



Instructional Guide for Accela Citizen Access SolarApp+ permit Application

Table of Contents

Table of Contents	1
Solar Panel permits with SolarApp+	4
What is the Accela Citizen Access (ACA) portal?	5
How to Access City of Visalia ACA	6
Account Registration	7
General Overview of ACA.....	8
Adding a Licensed Professional to your ACA account	9
Creating a SolarApp+ permit.....	10
Creating a SolarApp+ permit (continued).....	11
Step 1: Contact Information – Licensed Professional	12
Step 2: Project Information / Work Location – Address, Parcel.....	16
Step 2: Project Information / Work Location - Owner	17
Step 2: Project Information / Project Description – Detail Information	18
Step 2: Project Information / Project Description – Solar Plan Questions.....	19
Step 3: SolarApp Documents / Support Documentation - Attachment	20
Step 3: SolarApp Documents / Support Documentation - Attachment (continued) .	21
Step 3: SolarApp Documents / Support Documentation - Attachment (continued) .	22
Step 3: SolarApp Documents / Support Documentation - Attachment (continued) .	23
Step 4: Review	24
Step 4: Review (continued).....	25

Step 5: Pay Fees 26

Step 5: Pay Fees – Payment Options 27

Step 6: Record Issuance..... 28

View Record Details 29

Contact Information 30

PREFACE

Solar Panel permits with SolarApp+

Licensed contractors in the City of Visalia are now able to apply for residential solar panel installation permits online with the help of SolarApp+, a web-based portal for residential solar energy system installations developed by the National Renewable Energy Laboratory to automate project plan reviews.

The City of Visalia DOES NOT manage nor has any control over NREL’s SolarAPP+ system or website, but this instructional guide along with the following webpage provide the steps to apply and automatically get a solar permit that has been approved via SolarAPP+:

https://www.visalia.city/depts/community_development/permit_counter/solarapp.asp

Please, visit SolarAPP+’s website to get all necessary information on how to submit a project through their system:

<https://solarapp.nrel.gov/>

<https://help.solar-app.org/collection/1-for-solar-installers>

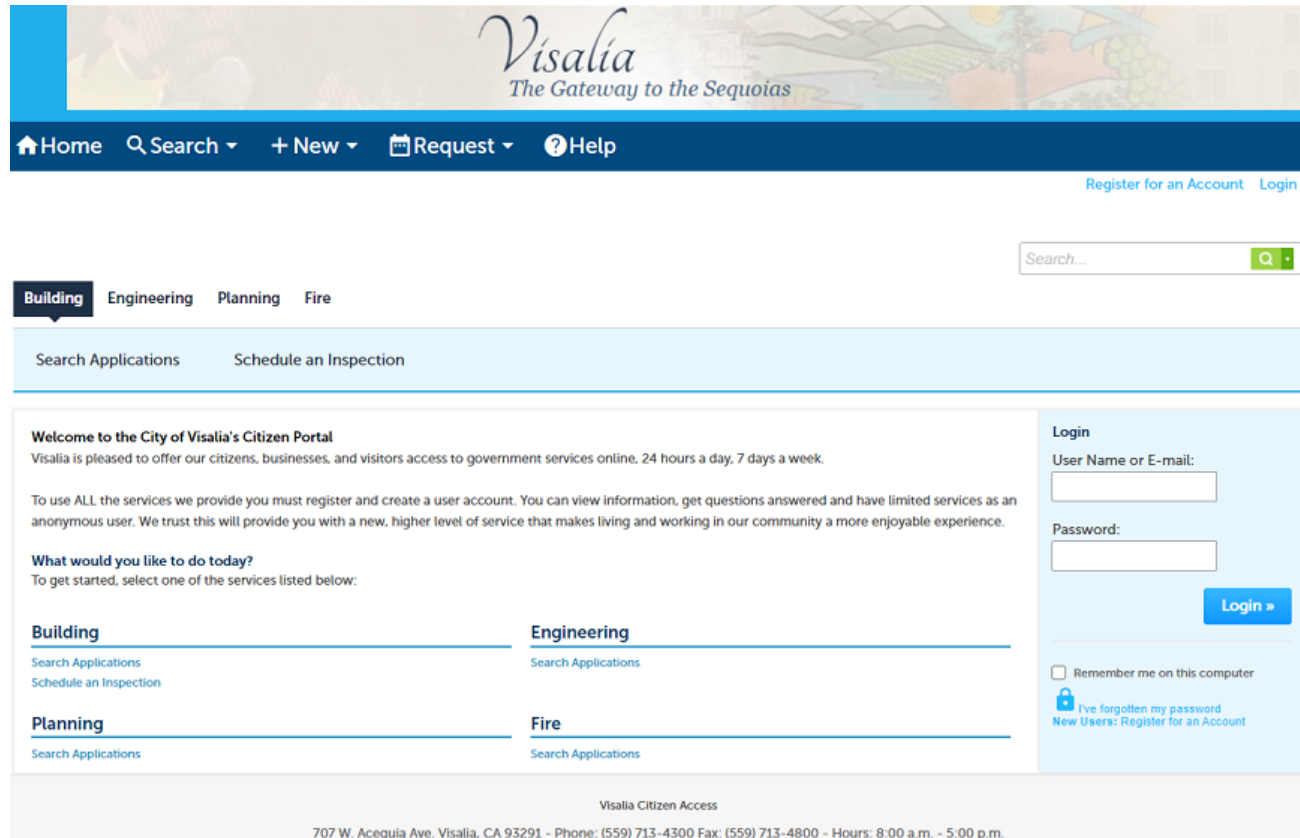
You MUST register with SolarAPP+ first to get your project reviewed. Once approved, you can follow this guide to use our ACA portal to upload the documents provided by the SolarAPP+ system onto your City of Visalia SolarApp permit application. Your solar permit will be issued automatically once payment has been submitted.

