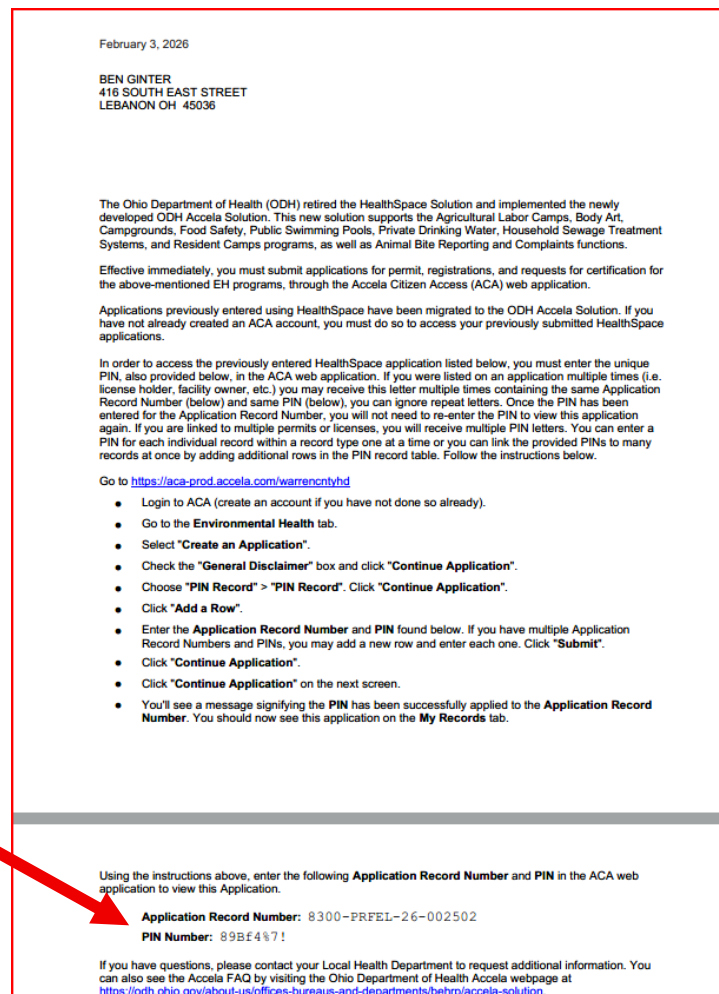


Accela Citizen Access Portal – License Renewal

Step 1: Obtain your Record Number and PIN

Your PIN letter was sent to the email address we have on file. If you do not have your PIN letter you can find it on our website. Click [here](#) to view your PIN Letter. You can search the PDF using the Ctrl + F function, and search by Facility Record Number, your name, or the mailing address of the facility. In the image below you will see the PIN and the Facility Record Number.



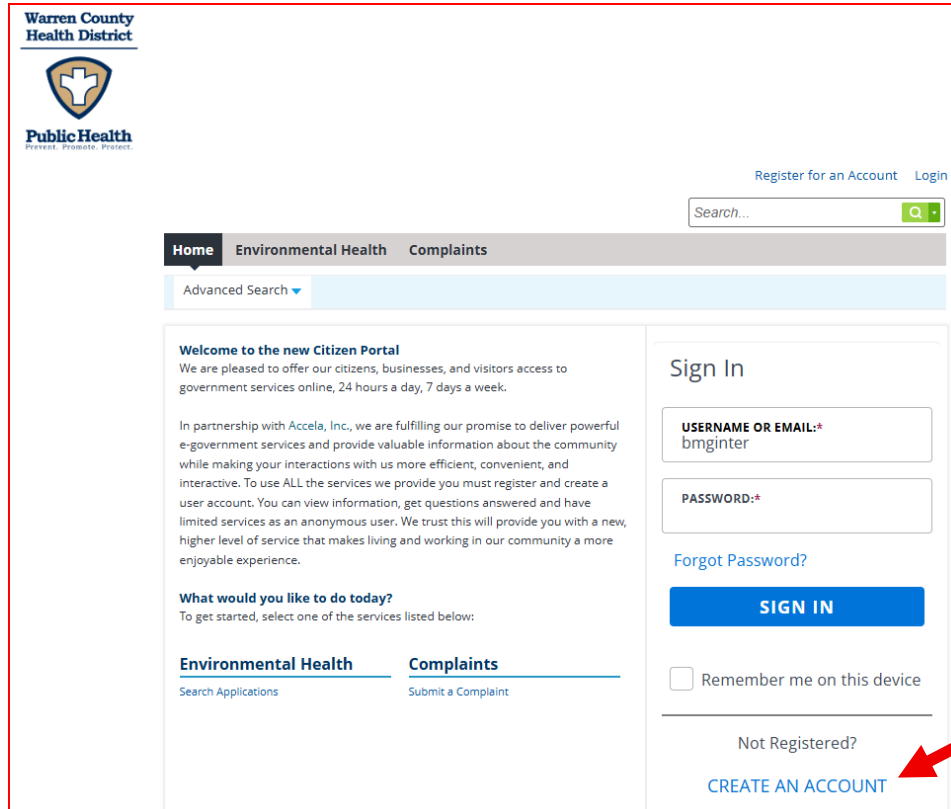
In this example the important information is:

Record Number: 8300-PRFEL-26-002502

PIN: 89Bf4%7!

Step 2: Create an Account on the Accela Citizen Access Portal

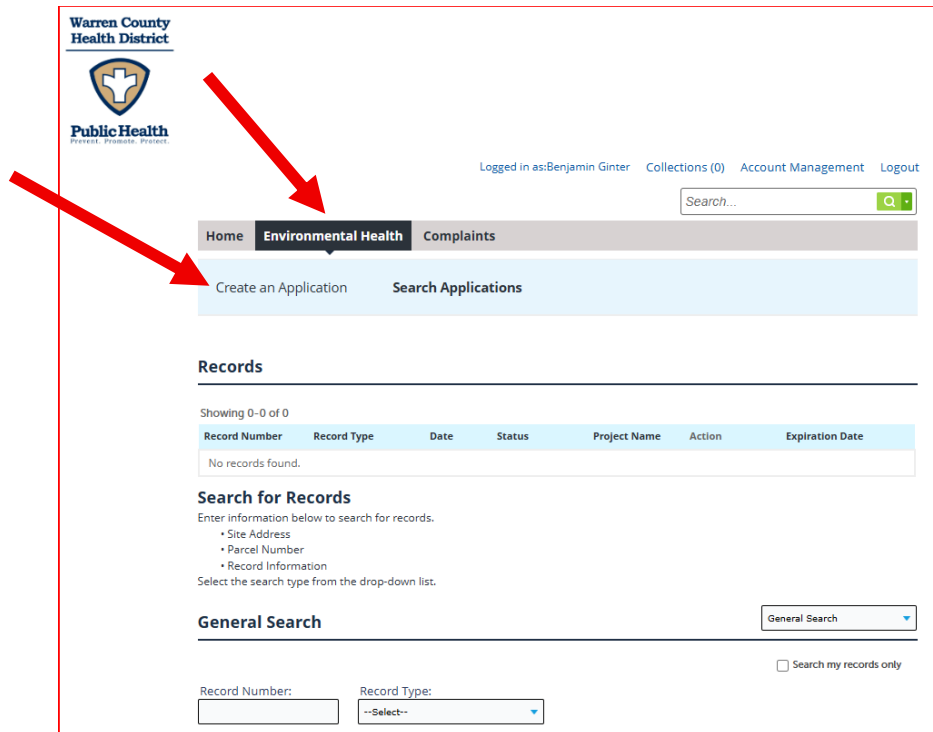
Navigate to <https://aca-prod.accela.com/warrencntyhd> and select “Create an Account.” Follow the steps to create your account and then login to the account you have created.



