

Planning & Development Services

Accela Citizen Access User Guide

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INTRODUCTION

What is ACA/OPS?

Accela Citizen Access (ACA) is the City of Palo Alto's Online Permitting Services portal (OPS). The ACA Portal allows residents, businesses, and visitors to submit permit requests for Planning, Building, Public Works, and Fire permits, access permit records, pay permit fees, check on the status of in-progress records, and schedule building inspections.

The City has moved to an all-digital application and plan review platform. This means that we no longer accept paper plan submittals. All applications must be submitted through ACA. Any person who submits a permit application must register for an ACA account with a valid email address registered with our system.

Applicants should expect project communication from City staff via email. At various stages in the permitting process, the applicant is directed via email to log in to their ACA account to complete the next step (e.g., retrieve plan review comments, make a payment, access issued/approved documents).

Accela Citizen Access (ACA) / Online Permitting Services (OPS) Portal: <u>https://aca-prod.accela.com/PALOALTO</u>

Please note: You can search for property records, view zoning and parcel data, and schedule inspections without creating an account.

Browser Compatibility

The latest versions of the following browsers are recommended for the ACA Portal:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Safari

The portal may not function properly if using other browsers.

REGISTER FOR AN ACCOUNT

1. Open your web browser and go to <u>https://aca-prod.accela.com/PALOALTO/</u>. When the webpage loads, click on Register for an Account at the top-right of the window or the Create an Account link located beneath the sign in button.

		eregister for an Account
Hor	ns Pre-Application Building Fire Planning Public Works Misc Services	Search
Click on	register for an account gournescheckliss.	Sign In
or click t	the Create Account link	USER NAME OR E-MAIL: *
belov	V the sign in button.	PASSWORD: *
	Re-Pipe water piping system ("Interior Only" no Re-Roof same roof naterial only (like for like) sewer) Residential Solar with SolarAPP+ (plot program) Water Backflow Water Heater (standing as only-no tailes) Window and silding door retrolling sidential only)	Forgot Password?
	ITEMS NOT LISTED ABOVE WILL NEED TO SUBMIT A PRE-APPLICATION - LOGIN AND SELECT THE PRE-APPLICATION TAB TO CREATE ONE	Sign in
2	Pre-Applications Your Building Permit (including revisions to issued building permits) and Planning Applications begin with the	Noc Registered?

2. Enter your desired credentials and take note of your security question and answer, read and agree to the terms of service, then click continue.

	Login Information Step 1 of 2: account details
	* Required Fields
	PaloAltoUser1
	e-mail address: * PaloAltoUser1@email.com
Take note of your security question and answer.	PASSWORD: *
Remember, security answers	TYPE PASSWORD AGAIN: *
are case sensitive.	ENTER SECURITY QUESTION: * What is the best City in the world?
	ANSWER: * Palo Alto
	I have read and accepted the terms above. Terms of Service C
	CONTINUE

3. Enter your contact information for the selected contact type, then click submit.

	CITY: * Palo Alto	
Select Contact Type step 2 of 2: contact details contact details for:	STATE: • × CA × ZIP: • 94301	Complete the contact details for your selected contact type.
Applicant *Required Fields NAME OF BUSINESS:	WORK HONE: * 650-329-2496 MOBILE PHONE:	You only need to complete the required fields as indicated by the "*".
FIRST:	E-MAL # PaloAltoUser1@email.com	
LAST: * Paloalto	Submit	
ADDRESS LINE 1: * 250 Hamilton Av	Back	

4. You will receive confirmation that your account was created successfully. However, registration is not yet complete.

Home Pre-Application	Building Fire Planning Public Works Misc Services		
Advanced Search +			
Your account has been	en created successfully.		
Your account has been successfully created. Congratulations. You have successfully created an account with the Agency. An e-mail has been sent to you acknowledging your registration. Please follow the instructions in this email to verify your email address and activate your account. If you have not added CillyofPaloAlto.org to you Safe Senders List the response email may end up in your junk mailbox. Please check you junk email box for your account verification email. Your account will not be active untit you follow the instructions on the account verification email.			
Account Information			
User Name: E-mail:	PaloAttoUser2		
Password: Security Question:	cnuiz2007eyshoa.com ****** What is the best city in the world?		
	·····		

5. Finally, an account verification email will be sent to the address on record. Click on the link to verify your account and you will then be able to submit Building, Fire, and Public Works permits and Planning Entitlement applications. If you do not see this email in your inbox, check your spam folder.

Subject: Permitting Citizen Portal - Account Verification	
Thank you for registering for an account with the City of Palo Alto, Planning and Development Services Department.	
The user name you registered with is: PaloAltoUser2	
Please click on the verification link to validate your registration Verification Link	
If you need assistance, please call (650) 329-2496.	Click here to verify your
Thank you.	account.
Planning and Development Services Department City of Palo Alto	

Login

After you have set up your Citizen Access account, log in to access your records or to apply for permits.

- 1. Open your internet browser and navigate to <u>https://aca-prod.accela.com/PALOALTO/</u>
- 2. Enter the username or email address and your password used to create your account. Click the "Sign In" button to continue.

