

UPLOAD YOUR SUBMITTAL DOCUMENTS

EFFECTIVE: July 27, 2023

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

INTRODUCTION

The online pre-application process allows prospective permit applicants to submit their pre-applications and upload digital plans and documents. Staff will review the application materials to ensure all necessary documents have been provided. The applicant will be notified once the online submittal package is considered complete and ready for the online building permit application intake phase.

ONLINE REGISTRATION

Pre-applications can be filed online through Palo Alto's Accela Citizen Access (ACA) portal link. You may also paste this link into your internet browser to access the pre-application page: <u>https://aca.accela.com/PALOALTO</u>.

To submit for a pre-application, you must register for an ACA account or have an existing account.

CREATING A PRE-APPLICATION

1. Enter your credentials and sign in to your ACA account.

Home Pre-Application Building Fire Planning Public Works Misc Services	
Advanced Search 🗸	
Welcome to the City of Palo Alto Online Permitting Services	Sign In
Before you begin, please visit our website for the submittal documents checklists. Register and log in to submit: <u>1) Permits issued online (Instant Permits for Minor Projects) for Licensed contractors only.</u> Apply for the	USER NAME OR E-MAIL: * PaloAltoUser1
Login to your account to start the Pre-Application process.	PASSWORD: *
Residential Solar with SolarAPP+ (pilot program) Water Backflow	Forgot Password?
Water Heater (standard gas only-no tankless) Window and sliding door retrofit (residential only)	Sign In
ITEMS NOT LISTED ABOVE WILL NEED TO SUBMIT A PRE-APPLICATION - LOGIN AND SELECT THE PRE-APPLICATION TAB TO CREATE ONE 2) Pre-Applications	Remember me on this device
Your Building Permit (including revisions to issued building permits) and Planning Applications begin with the	1e Not Registered?
pre-application process. Start any pre-application online and upload plans and supporting documents for y	OUR CREATE AN ACCOUNT

2. After logging in, click on the "Pre-Application" button located at the top left-hand side of the window.

PALO ALTO	D		
		Currently Logged In As:	E Collections (1) ▼ Account Management Logout
Home Pre-Application	Fire Planning Public Work	s Misc Services	Click on the "Pre-
Dashboard My Records	My Account Advanced S	earch 💌	Application" button located above the green bar.
Hello,			

3. After the Pre-Application section loads, click the "Create Pre-Application" button located on the green bar.

Home P	Pre-Application	Building	Fire	Planning	Public Works	Misc Services
Q _{Sear}	ch Pre-Applicat	ions	⊘ _{Cr}	eate Pre-Ap	plication	

Read through all of the notes and disclaimer.
 When complete, check the box on the bottom left-hand side of the screen, then click "Continue Application".

Online Permitting Services (OPS)	
Palo Alto Online Pre-Application Submittal (New applications only)	
Complete the short pre-application by entering basic information about your pro	pject and upload the required plans and documents.
 Staff will contact you by email or phone to complete the intake process. 	
Permit/Entitlement will advance through the normal review process after require	ed fees are paid.
Upon project approval, staff will contact you for applicable permit issuance or en	ntitlement approval steps.
PLEASE READ ALL NOTES BELOW BEFORE SUBMITTING FOR A PRE-APPLI	CATION
 DO NOT submit a pre-application for building permit applications or planning en 	titlements that are currently already in process. The Pre-application process is only to be
for new projects or Revision applications. (A "Revision" is a change to an alread process)	y issued building permit and requires that a pre-application be submitted to begin that
Please reach out to your assigned project coordinator or technician to upload pl	ans or documents for existing permits or entitlement applications.
	th the electronic filing system and a timely staff review within the federally mandated sho
clock timeframes, WCF applicants are encouraged to schedule a pre-meeting be	fore submitting for a WCF pre-application. Please email Garrett.Sauls@CityofPaloAlto.org
call (650) 329-2471 to schedule a pre-meeting. Applications submitted or resub	mitted outside normal business hours will be processed the following business day, which
appear as the application submission date for all purposes. See the following li	nk for our normal business hours: City of Palo Alto Business Hours
Accept General Disclaimer below.	
Please "Allow Pop-ups from this Site"	
Permits issued online (web permits) DO NOT need a pre-application. Licensed of	ontractors can apply, purchase and print the following building permits immediately by
selecting the "Building" tab above and choosing "Create Application"	
Boiler Replacement	Furnace Replacement (same location
Repair Gas Leak	Re-Pipe water piping system
Re-Roof Water Heater (no tankless)	Water Back Flow
Water Heater (no tankless)	Window Retrofit (residential only)
General Disclaimer	Dead through the notes and
While the Agency attempts to keep its Web information accurate and timely, the	Read through the notes and
Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or	disclaimer, then check the
from computer virus, or non-infringement of proprietary rights. Web materials	box to acknowledge that you
have been compiled from a variety of sources and are subject to change without	agree to the terms.
and the formation from the formation of the formation of the second se	agree to the terms.
notice from the Agency as a result of updates and correction	
notice from the Agency as a result of updates and Correspond	
Induce from the Agency as a result or updates and correction	I have contacted Garrett Sauls in the Planning & Development Services Department