The screenshot shows the Warren County Health District Accela Citizen Access Portal. The header includes the Warren County Health District logo and the text "Public Health Prevent. Promote. Protect." Below the header is a navigation bar with links for "Home", "Environmental Health", and "Complaints". A search bar is located in the top right corner. The main content area is divided into two columns. The left column contains a "Welcome to the new Citizen Portal" message, a paragraph about the partnership with Accela, Inc., and a section titled "What would you like to do today?" with links for "Environmental Health" (Search Applications) and "Complaints" (Submit a Complaint). The right column contains a "Sign In" section with fields for "USERNAME OR EMAIL" (containing "bmginter") and "PASSWORD", a "Forgot Password?" link, and a "SIGN IN" button. Below the sign in section is a checkbox for "Remember me on this device" and a link for "Not Registered?" with the text "CREATE AN ACCOUNT" below it. A red arrow points to the "CREATE AN ACCOUNT" link.

Step 3: Link your PIN to your Facility Record Number

First, Select “Environmental Health.” Then select “Create an Application.”



Warren County Health District

Public Health
Prevent. Promote. Protect.

Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

Records

Showing 0-0 of 0

Record Number	Record Type	Date	Status	Project Name	Action	Expiration Date
No records found.						

Search for Records

Enter information below to search for records.

- Site Address
- Parcel Number
- Record Information

Select the search type from the drop-down list.

General Search

General Search

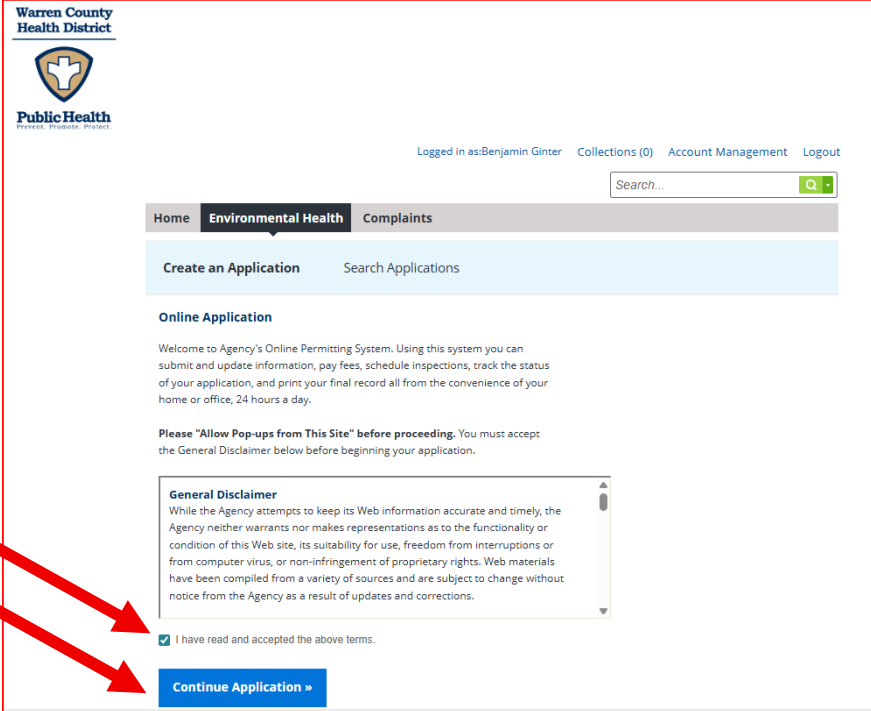
☐ Search my records only

Record Number:

Record Type:

Step 3.1: Link your PIN to your Facility Record Number

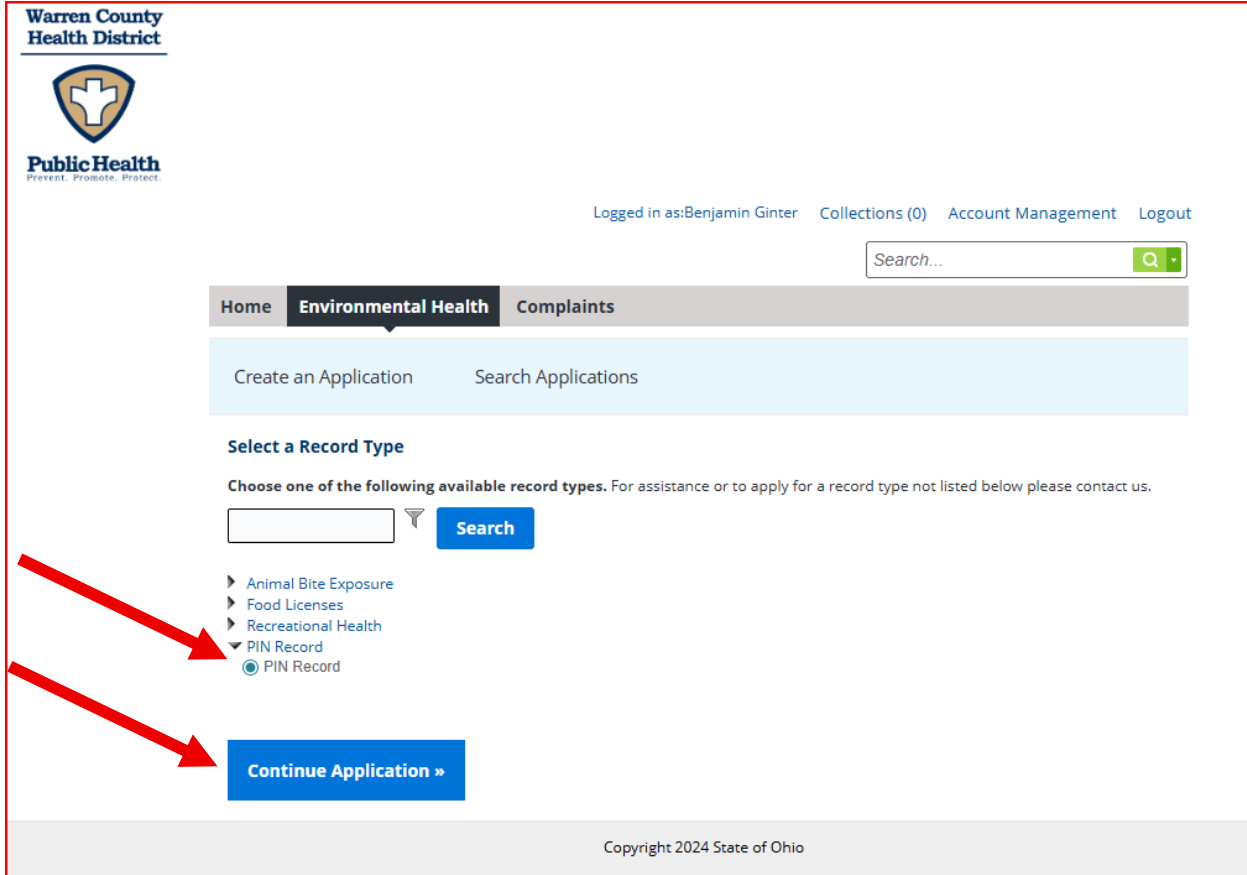
Next, check the disclaimer at the bottom. Then, select “Continue Application”



