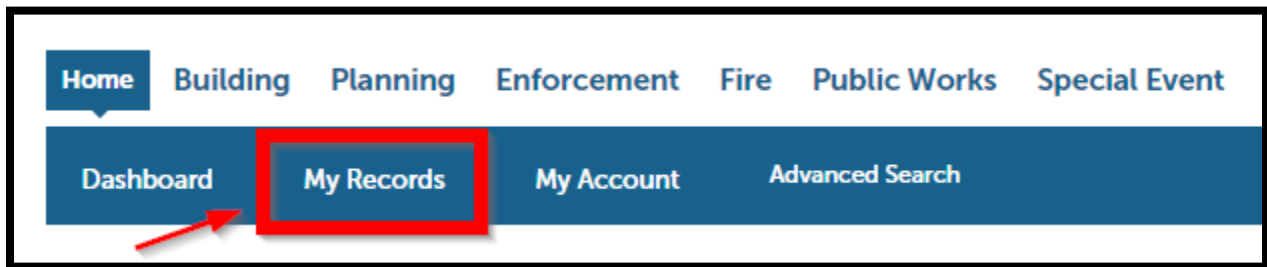


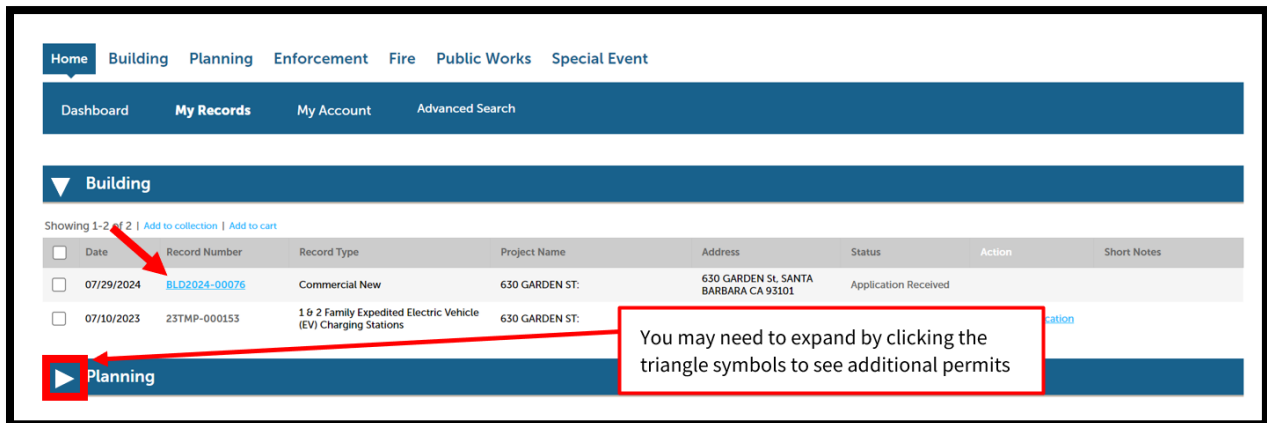
CHECK STATUS

To view the processing status for a permit, you must be logged in with an account linked to the permit. If your account is not linked to the permit, or you cannot view the permit details, please send an email request to the appropriate Permit Counter Staff and allow one business day to receive a response.

