



# Accele Premium Citizen Experience

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*Powered by OpenCities*

Accele Distribution Only

## New Integration Implementation Guide

January 2021

Version 2

## **Accela Premium Citizen Access *powered by OpenCities***

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### **Accela Product Description**

Accela Civic Platform is a foundation of powerful, trusted and secure cloud solutions designed to fit government agencies of all sizes. Includes Accela Citizen Access web-based solutions and complementary Accela mobile productivity applications.

### **OpenCities Product Description**

Built with and for governments, OpenCities provides the website and forms functionality modern governments need to transform their digital customer journey, without custom coding.

OpenCities enables Governments of every size to deliver world-class digital experiences, by re-imagining how councils procure, deliver, and evolve their website & online services

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## DISCLAIMER

## PURPOSE

This document details the integration deployment of the Premium Citizen Experience *powered by OpenCities*. Follow this guide to deploy everything necessary to create a consumer-like experience, where citizens have access to the services they need, 24x7, on any device of their choosing, and can search and discover all the information needed to get their request and transactions processed quickly and efficiently.

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*Read the entire deployment guide before you begin configuration of the integration pieces.*

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## PREREQUEST

The following software:

1. Accela Civic Platform version 20.2 or higher
2. Accela Citizen Access version 20.2 or higher
3. OpenCities Website (Full or Department)
4. OpenForms Enterprise
5. Purchase of the Premium Citizen Experience with Accela Data Connection

## BASE URL SETTING

The baseURL variable serves two purposes.

1. It is the URL used by the OpenCities Branding Notification API to sync the branding elements between OpenCities and Accela Citizen Access
  - a. When you update and publish your OpenCities theme those changes are automatically pushed to Accela Citizen Access
2. Used in embedded code to define the target URL for deep links. This comes in handy when promoting a collection of pages as an agency moves in Accela from Test>Supp>Prod in Accela. You simply change the baseURL setting to point to the new environment.

- a. Example embedded code:

```
<style>
iframe.accela-iframe {
width: 1px;
min-width: 100%;
```

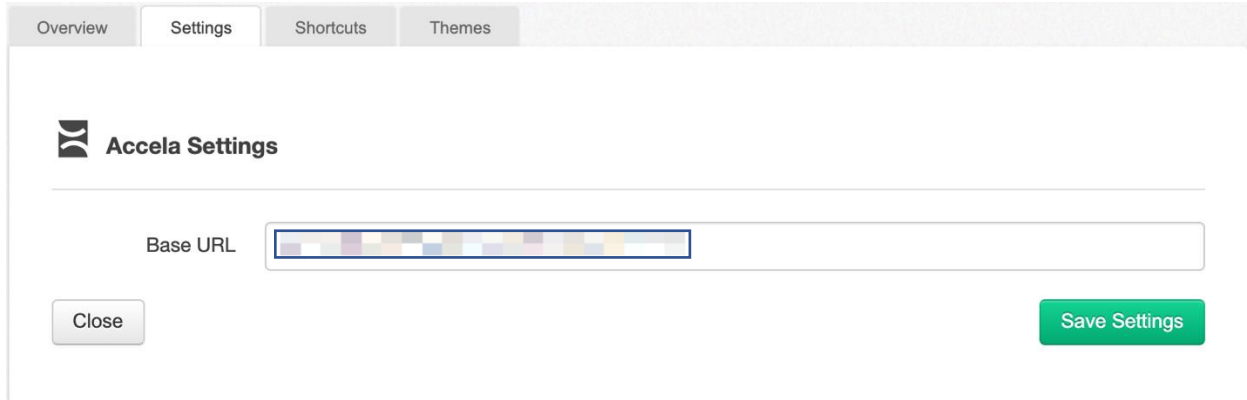
```
border:none;
}
</style>
<script src="<oc:Snippet name = "Accela
url"/>/Scripts/lib/iFrameResizer/iframeResizer.min.js"/>
</script>
<div id='capChickenForm'></div>

<script>
$(document).ready(function(){
    var ofFormId = OpenCities.Tools.GetQueryStringParameterByName("of-form");
    var ofReceipt = OpenCities.Tools.GetQueryStringParameterByName("of-
receipt");
    var ofCulture =
OpenCities.Settings.Application.LanguageSettings.UserLanguage.toString();
    var url="<oc:Snippet name="Accela url"/>"
    var iframeCode = '<iframe class="accela-iframe"
src="'+url+'Cap/CapApplyDisclaimer.aspx?CAPType=Backyard%20Chicken%20Permit
&Module=Planning&OpenCities=True&culture='+ofCulture+'&of-
form='+ofFormId+'&OpenFormsReceiptNumber='+ofReceipt+'&name="myIfr
ame" width="100%" height="400px"></iframe>';
    $('#capChickenForm').html(iframeCode);

    iFrameResize({ log: true,checkOrigin:false,heightCalculationMethod:'lowestElement' },
'accela-iframe');
});
</script>
```

## Configuring baseURL

- Log in to OpenCities administration site
- Select **More>Site Management>Public (or subsite)**
- Click on the **Settings** tab and find the **Accela Settings** tile
- In the **Accela Settings** section add your Accela Citizen Access site URL in the Base URL box



Overview Settings Shortcuts Themes

**Accela Settings**

Base URL

Close Save Settings

## BRANDING INTEGRATION

When configured, you can trigger a ‘branding sync’ between the agency’s theme in OpenCities and the agency’s Accela Citizen Access branding.

When synced, the OpenCities theme settings will be mapped to Accela Citizen Access Brand Builder settings and there will be greater bond between the look and feel of the agency’s OpenCities portal and Accela Citizen Access portal.

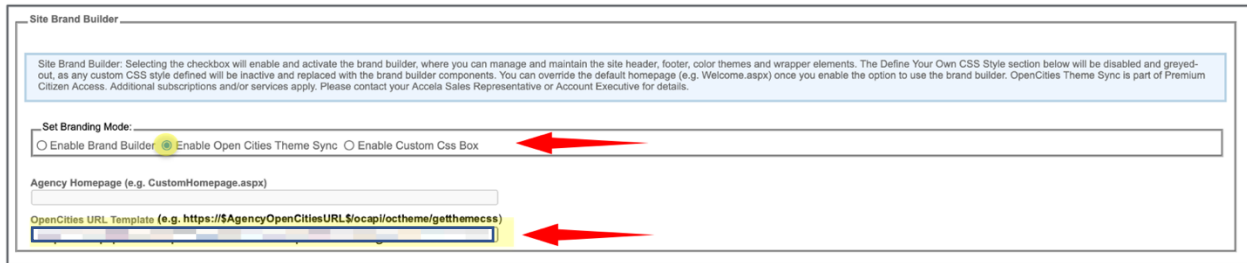
**Important Note:** Accela Citizen Access and OpenCities use different user interfaces. There may be some natural difference in the shape of buttons, control appearance, etc. The Branding Integration brings them closer together, but some differences may occur.