The screenshot shows the Warren County Health District Accela Citizen Access Portal. The header includes the Warren County Health District logo and the text "Public Health Prevent. Promote. Protect.". The user is logged in as Benjamin Ginter, with links for Collections (0), Account Management, and Logout. The main navigation bar includes Home, Environmental Health, and Complaints. The "Environmental Health" section is active, showing "Create an Application" and "Search Applications" buttons. Below this is the "Online Application" section, which includes a welcome message and a "General Disclaimer" box. The disclaimer text states: "While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, 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 Agency as a result of updates and corrections." Below the disclaimer is a checkbox labeled "I have read and accepted the above terms." which is checked. A red arrow points to this checkbox. Below the checkbox is a blue button labeled "Continue Application »" which is also highlighted by a red arrow.

Step 3.2: Link your PIN to your Facility Record Number

Next, open “PIN Record” as the record Type, and then select “PIN Record.” Select “Continue Application”



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Logged in as: Benjamin Ginter Collections (0) Account Management Logout


Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

 **Search**

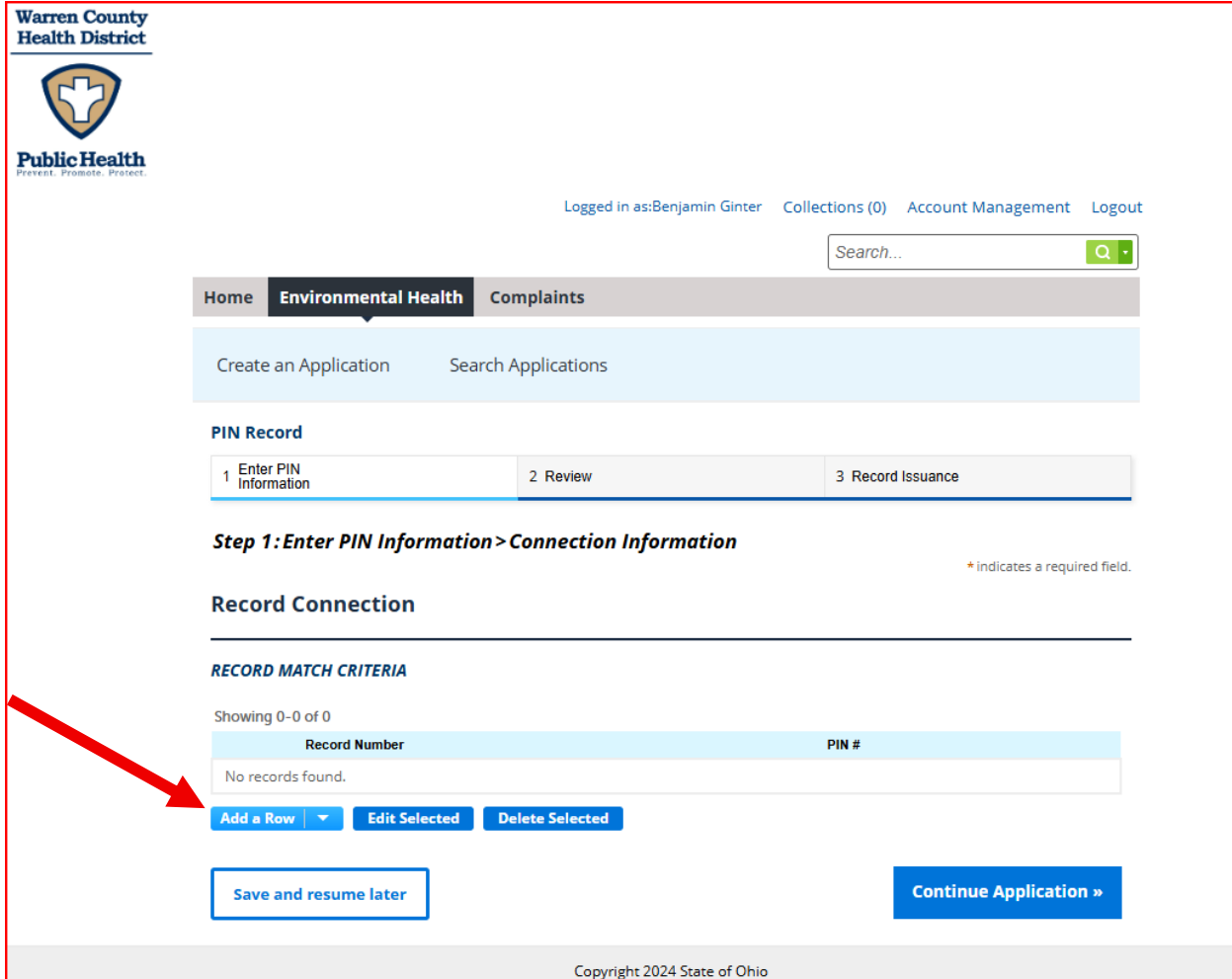
- ▶ Animal Bite Exposure
- ▶ Food Licenses
- ▶ Recreational Health
- ▼ PIN Record
 - ☒ PIN Record

Continue Application »

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Step 3.3: Link your PIN to your Facility Record Number

Select “Add a Row.” Note: Owners with more than 10 facilities can add 10 rows at a time. You can add as many rows as you would like.



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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

PIN Record

1 Enter PIN Information	2 Review	3 Record Issuance
-------------------------	----------	-------------------

Step 1: Enter PIN Information > Connection Information

* indicates a required field.

Record Connection

RECORD MATCH CRITERIA

Showing 0-0 of 0

Record Number	PIN #
No records found.	