The use of SolarAPP+ system is NOT REQUIRED. This option is offered by the City of Visalia to expedite the solar permit issuance, but it is entirely up to each solar installer company to apply in the conventional way if preferred.

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.

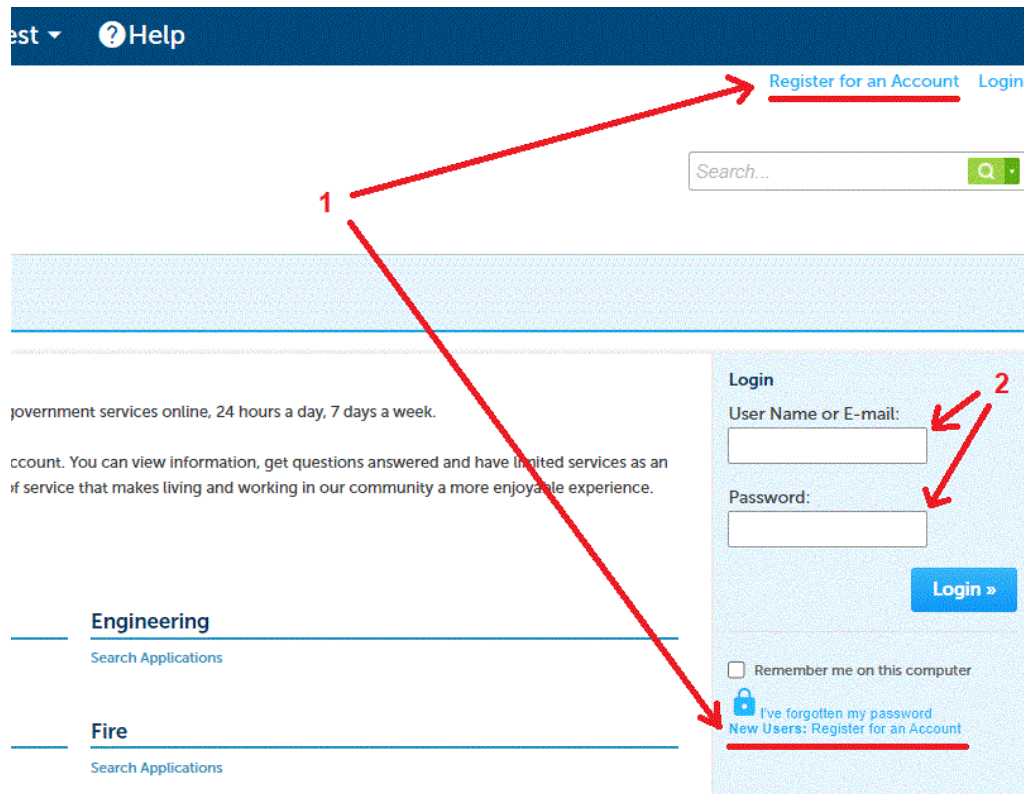
While we will be adding more services in the near future, this guide is particular to creating SolarApp+ permit applications via ACA.



