



# Accela Citizen Access Portal

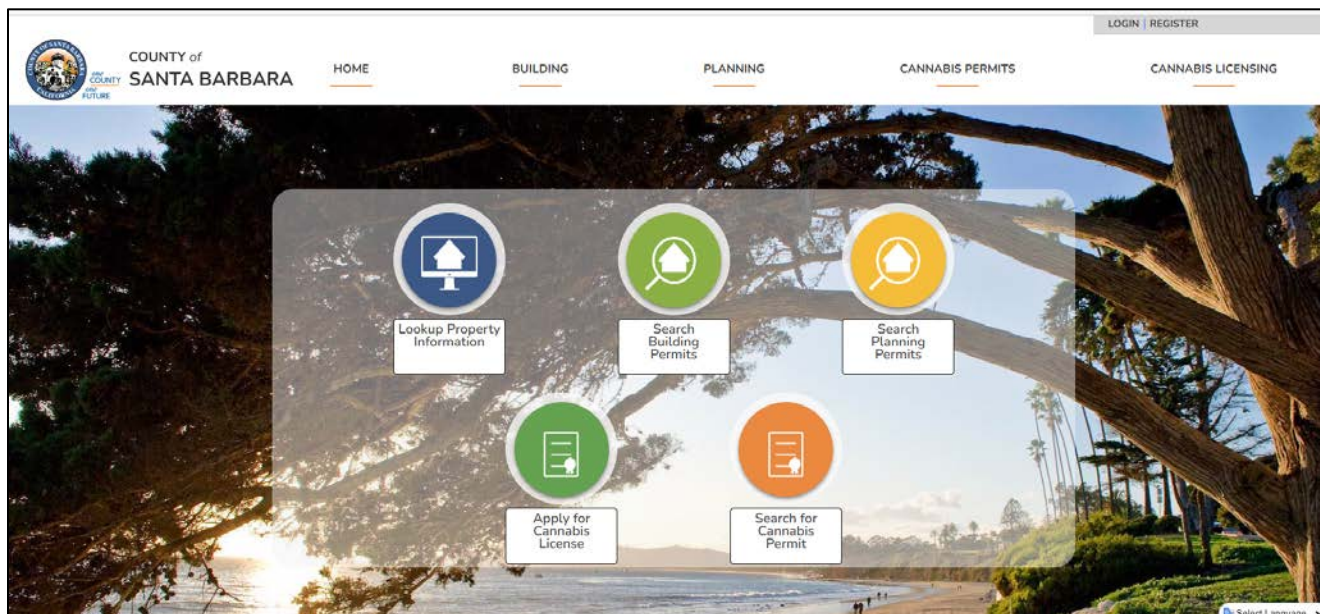
## User Guide

### Welcome!

Welcome to the County of Santa Barbara's Citizen Access Portal. We are pleased to offer our citizens, businesses and visitors access to our government services online, 24 hours a day, 7 days a week.

To access this public portal, go to:

<https://aca-prod.accela.com/sbco/Default.aspx>



## Available Portals

The County of Santa Barbara's Citizen Access site provides users with access to search for Building Permits (under [Building](#) tab), Planning and Zoning Permits (under [Planning](#) tab), Cannabis Development and Use Permits (under [Cannabis Permits](#) tab), and Cannabis Business Licenses (under [Cannabis Licensing](#) tab).

## Searches

To search for a record, select the appropriate tab (e.g. Building, Planning, Cann-Permits, or Cannabis), then type in the appropriate search criteria. Each tab offers options for searching by selecting the search dropdown menu (e.g. Search by Address, Search by Record Information, etc)

The screenshot shows the 'Search Applications' interface for 'Search for Building Cases'. It includes a header with the title and a list of search criteria: General Search, Site Address, and Permit Information. Below this is a section titled 'Search by Record Information' with a dropdown menu. The dropdown menu is open, showing options: 'Search by Address', 'Search by Record Information', and 'Search by Record Information'. The 'Search by Record Information' option is highlighted. Below the dropdown are input fields for 'Permit Number', 'Permit Type' (a dropdown menu), 'Project Name', 'Start Date', and 'End Date'. At the bottom are 'Search' and 'Clear' buttons. Red boxes highlight the 'Search by Record Information' dropdown menu and the 'Search' button.

**Search Applications**

**Search for Building Cases**

Enter information below to search the County's permitting database. Permits can be searched for by entering any of the following information:

- General Search
- Site Address
- Permit Information

Use the dropdown menu to change the Search type.

**Search by Record Information**

Search by Record Information\*

Search by Address

Search by Record Information

Search by Record Information

\* Permit Number:

Permit Type:

Project Name:

Start Date:  End Date:

Type in the available search criteria and click the **Search** button.