Home Pre-Application Building Fire Planning Public Wo	rks Misc Services	
Advanced Search 🔻		
Welcome to the City of Palo Alto Online Permi	tting Services	Sign In
Before you begin, please visit our website for the subm Register and log in to submit: 1) Permits issued online (Instant Permits for Minor Projects) following permits online by logging in and creating an appl	for Licensed contractors only. Apply for the	USER NAME OR E-MAIL: * PaloAltoUser1 PASSWORD: *
Boiler Replacement Heat Pump Water Heater (residential only) Re-Pipe water piping system (*Interior Only* no sewer) Residential Solar with SolarAPP+ (pilot program) Water Heater (standard gas only-no tankless)	Furnace Replacement (same location) Repair Gas Leak Re-Roof same roof material only (like for like) Water Backflow Window and sliding door retrofit (residential only)	Forgot Password?
	d upload plans and supporting documents for your	Remember me on this device Not Registered? CREATE AN ACCOUNT

Having trouble logging in?

If you have problems logging in to a newly created account, have been locked out after too many attempts, or have other issues gaining access, send an email to <u>PDSData@CityofPaloAlto.org</u>. Staff members will help troubleshoot and provide guidance. If staff is unavailable or if you are experiencing issues outside of business hours, try clearing your web browser's cache and browsing history before trying to log in again.

Reset your Password

1. If you forget your password, click on the "Forgot Password?" link located under the login fields.

vour password and pass a
your password and need a reset, click on the "Forgot Password?" link.
Passworu? IIIK.

2. Enter the e-mail address tied to your account, then click "Continue".

Reset Password To reset your password, please provide the email address registered with your account.
*E-mail Address:
Continue »

 After your email address is entered, you be prompted to answer the security question you selected at account creation. Provide your security answer, then click the "Send New Password" button.

Reset Password The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.
Security Question: What is the best city in the world?
* Security Answer?
Send New Password »

4. You will receive a notification that explains that if the details provided match an existing account, an email will be sent to the address you provided along with the username on your account and a temporary password.



Please note: This temporary password is only valid for 24-hours. If you do not see the email, please check your email spam/junk folder (if you still do not find it, send an email to PDSData@CityofPaloAlto.org).

5. Log in to your ACA account with your temporary password.



6. At this point, you will receive a notification that your temporary password has expired and will be prompted to select a new password. Where the system asks for the "old" password, enter the temporary password provided. Remember that passwords are case sensitive. When complete, click submit.

\otimes	An error has occurred. Your password has expired and must be changed in administrator.	n order to proceed. For more information about a secure password, please contact your agency
Change	e Password	
• User Name	ne:	
PaloAltoL	bUser1	
• Old Passw	word:	
• New Passv	sword:	
• Confirm P	Password:	
Submit =	•	

7. After you enter your new password and click submit, you will be brought to the ACA Portal home page. You have successfully updated your password and gained access to your account.

PERMIT SEARCH

Searches can be completed by record number, address, parcel number, or date range. To search with OR without logging into an ACA account, open your internet browser and navigate to <u>https://aca-prod.accela.com/PALOALTO/</u>.

Note: If you are not logged in, most searches will yield limited permit types and permit details. If you are looking to view your project details, download or upload files, and more you must be logged in to your account. This level of detail may only be available to accounts tied to a permit.

- 1. There are four places where you can search for records on the homepage.
 - a. The first general search field is located at the top right-hand side of the page.

O Register for an Account	Login
Search	Q۰

b. The second is an Advanced Search function on the upper left of the Home screen.

Home Pre-Application	Building	Fire	Planning	Public Works	Misc Services
Advanced Search 🔻					
✿ Lookup Property Info	rmation		lte Oulin	Demainin	Services
Search Records/Applicati	ons 🕨		pplication		Scivices
Before you begin	, piease vis	Buildi	ng		ocuments che
Register and log in to	submit:	Fire			
1) Permits issued of	online (Insta				censed contract
following permits	online by lo	Plann	ing		in the Building
Doile	r Doplacomo		: Works		on Deplacement
	r Replaceme Pump Water		Services		ice Replacement
	ipe water pip			Re	-Roof same roof ma

c. Third, you can also scroll down to use the provided search functions for Pre-Applications, Building, Planning, Fire, Public Works and Miscellaneous Services.

What would you like to do today? To get started, select one of the services listed below:	
General Information	Pre-Application
A Lookup Property Information	Q Search Pre-Applications
Building	Fire
Q Search Records	Q Search Applications
Search for Permit and Schedule Inspection	Schedule an Inspection
Planning	Public Works
Q Search Records	Q. Search Records
Pay for SB-9 or IR Single Family Preliminary Meeting	
Misc Services	
Search Applications	

d. Finally, if you are the applicant on a record, you can also utilize the "My Records" section of the portal to locate any open permits tied to your account. Click on "My Records" from the "Home" page to view your permits.

