The City of SAN DIEGO

DSD ONLINE PERMITS

Apply for a Zone History Letter

Overview

The Development Services Department's (DSD) online permitting system is a full cloud-based application that allows customers to apply for permits online and upload plans and documents for review 24/7.

Before you begin, please review the information about the permit submittal requirements at sandiego.gov/dsd.

When new permit applications are received, DSD will review the required documents for completeness, if documents are incomplete staff will request a resubmittal. Applicants must address the requirements prior to resubmitting documents.

- For help with user accounts or uploading documents, please call us at 619-446-5000.
- For permit status of your street tree application, login to your online permitting account.

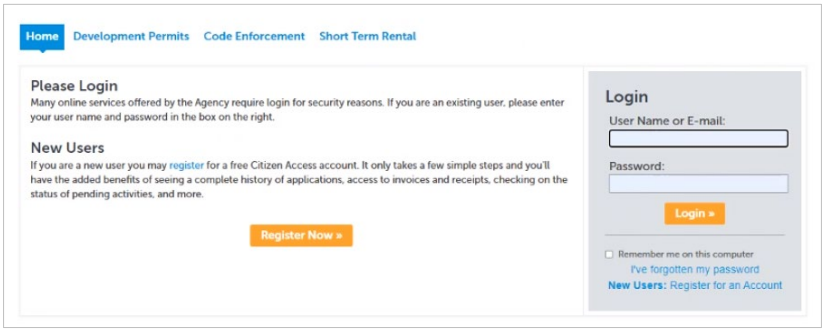
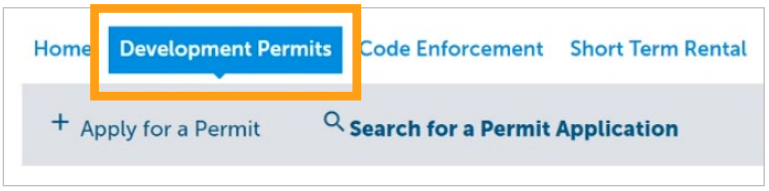
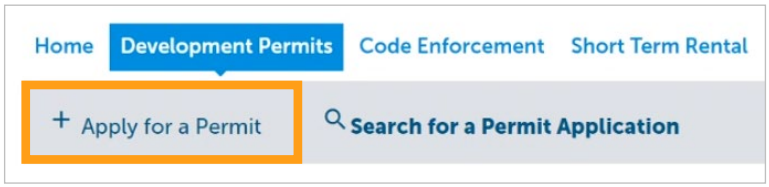
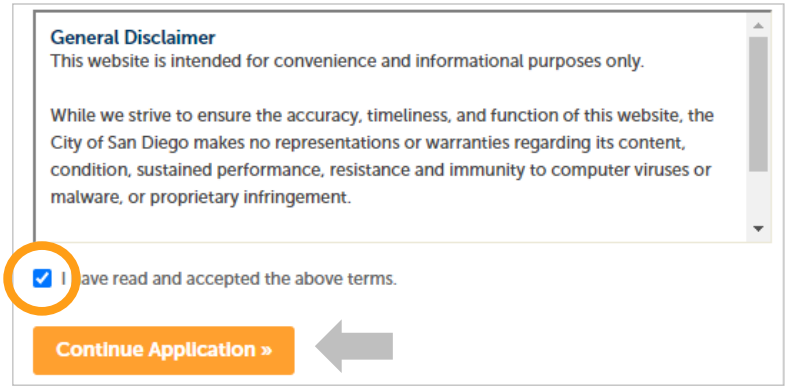
TABLE OF CONTENTS

- How to submit an application
- I received a "**Recheck Required**" email. How do I upload the requested documents?
- I received a "**Zone History Letter – Issued**" email. How do I view my zone history letter?