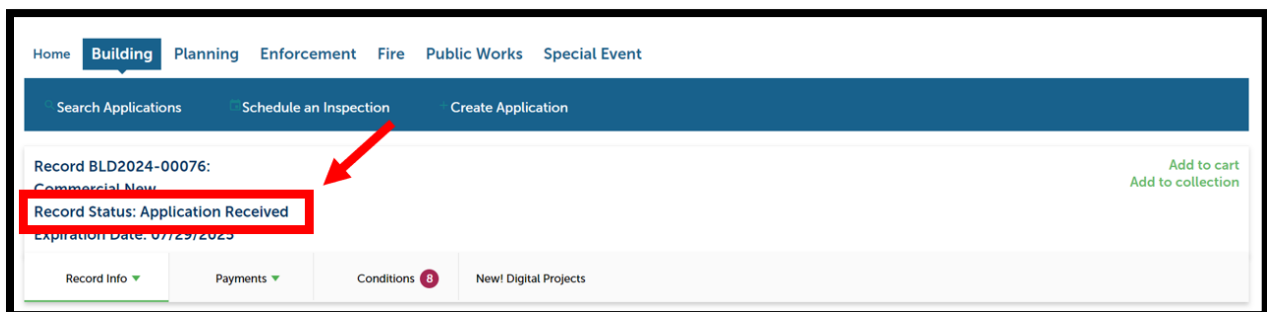
1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:
<https://aca-prod.accela.com/santabarbara>
2. You must login to your existing ACA user account to check status of permits. See **Login** for instructions.
3. Click **My Records** tab to see the permits that are linked to your ACA account.



4. Click on the blue link for the **Record Number** you want to look up. Expand the other permit type options by clicking the triangle symbol if you don't see all your records. If you still do not see any records here, please contact the Permit Counter Staff and allow one business day to receive a response.