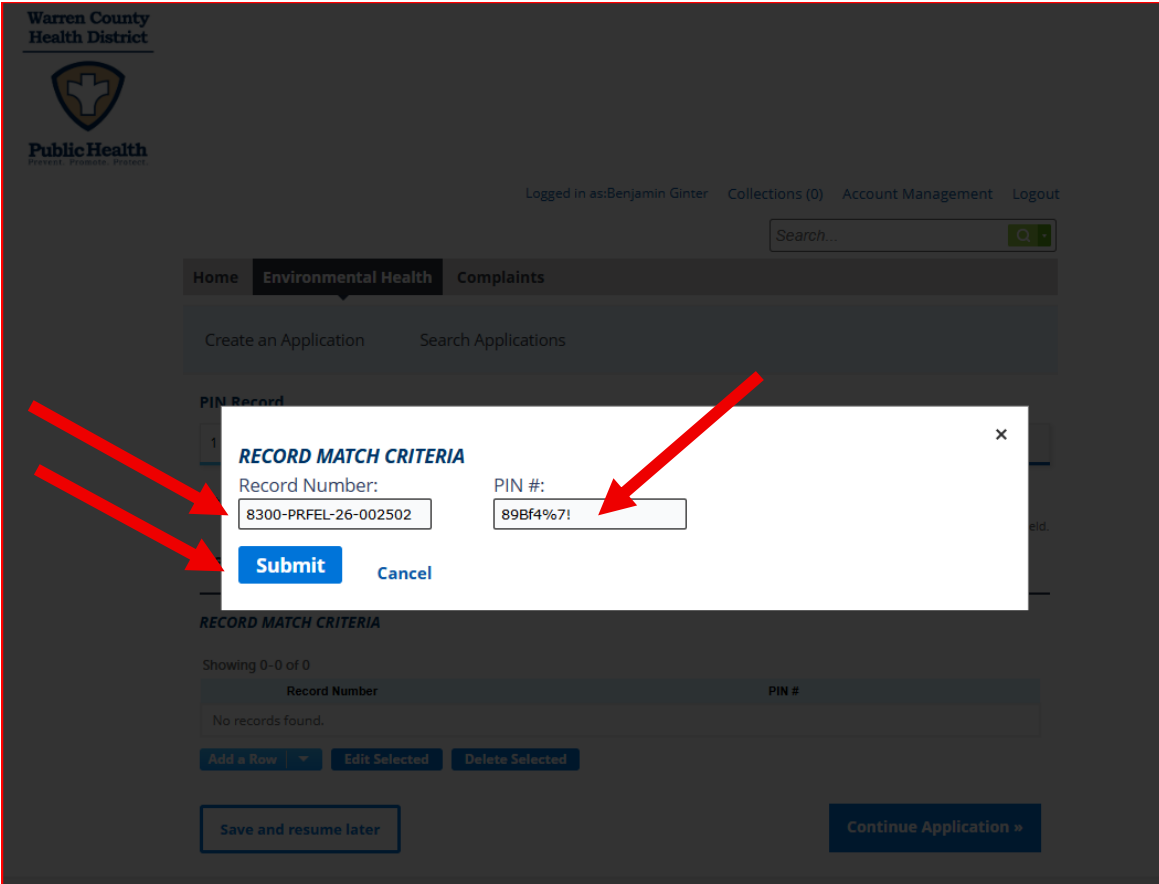
Add a Row **Edit Selected** **Delete Selected**

Save and resume later **Continue Application »**

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Step 3.4: Link your PIN to your Facility Record Number

Enter your PIN and your Facility Record Number. Select “Submit.”



Warren County Health District

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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home Environmental Health Complaints

Create an Application Search Applications

PIN Record

RECORD MATCH CRITERIA

Record Number: 8300-PRFEL-26-002502 PIN #: 89Bf4%7!

Submit Cancel

RECORD MATCH CRITERIA

Showing 0-0 of 0

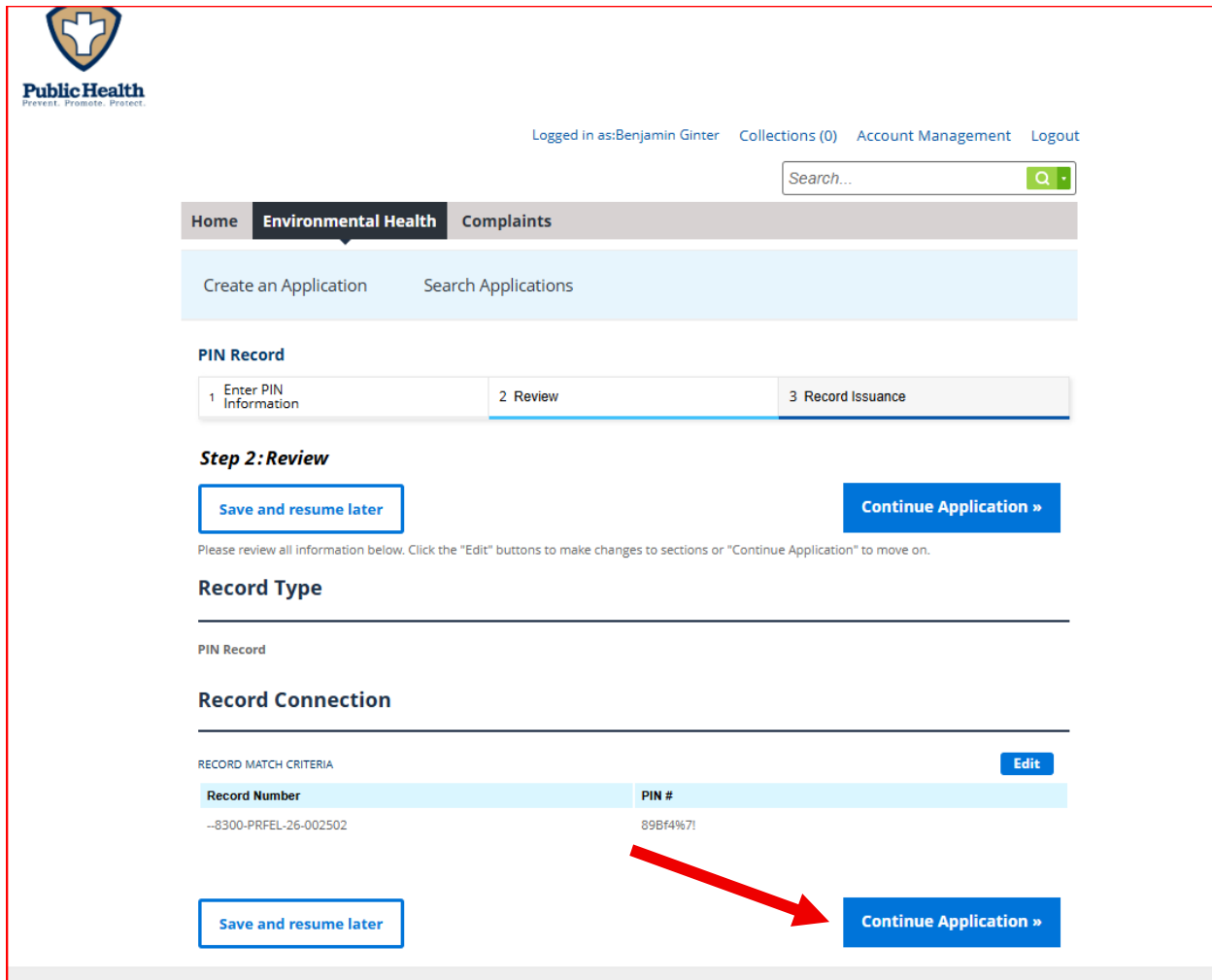
Record Number	PIN #
No records found.	

