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

Accela Citizen Access (ACA) is the online tool that allows the public to check the status of permits, conduct research, and perform other tasks online, such as apply for permits; pay fees or schedule inspections (refer to specific business units for details). Associating a license allows a user to apply the saved license information to future applications.

Directions:

Step 1: After you have registered for an account and successfully issued a building permit with the Contractor License you wish to associate, go to the Accela Citizen Access home page 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 down the account management page and click the “Add a License” button.
Permitting System Help Guides

**Step 4:** Set the “License Type” as “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 both fields, click the “Find License” button.

**Step 5:** Once the results of the license search are displayed, click “Connect” under “Action” for the license you wish to associate with your ACA account.
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 be associated with 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 more information and additional ACA help guides, please visit: Accela Citizen Access FAQ web page.

Help Contact:

If you have unresolved questions regarding generating a building invoice in Accela Citizen Access please contact the County of San Diego, Planning and Development Services Building Division at (858) 565-5920.