

Online System Help Guides

TOPIC: **Accela Citizen Access** (How to Schedule Inspections Online)

Accela Citizen Access (ACA) is the online tool the public can use to view information about inspections on building permits. This help guide explains how to schedule inspections on permits online.

Directions:

Step 1: Go to the [Accela Citizen Access](https://publicservices.sdcounty.ca.gov/citizenaccess/) home page: <https://publicservices.sdcounty.ca.gov/citizenaccess/>

Step 2: In the PDS section of the, click **Search Applications**. You do not need to register for an account to use ACA.



This link takes the user to the **General Search** form.

Select one of the four types of search available, or just use the default 'General Search'.

Note the date range. If the permit was issued more than two years ago, you will need to change the Start Date.

Address search. If you are unsure of something, like the street type, leave the search field blank.

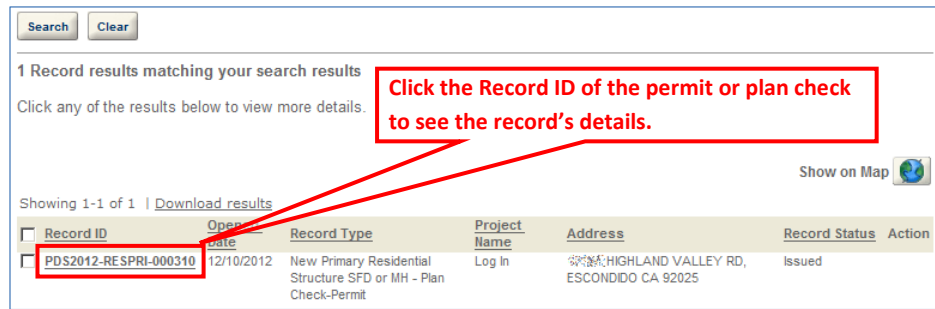
In the **General Search** form there are four types of searches available. Any of these can be used to find your permit, but the most accurate way to search is **Search by Record Information**.

You can also search by the address, by the licensed professional associated with the permit, or a General Search by filling in any of the available search fields with information available.

Step 3. Click the **Search** button near the bottom to execute the search. You can refine the search by changing, adding or removing search criteria until the search is successful.

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Step 4. A successful search will display the query results below the **Search** button. Click the **Record ID** link for details.



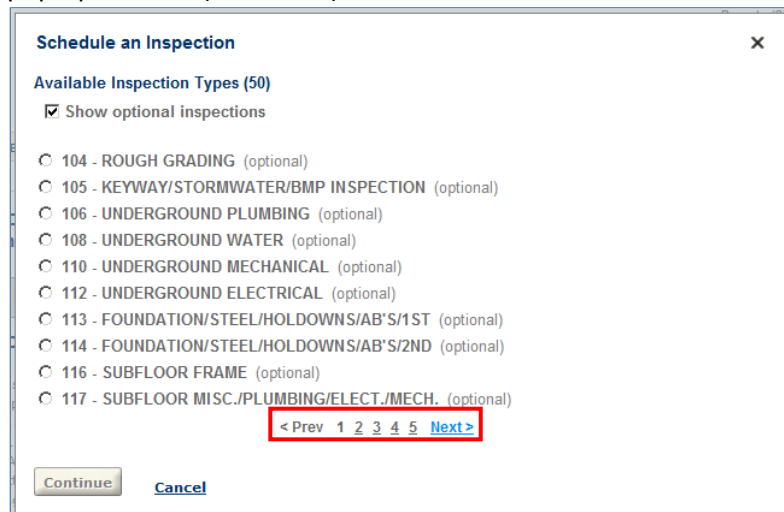
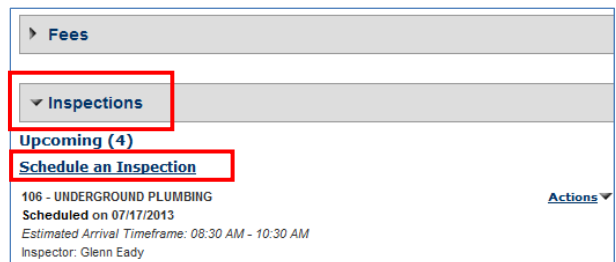
The Record Detail form is displayed in the PDS tab. Verify the address and permit number **Record ID** is correct.

Scroll down to the **Inspections** section.

Note: If there are many inspections previously existing on the permit, it may take several minutes for the form to propagate on screen – please be patient.

Step 5. Click the **Schedule an Inspection** link.

A menu of available optional inspections will be displayed in a pop-up window (see below).



Note that for most permit types there are multiple pages of inspection types available for selection. Inspections are listed in numerical order. Navigate to the page that has the inspection type you wish to schedule.

Select the inspection type by clicking its radio button. **Only one inspection may be scheduled at a time.** Click the **Continue** button when ready.



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Step 6. Correct contact information is needed for each inspection scheduled.

By default, the contact information collected when the permit was issued populates as the contact for the inspection.

Please change the contact though, if someone other than the contact shown will be responsible to coordinating with the inspector.

Click the radio button to **Specify another person (for this inspection only)**.

Enter the name and phone number for the contact for this inspection.

Click the Submit button when done making edits to the inspection contact.

Click the **Continue** button to finish updating the contact information.

Step 6. Please take a moment to verify that all information is correct, including the inspection type selected and the contact information.

Review the **Cancellation and Reschedule Policy** information provided.

Click **Finish** when ready.

Each inspection must be scheduled separately. Repeat the above steps if additional inspections are needed.

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More Information:

For information and directions on how to look up additional information specific to your record, including viewing conditions of approval, record specific information, contact information, paid and unpaid fees, 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 FAQ web page](#).

Help Contact:

If you have additional questions about your record, please contact the Planning & Development Services, Building Division during normal office hours at (858) 565-5920.