Appendix A – Workflow/record Status Mapping and Definitions

Appendix B – Requirements to Upload Documents

HOW TO SUBMIT AN APPLICATION

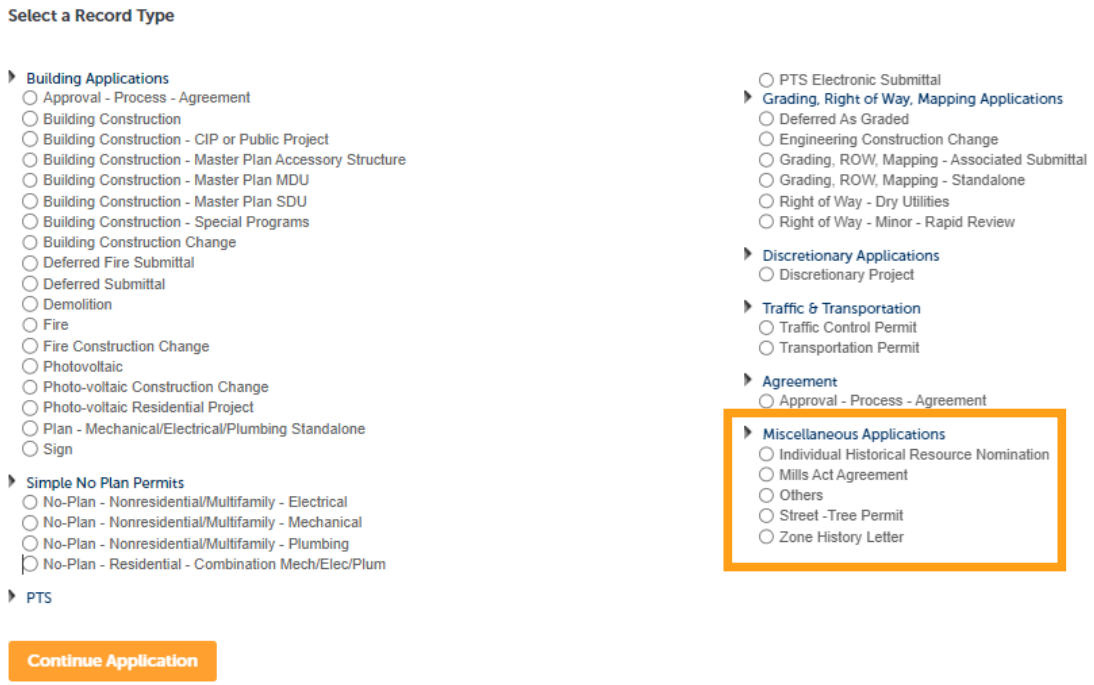
Step	Action	Screen Reference
1	• Log into your online permitting account. • Enter your username and password.	
2	• Select "Development Permits"	
3	• Select "Apply for a Permit"	
4	• Read and acknowledge the disclaimer • Click "Continue Application"	

5a

Select a Record Type

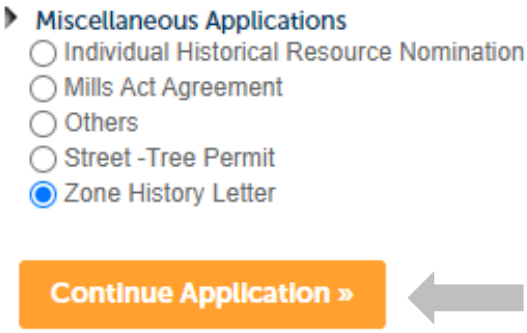
- Select the permit type you would like to apply for and click *Continue Application*

Note: For PTS Permits, please refer to instruction in the OpenDSD User Guide to PTS Projects.



5b

- Select "Zone History Letter" listed under "Miscellaneous Applications"
- Click "Continue Application"



