

SERVICE CALL TECHNICIAN INSPECTIONS STEP-BY-STEP INSTRUCTIONS

The following step-by-step procedures have been created for scheduling calls involving the Service Call Technician response team within the Central Florida Tourism Oversight District (the District), Building & Safety Department. Effective October 19, 2020, this team responds to calls 24/7 for the following conditions:

- Hot Work
- Sprinkler Shut Down or Refill
- Sprinkler Valve Key Assist
- B&S Service Call

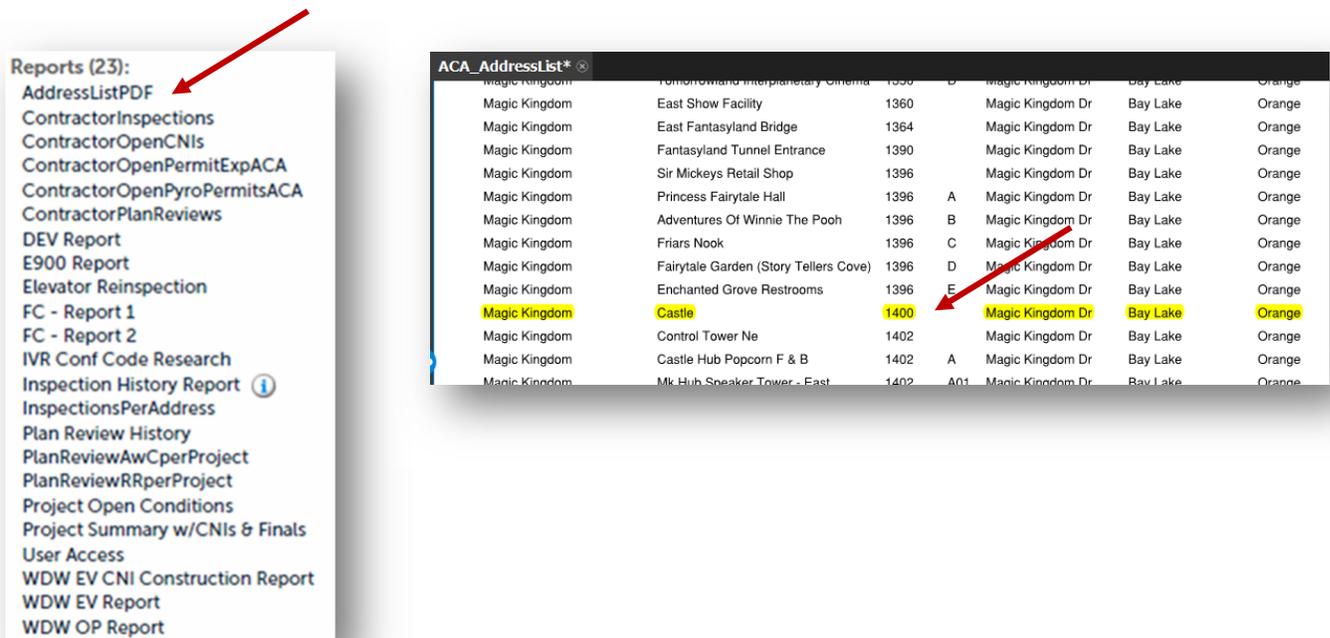
All inspections can be scheduled 24/7 via the online permitting system, Accela Citizen Access (ACA), at: <https://ca.rcid.org/CitizenAccess/>.

Before you begin the process to apply for the Service Call Technician inspection request, you will need three things: an ACA user account, an address for the request and a credit card for payment. If you have an ACA user account, please proceed to the step-by-step instructions below. If you need to create an online account, please see the instructions for the Non-Registered ACA Users at the end of the document.

BUILDING/LOCATION ADDRESS

Locating an exact address for the request can be found by using one of two options: 1) When logged into ACA, run the “AddressListPDF” document found under the Reports tab, or use the GIS District Address Finder to obtain the correct address information: <https://tinyurl.com/DistrictAddressFinder>. These fields must be accurate for the system to return a valid address within the District.