Results matching your search criteria will appear towards the bottom of your screen. Click on the permit number to review the information related to the permit.

### Search by Record Information:

To search for a permit by its record information, you will need to know at least one of the following pieces of information:

Field Information	Description
Permit Number:	The permit number field is a required field for searching. If you know the exact permit number you are interested in, type in the permit number EXACTLY as it appears (e.g. 20BDP-00000-00001). If you are uncertain as to the exact permit number, you may use the percent sign (%) as a wildcard placeholder (e.g. 20BDP%).
Permit Type:	If there is a particular permit type you are interested in, select the permit type from the drop-down menu (e.g. Building Permit for Ag Addition).
Project Name:	If you know the application's project name, type that into the Project Name field. You may use the percent sign (%) as a wildcard search (e.g. %cabana%)
Start/End Dates:	The start and end dates refer to when an application was filed with the County. If you know when the application was filed, you may enter a start and end date to limit your search. The default search range is preset for five (5) years.

### Search by Address:

You may also elect to search for a permit by a full or partial address. The following pieces of information are applicable when searching by an address:

Field Information	Description
Street No:	If you know the street number for the site, type in the street number in this field. The percent sign (%) may be used if you only know a portion of the street number (e.g. %12%). The percent wildcard may be placed at the beginning, middle, or end of a search.
Direction:	Enter the direction (N, S, E, W), if known.
Street Name:	If you know the street name for the site, type in the street name in this field. The percent sign (%) may be used if you only know a portion of the street name (e.g. %ana%). The percent wildcard may be placed at the beginning, middle, or end of a search
Parcel No.:	If you know the parcel number for the permit or project of interest, type in the parcel number WITHOUT ANY DASHES. The search will return the addresses that match your search criteria. Click on the address to take you to the permit applications related to that specific address.
City/State/ZIP	If you know the City/State/ZIP for the site, type in the appropriate information. Again, you may use the percent sign (%) as your wildcard.

## [Reviewing Information on a Record](#)

Once you have accessed a particular record, the information you have available to you is separated into various sections.

### [Details Section:](#)

The details section will automatically display the work location, and the project description.

Home	<b>Building</b>	Planning	Cann-Permits	General Information	Cannabis
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Search Applications

Permit 20BDP-00000-01145:

Building Permit for Residential Demolition

Record Status: Issued

Record Info ▼

Payments ▼

Custom Component

Work Location

630 HOT SPRINGS RD  
SANTA BARBARA CA 931082016

Permit Details

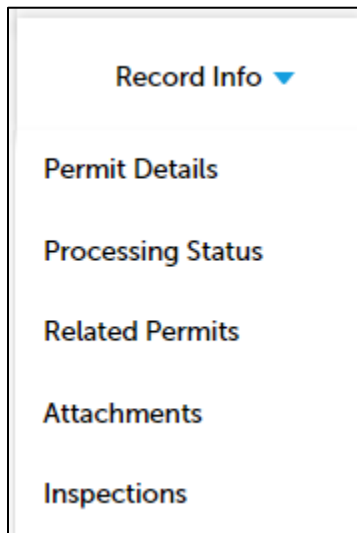
**Project Description:**  
PROFILE PROP TR DEMO BARN, SHEDS, ICE HOUSE  
Demo existing 240 SF Collapsed Shed, 350 SF Open  
Frame Structure, 883 SF Wood Shed/Ice House, 2902 SF  
Barn, 240 SF Shed. (Associated Permits #20BDP-01142  
thru 01145 Demo SFD, Guest & Gardener Cottages,  
Garages, Cottages, Barns, Sheds) CLEARANCES: BUILDING

More Details

### Record Info Drop Down Menu:

Underneath the record status, there is a drop down menu to look at specific record information.

#### Record Info sections:



<u>Section</u>	<u>Brief Description</u>
Permit Details	The main section that displays the site location and the project description.
Processing Status	The workflow steps necessary to bring the record to a conclusion. This provides real time updates as staff processes the case.
Related Permits	Any related records that may be associated with this record.
Attachments	Any attachments that may exist and are made available online for this record. Registered users associated with a record may also be able to attach additional materials here. See section on <a href="#">uploading documents</a> below.
Inspections	Any inspection history and scheduling that may be available for this record

