Development Services Department

How to Register for an Online Permitting Account

Access online at: https://aca.accela.com/SANDIEGO/Default.aspx
Introduction

The online permitting system allows customers to apply for permits online for the following permits:

• News Racks
• Residential Rooftop-Mounted Solar Photovoltaic (PV)
• Simple No-Plan Mechanical, Electrical and Plumbing Permits
• Street Trees
• Transportation

In addition, Code Enforcement cases can be viewed online.
Getting Started

• You will need to set up an account to apply for News Racks, Residential Rooftop-Mounted Solar Photovoltaic, Simple No-plan Mechanical, Electrical or Plumbing Permits, Street Trees and Transportation permits.

• No account is required to view code enforcement cases.

• Enable pop-ups and use Internet Explorer as your web browser. Other browsers may work, but not as well.
Before You Begin:

• If you or your company already has an Accela account, do not create a new account as you will not be able to view active permits, pay fees or schedule inspections.

• If you already have an Accela account with another jurisdiction, then you need to use the same login information. Do not create a new user name with your existing email address. You will see this message if your email is already in the Accela system. Click on “here” link to merge accounts.
Creating an Account

Get Acquainted with the 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
After clicking “Register for an Account”:

1. Review the disclaimer and click to acknowledge. Click on “Continue Registration”

2. Add your Login Information. Then, click on “Add New” for Contact Information.

3. Select Contact Type – either Individual or Organization. Use Organization if there is not a specific person that is associated with this email account. Use Individual when you are the only person accessing this account.
Register for an Account

4 Enter contact information in the pop-up window, click “Continue Registration” and “Continue” to create the account.

5 If you do not have an account in Accela, then Click “Continue” in the pop-up window.

6 If you already have an account in Accela, then you will need to confirm the Contact Details and then Click “Confirm” in the pop-up window.
Register for an Account

7 You will see your Contact Information shown at the bottom of this screen.

Review this information before you click on the Continue Registration button below your newly added Contact Information.
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.
Logging In

Login Instructions:
After you click on the Login button, you will be taken to the login webpage.

Enter Username and Password:
Enter your username and password and click on the yellow Login box next to the username/password boxes.
**Adding Delegates**

Delegates can be added to your account so that other users can access the account. Note that in order to be a delegate, the user must be registered with an existing account.

1. Once logged into your account, click on “My Account”.

2. At the bottom of the page under the tab **Delegates**, click on “Add a Delegate”.

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People who can access my account
None

People whose account I can access
None
Delegates

3 Fill out form for other user with name, email address and provide the permission levels. You can add a personal note that the delegate will receive. Then, click on “I’m not a robot” and follow steps. Lastly, click on “Invite a Delegate”.

4 The delegate will now receive an email from autosender@agency.com confirming the delegation and identifying the specific permissions granted.

Dear Other User

[Name] would like to add you as a delegate to their Citizen Access account.

As a delegate, you will be able to create application, manage inspection and documents, renew and amend records, and make payments on the behalf of [Name], based on the permission that have been granted to you.

Please log into your Citizen Access account and access to the Account Management null: Delegates to accept or reject the request.
Delegate Approval

5 The delegate will need to log into their account. Click on “My Account”.

6 At the bottom of the page, under the tab Delegates, the user will see People whose account I can access. Click “Accept” to accept access to the other user’s account.
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.