



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.

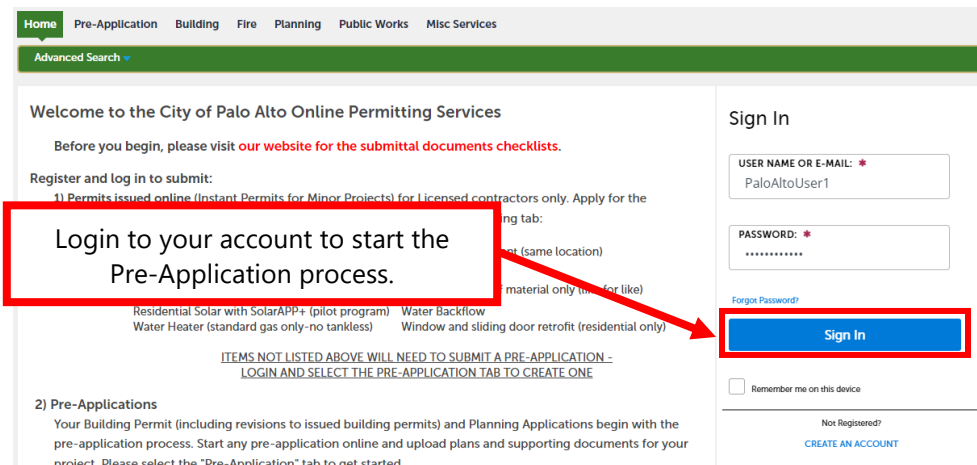
ONLINE REGISTRATION

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: <https://aca.accela.com/PALOALTO>.

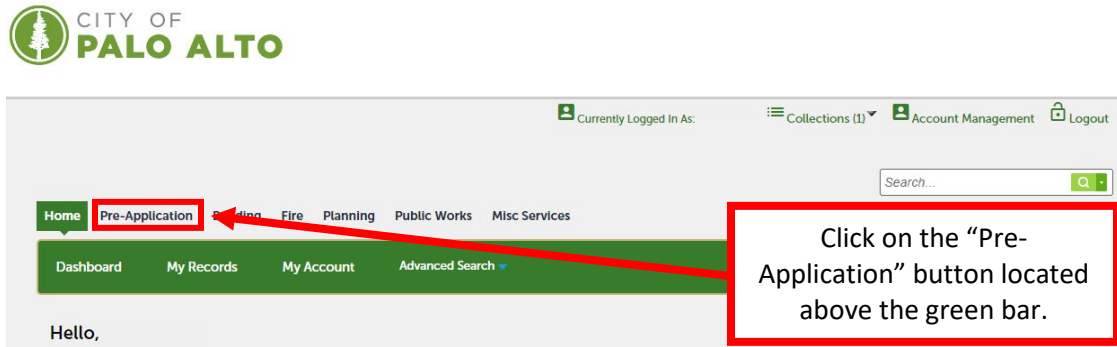
To submit for a pre-application, you must register for an ACA account or have an existing account.

CREATING A PRE-APPLICATION

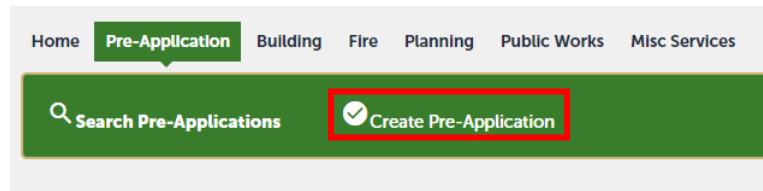
1. Enter your credentials and sign in to your ACA account.



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



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



- 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 project 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 required fees are paid.
- Upon project approval, staff will contact you for applicable permit issuance or entitlement approval steps.

PLEASE READ ALL NOTES BELOW BEFORE SUBMITTING FOR A PRE-APPLICATION

- DO NOT submit a pre-application for building permit applications or planning entitlements that are currently already in process. The Pre-application process is only to be used for new projects or Revision applications. (A "Revision" is a change to an already issued building permit and requires that a pre-application be submitted to begin that process)
- Please reach out to your assigned project coordinator or technician to upload plans or documents for existing permits or entitlement applications.
- Wireless Communication Facility (WCF) Applications: To ensure compatibility with the electronic filing system and a timely staff review within the federally mandated shot clock timeframes, WCF applicants are encouraged to schedule a pre-meeting before submitting for a WCF pre-application. Please email Garrett.Sauls@CityofPaloAlto.org or call (650) 329-2471 to schedule a pre-meeting. Applications submitted or resubmitted outside normal business hours will be processed the following business day, which will appear as the application submission date for all purposes. See the following link 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 contractors 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 Back Flow
Water Heater (no tankless)	Window Retrofit (residential only)

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. If submitting a Wireless Communication Facility application, I have contacted Garrett Sauls in the Planning & Development Services Department

Continue Application »

Read through the notes and disclaimer, then check the box to acknowledge that you agree to the terms.

