TOPIC: Accela Citizen Access (How to Apply for a Permit Online)

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).

The Building Division offers online permit applications for: residential water heater replacement, gas line repair, lawn sprinkler installation, electric heat pump repair or replacement, HVAC system replacement, window replacements, and roof-mounted solar photovoltaic system installation.

Directions:

Go to the Accela Citizen Access home page (https://publicservices.sdcounty.ca.gov/CitizenAccess/) and click the “Apply for a Record” link in the PDS section of the online portal.
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After reading the General Disclaimer, check the box that indicates you have read and accepted the terms and then click the Continue Application button.

Next select Building from the Select A Record Type dropdown menu and click Continue Application.
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**Step 1 Location of Work**: Enter either the Assessor Parcel Number (APN) or the address of the property for which you are applying for a permit and click **Search**. The APN can be found on your tax bill. APN searches must include “dashes”.

*Please note that Planning & Development Services’ jurisdiction extends to the unincorporated areas only. If your property is in an incorporated city, please visit their website for more information.*

**Residential Alteration or Addition - Plan Check-Permit**

![Flowchart of permit process]

**Step 1: Location of Work > Enter Address or Parcel**

In the Address section enter as much of the address as you know or enter the Assessor Parcel Number (APN) in the Parcel section and click the Search button.

- **Address**
  - **Street #:**
  - **Street Name:**
  - **Street Type:**
    - --Select--

  ![Search button]
  ![Clear button]

- **Parcel**
  - **Parcel Number:**
  - **Domain:**

  ![Search button]
  ![Clear button]
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If there are multiple search results, mark the circular buttons to identify the correct address, parcel and owner. After identifying the address, parcel and owner click **Select**.

If your search does not return the expected results, click **Cancel** and then the **Clear** buttons, enter new criteria and search again.

**Address Search Result List**

**Addresses**

Showing 11-14 of 14

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>State Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>5305 OVERLAND AVE, MASTER, 5305 OVERLAND AVE\n, SAN DIEGO SAN DIEGO CA 921231203, NON-VALIDATED: ASSESSOR</td>
<td>SAN DIEGO</td>
<td>CA 921231203</td>
</tr>
<tr>
<td>5500 OVERLAND AVE, MASTER, 5500 OVERLAND AVE\n, SAN DIEGO SAN DIEGO CA 921231202, NON-VALIDATED: ASSESSOR</td>
<td>SAN DIEGO</td>
<td>CA 921231202</td>
</tr>
<tr>
<td>5555 OVERLAND AVE, MASTER, 5555 OVERLAND AVE\n, SAN DIEGO SAN DIEGO CA 921231200, NON-VALIDATED: ASSESSOR</td>
<td>SAN DIEGO</td>
<td>CA 921231200</td>
</tr>
<tr>
<td>5555 OVERLAND AVE, MASTER, 5555 OVERLAND AVE\n(503192)\n, SAN DIEGO CA, NON-VALIDATED: ASSESSOR</td>
<td>SAN DIEGO</td>
<td>CA</td>
</tr>
</tbody>
</table>

**Associated Parcels**

Showing 1-1 of 1

<table>
<thead>
<tr>
<th>Parcel #</th>
<th>Lot</th>
<th>Block</th>
<th>Subdivision</th>
</tr>
</thead>
<tbody>
<tr>
<td>750-226-12-00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Associated Owners**

Showing 1-1 of 1

<table>
<thead>
<tr>
<th>Name</th>
<th>Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAN DIEGO COUNTY CREDIT UNION</td>
<td>6545 SEQUENCE DR\nSAN DIEGO CA\nSAN DIEGO CA 92121</td>
</tr>
</tbody>
</table>

After the Address and Parcel fields are correctly populated, click the **Continue Application** button.
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Step 2 Applicant Info: Enter the property owner information in the “Owner on Application” section.

Unregistered Users: Users without an account must use the Add New button to input contact information. Note that required fields have a red asterisk* next to the field title.

New users must input contact information using Add New.