Dashboard	My Record	ilding Fire Planning	Public Works Misc Services	t	his triangu	eed to click or ular symbol to tional permits	,
Buildi							
Date	Permit Number	Record Type	Address	Status	Action	Description	Short Notes
08/08/202	22REV-00465	Revision-Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Permit Issued		TEST Please ignore	TEST Please ignoreProject_Manager:Jessica Setiawan- Email:Jessica.Setiawan@CityofPaloAlto.org
04/13/2022	REVTEST4	Revision-Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Incomplete		TEST Please ignore	TEST Please ignoreProject_Manager:JEREMY ARROYO (CONTRACT STAFF)-

2. Enter your search criteria and click the "Search" button. Please note: By default, the search function time frame is ten years.

General Se	arch				
Permit Numbe	r:	Start Date: 06/10/2013	7 End E 06/08		
Street No.:					
Direction: ()	- Street Nam Ham	e: (?	Street Type	Mo.:	0
State License Number:					
Parcel No.:					
Search Addit	ional Criteri	а			
Search	Clear				

3. View the permit record information by clicking on the red record identification number from under the Permit Number category.

30 Record re	results m	atching your sear	rch results					
Click any of	f the resu	ilts below to view	more details.					
Showing 1-10	L0 of 30							
Date		Permit Number	Record Type	Address	Status	Action	Description	Short Notes
08/08	8/2022	22REV-00465	Revision-Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Permit Issued		TEST Please ignore	TEST Please ignoreProject_Manager:Jessica Setiawan- Email:Jessica.Setiawan@CityofPaloAlto.org
07/21/	1/2022	22BLD-OTEST	Project - Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Expired		TEST ONLY PLS IGNORE	TEST ONLY PLS IGNOREProject_Manager:ROLAND RIVERA- Email:roland.rivera@.cityofpaloalto.org
04/13/	3/2022	REVTEST4	Revision-Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Incomplete		TEST Please ignore	TEST Please ignoreProject_Manager:JEREMY ARROYO (CONTRACT STAFF)- Email:Jeremy.Arroyo@CityofPaloAlto.org
							CITY OF PALO ALTO:	CITY OF PALO ALTO: REPAIR

4. The record page will load. From here, you can view basic information, like project description, parcel information, or print/view a permit card.

Home Pre-Applicati	on Building Fire Planning Public Works Misc Services
Q Search Records	Gearch for Permit and Schedule Inspection
Record 22REV-004	55:
Revision-Building P	ermit
Record Status: Pern	hit Issued
Record Info 🔻	Payments *
	by selecting the 'drop down' arrow on Record Info above and select Inspections. Select Schedule or Request an Inspection and choose which inspection you Note: For Permit Revisions, please schedule the inspection on the original permit.
250 HAMILTON AV *	
Record Details	
Project Description: TEST Please ignore	
More Details	
Print/View Record P	rint/View Summary

5. For additional actions and information, click on the "Record Info" button to reveal a drop-down menu. You can check processing status, view and navigate to related records, view documents and file attachments to the record, or schedule inspections from this menu.



Helpful Search Tips

- 1. When searching for specific parcel numbers, the format should be "123-45-678".
- 2. When searching for an address, enter the street number and a partial street name (e.g., Hamilton should be searched as Ham or Hamil).

CHECKING RECORD STATUS

To view the processing status for a permit, you must be logged in with an account linked to the permit. If your account is not linked to the permit and you cannot view the permit details, please send an email request to <u>buildingpermits@cityofpaloalto.org</u>, please allow for 24 business hours to receive a response.

1. Visit <u>https://aca-prod.accela.com/PALOALTO/</u> and login to your ACA account.

Enter Username or Email Address.	Sign In User NAME OR E-MAIL: * PaloAltoUser
Enter your password.	PASSWORD: *
	Forgot Password?

2. Click on "My Records".

			Currently Logged In As: Carlos Ruiz	E Collections (0)	Account Manageme
Home Pre-Applica	ation Building Fire Plannin	g Public Works Misc Servic	ces	Se	arch
Dashboard	My Records My Account	Advanced Search 🖷			
Hello, Carlos I	Ruiz				
My Collection (0)					Vie
		You do not have a	ny collections right now.		

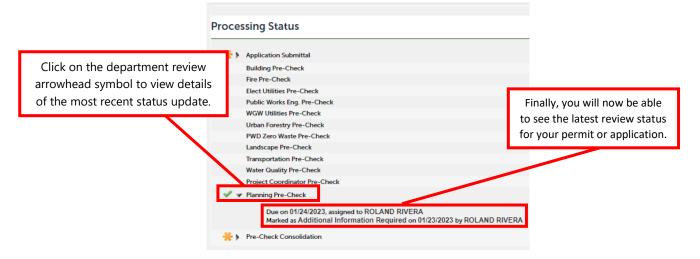
3. If you do not see the record you are looking for, after the "My Records" page loads, be sure to click on the triangle next to permit type (i.e., Pre-Application, Building, Planning, etc.) to reveal a drop-down list of permits tied to your account.

