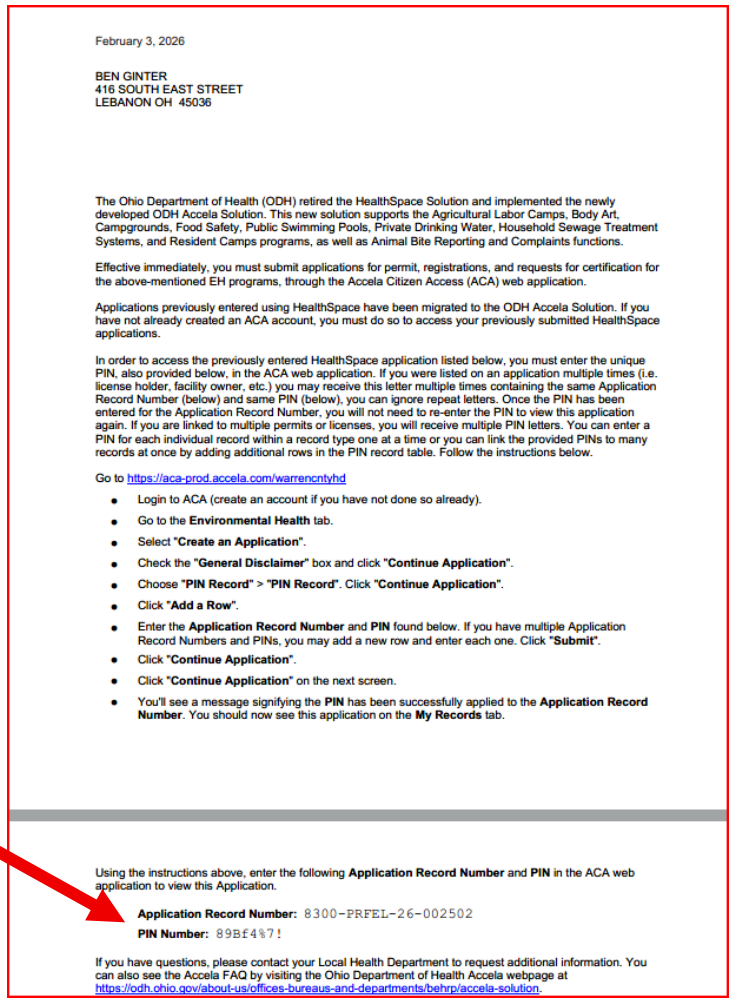
Accela Citizen Access Portal – License Renewal

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.



February 3, 2026

BEN GINTER
416 SOUTH EAST STREET
LEBANON OH 45036

The Ohio Department of Health (ODH) retired the HealthSpace Solution and implemented the newly developed ODH Accela Solution. This new solution supports the Agricultural Labor Camps, Body Art, Campgrounds, Food Safety, Public Swimming Pools, Private Drinking Water, Household Sewage Treatment Systems, and Resident Camps programs, as well as Animal Bite Reporting and Complaints functions.

Effective immediately, you must submit applications for permit, registrations, and requests for certification for the above-mentioned EH programs, through the Accela Citizen Access (ACA) web application.

Applications previously entered using HealthSpace have been migrated to the ODH Accela Solution. If you have not already created an ACA account, you must do so to access your previously submitted HealthSpace applications.

In order to access the previously entered HealthSpace application listed below, you must enter the unique PIN, also provided below, in the ACA web application. If you were listed on an application multiple times (i.e. license holder, facility owner, etc.) you may receive this letter multiple times containing the same Application Record Number (below) and same PIN (below), you can ignore repeat letters. Once the PIN has been entered for the Application Record Number, you will not need to re-enter the PIN to view this application again. If you are linked to multiple permits or licenses, you will receive multiple PIN letters. You can enter a PIN for each individual record within a record type one at a time or you can link the provided PINs to many records at once by adding additional rows in the PIN record table. Follow the instructions below.

Go to https://aca-prod.accela.com/warrencntyhd

- Login to ACA (create an account if you have not done so already).
- Go to the **Environmental Health** tab.
- Select "**Create an Application**".
- Check the "**General Disclaimer**" box and click "**Continue Application**".
- Choose "**PIN Record**" > "**PIN Record**". Click "**Continue Application**".
- Click "**Add a Row**".
- Enter the **Application Record Number** and **PIN** found below. If you have multiple Application Record Numbers and PINs, you may add a new row and enter each one. Click "**Submit**".
- Click "**Continue Application**".
- Click "**Continue Application**" on the next screen.
- You'll see a message signifying the **PIN** has been successfully applied to the **Application Record Number**. You should now see this application on the **My Records** tab.

Using the instructions above, enter the following **Application Record Number** and **PIN** in the ACA web application to view this Application.

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

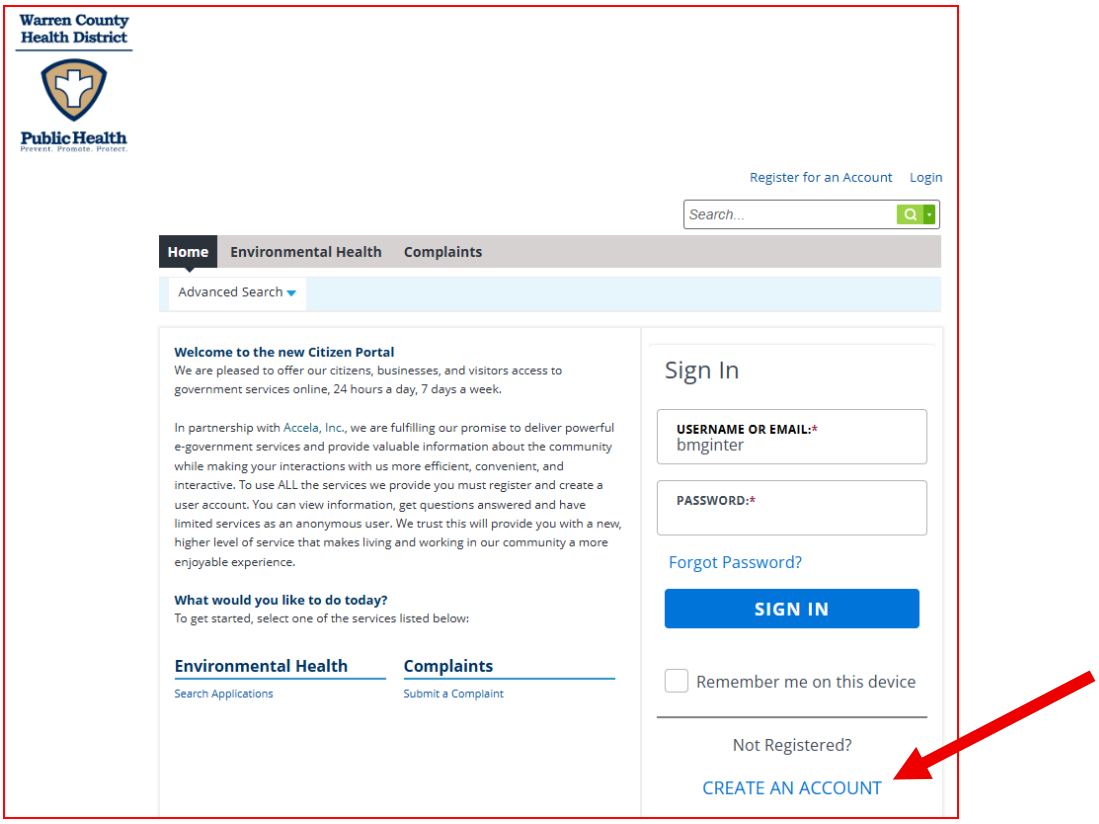
If you have questions, please contact your Local Health Department to request additional information. You can also see the Accela FAQ by visiting the Ohio Department of Health Accela webpage at https://odh.ohio.gov/about-us/offices-bureaus-and-departments/behrp/accela-solution.

