



Special Event Permit Application User Guide

City of Indianapolis
Department of Business and Neighborhood Services
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Indianapolis, IN 46204

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email: specialevents@indy.gov
website: <https://www.indy.gov/activity/special-events-permits>

Creating a Citizen Access Portal Account

The Department of Business & Neighborhood Services (BNS) web-based Citizen Access Portal allows applicants to research cases as well as apply for most cases 100% electronically without having to visit BNS's office.

Citizen Access Portal User Requirements

Internet Browser

The Citizen Access Portal will need one of the following web browsers:

Internet Explorer 10

Google Chrome 34

Mozilla Firefox 29

Safari 6

Navigating to the Citizen's Access Portal

The direct link to the Citizen Access Portal is: <https://accela9ca.indy.gov/citizenaccess/>

The Citizen Access Portal can be accessed through the [BNS website](#) by using the Accela Citizen Access Portal link under Services and Information.

1. Account Registration

- a. On the Citizen Access Portal homepage, click the link labeled “Register for an Account” just below and to the right of the City logo at the top of the page.



- b. The next screen contains terms and conditions to create an account. Please read and accept before proceeding by clicking ‘Continue Application’.

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.
IMPORTANT - PLEASE READ CAREFULLY THE SITES TERMS OF USE PRIOR TO SUBMITTING YOUR REQUEST FOR A USER ID. The Terms of Use ("Agreement") constitutes a legal and binding agreement between The City of Indianapolis ("City") and the person or legal entity ("User") who has requested access to City's Permits and Cases Site ("Site") to facilitate certain aspects of City's permitting and regulatory process

By selecting the "Continue Application" button below, or by accessing or using the Site, User and User's employees, consultants, contractors, and other parties who access the Site using User's password agrees be bound by and comply with all of the terms and conditions set forth herein. If you do not agree to all of the terms and conditions of this Agreement, (Agreement) do not use or access the Site.

User's permissions to access the Site may allow for the User to grant access, on User's behalf, for other parties to read, view, submit applications, schedule inspections or upload

I have read and accepted the above terms.

Continue Registration »

2. Login Information

- a. On the next screen, create a user name and password.
- b. The user name and password created will be used to gain access into the portal.

**Account Registration Step 2:
Enter/Confirm Your Account Information**

* indicates a required field.

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

3. Contact Information

- a. Below the Login Information, enter the contact information.
 - i. Click the 'Add New' button to proceed.
 - ii. You will need to select if you are applying as an "Individual" or an "Organization" and then click the 'Continue' button.

Select Contact Type [X]

* Type:
Individual
Organization

- iii. Input information in the pop-up screen and then click the 'Continue' button.

Contact Information [X]

* First: Middle: * Last:

Name of Business:

* Address Line 1:

* City: * State: * Zip:

* Primary Phone: Alternate Phone:

Fax: * E-mail:

