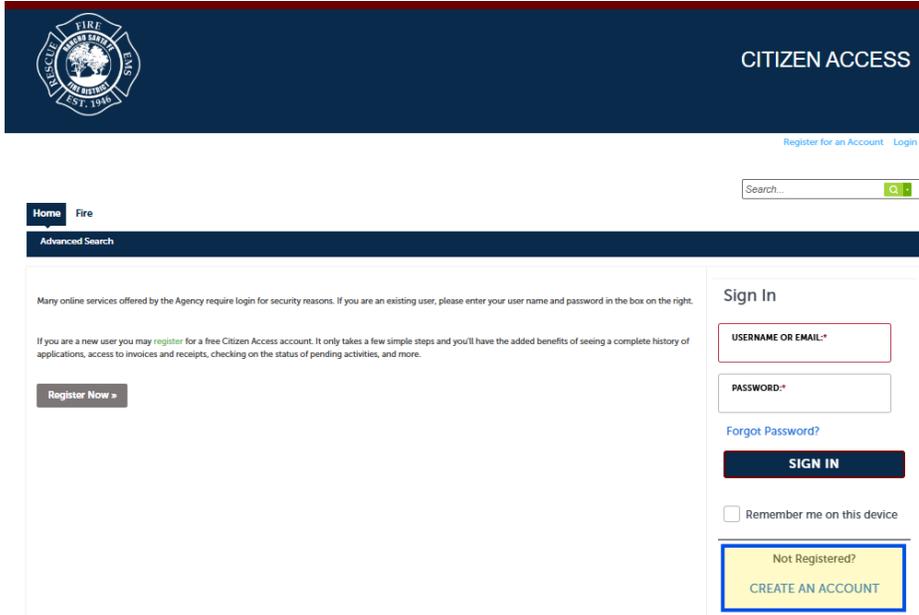


# Accela Citizens Portal User Guide

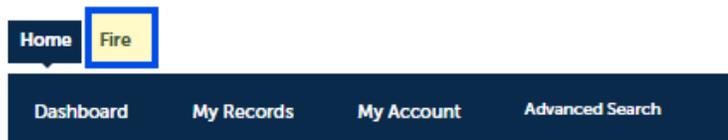
- A. Account Creation & Submit Digital Plans
- B. Upload Document for an Existing Submittal
- C. Respond to Plan Review Comments and Resubmit Plans

## A. How to Create an Account and Submit Plans

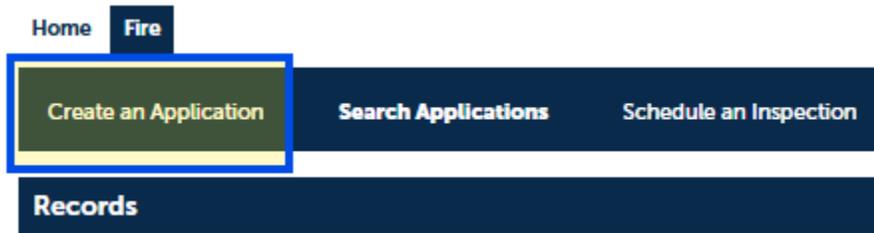
### 1. Click **Create an Account**



### 2. Once logged into your account, click on **Fire** on the left side of the screen.



3. To submit a plan for review, click [Create an Application](#).



#### 4. Record Type Selection

Select the appropriate type of Plan Check for your project and then click [Continue Application](#).

**Fire Plan Check** – Sprinkler, alarm, hood system, underground, tank, blasting, emergency responder radio coverage, fire flow, gas detection, high piled storage, medical gas, mixing room, smoke control, technical reports, spray booth, water tank.

**Building Plan Check** – Commercial building plan, residential building plan, solar, energy storage systems, rack storage, process piping, cellular, generator, solar.