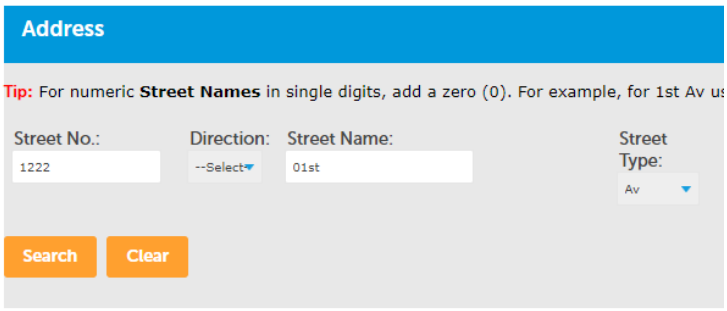
6

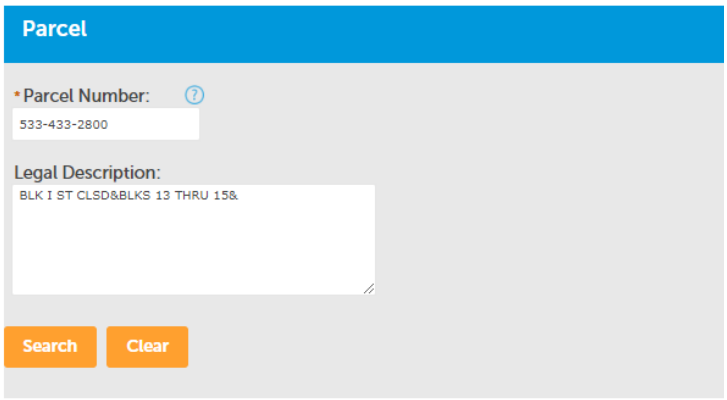
Address or Parcel Entry

- Enter Street No. and Street name only (the system will populate the parcel info)
- Click “Search”

OR

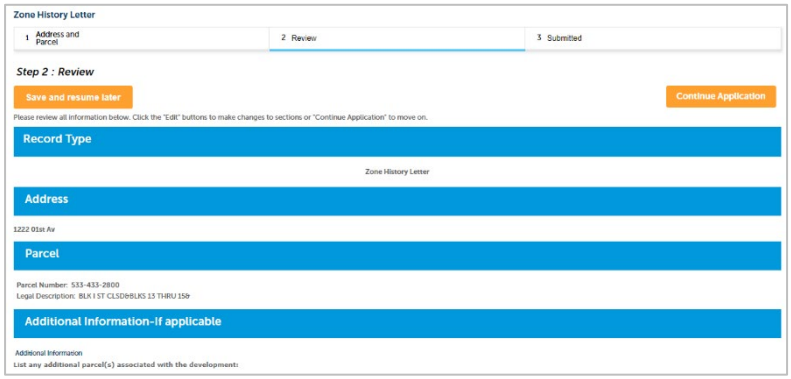
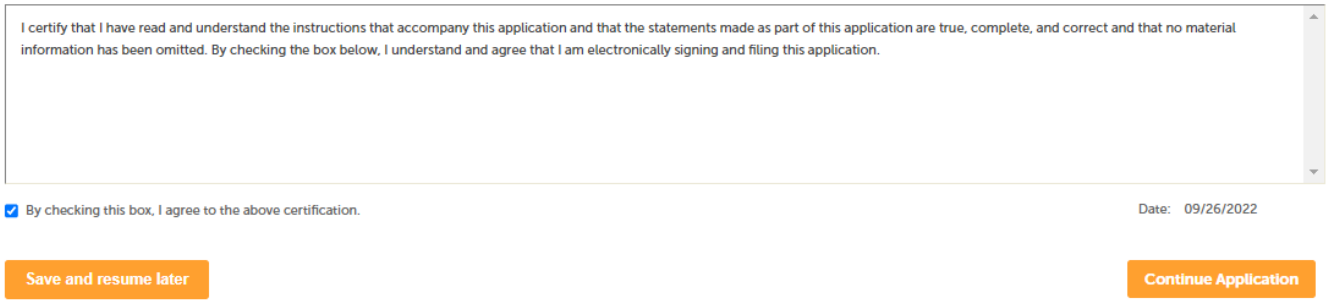
- Enter parcel number in ###-###-#### format (the system will populate the address info if it exists)
- Click “Search”



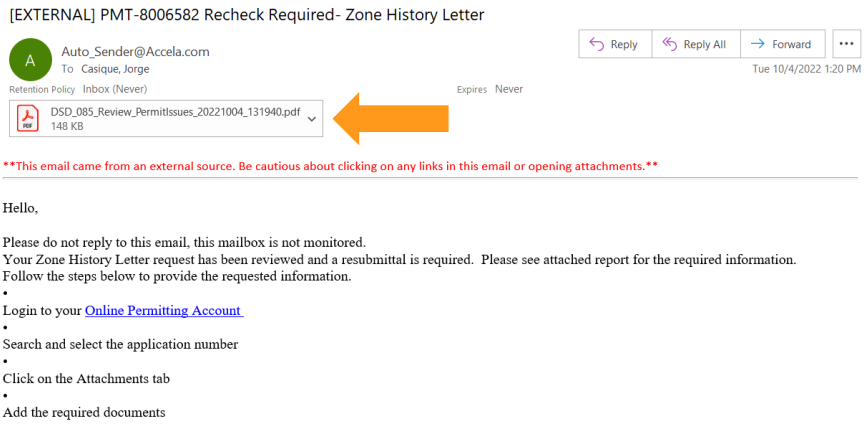


- If any additional parcels are included in the same development, provide those in the space provided

