



OBTAINING AN INSTANT PERMIT

EFFECTIVE: June 23, 2023

The information provided in this document is general and intended as a guide only. Each project is unique and additional requirements may apply.

INSTANT PERMIT

Instant Permits can be filed online through Palo Alto's Accela Citizen Access (ACA) portal link, however, a valid contractor's license number is required. You may also paste this link into your internet browser to access the portal: <https://aca.accela.com/PALOALTO>.

CREATING AN INSTANT PERMIT

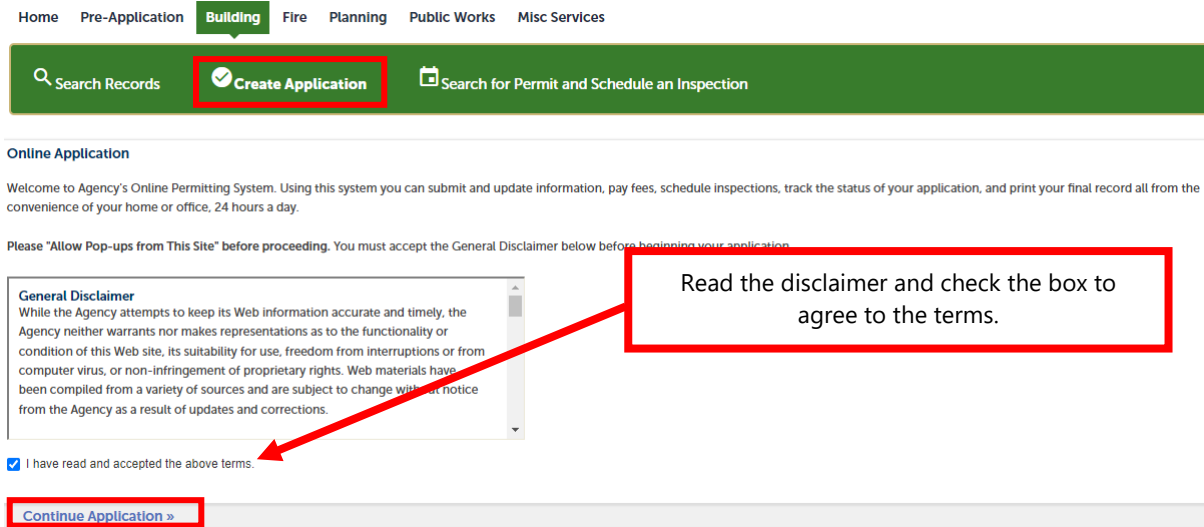
1. Open your web browser and go to <https://aca-prod.accela.com/PALOALTO/> and sign in to your ACA account.

A screenshot of the City of Palo Alto Online Permitting Services homepage. The page has a navigation bar at the top with links for Home, Pre-Application, Building, Fire, Planning, Public Works, and Misc Services. Below the navigation bar is a green bar with "Advanced Search" and a dropdown arrow. The main content area is divided into two columns. The left column contains a "Welcome to the City of Palo Alto Online Permitting Services" message, followed by instructions to visit the website for submittal documents checklists. Below this is a "Register and log in to submit:" section with a list of permit types: Boiler Replacement, Heat Pump Water Heating, Re-Pipe water pipes (sewer), Residential Solar Water Heating Program, Water Heater (standard gas only-no tankless), and Window and sliding door retrofit (residential only). A red box highlights the text "Sign in to your account to start the instant permit process." with an arrow pointing to the "Sign In" button in the right column. The right column contains a "Sign In" form with fields for "USER NAME OR E-MAIL:" (containing "PaloAltoUser") and "PASSWORD:" (containing "*****"). There is a "Forgot Password?" link and a "Sign In" button at the bottom of the form. Below the form, there is a link for "ITEMS NOT LISTED ABOVE WILL NEED TO SUBMIT A PRE-APPLICATION - LOGIN AND SELECT THE PRE-APPLICATION TAB TO CREATE ONE".

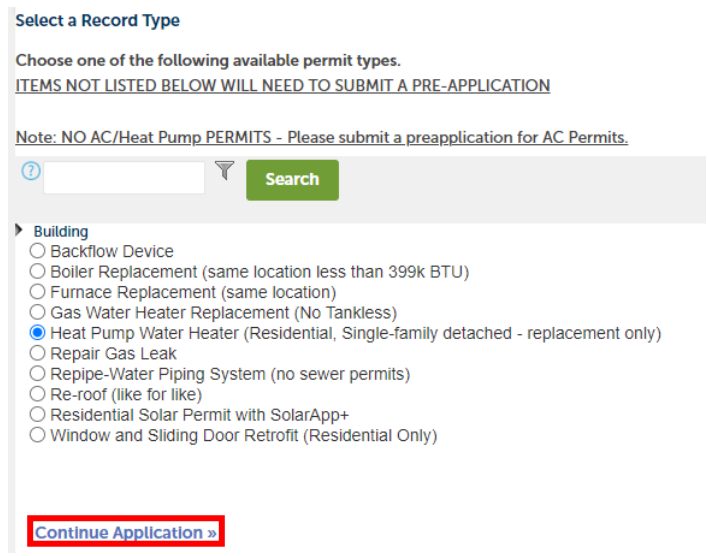
2. When the homepage loads, click on the "Building" button, located above the green bar. After the Building page loads, click "Create Application" on the green bar.