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.

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.

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 required field.

GENERAL

* Application Type: --Select-- --Select--
Public Works
Building Permit
Planning Entitlement
Fire

Residential or Commercial: --Select--

* Do you have a contractor?: Yes No

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"

Save and resume later Continue Application »

- 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.

Licensed Professional

If you have not selected a contractor yet, please ignore this step.

Add New

Licensed Professional Information

If you don't know the State License Number please leave blank.

* License Type: CONTRACTOR **State License Number:** B40958 Name of Business: ALL AMERICAN PLUMBING HEATING & AIR INC

* First: * Last:

Address: 540 PAGE AVENUE City: LOS BANOS State: CA Zip: 93635

Phone: 209-826-7400 Mobile Phone:

* E-mail:

Save and Close **Clear** Discard Changes

Fill out the Contractor’s license number, then click out of the field and wait a moment. The rest of the contractor’s information should appear.

Even though the system auto populated the contractor’s information, you will still need to add a first and last name as well as an email for a point of contact.

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”.

✔ Licensed professional added successfully.

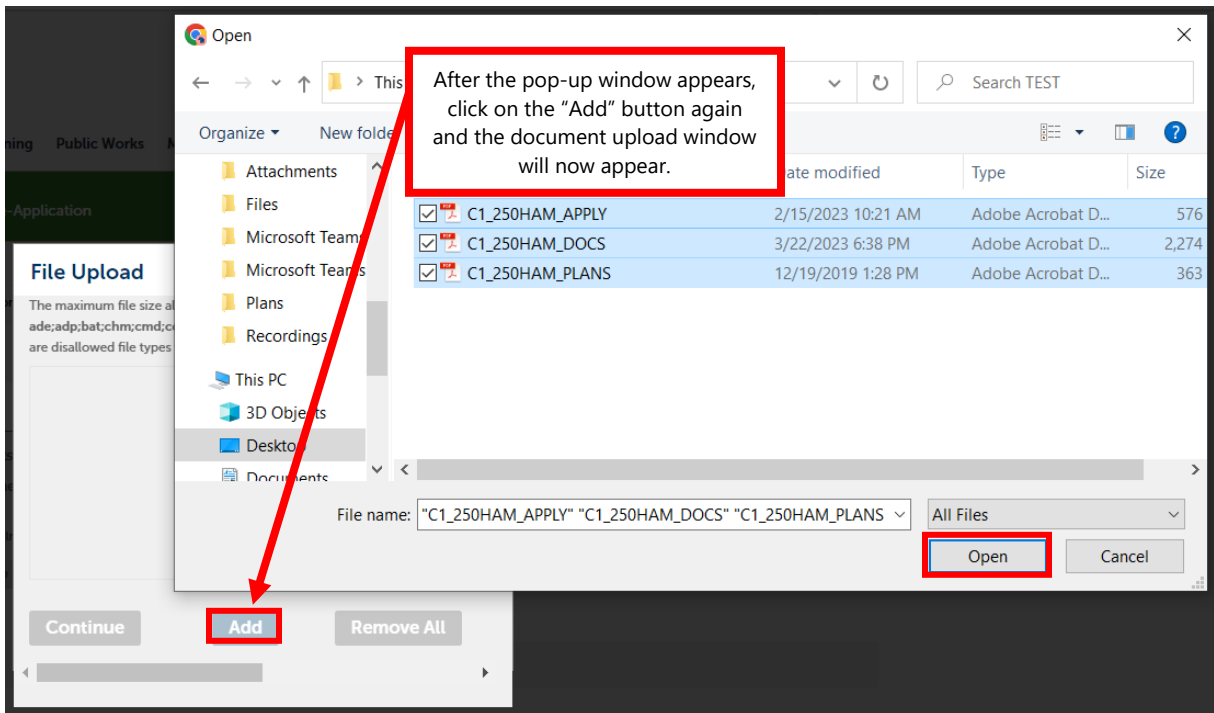
Carlos Ruiz
ALL AMERICAN PLUMBING HEATING & AIR INC

