City of
SACRAMENTO
Community Development

Online Permitting
Registration Guide

Contents

Introduction

The online permit system is facilitated though an existing system the city has had in place for some time. This system is called the *Citizen Portal*. Through the *Citizen Portal* the general public without registration can view record details, and record status for Community Development Department planning applications (land use entitlements), building permit applications and permits. Additionally, now it is possible to pay any invoiced fees associated with a building permit record.

In addition to the services detailed above, users with a registered Citizen Portal Account may also utilize the following services:

> ➢ Online building inspection scheduling;
> ➢ Online Electronic Plan Check (EPC) submittal which now includes e-Planning;
> ➢ Online SMUD and PG&E Safety Inspection Requests;

Registered account plus associated contractor's license:
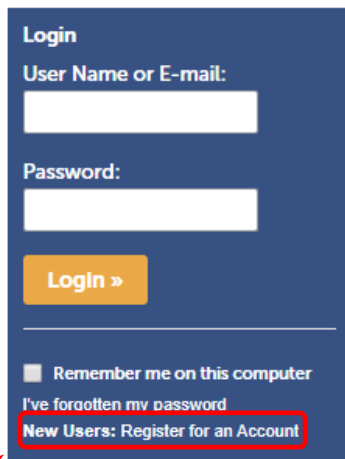
> ➢ Online minor permit applications.

In the first section of this guide you will learn how to register for a Basic Citizen Portal Account. This will enable you to submit building permit plans electronically for review via the *Electronic Plan Check (EPC) Program*. With this basic account you will also be able to schedule building inspections online or request Safety Inspections.

In the *Online Permits* section you will learn the process of associating a California Contractor's License with your Basic

Account. This is a necessary step if you wish to participate in the *Online Minor Permitting Program*.

Registration

Step one towards acquiring permits online or submitting for Electronic Plan Check (EPC) is registration. The web address for our Citizen Portal is http://aca.accela.com/sacramento . It is not necessary for you to navigate to the Citizen Portal via the City of Sacramento website. You can save the above address as a favorite and go directly to the portal.

Select the *New users: Register for an Account* link at the bottom of the login box.

General Disclaimer

Information presented on this website is collected, maintained, and provided for the convenience of the user. While every effort is made to keep such information accurate and up-to-date, the City of Sacramento does not certify the authenticity of any information that is provided on this website. Under no circumstances will the City of Sacramento be liable for any actions taken or omissions made from reliance on any information contained herein from

☐ I have read and accepted the above terms.

Continue Registration »

Review the terms associated with using the Citizen Portal. It is necessary that you accept these terms. Your acceptance is signified by selecting the "*I have read and accepted the above terms"* check box.

Account Registration Step 2:
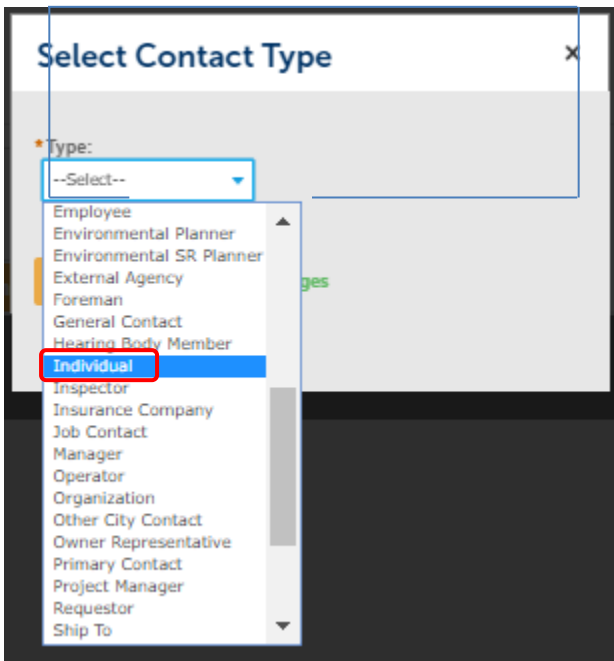## Enter/Confirm Your Account Information

Fill out the login information and select the *Add New* button located under the Contact Information heading.

Select "Individual" as the Contact Type from the drop-down menu and select *Continue*.

This selection will take you to the following window. Boxes with a red * asterisk next to their label are required fields. They must be populated with the appropriate information.

