



# Accele Citizen Access User Guide

## TABLE OF CONTENTS

Introduction .....	2
Register for an Account .....	3
Search Information .....	10
Submit a New Application.....	16
Check Status .....	26
Resubmit Plans .....	29
Schedule an Inspection.....	36
Electronic Document Standards.....	43
Bookmarking Plans.....	46
How to Flatten PDF Files .....	48
Troubleshooting .....	49

## INTRODUCTION

### WHAT IS ACCELA CITIZEN ACCESS (ACA)

Accela Citizen Access (ACA) is the City of Santa Barbara's online Permit Portal. The ACA Permit Portal allows owners, applicants, and interested parties to submit permit requests for Planning, Building, Public Works, and Fire permits, access permit records, pay permit fees, check on the status of in-progress records, and schedule building inspections. The City has moved to an all-digital application and plan review platform. This means that we no longer accept paper plan submittals. All applications must be submitted through ACA. Any person who submits a permit application must register for an ACA account with a valid email address registered with our system. Applicants should expect project communication from City staff via email. At various stages in the permitting process, the applicant is directed via email to login to their ACA account to complete the next step (e.g., retrieve plan review comments, make a payment, access issued/approved documents).

**Accela Citizen Access (ACA) Online Permit Portal:** <https://aca-prod.accela.com/santabarbara>

**Tip:** You may search for property records and view zoning and parcel data without creating an account; however, many online services offered by the City of Santa Barbara require login for security reasons.

### BROWSER COMPATIBILITY

The latest versions of the following browsers are recommended for the ACA Portal:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Safari

The portal may not function properly if using other browsers.

### DIFFICULTY LOGGING IN?

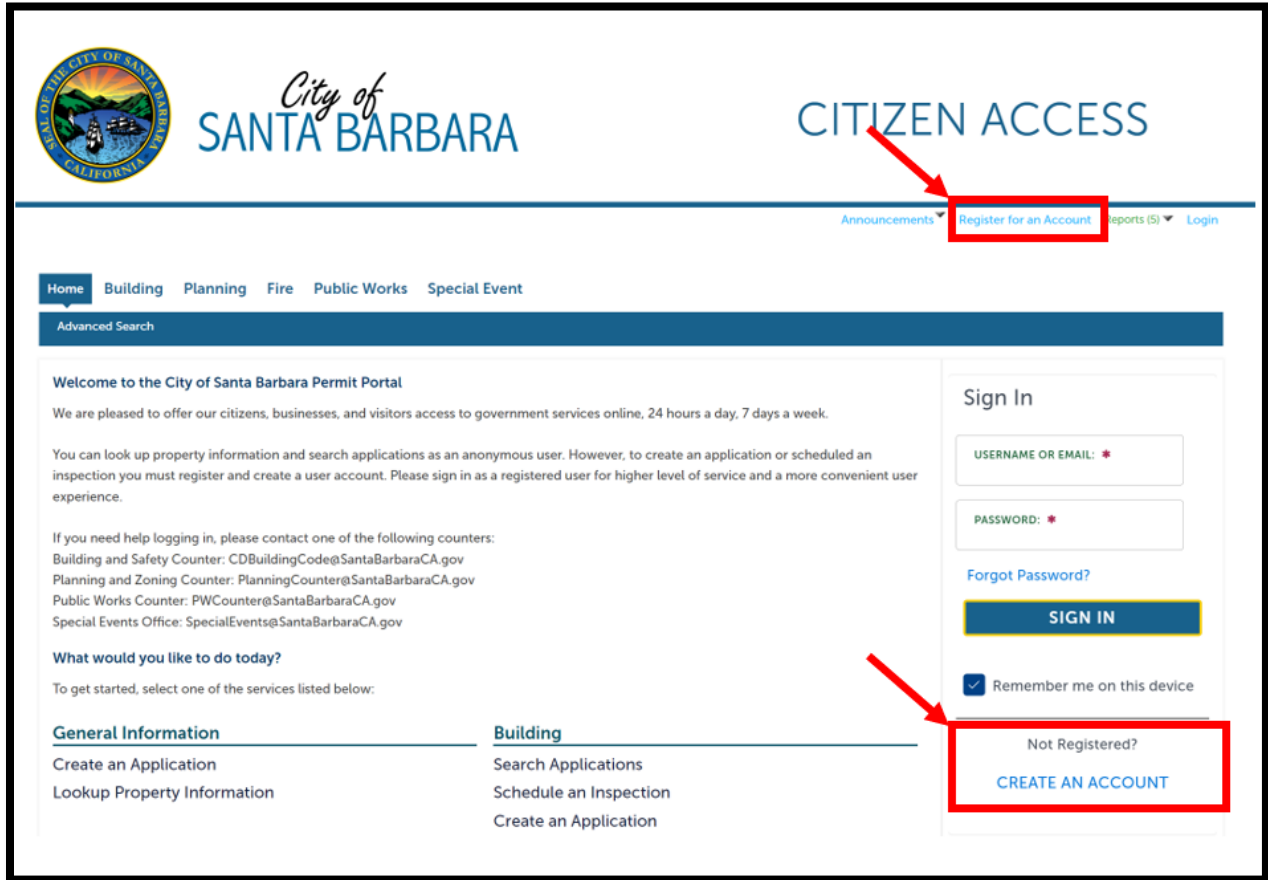
If you are having trouble with weird bugs, like pages not loading properly or web apps not functioning, try clearing your [web browser's cache](#) and browsing history before trying to login again. If you have been locked out after too many attempts, or experience other issues gaining access, send an email to the appropriate Permit Counter Staff and allow one business day to receive a response.

- For Building Permits: [CDBuildingCode@SantaBarbaraCA.gov](mailto:CDBuildingCode@SantaBarbaraCA.gov)
- For Fire Permits: [FireInspectors@SantaBarbaraCA.gov](mailto:FireInspectors@SantaBarbaraCA.gov)
- For Planning Applications: [PlanningCounter@SantaBarbaraCA.gov](mailto:PlanningCounter@SantaBarbaraCA.gov)
- For Public Works Permits: [PWCounter@SantaBarbaraCA.gov](mailto:PWCounter@SantaBarbaraCA.gov)
- For Special Events: [Venues@SantaBarbaraCA.gov](mailto:Venues@SantaBarbaraCA.gov)

## REGISTER FOR AN ACCOUNT

Any person who submits a permit application or wants to access permit record information online must register for an ACA account with a valid email address registered with our system.

1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:  
<https://aca-prod.accela.com/santabarbara>
2. When the webpage loads, click **Register for an Account** at the top of the page, or use the **Create an Account** link located beneath the Sign In button. Either link will take you to the next step.



3. Enter your desired username and password info under the **Login Information** requested on this screen. Take note of your security question, answer and agree to the terms of service, then click **Continue**. Remember, security answers are *case sensitive*.

The screenshot shows a web form titled "Login Information" with the sub-header "STEP 1 OF 2: ACCOUNT DETAILS". The instructions ask the user to enter their User Name, email address, password, and a security question/answer. A note states that an email address can only be used by one user. Below this, a red asterisk indicates "Required Fields". The form contains several input fields: "USERNAME: \*", "E-MAIL ADDRESS: \*", "PASSWORD: \*", and "TYPE PASSWORD AGAIN: \*". There is also a dropdown menu for "ENTER SECURITY QUESTION: \*" with "Select" as the current option, and a text field for "ANSWER: \*". At the bottom, there is a checkbox for "I have read, understand, and agree to the Terms of Service" with a link icon. A blue "CONTINUE" button is at the very bottom.

4. A new window will open. Always select **Applicant** (regardless of your role because you are establishing your account) and click **Continue**.

The screenshot shows a web form titled "Select Contact Type" with the sub-header "STEP 2 OF 2: CONTACT DETAILS". The instructions ask the user to choose the contact type that most closely resembles their role in the development process. A note explains that if the user is the main point of contact (like an architect, designer, or contractor), they should choose "Applicant" because system-generated emails are sent to the applicant. Below this, there is a dropdown menu labeled "CONTACT DETAILS FOR:" with "Select" as the current option.

