



Instructional Guide for Accela Citizen Access Site Plan Review Application

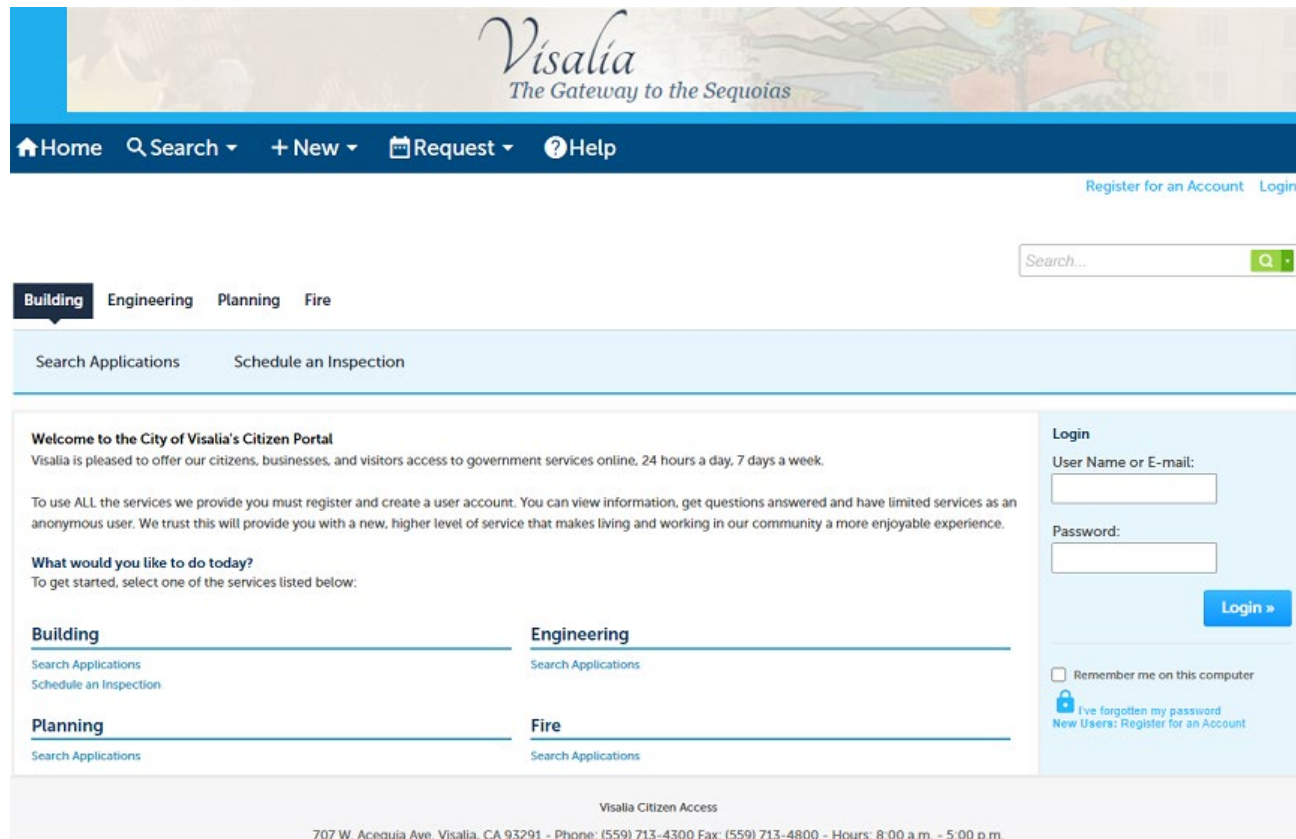
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What is the Accela Citizen Access (ACA) portal?

The City of Visalia is pleased to offer our citizens, businesses, and visitors an improved way to access Community Development services online, 24 hours a day, 7 days a week.

