

Permitting System Help Guides

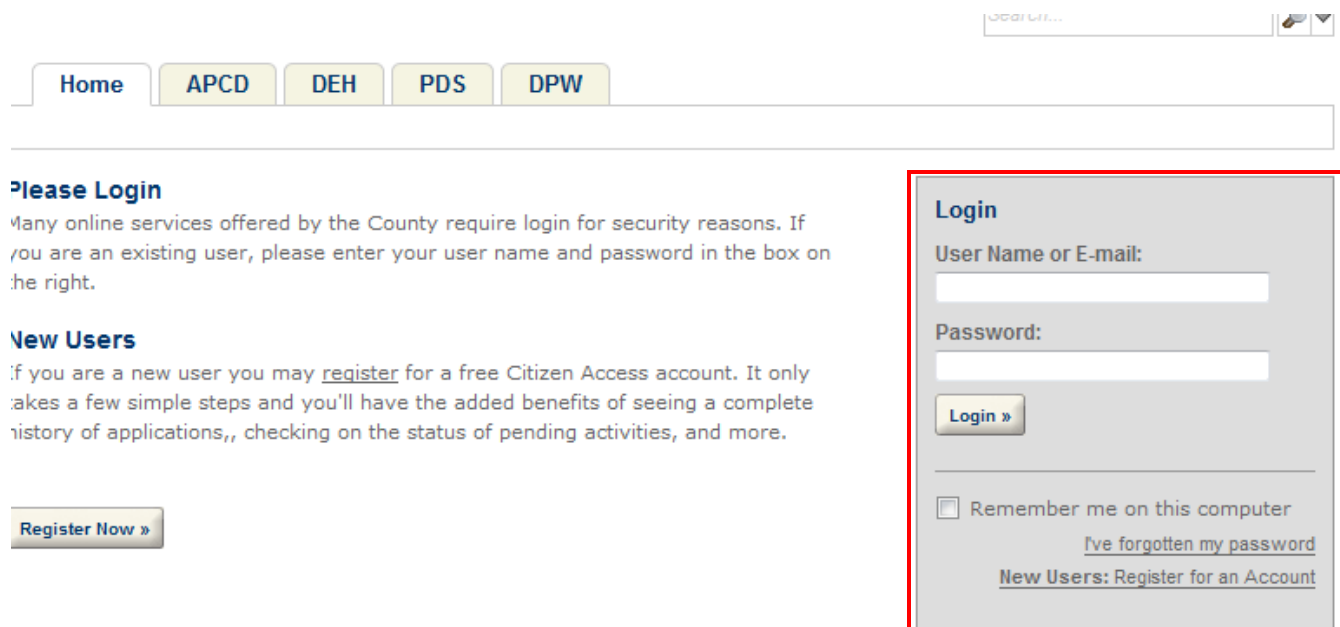
TOPIC: Accela Citizen Access (How to Associate a Licensed Professional to Your Account)

Accela Citizen Access (ACA) is the online tool 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/>



The screenshot shows the Accela Citizen Access login page. At the top right, there is a search bar with the text "Search..." and a magnifying glass icon. Below the search bar is a navigation menu with buttons for "Home", "APCD", "DEH", "PDS", and "DPW". The main content area is divided into two columns. The left column contains the following text: **Please Login**, "Many online services offered by the County require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.", **New Users**, "If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications,, checking on the status of pending activities, and more.", and a "Register Now »" button. The right column contains a login form with the following elements: **Login** header, "User Name or E-mail:" label and input field, "Password:" label and input field, a "Login »" button, a checkbox labeled "Remember me on this computer", a link "I've forgotten my password", and a link "New Users: Register for an Account". The login form is highlighted with a red border.

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

Click this link to save licensed professional information to your account.

Account Management | Logout
Collections (0) |
Logged Stephanie
in as: Nicholas

Search...

Home APCD DEH PDS DPW

Welcome Stephanie Nicholas
You are now logged in.

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	APCD Search APCD Records
PDS Apply For a New Permit (Residential - Water)	DPW Search Applications

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

License Information

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.

Add a License »
Add a License

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.

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Home

APCD

DEH

PDS

DPW

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:

CSLB Contractor

* State License Number: ?

Enter the Contractors state license number in this

Find License

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: 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:

License Information

1 results found matching lookup criteria

Search a license number to continue.

Showing 1-1 of 1

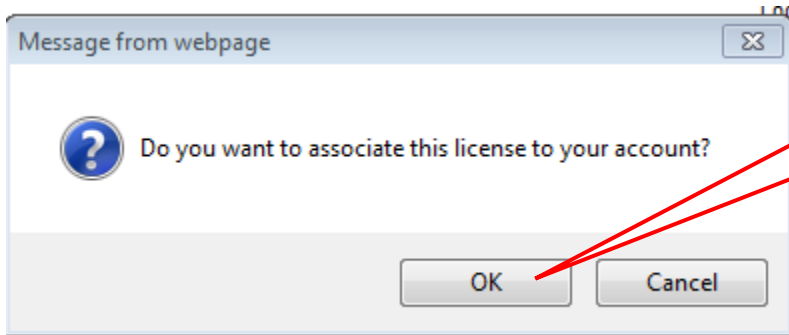
License Number	Type	Name
<u>123456</u>	CSLB Contractor	

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

Search Again »

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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.



Select OK and the license will automatically associate to your log in and allow for quicker completion of online applications.

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