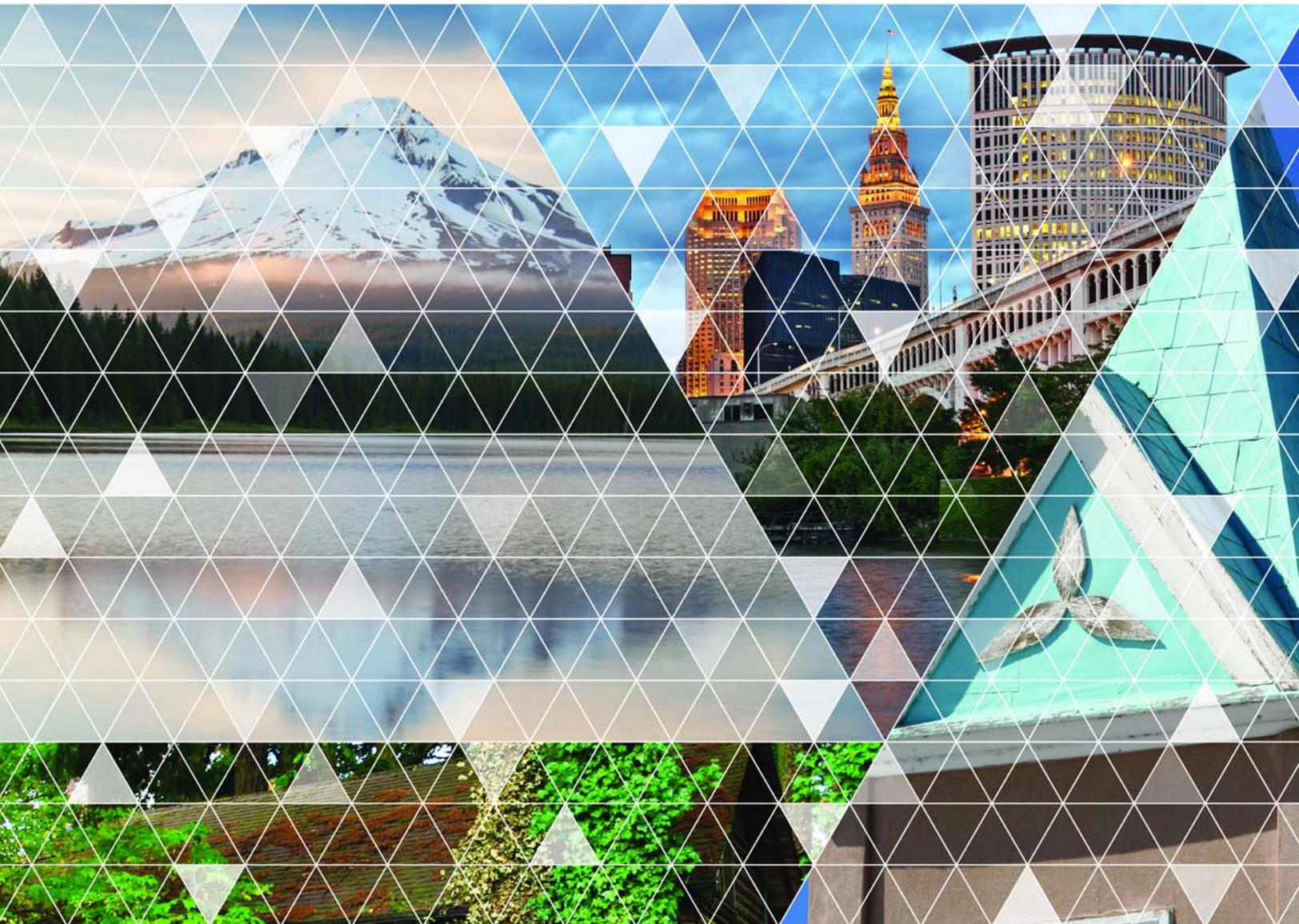


Version 3.8

Accela Construct[®]

Administrator Guide



Accela Construct Administrator Guide

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The Construct Administration Portal

Topics

- [Overview](#)
- [Logging In](#)

Overview

The Accela Construct Administration portal is a cloud-based service that provides Civic Platform agencies with the ability to create secure and trusted connections between their agency data and apps, as well as to manage apps and administrators for their organization.

Administrators can temporarily or permanently disable access to individual apps or to the entire agency. They can create and manage various environments to test and deploy apps via a simple and easy-to-use interface via their web browser.

Logging In

When you log in to the Accela Construct Administration site (<https://admin.accela.com>), you will have the ability to perform a number of management tasks, depending on your role.

If you are an Agency Administrator (All Agencies), you will be able to

- Edit agency information and settings.
- Enable or disable the apps for your agency.
- Change your profile.
- Add and manage the administrators for your agency.
- Download the Accela Construct Administration manuals and the Gateway Installer and Installation Manual.