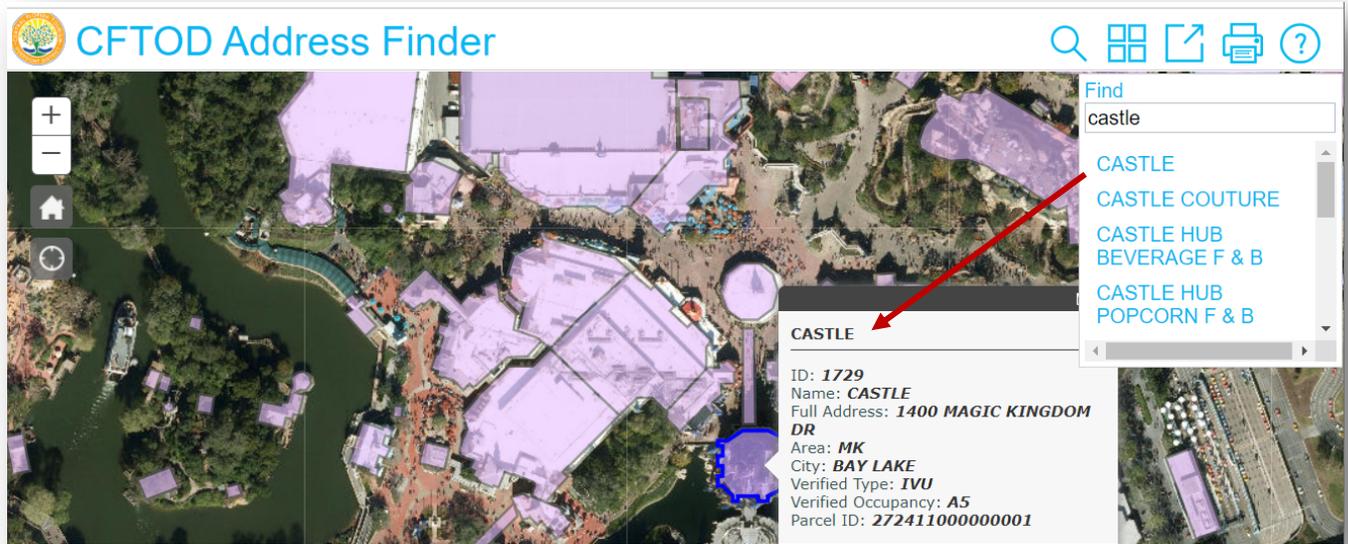
1) Reports – AddressListPDF:



The image shows two screenshots from the ACA system. The left screenshot shows the 'Reports (23)' menu with 'AddressListPDF' highlighted by a red arrow. The right screenshot shows the 'ACA_AddressList' table with a red arrow pointing to the row for 'Castle' at '1400 Magic Kingdom Dr', which is highlighted in yellow.

Address	Zip	City	County
Magic Kingdom	1360	Bay Lake	Orange
Magic Kingdom	1360	Bay Lake	Orange
Magic Kingdom	1364	Bay Lake	Orange
Magic Kingdom	1390	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1396	Bay Lake	Orange
Magic Kingdom	1400	Bay Lake	Orange
Magic Kingdom	1402	Bay Lake	Orange
Magic Kingdom	1402	Bay Lake	Orange
Magic Kingdom	1402	Bay Lake	Orange

