

Permitting System Help Guides

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 photo voltaic system installation.

Directions:

Go to the Accela Citizen Access home page (<https://publicservices.sdcountry.ca.gov/CitizenAccess/>) and click the “**Apply for a Record**” link in the PDS section of the online portal.

The screenshot shows the Accela Citizen Access portal interface. At the top, there are navigation tabs for Home, APCD, AWM, DEH, DPW, and PDS. Below the tabs is a welcome message: "Welcome to the County of San Diego's online Citizen Access Portal". This is followed by a list of services: "This system will enable residents of San Diego County to:" with four numbered items: 1. Research public information, 2. Submit an application, 3. View and track the status of your application, and 4. Make secure online payments. Below this is a section titled "What would you like to do today?" with the instruction "To get started, select one of the services listed below:". A grid of service links is displayed, with a red arrow pointing to the "Apply for a Record" link in the PDS section. To the right of the grid is a login form with fields for "User Name or E-mail:" and "Password:", a "Login »" button, a "Remember me on this computer" checkbox, and links for "I've forgotten my password" and "New Users: Register for an Account". At the bottom right, there is a list of departments: "Land Use and Environment Group Departments:" including APCD, AWM, DEH, DPW, and PDS.

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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.

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The County is neither responsible nor liable for any viruses or other contamination

I have read and accepted the above terms.

Continue Application »

Next select **Building** from the Select A Record Type dropdown menu and click **Continue Application**.

For assistance or to apply for a record type not listed above please contact us at (800) 411-0017 or (858) 694-2960.

--Select a Category--
--Select a Category--
Building
Enforcement

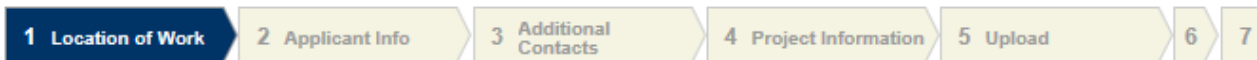
Continue Application »

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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



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.

* indicates a required field.

Address

Use map to select work location:

Street #: Street Name: Street Type:

Parcel

Use map to select work location:

* Parcel Number: Domain:

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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 X

Addresses

Showing 11-14 of 14

Address	City	State	Zip
<input type="radio"/> 5385 OVERLAND AVE, MASTER, 5385 OVERLAND AVE*, SAN DIEGO SAN DIEGO CA 921231203, NON-VALIDATED: ASSESSOR	SAN DIEGO	CA	921231203
<input type="radio"/> 5500 OVERLAND AVE, MASTER, 5500 OVERLAND AVE*, SAN DIEGO SAN DIEGO CA 921231202, NON-VALIDATED: ASSESSOR	SAN DIEGO	CA	921231202
<input type="radio"/> 5555 OVERLAND AVE, MASTER, 5555 OVERLAND AVE*, SAN DIEGO SAN DIEGO CA 921231200, NON-VALIDATED: ASSESSOR	SAN DIEGO	CA	921231200
<input checked="" type="radio"/> 5555 OVERLAND AVE, MASTER, 5555201 OVERLAND AVE (503192)*, SAN DIEGO CA, NON-VALIDATED: ASSESSOR		CA	

< Prev 1 2 Next >

Associated Parcels

Showing 1-1 of 1

Parcel #	Lot	Block	Subdivision
<input checked="" type="radio"/> 760-226-12-00			

Associated Owners

Showing 1-1 of 1

Name	Mailing Address
<input checked="" type="radio"/> SAN DIEGO COUNTY CREDIT UNION	6545 SEQUENCE DR*SAN DIEGO CA\ SAN DIEGO CA 92121

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.

Owner on Application

Click "Add New" to provide contact information.
*If you are a registered user, click "Select from Acco

New users must input contact information using **Add New**

Add New ~~Look Up~~

Do Not Use. The Look Up function is disabled.

Continue Application »

Contact Information

* First Name: * Last Name:

Organization Name:

* Address:

* City: * State: * Zip:

Primary Phone: E-mail:

Continue **Clear** Discard Changes

Complete the required fields and click **Continue**.

✔ **Contact added successfully.**

John Doe
Organization Name:
Address: 5510 Overland Avenue Sa
Primary Phone: 858-585-8585
Email:
[Edit](#) [Remove](#)

Continue Application »

Click **Continue Application** once the contact is added.

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Step 2 Continued...

Registered Users: Users logged-in to an account can use the **Select from Account** button to add saved contact information.