The Branding Integration sync is triggered from the OpenCities side. For the sync to occur there are settings in Accela Citizen Access Administration that need configured beforehand. The credentials for these settings are provided directly from Accela in the Proof of Delivery email sent to the agency.

**Note:** Accela Citizen Access Administrator branding integration setting will be included in the provisioning process for new clients

### Enabling Branding Integration

- a. To manually enable the Branding Integration, log in to Accela Citizen Access Administration
  1. Navigate to **Global Settings > Site Brand Builder** in Accela Citizen Access Admin
  2. Choose **Enable Open Cities Theme Sync** radio button under **Set Branding Mode**.
  3. Enter the OpenCities URL Theme Template, provided in the Proof of Delivery email sent from Accela, in the **OpenCities URL Template** field.
  4. Click the **Save** button to save your changes.
  5. Click the **Clear Cache** button.



- b. Once the branding sync is performed, if needed, you may modify branding elements using the Brand Builder feature in Accela Citizen Access Administration

**Important Note:** URL String = `https://www.your-oc-website.com/ocapi/octheme/getthemecss`. For OpenCities subsite the URL string appends the subsite name at the end. EX: `https://www.your-oc-website.com/ocapi/octheme/getthemecss?sitename=theatre`

## WEBSITE INTEGRATION


There are multiple options for integrating Accela Citizen Access pages into the agency's OpenCities website. Each of these are meant to show the Accela Citizen Access site inside the OpenCities iframe which provides a seamless citizen experience:

**Important Note:** When configuring these options in OpenCities, it is expected the embedded code URLs will include '**OpenCities=True**' so that Accela Citizens Access will be displayed inside the OpenCities website and adjust the view accordingly.

### Enabling Website Integration

The following setting needs to be set to enable these workflows:

- a. The **THIRDPARTY\_CONFIG** standard choice value **THIRDPARTY\_CORS\_DOMAIN** should be configured with the domain name of the OpenCities website. This will allow OpenCities to interact with the login status API.
  1. Value Desc = `https://your-ocwebsite.com`



[Menu](#) | [Favorites](#) | [Switch Agency](#) | [Help](#) | [Logout](#) | [Civic Platform](#)

Building

User ID: ADMIN
ACCELA AUTOMATION®

Agency Profile
User Profile
Attachments
Application
People
Property
Fees
Inspection
Condition
Workflow
Calendar
Events
Help
GIS

**Standard Choices Item - Edit**

Use this form to set up a Standard Choices Item.

**Standard Choices Item** THIRDPARTY\_CONFIG

**Name:**

**Description:**

**Status:**  Enable  Disable

**Type:**  System Switch  Shared drop-down  EMSE  Business Configuration

Standard Choices Value	Value Desc		Active
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<a href="#">Delete</a>
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<a href="#">Delete</a>
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<a href="#">Delete</a>
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<a href="#">Delete</a>
THIRDPARTY_CORS_DOM/	<input type="text"/>	<input checked="" type="checkbox"/>	<a href="#">Delete</a>

Update
Add
Cancel

Accela Distribution Only

## SERVICES WORKFLOW INTEGRATIONS

This section is intended to show the setup needed for the main workflows between Accela Citizen Access and OpenCities/OpenForms. This is **not** a guide on to how to create and publish pages in OpenCities; how to build a form in OpenForms; or how to configure Accela Citizen Access or Accela Civic Platform. Please refer to the appropriate configuration resources for guidance on those topics.

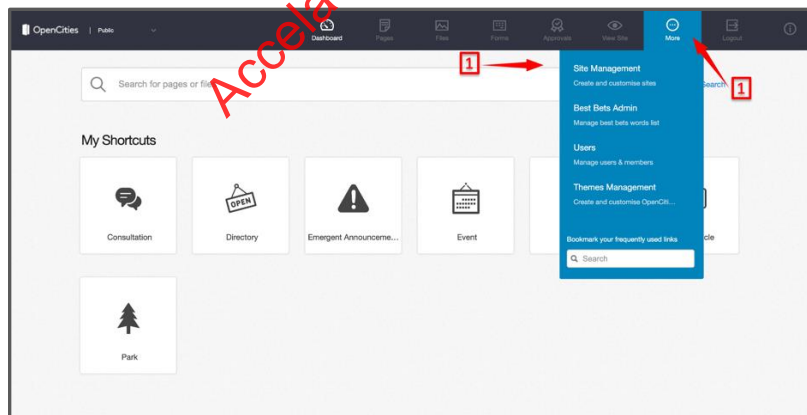
### Topics

- **Creating Embedded Code (Deep Links) in OpenCities**
- **OpenCities Service Page > Accela Citizen Access Application**
- **OpenCities Service Page > OpenForms > Accela Citizen Access Application**

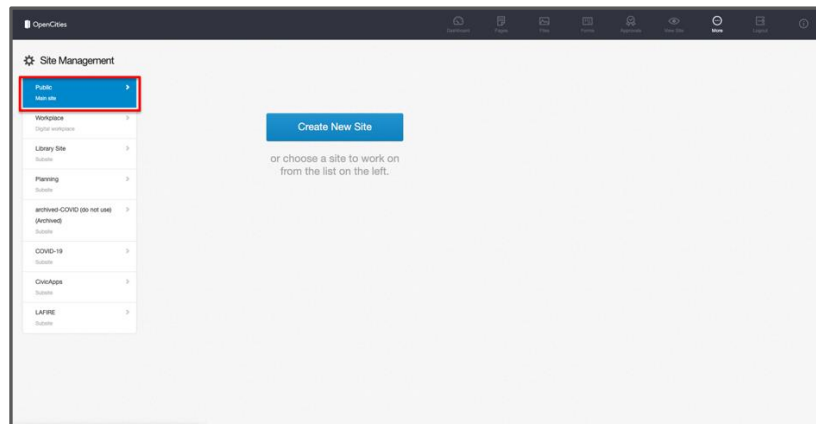
### Creating Embedded Code (Deep Links) in OpenCities

Embedded code allows you to deep link a citizen to the Accela Citizen Access permit they need to complete. If login is required, the citizen will be required to login or create an account before they may apply.