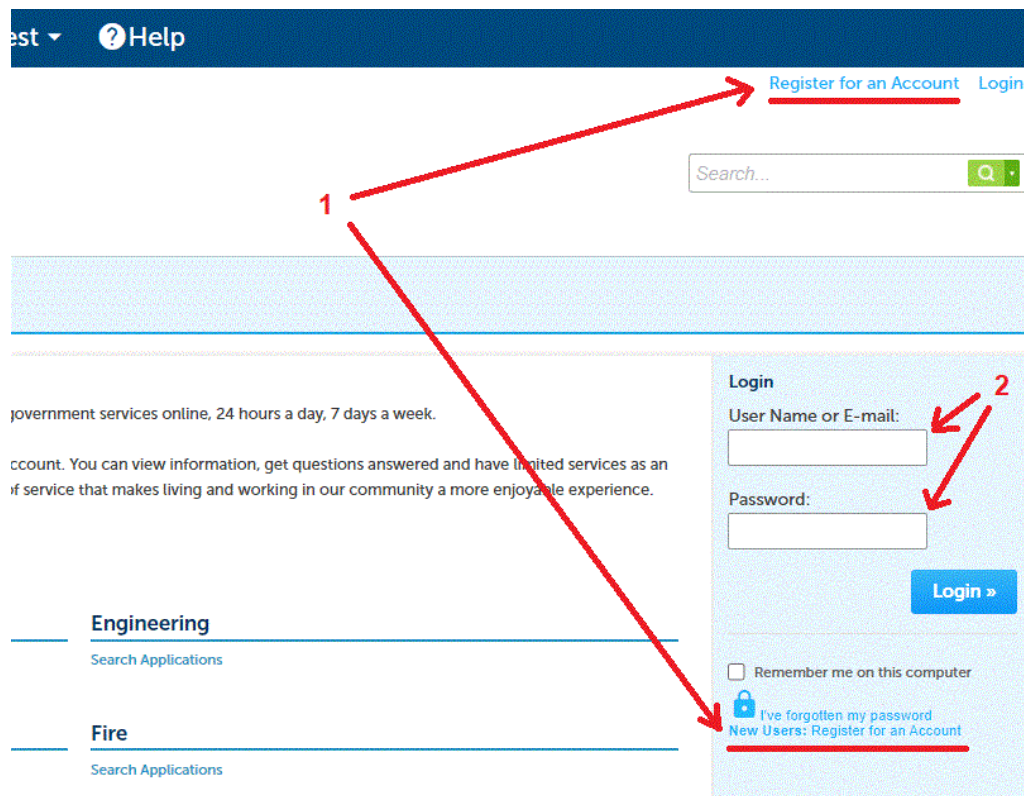
While we will be adding more services in the near future, this guide is particular to creating Site Plan Review (SPR) applications via ACA.



How to Access City of Visalia ACA

Please visit <https://cd.visalia.city/CitizenAccess> and enjoy a higher level of service that makes living and working in our community a more enjoyable experience. At this time, you can create Site Plan Review applications through the Citizen Access portal, look for additional building permit related features in the future. Major PC based web browsers are supported (IE, MS Edge, Google Chrome, Firefox).

In order to create and apply for ALL services available now and in the near future, you must register and create a user account. Without a user account, you can only view information, get questions answered and have limited services as an anonymous user.



To get started, register for an account by clicking on either of the two links for this purpose (1). Once you have created your username and password, you can login by entering your credentials in the main page (2), then click on the “Login” button.

Account Registration

- (1) Read and accept registration terms by checking box and clicking on Continue Registration button.
- (2) Select a user name, email, password, security question. Add contact information. Check box confirming you are not a robot.

Search Applications Schedule an Inspection

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

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.

Continue Registration »

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information

* User Name: ? 2

* E-mail Address:

* Password: ?

* Type Password Again:


* Enter Security Question: ?

* Answer: ?

Contact Information

Choose how to fill in your contact information.

Add New

I'm not a robot  reCAPTCHA
Privacy - Terms

Continue Registration »

General Overview of ACA

Once you login, you will be presented with:

1 Main Navigation menu: On the top of every page, you will see options to go to Home, Search for a record, create a New record, Request inspections, or get Help.

2 User info: Under the Main Navigation menu, you will see information about your login and options to manage your account or log out.

3 Divisions menu: You can click on any of the different divisions that provide online services, such as search for applications, schedule inspections, or create applications.