If you are a Host Administrator (Accela, On-Premise, Super Agency), you will be able to

- Manage host settings such as
 - Enabling or disabling the host.
 - Setting up environments.
 - Selecting a default environment for your agencies.
 - Enabling or disabling the apps published to the host.
 - Adding and managing host administrators.
 - Adding and managing agencies under the host, all apps published to each of the agencies, and all administrators for each of the agencies
- Change your profile.
- Download the Accela Construct Administration manuals and the Gateway installer and installation manual.

If you are a Construct Administrator, you will be able to

- Add and manage all agencies, hosts, environments, and apps on the Accela Construct.
- Add and manage all agency, host, and cloud administrators on the Accela Construct.
- Add and manage all developers who register at the Accela Developer Portal.
- Add and manage all the resources that are available to agency administrators, host administrators, and developers.

Before logging in

- Contact [Accela Customer Support](#) to have an account created for you. Once the account has been created, you will receive an email notification with your account information.

**Note:**

Accela recommends that you change your password when you sign in for the first time.

To log in to the Accela Construct Administration site

1. Open your internet browser and enter the URL for the Construct Admin portal: <https://admin.accela.com>.

The Login page appears.

AGENCY ADMIN PORTAL

Login

Email Address:

Password:

[Forgot your password?](#)

Login

2. Enter your email address in the **Email Address** field.

3. Enter your password in the **Password** field.

4. Click **Login**.

The Accela Construct Admin portal launches.

If you are a cloud administrator, the portal looks like this:

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies 593

- Developers 510
- Apps 376
- Administrators 30
- Resources 4
- Attachments 13
- Open Data

Agencies

Name: Enable: All

Name	Enable	Action
smart-host	Yes	Delete
SMART-SACCO	Yes	Delete
SACRAMENTO-Tony-Host	Yes	Delete
SACRAMENTO-TONY	Yes	Delete
COS-Host	Yes	Delete
COS	Yes	Delete
COS-Dev	Yes	Delete

If you are a host administrator, the portal looks like this:

AGENCY ADMIN PORTAL Welcome: Host Admin [Logout]

Agencies 1

- Administrators 1
- Resources 4

Agencies

Name: Enable: All

Name	Enable	Action
QA-Host	Yes	

Total 1 Records | 1 of 1 Pages

If you are an agency administrator, the portal looks like this:

-  Agencies 1
-  Administrators 1
-  Resources 4

Agencies

Name: Enable:

Name	Enable	Action
Staging-QA	Yes	

Total: 1 Records | 1 of 1 Pages

Hosts and Agencies

The **Agencies** page lists the hosts and agencies the logged-in administrator has access to. Use the **Agencies** page to add, edit, and remove hosts, agencies, environments, as well as manage agency apps and associated settings.

Topics

- [Adding a Host](#)
- [Deleting a Host](#)
- [Configuring an Agency](#)
- [Agency Settings](#)
- [Deleting an Agency](#)
- [Searching for an Agency or Host](#)
- [Disabling an Agency or Host](#)
- [Managing Host Environments](#)
- [Managing Apps](#)

Adding a Host

Cloud administrators only. A host can either be Accela, an on-premise agency, or a super agency which has multiple sub-agencies. If you are a cloud administrator, you can create a host for host administrators to manage the agencies at the same time.

To add a host

1. Log in to the Construct Admin portal and click the **Agencies** tab.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies 593

Developers 510
Apps 376
Administrators 30
Resources 4
Attachments 13
Open Data

Agencies

Name: Enable: All

Name	Enable	Action
smart-host	Yes	Delete
SMART-SACCO	Yes	Delete
SACRAMENTO-Tony-Host	Yes	Delete
SACRAMENTO-TONY	Yes	Delete
COS-Host	Yes	Delete
COS	Yes	Delete
COS-Dev	Yes	Delete

2. Click **Add Host**.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies 593

Developers 510
Apps 376
Administrators 30
Resources 4
Attachments 13
Open Data

Agencies > Add Host

All fields marked with * are required.

Service Provider Code:

Host Name *:

Enabled *:

3. Complete these fields:

Service Provider Code Enter the agency code.

Host Name Enter the name of the host.

Enabled Mark this check box to activate this host.

4. Click **Save**.

The host is now available, and you can define host settings or add host administrators to do that.

Deleting a Host

Cloud administrators only. You can delete an existing host from the Construct Admin portal. However, be aware that doing so deletes any associated agencies and administrators as well, and users from the deleted agency no longer have access to Accela apps. Alternatively, you can disable a host, which effectively blocks agency users, but preserves the host and any associated agencies and administrators.

To delete a host

1. Log in to the Construct Admin portal and click the **Agencies** tab.
2. Choose the host you want to remove, and click **Delete** on the **Actions** column.
A message appears, prompting you to confirm the deletion.
3. Click **OK** to delete the host.
The host is removed, along with any associated agencies and administrators.

Configuring an Agency

A cloud or host administrator must add and configure an agency for apps to be associated with. App users choose the agency to use when logging in an app. An agency administrator cannot add an agency, but can only edit agency settings.