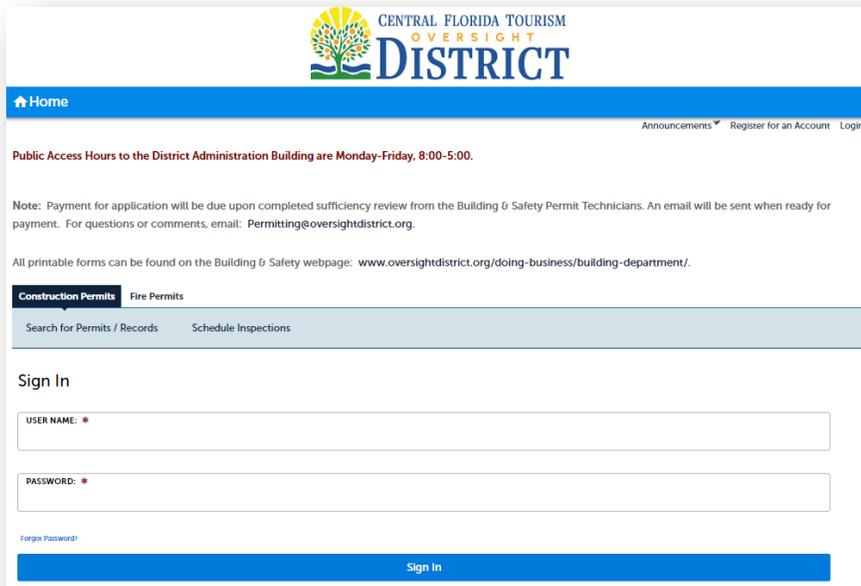
2) District Address Finder (<https://tinyurl.com/DistrictAddressFinder>):



Once you have obtained the correct address, you can continue with the online request.

STEP-BY-STEP INSTRUCTIONS

Log in to ACA and enter User Name and Password and click on Login:



General Disclaimer and General Information – Select “Construction Permits / Apply for Permits or 24/7 Service Calls” and click on the General Disclaimer checkbox and Continue Application:

Construction Permits Fire Permits

Apply for Permits or 24/7 Service Calls Search for Permits / Records Schedule Inspections

Online Application

Welcome to the Online Permitting system. This system allows you apply for certain types of Permits online, pay permit fees, check the status of your plan reviews and inspections as well as schedule inspections, all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

NOTE: Application submittal must be complete with a fully executed permit application, drawings and valuation verification at a minimum within 48 hours of submittal or the application will be Voided.

General Disclaimer
While the Central Florida Tourism Oversight District (the District) attempts to keep its Web information accurate and timely, the District neither warrants nor makes any representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer viruses, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the District as a result of updates and corrections.
All trademarks and service marks contained in or displayed on this Web site are the property of their

I have read and accepted the above terms.

Continue Application >>

NOTE!
This statement does not apply to Service Call Requests.

Select the License associated to the ACA User account and Continue Application:

Select a Contractor's License

Please select the appropriate license for this permit or Temporary Certificate Request from the list below. The types of records you may apply for is determined by the type of license you use.

Licenses: ?

--Select--

Continue Application >>

Select the “Service Call Request” radio button either from the dropdown, or by typing “service” in the search window / Search. Next click on Continue Application:

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AVAILABLE PERMIT / RECORD TYPES

Choose one of the following before continuing...

Please review the various record types carefully! For assistance or to apply for a permit type not listed below please contact us.

service

- ▶ Building
- ▶ Contractor Registration
- ▶ Demolition - Move (Removal)
- ▶ EPCOT Code Books (Electronic Format)
- ▶ Facility Construction (Structure/Inside)
- ▶ Fire Prevention Permits
- ▶ Master Plan Approval
- ▶ Project Management
- ▼ Service Call Request
 - Service Call Request
- ▶ Area Development (Outside)
- ▶ Manufactured Building
- ▶ Sign Construction
- ▶ Ride Construction (Attraction)
- ▶ Swimming Pool Construction
- ▶ Temporary (90 Days or Less)

Continue Application »

Step 1: Application and Address (Request Location) – For the Applicant, click on “Select from Account,” then select your contact name from the dropdown account list and Continue:

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-10 of 27

Category	Type	Name
<input type="radio"/> Associated Contact	Individual	<input type="text"/>

Discard Changes

Using the address information previously obtained, enter the Street No only in the search field and click on Search. A list of options will result to select the correct address. If you know the actual Building Name, enter that in the Building Name field and hit Search.

