

## Permitting System Help Guides

### TOPIC: **Accela Citizen Access** (How to Conduct Research)

*Accela Citizen Access (ACA) is the online tool for external public users to check the status of permits, conduct research, and apply for some records online (refer to specific business units for the ability to apply for a permit online). ACA is replacing the current online system Kiva Citizen Access and KivaNet Citizen.*

#### **Directions:**

**Step 1:** From the [Accela Citizen Access home page](#) click the “Look up Property” link in the General Information block.

**Click this link to conduct property research.**

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**Step 2:** Choose how you want to look up information and enter your search criteria. Once you have entered your search information hit lookup.

Home
APCD
AWM
DEH
PDS
DPW

### Look Up Property Information

Enter information below to look up property information from the database. Property information can be searched for by entering any of the following information:

- Address
- Parcel information
- Record Information

Use the dropdown menu to change the Search type.

**Look Up by Address**
Look Up by Address ▼

Street #:

Direction: ?  
--Select-- ▼

Street Name: ?

Street Type:  
--Select-- ▼

Unit Type:  
--Select-- ▼

Unit No.:

City:

State:  
--Select-- ▼

Zip:

Look Up
Clear

Available look up criteria

**Step 3:** Results will display below your search criteria. Click the underlined hyperlink to get detailed information about the property you searched.

**Look Up by Parcel Information**
Look Up by Parcel Information ▼

Parcel Number:

Lot:

Block:

Subdivision:

Look Up
Clear

**1 results found matching lookup criteria**

Click any of the results below to view more details.

[Show on Map](#)

Parcel #	Address
<a href="#">105-261-22-00</a>	0 GEARALD WAY, SAN DIEGO - DEFAULT CITY CA 99999

Results of Search

Click to display details of the searched property.

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**Step 4:** Details of the parcel are displayed including Parcel Information and Addresses associated to the searched property. You may also click on the “Show on Map” button.

Show on Map button → Show on Map

**Parcel Details**

**Parcel Information:**

Parcel Number: 105-261-22-00

Lot:

Block:

Subdivision:

Status: Enabled

Book: 105

Page: 261

Parcel Area:

Land Value:

Improved Value:

Exemption Value:

**Legal Description:**

1LOT A1

**Tract:**

} Parcel Information

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**Addresses**

Showing 1-1 of 1

Parcel #	Address
105-261-22-00	<a href="#">0 GEARALD WAY, SAN DIEGO - DEFAULT CITY CA 99999</a>

} Address Information

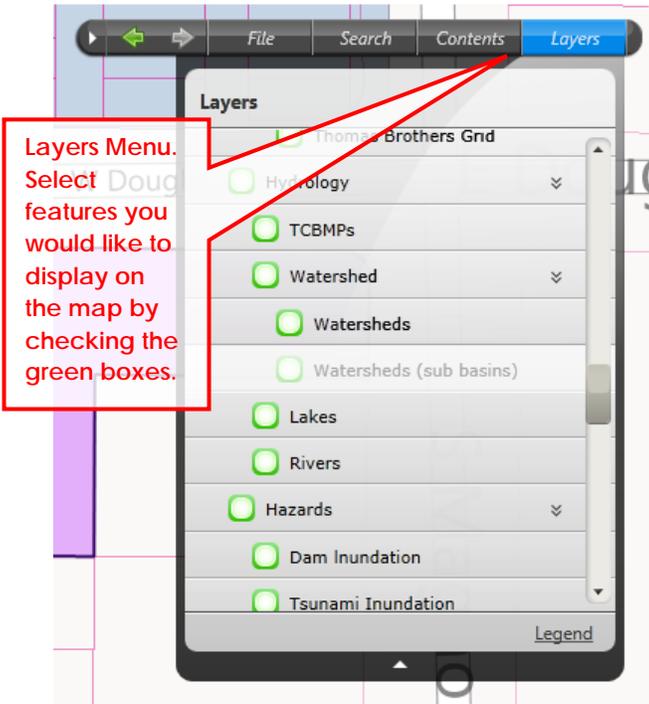
**Step 5:** Click the “Show on Map” button to display the property on a map. This will allow you to zoom in and out, measure distances, and turn on available layers of the map to get more detailed information about the parcel you are searching.