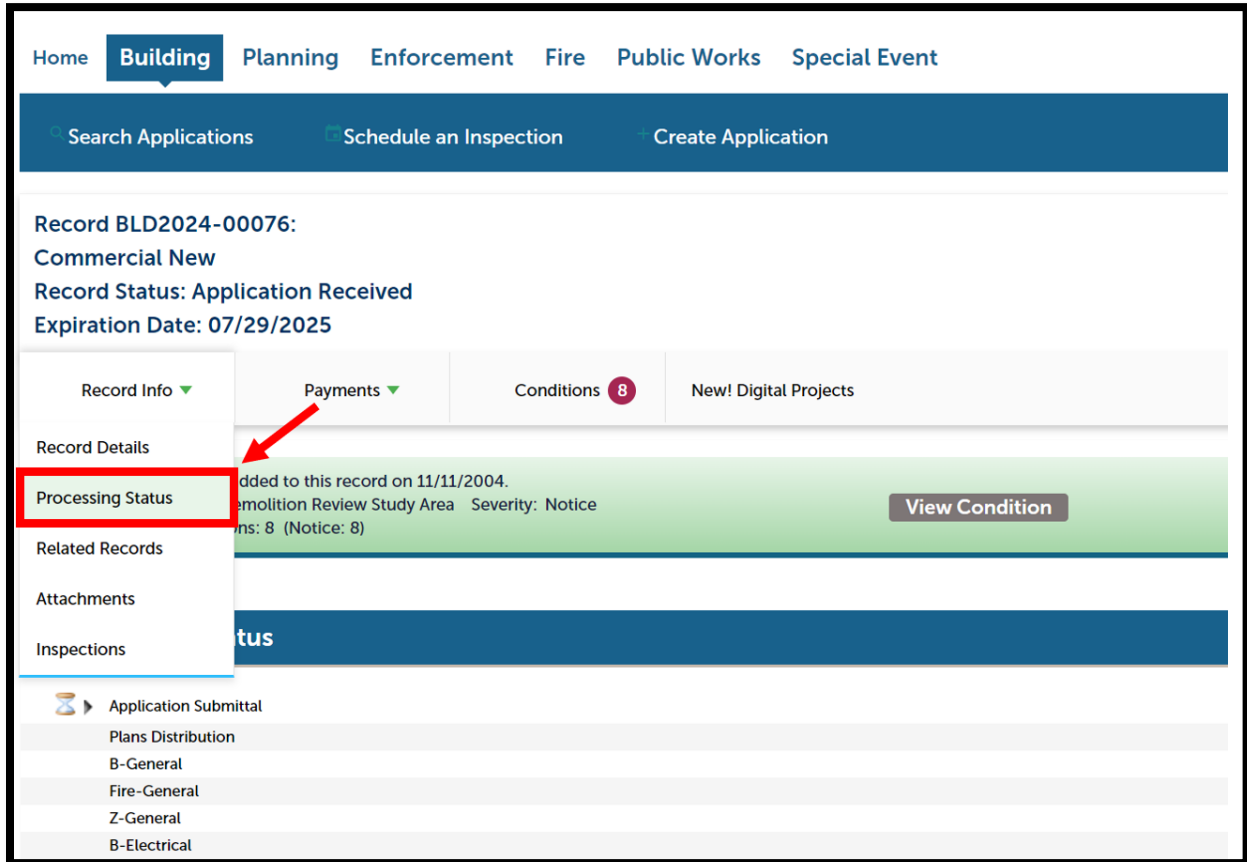


5. When the record detail page loads, the current **Record Status** will be right at the top of the page.

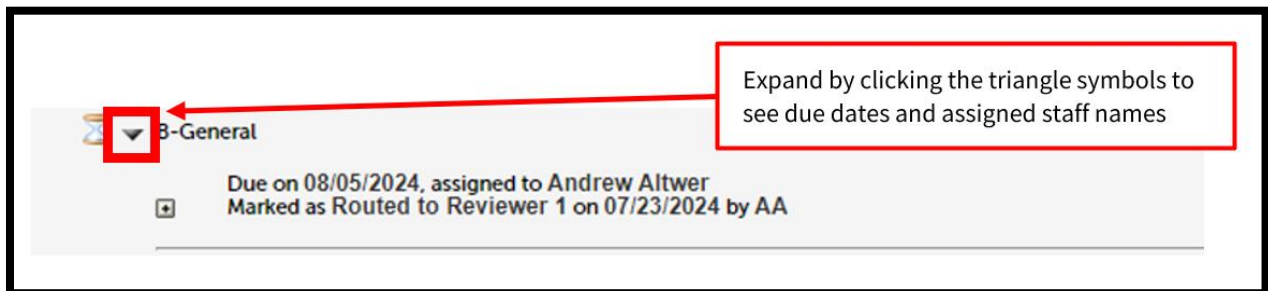


VIEW DUE DATES

1. To view the estimated due date when you should receive plan review comments on your application, login to ACA, go to My Records and **Check Status** as described above.
2. When the record detail page loads, select **Record Info** and **Processing Status**. You will see a list of different department names. A check symbol means “complete” and an hourglass symbol means “active”.

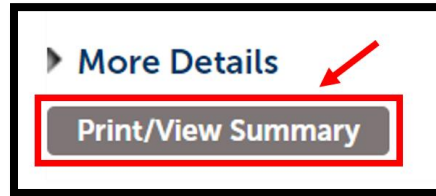


3. Go to an active department name and expand the selection by clicking on the triangle symbol. This will give you the estimated due date and the name or initials of the assigned staff. If the project has not yet been assigned it will say “TBD”. If you have questions about the estimated due date, please send an email request to the appropriate Permit Counter Staff and allow one business day to receive a response.



PRINT SUMMARY

1. To print or view a summary of all activities on your application, login to ACA, go to My Records and **Check Status** as described above.
2. When the record detail page loads, scroll to the bottom of the page and click “Print/View Summary”.
3. Wait for the report to run, then either view or print the case activity summary page.



Tip: The case activity summary is always up to date. You may read through and find what reviews are pending, and which have been entered. Please note: the case activity summary is not a comments list; you will only receive a full comments list when you receive an e-mail that a resubmittal is required.

LINKING PERMIT RECORDS TO YOUR ACA ACCOUNT

Your ACA account must be linked to a specific record for you to view the full details and have access to certain actions (i.e., uploading or downloading documents, email notifications, etc.). If someone else submitted your permit application on your behalf, then it is likely that your account is not linked to the record. To link your account to the record, please send an email request with the record identification number and the email address associated with your account to the appropriate Permit Counter Staff and allow one business day to receive a response. City staff will contact you after reviewing your request to let you know the record has been connected or if additional information is needed to complete the request.