

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.

County of San Diego

SEARCH

Your County Government | Community Services | Healthy Kids & Families | Business Resources | Environment | Public Safety | Jobs

Register for an Account | Login

Search...

Home | APCD | AWM | DEH | PDS | DPW

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. Apply for permits
3. Submit notifications
4. View and track the status of your application
5. Make secure online payments

Some services, such as permit application, will require account creation.

The system demonstrates the County of San Diego's commitment to providing superior e-government services.

What would you like to do today?

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

General Information Lookup Property Information Search for a Licensee Search for a Food Facility	APCD Search Applications
AWM Search Applications Schedule an Inspection	DEH Search Applications
PDS Apply For a New Permit (Residential - Water Heaters, Gas Line Repairs, & Lawn Sprinklers) Search Applications	DPW Search Applications

Click this link to conduct property research.

Login

User Name or E-mail:
Password:
Login »

Remember me on this computer
[I've forgotten my password](#)
New Users: [Register for an Account](#)

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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
 Look Up by Address
Look Up by Parcel Information
 Look Up by Record Information
 Look Up by Licensed Professional

Street #:

Direction: ?
--Select--

Street Name: ?

Street Type:
--Select--

Unit Type:
--Select--

Unit No.:

City:

State:
--Select--

Zip:

Look Up
Clear

Available look up criteria

Look up button

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

Showing 1-1 of 1
[Download Results](#)

Parcel #	Address
<input type="checkbox"/> 105-261-22-00	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

Addresses

Showing 1-1 of 1

Parcel #	Address
105-261-22-00	0 GEARALD WAY, SAN DIEGO - DEFAULT CITY CA 99999

} Address Information

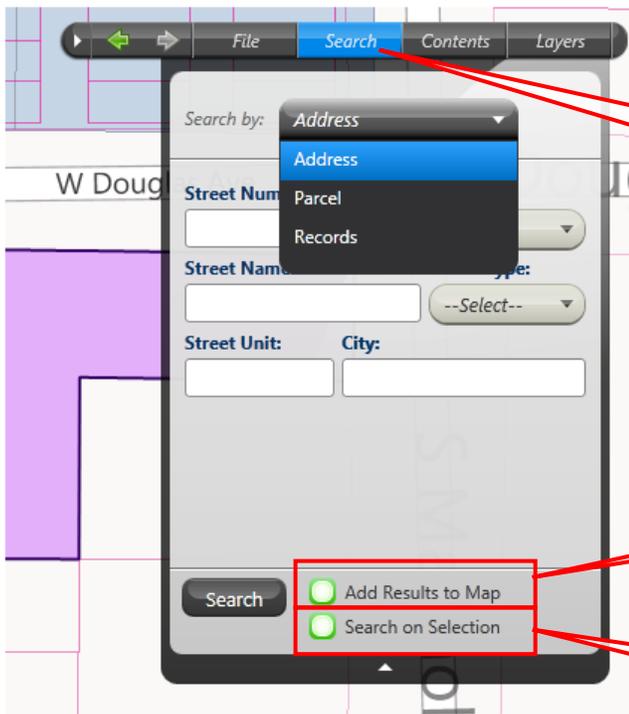
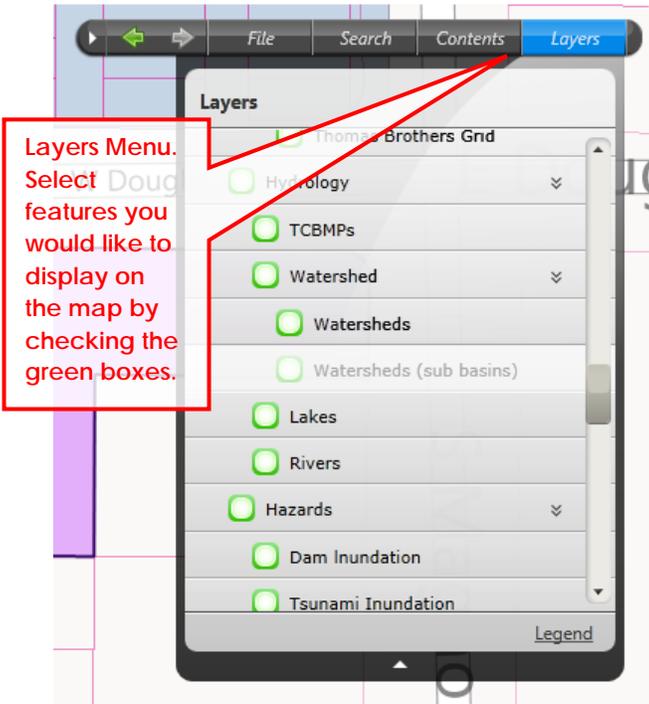
Step 5: Click the “Show on Map” button to display the property on a map. This will allow you to zoom in and out, measure distances, and turn on available layers of the map to get more detailed information about the parcel you are searching.

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 from top to bottom:

- 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 "E Doug" visible.

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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