### Fees and Payments on a Record

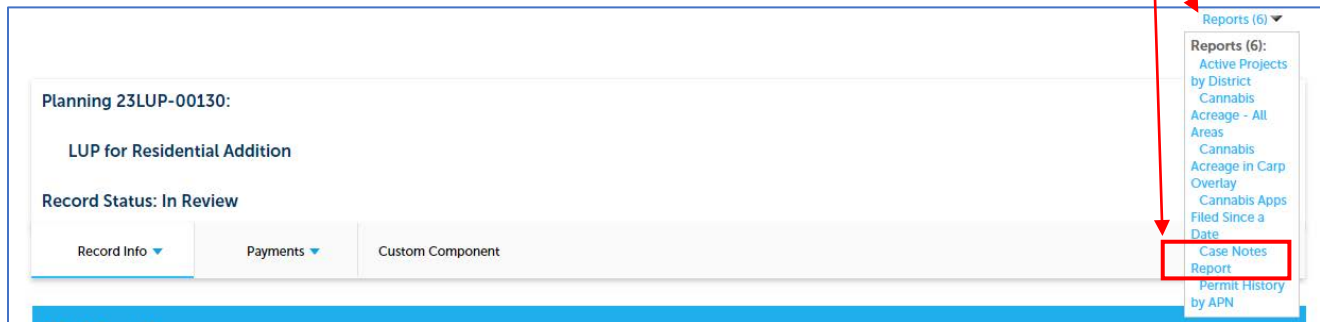
To review the fees and/or payments available on a record, click on the Payment tab:

A screenshot of a web application's 'Fees' section. The left sidebar shows navigation tabs: Home, Building, Planning (selected), Cann-Permits, and General Information. Below the tabs, it says 'Search Applications'. The main content area is titled 'Fees' and shows 'Planning 22CDP-00000-00007: CDP for Ag Addition'. The 'Record Status' is 'In Review'. Below this, there are three tabs: 'Record Info', 'Payments' (selected), and 'Custom Component'. The 'Payments' tab is further divided into 'Fees' and 'View Details'. The 'Fees' sub-tab is active, showing two tables: 'Outstanding' and 'Paid'. The 'Outstanding' table has columns for Date, Invoice Number, and Amount, with one entry for 04/27/2022, Invoice 354510, Amount \$455.00. The 'Paid' table has columns for Date, Invoice Number, and Amount, with three entries for 04/27/2022, 04/25/2022, and 04/01/2022, with Invoice Numbers 354510, 354509, and 354505 respectively, and Amounts \$200.00, \$189.00, and (\$253.00). The total outstanding fees are \$455.00 and the total paid fees are \$389.00. There are 'Pay Fees' and 'View Details' links for each entry.

Fees are grouped into two categories: Outstanding (aka unpaid) and Paid. If you are interested in paying the outstanding fees and online payment is available for this record, you may click on the "[Pay Fees](#)" link. Refer to the [Online Payment Guide](#) for instructions regarding online payment processing.

### Running a Case Notes Report on a Record

A "Case Notes Report" provides you with a summary of all work entries made on a particular record. Once you locate the record through the search function, select the Case Notes Report in your "Reports" menu (upper right corner).



A pop-up screen will appear. Click "Submit" to retrieve the information.

### [Submitting an Application via Citizen Access](#)

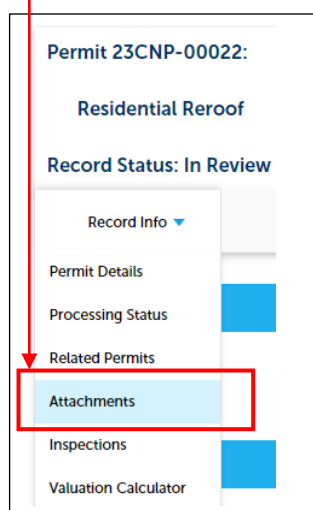
Effective July 5, 2023, registered users will be able to submit for an online permit through the Citizens Access portal.

- User Guide to register for an account is available [HERE](#).
- User Guide to submit for a Planning application via Citizen Access is available [HERE](#).
- User Guide to submit for a Building Reroofing application via Citizen Access is available [HERE](#).
- User Guide to submit for all other Building applications via Citizen Access is available [HERE](#).

### [Uploading Additional Documents via Citizen Access](#)

Once you have submitted your application online via Citizen Access, staff will review the submitted materials to determine the application's completeness. Occasionally, additional documents may be necessary. If you are notified that additional documents must be uploaded, please log into your Citizens Access account and retrieve the application in question. Refer to the [Reviewing Information on a Record](#) section for assistance.

Once you have located the record, access the Record Info menu and navigate to the "Attachments" section.



Once there, you will see an "Add" button for you to upload additional documents.

**\*\*Note:** You are only able to add additional documents if you are a registered user and is associated with this particular permit. If you are not associated with this permit, you will not have permissions to attach any documents.