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.

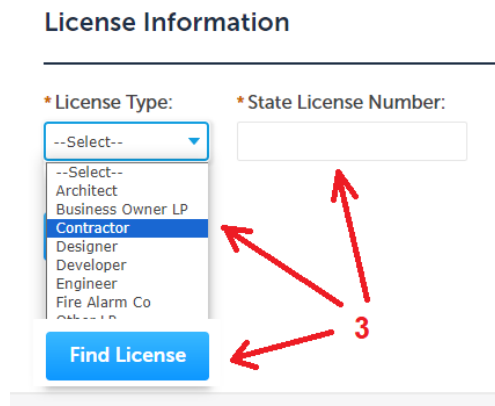
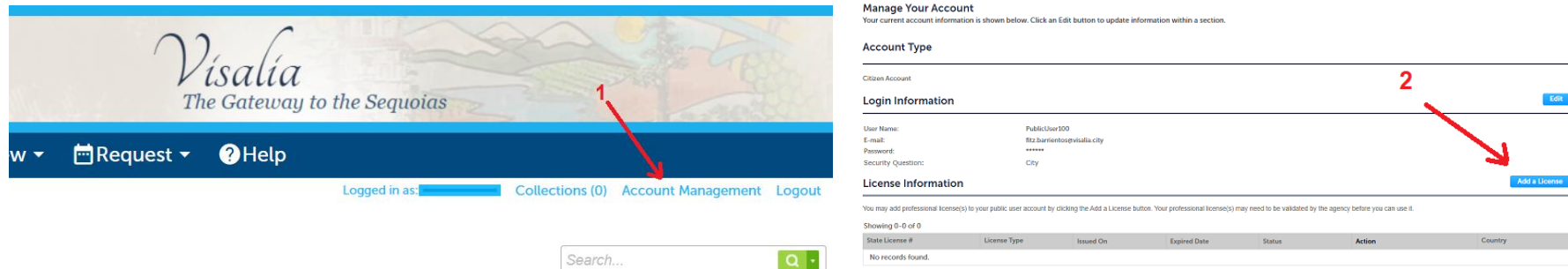
5 Work in progress: This is a list of the last 10 records created by you.

The screenshot shows the ACA SolarApp+ permit 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'.

OPTIONAL : Adding a Licensed Professional to your ACA account – Requires City staff approval

Since only solar panel installers can apply for a solar permit plan checked via SolarApp+, you can choose to add a licensed professional record to your ACA account. This way, when you apply for a SolarApp+ permit you won't have to enter your info every time.

- (1) Click on “Account Management” once you have logged in to your account.
- (2) Click on “Add a license”.
- (3) Select “License Type” (should be “Contractor”) and enter a valid “State License Number”, then click on “Find License” (license # should validate against: <https://www.cslb.ca.gov/OnlineServices/CheckLicenseII/CheckLicense.aspx>)
- (4) Click on “Add License to Account”. Your request will be reviewed by city staff and approved within 2 business days. You can log back to your ACA account after 2 business days to verify.

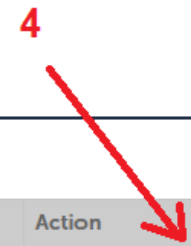


Adding a License:

