

Permitting System Help Guides

TOPIC: How to Make an Online Deposit to a Trust Account *Accela Citizen Access (ACA) is the online tool for external public users to check the status of permits, conduct research, and make online payments and deposits to Trust Accounts. Records and Services are segregated by department with each department having their own block of available services. This Help Guide focuses on the process of making an online deposit to a Discretionary Project Trust Account.*

To utilize the Trust Account online deposit service, the customer must have a registered User Account within the ACA system. If the customer already has an ACA Registered User ID, customer does not need to create another one. Once an ACA User Account has been associated to a Trust Account, or multiple Trust Accounts, registered Users can begin making online deposits to the associated Trust Accounts.

One-Time Initial Setup of ACA User Account:

1. Go to <https://publicservices.sandiegocounty.gov/CitizenAccess> and click the Register for an Account link. Complete the series of questions to complete the registration process.



2. Once registration has been completed, send an email to LUEGTrustAccts@sdcounty.ca.gov and provide the following information **in order to link your ACA User Account to your Trust Account. ONLINE DEPOSIT TO TRUST ACCOUNT WILL BE ACTIVATED in approximately 1-2 days.**
 - a. User Account Name (e.g. JSmith1012)
 - b. User Account Email Address
 - c. Your Name or Business Name (if applicable)
 - d. Trust Account Number(s) requesting to be associated to
 - e. Financially Responsible Party on above mentioned Trust Account(s)
 - f. Contact Phone Number

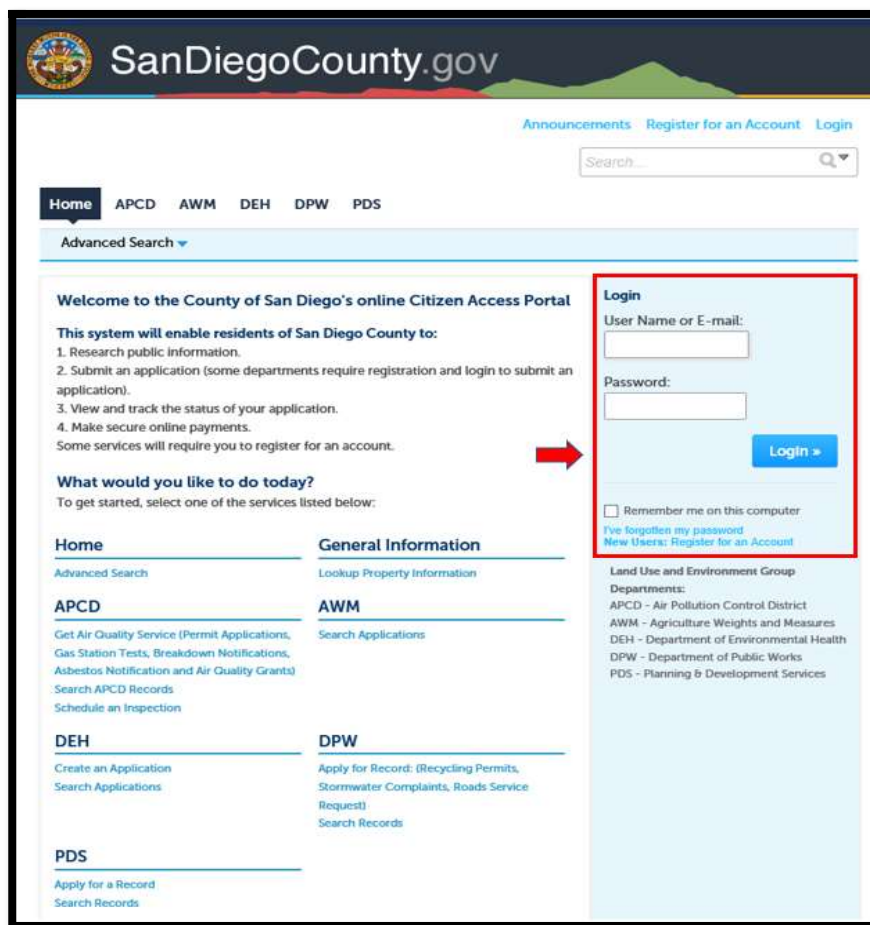
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3. Once access has been granted, you will be notified via email that your account has been setup and you can begin making online deposits to your Trust Account.

