

Development Services Department

# OpenDSD 2.0 Tutorial

Access OpenDSD 2.0 online at:  
[www.sandiego.gov/OpenDSDSanDiego](http://www.sandiego.gov/OpenDSDSanDiego)



# Introduction

The OpenDSD 2.0 system allows customers to access code enforcement cases, as well as development project, plan review and permit information for the following project types:

- Residential Rooftop-Mounted Solar PhotoVoltaic (PV)
- Traffic Control
- Street Trees
- Code Enforcement cases
- Transportation Permits
- News Rack Permits

# Introduction- Continued

OpenDSD 2.0 allows customers to:

- Submit applications for Street Tree, Transportation, News Rack and Residential Solar PV permits; and
- Look up Code Enforcement cases and track their progress.

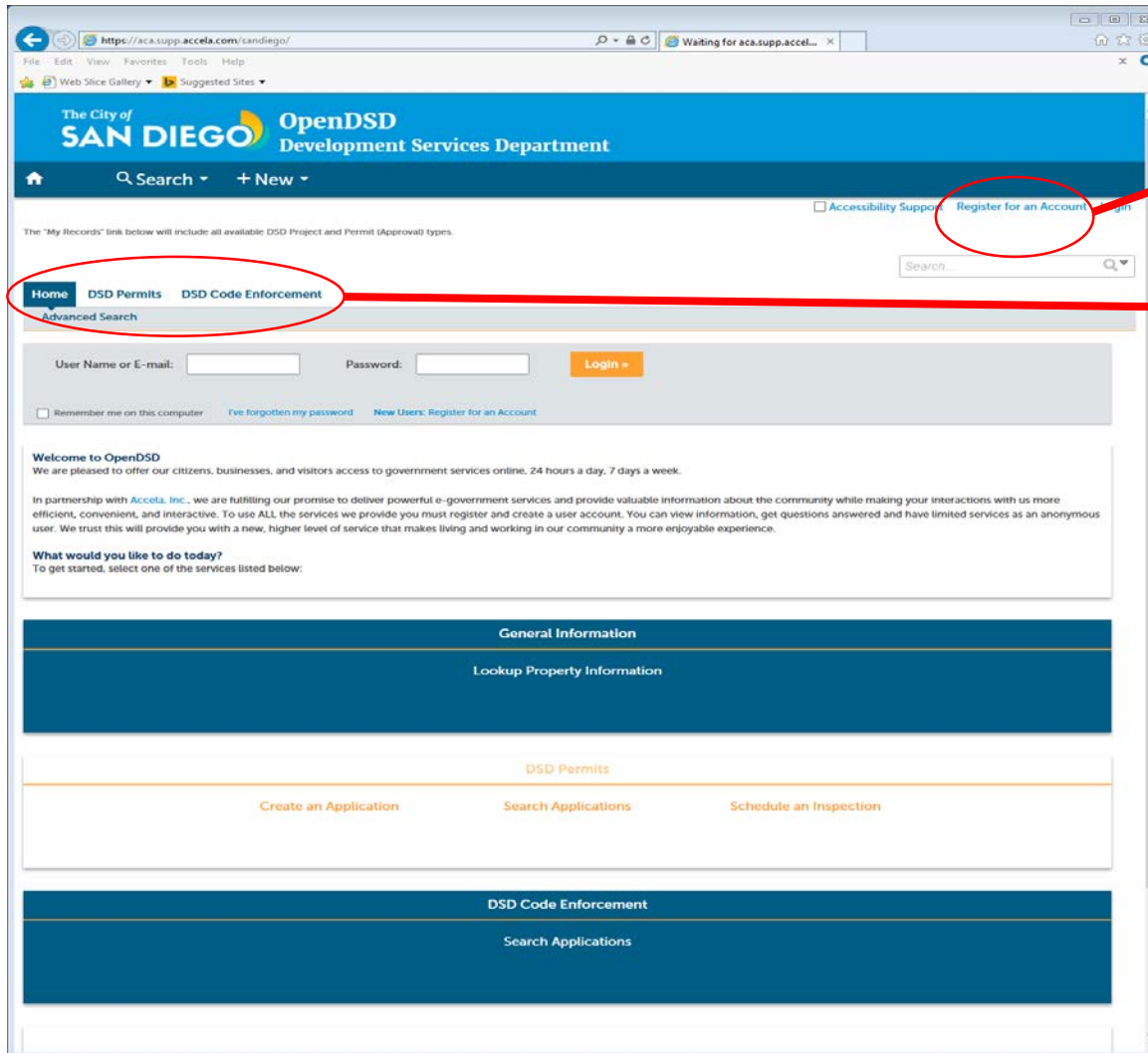
# Getting Started

A few tips:

- Enable pop-ups and use Internet Explorer as your web browser. Other browsers may work, but not as well.
- You will need to set-up an account to apply for Street Tree, Transportation, News Rack and Residential Rooftop-Mounted Solar Photovoltaic permits.
- No account is required to view code enforcement cases.

