



## Online Permitting Registration Guide

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## Introduction

The online permit system is facilitated through 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.

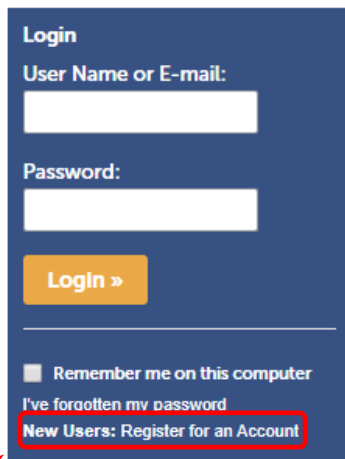
In the first section of this guide you will learn how to register for a Basic Citizen Portal Account. This will enable you to submit building permit plans electronically for review via the *Electronic Plan Check (EPC) Program*. With this basic account you will also be able to schedule building inspections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



The image shows a login form on a dark blue background. At the top, it says "Login". Below that are two input fields: "User Name or E-mail:" and "Password:". There is an orange "Login »" button. Below the button is a horizontal line, followed by a checkbox labeled "Remember me on this computer". Underneath that is the text "I've forgotten my password" and a link "New Users: Register for an Account" which is enclosed in a red rectangular box. A red arrow points from the bottom left towards this box.

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

### Login Information

\* User Name:  ?

\* E-mail Address:

\* Password:  ?

\* Type Password Again:

\* Select a Security Question:  ?

\* Answer:  ?

### Contact Information

Choose how to fill in your contact information.

**Add New**

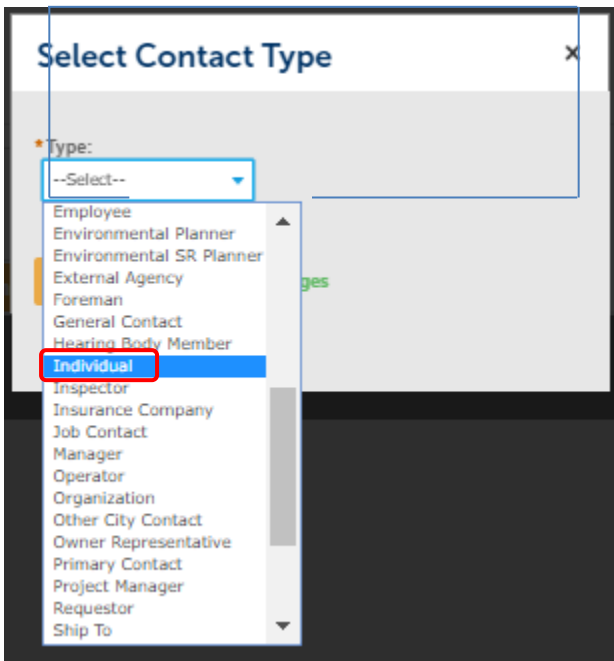
I'm not a robot



**Continue Registration »**

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: --Select\*  \* Zip:

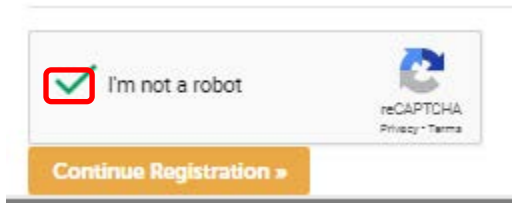
\* Mobile Phone:  \* Work Phone:  Home Phone:

\* E-mail:

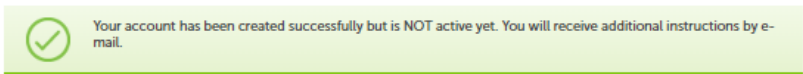
**Continue** Clear Discard Changes



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.

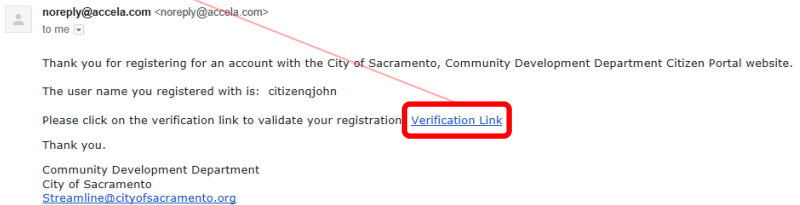


**Your account has been successfully created but is NOT active.**  
Once your account is verified, you will be able to log into the Citizen Portal.