In this example the important information is:

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

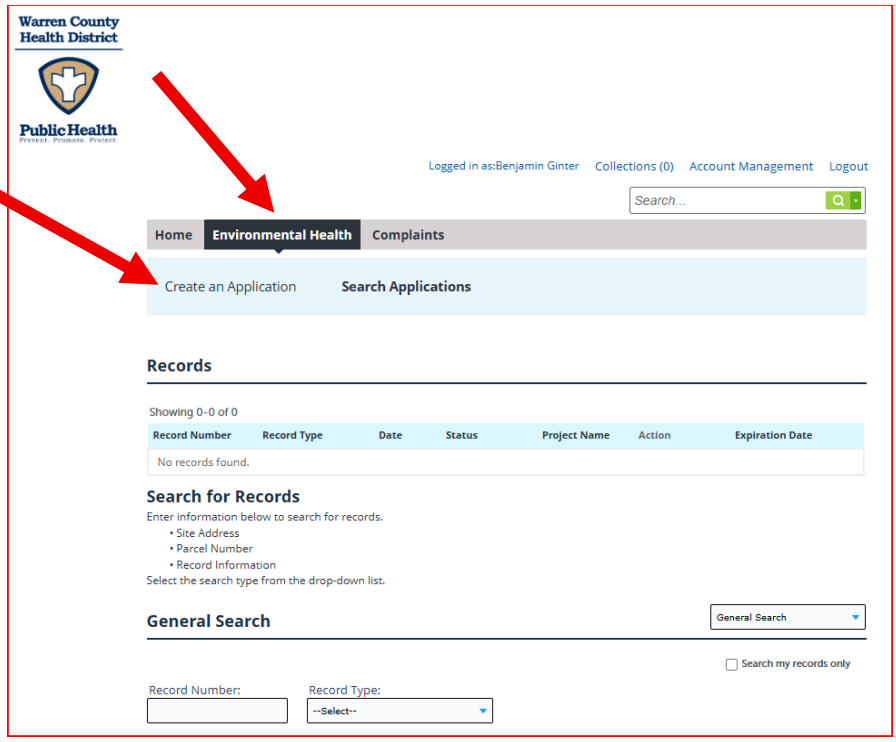
Step 2: Create an Account on the Accela Citizen Access Portal

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.



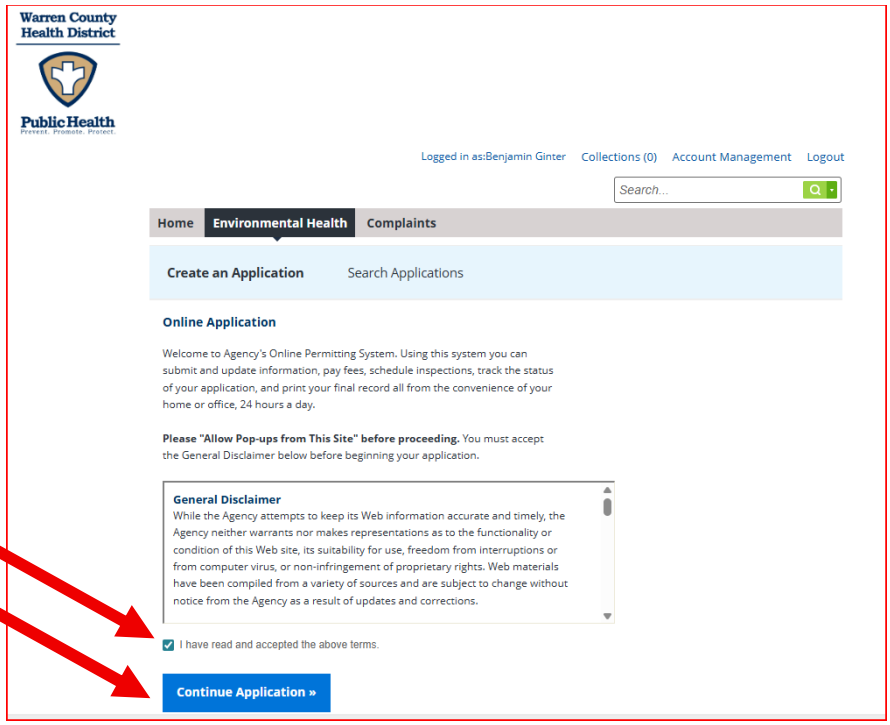
Step 3: Link your PIN to your Facility Record Number