Add a Row Edit Selected Delete Selected

Save and resume later Continue Application »

Step 3.5: Link your PIN to your Facility Record Number

Review and Select “Continue Application.”



The screenshot shows the 'Environmental Health' section of the Accela Citizen Access Portal. The user is logged in as Benjamin Ginter. The navigation bar includes 'Home', 'Environmental Health', and 'Complaints'. The 'Environmental Health' section has two tabs: 'Create an Application' and 'Search Applications'. Below this, the 'PIN Record' section shows a progress bar with three steps: '1 Enter PIN Information', '2 Review' (current step), and '3 Record Issuance'. The 'Step 2: Review' section contains a 'Save and resume later' button and a 'Continue Application »' button. A message states: 'Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.' The 'Record Type' section shows 'PIN Record'. The 'Record Connection' section displays a table with 'Record Number' and 'PIN #' columns. The 'Record Number' is '--8300-PRFEL-26-002502' and the 'PIN #' is '89Bf4%7!'. There is an 'Edit' button next to the table. Below the table, there is a 'Save and resume later' button and a 'Continue Application »' button. A red arrow points from the 'Continue Application »' button in the 'Record Connection' section to the 'Continue Application »' button in the 'Step 2: Review' section.

Public Health
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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home Environmental Health Complaints

Create an Application Search Applications

PIN Record

1 Enter PIN Information 2 Review 3 Record Issuance

Step 2: Review

Save and resume later Continue Application »

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

PIN Record

Record Connection

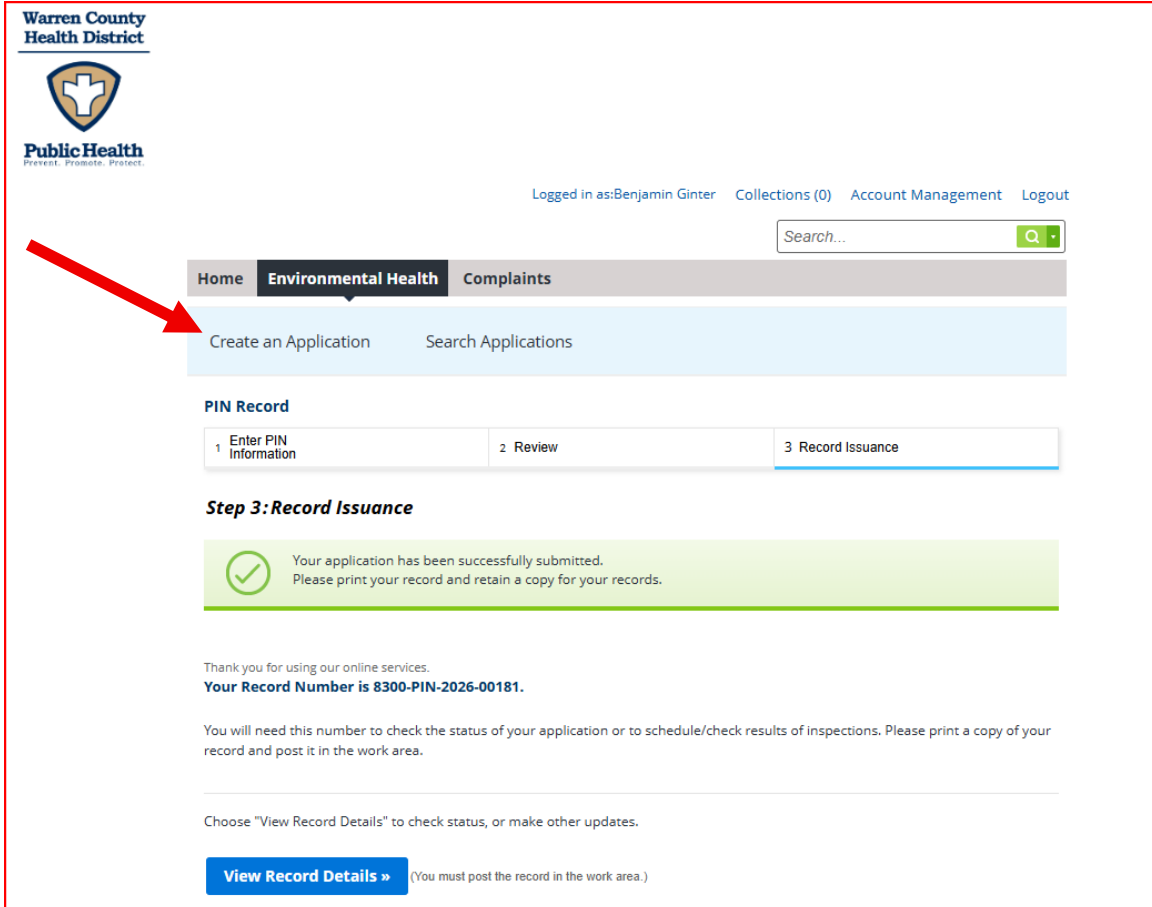
RECORD MATCH CRITERIA Edit

Record Number	PIN #
--8300-PRFEL-26-002502	89Bf4%7!

Save and resume later Continue Application »

Step 3.6: Link your PIN to your Facility Record Number

Once you have linked your PIN you should receive a notification that says, “Your application has been submitted.” Click “Home.” You have now linked your PIN.



The screenshot shows the Warren County Health District Accela Citizen Access Portal. The user is logged in as Benjamin Ginter. The navigation menu includes Home, Environmental Health, and Complaints. A red arrow points to the 'Home' link in the navigation menu. Below the navigation menu, there are links for 'Create an Application' and 'Search Applications'. The 'PIN Record' section shows a progress bar with three steps: 1 Enter PIN Information, 2 Review, and 3 Record Issuance. The 'Step 3: Record Issuance' section displays a green checkmark icon and a message: 'Your application has been successfully submitted. Please print your record and retain a copy for your records.' Below this message, it says 'Thank you for using our online services.' and 'Your Record Number is 8300-PIN-2026-00181.' It also provides instructions on how to use the record number. At the bottom, there is a button labeled 'View Record Details »' with a note: '(You must post the record in the work area.)'

Warren County Health District

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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

PIN Record

1 Enter PIN Information 2 Review 3 Record Issuance

Step 3: Record Issuance

✓ Your application has been successfully submitted.
Please print your record and retain a copy for your records.