Topics:

- [Adding an Agency](#)
- [Modifying Agency Settings](#)

Adding an Agency

To add an agency

1. Log in to the Construct Admin portal.
2. Click **Agencies**.
3. Click **Add Agency**.

The Add Agency form appears:

AGENCY ADMIN PORTAL Welcome: [Primary Cloud Administrator](#) [[Logout](#)]

Agencies 730 [Agencies](#) > **Add Agency**

All fields marked with * are required.

Service Provider Code:

Agency Name *:

Enabled *:

Host *:

Agency Logo: No file chosen

Agency Display Name: (Visible to staff and citizen)

ACA Deployed:

Demo or QA Agency:

Country:

State:

Agency Boundaries: [Define on the map](#)

4. Complete the agency configuration settings, as described in [Agency Settings](#).

5. After you have completed the agency configuration settings, click **Save**.

The new agency is listed on the **Agencies** page, under its host.

Modifying Agency Settings

To modify agency settings:

1. On the **Agencies** page, click the agency to be modified.
2. Click **Add Agency**.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies 730

Developers 1130

Apps 723

Administrators 32

Resources 1

Attachments 1

[Agencies](#) > **Add Agency**

All fields marked with * are required.

Service Provider Code:

Agency Name *:

Enabled *:

Host *:

Agency Logo:

No file chosen

Agency Display Name: (Visible to staff and citizen)

ACA Deployed:

Demo or QA Agency:

Country:

State:

Agency Boundaries: [Define on the map](#)

3. Complete the agency configuration settings, as described in [Agency Settings](#).

4. Click **Save**.

Agency Settings

The following describes the agency configuration settings:

- [General Information](#)
- [GIS Settings](#)
- [Parcel ID Settings](#)
- [Geocode and Routing Service Settings](#)
- [Clearing the Cache](#)

General Information

Service Provider Code	The Service Provider Code for your agency. If you do not have this information, contact Accelea Customer Support .
Agency Name	The name of the agency. Short, concise names work better when users log in to the app.  Note: A recommended approach is to use the same name as Service Provider Code. Users enter this Agency Name on the Login Screen while logging in to the app.
Enabled	Mark the Enabled check box to activate this agency. If you clear this check box, users from the agency cannot log in to apps.
Host	If you are a cloud administrator, managing more than one host, ensure that you select the correct host from the drop-down list.
Agency Logo	Specify a logo for the agency. The logo appears at various places across the agency's app, for example, the splash screen.
Agency Display Name	Enter the full, official name of the agency. It appears at various places across the agency's app, for example, the splash screen.
ACA Deployed	Mark this check box if the agency has installed and deployed Accela Citizen Access.
Agency Boundaries	Click the Define on map link, click the Draw Boundary button, draw the boundaries of the agency on the map, and click OK. Citizen apps may use this field to decide which agency the data belongs to. For example, when a service request falls within the boundaries of Bridgeview, the app submits it to Civic Platform of Bridgeview. If you want to clear the boundaries you just drew, click the Clear Boundary button.

GIS Settings

Order	If you defined multiple maps for the agency's use, enter a number in this field to determine the position of the map in various map drop-down lists across the agency's app.
Map Name	Enter the name of the map.

AA GIS Service ID Enter the Service ID for the map service exactly as entered when you added a GIS service in Civic Platform. If you do not have this information, go to Civic Platform > Admin Tools > GIS > GIS Service and get the correct service ID.



Note: You can only integrate the ArcGIS Server map service into apps.

URL Enter the REST service URL of the GIS service published to the Esri ArcGIS Server. The URL is like this:

```
http://<ArcGIS Server Name>/ArcGIS/rest/services/  
<service location and name>
```

GIS Security Settings

User Name Enter the name of the user who can access the Esri ArcGIS Server map service.

Password Enter the password of the user who can access the Esri ArcGIS Server map service.

Token Url If the GIS service is secured using token-based authentication, enter the URL of the Token Service that issues the token.

Token Enter the token for the token-based authentication GIS service.

Referrer The issued token can only be used in requests referred by the specified URL. Enter the URL of the page from which the request is made to the ArcGIS resource.

- If you want to specify which field is used as the unique ID field for a map layer, click the **Layers Settings** icon in the **Layers** column, select the desired ID field for the map layer, and click **OK**.
- Click the icon in the Test Connection column to check if apps can connect to the map service successfully.
- If you want to add another map, click **Add New Map**, and repeat this procedure.

Parcel ID Settings

Map Name Enter the name of the map where parcels are located. The map name must be the same as that you defined within the GIS settings section.

Layer Enter the name of the map layer for parcels.

ID Field for Parcel No. Enter the GIS attribute that you want use for the Parcel ID.

Geocode and Routing Service Settings

Fill out the Geocode and Routing Service Settings section as follows:

1. Enter the REST service URL of the ArcGIS Server geocode service in the URL field.
2. If you are integrating a secured geocode service, click the icon in the Security column, complete the Security Settings fields, and click OK.
3. Click the icon in the Test Connection column to check if apps can connect to the geocode service successfully.

4. Repeat this procedure to define the ArcGIS Server routing service that apps can connect to.

Clearing the Cache

- To refresh system reference data that is cached in server, click **Clear Cache**.
- To clear the anonymous user cache for all environments for the agency, click **Clear Anonymous User Cache**. The cache will then be updated with the current anonymous user on the first subsequent anonymous access.