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



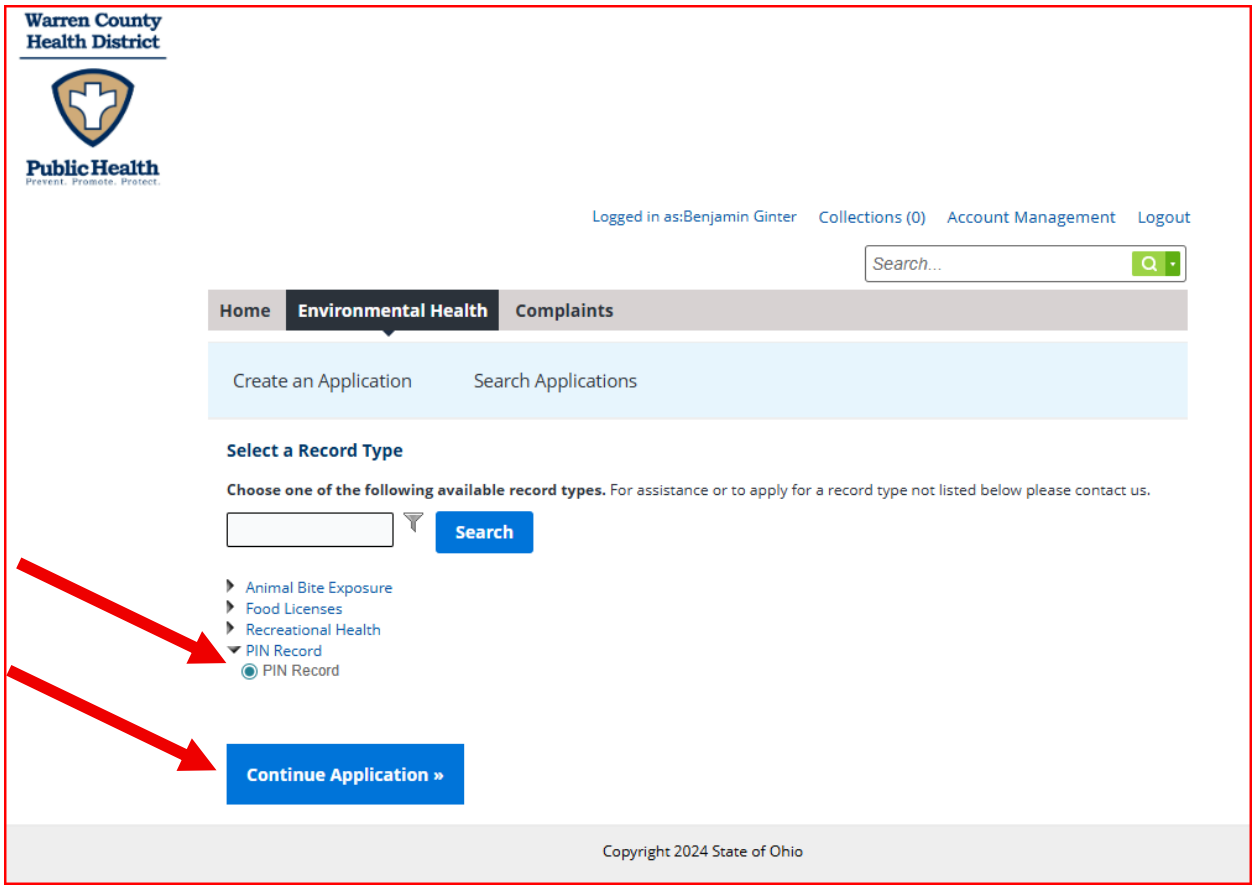
Step 3.1: Link your PIN to your Facility Record Number

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



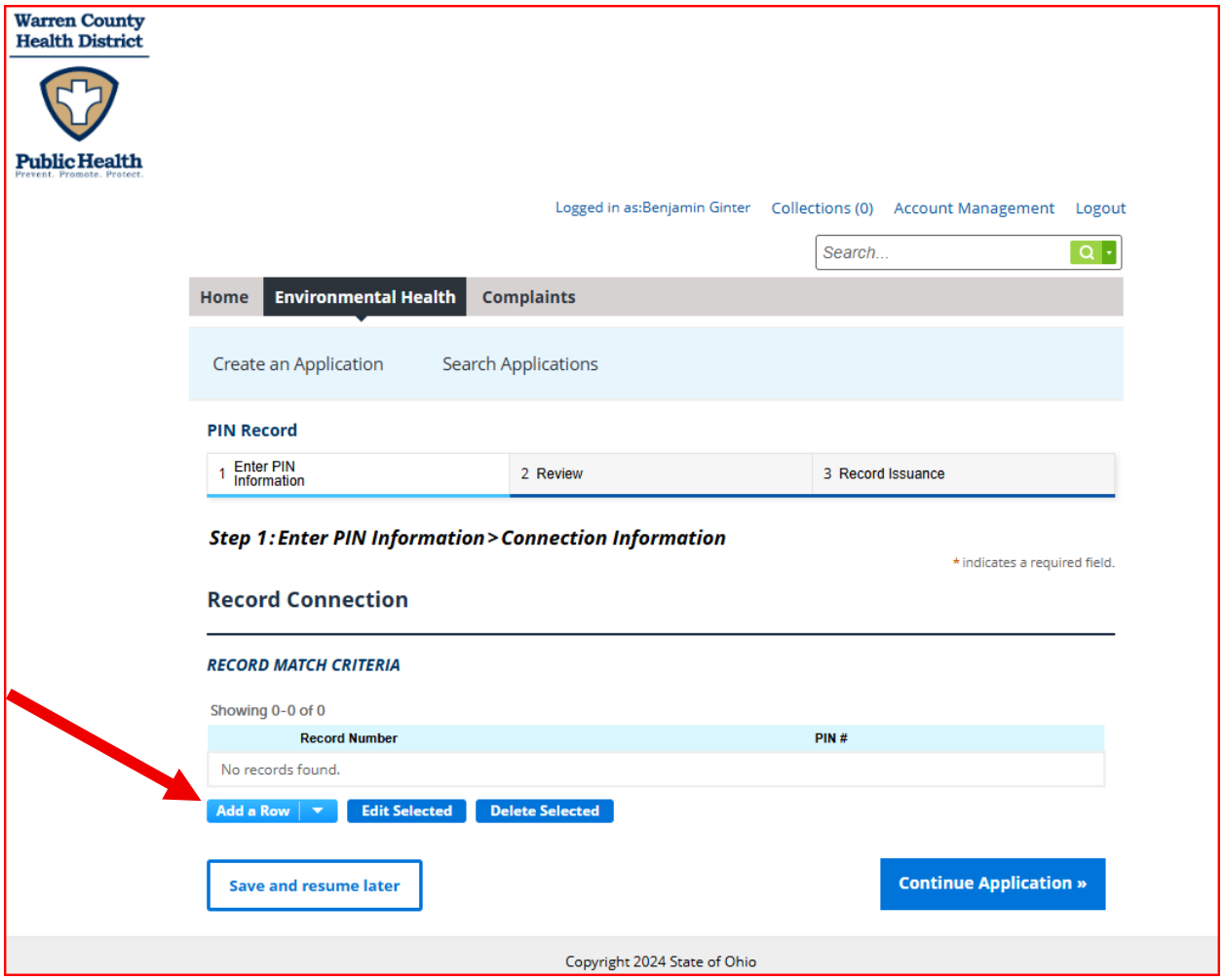
Step 3.2: Link your PIN to your Facility Record Number

