

## Frequently Asked Questions & Online Deposits to Trust Accounts

Need to make a deposit to your Trust Account(s) and do not want to commute to our office? Register for an Accela Citizen Account (ACA) User Account so you can make online Electronic Fund Transfer deposits into your Trust Account from your home, office, or smart phone. Just follow the four-step process below and you will be on your way to making online deposits.

Please follow these steps below:

1. Go to the Accela Citizen Access (ACA) website at <https://publicservices.sandiegocounty.gov/CitizenAccess>. Click the “Register for an Account” link at the top right corner to get started.
2. Next, send an email to [LUEGTrustAccts@sdcountry.ca.gov](mailto:LUEGTrustAccts@sdcountry.ca.gov) with the following information:
  - a. User ID Name & Email Address
  - b. First, M.I., Last Name or Business Name (if applicable)
  - c. Phone Number
  - d. Trust Account Number(s)
  - e. The name of the Financially Responsible Party on the account listed on item d.
3. Allow 1-2 business days for processing. Once, the County has reviewed your request access for completeness, access will be granted, and an email will be sent notifying you the request was processed.
4. Once you receive your confirmation email, go to the ACA website, and log in under your User ID. Click on the “Account Management” link to review the accounts you are able to access. Click on the “Deposit” link to start making online deposits into your account.

The screenshot shows the San Diego County.gov website interface. At the top, there are navigation links for "Announcements", "Logged in as: ambaslio", "Collections (0)", "Account Management" (highlighted with a red box), and "Logout". Below this is a search bar and a menu with "Home", "APCD", "AWM", "DEH", "DPW", and "PDS". A secondary menu includes "Dashboard", "My Records", "My Account", and "Advanced Search".

The user is logged in as "JSmith1012". Below the greeting, there is a "My Collection (0)" section with a "View Collections" link. The "Contact Information" section includes an "Add a Contact" button and a table of contacts:

| Action  | First Name | Middle Name | Last Name | Business Name | SSN | FEIN | Contact Type            |
|---------|------------|-------------|-----------|---------------|-----|------|-------------------------|
| Actions | Jane       |             | Smith     |               |     |      | Financially Responsible |

Below the contact information is the "Trust Account Information" section, which displays a table of trust accounts:

| Account ID      | Agency | Balance    | Description             | Status | Ledger Account | Action  |
|-----------------|--------|------------|-------------------------|--------|----------------|---------|
| 2000008-D-00001 | COSD   | \$250.09   | Jane Smith Construction | Active | 4460-0.21111   | Deposit |
| 2111111-D-00019 | COSD   | (\$515.00) | JJ Plumbing             | Active | 4460-0.21111   | Deposit |

The "Account ID" "2111111-D-00019" and the "Deposit" link for the JJ Plumbing account are highlighted with red boxes. A red arrow points to the "Deposit" link.

## Frequently Asked Questions

### What internet browsers will work with Accela Citizen Access (ACA)?

Internet Explorer 11, Edge 15, Mozilla Firefox 47, Chrome 55, Safari 10, and Opera 29.

### Why should I make a deposit to my Trust Account online?

We are committed to providing convenient options for our customers to make deposits. We know you want safe alternatives to in person contact, fast service, easier access to your account, and reduced wait line times at the counters. Take advantage of online deposits and avoid having to mail in a payment or drive to our offices.

### Do I need to be a Registered User to make online deposits?

Yes, you are required to be a Registered ACA Online User to have access to online deposits to Trust Account(s). This is to ensure access to your account is secure and authorized. However, other permitting fees can be paid by going to the Record and clicking on the make payment link; no registration needed.

### I am a Registered ACA User, but I do not see my Trust Account(s) under my Account Management?

Being a Registered User is the first step in the process. You need to request access to a Trust Account(s) by contacting [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov). Please include your ACA User ID, ACA Email Address, Trust Account Number(s), Contact Phone Number, and Financially Responsible Party Name (as seen on your monthly statement). Allow 1-2 business days for processing. Once your access has been granted, you will receive an email confirmation from us.

### Can anyone make an online deposit to my Trust Account?

No. However, the Financially Responsible Party can complete the [Designee User Authorization Form](#), which states the Financial Responsible Party has approved a 3<sup>rd</sup> party to make online deposits into their Trust Account(s).

Authorized designees, a.k.a. "Depositors", are required to be a Registered ACA User. Once the Designee User Authorization Form has been received and processed, the Depositor(s) shall be granted online deposit access to Trust Accounts. Any completed Designee User Authorization Forms can be emailed to [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov).

### Why must the Financially Responsible Party give authorization to a Depositor to make online deposits?

For security reasons, we require the Financially Responsible Party is aware of who has access to the account. In addition, we want the Depositor to be aware any funds deposited into the account become the property of the Financially Responsible Party. Only the Financially Responsible Party can request refunds, transfers, etc. of any funds deposited into their account.

### Are Depositors entitled to the Trust Account funds?

No, once the funds have been deposited into the trust account, the Financially Responsible Party owns all funds in the account.

### What if I made an online deposit into the wrong Trust Account?

The Financially Responsible Party signed an agreement with the Department that defines the use of deposited funds. Therefore, the account's Financially Responsible Party—with the approval of the Project Manager—must authorize a transfer from one account to another.

- For Trust Accounts pertaining to DEH, please contact [DEHTrustAccounts@sdcounty.ca.gov](mailto:DEHTrustAccounts@sdcounty.ca.gov)
- For PDS and DPW Trust Accounts, please contact [PDSDevDep@sdcounty.ca.gov](mailto:PDSDevDep@sdcounty.ca.gov)