To find your permit, you m to click on the arrowhead to reveal your record t	symbol	ation Building	g Fire Planning	Public Works Misc	Services		
	ashboard	My Records	My Account	Advanced Search 🔻			
	Pre-Appl	ication					
Shov	ving 1-6 of 6 Add	to collection					
	Date	Record Number	Record Type	Description	Project Name	Expiration D	
	03/28/2023	23APP-01105	Pre-Application	GLOOKO ; U&O ONLY *MAKE SURE CLAIRE CONDUCTS PLANNING REVIEW*	GLOOKO	Click the re	ed application
	03/14/2023	23APP-00923	Pre-Application	Remove and Replace 18 Marvin windows like-for- like on Professonille	_		of the permit I wish to view
	12/12/2022	22APP-04686	Pre-Application	TEST		the s	tatus of.
	05/05/2022	22APP-01771	Pre-Application	GAS LEAK REPAIR			
	10/08/2021	21APP-03690	Pre-Application	Stand alone U&O			
	03/22/2021	21APP-00989	Pre-Application	Safe Parking application at Unity Church of Palo Alto			

4. When the record webpage loads, click on the "Record Info" button, which will reveal a drop-down menu, then click on "Processing Status".

Home Pre-Application	on Building Fire Planning Public Works Misc Services
Q Search Pre-Appli	a drop-down menu.
Record 22APP-0468 Pre-Application Record Status: Pre-A	86: Application Accepted
Record Info 👻	Payments 💌
Record Details	
Processing Status	
Related Records	
Attachments	
Record Details	
Applicant: Leland Farmer RARchitecture & Plannir	Project Description: TEST

5. From here, click on the triangular symbol next to the department name to see the view due dates or to view the latest status update for that particular review task.



Please note: See "Marked as" and dates for latest status of a task. Comments are placed here for the customer to clarify current status.

Linking Permit Records to your ACA Account

Your ACA account must be linked to a specific record for you to view the full details and have access to certain actions (i.e., uploading or downloading documents, email notifications, etc.). If someone else submitted your permit application on your behalf, then it is likely that your account is not linked to the record. To link your account to the record, send a request with the record identification number and the email address associated with your account to <u>PDSData@CityofPaloAlto.org</u>. City staff will contact you after reviewing your request to let you know the record has been connected or if additional information is needed to complete the request.

MY RECORDS AND MY COLLECTIONS

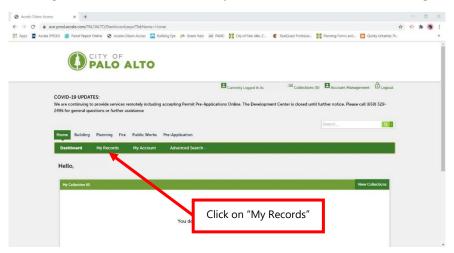
After logging in to your account, you will have the options shown above. To get to all your records and transactions, select either: "My Records" or "My Collections". Each of these are specific to the account holders' records with the City of Palo Alto. A summary of these functions is as follows:

• **My Records**: A compilation of all records across all modules (Planning, Building, or Engineering) that your Citizen Access account is linked to.

• **My Collections**: A functionality that allows you to consolidate related records into groups for easier tracking of all the records required to complete a project.

My Records

- 1. Open your internet browser and navigate to <u>https://aca-prod.accela.com/PALOALTO/</u>. Then log into your account.
- 2. Once logged in, you will be brought to the homepage. To view all your linked permit records without creating a collection, click on the "My Records" button located on the green bar.



3. Click on the permit type for the record that you have open with the city (i.e. Building for Building Permits, Planning for Planning Entitlements, etc) to reveal any existing records associated with your account.

		Currently Logged In As: Carlos Ruiz	Collections (0)	ccount Management D Log
Click on these	ome Pre-Application Building Fire Planning	Public Works Misc Services	Search	i C
riangles to reveal dditional permits	Dashboard My Records My Account	Advanced Search *		
	Pre-Application			
	▼ Building	Once identified, click on your		
	Showing 1-1 of 1 Add to collection	permit number		
	Date Permit Number Record Type	Add	Description	Short Notes
	04/19/2022 228LD-01050	707 BRYANT ST, UNIT 308, PALO Pending Resubmittal ALTO CA 94501	BATHROOM REMODEL LIKE FOR LIKE	BATHROOM REMODEL LIKE FOR LIKEProject_Manager:DIAI TAMALE-650-329-2535- Email:diana.tamalegicityofpaloali

3. You can click on the red record identification numbers to navigate to specific record pages to view record specific information, including record details, documents/attachments, processing status, pay fees, or view parcel information.

My Collections

1. From the "My Records" page, click on the check boxes next to the records that you wish to compile into a "Collection". Then click on the "Add to Collection" link.

Dashboard	My Record	ds My Account	Advanced Search 🔻				
Pre-A	pplication						
 Build 							
wing 1-1 of 1 Date	Add to collection Permit Number	Record Type	Address	Status	Action	Description	Short Notes
04/13/202	2 REVTEST4	Revision-Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Incomplete		TEST Please ignore	TEST Please ignoreProject_Manager:JEREM) ARROYO (CONTRACT STAFF)- Email:Jeremy Arroyo@CityofPaloAlto.c
Fire							

2. A small pop-up window will appear that will include fields for you to name the new collection and provide a brief description. Once complete, click "Add".