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



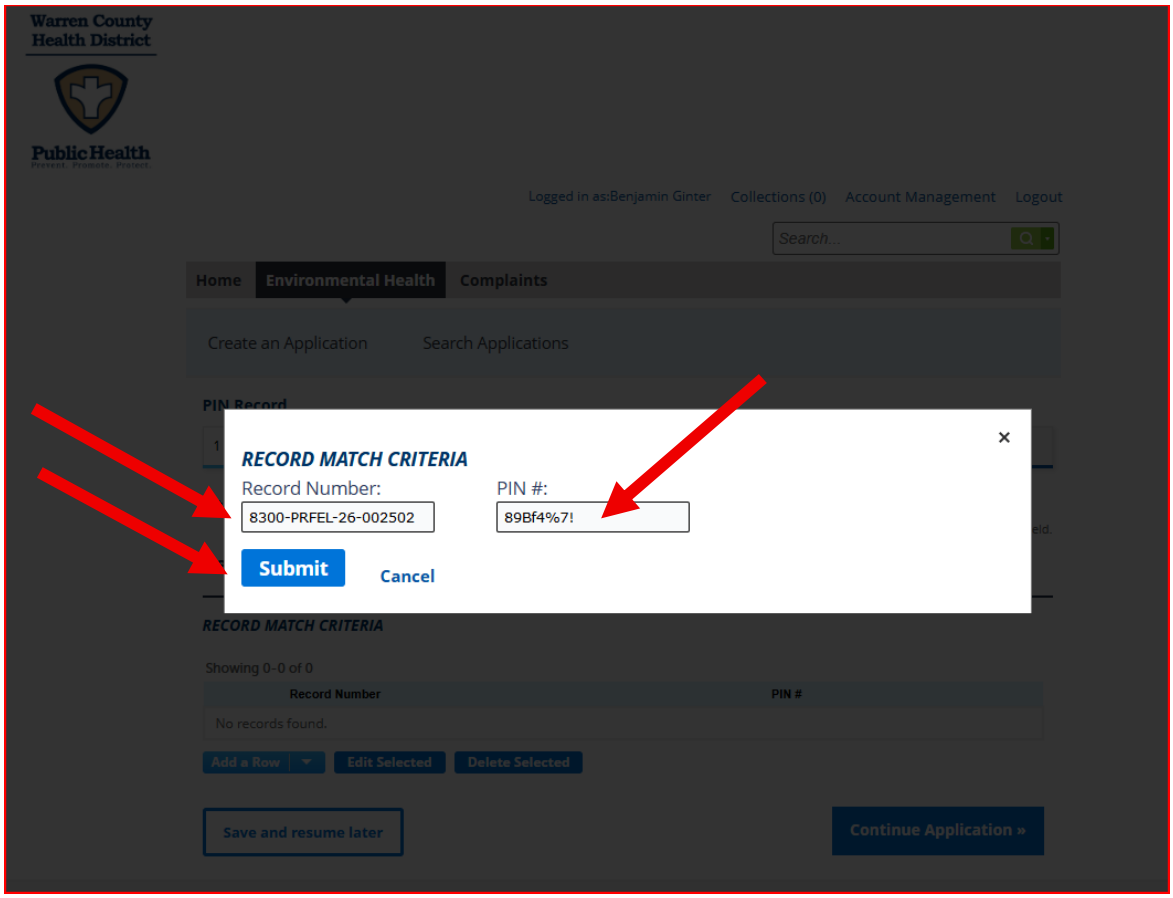
Step 3.3: Link your PIN to your Facility Record Number

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.



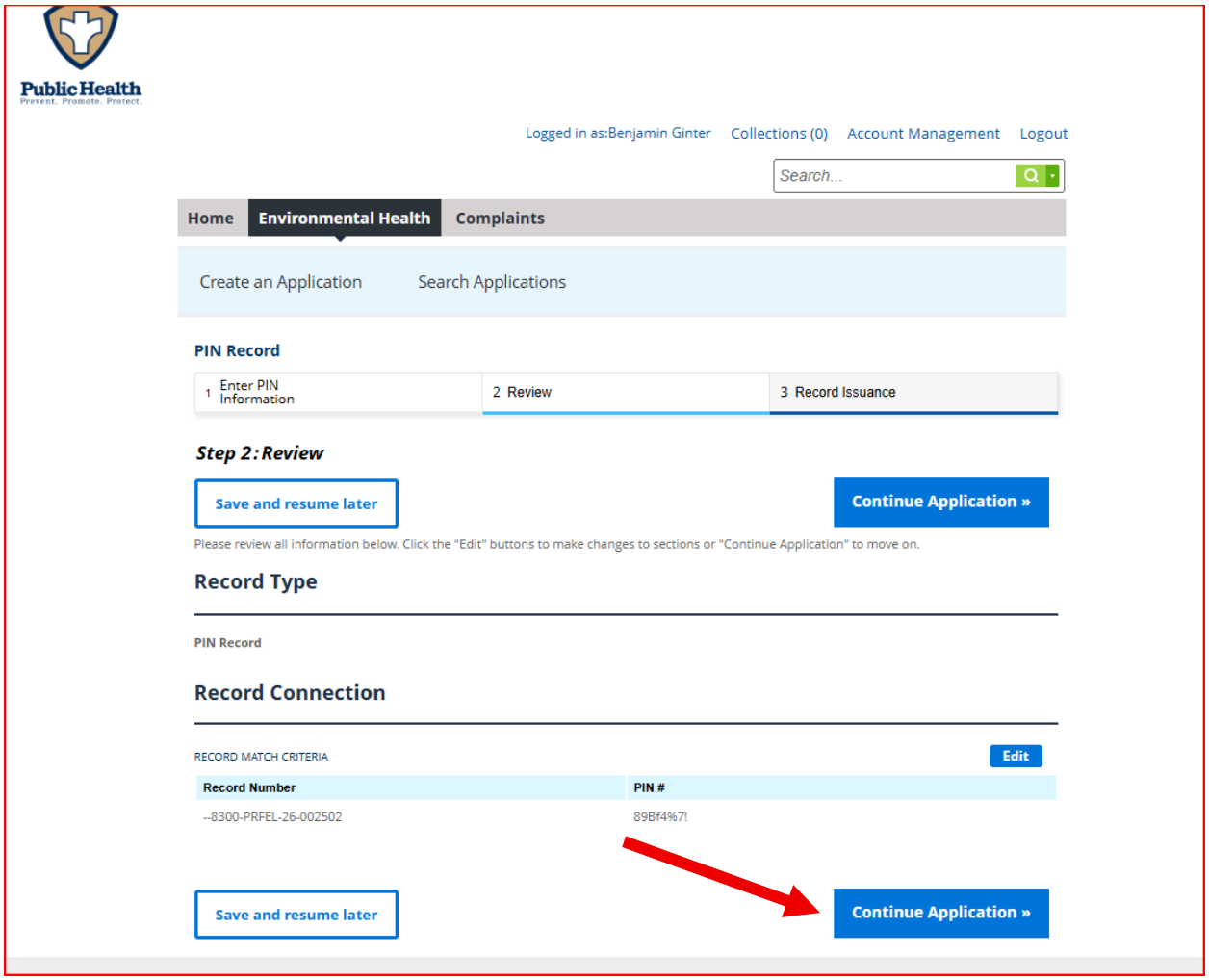
Step 3.4: Link your PIN to your Facility Record Number