# Creating an OpenDSD 2.0 Account

Get Acquainted with the OpenDSD 2.0 Home Screen.



Start here to register for an account. Follow the instructions on the next slide.

**This is your navigation bar:**

**Home:**

Your dashboard, records, and account management

**DSD Permits:**

Apply for permits, search permit records

**DSD Code Enforcement:**

Search existing/current code enforcement cases by property address

# Register for an Account

## After clicking on "Register for An Account":

(1) Review the disclaimer and click on the box shown here to acknowledge you read this.

Click on the yellow "Continue Registration"

(2) A pop-up screen will open where you can add your contact information.

(3) After you have entered contact information, click "Continue Registration" and "Continue" to create the account.

The screenshot shows the 'OpenDSD' registration page for the City of San Diego. It includes a 'General Disclaimer' section with a checkbox for 'I have read and accepted the above terms.' and a yellow 'Continue Registration' button. A 'Contact Information' pop-up form is also visible, containing fields for name, business name, address, city, state, zip, and phone numbers. A third callout shows a confirmation message: 'The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.' with 'Continue' and 'Cancel' buttons.

1

2

3

# Register for an Account – Step 2

## Account Registration Step 2:

Add your Login Information wherever the \* symbol requires.

Next, add your Contact Information by clicking on the Add New button, which will open a pop-up screen where you can add your contact information.

After you have entered contact information, click “Continue Registration” and “Continue” to create the account.

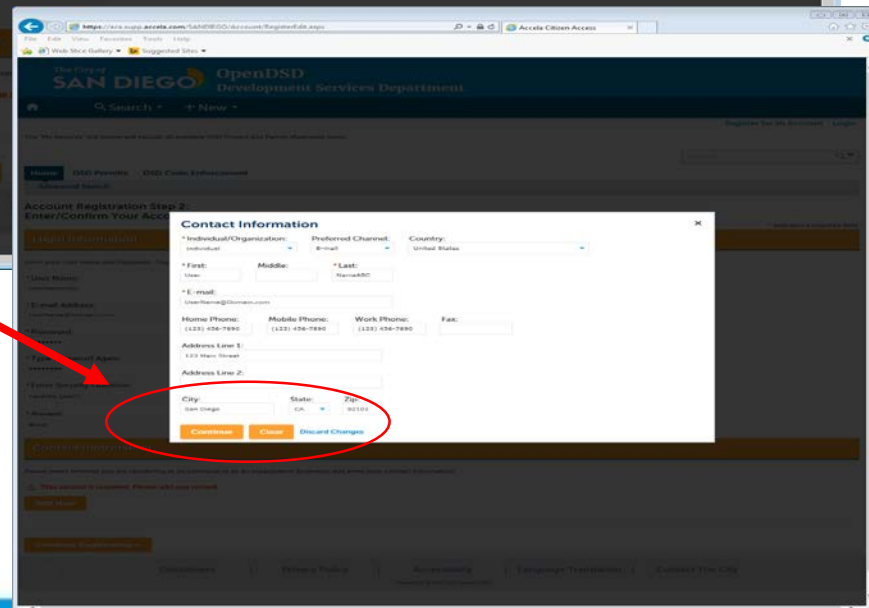
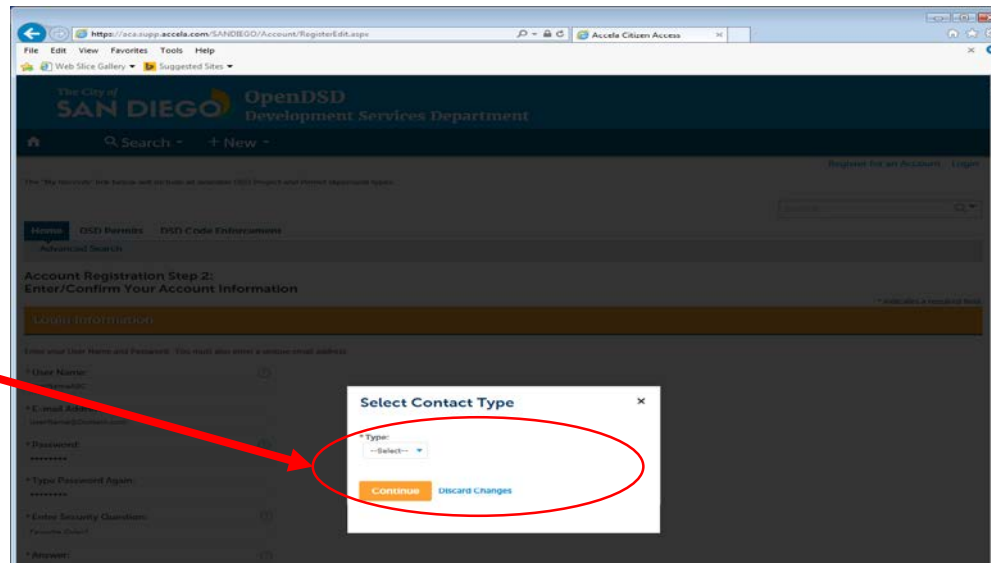
The screenshot shows the OpenDSD web application interface. The page title is "Account Registration Step 2: Enter/Confirm Your Account Information". The form is divided into two sections: "Login Information" and "Contact Information". The "Login Information" section includes fields for "User Name", "E-mail Address", "Password", "Type Password Again", "Enter Security Question", and "Answer". The "Contact Information" section includes a radio button to select between "Individual" and "Organization" and a text area for contact information. Below the form are two buttons: "Add New" and "Continue Registration >". A pop-up dialog box is displayed over the "Continue Registration >" button, containing the text: "The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information." The dialog box has "Continue" and "Cancel" buttons.