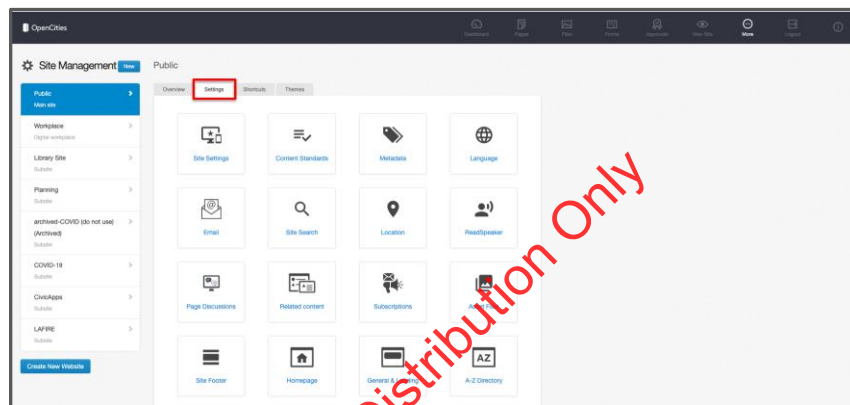
- a. Create embedded code (Deep Links) in OpenCities so a citizen can apply online from an OpenCities' **Service** page.
  1. In OpenCities navigate to **More > Site Management**.



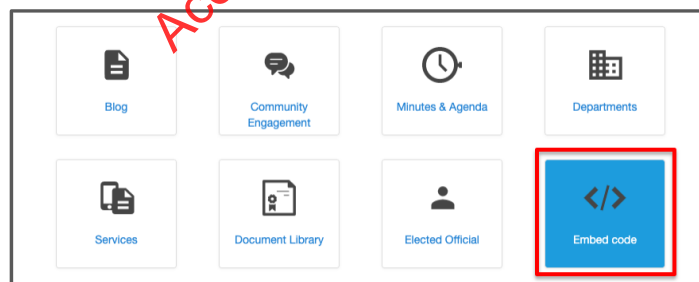
2. Choose the **Public/Main Site** left panel menu option.



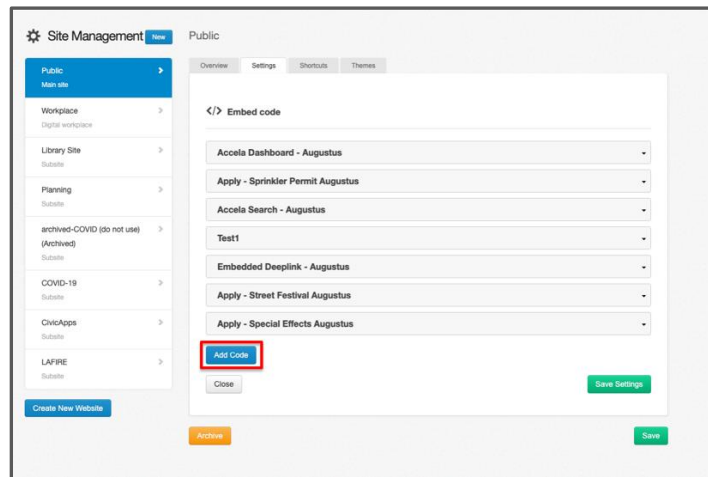
3. Go to the **Settings** tab.



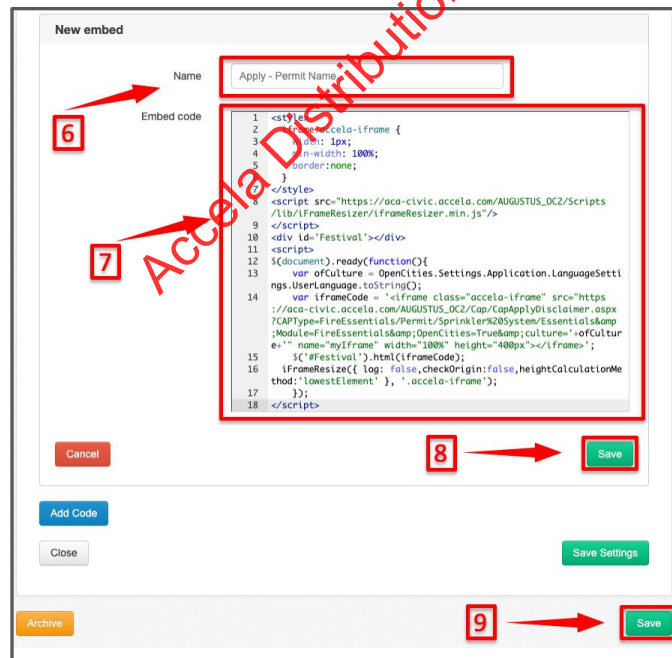
4. In the **Settings** tab click on the **Embed Code** card.



5. Click on the **Add Code** button



6. Provide a **Name** for the embedded code. You generally want to use the word Apply and the permit name so that it easy to find when adding to the Apply page in the next step.
7. Added the **Embed code**.
8. Click the **Save** button below the Embed Code box.
9. Click the **Save** button at the bottom of the page.