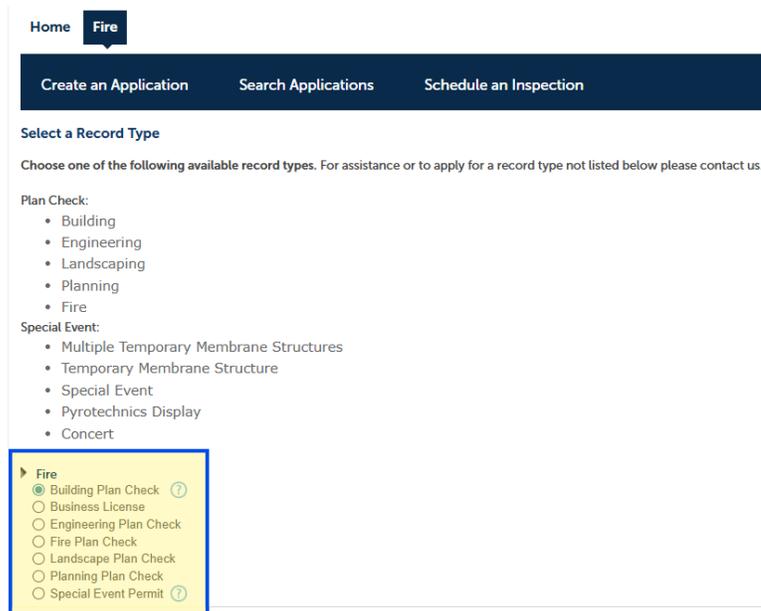
**Landscape Plan Check**

**Engineering Plan Check**– Grading Plan, Improvement Plan.

**Planning Plan Check**– DPLU, variance, TPM, TM, fire availability, vacation review, zoning, administrative, subdivision, release of map covenants, major use permit, site plan, fire protection plan, annexation.

**Special Event Permit** – Tents, special event, pyrotechnics, concert, wedding, fundraisers etc.

**Business License** – New business.



## 5. Search by Address or APN to automatically fill out the form.

**Option A - Search by Address:** if you have an issue finding an address, try solely adding the street number and click [Search](#). Select the correct address from the search results the address, make sure it is selected and click [Select](#).

*Step 1: Location > Address/Parcel/Owner*

\* Indicates a required field.

### Address

To look up your APN/Parcel Number visit the [GIS Parcel Lookup Tool](#) \*

\* Street No.: 18027    Direction: --Select--    \* Street Name: CALLE AMBIENTE    Street Type: --Select--

Unit Type: --Select--    Unit No.:    City: RANCHO SANTA FE    State: CA    Zip: 92067

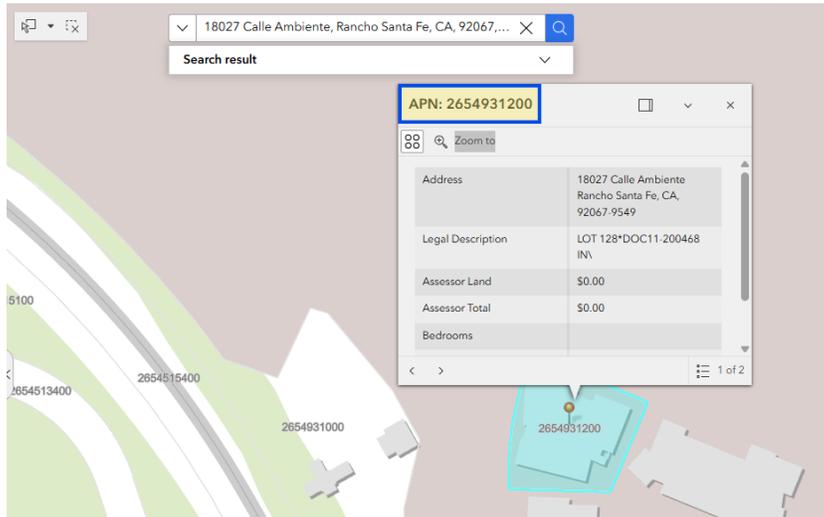
[Search](#)   [Clear](#)

### Parcel

\* Parcel Number: 2654931200

[Search](#)   [Clear](#)

**Option B - Search by APN:** You can also search for a property with the Assessor's Parcel Number (APN). To find a property's APN, right click [GIS Parcel Lookup Tool](#) and open link in a new tab. Navigate the map or utilize the search bar to locate the property. When you click on a parcel, a new window will provide the corresponding APN.



Right click and copy the [10 Digit number](#), navigate back to the [Accela Citizen Access Tab](#), and paste the number into the APN field and click [Search](#).

6. After the form is automatically filled, complete the **Owner E-mail field** and then click **Continue Application**.

**Owner**

Owner Name:

Address Line 1:

City:  State:  Zip:

\* E-mail:

## 7. Complete the People>Contacts Page

In the **Applicant** section, click **Select from Account** to automatically fill in pre-existing contact information from your Accela Account -OR- click **Add New** to manually input new information.

**Optional:** If you would like to add additional contacts you can do so in the Contact List section.

Next, click **Continue Application**.