5. Enter the required information (as indicated with an asterisk \*) and click **Submit**. We will use this information to contact you about the permit application and issuance activities.

**\*Required Fields**

FIRST: \*

LAST: \*

NAME OF BUSINESS OR ORGANIZATION

PRIMARY PHONE: \*  
(805) 555-5555

MOBILE PHONE:  
(805) 555-5555

E-MAIL: \*

NOTES:

**ADDRESS**

ADDRESS TYPE:  
Select ▼

ADDRESS LINE 1:

ADDRESS LINE 2:

CITY:

STATE:  
Select ▼

ZIP CODE:

+ Add Address

**SUBMIT**

- a. You have successfully created an account and may login immediately when you see this screen.

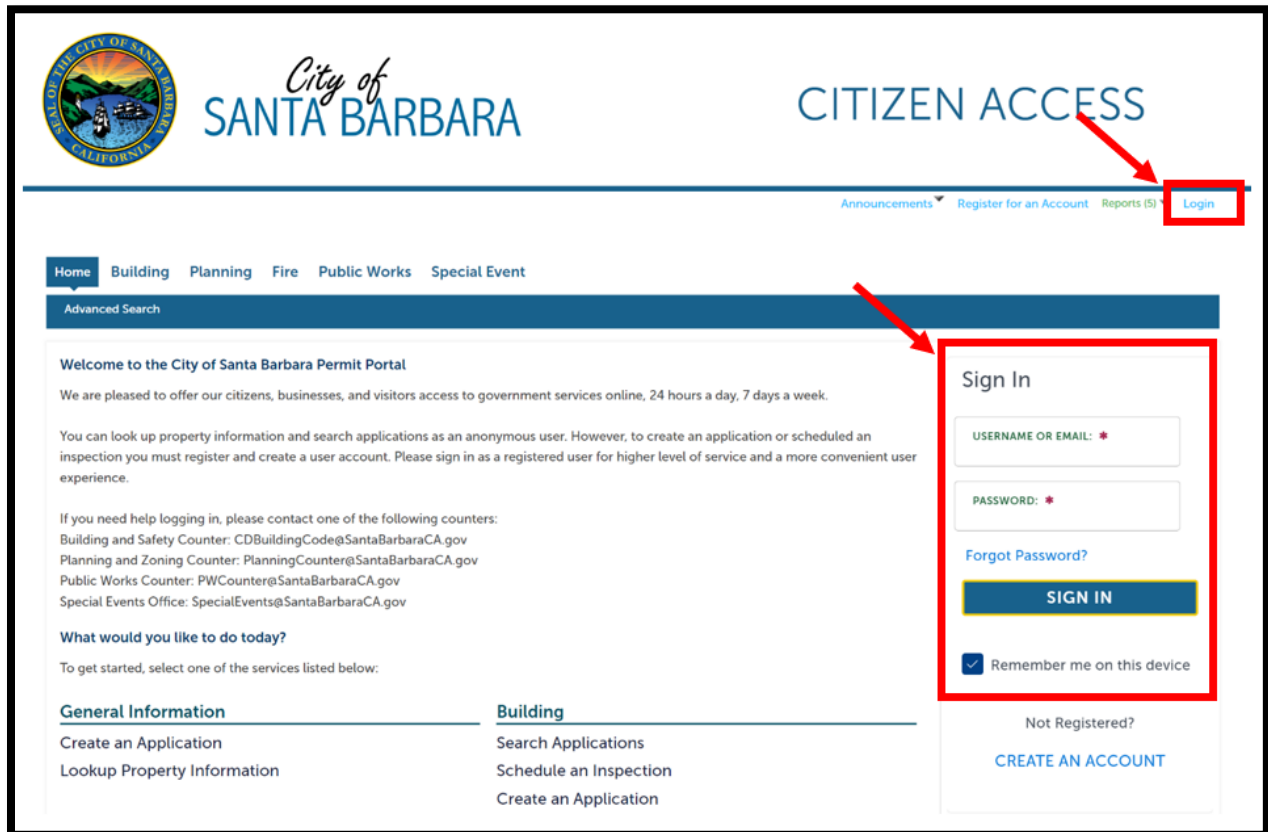
The screenshot shows the City of Santa Barbara Records Dashboard. At the top left is the City of Santa Barbara logo. The navigation menu includes Home, Application Decision Tool, Building & Safety, Planning, Fire, Public Works, and Special Events. Below the navigation is a breadcrumb trail: Home / Records Dashboard. The main heading is "Records Dashboard". A green success message with a checkmark icon states: "Your account has been created successfully. You can login immediately using your User Name and Password". Below this is a paragraph of text: "Your account has been successfully created. Congratulations. You have successfully created an account with the City of Santa Barbara and can login immediately. If you have registered as a licensed professional, additional activation by the City of Santa Barbara may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete." The "Account Information" section contains fields for User Name, E-mail, Password (masked with asterisks), and a Security Question: "In what city or town does your nearest sibling live?". The "Contact Information" section has fields for Primary and Secondary Phone numbers. Below that is a "Contact Address List" section with a dropdown for "Contact Addresses" and a table showing one address. The table has columns for Action, Address Type, Address, and Status. The row shows "Home" as the Address Type and "Active" as the Status. A "Login Now" button is located at the bottom left of the dashboard area.

**Tip:** If the Owner would like to access record information online, we recommend that you register the Owner as an ACA user, **before you start the application process**, and then add the Owner as a contact in the application, using the Lookup option. If you would like to add the Owner as a contact after the record has been created, contact the appropriate Permit Counter Staff and allow one business day to receive a response.

## LOGIN

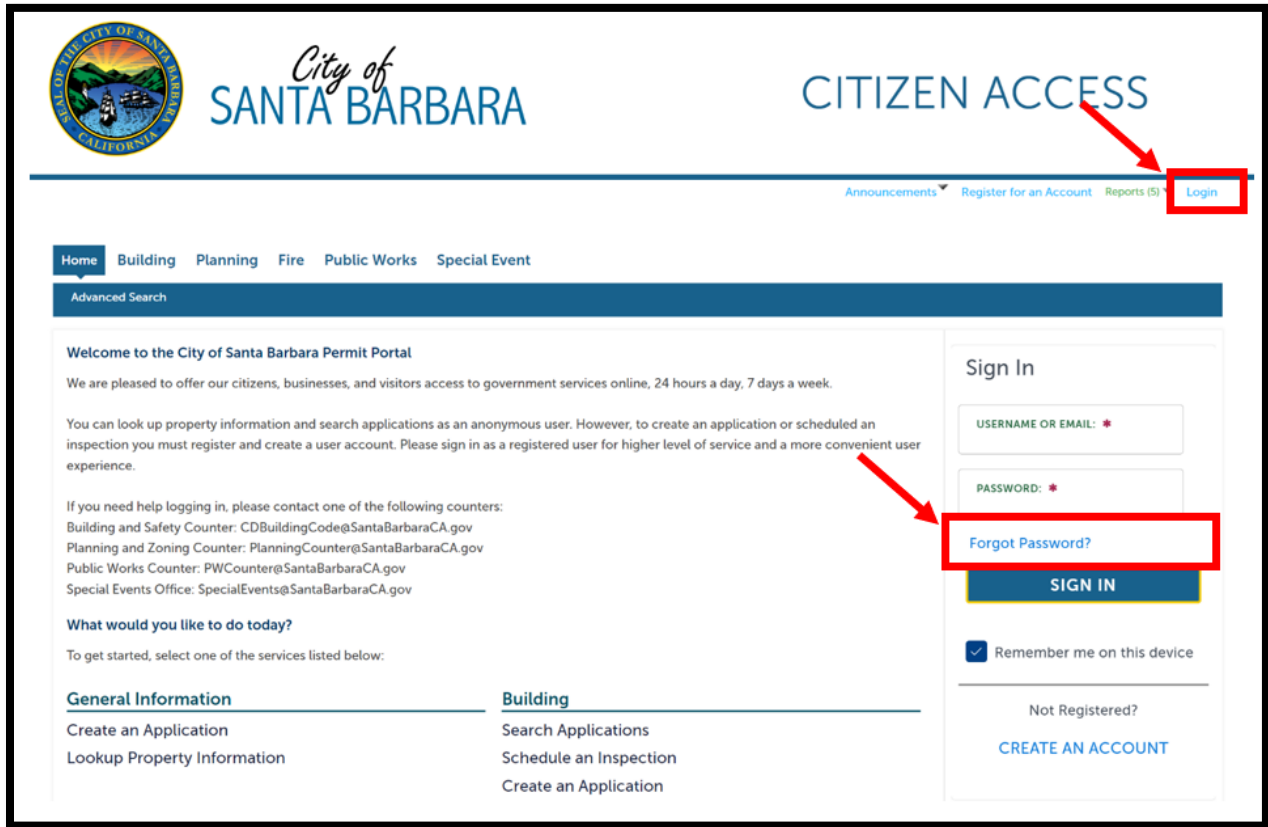
After you have set up your ACA account, login to access your records or to apply for permits.