Thank you for using our online services.
Your Record Number is 8300-PIN-2026-00181.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

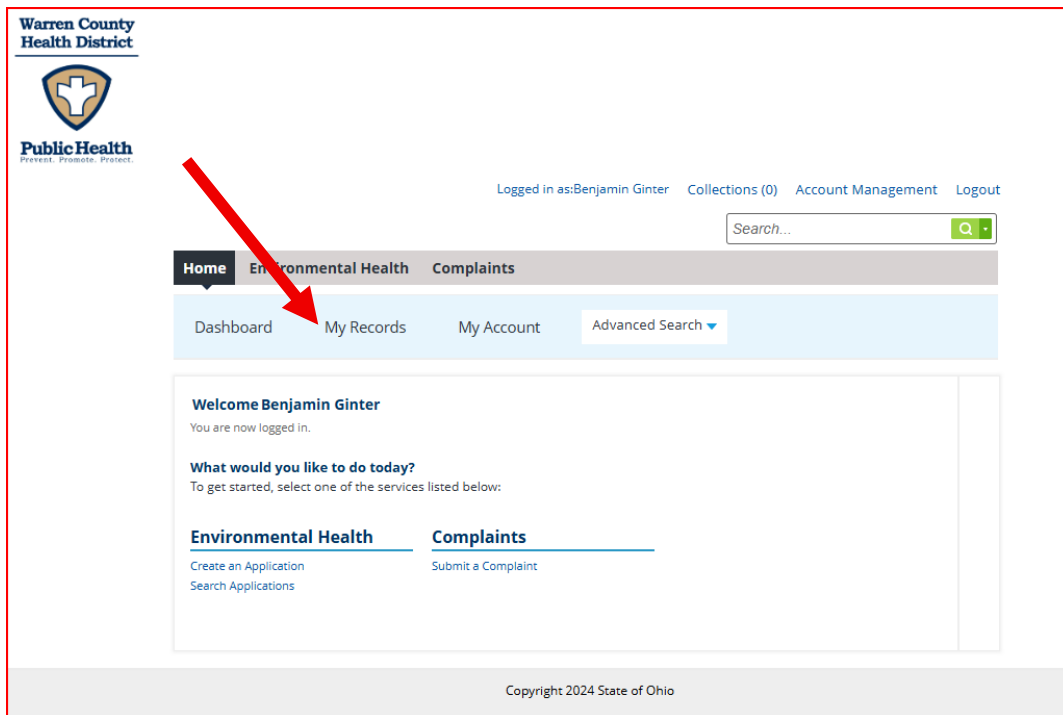
Choose "View Record Details" to check status, or make other updates.

View Record Details » (You must post the record in the work area.)

Step 4: Renewing your license

Now that you have linked your PIN, you must now renew your license. Since your PIN has been linked to your facility, you will no longer have to complete this step in future years.

Select “My Records” on the Home screen.




Step 4.1: Renewing your license

NOTICE: If your Record Number is a PIN Record, this is wrong. This means you entered the wrong Record Number in Step 3. This is a common mistake. You must resubmit the Record Number and PIN in Step 3.

Otherwise, select “Renew” in the right “Action” column, as shown in the image below.

Warren County
Health District



Public Health
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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Home

Environmental Health

Complaints

Dashboard

My Records

My Account

Advanced Search ▾

▼ Environmental Health

Showing 1-3 of 3 | [Download results](#) | [Add to collection](#)

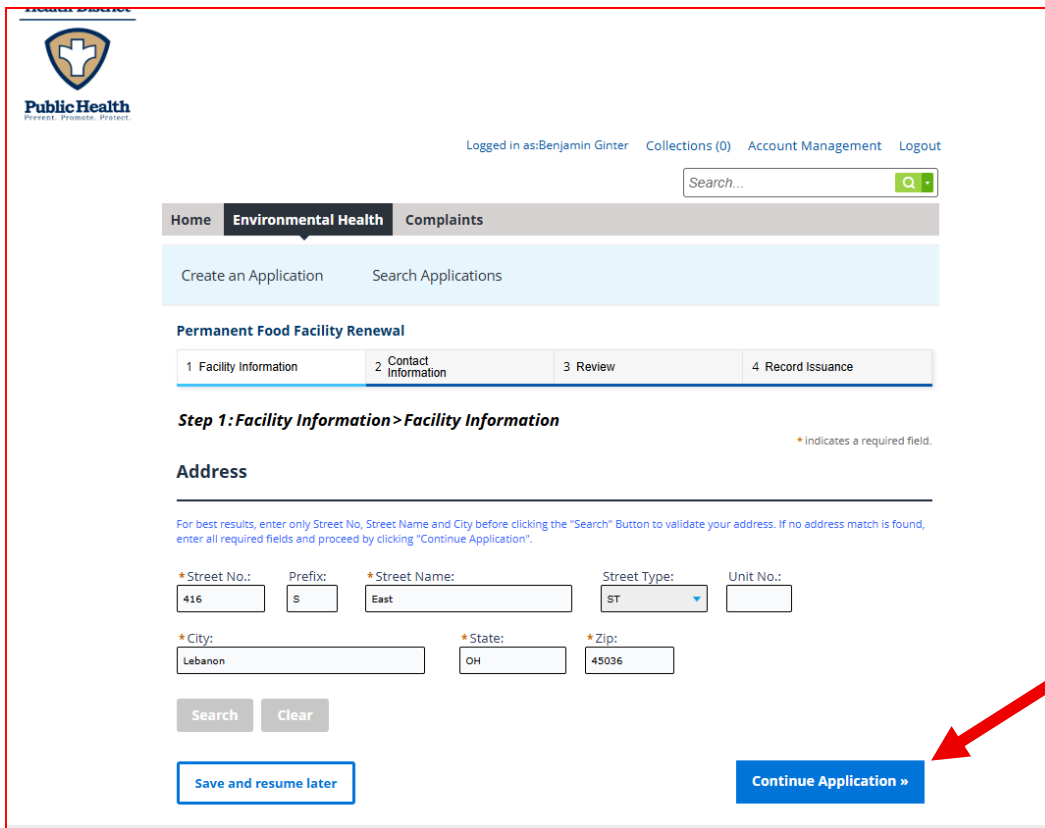
<input type="checkbox"/>	Record Number	Record Type	Date	Status	Project Name	Action	Expiration Date
<input type="checkbox"/>	8300-PIN-2026-00181	PIN Record	02/06/2026	In Process			
<input type="checkbox"/>	8300-PIN-2026-00179	PIN Record	02/06/2026	In Process			
<input type="checkbox"/>	8300-PRFEL-26-002502	Permanent Food Facility License	02/04/2026	About to Expire	Ben's Bistro	Renew	03/01/2026

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Step 4.2: Renewing your license

Review the Facility Information. If this is the wrong address, then you have the wrong facility. The information on this screen cannot be updated. Go back to Step 3.