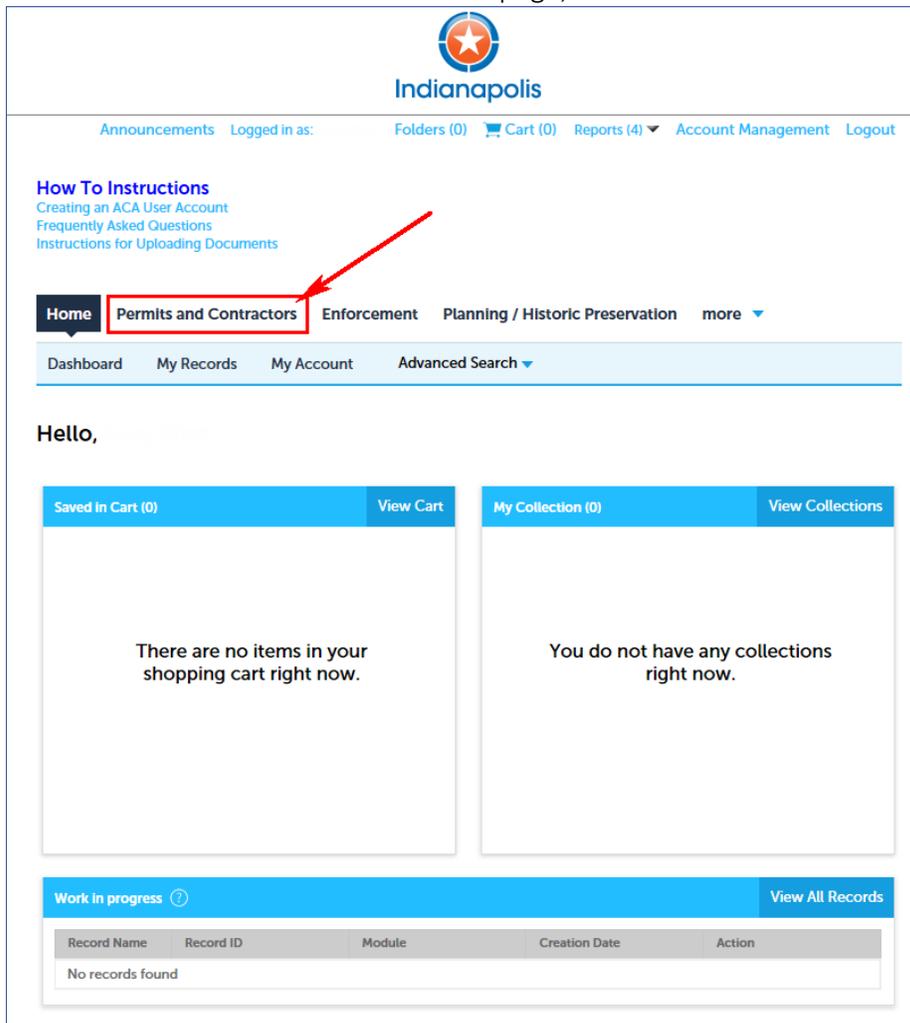
Note: The email address entered will be used to verify the account in the next step.

4. Continue Registration & Verification
 - a. After reviewing the contact information entered, click the 'Continue Registration' button to submit the new account request.
 - b. To complete the account creation, check your email for an email from bns.noreply@indy.gov. Click the link in the email to verify the account email address and be directed back to the Citizen Access login screen. Your account cannot be used until this email verification link is clicked.
 - i. If you do not see the email in your Inbox, please check the junk or spam folders of your email account.
5. Applicants can now log in with the user name and password.

Submitting a Special Event Permit Application

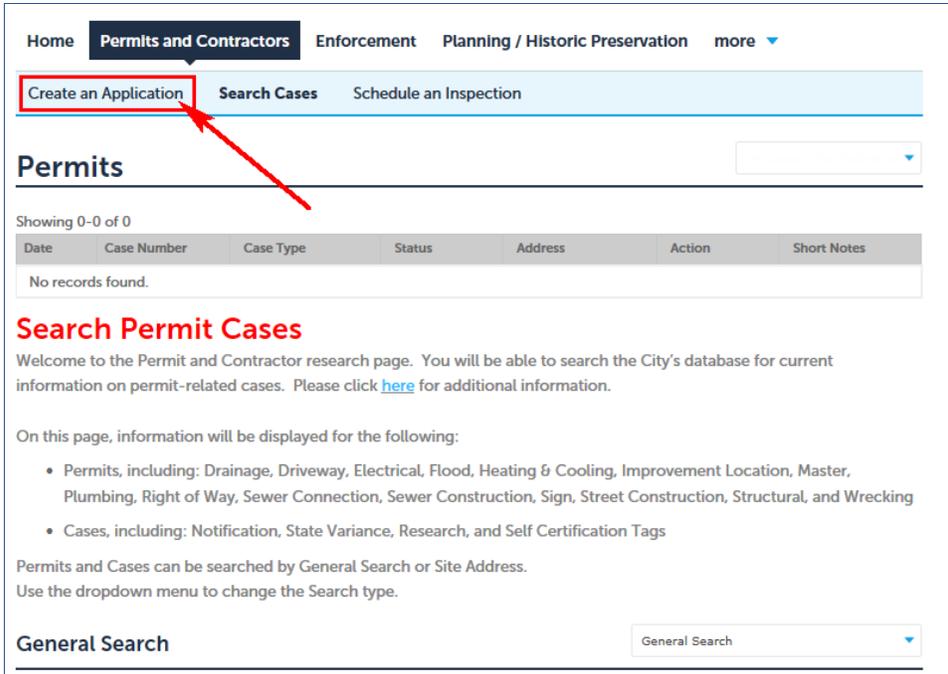
Applications for Special Event Permits and the required documentation that must accompany them can be submitted online through the Citizen Access Portal.