# Register for an Account – Step 3

## Account Registration Step 3:

You will be asked to select a Contact Type. Add this information and hit Continue.

Your Contact Information will open in a pop-up screen for you to review before you select Continue again.





# Register for an Account

## Contact Information Added:

You will see your Contact Information added at the bottom of this next screen.

Check this before you click on the **Continue Registration** button below your newly added Contact Information.

The screenshot shows the 'Account Registration Step 2: Enter/Confirm Your Account Information' page. The 'Contact Information' section at the bottom displays a green checkmark and the text 'Contact added successfully.' Below this, the user's contact details are listed: 'User NameABC', 'User Name@Domain.com', 'Home phone:(123) 456-7890', 'Mobile Phone:(123) 456-7890', and 'Work Phone:(123) 456-7890'. At the bottom of the form, the 'Continue Registration' button is highlighted with a red circle. Red arrows point from the text boxes on the left to the 'Contact added successfully.' message and the 'Continue Registration' button.

# Account Successfully Registered

## Registration Complete:

On the next screen, you will see a confirmation that your account has successfully been created.

## Login

You can now login (upper right corner of this screen) by using your new username and password already created.

The screenshot shows a web browser window displaying the OpenDSD registration confirmation page. The page header includes the City of San Diego logo and the text "OpenDSD Development Services Department". A navigation bar contains a search box and a "+ New" button. In the upper right corner, the links "Register for an Account" and "Login" are circled in red. A green banner with a checkmark icon and the text "Your account has been created successfully. You can login immediately using your User Name and Password" is also circled in red. Below this banner, a section titled "Your account has been successfully created." provides further details and a "Login" link. The page also features sections for "Account Information" and "Contact Information" with various user details. At the bottom, there are links for "Disclaimers", "Privacy Policy", "Accessibility", "Language Translation", and "Contact The City".

**Login Here**

# Logging In

## Login Instructions:

After you click on the Login button, you will be taken to the OpenDSD2.0 login webpage.

## Enter Username and Password

Enter your username and password and click on the yellow **Login** box next to the username/password boxes.