Otherwise, select “Continue Application”



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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

Permanent Food Facility Renewal

1 Facility Information 2 Contact Information 3 Review 4 Record Issuance

Step 1: Facility Information > Facility Information * indicates a required field.

Address

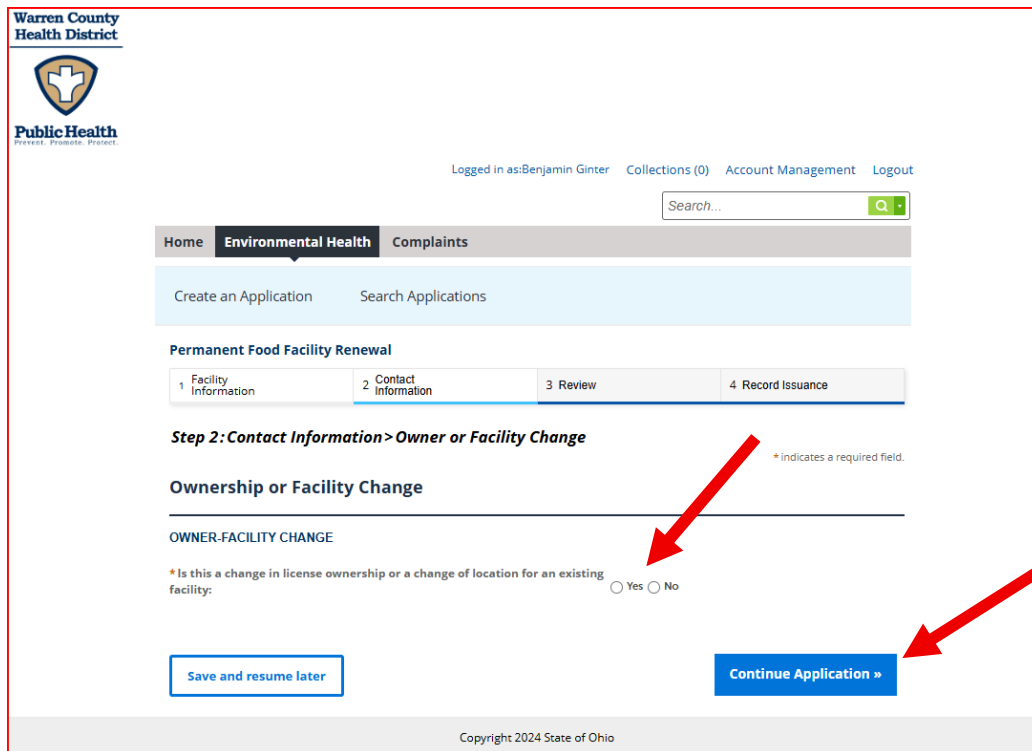
For best results, enter only Street No, Street Name and City before clicking the "Search" Button to validate your address. If no address match is found, enter all required fields and proceed by clicking "Continue Application".

* Street No.: Prefix: * Street Name: Street Type: Unit No.:

* City: * State: * Zip:

Step 4.3: Renewing your license

On the Contact Information page, answer the question. If you answer “Yes” call the WCHD at 513-695-1220 and let us know you need to either do the license transfer paperwork or complete the change of ownership paperwork. If you answer “No” select “Continue Application.”



The screenshot displays the Warren County Health District Accela Citizen Access Portal. The user is logged in as Benjamin Ginter. The navigation menu includes Home, Environmental Health, and Complaints. The main content area shows the 'Permanent Food Facility Renewal' process with four steps: 1 Facility Information, 2 Contact Information (current step), 3 Review, and 4 Record Issuance. The 'Step 2: Contact Information > Owner or Facility Change' section is active. It includes a sub-section titled 'Ownership or Facility Change' and a question: '* Is this a change in license ownership or a change of location for an existing facility:'. Below the question are two radio buttons, 'Yes' and 'No'. A red arrow points to the 'Yes' radio button. Another red arrow points to the 'Continue Application >' button. At the bottom left is a 'Save and resume later' button. The footer indicates 'Copyright 2024 State of Ohio'.

Warren County Health District

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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home Environmental Health Complaints

Create an Application Search Applications

Permanent Food Facility Renewal

1 Facility Information 2 Contact Information 3 Review 4 Record Issuance

Step 2: Contact Information > Owner or Facility Change

Ownership or Facility Change

OWNER-FACILITY CHANGE

* Indicates a required field.

* Is this a change in license ownership or a change of location for an existing facility: ☐ Yes ☐ No

Save and resume later Continue Application >

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Step 4.4: Renewing your license

NOTICE: Much of our contact information has become corrupted or lost during the transition from our previous software to this new system. ***Please carefully review all contact information and make updates to the system.*** Once you have updated the contact information, select “Continue Application.”

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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

Permanent Food Facility Renewal

1 Facility Information **2 Contact Information** 3 Review 4 Record Issuance

Step 2: Contact Information > Contact Information

* indicates a required field.

Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account Add New Look Up

Showing 1-4 of 4

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Benjamin Ginter		Applicant			gintbm@warrencohealthoh.gov	Edit Delete
Benjamin Ginter		Facility Owner or Parent Company			gintbm@warrencohealthoh.gov	Edit Delete
Benjamin Ginter		Facility			gintbm@warrencohealthoh.gov	Edit Delete
Benjamin Ginter		License Holder				Edit Delete

Save and resume later **Continue Application »**

Step 4.5: Renewing your license

Review the application, select the disclaimer, and select “Continue Application.”

Home
Environmental Health
Complaints

Create an Application
Search Applications

Permanent Food Facility Renewal

1 Facility Information
2 Contact Information
3 Review
4 Record Issuance

Step 3: Review

Save and resume later
Continue Application »

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Permanent Food Facility Renewal

Address
Edit

416 S East ST
Lebanon OH 45036

Ownership or Facility Change

OWNER FACILITY CHANGE

Is this a change in license ownership or a change of location for an existing facility? No

Contact List
Edit

Showing 1-4 of 4

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Benjamin Ginter		Applicant			gintbm@warrencohealthoh.gov	Edit
Benjamin Ginter		Facility Owner or Parent Company			gintbm@warrencohealthoh.gov	Edit
Benjamin Ginter		Facility			gintbm@warrencohealthoh.gov	Edit
Benjamin Ginter		License Holder				Edit

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

☒ By checking this box, I agree to the above certification.