Searching for an Agency or Host

To search for an agency or host

1. Log in to the Construct Admin portal and click **Agencies**
2. You can filter list of hosts and agencies by name and/or status.
To search by name, enter the agency or host name in full or in part in the **Name** field.
To search by status, select a value from the **Enable** drop-down list.
3. Click **Search** (or press the **Enter** key).



Note:

To reset the agency list so you can view all the agencies, clear the **Name** field, select 'All' from the **Enable** drop-down list, and click **Search**. Or simply, you just click the **Agencies** tab again.

Disabling an Agency or Host

Once an agency or host has been created, you cannot edit the name or service provider code. However, as a cloud or host administrator, you can disable the host or agency to prevent users from the named host or agency from using any Accela apps.

**Note:**

If you need to change the name or service provider code, you must create a new agency using the correct information, then remove the old one. See [Deleting a Host](#).

To disable a host or agency

1. Log in to the Construct Admin portal and click **Agencies**.
2. Select the host or agency you want to modify.
3. Clear the **Enabled** check box.
4. Click **Save**.

The selected host or agency is now disabled.

Deleting an Agency

As a cloud or host administrator, you can delete an existing agency from the Construct Admin portal. However, be aware that doing so also deletes any associated administrators, and users from the deleted agency no longer have access to Accela apps. Alternatively, you can disable an agency, which effectively blocks agency users, but preserves the agency and any associated administrators.

To delete an agency

1. Log in to the Construct Admin portal and click **Agencies**.
2. Choose the agency you want to remove, and click **Delete** on the **Actions** column.
A message appears, prompting you to confirm the deletion.
3. Click **OK** to delete the agency.
The agency is removed, along with any associated administrators.

Managing Host Environments

The environment setup for a host is a critical component of the Construct Admin portal, as it defines the connectivity details required to link Construct (via Accela Gateway) to Civic Platform.

If you are a cloud or host administrator, you can set up one or more environments as needed. For example, you may want to have separate test, staging, and production environments.

Topics

- [Creating a New Environment](#)
- [Modifying or Deleting an Existing Environment](#)

Creating a New Environment

Before you can create a new environment for your host, you must have installed Accela Gateway. Write down the Gateway URL, Gateway Access Key, and Biz Server URL used in that installation. You will need this information to create an environment.

To create a new environment

1. Log in to the Construct Admin portal and click **Agencies**.
2. Select the host you want to create a new environment for.
3. Click **Environments**.

The screenshot shows the AGENCY ADMIN PORTAL interface. On the left is a navigation sidebar with items: Agencies (593), Developers (510), Apps (376), Administrators (30), Resources (4), Attachments (13), and Open Data. The main content area is titled 'AGENCIES > COS-Host: Environments'. Below the title are navigation links: Agency Info, Environments, Apps, Administrators, and Open Data. A button labeled 'Add Environment' is visible. Below it is a table with the following data:

Environment Name	Gateway URL	Biz Server URL	Automation Version	Enabled
PROD	http://permits.springfieldcityhall.com/gateway/	http://172.16.183.3080	7.3.0	Yes
TEST	http://awca.springfieldcityhall.com/gateway/	http://172.16.183.3080	7.2.0	Yes
DEV	http://awca.springfieldcityhall.com/gateway	http://172.16.186.3080	7.2.0	Yes

4. Click **Add Environment**.

 Agencies	593
 Developers	510
 Apps	376
 Administrators	30
 Resources	4
 Attachments	13
 Open Data	

Agencies > Agencies > Add Environment

[Agency Info](#) | [Environments](#) | [Apps](#) | [Administrators](#) | [Open Data](#) 

All fields marked with * are required.

Name:

Gateway URL *: (Ex: <https://amo.accela.com/mobilegateway>)

Gateway Version:

Gateway Access Key:

Biz Server URL *: (Ex: <http://10.50.59.28:3080>,<http://10.50.59.29:3080>)

Use as Default:

Enabled:

Automation Version *:

Save

Run Diagnostics

Cancel

5. Complete the fields as described below. Fields marked with a red * are required.

Name	Pick a name from the drop-down list that describes the purpose of the environment you are creating. For example, choose Prod for a production environment.
Gateway URL	Enter the URL for Accela Gateway exactly as entered when the gateway was installed.
Gateway Access Key	Enter the Gateway Access Key for Accela Gateway exactly as entered when the gateway was installed.
Biz Server URL	Enter the URL for your Biz Server exactly as entered when the gateway was installed.
Automation Version	Choose the version of Civic Platform to be used in this environment.
Use as Default	Mark this box to log in the app users automatically to this environment. If you clear this check box, users will have to select the environment manually in the app.
Enabled	Mark this box to allow users to access the data from this environment. If you clear this check box, this environment will not be accessible.

6. Click **Run Diagnostics** to test your settings, then make corrections as needed.

7. Click **Save**.

Modifying or Deleting an Existing Environment

If you are a cloud or host administrator, you can edit the environment details as needed. However, if you want to change the Gateway Access Key to a new value, you first need to re-run the Gateway Installer and enter the new Access Key value there, and then enter the new value for the proper environment.