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



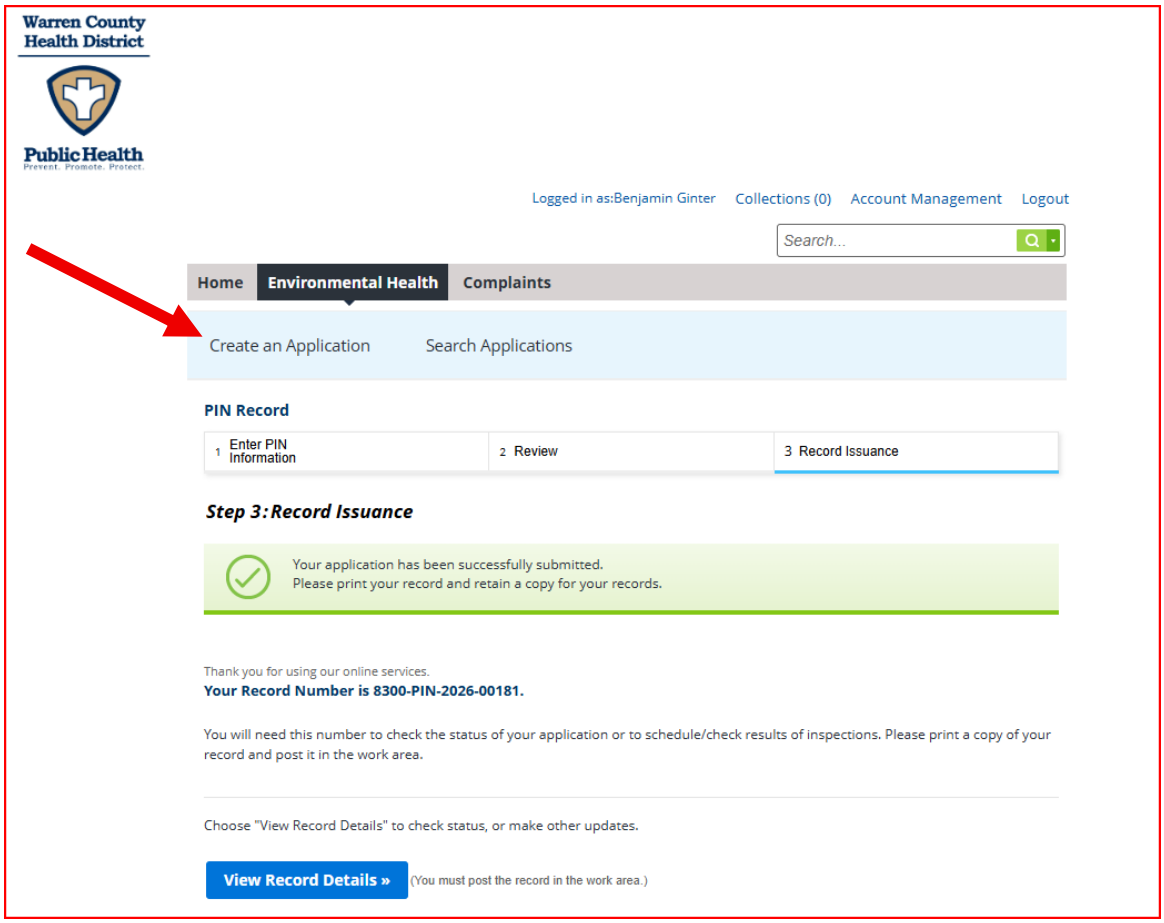
Step 3.5: Link your PIN to your Facility Record Number

Review and Select “Continue Application.”



Step 3.6: Link your PIN to your Facility Record Number

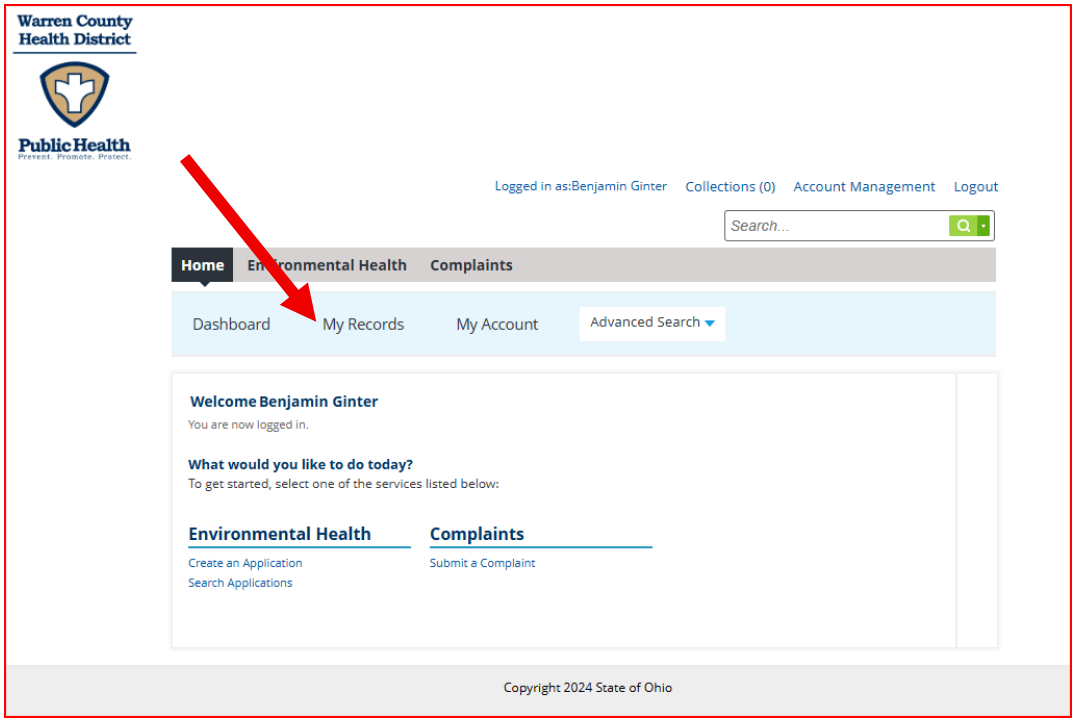
Once you have linked your PIN you should receive a notification that says, “Your application has been submitted.” Click “Home.” You have now linked your PIN.



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.