1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:  
<https://aca-prod.accela.com/santabarbara>
2. When the webpage loads, use the **Login** button (top right corner) or **Sign In** option and enter your username or email address and your password. Click the Sign In button to continue. Check the “Remember Me” checkbox so you don’t have to sign in each time you want to look up information.

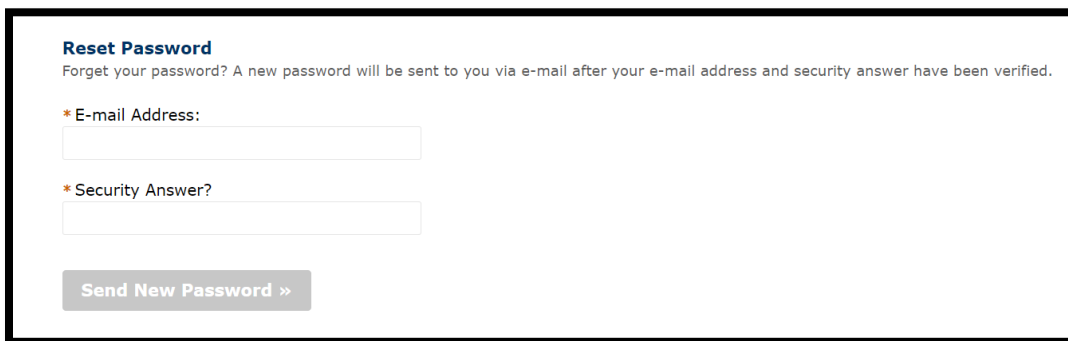


## RESET YOUR PASSWORD

1. If you forgot your password, click on the **Forgot Password?** link located under the sign in/login fields.




2. Enter the e-mail address associated with your account, then click **Continue**. After your email address is entered, you will be prompted to answer the security question you selected at account creation. Provide your security answer (remember, those are case sensitive), then click the **Send New Password** button.



3. You will receive a notification that if the details provided match an existing account, an email will be sent to the address you provided along with the username on your account and a temporary password.

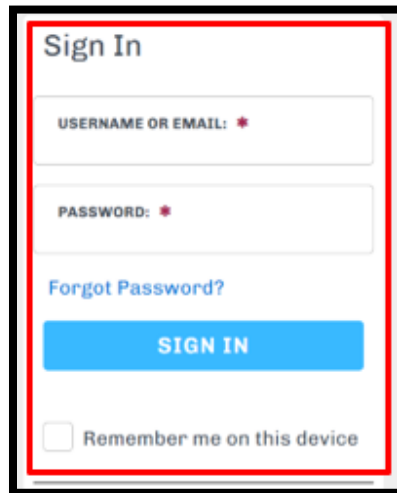


**Notice:**  
If we find an account associated with this address, we'll send you an email with instructions for updating your password.

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

**Tip:** This temporary password is only valid for 24-hours. If you do not see the email, please check your email spam/junk folder (if you still do not find it, send an email to the appropriate Permit Counter Staff and allow one business day to receive a response.)

4. Login to your ACA account with your temporary password.



The screenshot shows a 'Sign In' form with the following elements: a title 'Sign In', a text input field for 'USERNAME OR EMAIL' with a red asterisk, a text input field for 'PASSWORD' with a red asterisk, a blue link for 'Forgot Password?', a blue 'SIGN IN' button, and a checkbox labeled 'Remember me on this device'.

5. At this point, you will receive a notification that your temporary password has expired and will be prompted to select a new password. Where the system asks for the “old” password, **enter the temporary password provided**. Remember that passwords are case sensitive. Select a new password to replace the temporary password. When complete, click **Submit**.
6. After you enter your new password and click submit, you will be brought to the ACA Portal **Home** page. You have successfully updated your password and gained access to your account.

## SEARCH INFORMATION

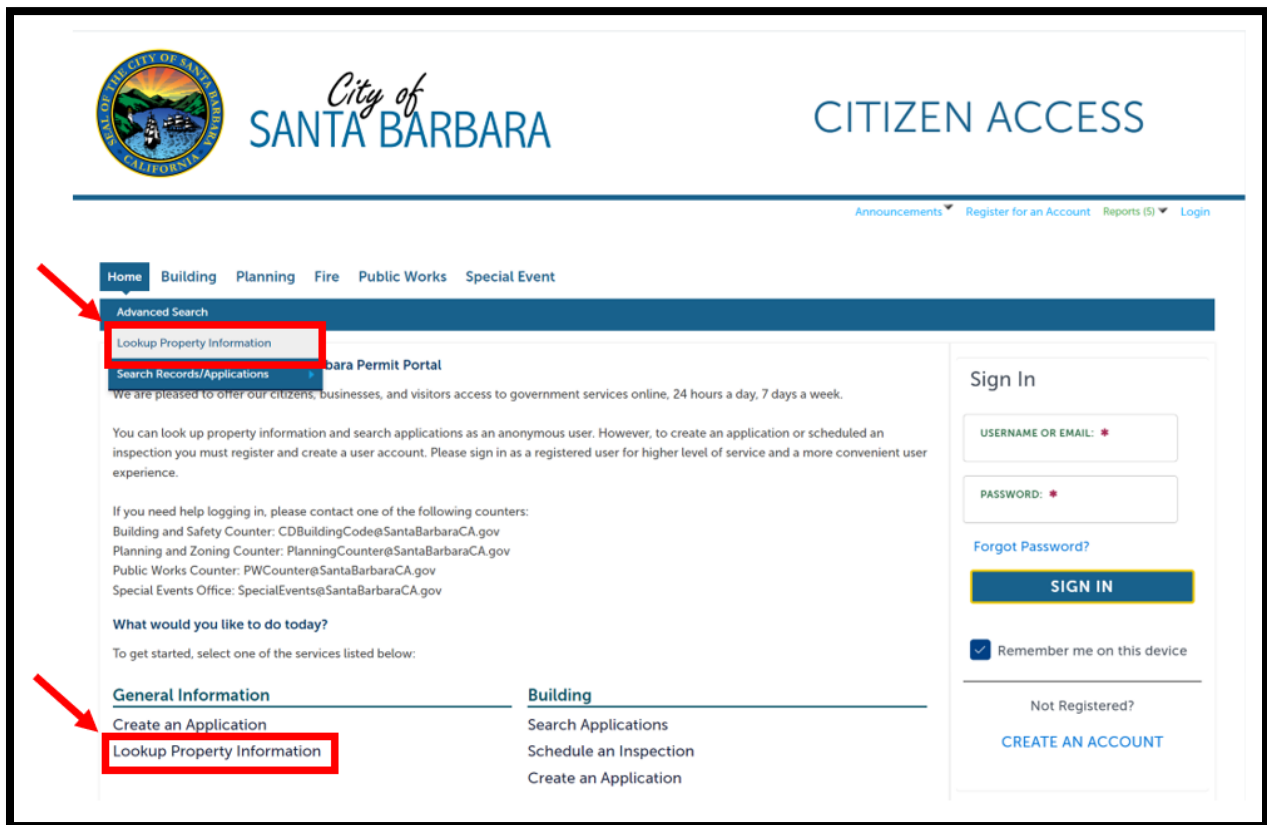
Searches may be completed by record number, address, or parcel information. To look up a permit, or property information, open your internet browser and navigate to <https://aca-prod.accela.com/santabarbara>

**Tip:** If you are not logged in, most searches will yield limited permit types and permit details. If you are looking to view your project details, download or upload files, pay fees, and more, you must be logged in to your account. This level of detail is only available to accounts tied to a permit.

