How to <u>Upload</u> & <u>Download</u> Documents in the Customer Portal (*For Development Services Applications Only*)
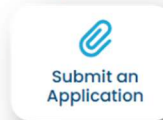

You can upload documents in **two ways**:

1. While creating a new application.

2. After your application has been submitted.

Part A: Uploading Documents While Creating an Application

Step 1: Start Your Application

- Sign in to the **Accela Customer Portal (eservices.barrie.ca)**.

- Click to submit a **new application.**

- Select **Development Services.**

Building Permits	+
Development Services	+
Licences	+
Right of Way Permits	+
Fire Permit	+
Compliance Letters	+
Busker Permit	+
Grants	+

- Select the relevant application you are applying for.

Step 2: Complete the Application Form

- Fill in project details (type, location, contacts, etc.).

- Continue through each page until you reach the **Attachment** section.

Step 3: Add Attachment(s)

- Drag and drop the appropriate file to upload **OR**

- Click in the **upload area** to select files

- Select the file(s) from your computer.

- Click **Open**.

- The file name will now show in the upload list.

Step 4: Select Document Type

- In the **Document Type** dropdown, pick the correct category (Example: *Architectural Drawing – available document types to select from differ with each application*).

- Add a description if required (Optional).

Step 5: Confirm and Continue

- Your uploaded file(s) will appear in the list.

- Add all required documents.

- Click **Continue Application** to move forward and submit your application.


Step 6: Done

- Your document(s) is now part of your application.

👉 **Helpful Tips**

- If your file is too large, reduce the size before uploading.

- Always double-check that you picked the right **Document Type**.

Troubleshooting Document Uploading Issues

- If the document you have uploaded is a duplicate of another (either file name or the content is the same of a file that already has been submitted), a "**Duplicate File**" status will show preventing you from proceeding in submitting the application
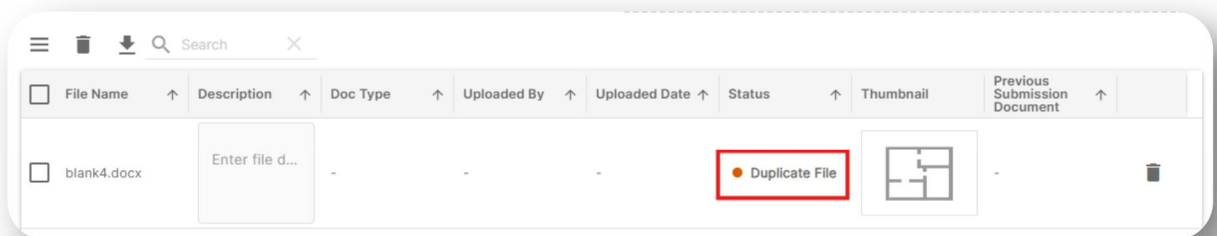
- To delete the file, click the box next to the file name to check it and then Click on the trash can icon to delete the file.
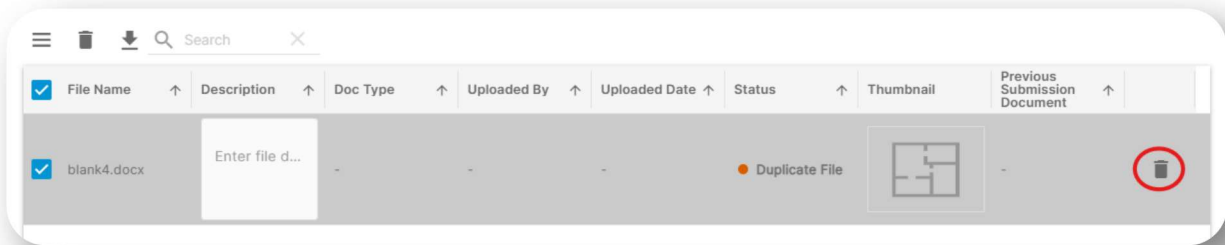
- Upload a new file that has not yet been uploaded previously and includes a different file name with different content in the file.
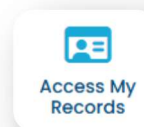

Part B: Uploading Documents After Submission

Step 1: Log In

- Go to the **Accela Customer Portal** website (**eservices.barrie.ca**).
- Enter your **Username** and **Password**.
- Click **SIGN IN**.