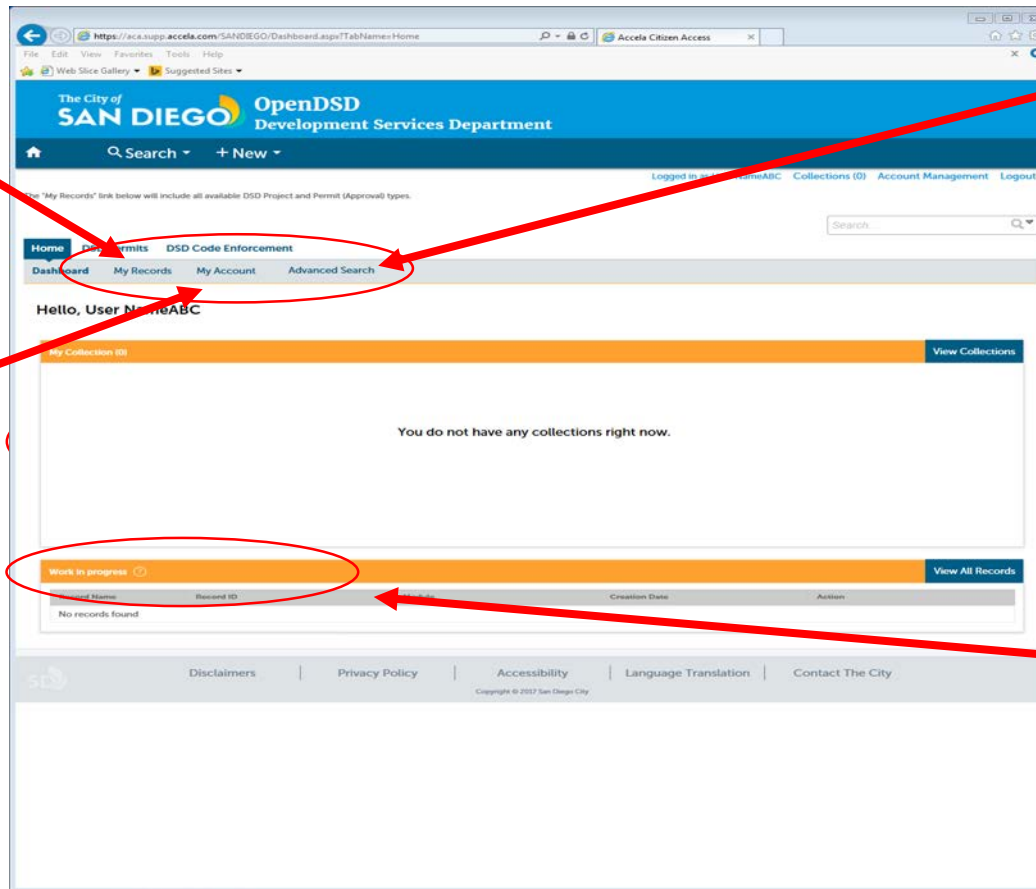
The screenshot shows the OpenDSD2.0 login webpage. The page title is "The City of SAN DIEGO OpenDSD Development Services Department". The URL is "https://aca.supp.accela.com/SANDEGO/Login.aspx". The page features a search bar, navigation links for Home, DSD Permits, and DSD Code Enforcement, and a "My Records" link. The main content area contains a login form with fields for "User Name or E-mail" (containing "UserName@Domain.co") and "Password" (containing "\*\*\*\*\*"). A yellow "Login >" button is positioned to the right of the password field. Below the login form are links for "Remember me on this computer", "I've forgotten my password", and "New users: register for an Account". A "Please Login" section explains that many online services require login for security reasons. A "New Users" section provides instructions for new users to register. A "Register Now >" button is located at the bottom of the main content area. The footer contains links for Disclaimers, Privacy Policy, Accessibility, Language Translation, and Contact The City, along with a copyright notice for 2017 San Diego City.

# Using Your Dashboard

Once you register and log in, you will see your dashboard where you can quickly create, access or resume applications or view permit information. Your dashboard is accessible from the "Home" tab.

**My Records:**  
Use "My Records" to view your permit history.

**My Account:**  
Use "My Account" to manage your login and contact information.



**Advanced Search:**  
To do more specific searches by property address or Record Number, choose the Advanced Search option here (see next screen to view a screenshot)

**Work in Progress:**  
Find saved applications here. You can resume an application or pay for a permit here.

# Getting Help

If you have questions and need help, use the system's help  feature by clicking on this icon found throughout this new website.

Visit [www.OpenDSD.sandiego.gov](http://www.OpenDSD.sandiego.gov) for online FAQs, videos and tutorials.

Send your questions by email to [DSD-OpenDSDHelp@sandiego.gov](mailto:DSD-OpenDSDHelp@sandiego.gov)

NOTE: You can submit your inquiries 24/7, but DSD will respond between 7 a.m. and 4 p.m. Mon. – Fri.