4 User Collections: This area will list all records you have grouped in collections.

5 Work in progress: This is a list of the last 10 records created by you.

The screenshot shows the ACA - SPR Application interface. At the top, there is a header with the Visalia logo and tagline 'The Gateway to the Se...' and a navigation bar with links for Home, Search, + New, Request, and Help. Below the navigation bar, the user is logged in as Fitz Barrientos, with options for Collections (0), Account Management, and Logout. A search bar is visible on the right. The main content area is divided into sections: 'Building' (selected), Engineering, Planning, and Fire. Under 'Building', there are links for 'Search Applications' and 'Schedule an Inspection'. A personalized greeting 'Hello, Fitz Barrientos' is displayed. Below this, there is a section for 'My Collection (0)' with a 'View Collections' button. A message states 'You do not have any collections right now.' At the bottom, there is a 'Work in progress' section with a 'View All Records' button. A table header is visible with columns: Record Name, Record ID, Module, Creation Date, and Action. The table currently shows 'No records found'.

Creating a SPR Application

- (1) Click on the Engineering division menu, if you have created any records in the past they will be displayed under “Records”
- (2) Click on “Create an Application” option under the Engineering division menu

The screenshot shows the City of Visalia ACA interface. At the top, there is a navigation menu with 'Building', 'Engineering', 'Planning', and 'Fire'. The 'Engineering' menu item is highlighted with a dark blue background and a red arrow labeled '1' pointing to it. Below the navigation menu, there is a light blue banner with two buttons: 'Create an Application' and 'Search Applications'. The 'Create an Application' button is highlighted with a red underline and a red arrow labeled '2' pointing to it. In the top right corner, there is a search bar with the text 'Search...'. Below the banner, there is a section titled 'Records' with a sub-header 'Showing 1-3 of 3 | Add to collection'. Below this, there is a table with the following data:

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Status	Action
<input type="checkbox"/>	08/25/2022	SPR22143	Site Plan Review	test	Documents Submitted to City	
<input type="checkbox"/>	08/25/2022	SPR22142	Site Plan Review	This is a test	Documents Submitted to City	
<input type="checkbox"/>	08/24/2022	SPR22141	Site Plan Review	This is a test.	Documents Submitted to City	

Below the table, there is a section titled 'Search for Records' with the text 'Enter information below to search for records.' and two bullet points: '• Site Address' and '• Record Information'. Below this, there is the text 'Select the search type from the drop-down list.'

Creating a SPR Application (continued)

- (1) Read the General Disclaimer and click on the checkbox acknowledging you accept the terms
- (2) Click on “Continue Application”

Building **Engineering** Planning Fire

Create an Application Search Applications

Online Application

Welcome to Visalia's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the progress of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

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.

Continue Application »

Creating a SPR Application (continued)

- (1) Expand “Site Plan Review” and click on the “Site Plan Review” radio button
- (2) Click on “Continue Application”

Building **Engineering** Planning Fire

Create an Application Search Applications

Select a Record Type

Choose one of the following available record types. For assistance or

- ▶ Engineering
- ▶ City Construction Projects
- ▶ Final Maps and Improvement Plans
- ▶ Parking Permit
- ▼ Site Plan Review
 - Site Plan Review
- ▶ Transportation Permit
- ▶ Work in the Right Of Way

Step 1: Project Location Information / Address or Assessor Parcel Number

You can either search by Address or Assessor Parcel Number, selecting one will pull information for the other. (Fields marked with an asterisk are required.) For example, for Address enter the Street No, Direction (if any), Street Name and Street Type:

Building **Engineering** Planning Fire

Create an Application Search Applications

Site Plan Review

1 Location Information 2 Site Plan Details 3 Site Plan Documents

Step 1: Location Information > Address & Contact Info

Address

*Street No.: Direction: *Street Name: Fraction: Street Type:

Unit Type: Unit No.:

City: State: *Zip:

Status:

Search Clear

Or enter the project’s Assessor Parcel Number (APN) instead:

Building **Engineering** Planning Fire

Create an Application Search Applications

Site Plan Review

1 Location Information 2 Site Plan Details 3 Site Plan Documents

Step 1: Location Information > Address & Contact Info

Address

*Street No.: Direction: *Street Name: Fraction: Street Type:

Unit Type: Unit No.:

City: State: *Zip:

Status:

Search Clear

Parcel

*Assessor Parcel Number:

Historic District:

Zoning:

Flood Zone:

Search Clear

In either case, click on the “Search” button and select the correct address or parcel from the list provided by our system, once selected it will populate the other field. If your search does not return an address or APN, please check the information you entered for the project. All projects must have a valid City address or APN number (no dashes or hyphens). If you are searching by APN and your project encompasses multiple APN numbers, you only need to enter one of them.

