TO PIC: Accela Citizen Access (How to submit a Verification 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 a Verification Request, you may either register for an account or proceed directly to the application by selecting Apply for a Record in the PDS section.

https://publicservices.sandiegocounty.gov/CitizenAccess/Welcome.aspx?TabName=HOME&TabList=HOME%7C0%7CLUEG-APCD%7C1%7CLUEG-AWM%7C2%7CLUEG-DEH%7C3%7CLUEG-DPW%7C4%7CLUEG-PDS%7C5%7CCurrentTabIndex%7C0
Step 2: Read and accept the terms and general disclaimer, by clicking the checkbox and clicking **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**.

Step 4: In the **Custom Fields** section, click on the **Verification Request Type** dropdown menu and select the type of request you are applying for then select **Continue Application**.
Step 5: Input the Assessor's Parcel Number (APN) [xxx-xxx-xx] or Address and click search. Then click Continue Application.

Please note: When you input either the APN or Address, the other will automatically populate when Search is clicked.

Step 7: Provide contact information for the Point of Contact. 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.
Step 6: Attach the **File or Request document** to the request. Select **Add** and in the pop-up window, select **Add** again. From here select the **Document** to upload, select **Open**, then select **Continue**. Once the **Document** has been successfully attached, select **Save then Continue Application**.

*Please note: Zoning Verification Requests and Rebuild Letters require a letter to be submitted indicating the parcel and the information requested to be included in the letter. There is no formal format for these requests. All other requests require the upload of the applicable forms from the applicable agency.*

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.*
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 the completed forms/letter.

*Please note: You will receive an automatic email notifying you that the record has been created and if a fee is associated with the request, the invoice will be automatically generated. All applicable fees can be paid for online and must be done before the completion of the applicable request.*

![Step 7: Application Acceptance](image-url)