Address

Enter the "Street No." field only and click on the Search button. Once you have selected the correct address from the Search list, the Owner and Parcel will auto populate. If the owner and parcel do not auto populate, go back and enter just the Street No. with no Street Name or Building Name.

*Street No: Fraction: *Street Name:

Building Name:

spell check

Operating Participant: Yes No Public Owned: Yes No

Ride: Yes No Swimming Pool: Yes No

Address Search Result List

- 1400 BIG BEAR PATH FW, FT WILDERNESS LOOP 1400 COMFORT STATION, BAY LAKE Orange FL 32830
- 1400 BUS DROP OFF DR MK, MAGIC KINGDOM KIOSK, BAY LAKE Orange FL 32830
- 1400 MAGIC KINGDOM DR MK, CASTLE, BAY LAKE Orange FL 32830
- 1400 MONORAIL WY MK, MO 3, BAY LAKE Orange FL 32830
- 1400 OLD TURTLE POND RD OK, OLD KEY WEST BLDG 40, LAKE BUENA VISTA Orange FL 32830

Associated Parcels

Showing 1-1 of 1

Unique ID	Lot	Block	Building Name
1729			CASTLE

Associated Owners

Showing 1-1 of 1

Name	Address
WALT DISNEY PARKS AND RESORTS US, INC	P O BOX 10000 LAKE BUENA VISTA, FL LAKE BUENA VISTA FL 32830

Step 2: *Specific Information and Request Details* – Provide all the detailed information on the request, note items with an asterisk (*) are required:

Specific Information

APPLICATION DATA

Building Name:

Master Permit Number:

PERMIT DETAIL

* Request Type:

* Start Date:

* Start Time:

End Date:

End Time:

* On-Site Contact Name:

* On-Site Contact Phone:

* On-Site Contact Email:

Hot Work By:

Name:

Service Date:

B&S Service Call

Hot Work

Sprinkler Shut Down or Refill

Sprinkler Valve Key Assist

TIP!
Phone: Numbers only - 4072223333. No spaces or special characters, "()", "-", or "."

Contractor

WDW Employee

Add a brief description such as work being done, location to meet the Service Call Technician or any other information that would be critical for the Technician to know about the request.

Step 3: Review – You will have an opportunity to make any edits to the previous pages. To continue without any edits, select the Continue Application button:

Step 4: Pay Fees – Whether payment is being made by credit card immediately, or by someone in the office, be sure to click on the first Check Out Now button:

Fees	Qty.	Amount
Service Call	1	\$60.00

TOTAL FEES: \$60.00
Fees are due upon application for a Permit

A second screen will appear to select either Checkout Now or Checkout Later. You must select one of these options. If you Checkout Now, a credit card will be needed to complete the request and the inspection will be scheduled immediately.

Cart

1 Select item to pay 2 Payment information 3 Receipt/Record issuance

Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

PAY NOW

1400 MAGIC KINGDOM DR
1 Application(s) | \$60.00
▶ Service Call Request
24TMP-000159 Total due: \$60.00

Total amount to be paid: \$60.00
Note: This does not include additional inspection fees which may be assessed later.

[Checkout Now »](#) [Edit Cart »](#) [Checkout Later](#)

At this point, the request has been successfully submitted and scheduled. The Service Call Technician on call will reach out to the On-Site Contact Name provided for any additional information or directions.