Home Pre-	Application Building	Fire Planning
Dashboard	My Records	My Account
Pre-A	oplication	
▼ Buildi	ng	
Showing 1-1 of 1	Add to collection	
Date	Create a New Collect	tion
04/13/2022	* Name: Test Collection Description:	ing Permit
Fire	Test	
Planni	Add Cancel	

3. To view this new collection, click on the "Dashboard" button located on the green bar. When the page loads, click on "View Collections" located on the right side of the window.

Home Pre-Ap	oplication Building	Fire Planning	Public Works Misc Services	
Dashboard	My Records	My Account	Advanced Search 🔻	
Hello, Carl	os Ruiz			
My Collection	(1)			View Collections
1 Records	Test Collection Last Updated 06/08/2023			

4. To view your collection after the collection page has loaded, click on the name of the collection you created.

Collections This is a list of your colle	ctions. To manage a collection, click the lir	ik next to the collection name.		
Showing 1-1 of 1				
Date Modified	Name	Description	Number of Records	
06/08/2023	Test Collection	Test	1	Delete

5. Your collection will now appear.

Test Total I Inspec	Collection Records: 1 (1 E stions Summa Summary: \$0.9	Building) Iry: 0 (0 Sche		cheduled, 0 Ap	proved, 0 Den	ied, 0 Pen	ding, 0 Cancel	led)	Rename Collection	Delete Collection
Buildi	ng									
	to Copy to ing 1-1 of 1	o Remove								
	Date	Permit Number	Record Type	Address	Status	Action	Description	Short Notes		
	04/13/2022	REVTEST4	Revision- Building Permit	250 HAMILTON AV, PALO ALTO CA 94301	Incomplete		TEST Please ignore	TEST Please ignoreProject_Manager:JEREMY ARROYO (CONTRACT STAFF)- Email:Jeremy Arroyo@CityofPaloAlto.org		

Adding a Record to an Existing Collection

1. To add a record to an existing collection, go back to your "My Records" page, then click on the checkbox for the record you wish to add. Then click "Add to collection" located just under the dropdown header.

Hom	e Pre-Ap	plication	Building	Fire	Planning	Public Works	Misc Service	s
Da	shboard	My Re	cords	My Ac	count	Advanced Se	earch 🔻	
<u> </u>	Pre-App	olication						
►	Building	9						
	Fire							
v	Plannin	g						
Showi	ng 1-1 of 1 A	dd to collection]					
	Date	Record Nur	nber	Record Typ	96	Project Name	Addres	s
	10/12/2022	22PLN-003	50	Planning -	Entitlement	Test	250 HA 94301	MILT

2. A pop-up window will appear. Be sure to select "Add to Existing Collection", select the appropriate collection in the dropdown, and then click the "Add" button.

💌 Planni	ng	
Showing 1-1 of 1 Date	Add to collection Add to Existing Collection Test Collection	
✓ 10/12/2022	Create a New Collection Name:	It
City 250 Ha Pako A	Description:	
CITY OF Genera PALO (650) 3 ALTO	Add Cancel	

3. You will receive a small notification that reads "Your selection has been added to the collection".

	Planni	ng		
Showi	ng 1-1 of 1	Add to collection		
	Date	Your selection has be collection.	en added to the	Project Na
~	10/12/2022	22PLN-00350	Planning - Entitlement	Test

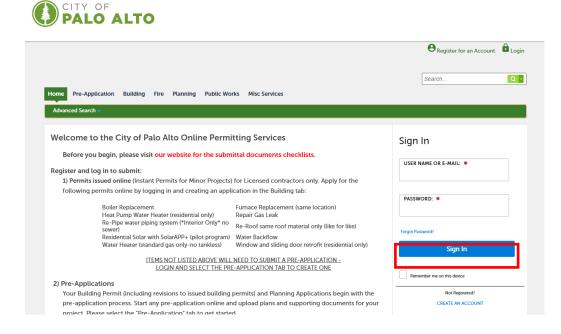
RESUBMIT PLANS & UPLOAD DOCUMENTS

If an applicant already has a project in process and needs to resubmit plans/documents, the resubmittal will need to be made through the ACA portal. This record must be connected to the applicant's user account before any files and corrections can be resubmitted.

Your ACA account must be linked to your record before you can resubmit documents. If someone else submitted your permit application on your behalf, then it is likely that your account is not linked to the record. To link your account to the record, send a request with the record identification number and the email address associated with your account to <u>PDSData@CityofPaloAlto.org</u>. City staff will contact you after reviewing your request to let you know the record has been connected or if additional information is needed to complete the request.