License Information

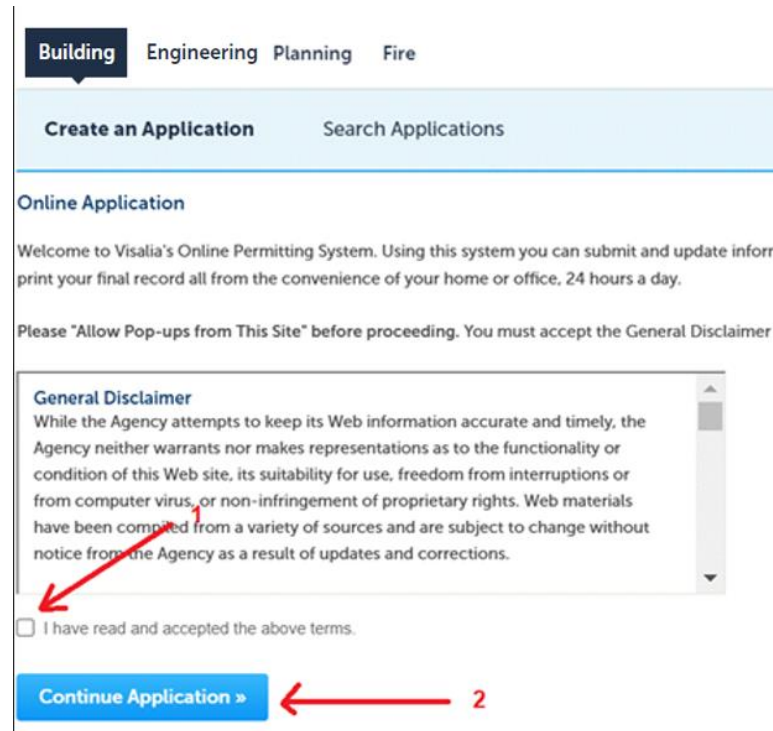
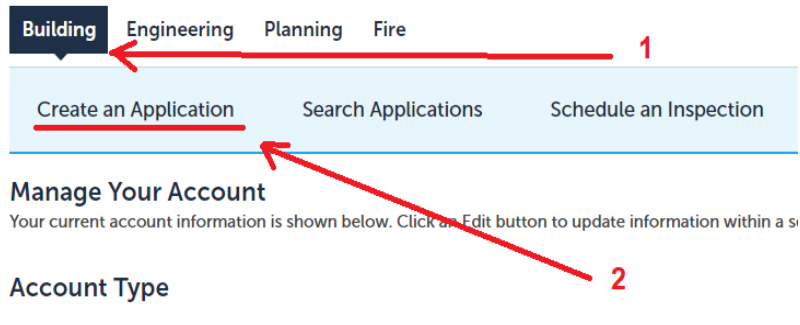
Showing 1-1 of 1

License Number	Type	Name	Action
6 [redacted]	Contractor	D [redacted] S	Add License to Account



Creating a SolarApp+ permit

- (1) Click on the Building 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 Building division menu
- (3) Read the General Disclaimer and click on the checkbox acknowledging you accept the terms
- (4) Click on “Continue Application”



Creating a SolarApp+ permit (continued)

- (1) Depending on the case, expand “Building Permits for Residential Existing Homes” or “Building Permits for Residential New Construction”, then click on the radio button for “Residential Solar Permit with SolarApp”
- (2) Click on “Continue Application”

The screenshot shows the 'Building' tab selected in a navigation menu. Below the menu is a light blue bar with three buttons: 'Create an Application', 'Search Applications', and 'Sch'. Underneath is a section titled 'Select a Record Type' with the instruction 'Choose one of the following available record types. For assistance or to ap'. There is a search input field and a blue 'Search' button. Two record types are listed, each with a dropdown arrow and a radio button: 'Building Permits for Residential Existing Homes' and 'Building Permits for Residential New Construction'. Both have 'Residential Solar Permit with SolarApp' as an option. Red arrows point from the number '1' to the dropdown arrows and radio buttons of both record types. A red 'OR' is placed between the two record types. A red arrow points from the number '2' to the 'Continue Application' button.

Building Engineering Planning Fire

Create an Application Search Applications Sch

Select a Record Type

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

▼ Building Permits for Residential Existing Homes 1
○ Residential Solar Permit with SolarApp

OR

▼ Building Permits for Residential New Construction 1
○ Residential Solar Permit with SolarApp