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Apply for Permits or Temporary CO Search for Permits / Records Schedule Inspections

1 Select item to pay 2 Payment information 3 Receipt/Record issuance

Step 3: Receipt/Record issuance

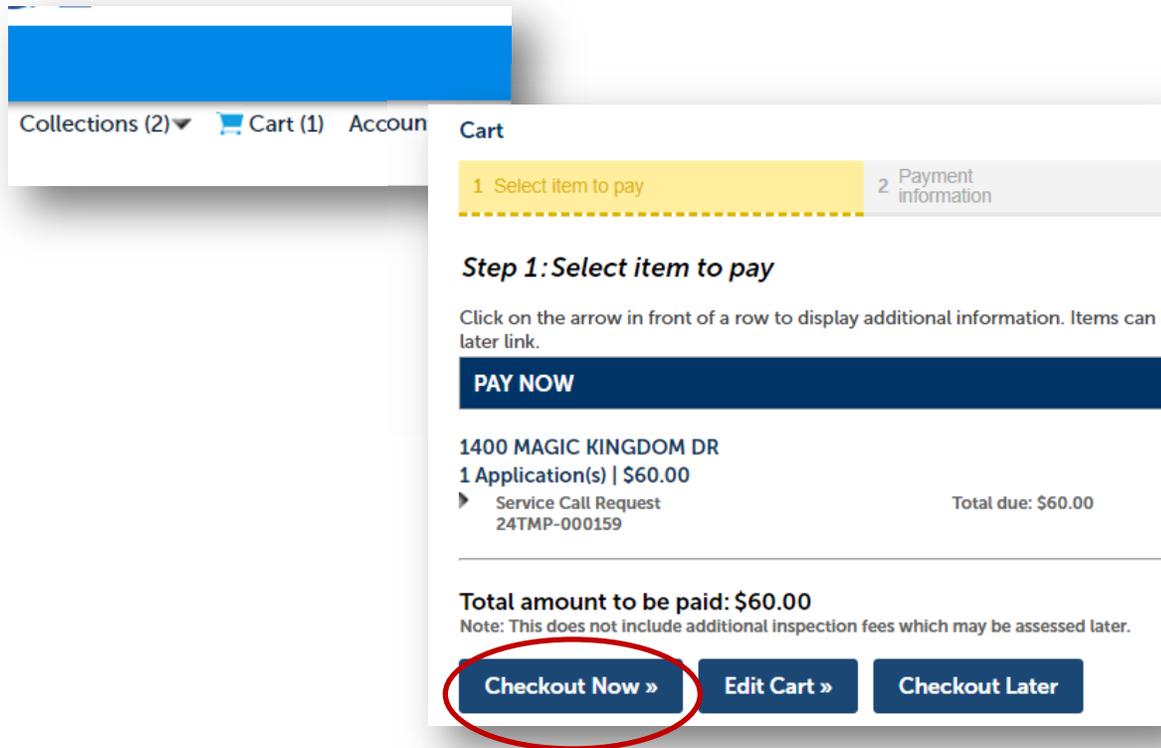
Receipt

✔ Your application has been successfully submitted.
Please print your receipt and retain a copy for your records.
Also, if you applied for a showpower electrical permit, please print a copy of the permit to post at the job site.

1400 MAGIC KINGDOM DR

ST20-000029

If the Checkout Later option is selected, the next time you log in, the temporary number will be visible to complete the payment process or click on the Cart icon. Once full payment is received, the inspection will be scheduled.



SERVICE CALL TECHNICIAN 24/7 INSPECTIONS POLICY

Additional information on the overall program can be found on the District website at <https://www.oversightdistrict.org/doing-business/building-department/> under Policies: “Service Call Technician 24/7 Inspections”.

NON-ACA REGISTERED USERS

To register for an ACA online new user account, follow the instructions found in the ACA Users Guide on the District website. You must first be an Agent or Power of Attorney of an approved License Professional in our system to qualify for an ACA login. Until the requestor is granted access, inspection requests can be made by calling (407) 828-2988 directly. (Note: The previous call in number [407-560-1977] should not be used for 24/7 Service Call Technician inspection requests.)

FEES

Fees shall be assessed according to the District Fee Schedule, per ACA application submittal. Fire Sprinkler Shut Down and Refill calls shall be assessed only one fee per day.