Owner on Application

Click "Add New" to provide contact information.
*If you are a registered user, click "Select from Account"

Registered users can add saved contact information from their account.

Select from Account Add New ~~Link Up~~

Continue Application »

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**.

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select w/

Showing 1-3 of 3

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Agent For Applicant	John Doe
<input type="radio"/> Associated Contact	Individual	Mike
<input type="radio"/> Associated License	CSLB Contractor	

✔ Contact added successfully.

John Doe
Organization Name:
Address: 5510 Overland Avenue S
Primary Phone: 858-585-8585
Email:
[Edit](#) [Remove](#)

Continue [Discard Changes](#)

Continue Application »

Click **Continue Application** once the contact is added.

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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 Plan Check Contact

Click "Add New" to provide contact information.
*If you are a registered user, click "Select from Account" to associate a Contact saved to your account.



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

PDS Permit Contact

Click "Add New" to provide contact information.
*If you are a registered user, click "Select from Account" to associate a Contact saved to your account.



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.

Licensed Contractor

If this project is Owner-Builder then click "Continue Application" below without adding a Licensed Contractor.
If there is a CSLB Contractor associated with the project then please click "Add New" then select CSLB Contractor as the License Type and complete the applicable fields.

Select from Account (blue box callout): Only available to users with a CSLB License associated with their account.

Add New (red box callout): All other users must add Contractor Information using **Add New**. See page 8 for additional information.

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Step 3 Continued...

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.

Licensed Professional Information

* License Type: CSLB Contractor * State License Number:

First: Middle: Last:

Name of Business:

* Address Line 1:

* City: * State: * Zip:

Business Phone:

Save and Close [Discard Changes](#)

✔ Licensed professional updated successfully.

License Type: CSLB Contractor
 State License Number: 123456
 Name of Business: John Doe Builders
 Address: 1 A Way Anywhere 91234
 Business Phone: 555-555-5555

[Edit](#) [Remove](#)

Continue Application »

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.

Project Information


APPLICATION INFORMATION

Primary Scope Code: --Select-- 

Cross Street - Web: * --Select--

Use: 3309 - RES - (Online) Glazing Replacement - No Net Area Change
8002 - REN - (Online) RES Roof Mt Solar PV
8015 - ACC - (Online) Plumbing - HRA Water Heater R&R
8016 - ACC - (Online) Plumbing - HRA Gas Line Repairs
8017 - ACC - (Online) Plumbing - HRA Sprinkler Inst
8023 - ACC - (Online) Mechanical - HVAC Change Out
8025 - ACC - (Online) Mechanical - HRA Electric Heat Pump/AC R&R
8070 - ACC - (Online) Electrical - Existing Main Svc Upgrade (Max 400A)

[spell check](#)

Continue Application » 

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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.

Attachment

The maximum file size allowed is **100 MB**.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
------	------	------	---------------	--------

No records found.



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

* Type: [Remove](#)
PDS-BLD-PLAN CHECK-PLANS

File:
ScanTest2.JPG
100 %

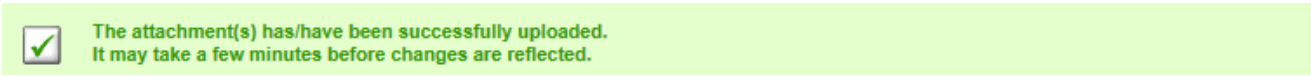
Description:

[spell check](#)

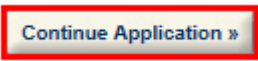
SAVE (click before Continue Application) Add Remove All

Continue Application »

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

[Continue Application »](#)

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.

Record Type

Residential Alteration or Addition - Plan Check-Permit

- ▶ **Address**
[Edit](#)
- ▶ **Parcel**
[Edit](#)
- ▶ **Owner on Application**
[Edit](#)
- ▶ **PDS Plan Check Contact**
[Edit](#)
- ▶ **PDS Permit Contact**
[Edit](#)
- ▶ **Licensed Contractor**
[Edit](#)
- ▶ **Project Information**
- ▶ **Attachment**
[Edit](#)

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

[Continue Application »](#)

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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.

Step 7: Application Acceptance



We have received your record application and will be reviewing the information you submitted. Please write down your Record ID for future reference. We will contact you with further information.

Thank you for using our online services.

Your Record ID is **PDS2015-RESALT-008254**

Write down the Record ID!

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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.