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

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. The online permitting is currently only available for Planning & Development Services Building Division.

**Directions:**

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

https://publicservices.sdcounty.ca.gov/citizenaccess/
Step 2: Click on the Account Management link at the top of the page.

Step 3: Scroll to the bottom of the page and click the Add a License button.

Step 4: Select the License Type 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 the two fields click the Find License button.
Step 5: The results of the license search will display and you will click the license number of the license you wish to associate to your ACA account.

Adding a License:

Select the license number you would like to associate by clicking on the underlined license number.
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 now be associated to 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.

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 apply for a PDS building application please contact the PDS Building Division.

Planning & Development Services: (800) 411-0017 – Stephanie Nicholas or Scott Gilmore