**Accela Citizen Access**

# Contents

**Introduction**

The Department is testing a new online permit submittal process to help facilitate the numerous applications we receive.

We hope this guideline will provide some assistance in the interim.

## Section 1: Encroachment Permit Guide to Submitting an Online Permit Application

Step 1:
Use Chrome browser for best results on the desktop.
https://aca-prod.accela.com/smcgov/default.aspx
In order to create an application, you must register.



Select Public Works
Create an Application

## Step 2 – terms of use

Recommended web browser: Chrome

Search... 🔍

**Home**   **Building**   **Planning and Code Compliance**   **Public Works**

**Create an Application**          Search Applications

**Online Application**

Welcome to San Mateo County's Online Permitting System. Using this system you can apply for a building permit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

**Please "Allow Pop-ups from This Site" before proceeding.** You must accept the General Disclaimer below before beginning your application.

> **General Disclaimer**
> While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☐ I have read and accepted the above terms.

**Continue Application »**

Read the disclaimer.
Accept the terms.
Continue Application

**Step 3 – Enter the site address where work is to be done**
Use one application per site address.
If an entire street – use 0 Street Name

Recommended web browser: Chrome

Search... 🔍

| Home | Building | Planning and Code Compliance | Public Works |

Create an Application    Search Applications

**General Public Works Application**

| 1 Permit Information | 2 Review | 3 Record Issuance |

**Step 1 : Permit Information > Permit Information**

*indicates a required field.

**Address**

*Street No.:          Direction:              *Street Name:          Street Type:
                      --Select--                                    --Select--

Unit Type:            Unit No.:               City:
--Select--

Search    Clear

**Parcel**

*Parcel Number:       Parcel Area:

Search    Clear

**Owner**

Owner Name:  ⑦       Address Line 1:         City:                 Zip:

Search    Clear

Fill in Street Number
Fill in Street Name
Click Search

If the computer cannot find the address then check the spelling
If correct, the address may not be in San Mateo County or it is a vacant lot.

If a vacant lot, enter parcel number – do not enter dash between the numbers
Search to find correct parcel to confirm correct information.

Owner of property or facility goes in this space.

## Step 4 – your contact information and application documents

### Owner

| Owner Name: ⓘ | Address Line 1: | City: | Zip: |
|---|---|---|---|

**Search**  **Clear**

### Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

**Select from Account**  **Add New**

Add contractor information. Add new contact if not already on list.

Showing 0-0 of 0

| Full Name | Business Name | Contact Type | Work Phone | Fax | E-mail | Action |
|---|---|---|---|---|---|---|
| No records found. | | | | | | |

### Documents

The maximum file size allowed is 100 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|---|---|---|---|---|
| No records found. | | | | |

**Add**

Attach the encroachment permit application and all requested information.
Remember to SAVE

### Permit Information

**ONLINE PERMIT**

Permit Type:  --Select--

If related to another permit, specify permit number:

**Continue Application »**     **Save and resume later**

---

Works Application

2. Review     3 Record Issuance

### Select Contact Type      ✕

* Type:
Applicant

**Continue**  Discard Changes
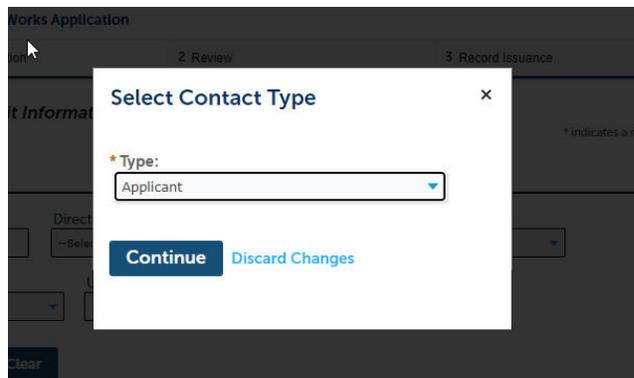
Contact type: Select Applicant and Continue

## Step 5 – confirm application documents are properly uploaded

**File Upload** ✕

The maximum file size allowed is **100 MB**.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;n

are disallowed file types to upload.

| | |
|---|---|
| 3315 Oak Knoll Enc. Application.pdf | 100% |
| 3315 Oak Knoll Site Plan.pdf | 100% |

