



# Accela Citizen Access

## FREQUENTLY ASKED QUESTIONS

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This FAQ sheet is designed to familiarize public users of Placer County's Accela Citizen Access application portal with commonly encountered questions and issues that arise during use of the system. Public users are encouraged to also review the Planning Services Division's *Accela Citizen Access Public User Manual* for detailed information pertaining to account registration, submittal of online applications (a.k.a. pre-applications), procedures for procuring electronic signatures and related issues.

➤ **Do I have to register an account to use the system? Why is this necessary?**

Yes, registration of an account is required to use the Accela Citizen Access online permit portal. This is to ensure that public users are able to utilize all system functions including the ability to manage collections of permits, to upload new documents to an incomplete permit application, and related account functions. Account registration is simple and takes only a few minutes.

➤ **Do I have to register an account to make an application in person?**

No. Customers are not required to register an account to make an application at the Community Development Resource Agency front counter. All applications are accepted on a walk-in basis. Customers may choose to save time by using the convenient and easy QLess online appointment scheduling tool [here](#).

➤ **The street address or Assessor's Parcel Number I've entered won't validate. Why not?**

When entering street names, the spelling MUST be correct or the system will not locate the parcel. For example, a street address entered as "123 Common Wealth" will not validate if the actual parcel address is "123 Commonwealth" (e.g. street name is one word, not two). If a user is having difficulty locating a valid parcel utilizing the address look-up function, the most likely problem is a misspelled street name, the street name has been entered as one word instead of two, two words instead of one, or a similar grammatical error. The easiest way to find a valid address is by entering as little as possible. For example, searching for "123 Common" would find a match on both "Commonwealth" and "Common Wealth". In the event that an address cannot be located, a valid Assessor's Parcel Number (APN) is the most certain way to validate a parcel. If the APN does not validate then the APN is incorrect or is not located within the jurisdiction of Placer County.

➤ **What happens to my Pre-Application once submitted?**

When a Pre-Application is submitted the Planning Technician will review the submittal for completeness and to verify the correct entitlement selections (e.g. application type) have been made. If the Pre-Application is complete and the correct entitlement selections were made the Technician will create the real permit record, assess application fees, and generate the application authorization document that will be sent to the applicant and owner(s) for electronic signature. Pre-Applications will be reviewed and responded to within 24 hours, excluding weekends and holidays. Pre-applications deemed complete will be converted to a real permit record. Email requests for payment of fees and completion of electronic signatures for the applicant and owner will be forwarded by email.

- I submitted an application through the permit portal on behalf of a client. Do they also have to complete the electronic signature?

Yes. A valid owner signature is required for all applications, regardless of whether the application is made online or in person. If the application includes more than one owner, for instance for a Minor Boundary Line Adjustment between neighboring property owners, a valid electronic signature is required from both owners as well as the applicant (if different, such as a Surveyor working on behalf of the owners). Public users submitting an application on behalf of a client should notify the client to monitor their email inbox for the signature authorization. The real application record will not be deemed complete for processing until a valid owner signature is received.

- I have a Letter of Authorization from the property owner that enables my company to submit applications to modify facilities located within a lease parcel. May I submit this in place of the owner's signature?

Some industries, such as the telecommunications industry, frequently have master lease agreements with a property owner that allow for modification of facilities, such as a cellular communication tower, located within a lease parcel. A valid Letter of Authorization from the property owner may be accepted if it includes the owner signature and clearly identifies the owner's permission to seek site modifications.

- I want to submit a Pre-Development Meeting application for a project I wish to carry out but am not the owner of the property. Do I need the owner signature to proceed?

No. This is the only Planning Division application for which an authorizing signature from the owner is not required. The owner signature is not required for a Pre-Development Meeting because it does not grant or convey any property use rights or development approval.

- I received an email stating that my Pre-Application was deemed incomplete. Why? What do I do next?

Some Pre-Applications will not be complete upon initial submittal and may require one or more items to be clarified or corrected. Most commonly, applications are deemed incomplete because an applicant has not provided required supplemental application materials, such as a site plan, required maps, technical studies, or other supplemental application materials. When an application is deemed incomplete an email will be sent to the applicant to specify the application deficiency. The email will include a link back to the online permit system where the applicant can login and update the application with corrected information, which is limited to submittal of additional project documentation such as a site plan. Following applicant upload of additional project documents the Technician will receive automatic notification of that the Pre-Application record has been updated and will review the updated application materials for completeness. If a Pre-Application is not completed within 30-days from initial submittal the record will be voided.

- If I submit an application through the permit portal, can I also pay permit application fees online?

Yes. Placer County now accepts payment of application fees online for those applications received electronically. The simplest way to pay your application fees online is to login to your Citizen Access account, open your application, and click the "Payments > Fees" option from the menu. The County accepts both e-check (e.g. bank transfer) and credit card payments. Payment by e-check and by credit

card is also available for permit applications made in person at the Community Development Resource Agency. Fees paid by credit card will include a 2.25% service fee.