Note: Upon email confirmation, the User Account will be eligible to make online deposits to the designated Trust Account(s). A registered User does not need to create multiple User Accounts to be associated to additional Discretionary Project Trust Accounts in the future. Please contact LUEGTrustAccts@sdcounty.ca.gov or refer to the [Online Trust Account Frequently Asked Questions](#) document for additional information on how to request association to multiple Trust Accounts. Online deposits are subject to the same terms and conditions as Discretionary Project Trust Accounts submitted at the County's offices.

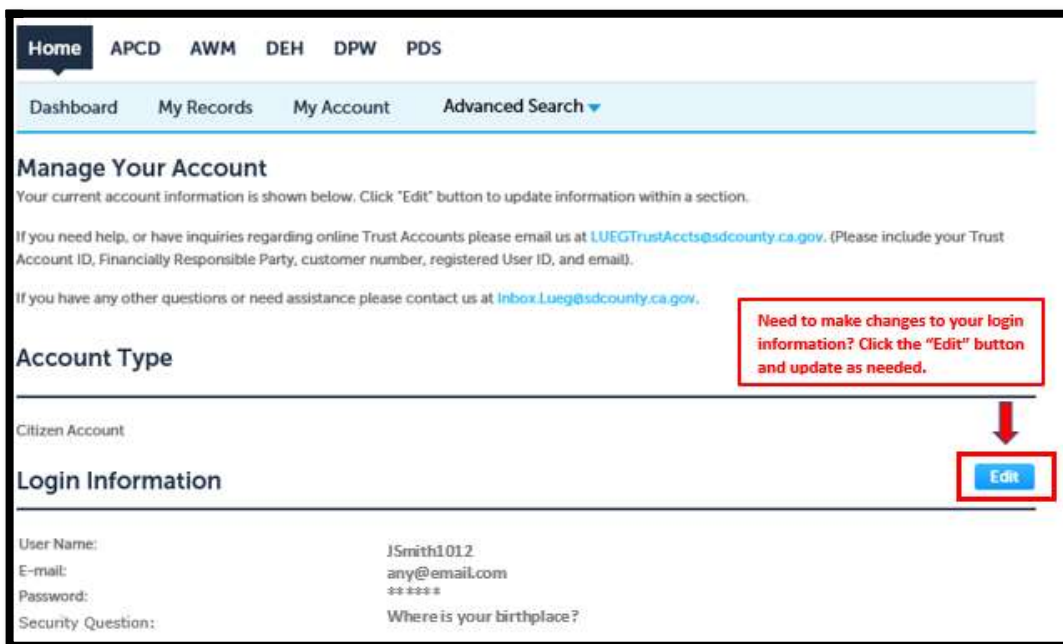
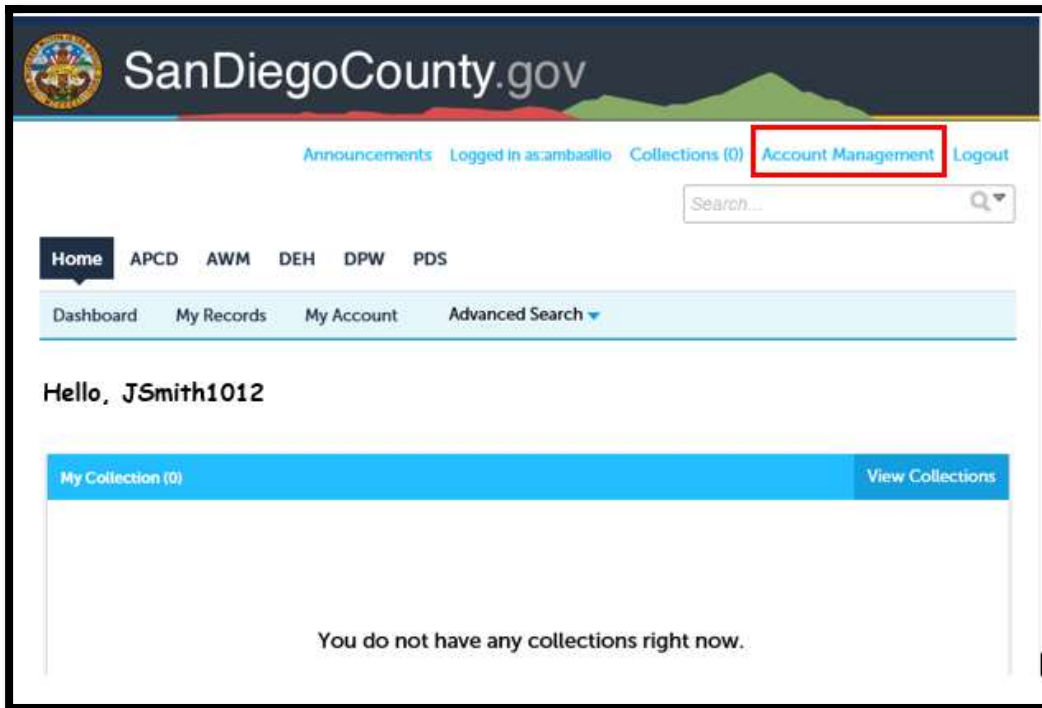
How to Make Online Deposit Directions:

- 1) Go to <https://publicservices.sandiegocounty.gov/CitizenAccess> and Log In with your registered ACA User Account.



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- 2) At the top right of the screen, click on “**Account Management**” link. The Account Management screen allows users to manage their personal information, provide information on who to contact for help, and shows which Discretionary Project Trust Accounts the User is associated with and can make deposit into.



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- 3) Scroll down to the bottom of the page and locate the “Trust Account Information” section. Select the Trust Account you want to make an online deposit into. Click on the horizontal scroll bar and drag to the right until you see the “Deposit” link under the Action Header. Click the “Deposit” link.

*Note: Deposits to Trust Accounts made in error are subject to the same terms and conditions of Discretionary Projects. To avoid delays in getting funds available in your Trust Account, verify the Trust Account ID is the correct account **before** making an online deposit.*

The screenshot displays the user interface for managing trust accounts. It includes sections for License Information and Contact Information. The Trust Account Information section shows a table with the following data:

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
2000000-D-00001	COSD	\$250.00	Jane Smith Construction	Active	44600.21111	Deposit
211111-D-00010	COSD	(\$525.00)	JS Plumbing	Active	44600.21111	Deposit

A red box highlights the account ID '211111-D-00010' and its 'Deposit' link, with a red arrow pointing to it.

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- 4) Verify the correct Trust Account was selected for deposit. Enter in the amount you wish to deposit in the Amount field and click the “**Submit Payment**” button.

Home APCD AWM DEH DPW PDS

Dashboard My Records My Account Advanced Search ▼

Please select a payment method and then fill in all required information.
The available payment methods are:
- Bank Account

* indicates a required field.

Payment Options

Account ID:
2111111-D-00010

* Amount:
200.00

Pay Online

Submit Payment »

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- 5) The user will be redirected to the County’s secure online payment processor in order to enter your billing information. The County’s online payment processor is NACHA & PCI Compliant: encrypting your data to safeguard your billing information. Select the “**Pay with E-Check**” button.

Note: Only an electronic fund transfers from a checking account (i.e. e-Check) are currently accepted. No credit card payments can be used. If you wish to pay by credit card, you will need to come into our office located at 5510 Overland Ave Suite 110 San Diego CA 92123 and pay at the cashier window.



 County of San Diego Planning & Development Services
Bill Pay Site
This site is a redirect from the County of San Diego Accela Citizen Access (ACA) page for the purpose of accepting payments on County of San Diego PDS records

Bills to Pay

Trust Account

Account Number	Amount
2111111-D-00010	\$200.00

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- 6) The user will then be prompted to complete their **Payor Information** on the secure website. After entering your information, click on the “**Next**” button to continue.