1. Log in to your Citizen Access Portal account.
2. Navigating to the 'Permits and Contractors' Tab.
 - a. On the Citizen Access Portal home page, click the link for 'Permits and Contractors'.



3. Create an Application

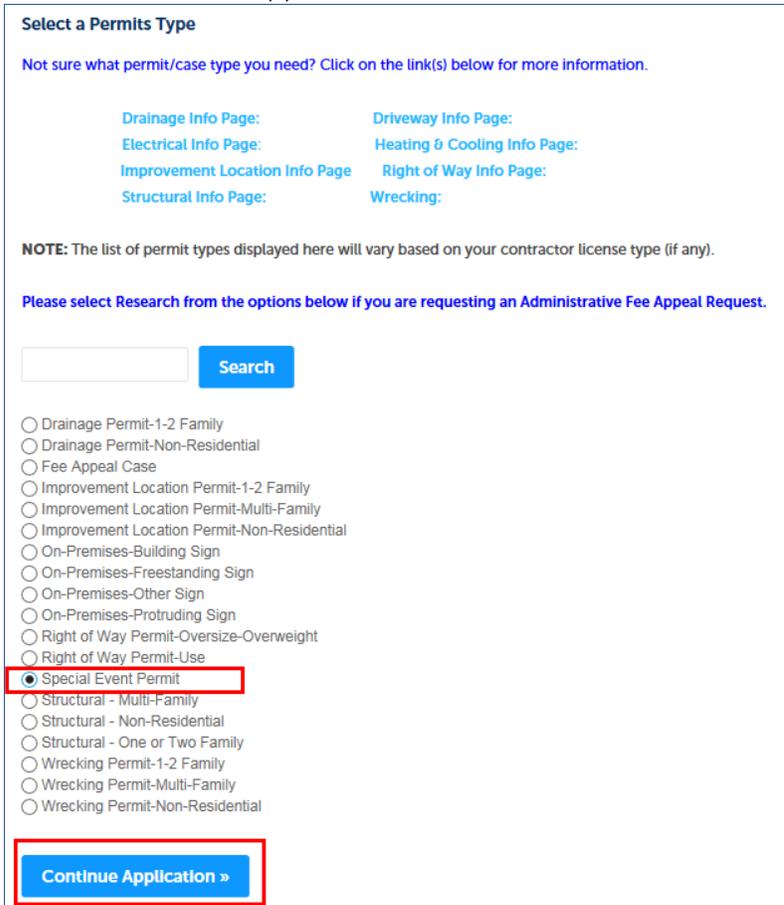
- a. On the 'Permits and Contractors' page, click the 'Create an Application' link.



- b. The next screen contains terms and conditions to apply for a permit. Please read and accept before proceeding by clicking 'Continue Application'.

4. Select the Permit Type

- a. Select the radial button next to 'Special Event Permit'.
b. Click 'Continue Application' button.