A screenshot of the City of Palo Alto Online Permitting Services Building page. The navigation bar at the top shows "Home", "Pre-Application", "Building" (highlighted in green), "Fire", "Planning", "Public Works", and "Misc Services". Below the navigation bar is a green bar with three buttons: "Search Records" (with a magnifying glass icon), "Create Application" (with a checkmark icon and highlighted in red), and "Search for Permit and Schedule an Inspection" (with a calendar icon).

- 3. Read through the disclaimer and agree to the terms by checking the box. Then click "Continue Application".



- 4. Select the permit type for your project. Each permit type will have different requirements and different fees. When you have made your selection, click "Continue Application".



- 5. Enter the project address. You only need to enter the street number and first few letters of the street name, then click "Search". The search function should automatically populate the Parcel and Ownership information by default.

Please note: If the address you are searching for has suite numbers, you will need to select the correct address from a pop-up window that will appear. Also note that you will likely need to add homeowner contact information for this permit.

- 6. Add a contact for this application. Click the "Select from Account" button to pull your information from your ACA account for this permit. When complete, add your Contractor information. You can search for them using the "Lookup from CA State License Board" function or by "Look Up from Palo Alto Database" if your contractor is already in our system.

- a. Selecting either option will open a pop-up window where you will enter the state license number, scroll down then click "Look up".

Look Up License

License Type: --Select--

State License Number: 6506173123

First: Middle: Last:

Name of Business:

Business License #:

Country: --Select--

Address Line 1:

City:

State:

Zip:

Enter the license number, then scroll down and click "Look Up".

If your CSLB license does not appear to be in our database, please contact PDSDData@CityofPaloAlto.org.

- b. The pop-up window will close and you will receive a notification that the licensed professional was added successfully. When complete, click "Continue Application".

Licensed Professional

You must be registered as a Licensed Professional in the Palo Alto contractors database. As a registered user your license information will be automatically added to the database. To verify your information, click the Search button.

✔ Licensed professional added successfully.

Carlos Ruiz
CARLOS CO.
License Type: CONTRACTOR
License Number: 6506173123
Address: PALO ALTO 94301
Edit Remove

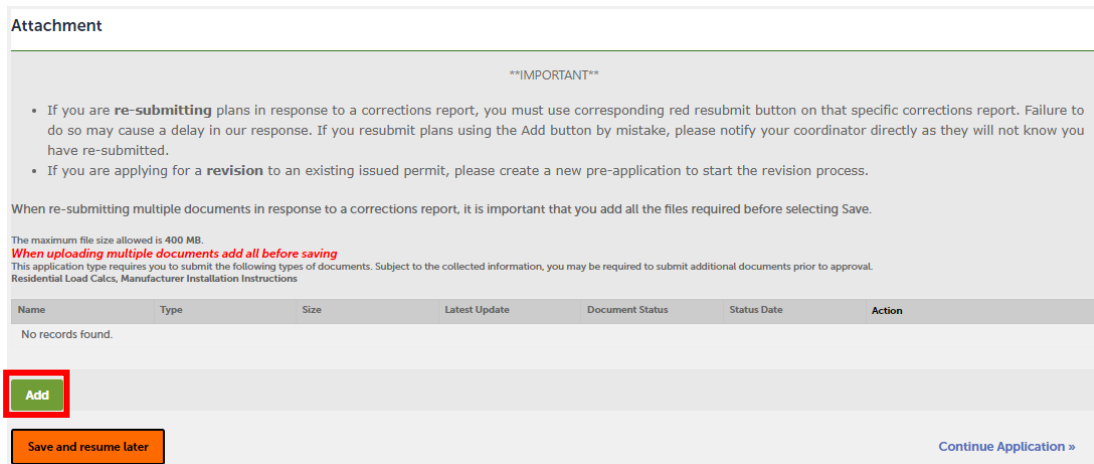
Your contact information and the Licensed Profession information should now appear.