## LOOKUP PROPERTY INFORMATION

ACA includes useful property information such as the lot size, zoning designation, historic districts, flood zone designation, high fire areas, and more, to assist you in researching a property.

1. From the **Home** page, select either **Advanced Search** or scroll down to General Information and select **Lookup Property Information**.



2. You may look up the property by address, parcel number, or record number. Enter the information and click **Look Up**.

**Look Up Property Information**  
Enter information below to look up property information. % is the multi-character wild card for these searches.

- Address
- Parcel Information
- Record Information

Use the drop-down list to change the search type.

**Look Up by Address** Look Up by Address

Street Number:  From  -  To  Direction:  Street Name:  Street Type:

**Look Up** **Clear**

3. View the parcel information by selecting the **Parcel Number** associated with the address.

**Associated Parcels at 630 GARDEN ST, SANTA BARBARA CA 93101**

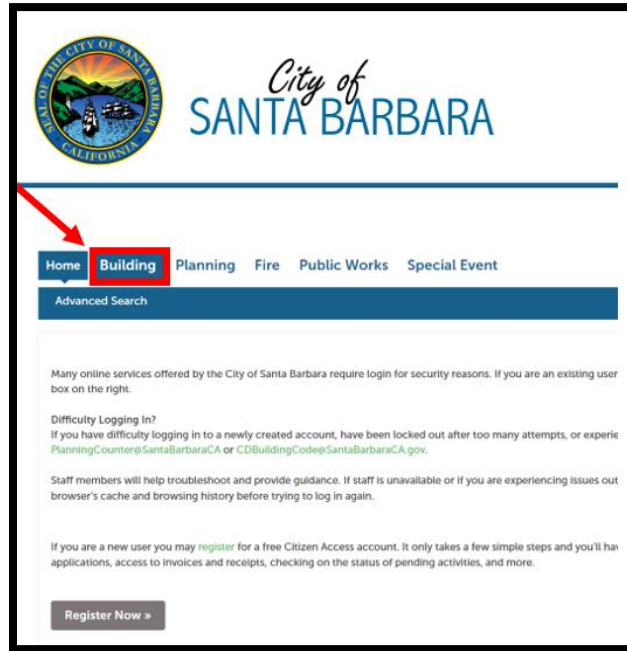
Showing 1-1 of 1 | [Download results](#)

<input type="checkbox"/>	Parcel Number	Lot	Block	Subdivision
<input type="checkbox"/>	031-160-015			

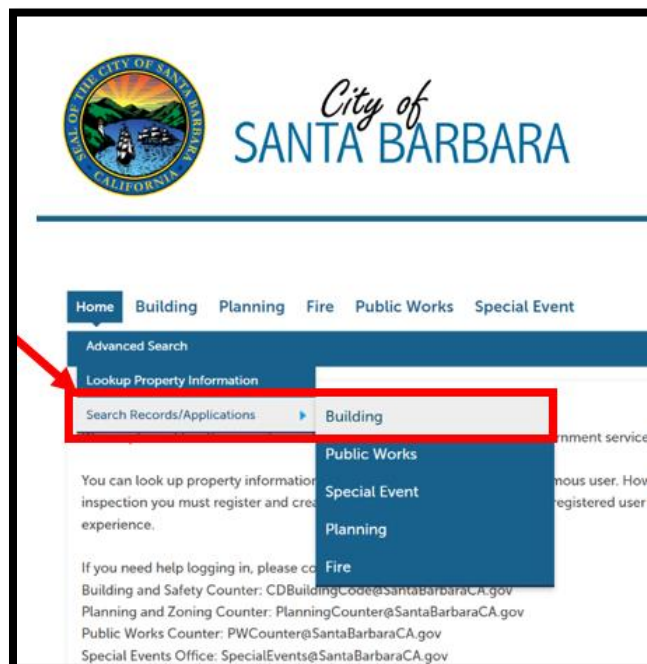
## SEARCH PERMIT RECORDS

You may look up permits and applications by record number, address, parcel number, or date range. There are four locations where you may search permit records on the **Home** page:

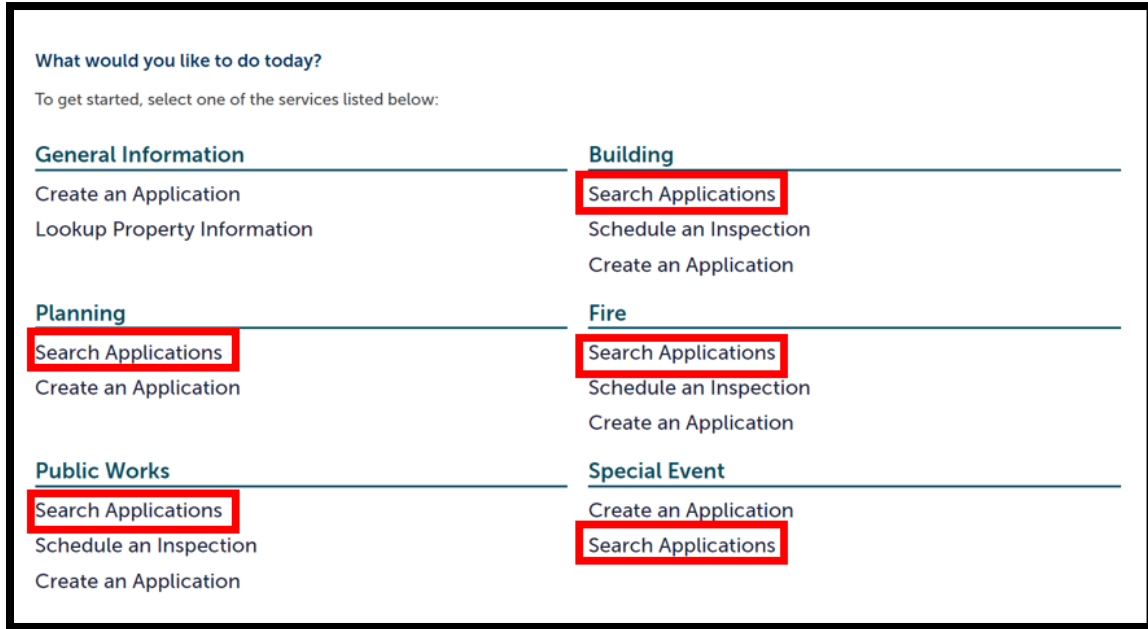
1. First is by selecting one of the five **Permit Types** (ex.: *Building, Planning, Fire, Public Works, Special Event*) from the menu at the top of the screen.