- Click “Continue Application”

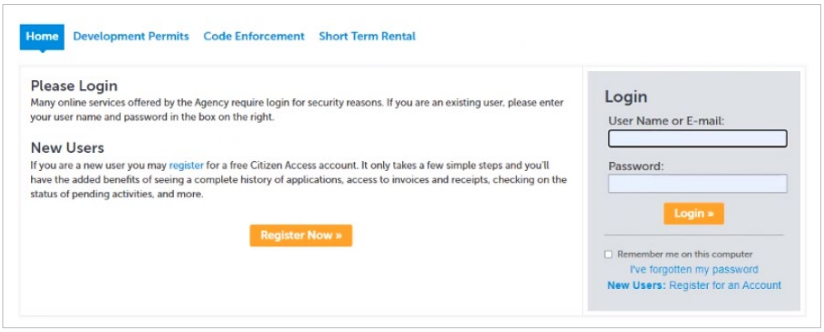
Step	Action	Screen Reference
7	**Review Application** • Review the Application for completeness • Read the certification and check the box to confirm • Click “Continue Application”	 

I RECEIVED A “RECHECK REQUIRED” EMAIL. HOW DO I UPLOAD THE REQUESTED DOCUMENTS?

Step	Action	Screen Reference
1	• Open the “Recheck Required” email • Open the Issues Report attached to the email and confirm which documents are requested	

