

## Permitting System Help Guides

**TOPIC:** **Accela Citizen Access** (How to Associate a Licensed Professional to Your Account)

*Accela Citizen Access (ACA) is the online tool that allows the public to check the status of permits, conduct research, and perform other tasks online, such as apply for permits; pay fees or schedule inspections (refer to specific business units for details). Associating a license allows a user to apply the saved license information to future applications.*

### **Directions:**

**Step 1:** After you have registered for an account and successfully issued a building permit with the Contractor License you wish to associate, go to the Accela Citizen Access home page and log into your account.

<https://publicservices.sdcounty.ca.gov/citizenaccess/>

**SanDiegoCounty.gov**

Announcements | Register for an Account | Login

Search...

Home APCD AWM DEH DPW PDS

**Welcome to the County of San Diego's online Citizen Access Portal**

**This system will enable residents of San Diego County to:**

1. Research public information.
2. Submit an application (some departments require registration and login to submit an application).
3. View and track the status of your application.
4. Make secure online payments.

Some services will require you to register for an account.

**What would you like to do today?**

To get started, select one of the services listed below:

**General Information**  
[Lookup Property Information](#)

**APCD**  
[Apply for an Air Quality Permit](#)  
[Search APCD Records](#)  
[Apply for an Air Quality Grant](#)

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

**Land Use and Environment Group**  
**Departments:**  
APCD - Air Pollution Control District

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**Step 2:** Click on the “Account Management” link at the top of the page.

SanDiegoCounty.gov

Announcements | Logged in as: Mike Vigilione | Collections (1) | **Account Management** | Logout

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**Welcome Mike Vigilione**  
You are now logged in.

**What would you like to do today?**  
To get started, select one of the services listed below:

**Step 3:** Scroll down the account management page and click the “Add a License” button.

**License Information** **Add a License**

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

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State License #	License Type	Issued On	Expired Date	Status	Action	Country
No records found.						

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**Step 4:** Set the “License Type” as “CSLB Contractor” and enter the “State License Number” you would like to save to your account for future use when applying for records. Once you have completed both fields, click the “Find License” button.

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### Updating Your Account: Adding a License:

By adding a professional license you may gain access to additional features in the Citizen Portal. Select a license type and enter a license number to look up your license. Your license must be valid and active to add it to your citizen account. If your license does not display, contact the County.

In certain circumstances, such as license-right by proxy through an employer even after identifying your license(s) a County employee must perform additional validation. In these cases, **your access to certain features of the Citizen Portal may be limited pending approval.**

\* indicates a required field.

#### License Information

\* License Type:    
\* State License Number:

Enter the Contractors state license number in this field.

Always select CSLB Contractor

After you have selected the CSLB Contractor license type and entered the State License Number click the Find License button.

**Step 5:** Once the results of the license search are displayed, click “Connect” under “Action” for the license you wish to associate with your ACA account.

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### Adding a License:

\* indicates a required field.

#### License Information

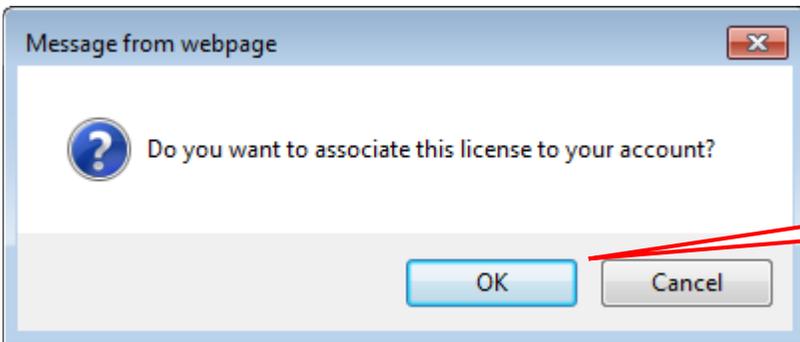
Showing 1-1 of 1

License Number	Type	Name	Action
<a href="#">654321</a>	CSLB Contractor		<a href="#">Connect</a>

Click "Connect" to add the license to your account.

Search Again »

**Step 6:** A pop-up message will appear asking if you want to associate the license to your account, click OK and the license will be associated with your account. When you log into your account and apply for an online building permit you will be able to auto-fill your contact information and contractor's license information.



Select "OK" to associate to your account and CSLB

### More Information:

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For more information and additional ACA help guides, please visit: [Accela Citizen Access FAQ web page](#).

### **Help Contact:**

If you have unresolved questions regarding generating a building invoice in Accela Citizen Access please contact the County of San Diego, Planning and Development Services Building Division at (858) 565-5920.