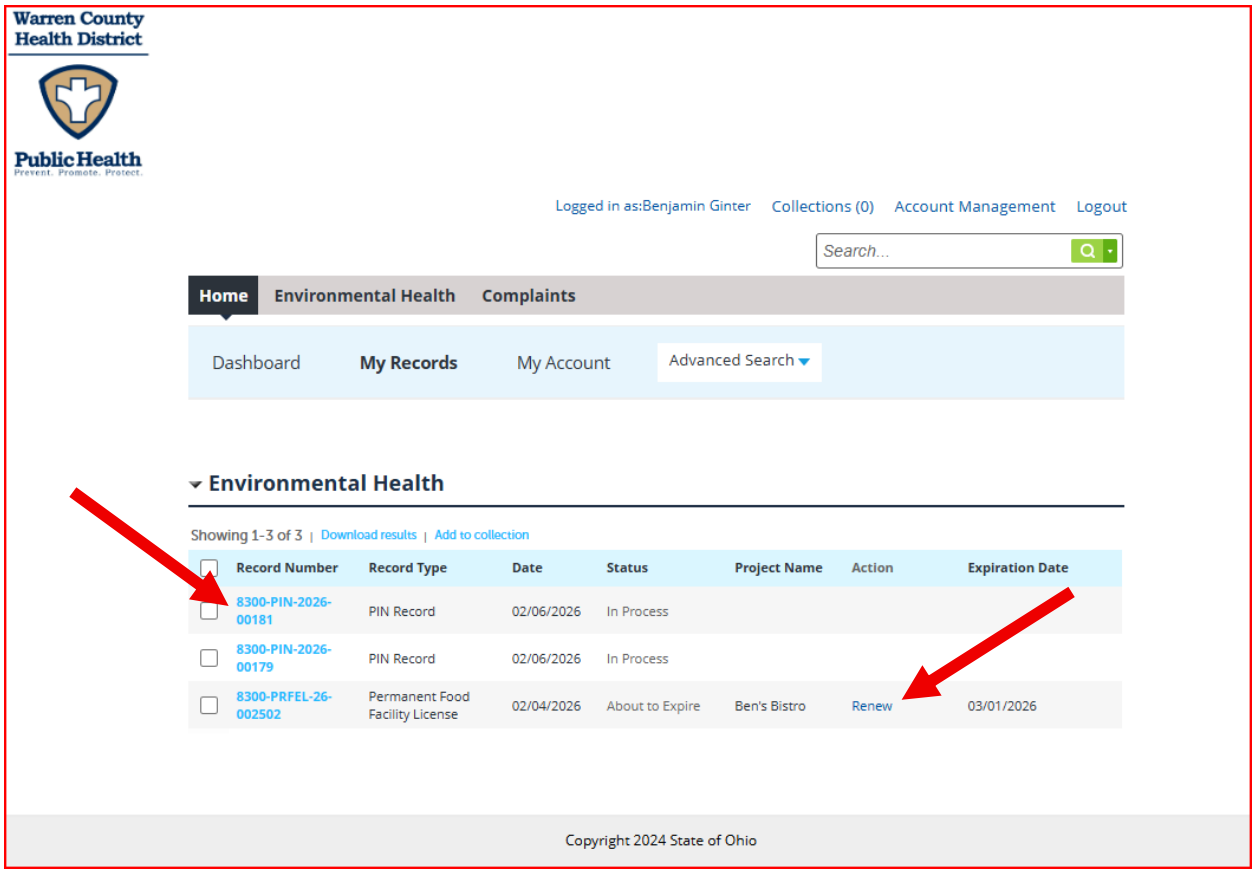
Select “My Records” on the Home screen.



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.

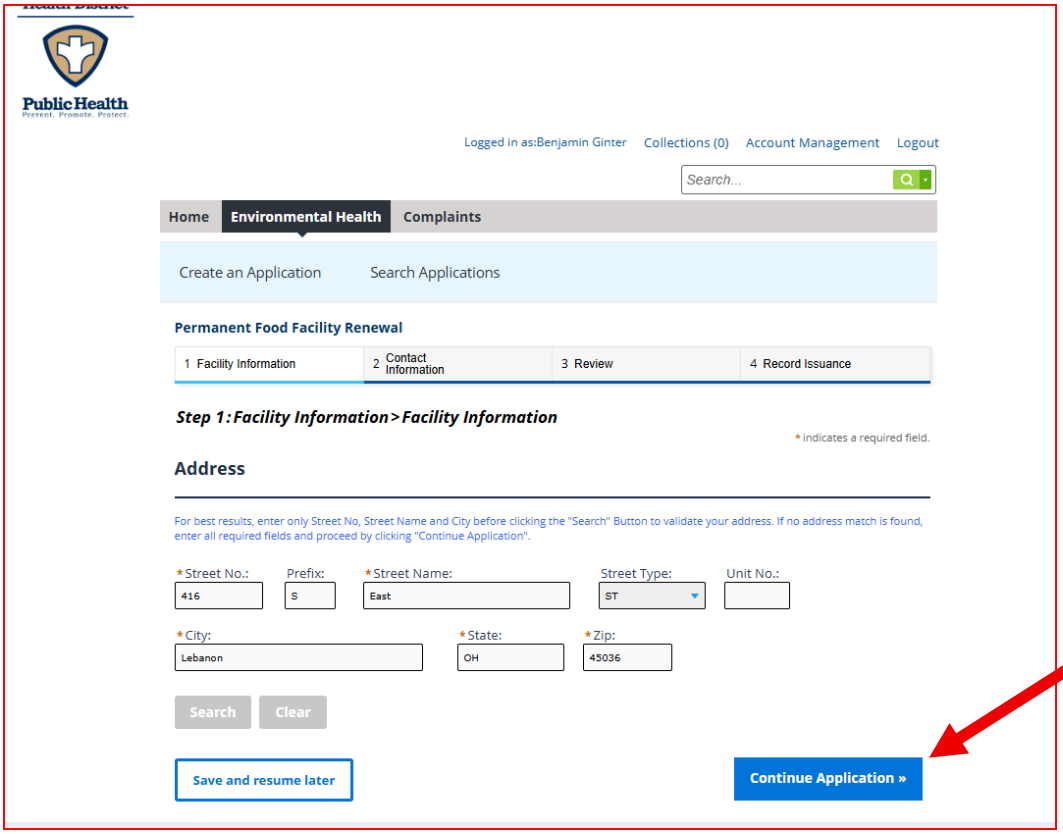
Otherwise, select “Renew” in the right “Action” column, as shown in the image below.



Step 4.2: Renewing your license

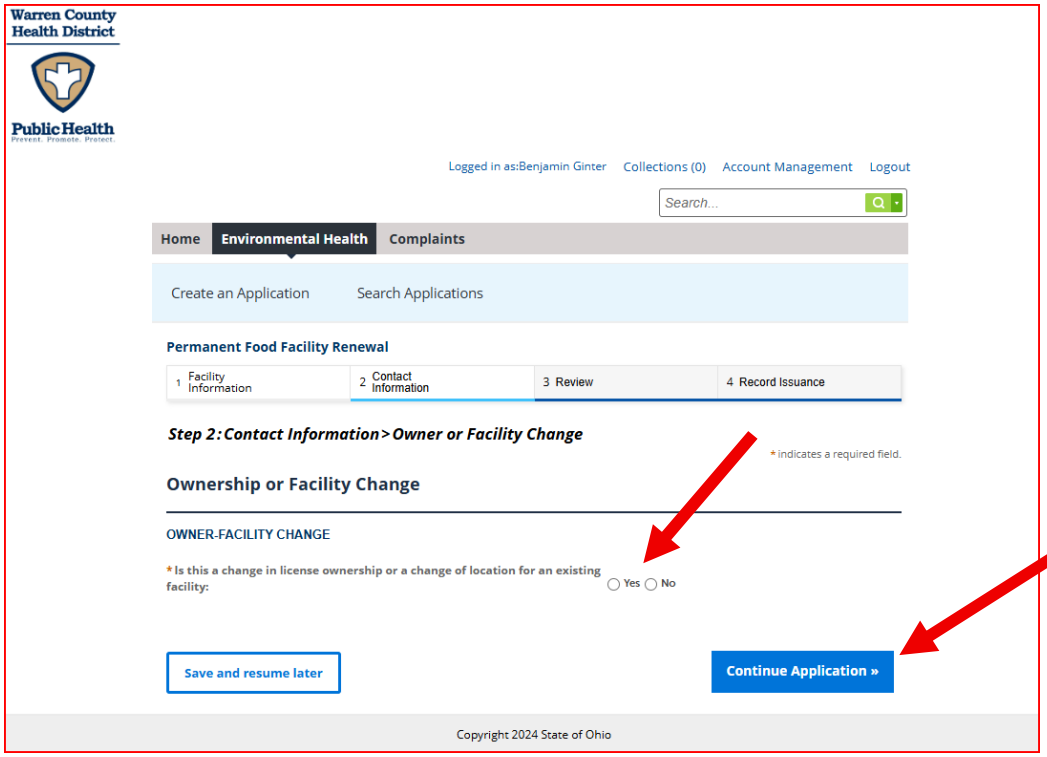
Review the Facility Information. If this is the wrong address, then you have the wrong facility. The information on this screen cannot be updated. Go back to Step 3.