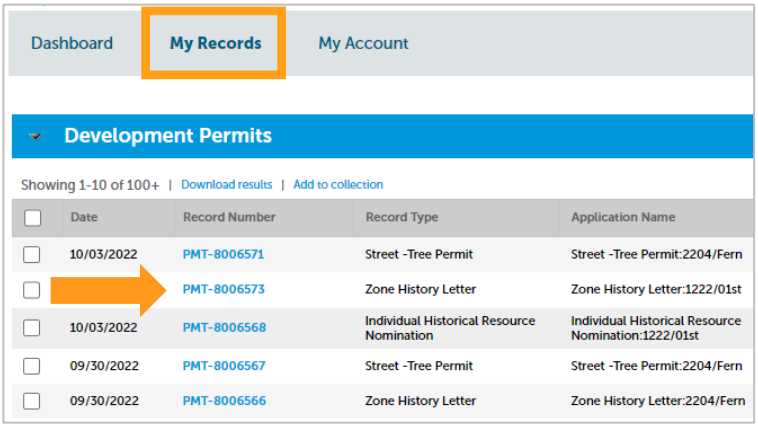
2

- Log in to your Online Permitting Account



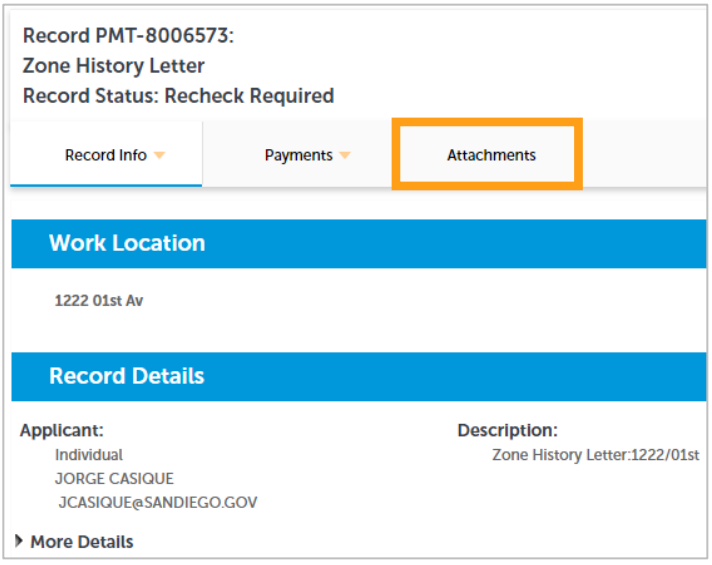
3

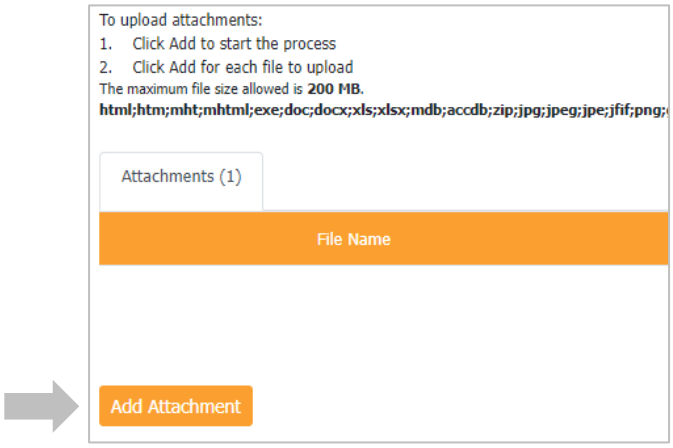
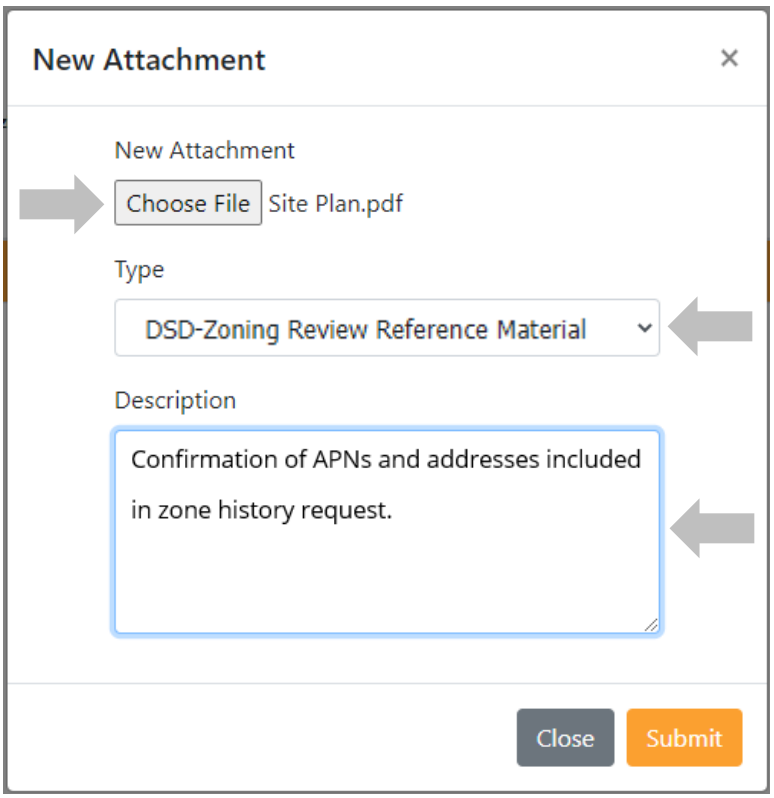
- Click the "My Records" tab
- Find and select the record for your Zone History Letter

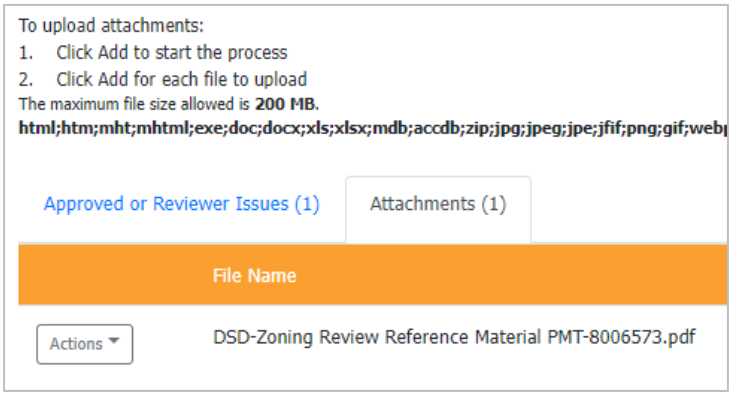


4

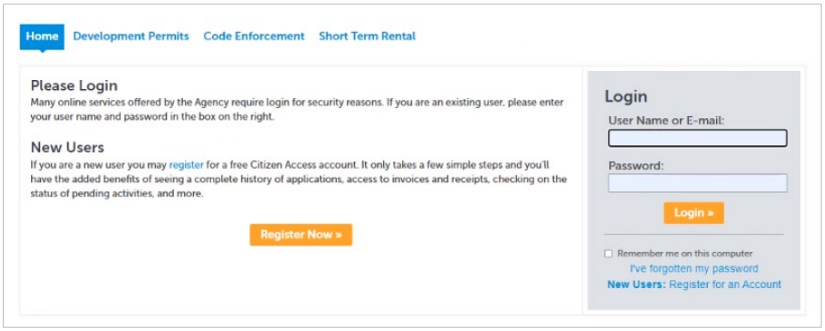
- Click the "Attachments" tab



5	Click “Add Attachment”	
6	From the pop-up window: • Select “Choose File” and drag/drop or search your files to attach them • Click the *Type* drop-down and select file type • Provide a brief description of the document • Click the “Submit” button	