### 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

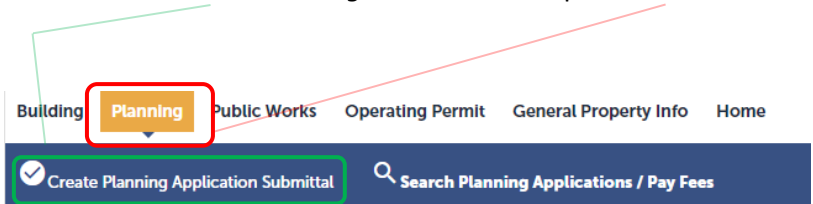
Following your successful login, you will be redirected to a page confirming that your account is active. Your account is activated if your user name is visible on the screen as shown below. At this stage you have a basic *Citizen Portal Account*. With this Basic account, you can schedule inspections 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.

The screenshot shows a user interface for a Citizen Portal account. At the top, there is a navigation bar with links for Building, Planning, Public Works, Operating Permit, Home (highlighted), and more. Below this is a secondary navigation bar with links for Dashboard, My Records, My Account, and Advanced Search. A red box highlights the text "Hello, Gerry G" in the main content area. Below this, there is a section titled "My Collection (0)" with a "View Collections" link. The main content area displays the message "You do not have any collections right now." At the bottom, there is a section titled "Work in progress" with a "View All Records" link. Below this is a table with columns for Record Name, Record ID, Module, Creation Date, and Action. The table currently shows "No records found".

Record Name	Record ID	Module	Creation Date	Action
No records found				

## 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.

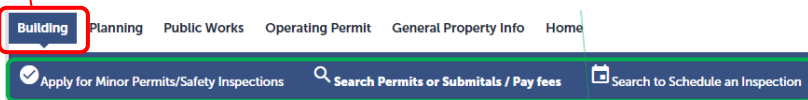


If you would like to submit a project for Electronic Plan Check (EPC) be sure to visit the [Electronic Plan Check](#) page first, so that you can download the Submittal guidelines document. Although every effort has been made to simplify the process there is still a significant amount of detail to understand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

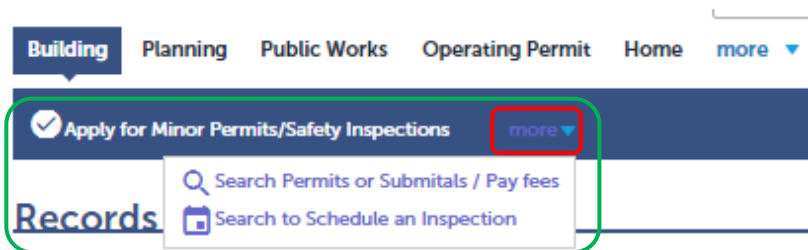
## Services available under the Building Tab

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:

COM-1512313

Project Name:

Start Date:

02/07/2017



End Date:

02/04/2020



Street No.:

From - To

Direction:

--Select--

Street Name:

Street Type:

--Select--

Parcel No.:

License Type:

--Select--

State License Number:

First:

Last:

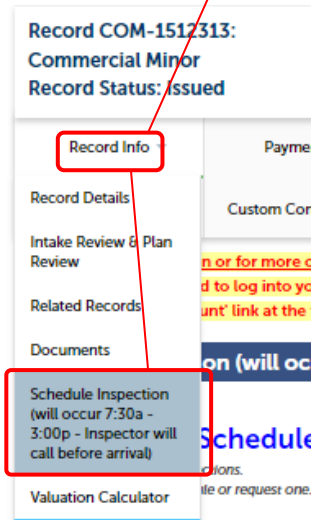
Name of Business:

[▶ Search Additional Criteria](#)