**Example Embed Code to link from an OpenCities Service Page to Accela Citizen Access (using baseURL):** Update the highlighted section with your four-level record type structure and module.

```

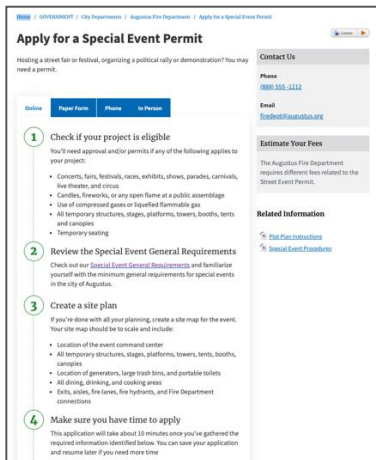
<style>
  iframe.accela-iframe {
    width: 1px;
    min-width: 100%;
    border:none;
  }
</style>
<script src="<oc:Snippet name = "Accela
url"/>/Scripts/lib/iFrameResizer/iframeResizer.min.js"/>
</script>
<div id='Festival'></div>
<script>
$(document).ready(function(){
  var ofCulture =
OpenCities.Settings.Application.LanguageSettings.UserLanguage.toString();
var url="<oc:Snippet name=" Accela url"/>"
var iframeCode = '<iframe class="accela-iframe"
src="'+url+'/'Cap/CapApplyDisclaimer.aspx?CAPType=FireEssentials/Permit/Sprinkler%20System/Essentials&Module=FireEssentials&OpenCities=True&culture='+ofCulture+'
" name="myIframe" width="100%" height="400px"></iframe>';
  $('#Festival').html(iframeCode);
  iFrameResize({ log: false,checkOrigin:false,heightCalculationMethod:'lowestElement' },
'.accela-iframe');
});
</script>

```

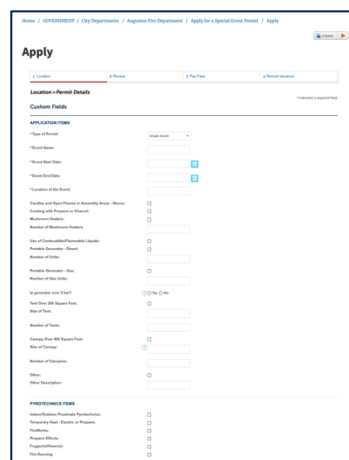
**Important Note:** The `/Scripts/lib/iFrameResizer/iframeResizer.min.js` referenced in Example Embed Code is included in all Accela Citizen Access installations. You will need to update the CAPType parameters and Module with the record type and module information from Accela Citizen Access. The example above represents a deep link to a **Sprinkler Permit** in the **Fire** module

## OpenCities Service Page > Accela Citizen Access Application

Service Page

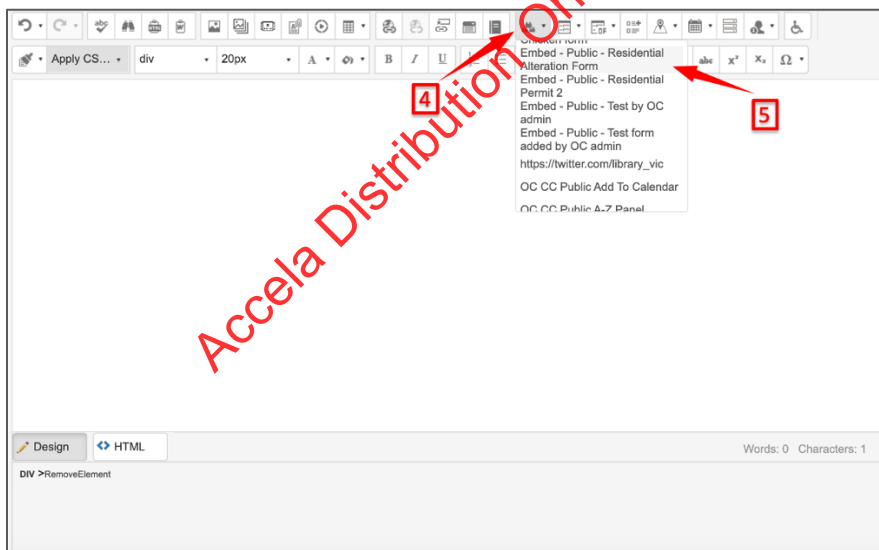


Citizen Access Pageflow

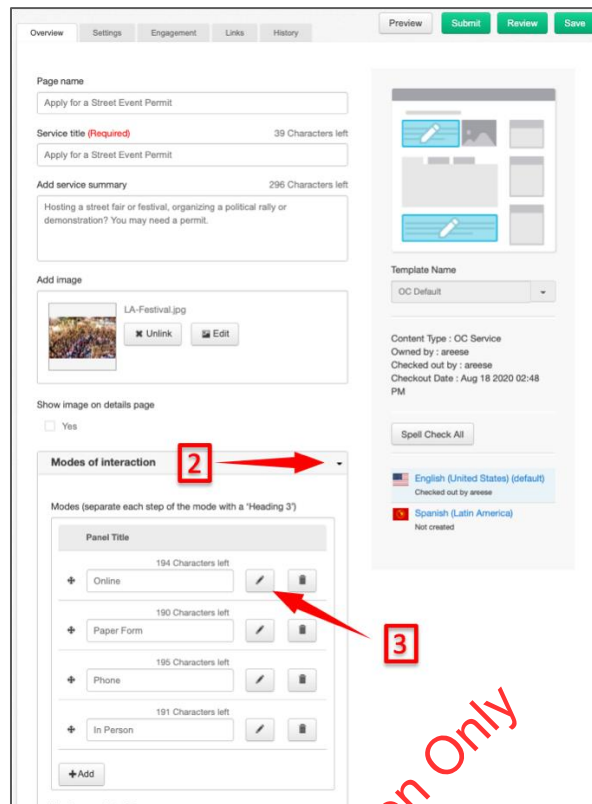


For simple services that do not require a qualifying form or help with “What service do I need”, once the citizen has reviewed the Service page, they are ready to apply. In which case, you can link them directly to the Accela Citizen Access application experience embedded in the Agency’s web portal powered by OpenCities