Once the record is linked with a Citizen Access account, the resubmittal process is as follows:

1. Go to <u>https://aca-prod.accela.com/PALOALTO/Default.aspx</u>, then enter your credentials and log into your ACA account:



2. Once you login, click on "My Records":

		Currently Logged In As: Carlos Ruiz	≔ _{Collections (0)} ■ _{Account Management} (
Home Pre-Application Building Fir	e Planning Public Works	Misc Services	Search
Dashboard My Records M	ly Account Advanced Sea	rch 🛫	
Hello, Carlos Ruiz			

3. When the webpage loads, find your existing record in the respective section. By default, different permit types are minimized, click on the triangular symbol to reveal additional permits tied to your account:

		Currently Logged In As: Carlos Ruiz	E Collections (0)	ccount Management Di Log
Click on these riangles to reveal	ome Pre-Application Building Fire Planning	Public Works Misc Services	Searc	h
dditional permits	Dashboard My Records My Account	Advanced Search =		
	Pre-Application Building	Once identified, click on your		
-	howing 1-1 of 1 Add to collection Date Permit Number Record Type	permit number	Description	Short Notes
	04/19/2022 228LC Project - Galacty Permit	PALO Pending Resubmittal	BATHROOM REMODEL LIKE FOR LIKE	BATHROOM REMODEL LIKE FO LIKEProject_Manager:DIA TAMALE-650-329-2535- Email:diana.tamale@cityo/paloa

4. After the webpage loads, click on "Record Info" then click on "Attachments":

Home Pre-Application Building Fire	Planning Public Works Misc Services	Search
Q Search Records Create Appli	ication	
Record 22BLD- Project - Building Permit Record Status: Pending Resubmittal		Add to collection
Record Info Record Details Record Details Record Details Related Records Recor		Inspections. Select Schedule or Request an Inspection and choose which inspection you onal permit.
Record Details	Licensed Professional:	Project Description:
Son Jose CA 9531 Work Phone More Details Prict/New Summury	SAN JOSE CA, 9533 CONTRACTOR	BATHROOM REMODEL LIKE FOR LIKE

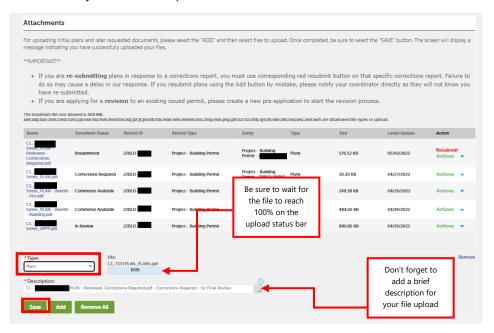
5. When the "Attachments" webpage loads, find the document that needs to be resubmitted. This is usually the document noted in the filename on the left side that reads "...Reviewed – Corrections-Required.pdf" and will have a red "Resubmit" link under "Action" on the right side. To find this link with more ease, be sure to sort documents by clicking "Latest Update", this may take 2 clicks to bring the document to the top of the list (Please note: When resubmitting **DO NOT** upload documents using the Add button):

	Record Status: F	Pending Resubmi	ttal						
	Record Info 👻	Payment	5 🔻						
		tion by selecting th	e 'drop down' arr	ow on Record Info above a se schedule the inspection		Select Schedule o	or Request an Inspe	ection and choose w	hich inspection you
	Attachments								
Look for the file name that contains "Reviewed – Corrections-	message indicating y **IMPORTANT** • If you are re do so may co have re-subr • If you are ap The maximum file size all	ou have successfully submitting plar ause a delay in ou mitted, plying for a revis owed 15 400 MB.	ruploaded your file ns in response to r response. If yo cion to an existin	please select the "ADD" and the set of the "ADD" and the set of th	must use correspond the Add button by mist reate a new pre-appl	ling red resubm rake, please not cation to start t	it button on that ify your coordinat the revision proce	specific corrections for directly as they ss.	report. Failure to
Required.pdf	C1Street_PLAN - Reviewed - Corrections- Regulired_pdf	Resubmitted	22BLD-	Project - Building Permit	Project - Building Permit - 228LD-	Plans	576.52 KB	05/10/2022	Resubmit Actions
	C1 Street_PLAN.pdf	Corrections Required	22BLD-	Project - Building Permit	Project - Building Permit - 22BLD-	Plans	30.30 KB	04/27/2022	Actions 📼
	C1_ Street_PLAN - Interim - Fire.pdf	Comments Available	22BLD-	Project - Building Permit	Project - Building Permit - 228LD-	I	249.38 KB	04/26/2022	Actions 🔹
	C1 Street_PLAN - Interim - Building.pdf	Comments Available	22BLD-	Project - Building Permit	Project - Building Permit - 228LD-	I	484.06 KB	04/19/2022	Actions 🔫
	C1 Street_APPY.pdf	In Review	22BLD-	Project - Building Permit	Project - Building Permit - 22BLD-	Supporting Documents	889.80 KB	04/19/2022	Actions 🔹

6. Click the red resubmit link and a pop-up window should appear for you to select your document. Once you find your document, click on it and then click "Open". Be sure to select all of the files you need to resubmit (usually plans and a reply file):