Step 1: Applicant and Contact Information

At a minimum, you must enter the Applicant information. You can “Select from Account” to enter your own info, or “Add New” for a different applicant.

Optionally, you can also enter additional Contact information in the same fashion as above. Applicants and contacts will receive all project correspondence.

Applicant

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

Select from Account

Add New

Contact

Please complete if the applicant is not the primary contact.

Select from Account

Add New

Continue Application »

Save and resume later

Once Applicant and Contact info have been entered, click on “Continue Application”.

(Note that you can also click on “Save and resume later”, which will allow you to continue your application next time you log in, without losing the info you have already entered. These incomplete applications will be kept for **1 month**, then deleted.)

Step 1: Applicant and Contact Information (continued)

If you add a new Applicant or Contact, you must enter First / Last name, Address, City, State, Zip, Phone and Email. All correspondence from the City concerning your application will be sent via email. Please ensure proper email addresses are provided for applicants and contacts.

Contact Information

*First: Middle: *Last:

Name of Business:

*Address Line 1:

*City: *State: *Zip:

*Home Phone: Work Phone: Mobile Phone:

Fax: *E-mail:

[Discard Changes](#)

Step 2: Site Plan Details / Detail Information

Enter a Detailed Description for your Site Plan Review project:

Site Plan Review


1 Location Information	2 Site Plan Details	3 Site Plan Documents
------------------------	---------------------	-----------------------

Step 2: Site Plan Details > Site Plan Info

Detail Information

* Detailed Description:

This is a test



Be as descriptive as possible, as this will help to locate your record in our system.

Step 2: Site Plan Details / Site Plan Questions

The following information is necessary for your project review. (Fields marked with an asterisk are required.) If the project is being resubmitted for Site Plan Review please be sure to check the appropriate box indicating this.

Site Plan Questions

SITE PLAN REVIEW INFO

* Is this a resubmission?: Yes No

* Sub Type: Residential

* Bldg Sq Ft: 1200

* Site Area: 0.5 Acres

* Estimated Project Cost: 1000

Proposed Building Modifications:

* Existing Building Use: res

* Proposed Building Use: res

* Proposed Hours of Operation: all day

Seven days a week:

Monday:

In Operation Tuesday:

In Operation Wednesday:

In Operation Thursday:

In Operation Friday:

In Operation Saturday:

In Operation Sunday:

Number of Employees per Day existing:

Number of Employees per Day proposed:

Describe Any Truck Delivery Schedule and Operations:

Predicted Peak Operation Hours:

Unique or Specific Traffic Patterns:

Describe Any Special Events Planned:

Location:

[Continue Application »](#)

Click "Continue Application":

Step 3: Site Plan Documents / Attachment

In this section you must upload a Site Plan document. You can also upload an Operational Statement and any other supporting documents you consider necessary to ensure the City has all necessary information. Click on “Add”.

We recommend using PDF files if possible. Other preferred file formats are Word, Excel, JPG, GIF, TIF. Each file can't exceed more than 195MB.

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents
------------------------	---------------------	-----------------------

Step 3: Site Plan Documents > Documentation

Attachment

Plan(s) must be clear and legible to easily convey all necessary project information. A SEPARATE, DETAILED OPERATIONAL STATEMENT IS HIGHLY RECOMMENDED. Plan(s) must be clear and legible to easily convey all necessary project information. A separate, detailed operational statement is highly recommended for all applications.

The maximum file size allowed is 195 MB.

File types: .ade;.adp;.bat;.chm;.cmd;.com;.cpl;.exe;.hta;.ins;.isp;.jar;.jse;.lib;.lnk;.mde;.msc;.msp;.mst;.php;.pif;.scr;.sct;.shb;.sys;.vb;.vbe;.vbs;.vxd;.wsc;.wsf;.wsh are disallowed. This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit a Site Plan.