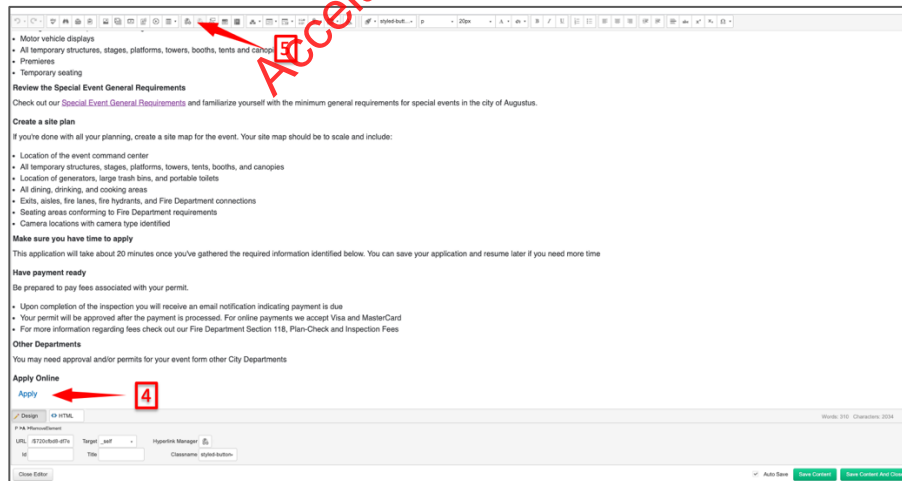
- a. If you haven’t already done so, create an **OC Service** page
- b. Create an **Apply** page under the **OC Service** Page
  1. Create an OpenCities’ **OC General** page under the permit/service **OC Service** page.
  2. In the **Template Name** dropdown box choose **OC Full Width Without Image**.
  3. Open the WYSIWYG editor
  4. Select the **Insert Plugins** Tool.
  5. In the drop-down menu, select the **Embed Code - YourEmbedCodeName** (the embedded code you created in the embedded code instructions in the previous step).
  6. Save your changes.



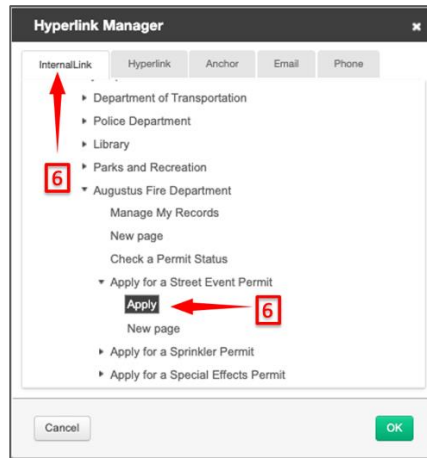
- c. Link the new **Apply** page in the **Modes of interaction** > **Online** tab on your **OC Service** page
  1. Once you select your **OC Service** page you will need to click the **Update** button to allow editing.
  2. In update mode expand **Modes of interaction**.
  3. To edit click on the pencil icon next to Online to open the WYSIWYG editor.



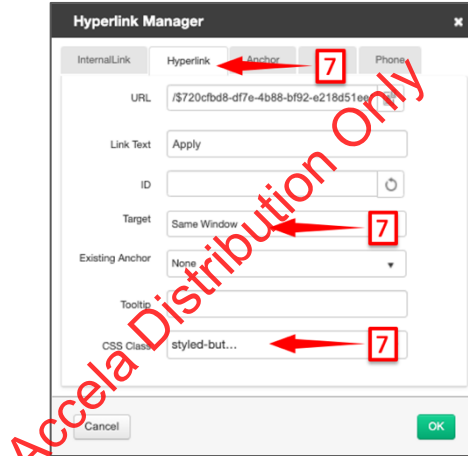
4. If you do not already have language you want to use for applying (ex: Apply or Get Started), add to the section step for **Apply Online**.
5. Highlight or click in the center of button language and select the **Hyperlink** icon in the WYSIWYG menu bar.



6. In the pop window, select the **InternalLink** tab and find & select your **Apply** page.



7. Click on the **Hyperlink** tab and verify the **Target** is set to **Same Window** and the **CSS Class** is set to **styled-button**.

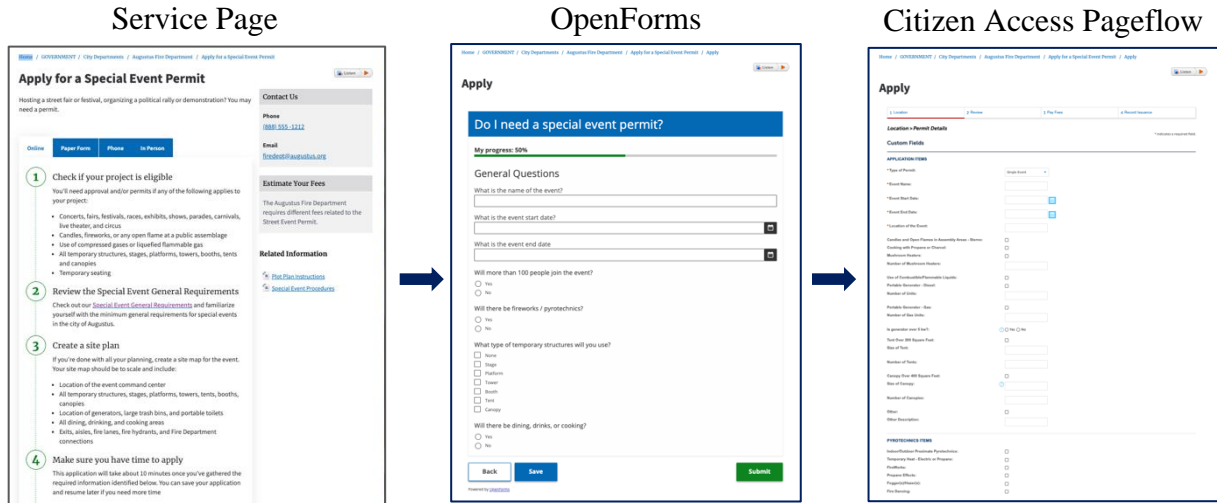


8. Hit **OK** in the popup window and then **Save** to save your changes

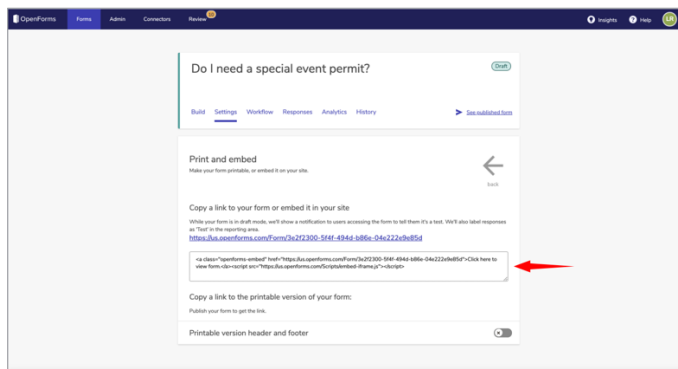
If you are linking the OpenCities Service page to Accela Citizen Access, you can use the embedded code as outlined in [Creating Embedded Code](#).