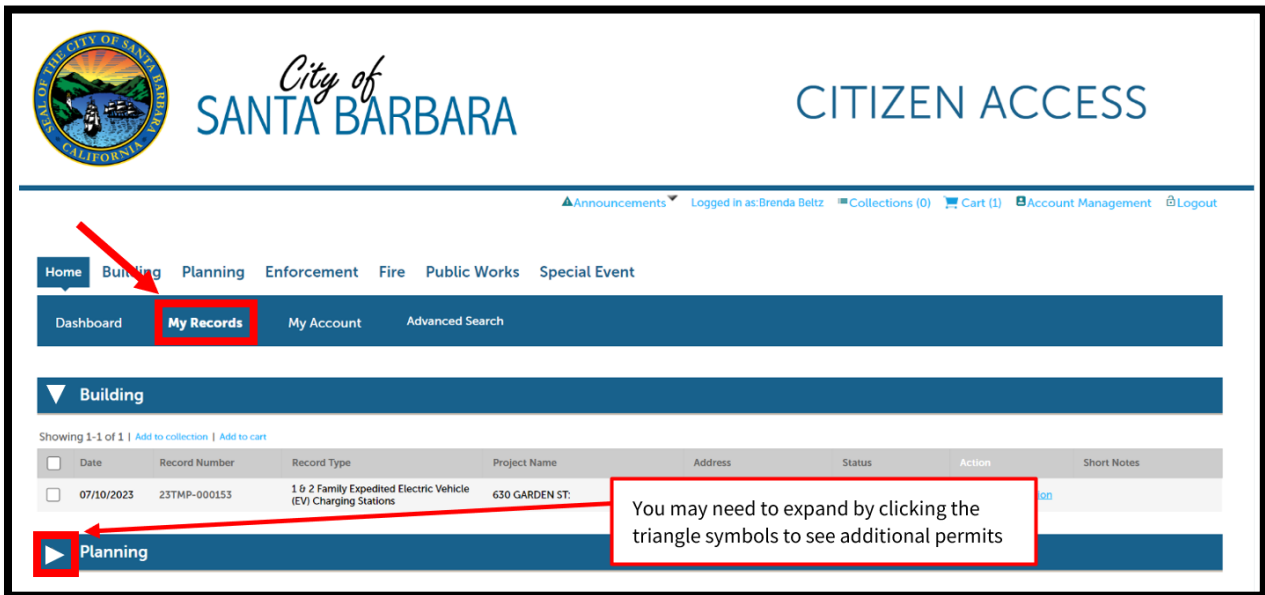
2. The second is the **Advanced Search** function on the upper left of the **Home** screen. Hover your cursor over the Advanced Search and select **Search Records/Applications**, then select desired record type.



- Third, you may also scroll down to use the provided **Search Applications** function listed under the Building, Planning, Fire, Public Works and Special Events headings.



- Finally, if you are the applicant on a record, you may also use the **My Records** section of the portal to locate any open permits tied to your account. Click on **My Records** from the **Home** page to view your permits. This level of detail is only available if you are logged in to your account.



- When the webpage loads, do a **General Search** by Site Address, Parcel Number, or Record Number. Enter the information and click **Search**.

**General Search**

Search my records only  
 Search All Records

Street No.: 630 - To Direction: --Select-- Street Name: garden Street Type: --Select--

Parcel No.:

Record Number:  Record Type: --Select--

**Search Additional Criteria. Choose a Record Type above to limit the additional search criteria**

**Search** **Clear**

- Explore the permits that appear by clicking the blue-highlighted **Record Number**.

Showing 1-10 of 100+ | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Short Notes
<input type="checkbox"/>	02/29/2024	<a href="#">BLD2024-00551</a>	Electrical	630 GARDEN ST: test	630 GARDEN ST, SANTA BARBARA CA 93101	Permit Issued		
<input type="checkbox"/>	01/03/2024	24TMP-000056	Residential		630 GARDEN ST, SANTA BARBARA CA 93101			
<input type="checkbox"/>	11/15/2023	23TMP-008339	1 & 2 Family Expedited Electric Vehicle (EV) Charging Stations	630 GARDEN ST:	630 GARDEN ST, SANTA BARBARA CA 93101			
<input type="checkbox"/>	06/13/2023	<a href="#">BLD2023-91601</a>	Administrative	630 GARDEN ST:	630 GARDEN ST, SANTA BARBARA CA 93101	Application Withdrawn		
<input type="checkbox"/>	04/25/2023	BLD2023-91100	Residential	630 GARDEN ST: Test	630 GARDEN ST, SANTA BARBARA CA 93101	Void		
<input type="checkbox"/>	12/20/2022	22TMP-008372	1 & 2 Family Expedited Solar PV and Optional ESS	630 GARDEN ST:	630 GARDEN ST, SANTA BARBARA CA 93101			
<input type="checkbox"/>	12/20/2022	22TMP-008380	1 & 2 Family Expedited Solar PV and Optional ESS	630 GARDEN ST:	630 GARDEN ST, SANTA BARBARA CA 93101			
<input type="checkbox"/>	12/20/2022	22TMP-008385	1 & 2 Family Expedited Solar PV and Optional ESS	630 GARDEN ST:	630 GARDEN ST, SANTA BARBARA CA 93101			
<input type="checkbox"/>	09/15/2022	BLD2022-02195	Electrical	630 GARDEN ST: C/OTC-ELEC	630 GARDEN ST, SANTA BARBARA CA 93101	Complete		
<input type="checkbox"/>	08/10/2022	22TMP-005302	Underground Gas Service	630 GARDEN ST:	630 GARDEN ST, SANTA BARBARA CA 93101			

< Prev 1 2 3 4 5 6 7 8 9 10 ... Next >

- Review **Record Details** and **Processing Status** from the Permit Record page. For a summary of all activities, scroll to the very bottom of the Permit Record page and click the **Print/View Summary** button. Wait for it to load to view or print.



- Repeat this process for each type of permit you'd like to search (Building & Safety, Planning, etc.). Note: There is no report that shows the entire permit history all at once; to see all types of permits and applications for a property, *you will need to search each permit type one at a time.*

## HELPFUL SEARCH TIPS

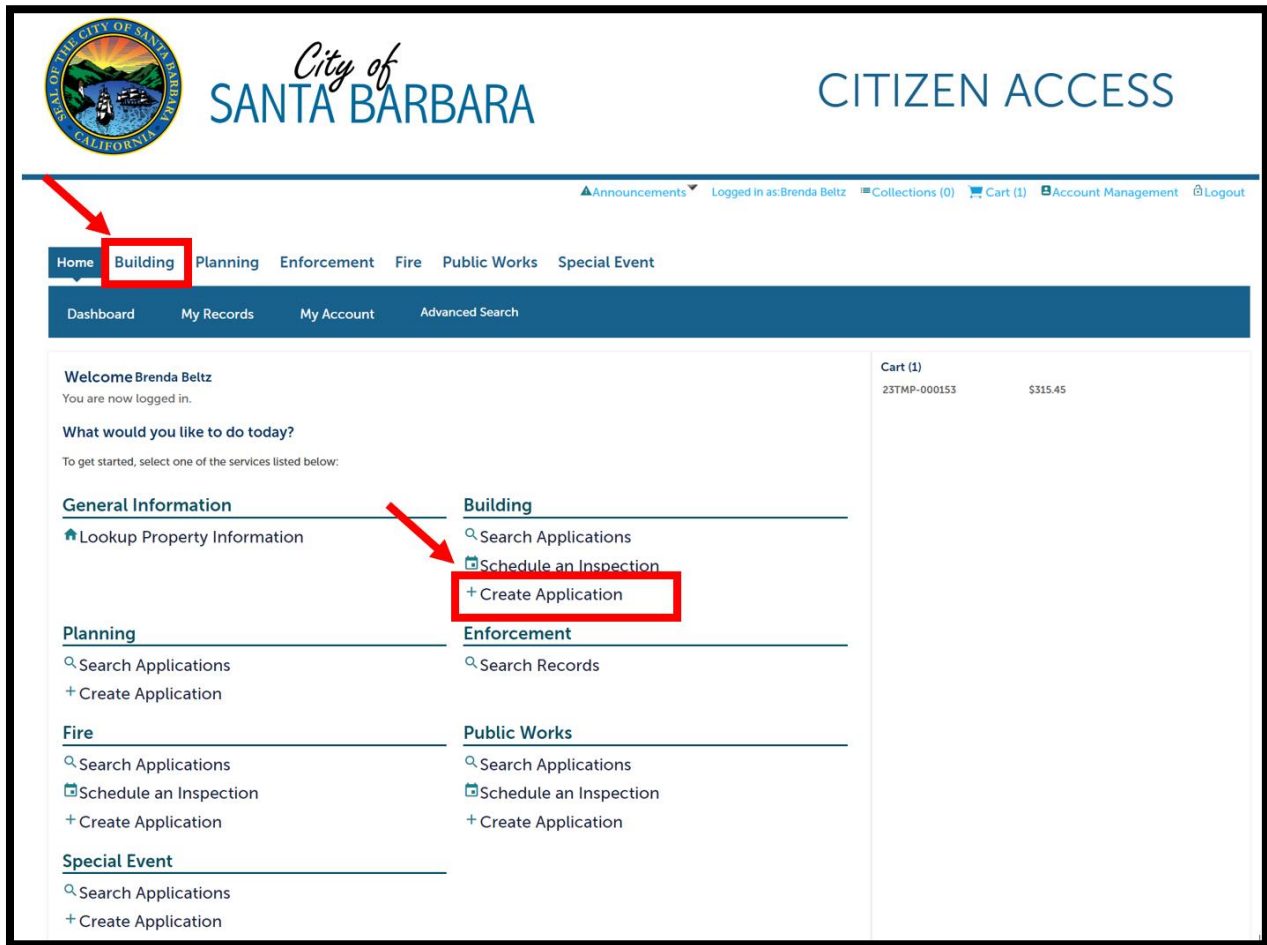
- When searching for a specific Assessor Parcel Number (APN), the format should be 9 digits: "123-456-789".
- When searching for an address, enter the street number and a partial street name (e.g., Micheltorena could be searched as Mich or Michel). Remember to only enter the street number and the street name. For example, to search 123 East Micheltorena Street, only enter '123' in the first Street Number box, and only enter 'Micheltorena' in the Street Name box.
- If no information appears after you've searched by address, the address you entered might be under a different address in the City system, especially if there are multiple units on a lot. Find the property using the City's [MAPS](#) webpage to see the official address on file or to look up the Assessor Parcel Number (APN).
- ACA record history starts in the 1990s. Review the City's [Property Records Database](#) online for more information on older (paper) permits. Contact City Records & Archives (805) 564-5485 x4548 [CDPlan@SantaBarbaraCA.gov](mailto:CDPlan@SantaBarbaraCA.gov) for help searching archive plans and the property records database.
- If you are the applicant on a record, when you create a new application, make a note of your unique Record Number. The Record Number begins with the record type (i.e., Planning = "PLN", Building = "BLD", Public Works = PBW, etc.), then the year (i.e., 2022, 2023, 2024), then the unique 5-digit number for your application (-00123). Knowing this number will make it easier for you to look up the status of your application or contact staff with questions. Examples: "PLN2024-00123" or "BLD2022-04567".