2

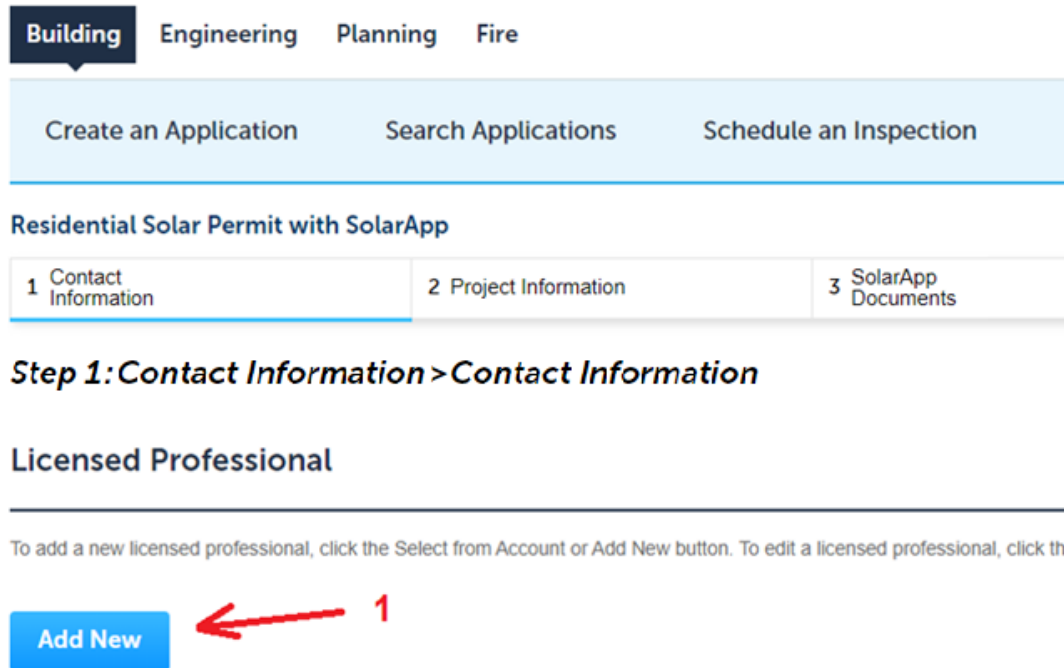
Step 1: Contact Information – Licensed Professional

If this is the first time you are requesting a SolarApp+ permit or DO NOT have a licensed professional associated to your ACA account, then you must add your contractor information every time you apply. Doing this will NOT add the licensed professional to your ACA account.

Once you go through the process of adding a licensed professional to your ACA account and this has been approved by city staff, you will be able to simply select a contractor from the list of licenses associated to your account. (Refer to page 9 for instructions on “Adding a Licensed Professional to your ACA account”.)

OPTION 1: If you don’t have an approved licensed professional associated to your account, you need to add one on the fly for this application.

(1) Click on “Add New”



- (2) Click on the “License Type” dropdown and select the type to use (should be “Contractor”), then enter the corresponding “State License Number” and hit on the “tab” key on your keyboard. Wait a couple of seconds. If valid, you will see red text stating “License entered is good” (license # should validate against: <https://www.cslb.ca.gov/OnlineServices/CheckLicenseII/CheckLicense.aspx>).

System should populate fields with any info on file. Make sure all other fields marked with a red asterisk (*) are filled in or you will get an error. Also, make sure the email address entered is correct before proceeding. Once you are sure everything looks correct, click on “Save and Close”.

Licensed Professional Information

If you are the owner and will self-perform the work for this permit, select from the list "Owner/Builder" license number 999999.

* License Type: Contractor
* State License Number: License entered is good 2
* First: [Redacted] * Last: [Redacted]
Name of Business: [Redacted] Business License #: [Redacted]
Country: United States
* Address Line 1: [Redacted]
* City: CHARLESTON * State: SC * Zip: 29403
* Phone: [Redacted] Mobile Phone: [Redacted] Fax: [Redacted]
* E-mail: [Redacted]
Save and Close Clear Discard Changes

(3) Back on the previous screen (“Licensed Professional”), click on “Continue Application”

Building Engineering Planning Fire

Create an Application Search Applications Schedule an Inspection

Residential Solar Permit with SolarApp

1 Contact Information	2 Project Information	3 SolarApp Documents
-----------------------	-----------------------	----------------------

Step 1: Step 1 > Contact Information

Licensed Professional

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click

✔ Licensed professional added successfully.

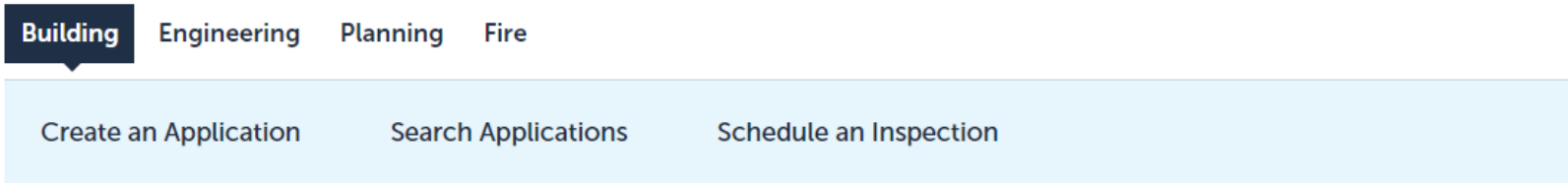
Joe Doe
P [REDACTED] SOLAR ELECTRIC
License Type: Contractor
License Number [REDACTED]
Address: CHARLESTON 29403
[Edit](#) [Remove](#)

[Continue Application](#) ← 3

OPTION 2: If you do have a licensed professional associated to your ACA account, you would be presented with the following dropdown to select a license number after accepting the “General Disclaimer” as depicted on page 10.