To test, select the **Preview** option on the **OC Service** Page. In the **Online** tab, click the **Apply** button. You should be directed to an embedded Accela Citizen Access application. If login is required, you will be prompted with Accela Citizen Access login page

## OpenCities Service Page > OpenForms > Accela Citizen Access Application



- a. Linking a Service page in OpenCities and a form in OpenForms
  1. Using the **OC General** content type, Setup two child pages under the main **OC Service Page** for the permit/application
    - i. One child page to link the OpenForm to the Service Page via the Mode of interaction tab
      1. In the Service Page *Mode of interaction* create an Apply link at the end of the step-by-step instruction.
- b. Using the Hyperlink icon at in the WYSIWYG tool set, link to the child page created for OpenForms
- c. The second child page is to link to Accela Citizen Access via an embedded code
  1. The embedded code is set up in Site Management using the Embedded Code tool under Site Management>Public>Settings
- d. Create the form in OpenForms and link the form to the Apply page in OpenCities via the **Settings** section of the form, under **Responses>After respondent submits** response
  1. In the Pipe answer box enter message you want to user to read before they click on the ‘clicking this link to apply’ (you can change the wording for the link if you prefer a different link message).
  2. Go to the **Forms>Settings** menu, select **Print and embed** and copy the embed link code in the box



### 3. Copy the embed link code in to the *Apply* OC General page

If you are using the Accela Data Connection API and want to auto-populate OpenForms responses in to the corresponding ASI fields in Accela Citizen Access page flow, use the example code below for your embedded code. The code example code allows the FormID and responses to dynamically pass through the embedded code. The FormID can be found in the URL in the **Settings>Response** section in OpenForms as outlined previously.

**Important Note:** You will need to complete the steps in the [Data Integration](#) section as well.

#### **Example Embed Code to link from an OpenCities Service Page > OpenForms> Accela Citizen Access (using baseURL):**

The variables ofFormID and ofReceipt are used to pass the data for the OpenForm to Accela Citizen Access application. Update the highlighted section with your four-level record type structure and module.

```
<style>
  iframe.accela-iframe {
    width: 1px;
    min-width: 100%;
    border:none;
  }
</style>
<script src="<oc:Snippet name = "Accela
url"/>/Scripts/lib/iFrameResizer/iframeResizer.min.js"/>
</script>
<div id='capChickenForm'></div>

<script>
$(document).ready(function(){
  var ofFormId = OpenCities.Tools.GetQueryStringParameterByName("of-form");
  var ofReceipt = OpenCities.Tools.GetQueryStringParameterByName("of-receipt");
  var ofCulture =
OpenCities.Settings.Application.LanguageSettings.UserLanguage.toString();
  var url="<oc:Snippet name="Accela url"/>"
  var iframeCode = '<iframe class="accela-iframe"
src="'+url+'/Cap/CapApplyDisclaimer.aspx?CAPType=Backyard% 20Chicken% 20Permit
&Module=Planning&OpenCities=True&culture='+ofCulture+'&of-
form='+ofFormId+'&OpenFormsReceiptNumber='+ofReceipt+'&name="myIfr
ame" width="100%" height="400px"></iframe>';
  $('#capChickenForm').html(iframeCode);

  iFrameResize({ log: true,checkOrigin:false,heightCalculationMethod:'lowestElement' },
'.accela-iframe');
  });
</script>
```

## DATA INTEGRATION

### Enabling Data Integration

- a. To enable the Data Integration log in to Accela Citizen Access Administration
  1. Navigate to **Global Settings > Third Party Data Integrations** in Accela Citizen Access Admin
  2. Enter the OpenForms API URL, provided in the Proof of Delivery email sent from Accela, in the **OpenCities API URL** field.
  3. Enter the OpenForms API Key, generated when you created your Accela Data Connection OpenForms API, in the **OpenCities API Key** field.
  4. Click the **Save** button to save your changes.
  5. Click the **Clear Cache** button.

Third Party Data Integrations

OpenCities Data Integration: Is part of Accela's Premium Citizen Access. You can pre-populate ASI fields in Citizen Access with the values a citizen enters in the data fields in OpenCities OpenForms. Subscription fees and/or services fees apply. For details on how to purchase Premium Citizen Access please contact your Accela Sales Rep or Accela Account Executive.

OpenForms API Url 2

OpenForms API Key 3

### Configuring External ID in OpenForms

When configured, applications/permits launched from OpenCities will auto-populate Custom Fields (also known as ASI) questions with the answers already provided in the OpenForms. This is based on the External ID configuration in OpenForms, which is matched to the Custom Field in Accela Citizen Access.

The External ID for OpenForms is constructed by concatenating the Accela Custom Field subgroup name + '|' + Accela Custom Field Name.

For example, if the Custom Field subgroup name is "**CHICKEN COOP INFORMATION**" and the field name is "**Keeping Rooster**" then the fully qualified External ID field name will be: **CHICKEN COOP INFORMATION|Keeping Rooster**

City of Metropolis

Menu | Favorites | Help | Logout | Civic Platform | STANDARDDEV | [Catalysis](#)

User ID: ADMIN ACCELA AUTOMATION®

Agency Profile | User Profile | Attachments | Application | People | Property | Fees | Inspection | Condition | Workflow | Calendar | Events | Help | GIS

Custom Fields

Use this form to edit Custom Fields.