To modify or delete an environment

1. Log in to the Construct Admin portal and click **Agencies**.
2. Select the host you want to modify or delete.
3. Click **Environments**.
4. Do one of the following:
 - To edit settings, complete these steps.
 1. Select the environment name.
 2. Modify the settings as needed.
 3. Click **Save**.
 - To delete an environment, complete these steps.
 1. Select the environment name, and click **Delete** on the **Action** column. You are prompted to confirm the deletion.
 2. Click **OK** to proceed. Click **Cancel** to abort.

Managing Apps

You can enable or disable apps available to a host or agency (depending on the level at which you want to configure the app). If the developer defines some app settings such as the module and the agency name, the app settings may be configurable from the **Apps** page.

To manage apps

1. Log in to the Construct Admin portal and click **Agencies**.
2. Select the host or agency you want to work with.
3. Click **Apps**.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

- 👤 Agencies 577
- 👤 Developers 508
- 👤 Apps 373
- 👤 Administrators 30
- 👤 Resources 4
- 👤 Attachments 13
- 👤 Open Data

Agencies > ADBC: Apps

Agency Info | Agency Settings | Apps | Administrators | Open Data ⓘ

Name: Status: Published All Type: All Disabled Search

App Name	App Type	Status	Submitted Date	App Enabled	Payment Enabled
Test App - Stage	Agency	Published	2015/04/14	<input checked="" type="checkbox"/>	<input type="checkbox"/>
RadheApp	Agency	Published	2015/01/08	<input checked="" type="checkbox"/>	<input type="checkbox"/>
api_auto_citizen	Citizen	Published	2014/12/18	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Test App - VS	Agency	Published	2014/11/14	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concord Civic Hero	Citizen	Published	2014/10/02	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Solution Admin	Agency	Published	2014/05/07	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Permit Solution	Agency	Published	2014/05/07	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inspector	Agency	Published	2014/05/03	<input checked="" type="checkbox"/>	<input type="checkbox"/>
citizen_tstshe1	Citizen	Published	2014/03/28	<input checked="" type="checkbox"/>	<input type="checkbox"/>
agency_tstshe1	Agency	Published	2014/03/27	<input checked="" type="checkbox"/>	<input type="checkbox"/>

4. Select the app that you want to work with.

The app details page appears. General information about the app appears, followed by an app settings section. If no app settings are configurable for the selected app, the app settings section is blank.

The screenshot shows the 'AGENCY ADMIN PORTAL' interface. On the left is a navigation menu with items: Agencies (577), Developers (508), Apps (373), Administrators (30), Resources (4), Attachments (13), and Open Data. The main content area is titled 'Agencies > ADBC: Apps'. Below the title are tabs for 'Agency Info', 'Agency Settings', 'Apps', 'Administrators', and 'Open Data'. The 'General Information' section contains the following details: App ID (00041040010000000000), Targeted Users (Citizen App), App Name (Concord Civic Hero), Developer (AccelaInc), Description (Concord Civic Hero), Status (Published), Enabled (checked), and Payment Enabled (unchecked). Below this is the 'App Settings' section, which is a table with columns for Key, Description, Default Value, and Value. At the bottom of the page are 'Save' and 'Cancel' buttons.

5. Do any of the following:

- To enable the app so anyone in the agency can use it, check the **Enabled** checkbox in the General Information section.
- To disable the app so no one in the agency can use it, un-check the **Enabled** checkbox in the General Information section.
- To enable the Commit Payment API for the app, check the Payment Enabled checkbox in the General Information section. The [Commit Payment API](#) allows a third-party payment vendor to send and commit payment information into Automation. The Payment Enabled property allows an agency administrator to control which apps can use the Commit Payment API. If Payment Enabled is unchecked, the app cannot call the Commit Payment API.
- To modify app settings, if available and configurable, fill in the Value fields in the App Settings section.

6. Click **Save**.

Developers

Available to *Cloud Administrators only*, the Developers page on the Construct Admin portal provides cloud administrators the ability to view and manage both the developer profiles and the apps that the developers have registered.

**Note:**

Administrators cannot add developers from the Construct Admin portal. Developers must self-register via the Accela Developer Portal (<https://developer.accela.com>).

Topics

- [Searching for Developers](#)
- [Sorting the List of Developers](#)
- [Viewing a Developer Profile](#)
- [Managing a Developer's Access](#)
- [Deleting a Developer's App](#)

Searching for Developers

Cloud Administrators only. You can filter the list of developers by developer ID, company name, status, or a combination of those criteria.