Otherwise, select “Continue Application”



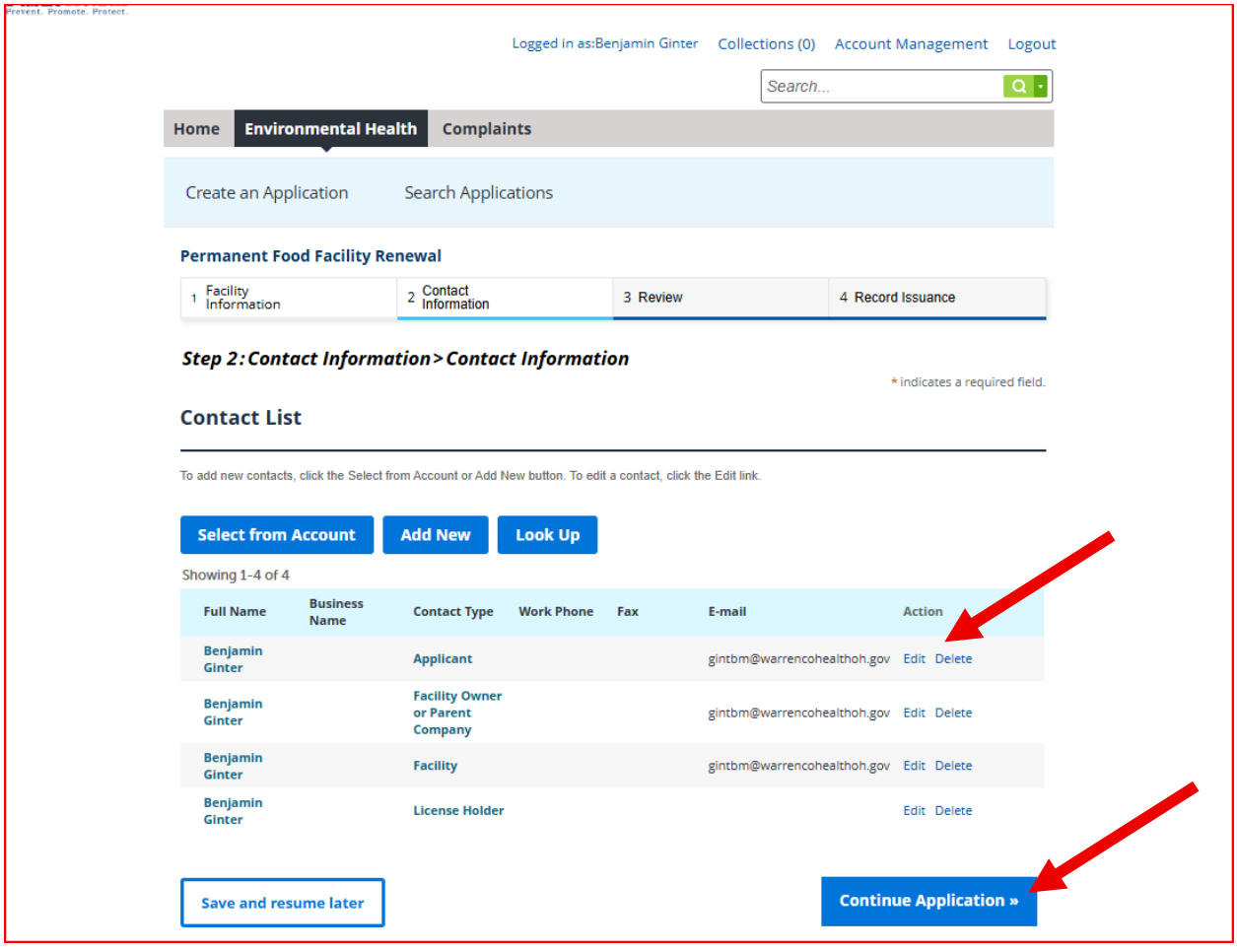
Step 4.3: Renewing your license

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.”