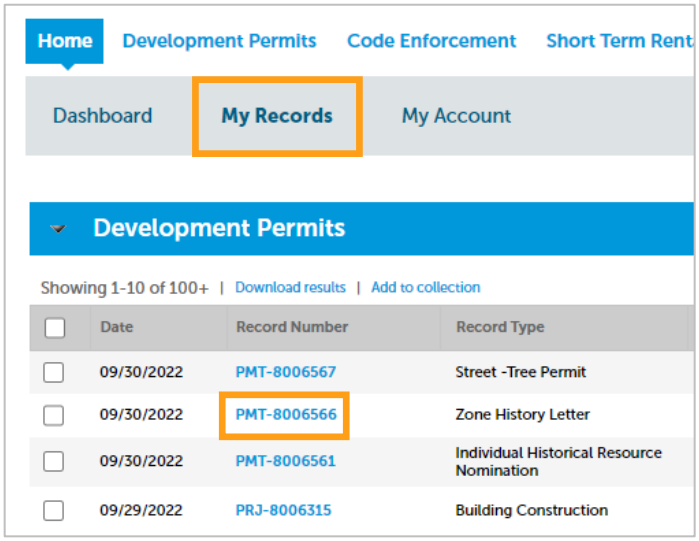
7	The documents will be validated by Scout and be uploaded to the project record (PRJ). **Tips:** • If you have any items to submit that were not requested, upload them first. • When your resubmittal contains all the required documents, the "Add" button will disappear.	

I RECEIVED A "ZONE HISTORY LETTER – ISSUED" EMAIL. HOW DO I DOWNLOAD MY ZONE HISTORY LETTER?

Step	Action	Screen Reference
1	• Log into your Online Permitting Account • Enter your username and password.	

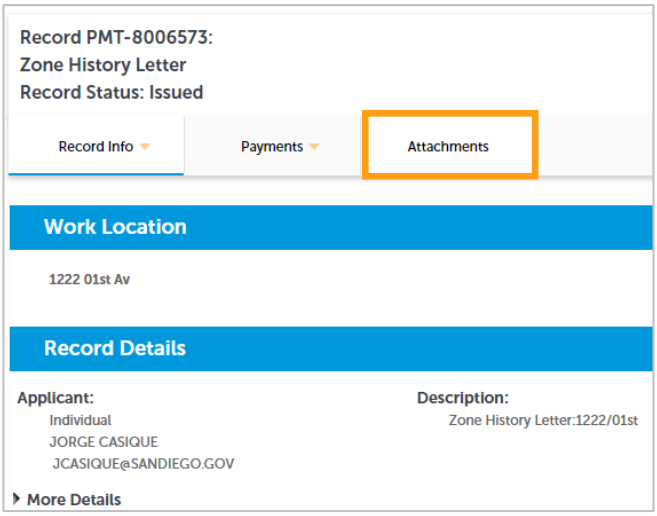
2

- Click the "My Records" tab
- Find and select the specific record



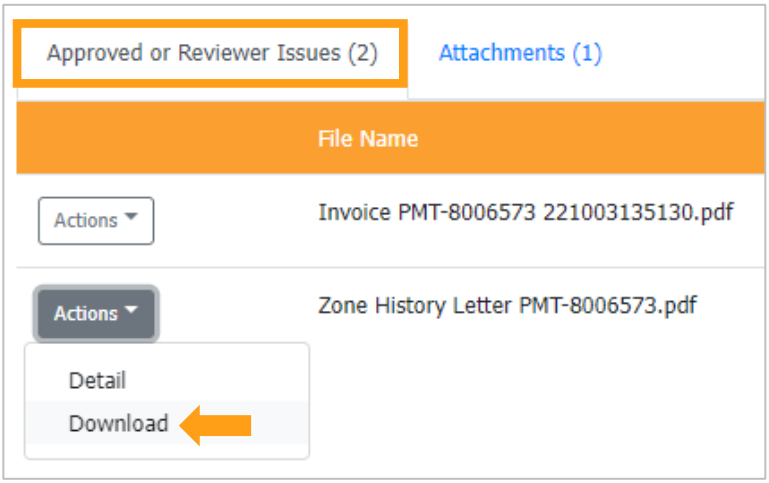
3

- Click the "Attachments" tab



4

- Click on the "Approved or Reviewer Issues" tab
- Find the Permit Report and select "Download" from the "Actions" drop-down menu