Custom Fields Group Code: PLN\_BVCHCN

Custom Fields Subgroup: CHICKEN COOP INFORMATION

Custom Fields Subgroup Alias:

Default APO GIS Layer:

Location Query:  Yes  No

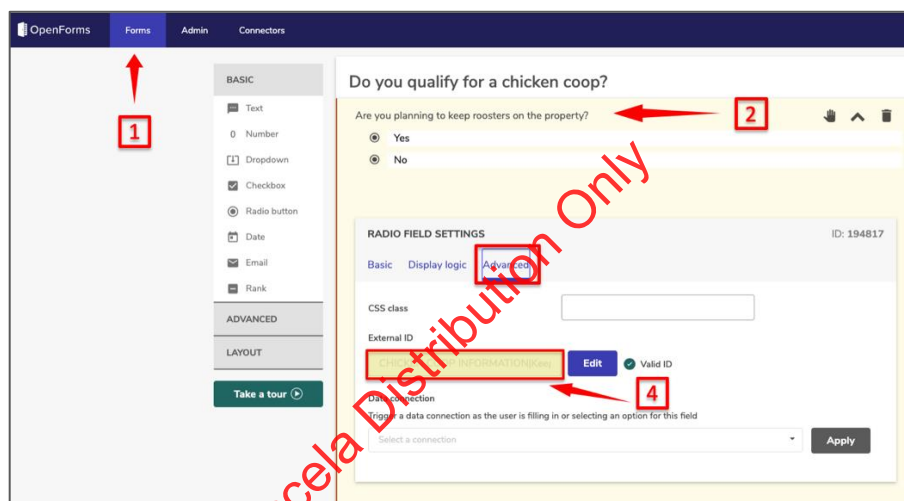
Apply changes to this subgroup only:   Apply changes to all subgroups:

Field Label	Type	Display Order	Field Label Alias	Fee Indicator	Unit	Default Value	Required	Req for Fee Calc	Supervisor Edit Only	Searchable	Max Len	Display Len	ACA Displayable	ACA Searchable	Justification	Status	ACA Configuration	Security	Delete
Height in feet	Number	5					Yes	No	No	No			Yes	No		Enabled	ACA Configuration	Security	Delete
Length in feet	Number	10					Yes	No	No	No			Yes	No		Enabled	ACA Configuration	Security	Delete
Width in feet	Number	20					Yes	No	No	No			Yes	No		Enabled	ACA Configuration	Security	Delete
Keeping Rooster	Y/N	25					Yes	No	No	No			Yes	No		Enabled	ACA Configuration	Security	Delete

Update Add Cancel

Auto-populate Accela Citizen Access Custom Fields with the responses the resident provides in the OpenForms page.

- a. Navigate to **Forms** and create a new form or modify an existing form.
- b. Create or select the OpenForms question that corresponds to the Accela Custom Field question.
- c. Select the OpenForms **Settings** icon to open the field settings box.
- d. Under the **Advanced** tab add the concatenated Accela Custom Field subgroup name + the Accela Custom Field Name.
- e. Click the **Set** button to the right of the External ID box.
- f. Repeat for every field you would like to send data to a corresponding Custom Field in Accela Citizen Access page flow.
- g. Click the **Save** button to save your changes.



## MANAGE PROJECTS (DASHBOARD)

You'll need to provide navigation so that residents can manage their Accela Citizen Access application, licenses, and permits. Find and pay fees. Or update their Accela Citizen Access account information. Once you determine the best navigation path for your residents, you'll need to link the OpenCities page to Accela Citizen Access.



- Setup OpenCities **OC General** page to link to Accela Citizen Access Dashboard
- Create OpenCities embed code page, see [Creating Embedded Code \(Deep Links\)](#)
- Add embed code for deep link to Accela Citizen Access dashboard
  - Replace SERV\_PROV with your agency SERV\_PROV code

```

<style>
  iframe.accela-iframe {
    width: 1px;
    min-width: 100%;
    border:none;
  }
</style>
<script src="<oc:Snippet name = "Accela
url"/>/Scripts/lib/iFrameResizer/iframe-Resizer.min.js"/>
</script>
<div id='Dashboard'></div>

<script>
$(document).ready(function(){
  var ofCulture =
OpenCities.Settings.Application.LanguageSettings.UserLanguage.toString();

  var url = "login.aspx";
  $.ajax({
    type: 'GET',
    url: '<oc:Snippet name="Accela
url"/>/api/PublicUser/AccountStatus',
    async: false,
    xhrFields: {
      withCredentials: true
    },
    crossDomain: true,
    success: function (data) {
      if (data === "True") {
        url = "Dashboard.aspx";
      }
    }
  },

```

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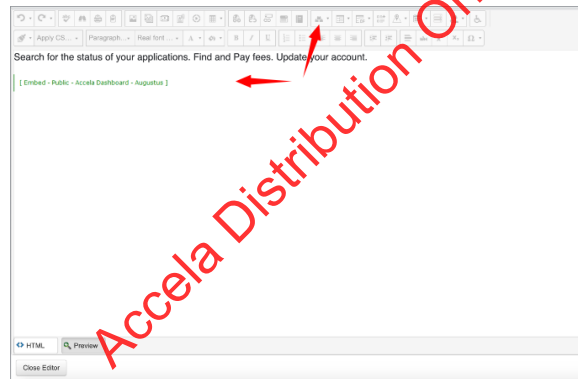
```

        error: function (xhr, status, error) {
            console.error('AJAX call error');
        }
    });
    var iframeCode = '<iframe class="accela-iframe" onload="setButtonStatus();"
src="<oc:Snippet name = "Accela
url"/>'+url+'?OpenCities=True&culture='+ofCulture+'&ReturnUrl=%2fSERV
PROV%2fDashboard.aspx" name="myIframe" width="100%"
height="400px"></iframe>';
    $('#Dashboard').html(iframeCode);

    iFrameResize({ log: false,checkOrigin:false,heightCalculationMethod:'lowestElement'
}, '.accela-iframe');
    });
</script>

```

- d. Use the WYSIWYG in the OC General page, you created to manage records, to add the embedded code.



## LOGON/LOGOUT SETUP

You will need to provide login/logout functionality for residents to login and logout of Accela Citizen Access. The following setup will create a Login/Logout button in the right top of your Premium Citizen Experience portal.