Step 2: Open Your Record

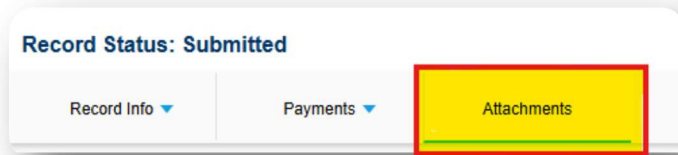

- On the home page, go to **Access My Records**.
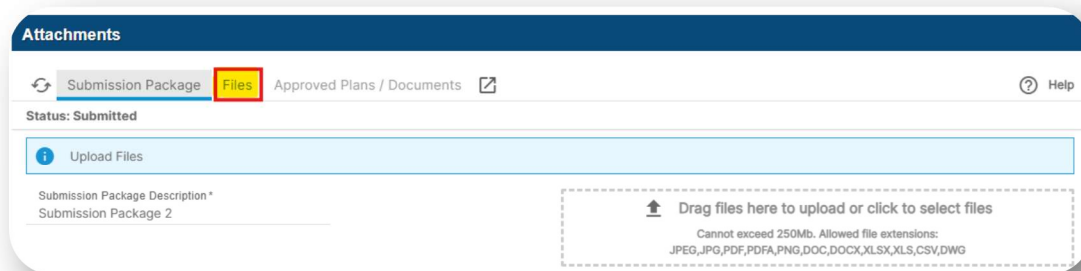- Click on the arrow beside *Development Services* to expand

- Find your application/record in the list.
- Click on the **Record Number** to open the details.

Step 3: Go to Attachments

- Once in your record, click on the **Attachments** tab.
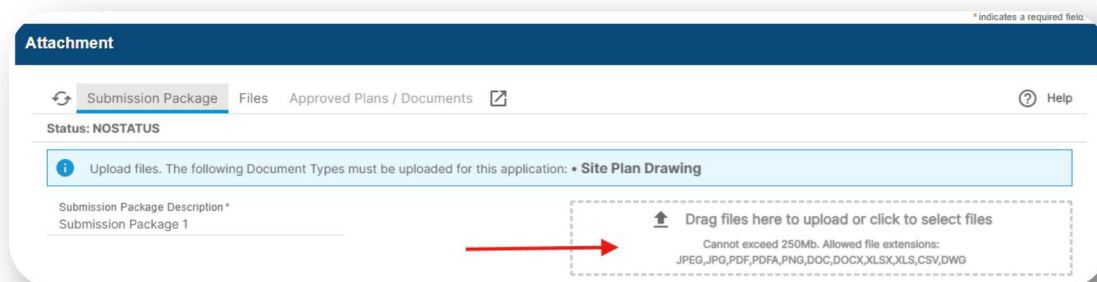

- In some cases, you may need to expand **Record Info > Attachments**.
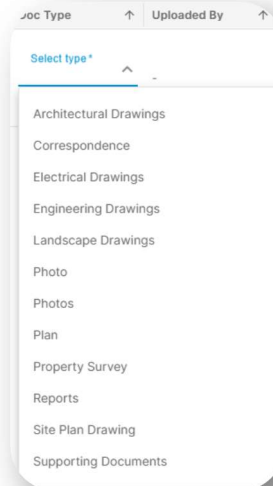- Click on **Files**

Step 3: Add Attachment(s)

- Drag and drop the appropriate file(s) to upload **OR**
- Click in the **upload area** to select files

- Select the file(s) from your computer.

Step 4: Select Document Type

- In the **Document Type** dropdown, pick the correct category (Example: *Architectural Drawing – available document types to select from differ with each application*).

- Add a description if required (Optional).

Step 5: Submit the Package for Review

- Your uploaded file(s) will appear in the list.

- Add any other additional documents.

- Click **SUBMIT PACKAGE FOR REVIEW**.

Step 6: Confirm and Finish

- The submission/file upload will begin.

- Once it has finished uploading, you will see a confirmation screen appear.

- Click **OK**.

How to Download Attachments in the Customer Portal

Follow these steps to download documents related to your application.

Step 1: Log In
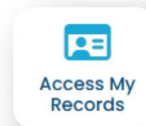
- Go to the **Accela Customer Portal (eservices.barrie.ca)**.
- Enter your **Username** and **Password**, then click **SIGN IN**.
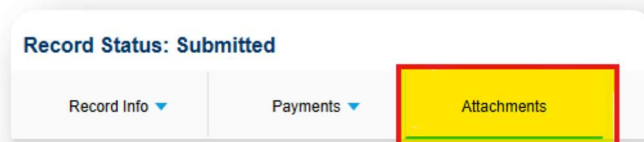
Step 2: Open Your Record

- On the home page, go to **Access My Records**.
- Click on the arrow beside *Development Services* to expand