Contractor:
License Number:
Address: LOS BANOS 93635

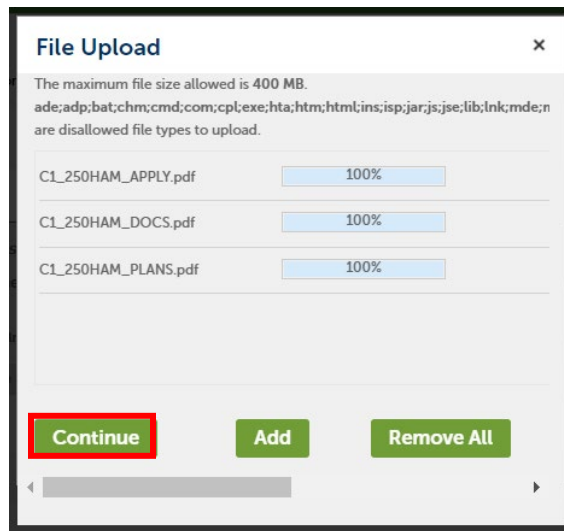
Edit Remove

Save and resume later **Continue Application >**

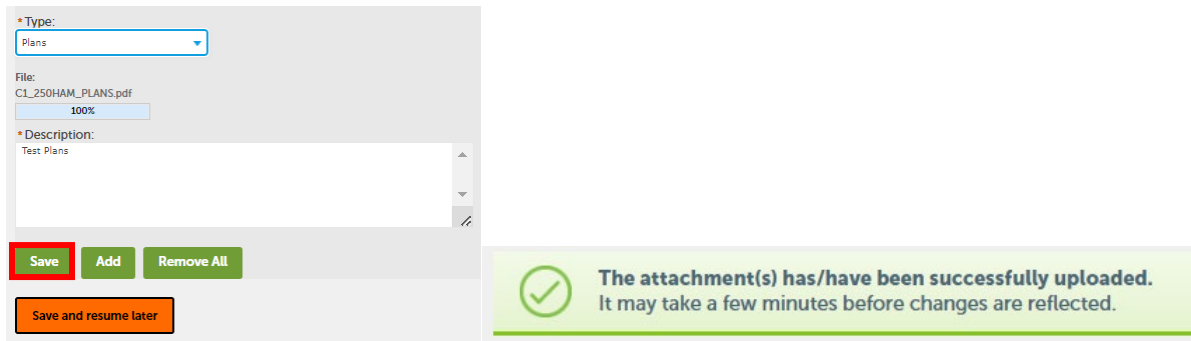
10. To add documents, click on the green “Add” button on the bottom left-hand side of the screen. A pop-up window will appear. Click on the “Add” button again, and a file selection window should now appear. You can click on multiple files for your upload. When ready, click “Open”.



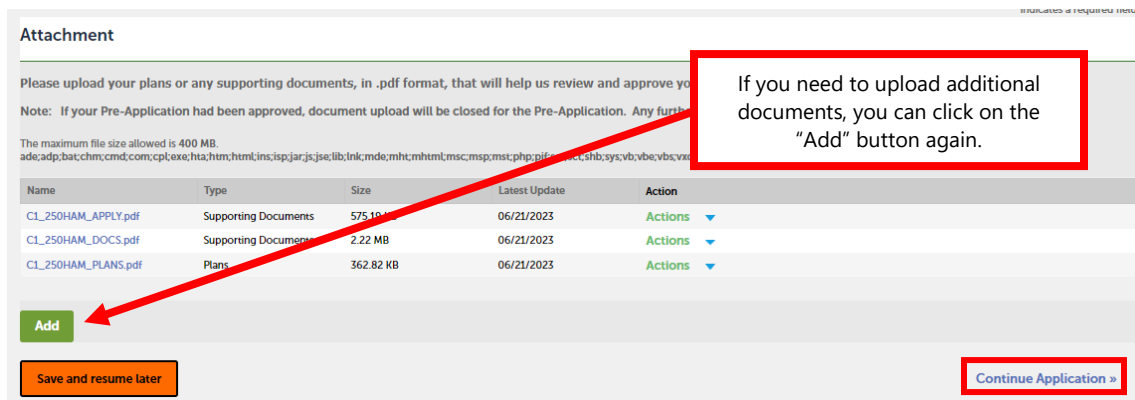
Make sure to wait until all of your files reach 100%, then click “Continue”.



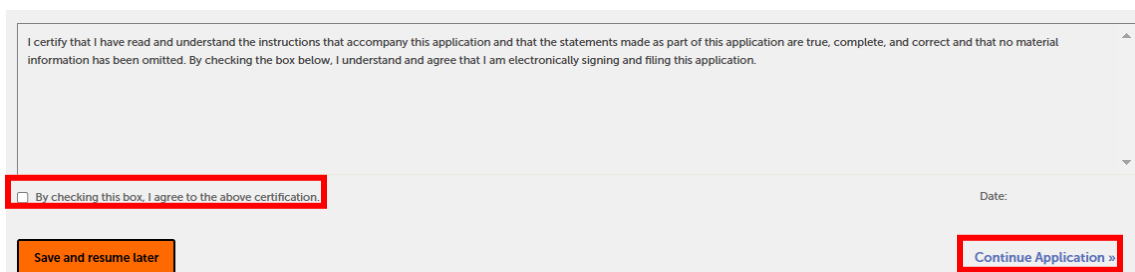
Select the document type and provide a document description. When complete, click “Save”. You will receive a green notification bar at the top of the window that explains that the documents have been successfully uploaded.



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



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”.



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.

