



# County of San Diego – Planning & Development Services

## Permitting System Help Guides

TOPIC: **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%7CLUUEG-APCD%7C1%7CLUUEG-AWM%7C2%7CLUUEG-DEH%7C3%7CLUUEG-DPW%7C4%7CLUUEG-PDS%7C5%7CCurrentTabIndex%7C0>

Home APCD AWM DEH DPW PDS

Advanced Search ▾

### Welcome to the County of San Diego's online Citizen Access Portal

This system will enable residents of San Diego County to:

1. Research public information.
2. Submit an application (some departments require registration and login to submit an application).
3. View and track the status of your application.
4. Make secure online payments.

Some services will require you to register for an account.

### What would you like to do today?

To get started, select one of the services listed below:

<b>Home</b> Advanced Search	<b>General Information</b> Lookup Property Information
<b>APCD</b> Get Air Quality Service (Permit Applications, Gas Station Tests, Breakdown Notifications, Asbestos Notification and Air Quality Grants) Search APCD Records Schedule an Inspection	<b>AWM</b> Search Applications
<b>DEH</b> Create an Application Search Applications	<b>DPW</b> Apply for Record: (Recycling Permits, Stormwater Complaints, Roads Service Request) Search Records
<b>PDS</b> <b>Apply for a Record</b> Search Records	

**Login**

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

Land Use and Environment Group  
Departments:  
APCD - Air Pollution Control District  
AWM - Agriculture Weights and Measures  
DEH - Department of Environmental Health  
DPW - Department of Public Works  
PDS - Planning & Development Services



**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**.

- ▶ Discretionary Pre-Application
- ▶ Building Enforcement
- ▶ Planning
- ▶ Zoning
- Verification Request

**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**.

**Custom Fields**

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**REQUEST INFORMATION**

Verification Request Type:

- Zoning Affidavit: ABC License
- Zoning Rebuild Letter
- Zoning Verification Letter
- Zoning Verification: Cottage Foods Permit
- Zoning Verification: DMV License

**Continue Application >**



**Step 5:** Input the **Assessor's Parcel Number (APN)** [xxx-xxx-xx-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.

The screenshot shows two side-by-side form panels. The left panel is titled 'Parcel' and contains a 'Parcel Number' field (highlighted with a red box) and a 'Domain' field. Below these are 'Search' and 'Clear' buttons. The right panel is titled 'Address' and contains 'Street #', 'Street Name', and 'Street Type' fields (all highlighted with red boxes). Below these are 'Search' and 'Clear' buttons. At the bottom of the right panel is a 'Continue Application >' button.

**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.

The sequence of screenshots illustrates the 'Look Up Contact' process:

- 1:** The 'PDS Point of Contact' screen. It says 'Complete all required fields.' and has 'Add New' and 'Look Up' buttons. A 'Continue Application >' button is at the bottom.
- 2:** The 'Look Up Contact' dropdown menu. The 'Type' field is set to 'Citizen Access - Public'.
- 3:** The 'Look Up', 'Clear', and 'Cancel' buttons.
- 4:** The 'Look Up Contact' search results window. It shows a table with columns: Business Name, Contact Type, Work Phone, Fax, E-mail. The table lists five 'Citizen Access - Public' entries. Below the table are 'Continue' and 'Discard Changes' buttons.
- 5:** The 'PDS Point of Contact' screen after a successful search. It says 'Contact added successfully.' and displays contact details for 'Test Test': Organization Name, Address: Test Test CA 99999, Primary Phone: 0000000000, Email: test@test.com. There are 'Edit' and 'Remove' links. A 'Continue Application >' button is at the bottom.



**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.*

**1** Add

**2** File Upload

The maximum file size allowed is 100 MB.  
html,htm,html,css,txt are disallowed file types to upload.

Continue Add Remove All Cancel

**3** File Upload

The maximum file size allowed is 100 MB.  
html,htm,html,css,txt are disallowed file types to upload.

Test.zip 100%

Continue Add Remove All Cancel

**4**

Type: PDS-PLN-Zip File Package

File: Test.zip 100%

Description:

spell check

SAVE (click before Continue Application) Add Remove All

Continue Application »

**5**

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

Add

Continue Application »

**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.*

Parcel Edit

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 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**

 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.

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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.

Your Record ID is PDS2020-VERIF-20-XXXXXX

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.