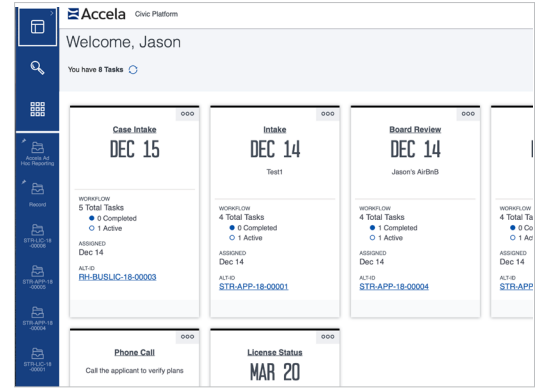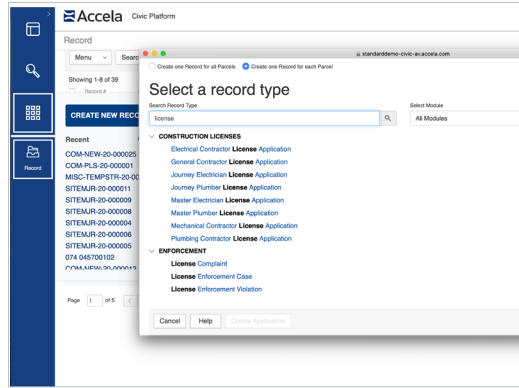|	
Online License Application and Renewal	Individuals or businesses can apply for a license, submit required documents, pay fees, and track their progress online.
Online Payments	License applicants can pay their license fees online, via Forte, ACI, PayPal, and others.
Automated Workflow & Task Management	Agency staff manages the licensing lifecycle from application submission to license issuance or renewal through automated work tasks and assignments.
Online License Verification	Citizens can verify active licenses with the county or city.
System Notifications	Pre-defined email notifications can be sent to an applicant (and other recipients) to communicate missing information, application status, and other critical updates.
Fee Calculations	Agencies can apply fees utilizing out-of-the-box formulas to ease the burden of complex fee calculations.

Automation/Notifications

Accela Occupational Licensing includes automation tools and configurable scripts to simplify the licensing and certification process.

Automated events are triggered based on user actions, time period, or other criteria, and automatically perform desired tasks, such as updating information or sending a notification to an applicant.

Additional Information Required	Automatically notifies applicants when additional information is required during the application review process.
Application Notifications Email	Informs users of an application's current status, approval, or denial through automated email notifications.
License Expiration Notifications	Notifies license holders their license is about to expire 30 days prior to the expiration date (or other configurable time period prior to expiration).
License Issuance	Informs the applicant the request for license has been issued.
License Denied	Informs the applicant the request for their license has been denied.

Reports

The table below represents configurable reports and notifications within the Accela Civic Application for Occupational Licensing.

Active License by Type	Lists all occupational licenses currently active, grouped by license type
Active Construction Licenses	Lists all active construction licenses
Active Contractor License	Lists all active contractor licenses
Active Professional License by Type	Lists all active professional licenses
Business License Form	License issuance form for all contractor licenses
Business License Print	License issuance form for all licenses other than contractor licenses
Construction License Applications by Month	Lists the monthly construction license applications
Contractor License Renewal	License renewal form for all contractor licenses
Individual License Form	License Issuance form for Apprentice Electrician Registration License, Apprentice Plumber Registration Application, Journey Electrician License Application, Journey Plumber License Application, Master Electrician License Application, and Master Plumber License Application
Individual License Form Renewal	License renewal form for Apprentice Electrician Registration Renewal, Apprentice Plumber Registration Renewal, Journey Electrician License Renewal, Journey Plumber License Renewal, Master Electrician License Renewal, and Master Plumber License Renewal
License Applications by Month	Displays the number of new applications by calendar month
Occupational License Certificate	Displays license details including applicant, address, and more
Outstanding Fees by Module	List of outstanding fees by module
Records by Status	Lists all records grouped by their status
Renewal Cycle Summary	Runs summary of license renewal based on profession or all
Workflow Activity	Lists workflow task status by record and user

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Ready to take the next step?

Speak to your account representative: (888) 722.2352

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