**Step 2: People > Contacts** \* indicates a required field.

**Applicant**

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

**Contact List**

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Showing 0 - 0 of 0

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
No records found.						

## 8. Complete the Application Details Page

Fill in all required information and then click [Continue Application](#).

**Step 3: Application Details > Details** \* indicates a required field.

**Scope of Work**

Project Name: Examples: Smith Residence, Smith Residence Remodel, Smith Residence Covered Patio, Coast Pizza Restaurant, Coast Pizza Restaurant Fire Sprinkler Tenant Improvement.  
Scope of Work: Match the County PDS scope of work attached to the permit or input the most accurate description of work to be completed.

\*Project Name:

RSFPD Administration ADD

\*Scope of Work:

as additional room for an existing one story office building.

[split check](#)

**Detailed Information**

**GENERAL INFORMATION**

\*Type:

\*County Building Permit Number:

Fire Permit Number:

\*Occupancy Classification:

\*Use Type:

Use Type (other) Description:

[split check](#)

New/Additional SQFT:

\*Type of Construction:

# of Stories:

# of Structures:

\*Ground Mounted Solar or Roof Top Solar:

Energy Storage System:  Yes  No

\*As-Built Plan:

[Save and resume later](#) [Continue Application >](#)

## 9. Complete the Attachments > Document Upload Page

The documents you are required to upload will be listed in **Bold Bulleted Text** inside the light blue rectangle. [Attach all required documents](#), such as plans, mitigation form, contractor's materials, hydraulic calculations etc. Type in a [Description](#) and select a [Doc Type](#) from the drop-down menu for each document you upload. Wait until the [Status](#) shows [Ready to Submit](#). Then click [Continue Application](#).

### Step 4: Attachments > Document Upload

**Digital Project Upload** \* indicates a required field.

[Submission Package](#) Files Comments Approved Plans / Documents [Help](#)

Status: NOSTATUS

**Package is ready to submit, or upload additional files**

Submission Package Description \*  
Submission Package 1

**Drag files here to upload or click to select files**  
Cannot exceed 80Mb. Allowed file extensions:  
XLS,XLSX,DOC,DOCX,DWG,JPG,JPEG,PDF,PDFA,PNG,TIFF

File Name	Description	Doc Type	Uploaded By	Uploaded Date	Status	Thumbnail
<input type="checkbox"/> RSFPD Addition Building Plan.pdf	Enter file description Building Plan	Plan	Steve Balboni	07/02/2025 11:55:20	Ready to Submit	

## 10. Application Review

Ensure your application was completed correctly. If you need to go back and edit information you can click on [People](#), [Application Details](#), [Attachments](#), etc. to navigate back to that portion of the application. Then click [Continue Application](#).

## 11. Confirmation Page – Record Issuance

You should now see a confirmation page which will display your [Record Number](#) (a.k.a. Plan Check Number).

### Step 6: Record Issuance

 Your application has been successfully submitted.  
Please print your record and retain a copy for your records.

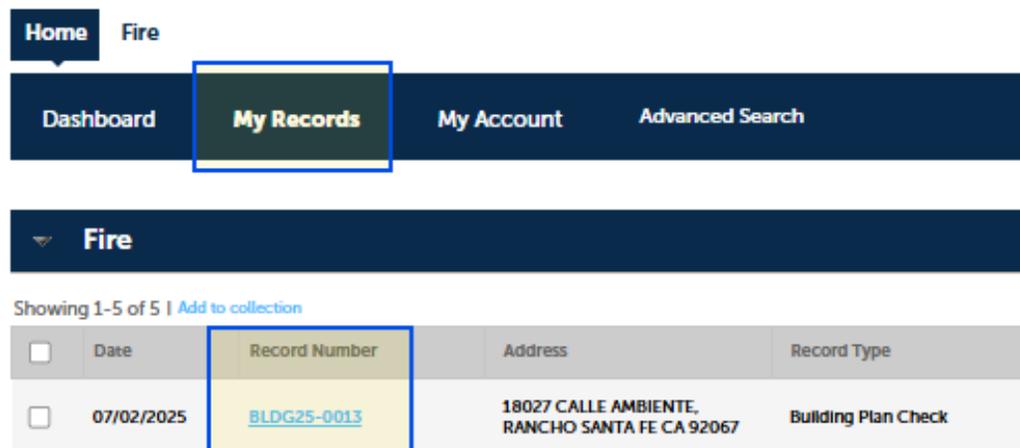
Thank you for using our online services.  
Your Record Number is **BLDG25-0013**.