Contact Information

* First:	Middle:	* Last:

Name of Business:

* Address:

* City:	* State:	* Zip:
	--Select▾	

| * Mobile Phone:	* Work Phone:	Home Phone:

* E-mail:

Continue **Clear** **Discard Changes**

Once the above window has been completely filled out select the *Save and Close* button. Next, check in the Captcha box to verify that this account is being created by a person. The select *Continue Registration* button to complete the registration application process.
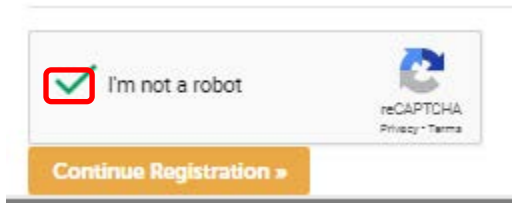
You should now see the following window, and a note which indicates that your account has been created, but that it is not yet active. The most important portion of this note is that you will receive further instructions via e-mail.


Your account has been created successfully but is NOT active yet. You will receive additional instructions by e-mail.
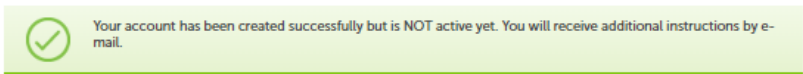
Your account has been successfully created but is NOT active.
Once your account is verified, you will be able to log into the Citizen Portal.

Account Information

Verification email

The following email is part of the verification process to activate your Basic Citizen Portal Account. If you are a California Licensed Contractor and wish to link your license to your account, you will receive additional email notifications (more on this topic in the next section headed; *On-line Permits*). Please click on the *Verification Link.*
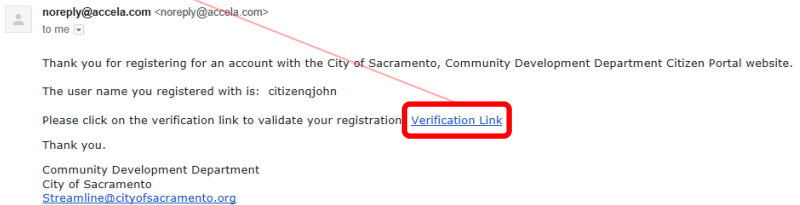
This link will redirect you to the Citizen Portal login box. Once you enter your username and password select the login button.

Activated Accounts

Following your successful login, you will be redirected to a page confirming that your account is active. Your account is activated if your user name is visible on the screen as shown below. At this stage you have a basic *Citizen Portal Account*. With this Basic account, you can schedule inspections for issued building permits, remotely submit a building permit application for either commercial or residential plan review through the Electronic Plan Check (EPC) Process, and create a Safety Inspection Request record and schedule the inspection.

Electronic Plan Check (EPC) – Enhanced with e-Planning!

The first step in all development projects is to receive clearance from the Planning Division to submit to Building for plan check. You can now receive this clearance by submitting a *Planning Online Submittal*. Select the *Planning* Tab to start this process.
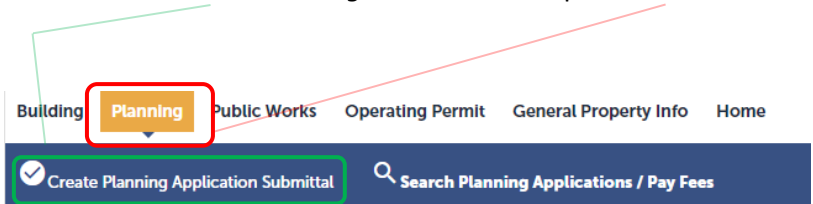

If you would like to submit a project for Electronic Plan Check (EPC) be sure to visit the Electronic Plan Check page first, so that you can download the Submittal guidelines document. Although every effort has been made to simplify the process there is still a significant amount of detail to understand about how to compile your PDF submittal package.
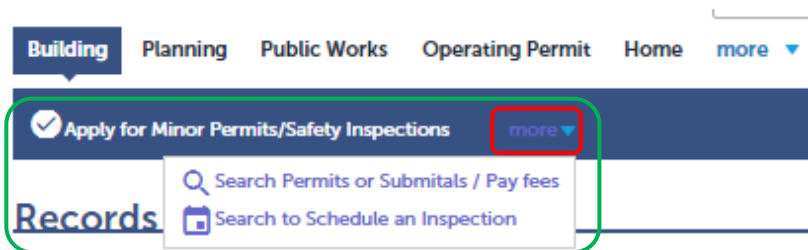
Services available under the Building Tab

Under the *Building* Tab the following services are available:

- Schedule an inspection on an issued building permit
- Request a Safety Inspection (SMUG and/or PG&E)
- Pay Fees
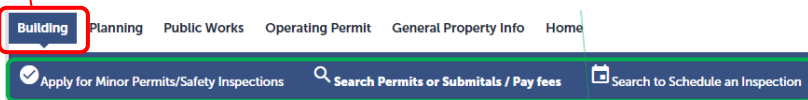
Depending on your screen, the links above may be displayed as a dropdown menu as shown below:

Scheduling an Inspection

If your goal is to schedule an inspection for an *issued* building permit select the *Schedule an Inspection* link as described above. This action will bring you to a page resembling the page shown below. Enter the permit number you would like to schedule an inspection for, and select *search.*

General Search

Search my records only

Permit Number:	Project Name:
COM-1512313	

Start Date:	End Date:
02/07/2017	02/04/2020

Street No.:	Direction:	Street Name:	Street Type:
From - To	--Select--		--Select--

Parcel No.:

License Type:	State License Number:
--Select--	

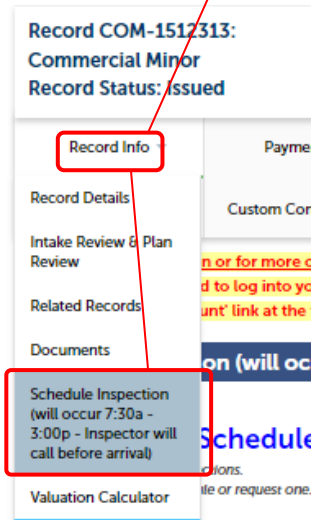| First:	Last:	Name of Business:

▶ Search Additional Criteria
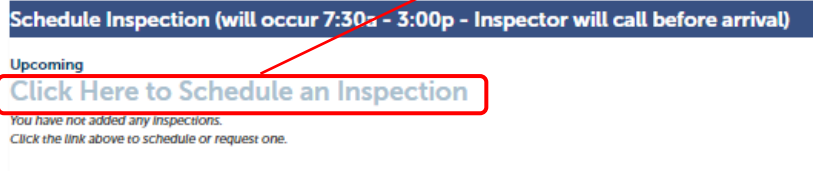
Search   **Clear**

Next, select *Record Info,* a dropdown window will open up. From this list select *Inspections.*

After selecting the *Inspections* link the page view will change to what you see below. Select the *Schedule or Request an Inspection* link.

Having selected the *Inspections* link, the dialog box below will pop up on your screen. Pick the type of inspection required by your project.

Schedule/Request an Inspection
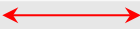
Available Inspection Types (57)

☑ Show optional inspections

○ **10 Bldg-Foundation Forms** (optional)
○ **12 Bldg-Concrete Slab Forms** (optional)
○ **13 Bldg-Floor Joists/Girders** (optional)
○ **14 Bldg-Insulation Wall** (optional)
◉ **15 Bldg-Insulation Floor** (optional)
○ **16 Bldg-Levee Toe** (optional)
○ **17 Bldg-Roof Plywood Nailing** (optional)
○ **18 Bldg-Exterior Lath/Siding** (optional)
○ **19 Bldg-Frame** (optional)
○ **20 Bldg-Frame (Walls Only)** (optional)

< Prev 1 2 3 4 5 6 Next >

Continue   Cancel

After you select continue a calendar will pop up so that you can choose the day. All inspections occur in a window between 7:30 AM and 3:00 PM, but due to system software limitations the available time range must be represented as 12:00 AM – 11:59 PM. To move forward in scheduling select this radio button must be selected.

Schedule/Request an Inspection ✕

Inspection type: 15 Bldg-Insulation Floor

Select an appointment date by clicking on the calendar below:

Feb 2020	Mar 2020	Apr 2020
Su Mo Tu We Th Fr Sa	Su Mo Tu We Th Fr Sa	Su Mo Tu We Th Fr Sa
1	1 2 3 4 5 6 7	1 2 3 4
2 3 4 5 6 7 8	8 9 10 11 12 13 14	5 6 7 8 9 10 11
9 10 11 12 13 14 15	15 16 17 18 19 20 21	12 13 14 15 16 17 18
16 17 18 19 20 21 22	22 23 24 25 26 27 28	19 20 21 22 23 24 25
23 24 25 26 27 28 29	29 30 31	26 27 28 29 30

« Prev   Next »

⦿ 12:00 AM - 11:59 PM

Continue   Back   Cancel

Online Permits

In an effort to make the acquisition of building permits easier and thus less costly, the Community Development Department (CDD) has developed the online permit system. Currently this system is open to California Licensed Contractors. Permits can be acquired for the following standard scopes of work:

- Residential and Commercial Water Heaters
- Residential Heating, Ventilation and Air Conditioning systems (HVAC)
- Residential and Commercial Reroofs
- Residential Electrical Minor work
    - Main and Sub Service Panels
    - Rewire work
    - Whole House Fans
    - Ceiling Fans
    - New Electrical Circuits
- Residential Plumbing Minor work
    - Sewer Service Repair and Replacement
    - Water Service Repair and Replacement
    - Re-plumbing of water supply and drainage piping
    - Fixture Replacement

Be Advised:

Building permits for **residential kitchen and bathroom remodels** not involving structural (adding, moving, removing, altering a wall, window or door) alteration must be acquired at the public counter at 300 Richards Blvd. Remodels involving structural alteration require plan review which may be submitted for by selecting the *Residential Plan Review Submittal* choice within the Citizen Portal.