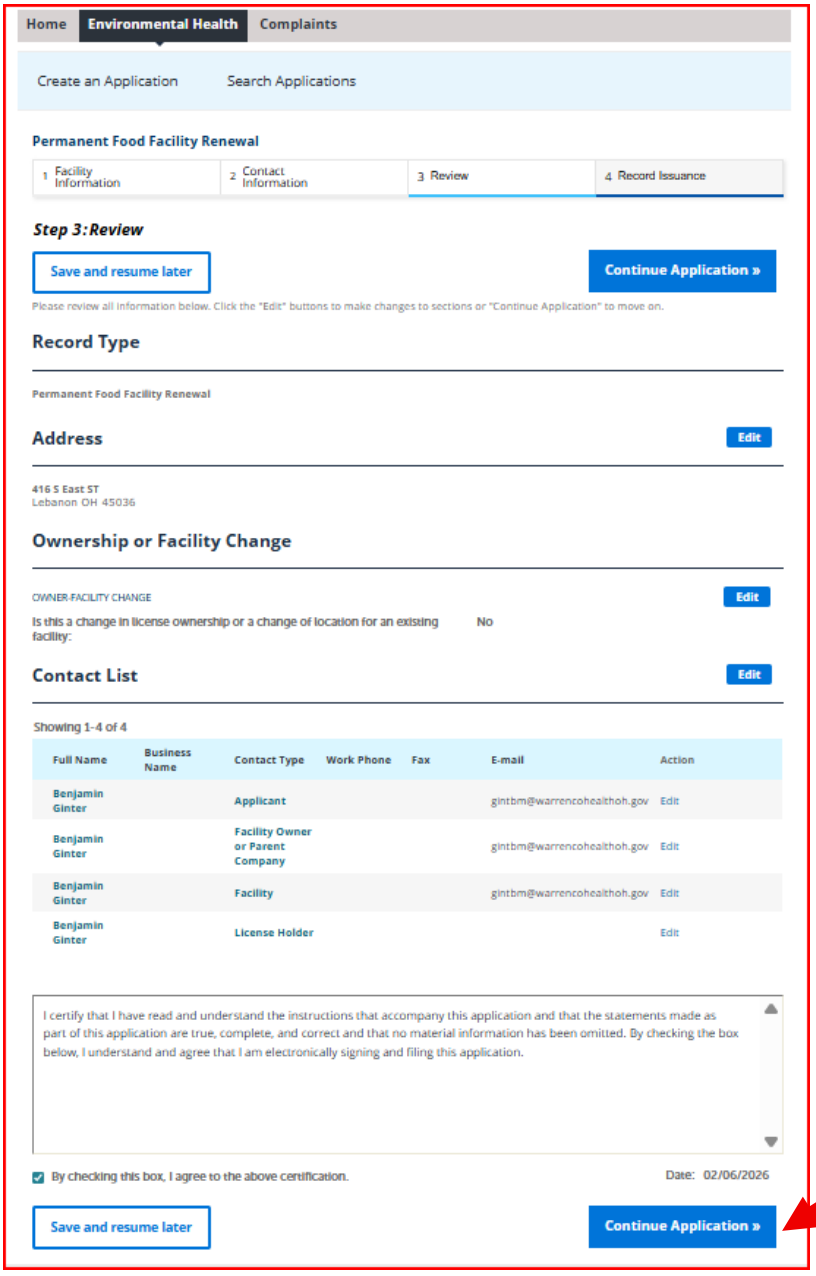
Step 4.4: Renewing your license

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."



Step 4.5: Renewing your license

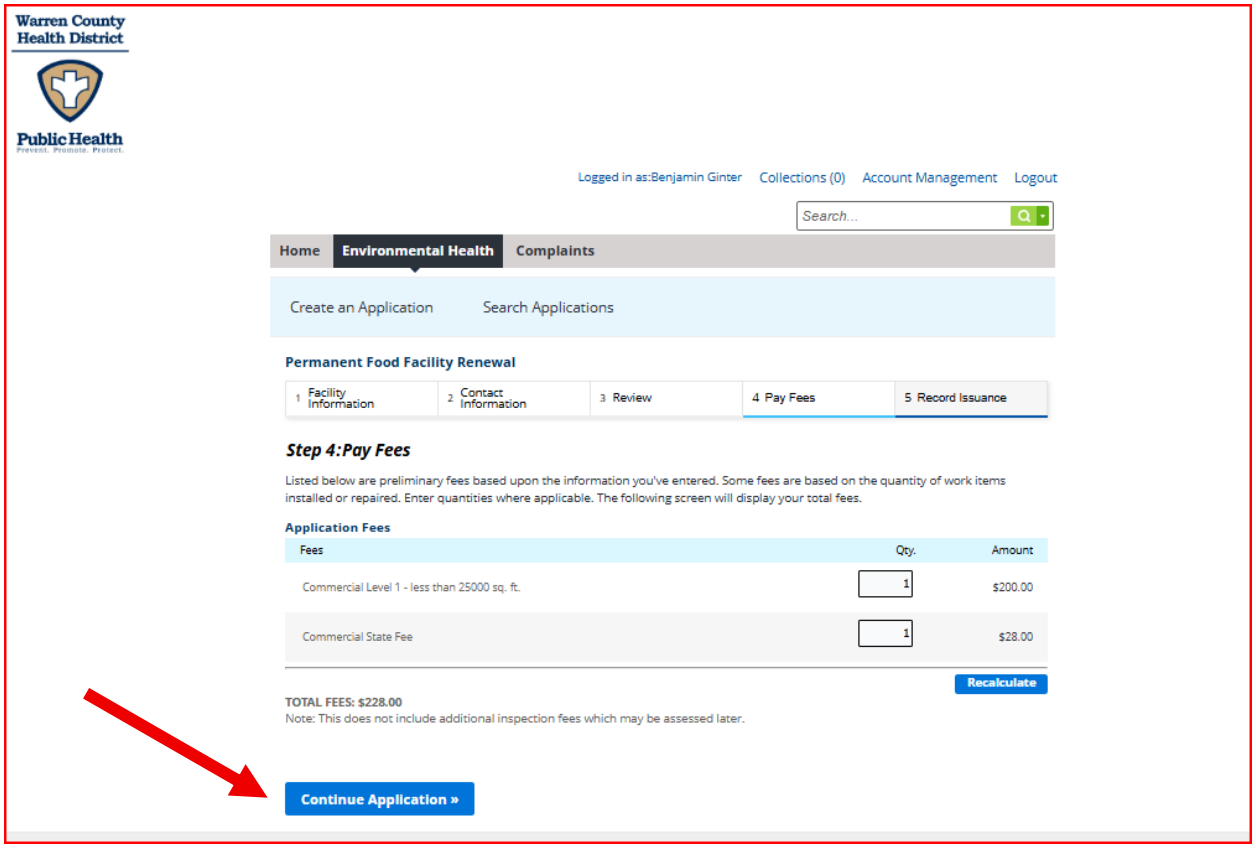
Review the application, select the disclaimer, and select “Continue Application.”



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.

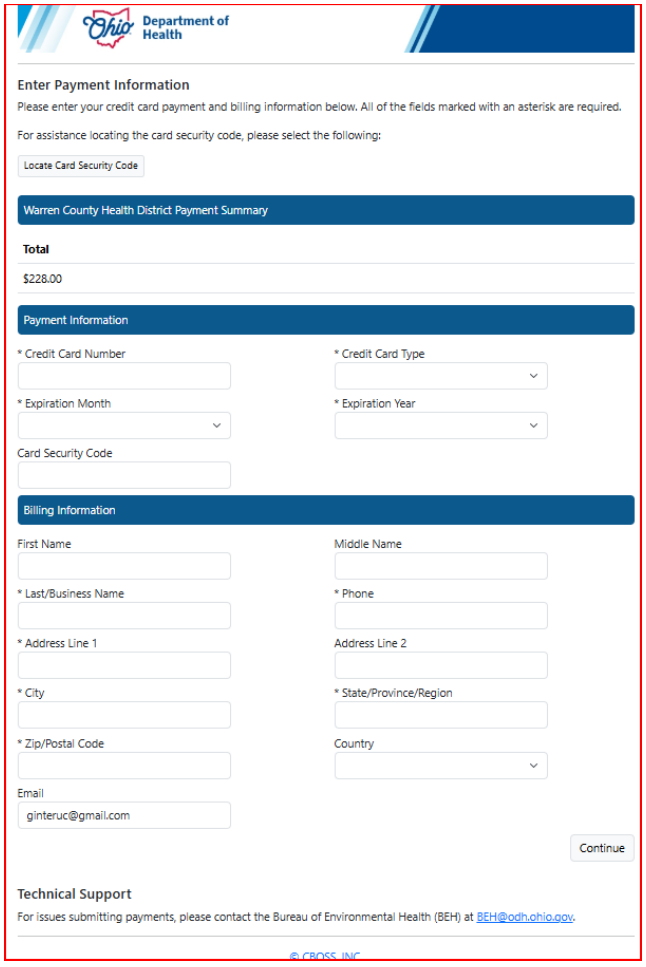
If you are not paying online, you may end your renewal here. If you are paying online, select "Continue Application."



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.



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