5. Applicant Information

- a. Please note that the information entered in this step will be the email address that all electronic notices will be sent to. It is very important that the information in this section be accurate for the applicant.
- b. Click the 'Select from Account' button.

Special Event Permit

1 Applicant	2 Event Location	3 Event Details	4 Step 4	5 Review	6
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Step 1: Applicant > Applicant * indicates a required field.

Applicant

If you are the applicant, click on Select from Account to add your contact information. Click Create New, if someone else is the applicant.

[Select from Account](#)

[Add New](#)

[Continue Application >](#)

[Save and resume later](#)

- c. In the pop-up window, add an alternate phone number if one was not already on your contact information. Make any other necessary changes to the information and then click 'Continue'.

Contact Information ✕

* First: Middle: * Last:

Name of Business:

* Address Line 1:

* City: * State: * Zip:

* Primary Phone: * Alternate Phone:

Fax: * E-mail:

[Continue](#)

[Discard Changes](#)

- d. Back on the “Applicant” screen, you will see confirmation that the contact information was added successfully.
- e. Click the ‘Continue Application’ button.

6. Event Location

- a. Type in the street number and street name of the event address.

Special Event Permit

1 Applicant	2 Event Location	3 Event Details	4 Step 4	5 Review	6
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Step 2: Event Location > Event Location
Enter the address of the event and click search.

* indicates a required field.

Event Location

Enter an address closest to the primary event area. If you do not know the exact address, please estimate the address and click [Continue Application](#).

*Street No.:

Direction: --Select--

*Street Name:

Street Type: --Select--

Unit Type: --Select--

Unit No.:

City:

State: --Select--

Zip:

MUST CLICK HERE TO SEARCH

Clear

Continue Application »

Save and resume later

- b. Click the ‘MUST CLICK HERE TO SEARCH’ button.
- c. In the pop-up screen, select the parcel number.
 - i. If there is more than one parcel number listed, select the correct parcel number if you know it or select the first listed if you don’t know the parcel number.
- d. Click the ‘Select’ button.

Address Search Result List ×

Addresses

Showing 1-1 of 1

Address	City	State	Zip
<input checked="" type="radio"/> 1 MONUMENT CIR, INDIANAPOLIS IN 46204	INDIANAPOLIS	IN	46204

Associated Parcels

Showing 1-2 of 2

Parcel Number	Lot	Block	Subdivision
<input checked="" type="radio"/> 1075318			
<input type="radio"/> 1097668			

Associated Owners

Showing 1-1 of 1

Name	Address
<input checked="" type="radio"/> INDIANAPOLIS POWER & LIGHT CO	PO BOX 1595 INDIANAPOLIS IN 46206-1595

Select

Cancel

e. Once the pop-up closes, click 'Continue Application'.

7. Event Details

a. Event Description

- i. Enter the name of the event.
- ii. Provide as detailed a description of the event as possible.

Event Description

SEV DESCRIPTION
SEV Description

Enter the name of the event here: *

Previous Application No.: ?

Please provide a detailed description of the event: *

spell check

b. Event Details

- i. Provide the requested information specific to your event.

c. No. of Meters

- i. If you will be blocking any metered parking spaces or closing a street that has metered parking spaces, please list the total number of meters that will be blocked.

d. Click 'Continue Application'.

8. Meter and Street Closings

- a. If you are not blocking any meters or closing any streets, skip past steps *b* and *c* below and go directly to step *d*.

b. Meters

- i. If you will be blocking any metered parking spaces, you will need to click 'Add a Row'. If you will be blocking multiple sets of meters, you can click the white arrow on the 'Add a Row' button and select multiple rows.

Step 3: Event Details > Meter and Street Closings * indicates a required field.

Meters

METERS

Showing 0-0 of 0

Meter #	Street Name	Start Date	Start Time (Military Time)	End Date	End Time (Military Time)
No records found.					

Add a Row Edit Selected Delete Selected

- ii. A pop-up window will open for you to input the meter information and then click 'Submit'.

