

Permitting System Help Guides

TOPIC: Accela Citizen Access (How to Upload a GIS File)

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 (refer to specific business units for details).

In an effort to increase efficiency and reduce costs, Planning & Development Services now allows applicants to use Accela Citizen Access to upload geographic information system (GIS) files for discretionary permits. Uploading GIS files associated with your project greatly reduces the time spent by staff to prepare maps for public meetings.

Directions:

Go to the Accela Citizen Access home page (<https://publicservices.sdcountry.ca.gov/CitizenAccess/>) and click the “**Apply for a Record**” link in the PDS section of the online portal.

The screenshot shows the Accela Citizen Access portal interface. At the top, there are navigation tabs for Home, APCD, AWM, DEH, DPW, and PDS. Below the tabs is a welcome message: "Welcome to the County of San Diego's online Citizen Access Portal". This is followed by a list of services: "This system will enable residents of San Diego County to:" and a numbered list of four actions: 1. Research public information, 2. Submit an application, 3. View and track the status of your application, and 4. Make secure online payments. Below this is a section titled "What would you like to do today?" with a prompt to select a service. To the right is a login form with fields for "User Name or E-mail:" and "Password:", a "Login »" button, and a "Remember me on this computer" checkbox. Below the login form is a list of departments: APCD, AWM, DEH, DPW, and PDS. At the bottom is a grid of service links. A red box highlights the "Apply for a Record" link in the PDS section, with a red arrow pointing to it from the right.

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After reading the General Disclaimer, check the box that indicates you have read and accepted the terms and then click the **Continue Application** button.

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The County is neither responsible nor liable for any viruses or other contamination

I have read and accepted the above terms.

Continue Application »

Next select **Planning** from the “Select a Category” dropdown menu and click **Continue Application**.

For assistance or to apply for a record type not listed above please contact us at (800) 411-0017 or (858) 694-2960.

--Select a Category--
Building
Enforcement
Planning

Continue Application »

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Step 1 Enter Contact Information: Enter your contact information in the “Enter Contact Information” section.

Unregistered Users: Users without an account must use the **Add New** button to input contact information. Note that required fields have a red asterisk* next to the field title.

PDS Point of Contact

Complete all required fields.

New users must input contact information using **Add New**

Add New **Look Up**

Continue Application »

Do Not Use. The **Look Up** function is disabled.

Contact Information

* First Name: * Last Name:

Organization Name:

* Address:

* City: * State: * Zip:

Primary Phone: E-mail:

Continue **Clear** [Discard Changes](#)

✔ **Contact added successfully.**

John Doe
Organization Name:
Address: 5510 Overland Avenue Sa
Primary Phone: 858-585-8585
Email:
[Edit](#) [Remove](#)

Complete the required fields and click **Continue**.

Click **Continue Application** once the contact is added.

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Step 1 Continued...

Registered Users: Users logged-in to an account can use the **Select from Account** button to add saved contact information.

PDS Point of Contact

Complete all required fields.

Select from Account

Add New

Look Up

Continue Application »

Registered users can add saved contact information from their account.

If more than a single contact is saved to the account, select the appropriate circular button and click **Continue**. If only a single contact is saved, it will automatically be added. Click **Continue Application**.

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select w/

Showing 1-3 of 3

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Agent For Applicant	John Doe
<input type="radio"/> Associated Contact	Individual	Mike
<input type="radio"/> Associated License	CSLB Contractor	

✔ Contact added successfully.

John Doe
Organization Name:
Address: 5510 Overland Avenue S
Primary Phone: 858-585-8585
Email:
[Edit](#) [Remove](#)

Continue [Discard Changes](#)

Continue Application »

Click **Continue Application** once the contact is added.

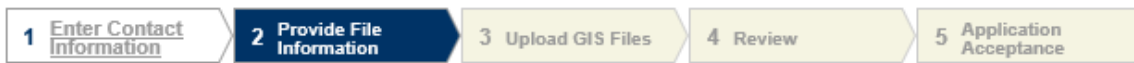
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Step 2 Provide File Information: Enter the Record ID of the discretionary permit the GIS files are associated with in the “Associated Project Record ID field.” Select the file type (CAD, Esri ArcGIS, or other) using the “File Type” dropdown menu. Additionally, provide a brief description of the what geospatial data is are contained in the file. Click **Continue Application**.

Home APCD AWM DEH DPW PDS

Apply for a Record | Search Records

GIS File Collection



Step 2 : Provide File Information > File Information

* indicates a required field.

File Information

FILE INFORMATION

* Associated Project Record ID:

* File Type:

* File Description:

spell check

Continue Application »

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Step 3 Upload GIS Files: Applicants should submit either Esri ArcGIS shapefiles or CAD .DWG files. To reduce file size, compress multiple files into a single .zip file. The maximum file size allowed is 100MB.

To upload a file, first click the **Add** button.

Attachment

The maximum file size allowed is 100 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
------	------	------	---------------	--------

No records found.



Then locate the file you wish to upload from your computer and select it. **After** the status bar reaches **100%** click **SAVE**.

*Type:

PDS-PLN-GIS File

File:

Subdivision.zip

100%

Description:

[spell check](#)

SAVE (click before Continue Application) Add Remove All

Continue Application »

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When the file is uploaded and saved correctly, it will be listed under **Attachment** and the following notification will display near the top of the screen.



The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.

Click **Continue Application**.

[Continue Application »](#)

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Step 4 Review: Please take a few moments to review each section of your permit application, paying special attention to the site address and all contact information. Also please verify your attachment is listed if you uploaded a document. Any incorrect information can be changed using the Edit button for the applicable section.

Step 4 : Review

[Continue Application »](#)

Please review all information below. Click the "Edit" buttons to make changes to sections if needed. Certify that all information is correct by checking the certification box at the bottom of the page then click the "Continue Application" button to submit the application.

Record Type

GIS File Collection

PDS Point of Contact [Edit](#)

John Doe
5510 Overland Ave
San Diego, CA, 92123

Primary Phone:8585858585
E-mail:john.doe@sdcounty.ca.gov

File Information

FILE INFORMATION [Edit](#)

Associated Project PDS2019-TEST-000001
Record ID:
File Type: Esri ArcGIS
File Description: Subdivision shapefile for discretionary permit

Attachment [Edit](#)

The maximum file size allowed is 100 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Subdivision.zip	PDS-PLN-GIS File	3.91 MB	04/25/2019	Actions ▼

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: 04/25/2019

[Continue Application »](#)

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Step 5 Application Acceptance: The GIS file is assigned a unique record ID for tracking. Write down the Record ID for your records. You will receive a confirmation email that includes the Record ID as well.

Step 5 : 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.

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 PDS2019-GIS-000029.

Write down the Record ID!

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.

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.

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More Information:

For more information and additional ACA help guides, please visit: [Accela Citizen Access FAQ web page](#).

Help Contact:

If you have unresolved questions regarding online permit applications in Accela Citizen Access please contact the County of San Diego, Planning and Development Services Building Division at (858) 565-5920.