## SUBMIT A NEW APPLICATION

All permit applications must be submitted through ACA, and you must have a username and password before you apply. If you have not yet created a user account, see **Register for An Account**.

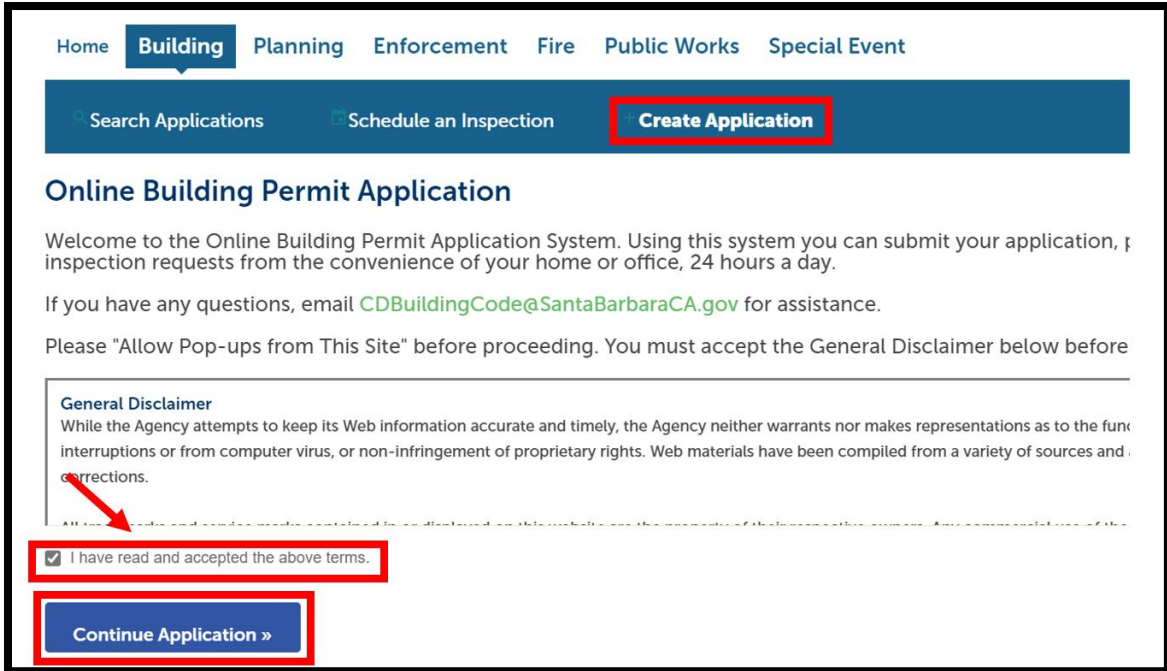
**TIP:** Use this procedure for NEW APPLICATIONS ONLY. Do not use this procedure if you are resubmitting plans to an existing application or applying for a different approval for the same project (e.g., the project requires both Design Review and Planning Commission review. Use the Resubmittal procedure for those applications.

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 apply for permits. See **Login** for instructions.
3. From the **Home** page, select the **Permit Type** you'd like to apply for (Building, Planning, etc.) and click the **Create Application** options on the screen.
4. Note: The following instructions use a Building Permit (BLD) application as an example. There will be some variations in the screen views and data requested when applying for other types of permits and applications (PLN, FIR, PBW, etc.) Answer the questions in all fields to the best of your knowledge.

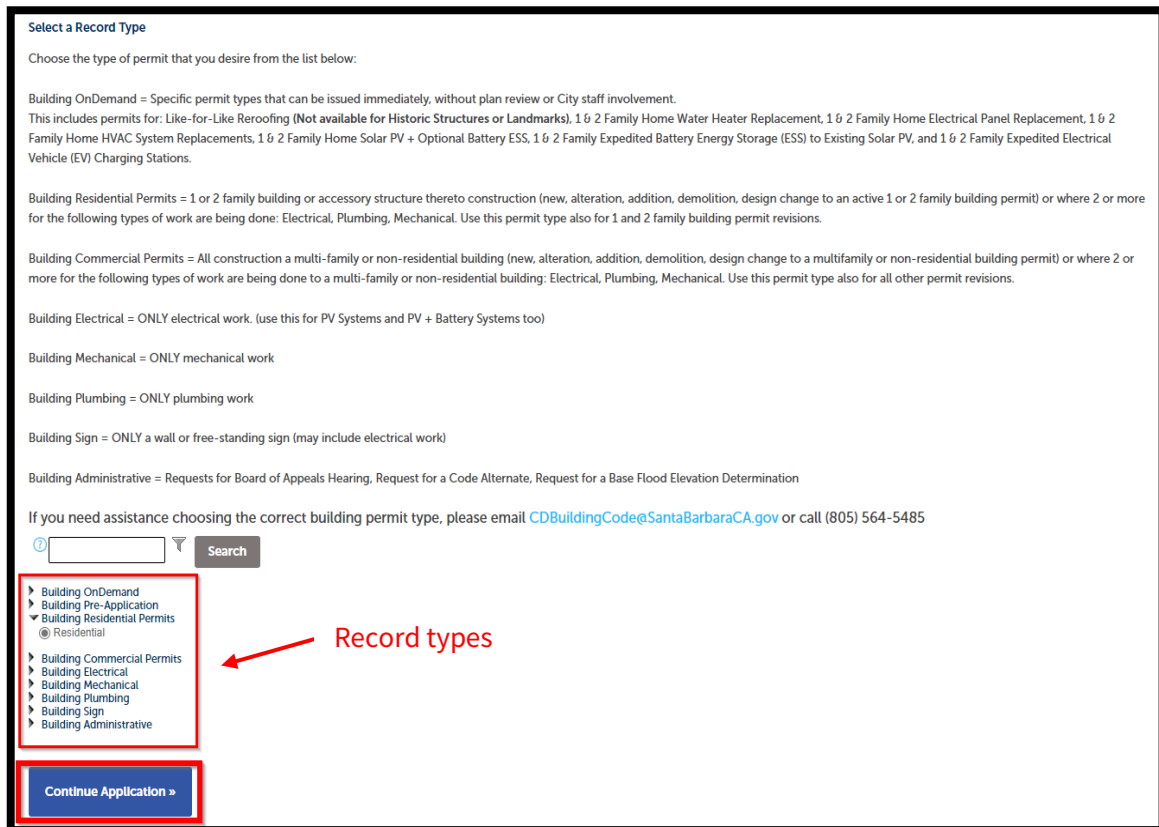




- Read all the information provided in the **Disclaimer** and, if you agree, check the box next to “I have read and accept the above items”, and click **Continue Application**.