METERS

* Meter #:

* Street Name:

* Start Date:

Start Time (Military Time):

* End Date:

End Time (Military Time):

Submit Cancel

METERS

* Meter #: * Street Name: * Start Date:

Start Time (Military Time): ? * End Date: End Time (Military Time): ?

* Meter #: * Street Name: * Start Date:

Start Time (Military Time): ? * End Date: End Time (Military Time): ?

Submit Cancel

1. If you have a range of meters, they can be entered in the format shown below.

METERS

* Meter #: * Street Name: * Start Date:

Start Time (Military Time): ? * End Date: End Time (Military Time): ?

Submit Cancel

c. Street Closings

- i. If you will be closing any streets, either a full or partial closure, you will need to click 'Add a Row'. If you will be blocking multiple streets, you can click the white arrow on the 'Add a Row' button and select multiple rows.
- ii. A pop-up window will open for you to input the street closure information.

AREA AFFECTED

* Type: ? * Street Names: Location: ?

* Start Date: * Start Time (Military Time): ? spell check * End Date:

* End Time (Military Time): ? # of Days: # of Weeks:

Submit Cancel

- iii. You will need to select the type of closure that will be necessary. The "(RC)" next to some of the options is for a closure within the City's Regional Center in the downtown area.

AREA AFFECTED

* Type: ?

- Select--
- Banner
- Container Placement
- Container Placement (RC)
- Partial Closure Other
- Partial Closure Other (RC)
- Partial Closure Thoroughfare
- Partial Closure Thoroughfare (RC)
- Sidewalk Use
- Total Closure Other
- Total Closure Other (RC)
- Total Closure Thoroughfare
- Total Closure Thoroughfare (RC)

* Street Names:

Location: ?

* Start Time (Military Time): ?

* End Date: spell check

of Days:

of Weeks:

Submit **Cancel**

iv. In the 'Location' box, explain where the closure will occur.

AREA AFFECTED

* Type: ? Total Closure Thoroughf▼

* Street Names:

Location: ? BETWEEN MADISON AVE. AND TALBOTT ST.

* Start Date:

* Start Time (Military Time): ?

* End Date:

* End Time (Military Time): ?

of Days:

of Weeks:

Submit **Cancel**

v. Once the street closure information has been entered, click 'Submit'.

d. Click 'Continue Application'.

9. Event Documents

a. This is the section where you would add any of the required documentation that is needed along with your application. If you do not have any documents to add, skip to item **b**.

i. To add a document, click the 'Add' button.

Special Event Permit

1 2 Event Location 3 Event Details 4 Step 4 5 Review 6 Application Submittal

Step 4: Step 4 > Event Documents * indicates a required field.

Event Documents

You may attach relative documents such as certificate of insurance, parade, walk/run routes, cleanup plan, medical plan, formal event description, emergency action plan, structural measurement, site plans, etc.

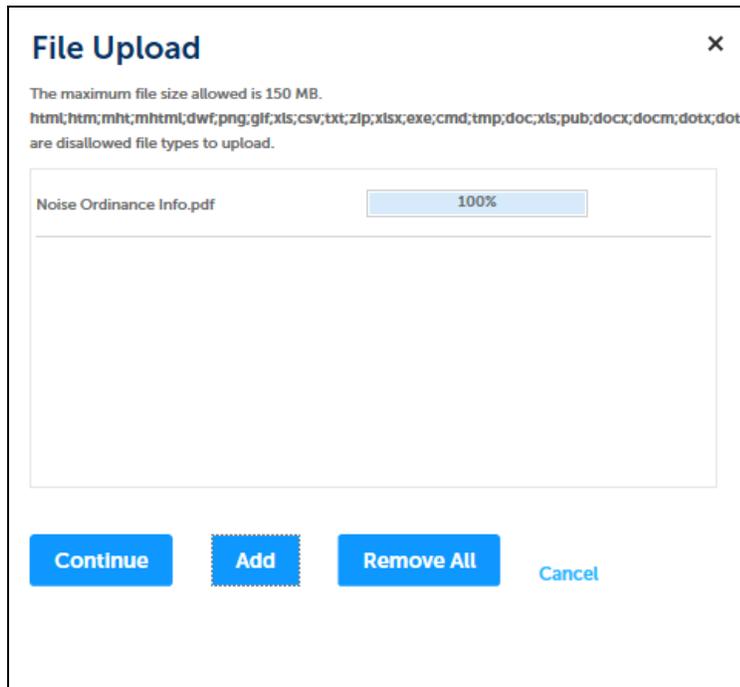
The maximum file size allowed is 150 MB.
 html;htm;mlht;mlhtml;dwf;png;gif;xls;csv;text;zip;xlsx;exe;cmd;tmp;doc;xls;pub;docx;docm;dotx;dotm;docb;jpeg;xls;xlsx;ppt;pptx are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add →