Save and resume later

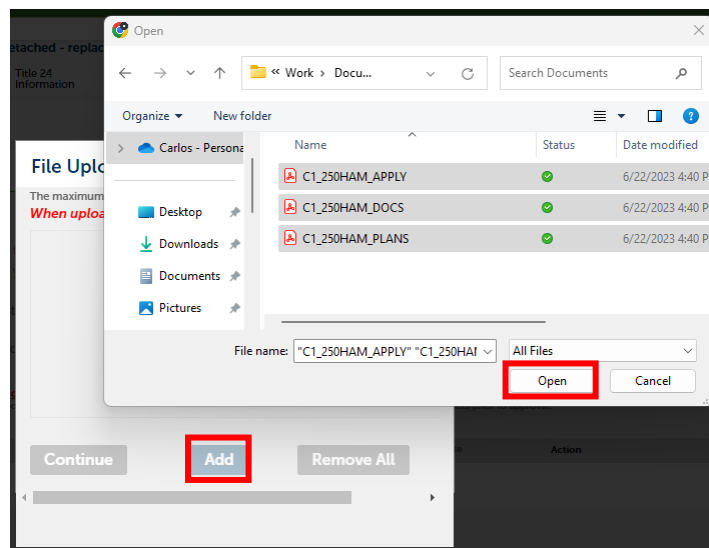
Continue Application

- 7. Complete the project details section and answer all required fields. Note that we collect different information for different types of permits. When complete, click "Continue Application".

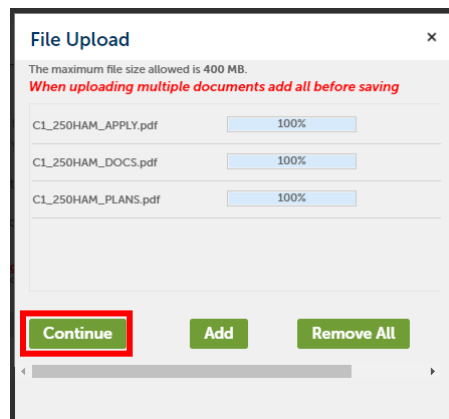
8. Upload the required documents by clicking the “Add” button.



- a. A pop-up window will appear. Click on the “Add” button again and a file selection window will now appear. Select your required files, then click “Open”.



- b. Wait until the files reach 100%. When done, click “Continue”.



- c. Select the document type and provide a brief document description. When complete, click "Save".

The screenshot shows a document upload interface with three entries. Each entry has a 'Type' dropdown, a 'File' name, a progress indicator at 100%, and a 'Description' text field. At the bottom, there are three buttons: 'Save', 'Add', and 'Remove All'. A red box highlights the 'Save' button. A separate red-bordered text box contains the instruction: 'Provide the document type and a description of the documents, then click "Save".'

- d. Your files will now officially be uploaded and shown in the documents list. When complete, click "Continue Application".

Name	Type	Size	Latest Update	Document Status	Status Date	Action
C1_250HAM_APPLY.pdf	CF2R	575.19 KB	06/22/2023	Uploaded	06/22/2023	Actions
C1_250HAM_DOCS.pdf	Residential Load Calcs	2.22 MB	06/22/2023	Uploaded	06/22/2023	Actions
C1_250HAM_PLANS.pdf	Manufacturer Installation Instructions	362.82 KB	06/22/2023	Uploaded	06/22/2023	Actions

Below the table are buttons for 'Add', 'Save and resume later', and 'Continue Application'.

- 9. Review all the information you provided, if you need to make any changes, click on the "Edit" buttons on the right side of the webpage. If complete, click "Continue Application".

The screenshot shows the 'Step 7: Review' page. It includes a 'Record Type' section with the text 'Heat Pump Water Heater (Residential, Single-family detached - replacement only)'. Below this is a 'Custom Fields' section with several questions and answers. A red box highlights an 'Edit' button next to the 'Project Qualification' section. A red-bordered text box contains the instruction: 'If you need to make any changes to the information you provided, click on the "Edit" button for the field.' An arrow points from this text box to the 'Edit' button.

10. The portal will now show you the itemized fees for the project. Once finished reviewing the fees, click "Continue Application".

Step 8: Pay Fees

Listed below are preliminary fees based upon the information you've provided.

Application Fees		
Fees	Qty.	Amount
SB 1473 Mandated Fee	1	\$1.00
ACA Plbg Base Fee	1	\$141.26
ACA Water Heater	1	\$104.02

TOTAL FEES: \$246.28
 Note: Select "Continue Application" to proceed to the payment screen.

Continue Application »

11. Finally, the portal will bring you to the payment webpage. Enter the required information and click "Submit Payment". There is no fee when using a credit card.

Payment Options

Amount to be charged: \$246.28

Pay with Credit Card
 Pay with Bank Account

Credit Card Information:

* Card Type: --Select-- * Card Number: * Security Code: ⓘ

* Name on Card: * Exp. Date: 01/ 2023

Credit Card Holder Information:

Auto-Bill with Carlos Ruiz

Country: United States

* Street Address:


* City: * State: --Select-- * Zip:

* Phone:

E-mail:

Submit Payment »

If the payment was successful, you will receive a notification on how to download your permit packet. If you require any additional assistance, please contact PDSDData@CityofPaloAlto.org.


 Your application has been successfully issued. To view and download your permit packet please:

1. Open your record summary using the "View Record Details" button below
2. Click on the "Record Info" dropdown at the top of the record
3. Select the "Attachments" option in the dropdown

Thank you for using our online services.
Your Record Number is 23BLD-00053.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

Print/View Receipt

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.

View Record Details » (You must post the record in the work area.)