**Continue**  **Add**  **Remove All**  Cancel
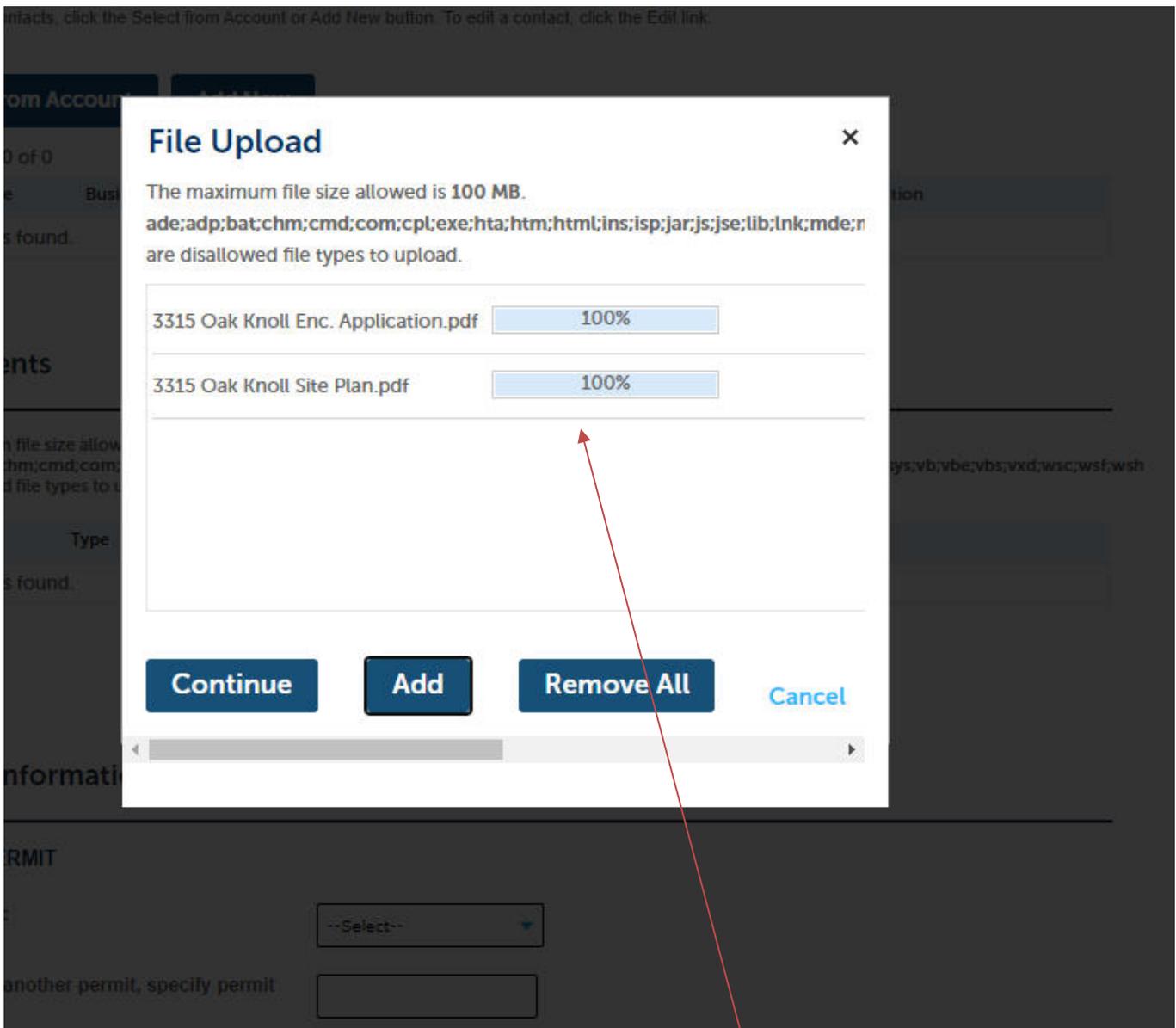
Select appropriate files and Add.
Select document type: Application
Add description: Application, plan, details, traffic control, etc.
After files have been uploaded 100%, Continue to next step

## Step 6 – confirm application documents are properly uploaded

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

**Select from Account**  **Add New**

✔ Contact added successfully.

Showing 1-1 of 1

| Full Name | Business Name | Contact Type | Work Phone | Fax | E-mail | Action |
|-----------|---------------|--------------|------------|-----|--------|--------|
| ⬜ | | Applicant | | | ⬜.com | Edit  Delete |

### Documents

The maximum file size allowed is 100 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|------|------|------|---------------|--------|
| 3315 Oak Knoll Enc. Application.pdf | Application | 62.14 KB | 09/14/2021 | Actions ▾ |
| 3315 Oak Knoll Site Plan.pdf | Application | 204.83 KB | 09/14/2021 | Actions ▾ |

**Add**

### Permit Information

**ONLINE PERMIT**

Permit Type:  [ General Public Works App ▾ ]

If related to another permit, specify permit number:  [                    ]

**Continue Application »**          **Save and resume later**

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Check that all information is correct.
Confirm documents have been correctly uploaded.
Add additional documents as needed.
Select Permit Type – General Public Works Application
Add BLD case or PLN case as appropriate
Continue or save for later.