- Select a specific **Record Type** (Building Permit) from the list. Once selected, click **Continue Application**.



- Next, **Search** for the property by Address, Parcel Number, or use the “Show Map” button.

**Step 1: Location Information > Location Information**  
 Find the property by doing one of the following:  
 1. Look up the Address by typing in the “Street No.” and “Street Name” and click on the “Search.” Button. Or,  
 2. Look up the Assessor Parcel Number (APN) by typing in the “APN”. Or,  
 3. Use the map by clicking on the “Show Map” button. (The green dots represent addresses. If you zoom in you will see individual parcel outlines). Then type in an address or parcel# in the search box or zoom to the general area where the property is located and select a parcel with your cursor.

The wildcard character is: “%”. If you’re unsure of the spelling of a street, enter the first 3-4 characters and then “%”. If multiple choices appear, pick the correct address, scroll down, and click “Select.”

[Show Map](#)

\* indicates a required field.

**Address**

Enter the “Street No.” and Street Name” then click “Search” or press enter. If you search by Address, the Parcel and Owner information will fill in automatically.

Auto-fill with

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

Unit Type:  Unit No.:

[Search](#) [Clear](#)

- If the **Address** is found, the **Parcel Number** field will fill in automatically. If the Address is not found, then enter the Parcel Number and the address will fill in automatically. Once entered, click **Continue Application**. See **Helpful Search Tips** for assistance in searching for property information.


**Address**

Enter the “Street No.” and Street Name” then click “Search” or press enter. If you search by Address, the Parcel and Owner information will fill in automatically.

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

Unit Type:  Unit No.:

[Search](#) [Clear](#)

 A notice was added to this work location on 11/11/2004.  
 Condition: Demolition Review Study Area Severity: Notice  
 Total Conditions: 8 (Notice: 8)  
[View additional details](#)

**Parcel**

If you search by Parcel, the Address will fill in automatically.

\* Parcel Number:

[Search](#) [Clear](#)

**Owner**

This information comes to the City from the County Assessor's Office.

Please note that if the Owner would like to access record information online, we recommend that you stop this application process, register the Owner as an ACA user, re-start the application process, and add the Owner as a contact, using the Lookup option.

If you would like to add the Owner as a contact after the record has been created, please contact Building and Safety staff via email address [CDBuildingcode@santabarbaraCA.gov](mailto:CDBuildingcode@santabarbaraCA.gov).

[Save and resume later](#) [Continue Application >](#)

7. Add an **Applicant**, who will be the primary contact for the application. Click **Select from Account** to enable you to track and process this permit application. Follow the prompts to confirm your information.

**Residential**

1 Location Information | 2 **People Information** | 3 Permit Detail | 4 Documents | 5 Review | 6

**Step 2: People Information > Applicant and Contacts** \* indicates a required field.

**Applicant**

The "Applicant" is primary contact for the application.  
 If you (the person filling out this on-line application) are the Applicant, use, "Select from Account," to add your contact information.  
 If you are not the Applicant, use, "Look Up," to find the Applicant. The applicant must be a registered user.

**Select from Account** **Look Up**

**Licensed Professional List**

Please add all licensed professionals related to the project if known at the time of application. This includes architects, engineers, contractors, etc. If you're unsure of all the licensed professionals they can be added later.

**Add New** **Look Up**

Showing 0-0 of 0

License Number	License Type	Contact Name	Business Name	Business License #	Home Phone	Fax	Action
No records found.							

**Save and resume later** **Continue Application >**

8. If there are **Licensed Professionals** involved (e.g., Engineer, Architect, Contractor) then click **Look Up** to find them, or click **Add New** if they are not found in the Look Up. Once the information is entered, click **Continue Application**.

**Residential**

1 Location Information | 2 **People Information** | 3 Permit Detail | 4 Documents | 5 Review | 6

**Step 2: People Information > Applicant and Contacts** \* indicates a required field.

**Applicant**

The "Applicant" is primary contact for the application.  
 If you (the person filling out this on-line application) are the Applicant, use, "Select from Account," to add your contact information.  
 If you are not the Applicant, use, "Look Up," to find the Applicant. The applicant must be a registered user.

✔ **Contact added successfully.**

**Nicole Folman**  
 City of Santa Barbara  
 nfolman@santabarbaraca.gov  
 Primary Phone: 8058972673  
 Mobile Phone:  
 Edit Remove

✔ **Contact Addresses**

**Add Contact Address**

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Address	Action
No records found.		

**Licensed Professional List**

Please add all licensed professionals related to the project if known at the time of application. This includes architects, engineers, contractors, etc. If you're unsure of all the licensed professionals they can be added later.

✔ **Licensed professional added successfully.**

Showing 1-1 of 1

License Number	License Type	Contact Name	Business Name	Business License #	Home Phone	Fax	Action
12345	Architect	John Doe	NOWHERE				Edit Delete

**Add New** **Look Up**

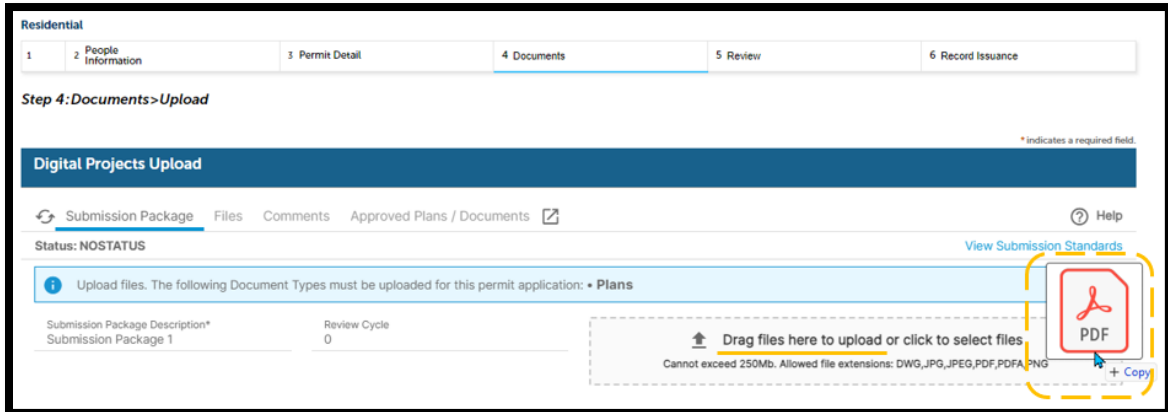
**Save and resume later** **Continue Application >**

9. The **Permit/Application Detail** sections may differ depending on the record type (permit type) you chose to submit. Required fields are marked with a **red asterisk \***; you will not be able to submit the application without filling in the required fields. Once you have filled in the requested information, click **Continue Application**.