To search for a developer

1. Log in to the Construct Admin portal and click **Developers**.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

- Agencies 593
- Developers 510
- Apps 376
- Administrators 30
- Resources 4
- Attachments 13
- Open Data

Developers

Developer ID: Company: Status: All

Developer ID	Company	Name	Registered Date	Status
af@agency.com	BEYONDSOFT	John TEST	2015-05-14	Enabled
john.wong@agency.com	Wiseandly	wong,john	2015-05-05	Enabled
amy.wong@agency.com	Wiseandly	amy wong	2015-04-22	Enabled
af@agency.com	Acate	Jun Zhang	2015-04-02	Enabled
dev@agency.com	Chow	David Jiang	2015-03-31	Enabled
af@agency.com	Hao	Kevin Tang	2015-03-23	Enabled
af@agency.com	Wiseandly	Wong Yu	2015-03-11	Enabled
af@agency.com	AA	Jackie Yu	2015-02-12	Enabled
af@agency.com	BIS	Eric Ho	2015-01-29	Enabled

2. Enter the filter criteria to locate the developer.

Developer ID	Enter the developer's e-mail address in full or part.
Company	Enter the company name in full or part.
Status	Select the status of the developer's account.

3. Click **Search** (or press **Enter** on your keyboard).

The Developer page refreshes, and the list of the developers is filtered to show only the developers matching the search criteria you entered.



Note:

To restore the list to its default state, clear all search fields, select **All** from the **Status** drop-down list, and click **Search**. Or simply, you just click the **Developers** tab again.

Sorting the List of Developers

By default, the list of developers is sorted by the order in which the developers registered (the last registered developer shows at the top). You have the ability to change the sort order by clicking the header of the Developer ID, Company, Name, Registered Date, or Status column.

To sort the list of developers

1. Log in to the Construct Admin portal and click **Developers**.
2. Click the column header by which you wish to sort the table.
3. The list of developers is re-organized to display in ascending order by the selected criteria. For example, if you click the Developer ID column header, the list of developers is reorganized to list the developers by ID in A to Z order.
4. Click the column header again to toggle the direction of the sort.
If it was A to Z (ascending order) before, it will be displayed Z to A (descending order) and vice versa.

Viewing a Developer Profile

You can view details about a developer, as well as access a list of apps that the developer has created.

To view a developer profile

1. Log in to the Construct Admin portal and click **Developers**.
2. Select the developer's ID.

All fields except Password, Re-enter Password, and Enabled are read-only.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

<ul style="list-style-type: none">  Agencies 593  Developers 510  Apps 376  Administrators 30  Resources 4  Attachments 13  Open Data 	<p>Developers > API TEST: Developer Info</p> <p>Developer Info Developer Apps</p> <p>Email Address: <input type="text" value="apitest@accela.com"/></p> <p>Password: <input type="password"/></p> <p>Re-enter Password: <input type="password"/></p> <p>First Name: <input type="text" value="API"/></p> <p>Last Name: <input type="text" value="TEST"/></p> <p>Company/Organization: <input type="text" value="ACCELA"/></p> <p>Street Address: <input type="text" value="13800138000"/></p> <p>City/Town: <input type="text" value="US"/></p> <p>State: <input type="text" value="US"/></p> <p>Country: <input type="text" value="US"/></p> <p>Postal Code: <input type="text"/></p> <p>Phone: <input type="text" value="13800138000"/></p> <p>Enabled: <input checked="" type="checkbox"/></p> <p style="text-align: right;"><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>
--	---

3. To view a list of apps associated to the developer, click **Developer Apps**.



Note:

Developer Apps are added by the developer via the Developer portal. The Construct Admin portal does not support the addition of apps nor developers.

Managing a Developer's Access

You can enable and disable a developer's access to the Construct Developer Portal. If the developer forgets his or her password for login to the Construct Developer Portal, you can reset their password on the Construct Admin portal.

To manage developer access

1. Log in to the Construct Admin portal and click **Developers**.
2. Select the developer's ID.
3. Do one of the following:
 - To reset a developer's password for login to the Accela Developer Portal, enter the new password in the Password and Re-enter Password fields, and then click **Save**.
 - To disable a developer's account, clear the **Enabled** check box and click **Save**.
 - To enable a developer's account, mark the **Enabled** check box and click **Save**.

Deleting a Developer's App

You can delete apps from the Developer Apps page. Once deleted, the app is permanently removed from the Construct Admin portal, and anyone running the app from a mobile device will lose the ability to communicate with Construct using the deleted app.

**Note:**

Deleting an app from the Construct Admin portal does not remove it from the App store, nor from any user device on which it is installed.

As an alternative to permanent deletion, you can disable an app on an agency or host level, which effectively keeps it off the list of available apps for an agency or host without removing it. See [Managing Apps](#) for information about disabling an app.

To delete an app

1. Log in to the Construct Admin portal and click **Developers**.
2. Select the developer responsible for the app you want to delete.
3. Click **Developer Apps**.
A list of apps added by the selected developer appears.
4. Choose the app you want to delete, and click **Delete** on the **Action** column.
You are prompted to confirm the deletion.
5. Click **OK** to proceed.
The app is permanently removed from the Construct Admin portal.

Administrators

The **Administrators** page allows you to view and manage administrators by type:

- Cloud administrator - can manage any administrator. Only cloud administrators can see the list of cloud administrators. To see the cloud administrators, click **Administrators** on the main page.
- Host administrator - can manage other administrators for the same host, and agency administrators under the host. To see the list of host administrators, select the host from the **Agencies** page, and click **Administrators**.
- Agency administrator - can manage other administrators for the same agency. To see the list of agency administrators, select the agency from the **Agencies** page, and click **Administrators**.