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.

## B. How to Upload Additional Plans or Documents to an Existing Submittal

### 1. Open your Record.

Log in to your account and navigate to the [My Records](#) page and click your [Record Number](#) (Example: [BLDG25-0013](#)).



The screenshot shows a web interface with a dark blue navigation bar. The 'Home' button is highlighted, and the 'Fire' dropdown menu is open. In the 'My Records' section, the 'My Records' button is highlighted with a blue box. Below this, a table displays a list of records. The first record is highlighted with a blue box, showing the record number 'BLDG25-0013'.

<input type="checkbox"/>	Date	Record Number	Address	Record Type
<input type="checkbox"/>	07/02/2025	<a href="#">BLDG25-0013</a>	18027 CALLE AMBIENTE, RANCHO SANTA FE CA 92067	Building Plan Check

## 2. Open the Attachments Page

Click [Record Info](#) and a drop-down menu will appear. Select [Attachments](#).

The screenshot shows a web application interface. At the top, there are navigation links for 'Home' and 'Fire'. Below this is a dark blue header with three buttons: 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. The main content area displays 'Record BLDG25-0013: Building Plan Check' with a 'Record Status: Received'. A dropdown menu is open under 'Record Info', showing options: 'Record Info', 'Payments', 'Digital Projects', 'Record Details', 'Processing Status', 'Attachments' (highlighted with a blue box), and 'Inspections'. Below the dropdown is a 'Record Details' section with two columns: 'Applicant' (John Smith, PUBLIC AGENCY, Mobile Phone:0000000000) and 'Project Description' (RSFFPD Administration Addition, An additional room for an existing one story office building).

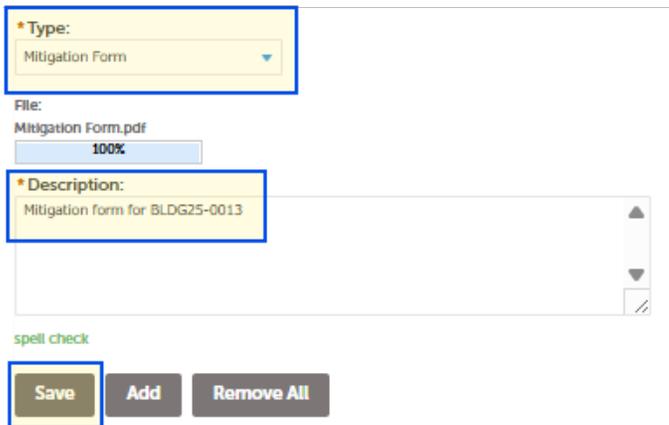
## 3. Select a File

Click [Add](#) and select the desired file for upload. Then click [Continue](#).

The screenshot shows the 'Attachments' page. At the top, there's a dark blue header with the title 'Attachments'. Below it, a message states 'The maximum file size allowed is 100 MB.' followed by a list of disallowed file types. A table with four columns (Name, Record ID, Record Type, Entity Type) contains one row: 'RSFFPD Addition Building Plan.pdf', 'BLDG25-0013', 'Building Plan Check', and 'Record'. Below the table is an 'Add' button (highlighted with a blue box). Two 'File Upload' modal windows are open. The left modal is empty, and the right modal shows a file 'Mitigation Form.pdf' with a progress bar at 100%. Both modals have 'Continue', 'Add', and 'Remove All' buttons at the bottom. The 'Add' button in the left modal is highlighted with a blue box.

#### 4. Save the File to Your Record

Choose the correct document type from the [Type Dropdown Menu](#). Briefly describe the document in the [Description Field](#). Lastly, click [Save](#).



The screenshot shows a form with the following elements:

- Type:** A dropdown menu with "Mitigation Form" selected. This field is highlighted with a blue box.
- File:** A section showing "Mitigation Form.pdf" with a progress bar at "100%".
- Description:** A text area containing "Mitigation form for BLDG25-0013". This field is highlighted with a blue box.
- spell check:** A small green text label.
- Buttons:** "Save", "Add", and "Remove All". The "Save" button is highlighted with a blue box.