▼ Enter Payor Information

* - Required Field

First Name *

Middle Initial

Last Name *

Payor Address

Country ▼ *

State ▼

City

Postal Code *

Phone ▼

Email Address *

Retype Email Address x *

▶ Payment Information

▶ Verification

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- 7) The user will then be prompted to complete their **Payment Information**. Please review the billing information entered carefully to avoid possible returned items with your banking institution. If changes need to be made, make the changes before proceeding. Once verified, check **"I agree to the terms and conditions"** and click **"Next"** Button.

Terms and Conditions: Authorizes the County of San Diego to debit your bank account the amount you entered, informs the customer of any returned item information if incorrect banking information is used, and provides the County's contact information if you have any questions regarding your payment.


*Note: Incorrect billing information may lead to project delays and additional fees to be applied to your project. There is a **\$25.00 fee** for all returned "E-Check" payments.*

Payment Information

Total Payment Amount \$200.00

Account Number ***** *  

Retype Account Number 00012345678 *

Routing Number 322281617 * 

Account Type Checking *

Name on Account Jane Smith *

Return Notification

By providing an email address, we will endeavor to notify you in the event your ACH payment is returned. If you wish to be notified in the case your payment is returned, please check below.

Please email me at the address provided below if my ACH payment returns.
any@email.com

Terms and Conditions

PAYMENT TERMS AND CONDITIONS

AUTHORIZATION

By checking the "I accept the Terms and Conditions" checkbox below I authorize my bank to debit my specified account for the amount of my payment. This is a one-time payment which will occur on the next business

I agree to the terms and conditions.