Do Not Use. The Look Up function is disabled.

Complete the required fields and click Continue.

Click Continue Application once the contact is added.
Registered Users: Users logged-in to an account can use the Select from Account button to add saved contact information.

If more than a single contact is saved to the account, select the appropriate circular button and click Continue. If only a single contact is saved, it will automatically be added. Click Continue Application.
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Step 3 Additional Contacts: Enter the additional contacts as outlined in Step 2, the “Owner on Application” step. Once all applicable contact information is entered, click Continue Application.

PDS Plan Check Contact: The contact person in charge of obtaining all approvals prior to issuance.

PDS Permit Contact: The person who will act as the contact while construction takes place after the permit is issued.

Licensed Contractor: A contractor should only be added if a California State License Board (CSLB) licensed professional will be performing the work. Registered users that have associated a CSLB License to their account can add this stored professional information by clicking Select from Account. All other users must use Add New to add contractor information to their application.

Only available to users with a CSLB License associated with their account.

All other users must add Contractor Information using Add New. See page 8 for additional information.
When using **Add New** to input Contractor information, ensure that **CSLB Contractor** is selected from the **License Type** dropdown and then add the **State License Number**. All other required fields should automatically populate once the license number is entered. Click **Save and Close** after the Licensed Professional Information form is complete.

Once all the applicable **Additional Contacts** are complete, click **Continue Application**.
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Step 4 Project Information: Indicate what the permit application is for by selecting a Primary Scope Code from the dropdown menu. Please enter the nearest Cross Street in its corresponding field and complete any additional required informational fields marked with a red asterisk*. Once finished, click Continue Application.

- If this is a Solar Photovoltaic project, also select one value from the Rounded Kilowatts Total System Size drop-down and complete the electrical service upgrade information.
- If this is a Mechanical - HVAC Change Out project, also select one value from the HVAC System Type drop-down. This application is valid for one residence.
- If this is an Electrical Upgrade for an Existing Main Panel project, also select one value from the System Amperage drop-down. This application is valid for one residence. IMPORTANT: It is the permittee’s responsibility to obtain approval from the utility company for a meter upgrade and the panel’s location prior to obtaining a building permit.

*indicates a required field.
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**Step 5 Upload:** For all projects except solar photovoltaic submittals, click **Continue Application** to skip to **Step 6**. If applying for a solar photovoltaic system, please upload a single PDF file containing the complete plans for the project.

To upload a file, first click the **Add** button.

Then locate the file you wish to upload from your computer and select it. After the status bar reaches **100%** click **SAVE**.

When the file is uploaded and saved correctly, it will be listed under **Attachment** and the following notification will display near the top of the screen.

Click **Continue Application**.
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**Step 6 Review:** Please take a few moments to review each section of your permit application, paying special attention to the site address and all contact information. Also please verify your attachment is listed if you uploaded a document. Any incorrect information can be changed using the Edit button for the applicable section. Once the application is determined to be accurate, mark the **Certification** box and click **Continue Application**.

**Step 6: Review**

Please review all information below. Click the "Edit" buttons to make changes to sections if needed. Certify that all information is correct by checking the certification box at the bottom of the page then click the "Continue Application" button to submit the application.

<table>
<thead>
<tr>
<th>Record Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Alteration or Addition - Plan Check Permit</td>
</tr>
</tbody>
</table>

- **Address**
- **Parcel**
- **Owner on Application**
- **PDS Plan Check Contact**
- **PDS Permit Contact**
- **Licensed Contractor**
- **Project Information**
- **Attachment**

**CERTIFICATION:**
I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date: 11/05/2015
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**Step 7 Application Acceptance:** All permit types except solar photovoltaic are issued upon application submittal. Further instruction will be provided via e-mail for both issued permits and solar photovoltaic permit applications.

Write down the Record ID!

Your Record ID is **PDS2015-RESALT-008254**
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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 online permit applications in Accela Citizen Access please contact the County of San Diego, Planning and Development Services Building Division at (858) 565-5920.