Step 1 - Log into Accela Citizen Access (or create a log in).

Denver's Permitting and Licensing Center

Please Log In
Online services require login. If you are an existing user, please enter your username and password in the box on the right.

New Users
If you are a new user, please register for a free account.
Step 2 - Once you've logged onto the platform, you can click 'Advanced Search' then 'Search Records/Applications' and then 'Business Licenses'.
Step 3 - SCROLL DOWN. You will find a ‘General Search’ section. Search for the application using either the assigned BFN or the applicant name (recorded in our system as Record ID).
Step 4 - Once you are in the record, select 'Record Info', then 'Processing Status'.
Step 5 - Click the little arrow next to any step in the process to see detailed history of our “workflow” status.

Processing Status

- Application Intake
- Quality Control
  - Detective Review
  - Appeal
  - Badging
  - Closure

- Application Intake
- Quality Control
  - Due on 11/30/2018,
    Marked as Pending on 11/30/2018
  - Due on 12/03/2018,
    Marked as Additional Info Required on 12/03/2018
  - Due on 12/17/2018,
    Marked as TBD on TBD
- Detective Review
- Appeal
- Badging
- Closure
### Step 6 – If you see the ‘Additional Info Required’ indicator, you can click on the plus sign to its left to see exactly what is missing.

<table>
<thead>
<tr>
<th>Processing Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
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Please contact [EXL_Notifications@denvergov.org](mailto:EXL_Notifications@denvergov.org) with questions.