



Louisville Metro Government Business Portal

Instructions for Creating Accounts

The Louisville Metro online business portal can be accessed at the following web address:

<https://aca-louisville.accela.com/ljcmg>

Search for Case Information

- If you know the record/case number, you may type it in the main search bar at the top of the page, or go to the applicable department page and scroll down to the General Search information.
- If you do not know the record/case number, go to the applicable department page and scroll down to the General Search. Enter the search criteria and click “*Search.*”

View Documents Associate with a Record/Case

Search for the record/case following the instructions under “Search for Case Information.”

Once in the record/case, click on the “*Record Info*” dropdown and select “*Attachments.*”

Submit an Application

Before submitting applications through the Portal, you must create an account. Click “Register for an Account” in the top right.

[Accessibility Support](#) [Register for an Account](#) [Login](#)

When you have completed registration, you will not be automatically logged in. You will have to log in with your new username and password.

To submit an application, click on the applicable department; Building, Planning, Licenses, etc. Then click on the “*Create an Application*” button. Follow the prompts to submit an application.

Delegate Others to Access your Account

If you would like to allow others to access your account, you may add them as a “Delegate” to your account. You will be given the option to decide what permissions the delegate will have. You can allow the delegate to have one or all of the following permissions.

- Create Applications
- Renew Records
- Amend Records
- Manage Inspections
- Manage Documents
- Make Payments



Louisville Metro Government Business Portal

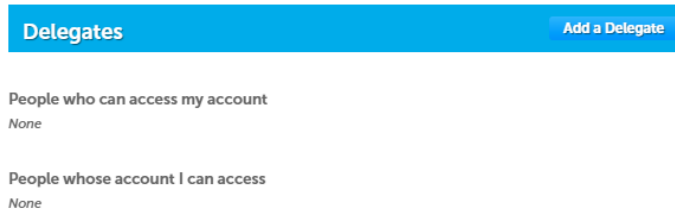
Instructions for Creating Accounts

Delegate Others to Access your Account cont.

1. Ensure the delegate has created an account on the business portal.
2. Log into your account.
3. Go to the **Account Management** page, located at the top right.



4. Scroll to the bottom until you see the **Delegates** section.



5. Click **Add a Delegate**.
6. Type in the name and email address of the person to be assigned as a delegate to your account.
7. Select the permissions to be granted to the delegate.
8. Click **Invite a Delegate**.
9. The user will get an email advising of the delegate invitation.
10. The Delegate user will need to log in to their account, go to the **Account Management** page, scroll to the bottom to the **Delegates** section and click **Accept**.