Topics

- [Adding a Host or Agency Administrator](#)
- [Adding a Cloud Administrator](#)
- [Searching for an Administrator](#)
- [Sorting the List of Administrators](#)
- [Editing an Administrator](#)
- [Deleting an Administrator](#)

Adding a Host or Agency Administrator

You can assign one or more administrators to a host or agency. Host and agency administrators can be added to multiple agencies.

To add an administrator:

1. Log in to the Construct Admin portal.
2. Click **Agencies**, and select the host or agency you want to add an administrator to.
3. Click **Administrators**.
4. Click **Add Administrator**.

AGENCY ADMIN PORTAL Welcome: Primary Cloud Administrator [Logout]

Agencies > [Agency Name]: Administrators

Agency Info | Agency Settings | Apps | Administrators | Open Data

Email Address Name: Status: All

Add Administrator

Email Address	Name	Type	Status	Action
Total: 0 Records 1 of 0 Pages				

5. Complete the fields as needed. Fields marked with a red * are required.

For a description of the fields, see [Table 1: Administrator Settings](#).

6. Click **Save**.

The new administrator is added to the list of Administrators, and a notification is sent to the new administrator that contains the information needed to log in.

Table 1: Administrator Settings

Type	Read-only. Indicates one of the following, depending on the level of the administrator being added: <ul style="list-style-type: none"> • Host Admin • Agency Admin • Cloud Admin
Email Address	The Construct Admin Portal login account. <p> Note: When adding a host or agency administrator, if the email address is already used in another agency or host, you will be prompted with the message, "The email already exists, associate this administrator with the agency?". Click OK to continue using the same administrator account for this agency or host, or Cancel to use a different account.</p>
Full Name	The administrator's full name.
Password	The Construct Admin Portal login password.
Re-enter Password	Login password confirmation.

Organization Name	The administrator's organization.
Address 1	Enter the address where the individual is located.
Address 2	
City	Enter the name of the city wherein the individual is located.
State	Enter the name of the state wherein the individual is located.
Country	Select the name of the country wherein the individual is located.
Zip Code	Enter the postal code for the individual's mailing address.
Phone Number	Enter the individual's phone number. Note that there is a box for country code as well as area code.
Enabled	Mark this check box to allow the named administrator to log in to the Construct Admin portal as an administrator. Clear the box to disable access.

Adding a Cloud Administrator

A cloud administrator can administer multiple agencies and hosts.

To add a cloud administrator

1. Log in to the Construct Admin portal.
2. Click **Administrators** on the main page to see the list of cloud administrators
3. Click **Add Administrator**.
4. Complete the fields as needed. Fields marked with an * are required.
For a description of the fields, see [Table 1: Administrator Settings](#).

5. Click **Save**.

The new administrator is added to the list of Administrators, and a notification is sent to the new administrator that contains the information needed to log in.

Searching for an Administrator

You can filter the list of administrators on the Administrators page.

To search for an administrator

1. Log in to the Construct Admin portal and click the **Administrators** tab.

The **Administrators** page appears. If you are a host administrator, you will see a list of host administrators for the host you are assigned to. If you are a cloud administrator, you will see a list of cloud administrators for the portal.

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- Agencies 593
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Administrators

Email Address Name: Status: All

Add Administrator

Email Address	Name	Type	Status	Action
admin@construct.com	Suzanne Dennis	Cloud Admin	Enabled	Delete
admin@construct.com	Oliver Rodriguez	Cloud Admin	Enabled	Delete
admin@construct.com	Sam Avramin	Cloud Admin	Enabled	Delete
admin@construct.com	Mark Heiser	Cloud Admin	Enabled	Delete
admin@construct.com	Scott Sutton	Cloud Admin	Enabled	Delete
admin@construct.com	Casey Li	Cloud Admin	Enabled	Delete
admin@construct.com	Diana Gutierrez	Cloud Admin	Enabled	Delete
admin@construct.com	Alan Chen	Cloud Admin	Enabled	Delete

2. Enter the filter criteria to locate the administrator.

Email Address	Enter the administrator's e-mail address in full or part.
Name	Enter the administrator's name in full or part.
Status	Select the status of the administrator's account.

3. Click **Search** (or press **Enter** on your keyboard).

The **Administrators** page refreshes, and the list of the administrators is filtered to show only those matching the search criteria you entered.



Note:

To restore the list to its default state, clear all search fields, select **All** from the **Status** drop-down list, and click **Search**. Or simply, you just click the Administrators tab again.

Sorting the List of Administrators

By default, the list of administrators is sorted by the order in which they were added (newest administrator at the top). You have the ability to change the sort order by clicking the header of the Email Address, Name, Type, or Status column.

To sort the list of administrators

1. Log in to the Construct Admin portal and do one of the following:
 - Click **Administrators** on the main page to see the cloud administrators.
 - Select a host or agency from the **Agencies** page, then click **Administrators** to see the host or agency administrators.
2. Click the column header by which you wish to sort the list. If a column header appears in black text, you cannot sort by that column.