Continue Application > **Save and resume later**

- ii. A pop-up window will appear.
- iii. Click the 'Add' button and then select the file(s) you need to attach to your application.
- iv. Once all of your documents have been added, click 'Continue'. The pop-up window will close.



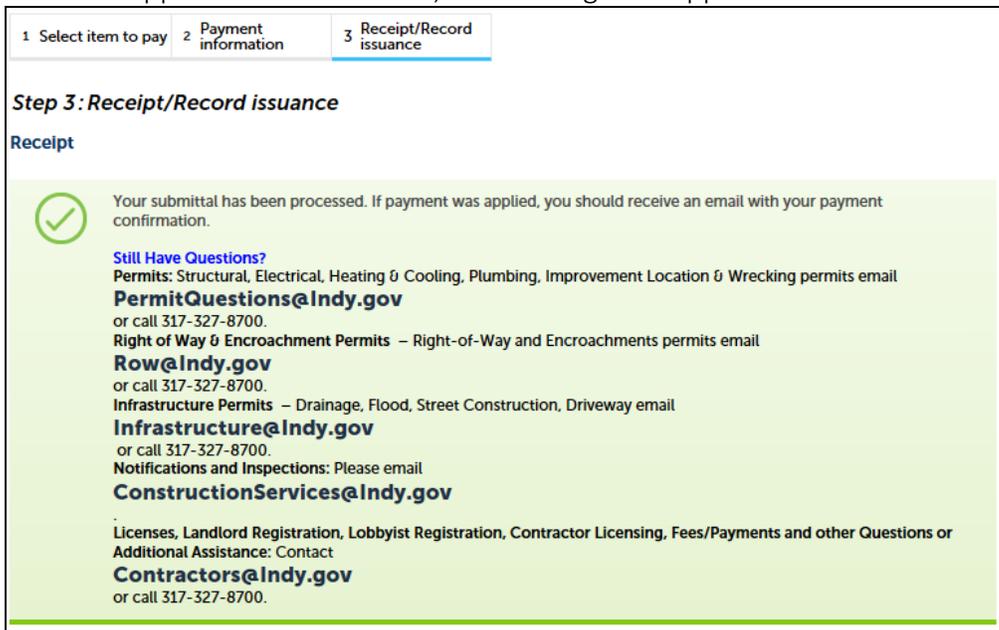
- b. Once you have added the documents to the application, or if you had no documents to add, click 'Continue Application'.

10. Review

- a. Review the information for your application.
 - i. If anything needs to be corrected/edited, click the 'Edit' button for that section.
 - ii. If everything is correct, click 'Continue Application'.

11. Receipt/Record Issuance

- a. Once the application is submitted, this message will appear on the screen.



- 12. You will receive an email confirmation from SpecialEvents@indy.gov. If you do not receive the email, please check your Junk or Spam folders.

- 13. You will receive an email from one of our staff members with instructions on your next steps.