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

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.
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.

Please contact licenses@denvergov.org with questions.