The list of administrators is re-organized to display in ascending order by the selected criteria. For example, if you click the Name column header, the list of administrators is reorganized to list the administrators by name in A to Z order.

3. Click the column header again to toggle the direction of the sort.
If it was A to Z (ascending order) before, it will be displayed Z to A (descending order) and vice versa.

Editing an Administrator

To edit an administrator profile

1. Log in to the Construct Admin portal and do one of the following:
 - Click **Administrators** on the main page to open the cloud **Administrators** page
 - Select a host or agency from the **Agencies** page, then click the **Administrators** link to see the list of host or agency administrators.
2. On the **Administrators** page, select the administrator you want to edit.
3. Make changes as needed. For field definitions, see [Adding a Host or Agency Administrator](#). Any field can be modified except for Type and Email Address.
4. Click **Save**.

Deleting an Administrator

Depending on your administrator type, you can delete other administrators except yourself. The following summarizes the delete permission per administrator type:

- Cloud administrator - can delete any administrator
- Host administrator - can delete other administrators for the same host, and agency administrators under the host
- Agency administrator - can delete other administrators for the same agency

Deleting an administrator removes the association from the respective host or agency. If you are deleting an administrator who is associated with other hosts or agencies, the administrator remains in the system, and the other associations remain. Otherwise, if the administrator is not associated with any other host or agency, the administrator is permanently deleted from the system and can no longer log in the Construct Admin portal.

Keep in mind that deletion is permanent. You can also [disable an administrator](#), which prevents the individual from logging in without the permanence of deletion.

To delete an existing administrator

1. Log in to the Construct Admin portal and do one of the following
 - Click **Administrators** on the main page to see the cloud administrators.
 - Select a host or agency from the **Agencies** page, then click **Administrators** to see the host or agency administrators.
2. Choose the administrator you want to delete and click **Delete** on the **Action** column.
You are prompted to confirm the deletion.
3. Click **OK** to delete the administrator.

**Note:**

No notification will be sent to the deleted admin.

Administration Resources

The Resources section provides you with links to documentation and tools needed to manage the Administration portal.

Each item in this section has a short description and a link to download the relevant resource. If you want to update the hyperlinked resource, see [Attachments](#).

To access the Resources page

1. Log in to the Construct Admin portal and click the **Resources** tab.

The Resources page appears.

AGENCY ADMIN PORTAL Welcome: [Primary Cloud Administrator](#) [[Logout](#)]

Agencies	593	Resources
Developers	510	Agency Administration portal Agency Administration portal is a single, central location for all the configuration and resources needed to manage the Apps, Automation Environments and Agency Administrators.
Apps	376	Accela Civic Cloud Platform v3.0 Administration Guide Accela Civic Cloud Platform v3.0 for On-Premise Agencies Getting Started Guide
Administrators	30	Accela Gateway Installer The Accela Gateway enables the communication between Server and Automation Biz Server. Gateway needs to be accessible from public network, preferably install it on the same machine as Accela Office.
Resources	4	Accela Gateway v3.1 Installer Accela Gateway v3.1 Installation and Administration Guide
Attachments	13	
Open Data		

2. Click a link to download the named documentation or tool.

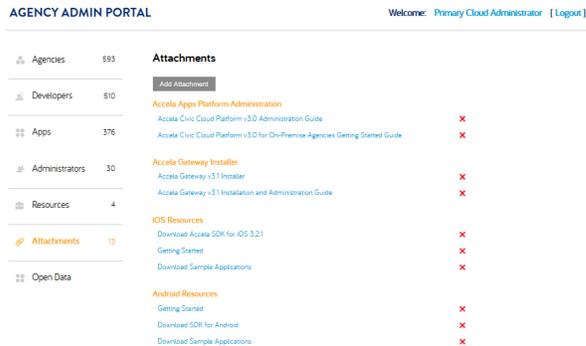
Attachments

Cloud Administrators only. This section enables you to manage which resources are available for host and agency administrators on the Construct Admin portal. You can upload documentation, installer programs, SDK package and other files to the Accela Construct and publish them as resources on the Administration portal.

Uploading an Attachment

To upload an attachment

1. Log in to the Construct Admin portal and click **Attachments**.



2. Click **Add Attachment** and select an option from the **Attachment Type** drop-down list:

- Accela Construct Administration
- Accela Gateway Installer
- iOS Resources
- Android Resources
- Windows 8 Resources

3. Enter the name of the attachment in the **Display Name** field.

4. Click **Choose File** next to the **File Path** field, browse to the attachment you want to upload, click **Open**, and then click **Upload**.

The **Attachments List** page refreshes, with the attachment name appearing as a link under the corresponding attachment type.

Deleting an Attachment

To delete an attachment

1. Log in to the Construct Admin portal and click **Attachments**.
2. Click the delete icon next to the attachment you want to delete.
You are prompted to confirm the deletion.
3. Click **OK** to delete the attachment.
The attachment is permanently removed from the Construct Admin portal.