**a. Add JS Script to plugins.js**

- a. Change the highlighted areas below

- i. window.location.href = the navigation to the dashboard page in OpenCities website

// Place any jQuery/helper plugins in here.

```
var accelaButtonText = "";
```

```
function setButtonStatus() {
    if ($('#toolbar-inner-container').length > 0) {
        if ($('#acaButton').length === 0) {
            var $toolbarItem = $('<div class="toolbar-item toolbar-login-
button"><button id="acaButton" onclick="doAccelaAction();return
false;"></button></div>');
            $toolbarItem.appendTo($('#toolbar-inner-container'));
        }
        $.ajax({
            type: 'GET',
            url: 'https://your-ACA-website.com/SERV_PROV
CODE/api/PublicUser/AccountStatus',
            async: false,
            xhrFields: {
                withCredentials: true
            },
            crossDomain: true,
            success: function (data) {
                if (data === "True") {
                    accelabuttonText = "Logout";
                }
                else {
                    accelabuttonText = "Login";
                }
            },
            error: function (xhr, status, error) {
                console.error('AJAX call error');
            }
        });
        $("#acaButton").html(accelabuttonText);
    }
}

function doAccelaAction() {

    if (accelabuttonText === "Login") {
        window.location.href="/GOVERNMENT/City-Departments/Alcoholic-
Beverage-Control/Manage-My-Records";
    }
    else {
        // call logout page
        $.ajax({
            type: 'GET',
            url: 'https://your-ACA-website.com/SERV_PROV CODE
/Logout.aspx?OpenCities=True',
            async: false,
            xhrFields: {
                withCredentials: true
            }
        });
    }
}
```

```
        },
        crossDomain: true,
        error: function (xhr, status, error) {
            console.error('AJAX call error');
        }
    });
    if ($.accela-iframe).length > 0 {
        $.accela-frame).location.href.reload();
    }
    else {
        setButtonStatus();
    }
}
return false;
}

$(document).ready(function () {
    setButtonStatus();
});
```

**b. Add CSS Script to bottom of client\_forms.scss**

```
.toolbar-login-button button {
    @include oc-background-color($form-button-defaultbuttonbackgroundcolor,
$form-button-defaultbuttonbackgroundcolor-alpha);
    color: $form-button-defaultbuttonfontcolor;
    font-size: .8em;
    line-height: 1;
    vertical-align: top;
    padding: 5px 10px;

    &:hover, &:focus {
        @include oc-background-color($form-button-
defaultbuttonhoverbackgroundcolor, $form-button-defaultbuttonhoverbackgroundcolor-
alpha);
        color: $form-button-defaultbuttonhoverfontcolor;
    }
}
```

**c. Add CSS Script to the bottom of client\_style.scss**

```
.toolbar-login-button button {
    @include oc-background-color($form-button-defaultbuttonbackgroundcolor,
$form-button-defaultbuttonbackgroundcolor-alpha);
    color: $form-button-defaultbuttonfontcolor;
    font-size: .8em;
    line-height: 1;
```

```
vertical-align: top;
padding: 5px 10px;
```

```
&:hover, &:focus {
    @include oc-background-color($form-button-
defaultbuttonhoverbackgroundcolor, $form-button-defaultbuttonhoverbackgroundcolor-
alpha);
    color: $form-button-defaultbuttonhoverfontcolor;
}
}
```

**d. Add embedded code for login**

- a. To create OpenCities embedded code see [Creating Embedded Code \(Deep Links\)](#)

```
<style>
  iframe.accela-iframe {
    width: 1px;
    min-width: 100%;
    border:none;
  }
</style>
<script src="<oc:Snippet name = "Accela
url"/>/Scripts/lib/iFrameResizer/iframeResizer.min.js"/>
</script>
<div id='capForm'></div>

<script>
$(document).ready(function() {
    var iframeCode = <iframe class="accela-iframe" onload="setButtonStatus();"
src="<oc:Snippet name = "Accela url"/>/' +url+' /Login.aspx?OpenCities=True"
name="myIframe" width="100%" height="400px"></iframe>;
    $('#capForm').html(iframeCode);

    iFrameResize({ log: true,checkOrigin:false,heightCalculationMethod:'lowestElement' },
'.accela-iframe');
    });
</script>
```

**e. Add embedded code for logout**

```
<style>
  iframe.accela-iframe {
    width: 1px;
    min-width: 100%;
    border:none;
  }
</style>
```

```
<script src="<oc:Snippet name = "Accela
url"/>/Scripts/lib/iFrameResizer/iframeResizer.min.js"/>
</script>
<div id='capForm'></div>

<script>
$(document).ready(function(){
    var iframeCode = '<iframe class="accela-iframe" onload="setButtonStatus();"
src="<oc:Snippet name = "Accela url"/>/' +url+ '/Logout.aspx?OpenCities=True"
name="myIframe" width="100%" height="400px"></iframe>';
    $('#capForm').html(iframeCode);

    iFrameResize({ log: true,checkOrigin:false,heightCalculationMethod:'lowestElement' },
'.accela-iframe');
    });
</script>
```

- f. Update Utility Bar setting in Site Management>Setting>Utility bar**
- Show links on bar = Yes
  - Name Link Type Phone
  - Link name = &nbsp;
  - Phone number = &nbsp;

## EMAIL CONFIGURATION

If you are sending email notifications to citizens that contain a link to Accela Citizen Access, you will need to Add/update **ACA Configs>ACA\_SITE Standard Choice** setting. This will route the citizen to an embedded Accela Citizen Access screen via OpenCities, keeping the experience consistent and seamless

- Create **Additional Information** page in OpenCities
  - Recommend that you use **OC General** content type
  - Under **Settings**, check the following boxes to hide page:
    - Hide this page from search
    - Hide this page from navigation menus
- Add/update standard choice **ACA\_CONFIGS>ACA\_SITE**

Standard Choices Item - Edit

Use this form to set up a Standard Choices Item.

**Standard Choices Item Name:** [ACA\\_CONFIGS](#)

**Description:** (250 char max) Controls most Citizen Access features and is mostly configured via the ACA Admin tool. See the Configuration Reference. #ACA

**Status:**  Enable  Disable

**Type:**  System Switch  Shared drop-down  EMSE  Business Configuration

Standard Choices Value	Value Desc	Active
ACA_EDMS_DISALLOWED_F	html;htm;mht;mhtml;exe;bat;cmd	<input checked="" type="checkbox"/> <a href="#">Delete</a>
ACA_MENU_ACTION_BASE	No	<input checked="" type="checkbox"/> <a href="#">Delete</a>
ACA_SITE	https://augustus.prelive.opencities.com/LAFIRE/General-Embedded-Page?deepLink=aca-civic.accela.com/AUGUSTUS_OC/Admin/default.aspx	<input checked="" type="checkbox"/> <a href="#">Delete</a>
AGENCY_NAME	Augustus	<input checked="" type="checkbox"/> <a href="#">Delete</a>

URL Structure:

https://\$opencitiesurl\$/\$opencitiespagename\$/deeplink=\$acaserver\$/\$acasite\$/Admin/default.aspx

- c. Added Embedded Code in OpenCities and attach embedded code to **Additional Information** page created in **Step a**

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