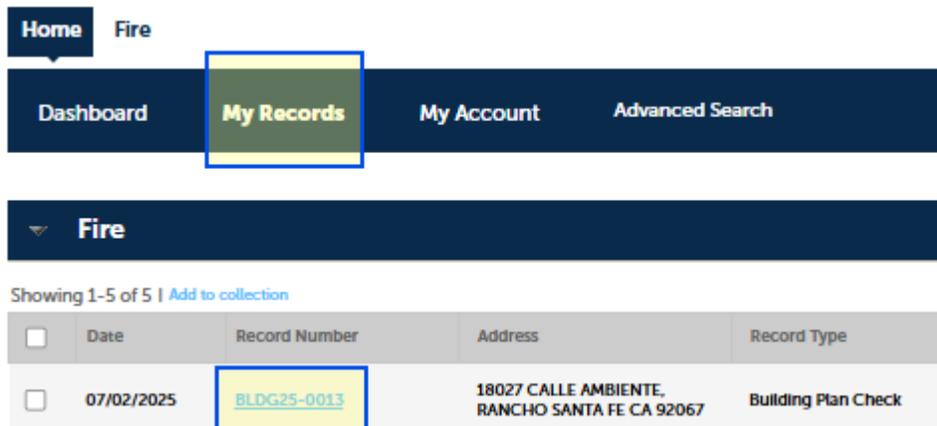
### C. How to View Plan Review Comments

#### 1. You will receive a notification that will notify you if a resubmittal is required

Ensure you check your spam/junk folders.

#### 2. Login to Accela and navigate to the correct project in [My Records](#)

Click the Record Number of the correct Project.



The screenshot shows the Accela web application interface with the following elements:

- Navigation Bar:** Includes "Home" and "Fire" tabs. Below them are buttons for "Dashboard", "My Records" (highlighted with a blue box), "My Account", and "Advanced Search".
- Project Header:** A dark blue bar with a dropdown arrow and the text "Fire".
- Table:** A table with columns: "Date", "Record Number", "Address", and "Record Type". It shows one record with the record number "BLDG25-0013" highlighted by a blue box.

	Date	Record Number	Address	Record Type
<input type="checkbox"/>	07/02/2025	<a href="#">BLDG25-0013</a>	18027 CALLE AMBIENTE, RANCHO SANTA FE CA 92067	Building Plan Check

### 3. Click Digital Projects

Create an Application   Search Applications   Schedule an Inspection

**Record BLDG25-0013:**  
**Building Plan Check**  
**Record Status: Resubmittal Required**

Record Info ▾   Payments ▾   **Digital Projects**

### 4. Navigate to Comments

Respond to all Comments. Then, click Submit Responses.

Submission Package   Files   **Comments**   Approved Plans / Documents   Help

Status: Resubmittal Required   Please check the Review Comments and add a response for each comment

**Views**

Search

Response status: Response needed

Plan Sets / Documents (1) **3**

Tenant Improvement Plan.jpg **3**

Departments (1) **3**

Sheet Reference (0) **0**

**Comments**

Sort: Sheet Reference

- Fire 00004  
Add Smoke/Carbon Alarm outside of Loft/Bedroom.  
Response needed 1
- Fire 00003  
Add Smoke Alarm in Loft.  
Response needed 1
- Fire 00005  
Call out noncombustible material of attached deck.  
Response needed 1

**Responses**  
Tenant Improvement Plan.jpg

1

Call out noncombustible material of attached deck.

Enter Response  
Attached Deck will be Hoover Exterior FireX. Note added. **RESPOND**

Responded to 2 of 5

DOWNLOAD REPORT   **SUBMIT RESPONSES**

## 5. Upload Revised Plans with Corrections

Click [Upload Corrections](#) and submit your Revised Plans/Documents in a new **Submission Package**. (You can also upload revised plans or additional documents by navigating to the Submission Package tab on the [Digital Projects](#) page)

Thank you for providing responses to all the comments,  
the next step is to upload new submission files that contain your corrections

[UPLOAD CORRECTIONS](#)

**Optional Step: Under the [Files Tab](#), you can Download the [Resubmittal Report](#), which has all [Comments](#) in a list form**

Check the [Box](#) next to the correct file. Then Click [Download](#).

<input type="checkbox"/>		Building Plan Revision 10.29.25.pdf	resubmittal	Site Plan	Uploaded	10/29/2025 16:28:04
<input checked="" type="checkbox"/>		RSFFPD Addition Building Plan - Reviewed - Resubmittal Requested.pdf	RSFFPD Addition Building Plan.pdf - Corrections Required - for Final Review	Plan	Resubmittal Requested	10/29/2025 16:37:06
<input type="checkbox"/>		RSFFPD Addition Building Plan.pdf	Building Plan	Plan	Review Complete	07/02/2025 12:33:17 <a href="#">00001</a>