	tule an inspection. on by selecting the 'drop down' arrow on Record Info above and select Inspecti e. Note: For Permit Revisions, please schedule the inspection on the original pe		nspection and choose w	rhich inspectior
🔇 Open			×	
← → ~ ↑ 🖺 > T	his PC > Documents v Ö	⊘ Search Documents	"SAVE" button. The	screen will displ
Organize 👻 New fold	der		2	
Planning Forms ^	Name	Date modified	A pecific corrections	
	i cat	10/24/2019 10:28 AM	r directly as they	will not know
lity of OneDrive - City of	Calpers Beneficiary Designation	11/7/2019 9:02 AM	ş.	
📜 Files	C2_571COL_PLAN-Interim-Planning-response	5/21/2020 9:41 AM		
📜 Microsoft Teams	C1_TESTPLAN_PLANS	12/9/2019 11:43 AM	pload.	
📜 Microsoft Teams	C1_SAMPLE_PLAN - Interim - All Departments_Redacted 9	3/7/2021 3:15 PM	Latest Update	Action
Plans	🔁 C1_821SAN_APPLY	9/24/2020 5:51 PM		
Recordings	🔁 C1_700WEL_DOCS	12/7/2021 3:44 PM	05/10/2022	Resubmit Actions
	📜 AVAYA 9611G User Manual	10/24/2019 3:03 PM		
ithis PC	🔁 ADU CAR Guidelines 2020-07-30_155901	8/4/2020 4:22 PM	04/27/2022	Actions
🧊 3D Objects	Accela Titles for Intake (003)	11/5/2019 9:04 AM		
Desktop	20200409_145654	4/9/2020 2:58 PM	04/26/2022	Actions
🗎 Documents	20200409_145104	4/9/2020 2:55 PM	V 04/19/2022	Actions
Downloade	<	:	>	
F1.	name: C1_TESTPLAN_PLANS v	All Files	04/19/2022	Actions

7. Wait for the file to upload 100% on the upload status bar, then select the file type in the "Type" drop down menu. Add a brief description of the file in the "Description" text box. If you need to add an additional document, click "Add" (next to "Save") and proceed with the same steps as the previous file. When you are all complete, be sure to click "Save":



8. And that's all! After clicking save, a new webpage will load and you will receive confirmation that the upload was successful at the top of the screen. Thank you for using the Palo Alto OPS system!

Document Uploads

In some instances, you may be asked to upload a document outside of a formal review period. Examples of this include requested documents in the pre-application phase or additional requested materials during a review period.

NOTE: The "Add" button should only be used in the pre-application phase or if specifically requested to do so. If your existing project is currently under review and a document upload is required, contact your project coordinator to enable the ability to upload documents while under review.

1. To upload a document into an existing record, follow steps 1 though 4. Rather than looking for and using the resubmit link, you will utilize the "Add" button.

Attachments									
· · · · · ·	l plans and later requi you have successfully		ase select the "ADD" and then	select files to upload	I. Once completed, be	e sure to select the "S	AVE" button. The scr	een will disp	play a
IMPORTANT									
do so may o have re-sub • If you are a The maximum file size a	cause a delay in ou omitted. pplying for a revis Nowed is 400 MB.	ion to an existing	corrections report, you mi resubmit plans using the A issued permit, please crea de:mht:mhtml:msc;msp;mst;php;pif;	Add button by mist	cake, please notify	your coordinator of revision process.	lirectly as they will		
Name	Document Status	Record ID	Record Type	Entity	Туре	Size	Latest Update	Action	
PLANS.JPG	In Review	REVTEST4	Revision-Building Permit	Revision-Building Permit - REVTEST4	Plans	106.09 KB	01/24/2023	Actions	•
Building Permit Checklist.pdf	Uploaded	REVTEST4	Revision-Building Permit	Revision-Building Permit - REVTEST4	Supporting Documents	189.96 KB	03/15/2023	Actions	•
Add									

2. A pop-up window will appear, click on the "Add" button on this pop-up and a file selection window will appear. Select the file you wish to upload, then click "Open".

•	🚱 Open						×
	\leftarrow \rightarrow \checkmark \uparrow \blacksquare \ll Des	top $ ightarrow$ Planning Forms and Handouts $ ightarrow$			Ü	🔎 Search Pla	anning Forms and
	Organize - New folder						- 1 7
	Attachments ^	Name	^		Date n	nodified	Туре
	📕 Files	📆 Application 2020			7/28/2	020 11:08 AM	Adobe Acrobat
row on Record Info abo	📜 Microsoft Teams	BLD-Permits Issued	By Type 644-645 DECO	N-DEMO	3/27/2	023 10:44 AM	Microsoft Excel
File Upload	📜 Microsoft Teams	Bookmarking			10/21/	2020 3:47 PM	Microsoft Word
The maximum file size all	Plans	🔁 Bookmarking			10/21/	2020 3:48 PM	Adobe Acrobat
ade;adp;bat;chm;cmd;co	Recordings	💆 building-application	n_04092020-1			2022 3:21 PM	Adobe Acrobat
are disallowed file types to	THE DC	📜 C of C Checklist				020 12:06 PM	Adobe Acrobat
	This PC	🛃 C&D HandOut 6-5-	19			020 4:29 PM	Adobe Acrobat
	3D Objects	C1_250HAM_APPLY				023 10:21 AM	Adobe Acrobat
	Desktop	C1_250HAM_DOCS			3/22/2	023 6:38 PM	Adobe Acrobat
	Documents						
	File name	e:			\sim	All Files	~
						Open	Cancel
	_	wed file types	to upload.				
	Add Remo	ove All		Action			
		06.09 KB	01/24/2023		-		
		▶ 89.96 KB			-		

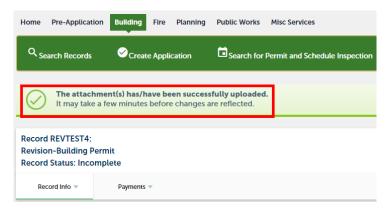
3. The pop-up window will not display the upload status of the file, wait until it reaches 100%, then you can click "Continue".