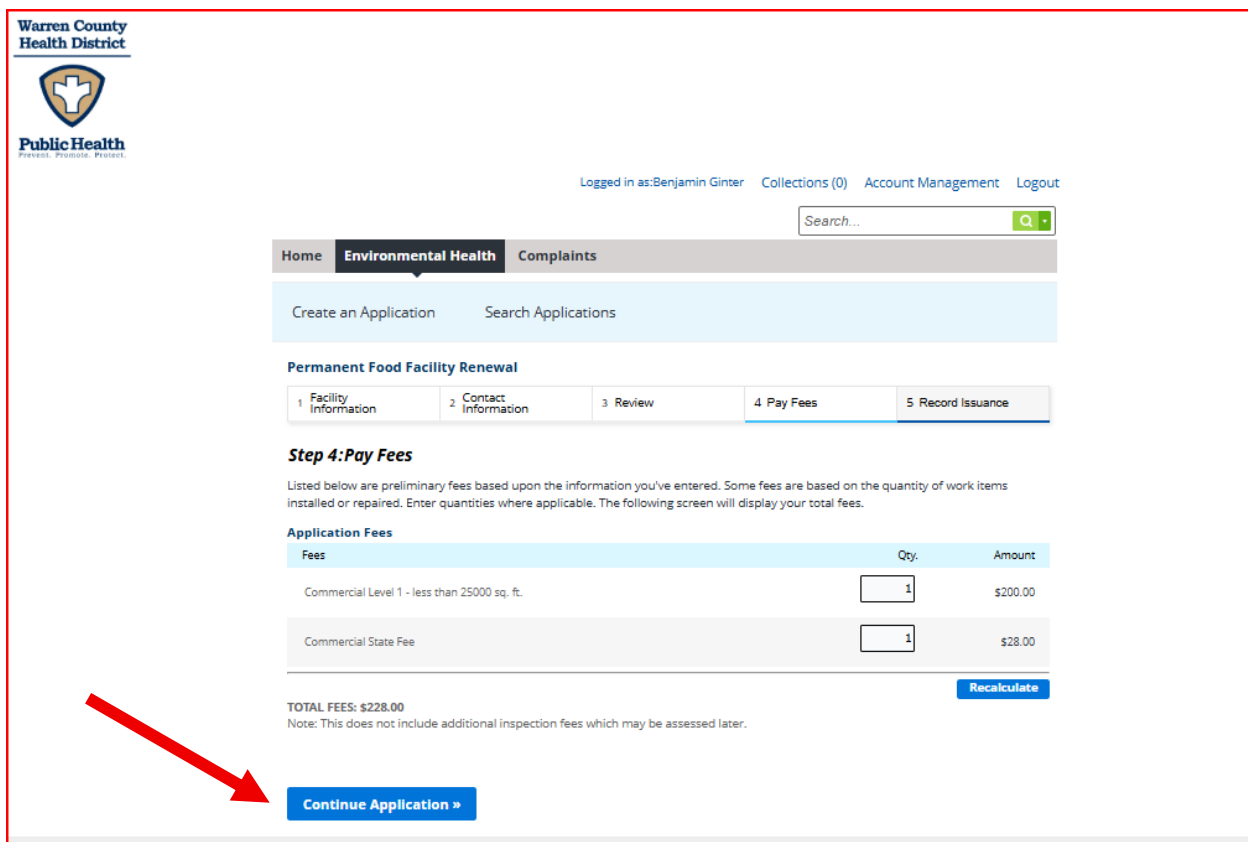
Date: 02/06/2026

Save and resume later
Continue Application »

Step 4.6: Renewing your license

Your fees have generated. You may now select “Continue Application.” If you wish to pay via cash, check, cashier’s check, or money order you can mail us at 416 S. East Street, Lebanon, Ohio 45036. Make checks payable to the Warren County Health District. Ensure there is clear identifiable information about the facility on the check such as the facility name and location. Ensure you include a phone number where we can reach you.

If you are not paying online, you may end your renewal here. If you are paying online, select “Continue Application.”



Warren County Health District
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Logged in as: Benjamin Ginter Collections (0) Account Management Logout

Search...

Home **Environmental Health** Complaints

Create an Application Search Applications

Permanent Food Facility Renewal

1 Facility Information 2 Contact Information 3 Review **4 Pay Fees** 5 Record Issuance

Step 4: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Commercial Level 1 - less than 25000 sq. ft.	<input type="text" value="1"/>	\$200.00
Commercial State Fee	<input type="text" value="1"/>	\$28.00

TOTAL FEES: \$228.00
Note: This does not include additional inspection fees which may be assessed later.

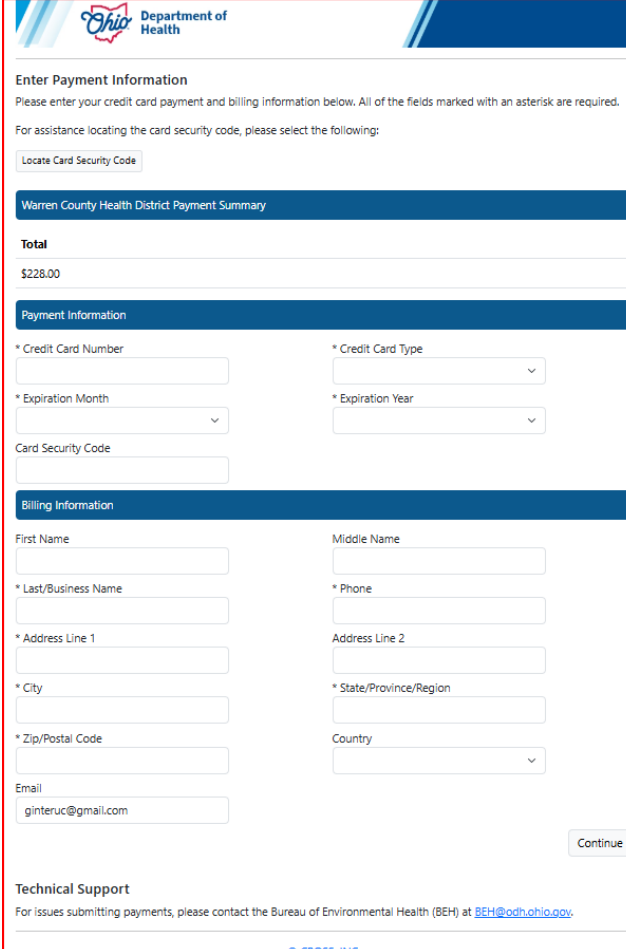
[Recalculate](#)

[Continue Application »](#)

Step 5: Pay for your license.

Now that you have submitted your renewal application, submit your payment information through the

CBOSS Platform. Once you have completed payment, your license will be mailed to you.



The screenshot shows a web form for the Warren County Health District. At the top, there is a header with the Ohio Department of Health logo and the text "Warren County Health District Payment Summary". Below this, a section titled "Enter Payment Information" contains instructions and a "Locate Card Security Code" button. The "Payment Information" section includes fields for Credit Card Number, Credit Card Type, Expiration Month, Expiration Year, and Card Security Code. The "Billing Information" section includes fields for First Name, Middle Name, Last/Business Name, Phone, Address Line 1, Address Line 2, City, State/Province/Region, Zip/Postal Code, and Country. A "Continue" button is located at the bottom right of the form. At the bottom of the page, there is a "Technical Support" section with contact information for the Bureau of Environmental Health (BEH) at BEH@odh.ohio.gov. The footer of the page reads "© CBOSS, INC".

If you have any questions, please contact the WCHD at (513) 695-1220.