(1) Click on the “Licenses” dropdown and select the license number to use

(2) Click on “Continue Application”



Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

*Licenses:

--Select--
--Select--
Contractor 10 1
None Applicable



Continue Application



Step 2: Project Information / Work Location – Address, Parcel

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 Schedule an Inspection

Residential Solar Permit with SolarApp

1 Contact Information 2 Project Information 3 SolarApp Documents

Step 2: Project Information > Work Location

Address

To search for an address enter the **Street Number** and **Street Name**, then select "SEARCH".

If you do not have an address, enter the parcel number below. A valid parcel number is required to continue.

*Street No.: 315 Direction: E *Street Name: ACEQUITA Fraction: Street Type: AVE

Unit Type: --Select-- Unit No.:

City: Visalia State: CA *Zip: 93291

Status: Current

Search **Clear**

Parcel

Please limit entries to 9 digits for Parcel Number

* Assessor Parcel Number: 094-███-███

Historic District:

Zoning: D-MU

Flood Zone: X02

Search **Clear**

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

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).

Step 2: Project Information / Work Location - Owner

If the “Owner Name” does not get automatically populated, please enter the name as requested.

The screenshot shows a web form titled "Owner". Below the title is a horizontal line. Underneath, there is a label "Owner Name:" followed by a text input field containing "VISALIA CITY OF". To the right of the input field is a small blue circle with a white question mark. A red arrow points from the right towards this question mark. Below the input field are two blue buttons: "Search" and "Clear". At the bottom of the form, there are two more blue buttons: "Continue Application" and "Save and resume later". A red arrow points from the right towards the "Continue Application" button.

Once Address, Parcel and Owner 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 2: Project Information / Project Description – Detail Information

Enter a Project Name and Detailed Description for your Solar project:

Residential Solar Permit with SolarApp

1 Contact Information	2 Project Information
-----------------------	-----------------------

Step 2: Project Information > Project Description

Detail Information

* Project Title/Name:

* Detailed Description of Work:

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

Step 2: Project Information / Project Description – Solar Plan Questions

The following information is necessary for your project review. (Fields marked with an asterisk are required.)
The “SolarApp ID” should be entered exactly as provided by the SolarApp+ system (format is SA20XXXXXX-XXXX-X-X-X).
Click on the “?” bubble to get more info on a field.

Solar Plan Questions

SOLAR PERMIT WITH SOLARAPP

* Was this done in SolarApp?: Yes No

* SolarApp ID:

* Job Value:

* Existing Solar System: Yes No

* DC KW: kW

* Roof Mount: Yes No

* No. of Modules: Each

* Ground Mount: Yes No

* PV Breaker Size: Amps

* GMA: Yes No

* Existing Main Svc Panel Size: Amps

* Existing Main Svc Panel Busbar Size: Amps

* Main Service Panel Upgrade: Yes No

Upgraded Main Svc Panel Size: Amps

Upgraded Busbar Size: Amps

* Battery Storage: Yes No

No. of Batteries:

[Continue Application](#)

Click “Continue Application”:

Step 3: SolarApp Documents / Support Documentation - Attachment

In this section you must upload the SolarApp Approval document and the SolarApp Spec Sheets. You can also add 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.

PLEASE NOTE: At the time of inspection, you must ALSO provide the single line diagram and load calculations for the project.

Residential Solar Permit with SolarApp

1 Contact Information	2 Project Information	3 SolarApp Documents
-----------------------	-----------------------	----------------------

Step 3: SolarApp Documents > Support 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 this application.

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;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.