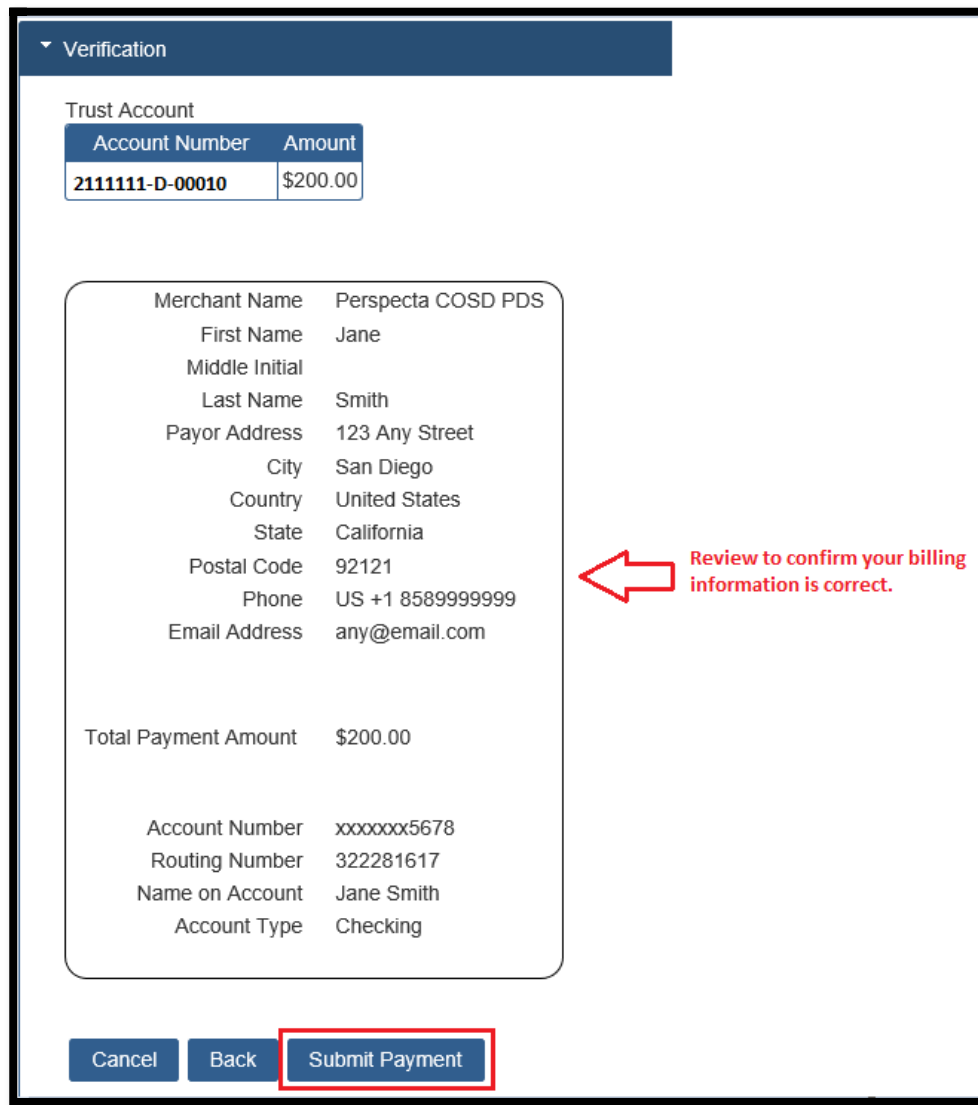
Cancel Back Next

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- 8) You will be asked to verify your billing information one last time to ensure everything is accurate. If you need to make changes, you can use the **“Back”** button to go back to previous screens to make changes.

If the information is correct, click the **“Submit Payment”** button. The information will be encrypted and sent through for processing. Your screen may appear to be grayed out while the system attempts to post your payment.

Note: After clicking the “Submit Payment” button, do not click the “Back” button or “Submit Payment” button again. Doing so may result in duplicate payments posting to your bank account.



Verification

Trust Account

Account Number	Amount
2111111-D-00010	\$200.00

Merchant Name: Perspecta COSD PDS
First Name: Jane
Middle Initial:
Last Name: Smith
Payor Address: 123 Any Street
City: San Diego
Country: United States
State: California
Postal Code: 92121
Phone: US +1 8589999999
Email Address: any@email.com

Total Payment Amount: \$200.00

Account Number: xxxxxx5678
Routing Number: 322281617
Name on Account: Jane Smith
Account Type: Checking