Associating a Contractor's License with your account

Once you have an active Citizen Portal Account, the next step towards being able to acquire building permits online involves associating an active Contractor's License with your account. Only accounts with associated contractor's licenses can utilize the online permit system.

> *Note that a License may only be associated with a single Citizen Portal Account.* It is the responsibility of the License holder to maintain his or her account and change the security settings (i.e. password and security question) due to changes in authorized agents and personnel.

Begin by logging into your account.

Select the Account management link.

Hello, Gerry G

My Collection (0)	View Collections

You will be redirected to a screen with account management tools. The screen is already populated with all of the information which was entered as part of the initial account registration process. Approximately halfway down the screen is a button labeled *Add a License*, select this button.

Manage Your Account
Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account

Login Information [Edit]

User Name:	GerryG
E-mail:	theorangeman22.22@gmail.com
Password:	******
Security Question:	Color

License Information [Add a License]

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

State License #	License Type	Expired Date	Business Name	Status	Action
No records found.					

To utilize the online permitting system your selection must be Contractor. Following this selection enter the license number you wish to associate with your Citizen Portal account in the adjacent box labeled "State License Number". Once these entries are complete select the *Find License*.

License Information

*License Type:	*State License Number:
Contractor ▼	111881

[Find License]

The system will verify that the license entered is active. If the license is active it will display in the following manner. Select the word *connect* in the action column.
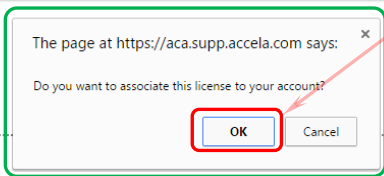

Once you have selected the license number a message window will appear. Select the *Ok* button to confirm that you would like to associate this license with your Citizen Portal account.

*If your license is not in good standing please contact the CSLB and resolve any outstanding issue to return it to good standing. Rarely your license is in good standing, but for some reason will not associate please contact streamline@cityofsacramento.org with your user ID and CSLB number so that system administration staff can resolve the issue.

Having selected the *OK* button you will be taken back to the *Manage Your Account* page. The license has been associated with your account, but its status is *pending*.

✓ **111881 professional license added successfully to your public user account.**
This license must be activated before use.

License Information

Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | Download results

State License #	License Type	Status	Action
111881	Contractor	Pending	🔍 🗑

To complete the license association process you will need ***one*** of the follow to exist or occur:

- **Domain Confirmation**: If the email address associated with the user ID for your account contains a domain name which is the same as the company name associated with your license the system administrator will consider this adequate confirmation and approve within 24hrs. If the request comes in during business hours it may only take a few hours. You will receive an email once your license has been activated.

  johnqcitizer@xyzbuisness.com

- **Carry Card Confirmation:** You can confirm your association with the license by bringing the carry card issued by the California State License Board (CSLB) along

with picture ID to the Public Counter at 300 Richards Blvd. 3rd floor, Sacramento CA.

- **Contractor Agency:** If you are not the license holder or someone listed on the personnel list for the

> This button appears at the bottom of the CSLB license detail page for each
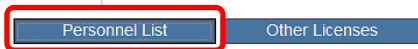
License at the CSLB website you will need a completed **Agent Authorization for Contractor** form. This form must be brought to the Public Counter at 300 Richards Blvd. 3rd floor, Sacramento CA. With this form a contractor can authorize an individual to act as their agent in matters related to the acquisition of building permits. Be advised, that the *Agent Authorization for Contractor* form must be completed by the contractor, and notarized, or accompanied by a copy of the contractor's California Driver's License.

Once your license has been verified and activated in association with your Citizen Portal account you will receive the following email.

You can also confirm by visiting your *Account Management* page to see if your previously *pending* license status is now *approved*.

License Information

Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | Download results

State License #	License Type	Status	Action
111881	Contractor	Approved	🔍 🗑

Once this status reads approved your Citizen Access account is ready for you to apply for minor permits online.