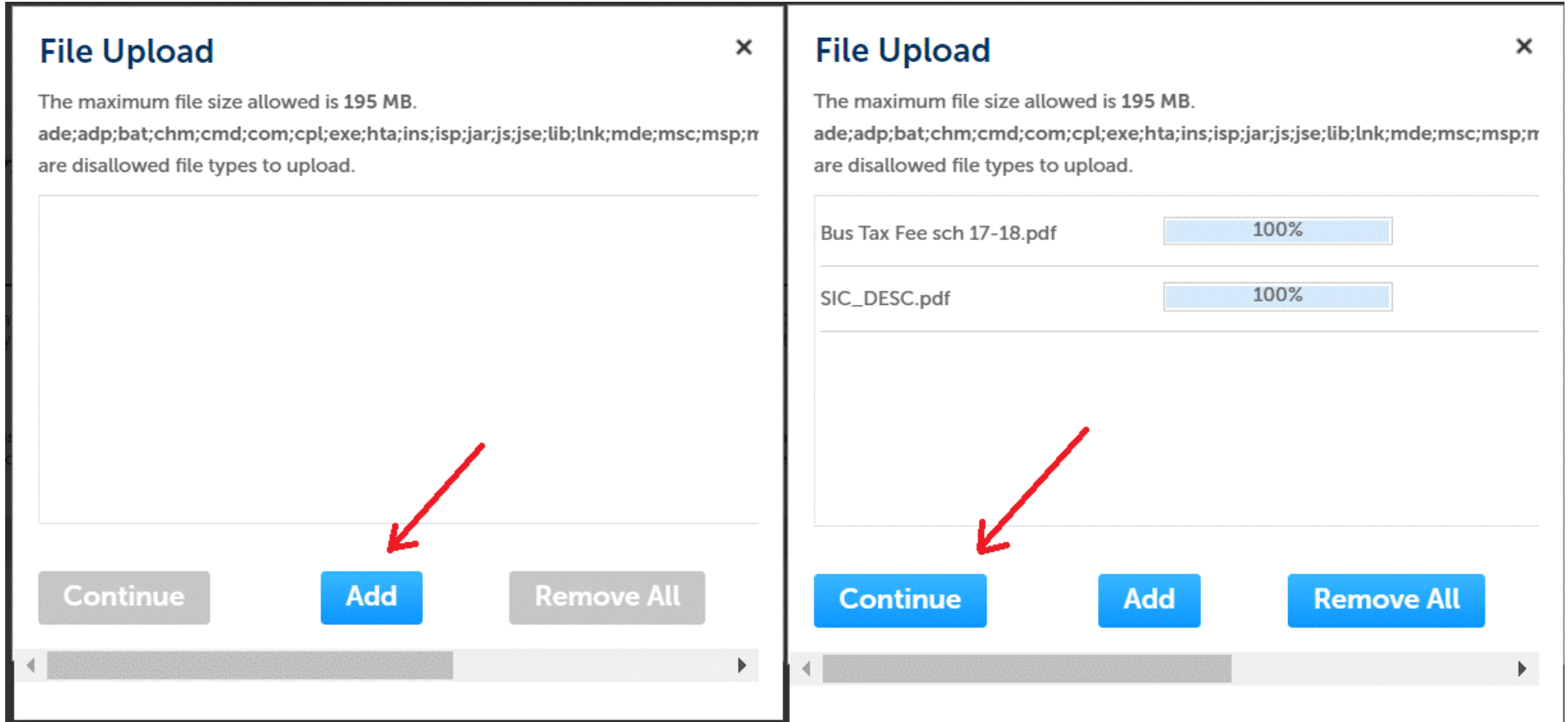
Name	Type	Size	Latest Update	Action
No records found.				

Add ←

Continue Application »

Step 3: SolarApp Documents / Support Documentation - 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: SolarApp Documents / Support Documentation - Attachment (continued)

You must select a document Type for each of the uploaded files: SolarApp Approval, SolarApp Spec Sheets or Other:

* Type: --Select--

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

* Type: --Select--

File: SIC_DESC.pdf 100%

Save Add Remove All

Continue Application >

* Type: SolarApp Approval

File: test_doc3.txt 100%

* Description: SolarApp approval doc for my project


Save Add Remove All

Continue Application >

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

Step 3: SolarApp Documents / Support Documentation / 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.