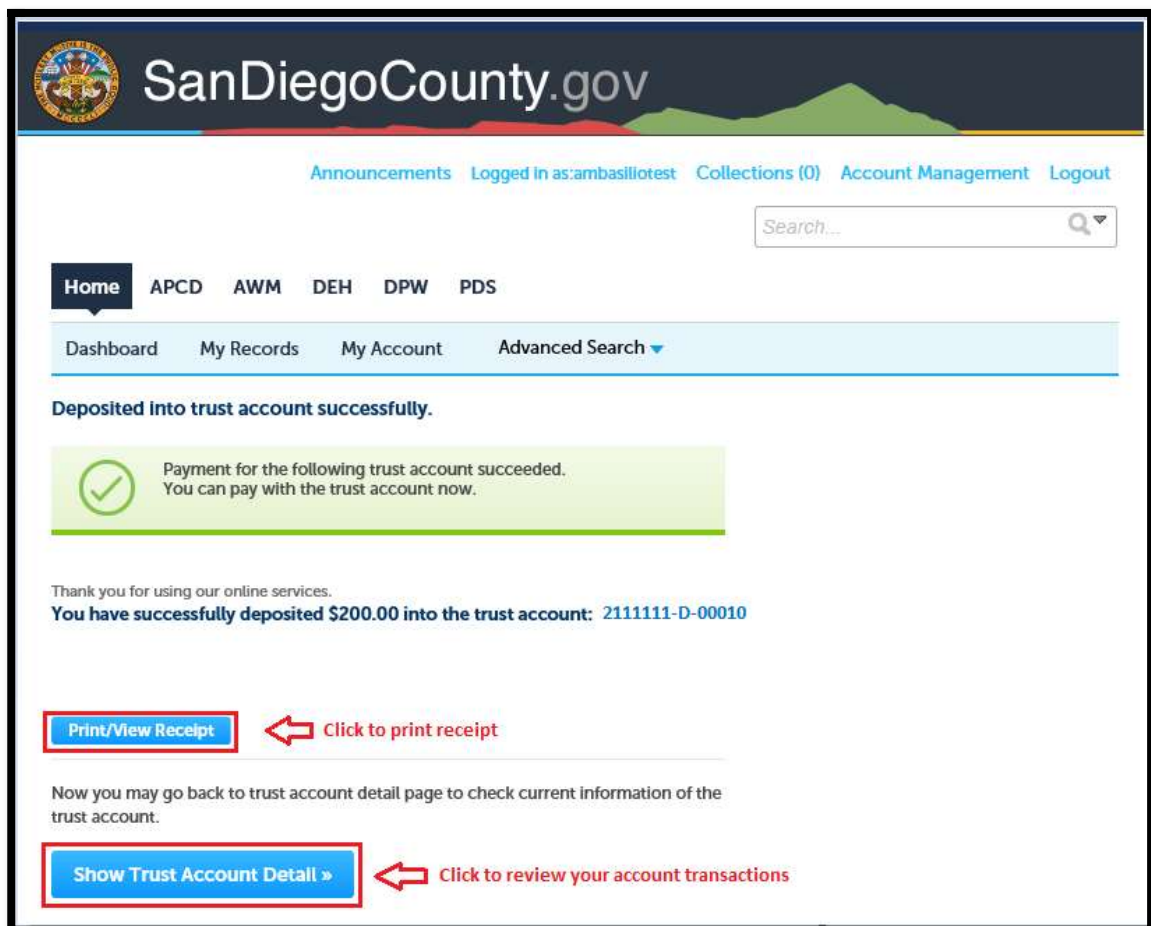
Cancel Back **Submit Payment**

Review to confirm your billing information is correct.

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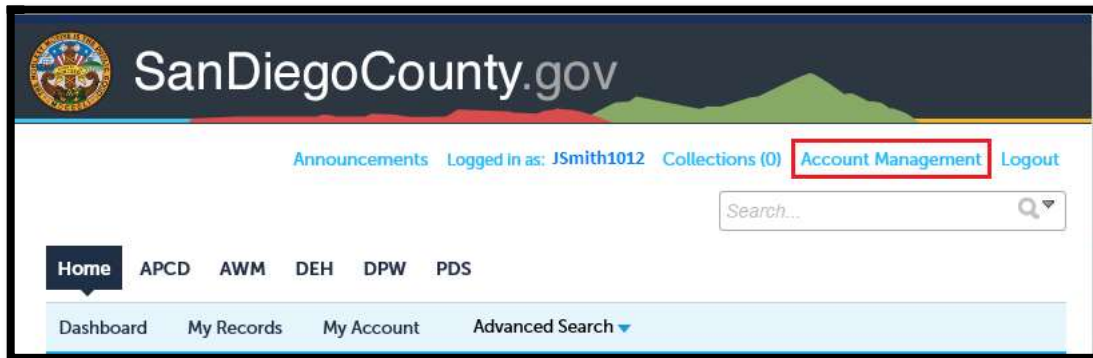
- 9) If the payment is successful, you will be redirected back to the County's ACA website and a deposit successful message will be displayed. You can then print a receipt or review the transactions posted to the trust account.

Note: If the payment was not successful and you received an error message, please contact the LUEGTrustAccts@sdcounty.ca.gov for assistance. Provide the error message you received and the approximate time you attempted to submit the deposit.



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- 10) If you wish to make another deposit, scroll to the top of the webpage and select “**Account Management**” link and repeat the steps above for each deposit.



Need Additional Help?

If you have questions regarding your online trust account deposit or other online payment, please email LUEGTrustAccts@sdcounty.ca.gov for assistance. To help us expedite a response, please provide us your trust account number, record number, time of payment, or other information that will help us research and find an answer to your question.