## Step 7 – confirm application complete and temporary reference number assigned

<u>Step 8 – PW Online is only the application – it is NOT a permit to do work.</u>

Recommended web browser: Chrome

| Home | Building | Planning and Code Compliance | Public Work |
|------|----------|------------------------------|-------------|

Create an Application          Search Applications
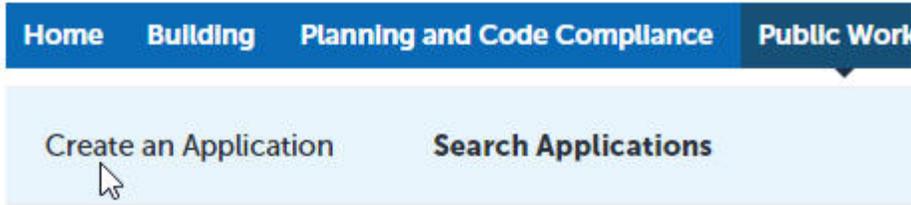
## Records

Showing 1-4 of 4 | Download results | Add to collection | Add to cart

| | Date | Record Number | Record Type | Description |
|--|------|---------------|-------------|-------------|
| ☐ | 09/14/2021 | PW-ONLINE-21-000051 | General Public Works Application | |
| ☐ | 09/08/2021 | PW-ONLINE-21-000044 | General Public Works Application | |
| ☐ | 06/01/2021 | PW-ONLINE-21-000027 | General Public Works Application | |
| ☐ | 07/21/2020 | PW-ONLINE-20-000009 | General Public Works Application | |

## Search for Permits

Enter information below to search for permits.
- Site Address - **For best results enter street number and street name only (or**
- Contractor License Information
- Parcel Number
- Permit Number

The PW Online is a temporary reference number for internal use. Once a submittal is complete, then a DPW number will be assigned to your application.
Allow a few days for processing if application is complete.
If incomplete, see notes online for requests for additional information.

## Section 2: Encroachment Permit Guide to Checking Status of Permit

Step 1:
Use Chrome browser for best results on the desktop.
https://aca-prod.accela.com/smcgov/default.aspx
To search for an application a registered account is not necessary but helpful.

Select Public Works

Enter Permit Number

Search

**COUNTY OF SAN MATEO**
ALL OF CALIFORNIA IN ONE COUNTY

Register for an Account    Reports (2) ▼    Login

Recommended web browser: Chrome

Search...

Home    Building    Planning and Code Compliance    **Public Works**

**Search Applications**

**Search for Permits**
Enter information below to search for permits.
- Site Address – **For best results enter street number and street name only (omit all other fields).**
- Contractor License Information
- Parcel Number
- Permit Number

To include Building, Planning and Code Compliance permits in your search results, select *Search All Records*.

**General Search**

☐ Search All Records ⑦

Permit Number:          Parcel No.:          Start Date: ⑦      End Date: ⑦
                                           01/01/1970        08/25/2021

Street No.:    Direction: ⑦    Street Name: ⑦    Street Type:    City:
From - To     --Select-- ▼                      --Select-- ▼

State License Number:

▶ Search Additional Criteria

[ Search ]    [ Clear ]

Step 2:
Confirm data.



Check if the data is correct and you have the correct record

Step 3
Check record history and review status



Click on the BLUE down arrow to display record options.

Select Status

<u>Step 4</u>
Check status and any instructions or comments

**Record DPW2021-00707:**
**Public Works Permit**
**Record Status: Permit Issued**

| Record Info ▼ | Payments ▼ | Custom Component |

**Processing Status**

Click on the arrows to see more details like status and comments.

If you would like a print out of the case activities, please select *Reports* at the top of the page.

✳ ▼ Application Submitted

    Due on 06/02/2021, assigned to TBD
    ⊟ Marked as Notes on 06/02/2021 by RKL

        Comment: 6-2-21 RKL-revise plans to show city/County boundary, utility crossing. provide TCP, CDX and payment

    *Due on 06/02/2021, assigned to TBD*
    *Marked as Permit Issued on 06/09/2021 by RKL*

    Pre-Site Inspection
    Map or Plan Check
⧗ ▶ Inspections
    Final Processing

> Click on arrow to open Status

> Click on [-] to review comments

<u>Step 5</u>
Check if payment is due

> Click on BLUE down arrow to check fees due

**Record DPW2021-01163:**
**Public Works Permit**
**Record Status: Received**

| Record Info ▼ | Payments ▼ | Custom Component |

**Fees**

***Outstanding:***

| Date | Invoice Number | Amount | |
|------|---------------|--------|---|
| 08/24/2021 | 414084 | $380.00 | Pay Fees |

*Total outstanding fees: $380.00*

> If payment due, click on this link to pay fees. If no link, then full amount has been paid or not yet invoiced

Step 6

Find copy of issued permit



Click on the BLUE down arrow to display record options.

Select Attachments

Permit Issued will have a copy of the permit