Name	Type	Size	Latest Update	Action
No records found.				

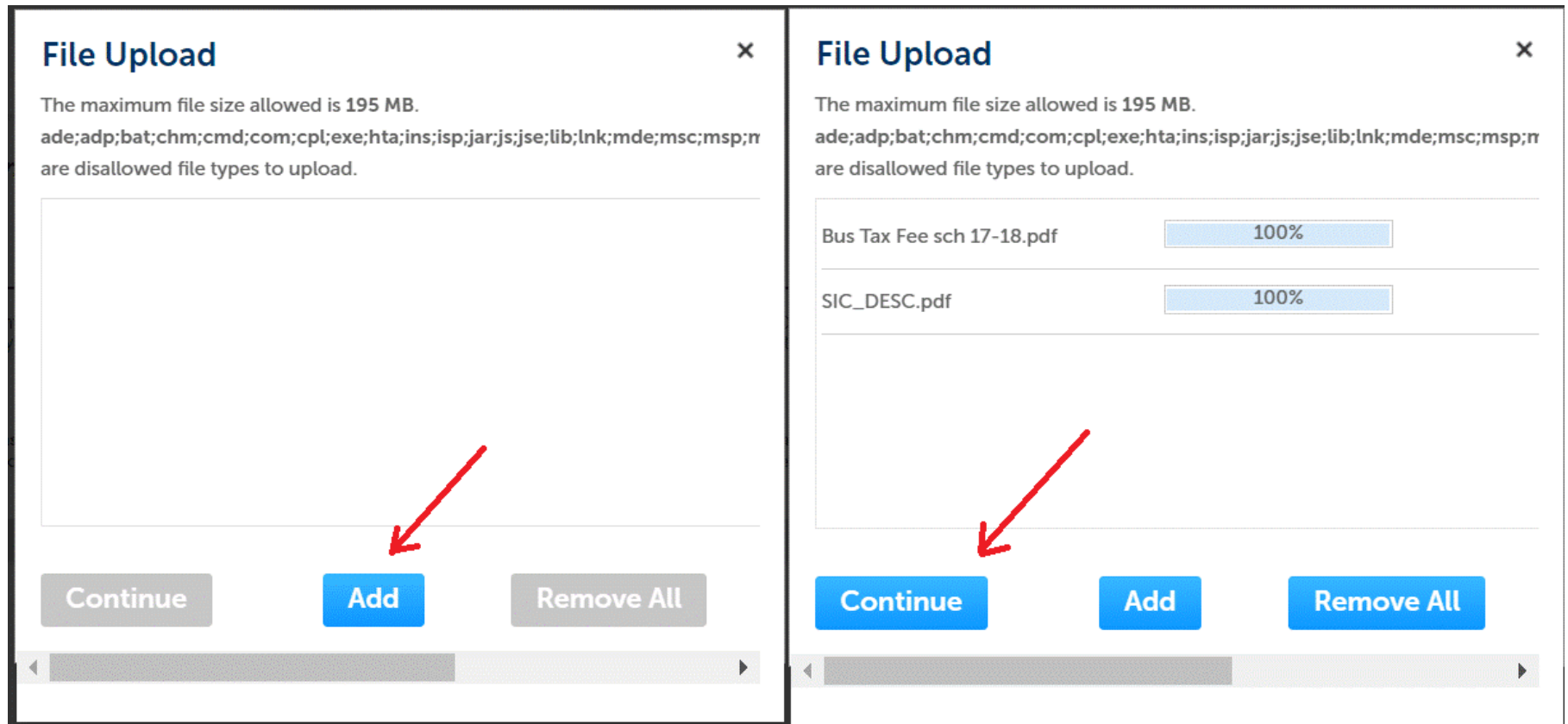
Add



Continue Application »

Step 3: Site Plan Documents / Attachment (continued)

Click on “Add”. You will be presented with a new window “File Upload”. Click on “Add” to select files from your computer (you can select multiple files at the same time).