## UPLOAD DOCUMENTS

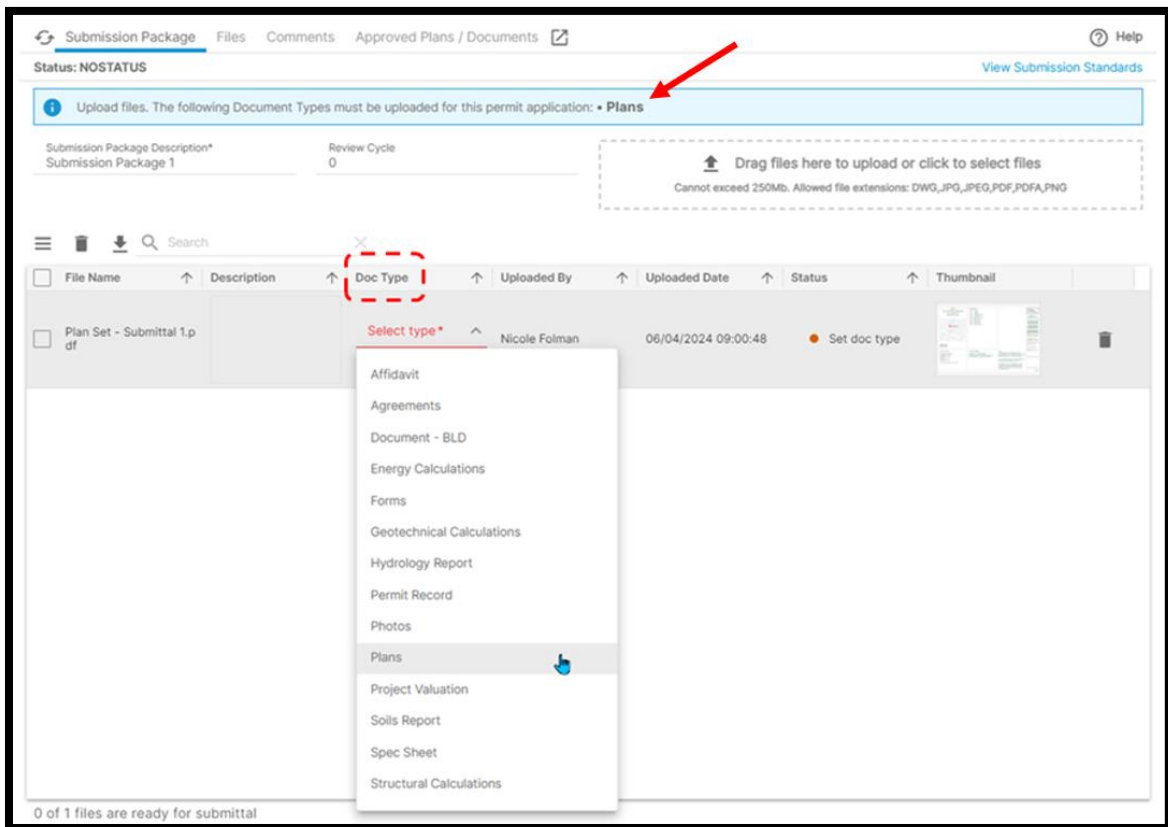
1. Please read through the **Electronic Documents Standards** carefully to ensure you are submitting documents correctly for City staff to review. Once you have, click **Continue Application**.

2. **Adding Documents (2 options):** Either drag and drop files into the box; or select files from your computer.

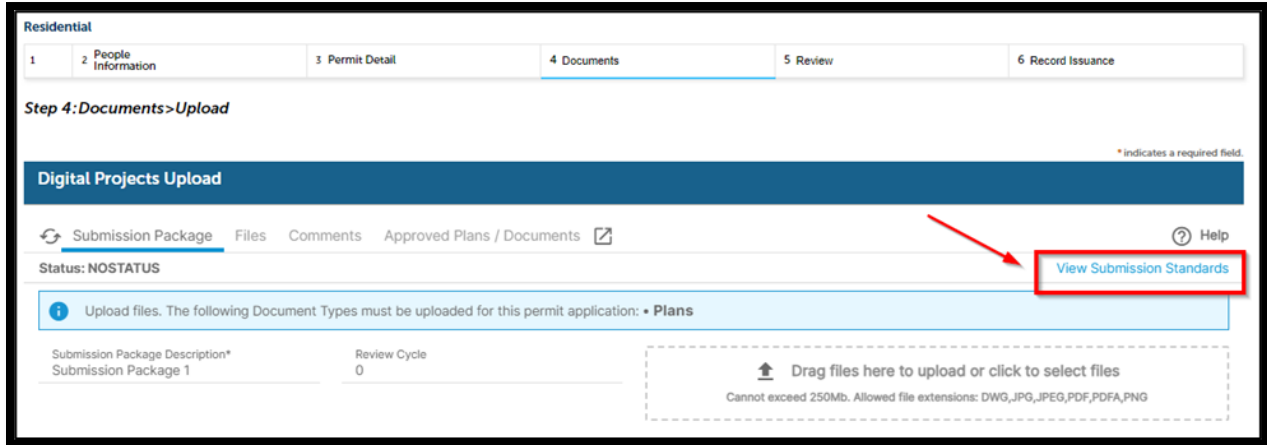


**Tip:** Before beginning the document upload process, name the documents on your computer using the required file naming standards, as you cannot change the name once you start the upload process.

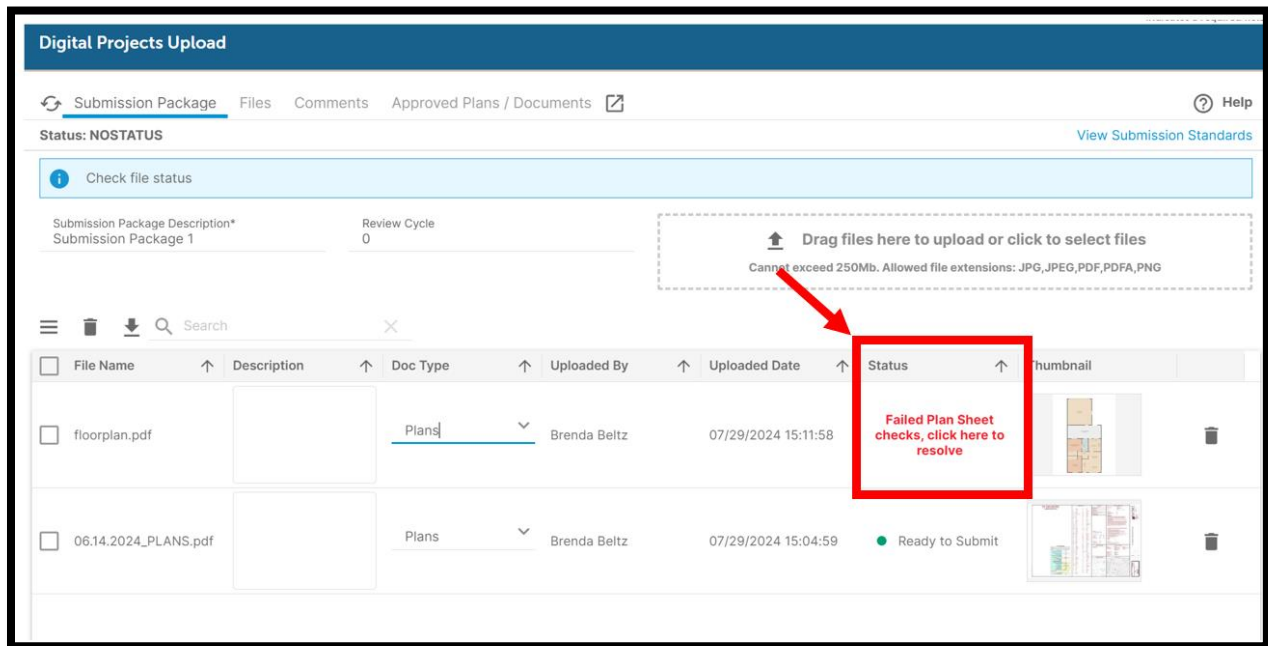
3. **Document Type.** A “Doc Type” is required for each document you upload. In this example, “Plans” are required to be submitted. Click the drop down and choose the **Document Type** from the list.



- Upload Difficulty?** To see the Electronic Document Standards again, click on the **View Submission Standards** option.



- Document Status.** The “Status” will change to “Ready to Submit” once the system scans for viruses, ensures the file is not corrupted or password protected, and the sheet references are populated. It may take a few moments to update. If you receive an error message, click for further instructions.



- Sheet References.** If there is an issue with plan sheet page references, you will see a message and be able to resolve the issue from the upload screen. This is only required for documents classified as “Plans”. The system will prompt you to add the Sheet Number and Sheet Title for each page when it is missing. For example, *Sheet Number: A1.0 Sheet Title: First Floor*. