



# County of San Diego – Planning & Development Services

## Permitting System Help Guides

TOPIC: **Accela Citizen Access** (How to submit an Initial Consultation Meeting request)

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.

### Directions:

**Step 1:** To submit an application for an Initial Consultation Meeting, you may either **register for an account** or **proceed directly** to the application by selecting **Apply for a Record** in the PDS section.

**Please note:** If you would like to utilize the Trust Account online deposit service, an Accela Citizen Access (ACA) user account is needed.

<https://publicservices.sandiegocounty.gov/CitizenAccess/Cap/CapApplyDisclaimer.aspx?CapType=LUEG-PDS/Planning/Pre-Application/Initial%20Consultation&Module=LUEG-PDS>

The screenshot shows the Accela Citizen Access Portal interface. At the top, there is a navigation bar with links for Home, APCD, AWM, DEH, DPW, and PDS. Below this is an 'Advanced Search' dropdown menu. The main content area is titled 'Welcome to the County of San Diego's online Citizen Access Portal' and lists four key system capabilities: researching public information, submitting applications, tracking application status, and making online payments. A 'Login' section on the right includes input fields for 'User Name or E-mail' and 'Password', a 'Login' button, and a 'Remember me' checkbox. Below the login section, a red box highlights the link 'New Users: Register for an Account'. The main content area is divided into several service categories: Home (Advanced Search), APCD (Air Quality Service, Gas Station Tests, Asbestos Notification, Search APCD Records, Schedule an Inspection), DEH (Create an Application, Search Applications), PDS (Apply for a Record, Search Records), General Information (Lookup Property Information), and AWM (Search Applications). The 'DPW' section includes links for 'Apply for Record' (Recycling Permits, Stormwater Complaints, Roads Service Request) and 'Search Records'. A 'Land Use and Environment Group Departments' list is also present on the right side of the page.



**Step 2:** Read and accept the terms and general disclaimer, by clicking the checkbox and clicking **Continue Application**.

**Communications via Web Site**

Communications made through e-mail and messaging systems shall in no way be deemed to constitute legal notice to the County or any of its agencies, officers, employees, agents, or representatives, with respect to any existing or potential claim or cause of action against the County or any of its agencies, officers, employees, agents, or representatives, where notice to the County is required by any federal, state or local laws, rules or regulations.

I have read and accepted the above terms.

[Continue Application >](#)

**Step 3:** Click on the **Discretionary Pre-Application** option and select the type of Pre-Application Meeting you are applying for then select **Continue Application**.

- ▶ Building
- ▼ **Discretionary Pre-Application**
  - Initial Consultation
  - Major Pre-Application
- ▶ Enforcement
- ▶ Planning

[Continue Application >](#)



**Step 4:** In the **Scope Code** section, click on the **Initial Consultation Request Type** dropdown menu and select the type of Initial Consultation Meeting you are applying for, complete the **Pre-Application Questionnaire**, then select **Continue Application**.

**Please note: Indicate all applicable APNs associated with the Initial Consultation request.**

**SCOPE CODE**

→ \*Initial Consultation Request Type:

--Select--  
General Plan Amendment  
Standard

**PRE-APPLICATION QUESTIONNAIRE**

→ \*Parcel Numbers:

List all of the applicable Assessor Parcel Numbers (APNs) related to the project/site

spell check

Are you an Attorney or are you bringing an Attorney to the Meeting?: \*

Yes  No

Are you an Attorney or are you bringing an Attorney and will legal issues be discussed?: \*

Yes  No

→ Explain the purpose of the meeting request with a description of the proposal: \*

Include as many details about the project/site as possible for more detailed & constructive feedback

spell check

→ List of specific questions, if any: \*

spell check

**Continue Application »**



**Step 5:** Please review the **Meeting Attendees & Cost Agreement**. Once you have reviewed the agreement, please select **Yes** then click **Continue Application**.

**AGREEMENT**  
Please select "Yes" to indicate your agreement to proceed per the Meeting Attendees and Cost information outlined above.

I agree to the Meeting Attendees and Cost information:  
 Yes  No

[Continue Application »](#)

**Step 6:** Indicate if you would like to allow for online trust account deposits. If **Yes**, please indicate all required information. If **No**, no additional information is required. Then click **Continue Application**.

**ONLINE TRUST ACCOUNT DEPOSITS**

Would you like your user account set up to allow for online trust account deposits?:  
 Yes  No

Trust Account Access Role Type: \*  
--Select--

ACA Registered User ID: \*

ACA Registered User Email Address: \*

Financially Responsible Party Name: \*  
As entered on Form 126 or 126A

[Continue Application »](#)

**Step 7:** Input the **Assessor's Parcel Number (APN)** [xxx-xxx-xx-xx] or **Address** and click **search**. Then click **Continue Application**.

Parcel	Address
*Parcel Number: <input type="text"/>	Street #: <input type="text"/> Street Name: <input type="text"/> Street Type: --Select--
Domain: <input type="text"/>	<a href="#">Search</a> <a href="#">Clear</a>
<a href="#">Search</a> <a href="#">Clear</a>	<a href="#">Continue Application »</a>



**Step 8:** Attach the **Zip File** containing all applicable documents to the application. Select **Add** and in the pop-up window, select **Add** again. From here select the **Zip File** to upload, select **Open**, then select **Continue**. Once the **Zip File** has been successfully attached, select **Save** then **Continue Application**.

**Please note:** All required documents must be saved in one Zip File and each document must be titled accurately. All required fillable forms can be found at the following link:

<https://www.sandiegocounty.gov/content/sdc/pds/zoning/ZoningNumeric.html>

**1**

**2**

**3**

**4**

**5**

Name	Type	Size	Latest Update	Action
Test.zip	PDS-PLN-Zip File Package	5.08 MB	08/20/2020	Actions ▾



**Step 9:** Provide contact information for the following contact types: **Applicant, Owner on Application, and PDS Point of Contact.** For each contact type, you can **Add New** contacts or **Look Up** existing contacts. To add a new contact, click **Add New** and input all required information. To look up existing contacts, click **Look Up** and select **Citizen Access – Public** from the **Type** dropdown and input at least the first and last name of the contact and select **Look Up**. Select the correct contact and click **Continue**. Verify that all the information is shown correctly and select **Continue Application**.

**Please note:** If you would like to use the **Look Up** function, the contact must have an existing ACA account, otherwise the contact information will need to be manually added through the **Add New** function for each contact type.

**1** Applicant ←

Complete all required fields.

Owner on Application ←

Complete all required fields.

PDS Point of Contact ←

Complete all required fields.

**2**

**Look Up Contact**

Type:

**3**

**4** **Look Up Contact**

[Revise Search](#)

Select a contact to attach to this application.  
If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-5 of 5

Business Name	Contact Type	Work Phone	Fax	E-mail
<input checked="" type="radio"/>	Citizen Access - Public			
<input type="radio"/>	Citizen Access - Public			
<input type="radio"/>	Citizen Access - Public			
<input type="radio"/>	Citizen Access - Public			
<input type="radio"/>	Citizen Access - Public			

**5** Applicant

Complete all required fields.

✔ Contact added successfully.

test test  
Organization Name:  
Address: test test CA 92009  
Primary Phone:  
Email:  
[Edit](#) [Remove](#)

Owner on Application

Complete all required fields.

Test Test  
Organization Name:  
Address: 5510 Overland Ave San Diego CA 92123  
Primary Phone:  
Email:  
[Edit](#) [Remove](#)

PDS Point of Contact

Complete all required fields.

Test Test  
Organization Name:  
Address: 5510 Overland Ave San Diego CA 92123  
Primary Phone:000000000  
Email: test@test.com  
[Edit](#) [Remove](#)



**Step 10:** Verify that all the information is correct on the **Review** page. If any information is incorrect, select the **Edit** button associated with the section. This will take you to the applicable section and allow you to make any changes/edits you need to make. Follow the associated steps in this guide for the applicable sections. Once all the information has been verified, check the **Certification Agreement** box and click **Continue Application**.

**Please note:** The date will auto populate when the Certification Agreement is clicked.

SCOPE CODE [Edit](#)

Pre-Application    Standard  
Request Type:


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:

[Continue Application »](#)

**Step 11:** The application has been submitted and a **Record ID** has been assigned. Please take note of the **Record ID** as this will be the easiest way to identify the project. You will be contacted by PDS staff with an **invoice** and the project will be **assigned to a planner**.

**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.

You will need your Record ID to check the status of your application. For Building applications, once you have been notified that your permit has been issued use your Record ID to schedule/check results of inspections.

Your Record ID is PDS2020-IC-20-xxx

We have received your record application and will be reviewing the information you gave us. Please write down your Record ID for future reference. We will contact you when a decision has been made.

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You will need your Record ID to check the status of your application. For Building applications, once you have been notified that your permit has been issued use your Record ID to schedule/check results of inspections., check status, or track other updates.

[View Record Details »](#)

For questions please contact PDS staff at (858) 694-2960 or (800) 411-0017.