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. 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.

Pre-Applicatio	'n							
1 Project Locat	ion	2 Project Details		3 Contact		4 Contractor		
Step 1:Proje	ect Location>Loc	ation	Enter the r	vroject's street	number and s	street name		
Address			Enter the project's <u>street number</u> and <u>street name</u> then select "Search". The system should auto- populate parcel and ownership data.					
	er and states name (only) pure application [®] but on to	nen select "Search" and w o go to next page.	e wiictook triis up	nor you.			J	
* Street No.:	* Street Name:	Street Type:	Direction:	Unit Type:	Unit No.:			
250	Ham	Select 🔻	Select 🔻	Select 🔻				
Search	Clear							

6. Confirm the information that was auto-populated by the website.

If ownership data is incorrect, please enter the current information in those fields. When complete, click on the "Continue Application" button. If no information appears for the searched address, manually enter in the required information.

Parcel									
* Parcel Number: 120-27-011	Zoning: PF		Year Built:					informa	nfirm the parcel and ownership ition. Make any updates as needed, en click "Continue Application.
Search Clea	ar							the	en cick Continue Application.
Owner									
Owner Name:		?	Secondary Own	er:					
CITY OF PALO ALTO									
Address Line 1:									
250 HAMILTON AVE									
Address Line 2:			City:	Sta	ate:	Zip:			
			PALO ALTO	CA	4	94301			
Search Clea	ar			ſ	lf at	any point i	n the process, ye	ou need to	
Save and resume	ater					o away, click	on the orange ne later" button	"Save and	Continue Application »

Please note: If at any point in the process, you need to step away from your computer, click on the orange "Save and resume later" button. A "TMP" or temporary record will be created and can be found in the "My Records" section of the website for you to finish later. These temporary records only last 48 hours, so you will have to start again if left for longer.

7. Enter project details. Please make sure to select the correct application type to have your permit processed correctly (i.e., Building Permit, Planning Entitlement, Public Works, or Fire). When complete, click "Continue Application".

Custom Fields		 indicates a 	a required field.
GENERAL • Application Type: Residential or Commercial: • Do you have a contractor?:	Select Select •	Select Public Works Building Permit Planning Entitlement Fire	
Detail Information • Detailed Description: Please enter a short description of your project		Fill out the required fields and provide a detailed project description. When complete, click "Continue Application"	1
Save and resume later		// Continue Appli	cation »

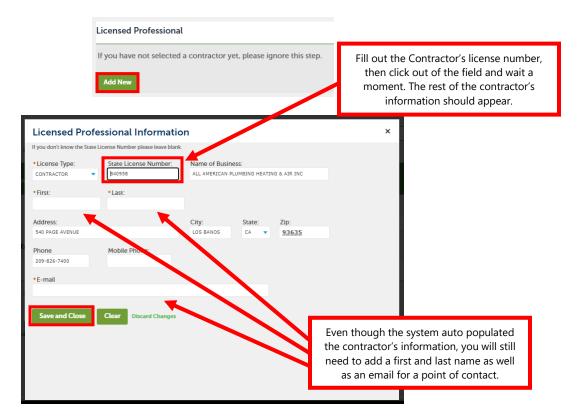
8. Add a primary point of contact for the pre-application record.