Residential Solar Permit with SolarApp

1 Contact Information	2 Project Information	3 SolarApp Documents
-----------------------	-----------------------	----------------------

Step 3: SolarApp Documents > Support Documentation

Attachment

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;vbt
This application type requires you to submit the following types of documents. Subject to the collected inform
SolarApp Approval, SolarApp Spec Sheets

Name	Action	Type	Size	Latest Update
test_doc1.txt	Actions ▼	SolarApp Approval	4 bytes	09/07/2023
test_doc2.txt	Actions ▼	SolarApp Spec Sheets	4 bytes	09/07/2023

Add

Continue Application



Step 4: Review

Make sure all the information you entered is correct for all the different sections, or click on “Edit” to re-enter:

Residential Solar Permit with SolarApp

1	2 Project Information	3 SolarApp Documents	4 Review	5 Pay Fees	6 Record Issuance
---	-----------------------	----------------------	----------	------------	-------------------

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

Residential Solar Permit with SolarApp

Licensed Professional

[Edit](#)

Joe Doe
F [REDACTED] C
997 MORRISON DR STE 200
CHARLESTON, 29403
United States

Phone: 8 [REDACTED]
Contractor -1 [REDACTED] 1
f [REDACTED] city

Address

[Edit](#)

[REDACTED] AVE
Visalia CA 93291
Current

Parcel

[Edit](#)

Assessor Parcel Number: 0 [REDACTED]
Zoning: D-MU
Flood Zone: X02

Owner

[Edit](#)

VISALIA CITY OF

Detail Information

[Edit](#)

Project Title/Name: Test
Detailed Description of Work: Test

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”:

Main Panel Size:
Busbar Size:
Battery Storage: No
No. of Batteries:

Attachment

Edit

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;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.
SolarApp Approval, SolarApp Spec Sheets

Name	Action	Type	Size	Latest Update	Description	Document Status	Status Date	Upload Date
test_doc1.txt	Actions ▼	SolarApp Approval	4 bytes	09/07/2023	test	Uploaded		09/07/2023
test_doc2.txt	Actions ▼	SolarApp Spec Sheets	4 bytes	09/07/2023	test	Uploaded		09/07/2023

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: Pay Fees

You will be presented with a list of fees based on the information you have entered. The total amount to be paid shows at the bottom of the screen. Please notice there will be an 2.8% credit card online payment convenience fee added. Review and click on “Continue Application”.

Step 5: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
CBSC Admin Fee	100	\$1.00
Credit Card Online Payment Convenience	11	\$11.00
Strong Motion - Res	100	\$0.50
Plan Check Fee - Residential SolarApp	1	\$75.00
Inspection Fee - Residential Solar	10	\$300.00

TOTAL FEES: \$387.50

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#)



Step 5: Pay Fees – Payment Options

Enter your credit card information, options are Visa and Master Card. Then click on “Submit Payment”.


Payment Options

Using a credit card will result in a 2.8% surcharge.

Amount to be charged: \$387.50

Pay with Credit Card

Credit Card Information:

* Card Type: * Card Number: * Security Code: 

* Name on Card: * Exp. Date:

Credit Card Holder Information:

Auto-fill with

Country:

* Street Address:

* City: * State: * Zip:

* Phone:

E-mail:

[Submit Payment »](#)



Step 6: Record Issuance

Your permit has been issued. You are assigned a RECORD NUMBER, take note of this number. You can view and print your payment receipt at this time. (You can also reprint later under Payment / Fees.) Your permit and inspection card will be available for download under your record details.

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 B232867.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of

[Print/View Receipt](#)

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 inspections, check status, or make other updates.

[View Record Details »](#)

(You must post the record in the work area.)

View Record Details

If you click on “View Record Details” you will be shown all the info entered for this record.
You can select Record Info / Attachments should you need to download a copy of your permit or inspection card.

Record B232871:
Residential Solar Permit with SolarApp
Record Status: Issued
Expiration Date: 10/04/2023

Record Info ▾ Payments ▾

Record Details

Processing Status

Related Records

Attachments

	Record ID	Record Type	Entity Type
test_doc1.txt	B232871	Residential Solar Permit with SolarApp	Record
test_doc2.txt	B232871	Residential Solar Permit with SolarApp	Record
COV_PERMIT_Card__20231004_151210.pdf	B232871	Residential Solar Permit with SolarApp	Record
COV_INSPEC_Card_20231004_151215.pdf	B232871	Residential Solar Permit with SolarApp	Record

Contact Information

City of Visalia Community Development Building Safety permits@visalia.city 559-713-4444

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

https://www.visalia.city/depts/community_development/permit_counter/solarapp.asp