APPENDIX A – WORKFLOW/RECORD STATUS MAPPING AND DEFINITIONS

Task Name	Workflow Task Status	Record Status (Project)	Process
Pre-Screen	In Queue	In Queue	Initial submittal from applicant
Pre-Screen	In Process	Pre-Screen	The Pre-Screen process has been started by staff and a due date is set
Pre-Screen	Updates Required	Updates Required	Staff determines during Pre-Screen that the applicant's submission is incomplete
Pre-Screen	Resubmitted	Resubmitted	The applicant has submitted any additional documents requested during Pre-Screen
Pre-Screen	Route to EPR	Pre-Screen	Staff has routed the applicable documents to EPR for plan review (e.g. plans)
Pre-Screen	Documents Routed to EPR	Pre-Screen	System confirmation that documents have been routed to EPR for plan review
Pre-Screen	Pending Invoice Payment	Application Pending Payment	Staff has deemed the submission complete, assessed fees for plan check, and the project is ready for review
Project Review	In Review	In Review	The status of the project review until all disciplines sign-off and the project is ready for issuance
Project Review	Recheck Required	In Review	Reviewer has requested a resubmittal of documents and/or information
Project Review	Final version submitted	In Review	The final version will be reviewed by all disciplines
Project Review	Review Complete	In Review	The project review has completed and requires one last assessment by issuance staff
Project Review	Ready for Issuance	Review Phase Complete	The review phase can be closed out and the project is ready for issuance
Issuance	In Progress	Review Phase Complete	Permit issuance is in progress
Issuance	Updates Required	Issuance Checklist Requested	Issuance Checklist items are needed prior to permit issuance
Issuance	Resubmitted	Issuance Checklist Submitted	Issuance Checklist items have been resubmitted by the applicant
Issuance	Approved Upon Final Payment	Approved Upon Final Payment	Staff has confirmed that all required documents are present, approved plans are available in Accela, and all required fees have been assessed at both the project level and the permit level
Issuance	Approved Upon Final Payment	Issued (When all Permits are set to Issued)	Inspection invoice(s) will be sent to customer. When all fees are paid, permit is issued.
Issuance	Closed	Closed (When all Permits are set to Closed)	The record is closed. Any changes to the building construction plans require a construction change application.

APPENDIX B – REQUIREMENTS TO UPLOAD PLANS AND DOCUMENTS

Sheet Numbering

Please make sure your sheet numbers are located in the bottom right corner of your plans. Use the designated templates or follow sheet numbering styles to ensure the timely processing of reviews.

File Size

The max size of each file you can upload cannot exceed 200MB. File sizes larger than 200MB will be rejected.

FIX: Return to the source document and create PDF files that are below the file size limitation.

Page Size

PDF files with page sizes 8.5- by 11-inches are accepted for DSD-approved fillable documents and required reports. However, plans must be at minimum 11- by 17-inches and a maximum of 36- by 48-inches.

FIX: Return to the source document and change the paper size to meet the requirements.

Page Orientation

Having a mix of paper sizes and orientations is not a problem, as orientation issues will not prevent the file from being accepted. However, this will generate more difficult reviewing conditions for review teams. A warning will pop-up if different orientations are found to help you research whether any pages are upside down or improperly oriented.

FIX: Verify that pages are not upside down or improperly oriented.

Password Protection

Files must not be password protected. If the PDF cannot be opened, the file will be rejected.

FIX: Remove the password protection to allow users to open the PDF.

Annotations and Comments

An annotation is any 'object' that appears in the Adobe Reader 'Comment' panel. It could be a 'comment' or 'stamp' or font issue like SHX Text from AutoCad.

FIX: To remove annotations in a PDF, use the print to PDF option. This process eliminates annotations by "flattening" the PDF.

Confirmation of APNs and addresses included

in zone history request.