The screenshot shows a map interface with a purple parcel highlighted. On the left side, there is a vertical toolbar with several icons. Red callout boxes with arrows point to the following tools:

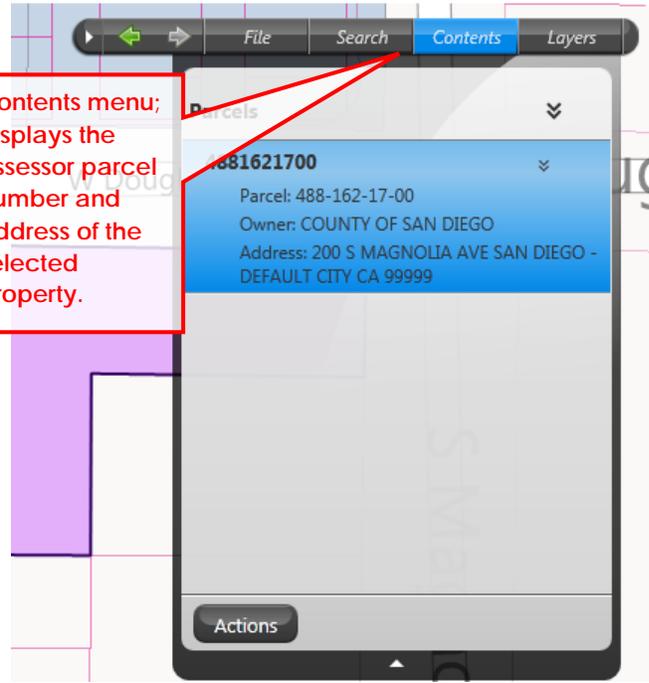
- Zoom In tool:** A magnifying glass icon with a plus sign.
- Zoom Out tool:** A magnifying glass icon with a minus sign.
- Pan tool:** A hand icon.
- Zoom tool:** A magnifying glass icon with a double-headed arrow.
- Measuring tool:** An icon of a ruler.

At the top of the map, there is a navigation bar with a green arrow, a search bar, and tabs for "File", "Search", "Contents", and "Layers". The map shows a street grid with "W Douglas Ave" and "S Mar" visible.

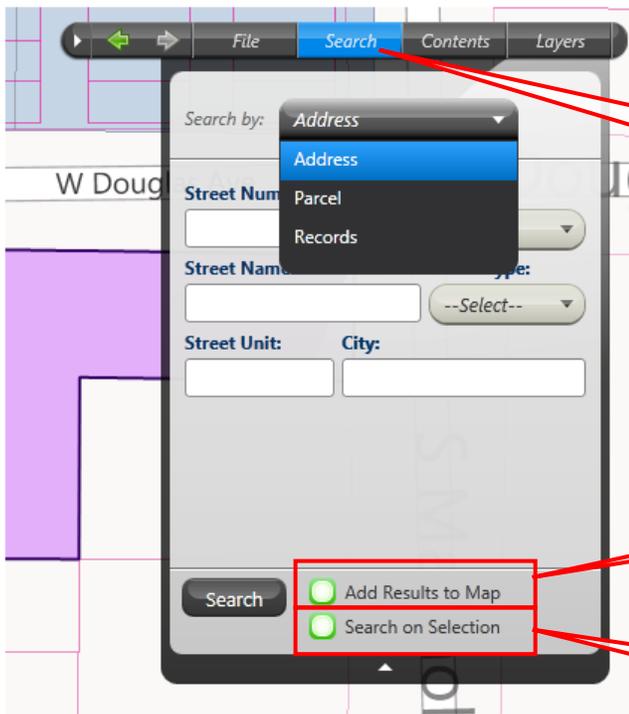
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Layers Menu. Select features you would like to display on the map by checking the green boxes.



Contents menu; displays the assessor parcel number and address of the selected property.



Search allows you to enter a new search criteria based on the drop-downs displayed.

This will render the new search criteria on the map.

This will perform the new search and will not render a new map.

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### **More Information:**

For information directions on how to look up information specific to your record, including viewing conditions of approval, record specific information, contact information, paid and unpaid fees, scheduled inspections and inspection history, project workflow, documents attached to the record, related records, job valuation, and trust account information please see the Accela Citizen Access how to check the status of your record guide.

### **Help Contact:**

If you have additional questions on how to check the status of your record via Accela Citizen Access please contact the department where your record originated.

Department of Environmental Health: (858) 505-6700

Department of Public Works: (858) 232-6837 (Kamilah James)

Planning & Development Services: (800) 411-0017

Agriculture Weights & Measures: (858) 694-2739

Air Pollution Control District: (858) 586-2600