Search

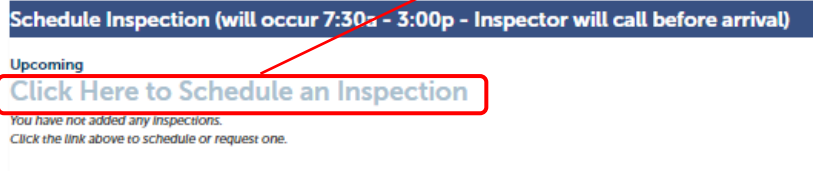
Clear

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



The screenshot shows a web interface for a record titled "Record COM-1512313: Commercial Minor" with a status of "Record Status: issued". A dropdown menu is open from the "Record Info" link, listing options: "Record Details", "Intake Review & Plan Review", "Related Records", "Documents", "Schedule Inspection (will occur 7:30a - 3:00p - Inspector will call before arrival)", and "Valuation Calculator". A red box highlights the "Record Info" link and the "Schedule Inspection" option. A red line connects the "Record Info" link to the "Schedule Inspection" option.

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



The screenshot shows the "Schedule Inspection" page. At the top, a dark blue banner contains the text "Schedule Inspection (will occur 7:30a - 3:00p - Inspector will call before arrival)". Below this, the word "Upcoming" is displayed. A red box highlights the link "Click Here to Schedule an Inspection". Below the link, there is a message: "You have not added any inspections. Click the link above to schedule or request one." A red line connects the "Schedule or Request an Inspection" link from the previous page to the "Click Here to Schedule 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 ✕


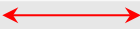
Available Inspection Types (57)

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

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

« PREV

Mar 2020

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

Apr 2020

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

Next »

12:00 AM - 11:59 PM

ContinueBackCancel

## 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.

Building Planning Public Works Operating Permit Home more ▾

Advanced Search ▾

**Please Login**  
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

**New Users**  
If you are a new user you may [register](#) for a free Citizen Portal account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

**Login**

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer  
I've forgotten my password  
**New Users:** [Register for an Account](#)

Select the Account management link.

The screenshot shows the City of Sacramento Citizen Permit Portal. At the top, the logo for the City of Sacramento is on the left, and "CITIZEN PERMIT PORTAL" is on the right. Below the logo, there is a navigation bar with several items: "Announcements" with a warning icon, "Logged in as: Gerry G", "Collections (0)", "Account Management" (highlighted with a red box and a red arrow pointing to it from the text above), and "Logout" with a lock icon. Below the navigation bar is a search bar with the text "Search..." and a green search button. Underneath the search bar is a horizontal menu with items: "Building", "Planning", "Public Works", "Operating Permit", "Home" (highlighted with a blue box), and "more" with a dropdown arrow. Below this menu is a dark blue bar with items: "Dashboard", "My Records", "My Account", and "Advanced Search" with a dropdown arrow. Below the dark blue bar, the text "Hello, Gerry G" is displayed. At the bottom, there is a dark blue bar with "My Collection (0)" on the left and "View Collections" on the right.

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: Contractor  
\* State License Number: 11188

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.

#### Adding a License:

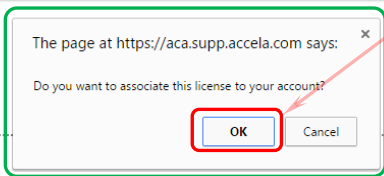
\* indicates a required field.

#### License Information

Showing 1-1 of 1

Type	License Number	Business Name	Name	Action
Contractor	111881	QUAY'S BUSINESS	Quay Su	<a href="#">Connect</a>


[Search Again >](#)



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](mailto: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.

johnqcitizen@xyzbusiness.com

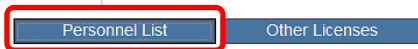
- **Carry Card Confirmation:** You can confirm your association with the license by bringing the carry card issued by the California State License Board (CSLB) along



with picture ID to the Public Counter at 300 Richards Blvd. 3<sup>rd</sup> 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. 3<sup>rd</sup> 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.

**From:** noreply@accela.com [mailto:noreply@accela.com]  
**Sent:** Thursday, May 15, 2014 1:30 PM  
**To:** John Q. Citizen  
**Subject:** License Activated

The Community Development Department has verified and activated your License associated to your Citizen Portal Account.

License #: 123456

If you have questions, please send an email to: [Streamline@cityofsacramento.org](mailto:Streamline@cityofsacramento.org)

Thank you.

Community Development Department  
City of Sacramento  
[Streamline@cityofsacramento.org](mailto:Streamline@cityofsacramento.org)


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.