Once all files have completed uploading 100%, click on “Continue”

Step 3: Site Plan Documents / Attachment (continued)

You must select a document Type for each of the uploaded files: Site Plan, Operational Statement or Supporting Documentation:

* Type:

File:
Bus Tax Fee sch 17-18.pdf
100%

* Type:

File:
SIC_DESC.pdf
100%

[Save](#) [Add](#) [Remove All](#)

[Continue Application »](#)

* Type:

File:
Bus Tax Fee sch 17-18.pdf
100%

* Type:

File:
SIC_DESC.pdf
100%


[Save](#) [Add](#) [Remove All](#)

[Continue Application »](#)

Once the types have been selected, enter a Description for each and click on “Save”

Step 3: Site Plan Documents / Attachment (continued)

Once all your documents have been uploaded and a Type assigned to each of them, click on “Continue Application”:

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents
------------------------	---------------------	-----------------------

Step 3: Site Plan Documents > Documentation

Attachment

Plan(s) must be clear and legible to easily convey all necessary project information. A SEPARATE, DETAILED OPERA attached. Plan(s) must be clear and legible to easily convey all necessary project information. A separate, detailed ope application

The maximum file size allowed is 195 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;ins;isp;jar;js;jse;lib;lnk;mde;msc;mst;php;pif;scr;sct;shb;sys;vb;vbe; This application type requires you to submit the following types of documents. Subject to the collected informati Site Plan

Name	Type	Size	Latest Update
Bus Tax Fee sch 17-18.pdf	Site Plan	9.74 KB	09/19/2022
SIC_DESC.pdf	Operational Statement	35.47 KB	09/19/2022

Add

Continue Application »



Step 4: Review

Make sure all the information you entered is correct for all the different sections:

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents	4 Review	5 Record Issuance
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Step 4: Review

[Continue Application »](#)

[Save and resume later](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Site Plan Review

Address

[Edit](#)

3905 W VINE AVE
Visalia CA 93291
Current

Parcel

[Edit](#)

Step 4: Review (continued)

Once you have verified everything is correct, click on the checkbox to agree with the certification statement. If you are ready to submit, click on “Continue Application”. You also have the option to “Save and resume later”:

Predicted Peak
Operation Hours:
Unique or Specific
Traffic Patterns:
Describe Any Special
Events Planned:
Location:

Attachment

Edit

The maximum file size allowed is 195 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;ins;isp;jar;jse;lib;lnk;mde;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Site Plan

Name	Type	Size	Latest Update	Action
Bus Tax Fee sch 17-18.pdf	Site Plan	9.74 KB	09/19/2022	Actions ▼
SIC_DESC.pdf	Operational Statement	35.47 KB	09/19/2022	Actions ▼

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date:

Continue Application »

Save and resume later


Step 5: Record Issuance

Your application has been submitted. You are assigned a RECORD NUMBER, take note of this number. You should also receive an email at the address entered for the Applicant and Contact, confirming your application has been received. At this time there is no guarantee that your application will be validated. You will be contacted by our City SPR staff once the validation has taken place and you have been placed on the Site Plan Review Committee agenda.

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents	4 Review	5 Record Issuance
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Step 5: 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 SPR22159.

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.

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.

[View Record Details »](#) (You must post the record in the work area.)

Resubmittals

In the event of a Resubmittal, login to ACA, then locate your SPR application under your list of records, then click on “Resubmit” under the “Action” column.

Alternatively, if you click on the record number and open it, click on “Create Amendment” at the bottom of the page.

Records

Showing 1-8 of 8 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Status	Action
<input type="checkbox"/>	10/19/2022	SPR22163	Site Plan Review	TEST Lorem ipsum dolor sit amet.	Resubmit	Resubmit

Record SPR22163:
Site Plan Review
Record Status: Resubmit

Record Info ▾ | Payments ▾

Work Location

3905 W VINE AVE
Visalia CA 93291
Current

Record Details

Applicant: [REDACTED]
[REDACTED]
Visalia, CA, 93231
Home Phone: [REDACTED]
[REDACTED]@visalia.city

Project Description: TEST

More Details ▸

[Create Amendment](#)

Contact Information

City of Visalia Community Development SPR Hotline PlanningDept@visalia.city 559-713-4440

Fitz Barrientos, Information Systems Analyst fitz.barrientos@visalia.city 559-713-4108

https://www.visalia.city/depts/community_development/site_plan_review/default.asp