- Find your application/record in the list.
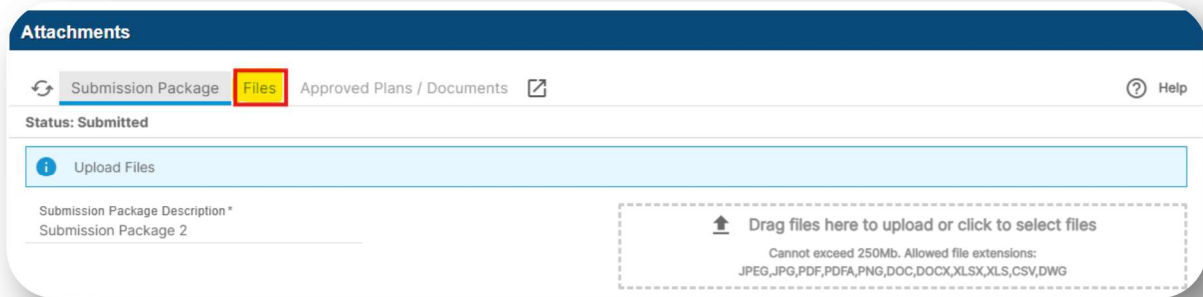- Click on the **Record Number** to open the details.

Step 3: Go to Attachments

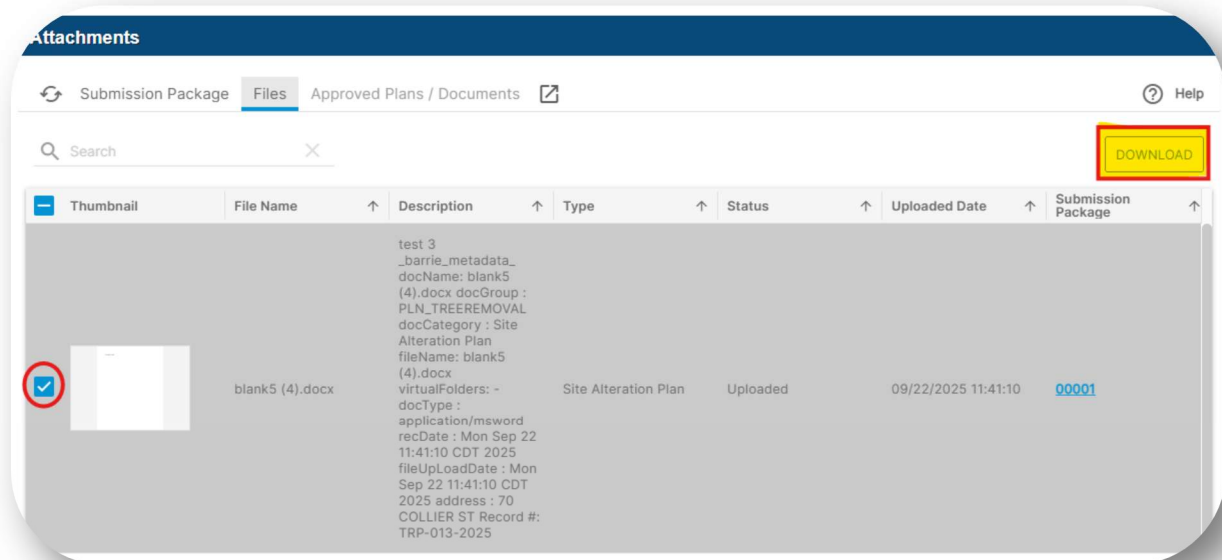- Once in your record, click on the **Attachments** tab.

- In some cases, you may need to expand **Record Info > Attachments**.

- Click on **Files**

Step 4: Locate the Document and Download the File

- A list of all uploaded documents will appear.

- Find the file you want to download.

- Click to check the box beside the **File Name**.

- Click Download.

- At the bottom right-hand corner of your screen, a green window will appear advising you to click the link "here" to download.

The selected file(s) are ready, click here to download the file(s) or click here to copy the download link
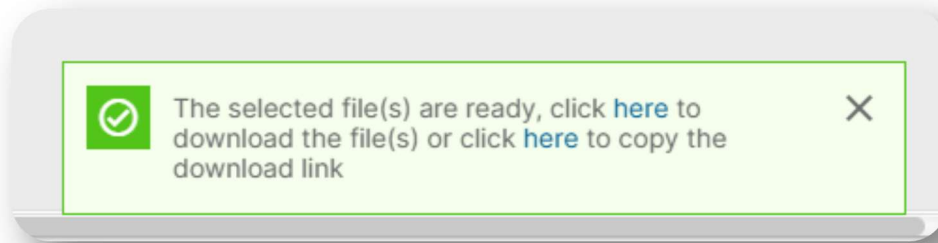
    o   After clicking "here", the file will then Download directly to your device.