File Upload		×
The maximum file size allo ade;adp;bat;chm;cmd;con are disallowed file types to	n;cpl;exe;hta;htm;ht	ml;ins;isp;jar;js;jse;lib;lnk;mde;n
C1_250HAM_APPLY.pdf		100%
Continue	Add	Remove All
•		•

4. Select the document type and provide a document description. Once complete, click "Save".

PLANS.JPG					Туре
	In Review	REVTEST4	Revision-Building Permit	Revision-Building Permit - REVTEST4	Plans
Building Permit Checklist.pdf	Uploaded	REVTEST4	Revision-Building Permit	Revision-Building Permit - REVTEST4	Supporting Documents
Tura	File:				
*Type: Supporting Documents		OHAM_APPLY.pdf			
		100%		-	
Description:					
Supporting Document				11	

5. Finally, you will receive a confirmation message that your file has been successfully uploaded.



SCHEDULE INSPECTIONS

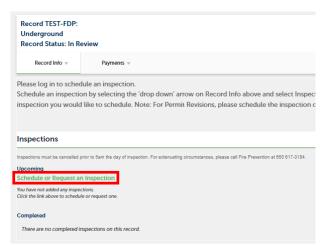
- 1. To schedule an inspection without logging into an account, open your internet browser and navigate to https://aca-prod.accela.com/PALOALTO/.
- 2. Scroll down and utilize one of the "Schedule an Inspection" buttons for the permit types shown below.

What would you like to do today? To get started, select one of the services listed below:	
General Information	Pre-Application
A Lookup Property Information	Q Search Pre-Applications
Building	Fire
Q Search Records	Q Search Applications
Search for Permit and Schedule Inspection	Schedule an Inspection
Planning	Public Works
Q Search Records	Q, Search Records
Pay for SB-9 or IR Single Family Preliminary Meeting	
Misc Services	
Search Applications	

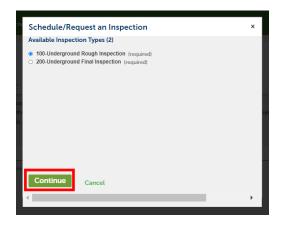
3. You will be brought to a general search page for the record type that you want to schedule an inspection for. Enter the record identification number, then click "Search".

General Search Record Type: Leti-dap	Street No.: Direction: ① Pour - To - = Statet - = = Street Name ① Street Tope:	Enter the record identification/permit number, then click "Search".
Project Name: Start Date: () End Date: () or 10/2013 Conv.2023 Conv.2023	-stetet	
License Type: State License Number:	Country: datas > Search Additional Criteria	
Business License #:	Search Clear	

4. Once the record page loads, click on the green "Schedule or Request an Inspection" link.



5. When the pop-up window appears, select the inspection type that you want to schedule, then click "Continue".



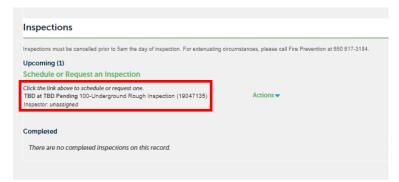
6. Verify the contact information for the inspection, you may select a new contact from the dropdown list or add a new contact by filling out the required fields. When complete, click continue.

Schedule/Request an Inspection	×
Inspection type: 100-Underground Rough Inspection	
Location and Contact	
Verify whether the location and contact person for the selected inspection are correct	t.
Location 150 HAMILTON AV PALO ALTO CA 94301	
Please select Change Contact below and enter a contact for current inspection.	
Carlos Ruiz	
Change Contact -	
Continue Back Cancel	

7. Depending on the record type, you may have to type in the desired date and time for the inspection or select the date and time from a calendar. When complete, scroll down and click "Finish".

Schedule/Request an Inspection		×
Please confirm the details be inspection.	low and click the Finish button to request the	-
Т 1/ Р	00-Underground Rough Inspection BD 50 HAMILTON AV ALO ALTO CA 94301	
C	arlos Ruiz	
Click here to request date	and time. *** Required ***	
Department will make every effor	I according to the order in which they are received. The Fire to schedule inspections within 4 days of receiving the request, spector availability and may take up to a week or more depend d.	
Final inspection for fire suppression systems canno Alarm inspections:	t be scheduled until .pdf drawings are received and approved by the Fire Prevention Bureau. Fo	
Please request date and time of in	spection. (provide 2 choices)	
1st Choice Date and time 2nd Choice Date and Time		

8. You can confirm that the inspection has been scheduled by visiting the record page.



If you are unable to schedule an inspection online, you can schedule inspections in two additional ways.

- 1. Call 650-329-2496 and press option 2 to schedule through a staff member.
- 2. Customers can also download the City of Palo Alto's iRequest app. The Palo Alto Inspection Request app for iOS (Apple) or Android can be downloaded from the Apple App store or Google Play store to your mobile device (search for Palo Alto iRequest).