Click on the "Select from Account" button to pull your contact information from your Palo Alto OPS account. If you need to make any edits to this information, click on the green "Edit" button beneath the contact info. Once all information is correct, click "Continue Application".

	Applicant	
	Select Primary Point of Contact for this Project	
	Select from Account	
Select Primary Point of Contact for this Project		
Contact added successfully.		
Carlos Ruiz City of Palo Alto @gmail.com Home phone: Mobile Phone: Work Phone: 650-617-3123 Fax: Edit Remove		
Save and resume later		Continue Application »

9. If you have checked "Yes" on the "Do you have a Contractor?" question, you will be brought to the Licensed Professional section. If not, skip this step.

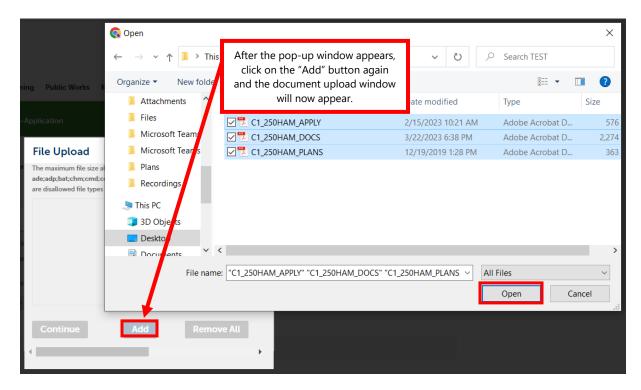
Click on the "Add New" button and enter the required information for your contractor. Similar to the address search, enter the Contractor's License Number, click out of the field and wait a moment. The rest of the contact information should populate. You will need to add a First Name, Last Name, and an Email Address for the contractor on record before you can continue.



Once you have added the additional required fields, click "Save and Close". The pop-up will disappear and you will receive a small notification that the Licensed Professional was added successfully. When complete, click "Continue Application".



10. To add documents, click on the green "Add" button on the bottom left-hand side of the screen. A pop-up window will appear. Click on the "Add" button again, and a file selection window should now appear. You can click on multiple files for your upload. When ready, click "Open".



Make sure to wait until all of your files reach 100%, then click "Continue".

File Upload	×
The maximum file size allowed is 40 ade;adp;bat;chm;cmd;com;cpl;exe; are disallowed file types to upload.	00 MB. ;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;n
C1_250HAM_APPLY.pdf	100%
C1_250HAM_DOCS.pdf	100%
C1_250HAM_PLANS.pdf	100%
Continue	dd Remove All
4	•

Select the document type and provide a document description. When complete, click "Save". You will receive a green notification bar at the top of the window that explains that the documents have been successfully uploaded.

* Type: Plans 💌			
File: C1_250HAM_PLANS.pdf 100%			
*Description: Test Plans			
rest Plans			
	-		
	11		
Save Add Remove All		0	The attachment(s) has/have been successfully uploaded.
Save and resume later		\odot	It may take a few minutes before changes are reflected.

When you have completed uploading your documents, click "Continue Application".

ote: If your Pre-Applicat	s or any supporting documents tion had been approved, doc is 400 MB. rexe;hta;htm;html;ins;isp;jar;js;jse		If you need to upload additional documents, you can click on the "Add" button again.		
Name	Туре	Size	Latest Update	Action	
C1_250HAM_APPLY.pdf	Supporting Documents	575.19	06/21/2023	Actions 🔻	•
C1_250HAM_DOCS.pdf	Supporting Documenter	2.22 MB	06/21/2023	Actions 🚽	•
C1_250HAM_PLANS.pdf	Plans	362.82 KB	06/21/2023	Actions 🔻	•

11. Finally, you will reach the "Review" step, check all of the provided information to verify that it is accurate. When complete, read the certification on the bottom of the window and check the box. Then click "Continue Application".

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application of the statement	
By checking this box, I agree to the above certification.	v Date:
Save and resume later	Continue Application »

You should now receive a notification that explains that "Your application has been successfully submitted along with your Pre-Application record number. Please keep a record of this application number.

Your application has been successfully submitted.
Thank you for using our online services. Your Application Number is 23APP-02227.
Please check your email for confirmation of your Pre-Application submittal and information on the next steps of the review process.