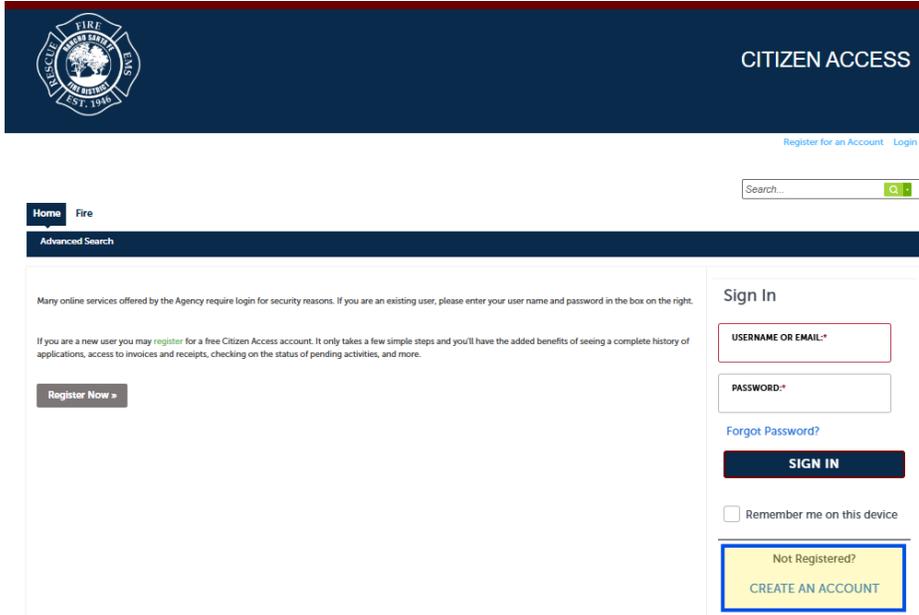# Accela Citizens Portal User Guide
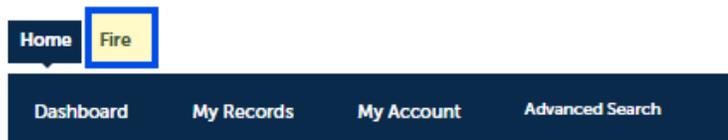A. Account Creation & Submit Digital Plans
B. Upload Document for an Existing Submittal
C. Respond to Plan Review Comments and Resubmit Plans
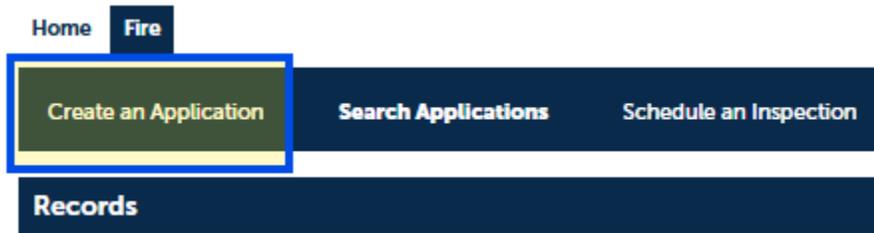
A. How to Create an Account and Submit Plans

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.
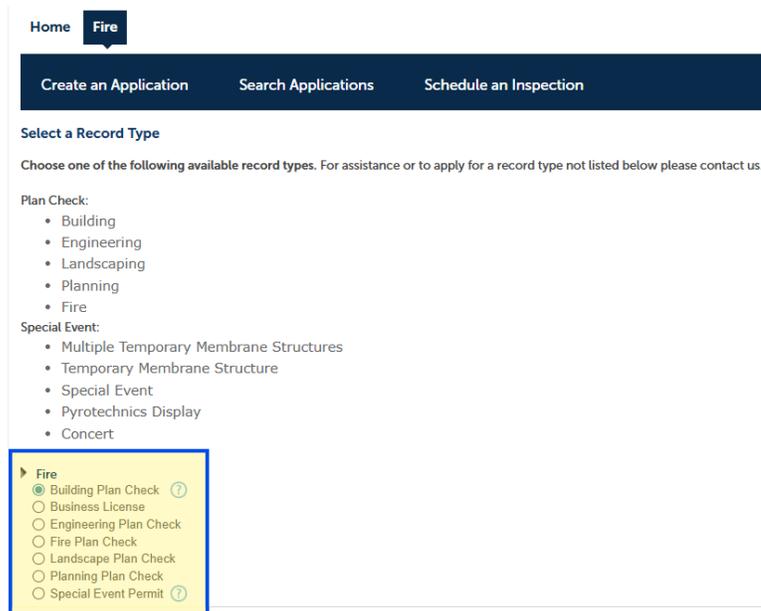
Landscape Plan Check

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.

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.

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.

8. Complete the Application Details Page

Fill in all required information and then click 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.

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).

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).

2. Open the Attachments Page

Click Record Info and a drop-down menu will appear. Select Attachments.

3. Select a File

Click Add and select the desired file for upload. Then click Continue.

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.
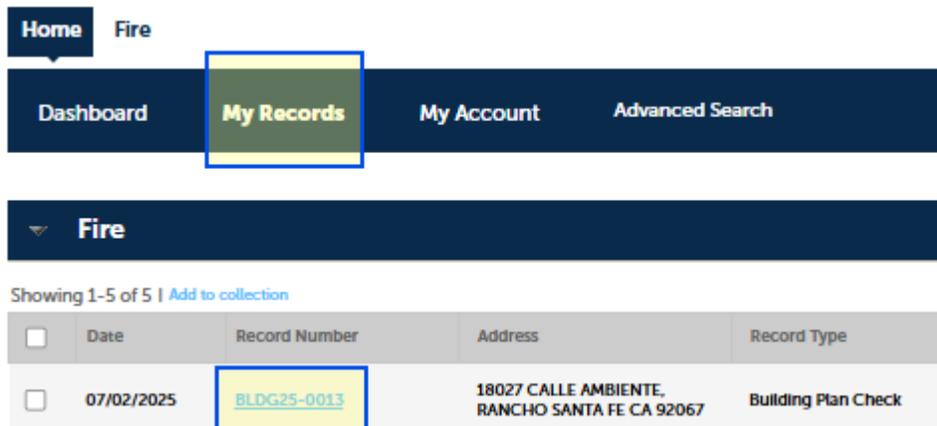

C. How to View Plan Review Comments

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.

3. Click Digital Projects

4. Navigate to Comments

Respond to all Comments. Then, click 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.

☐	Building Plan Revision 10.29.25.pdf	resubmittal	Site Plan	Uploaded	10/29/2025 16:28:04	
☑	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	
☐	RSFFPD Addition Building Plan.pdf	Building Plan	Plan	Review Complete	07/02/2025 12:33:17	00001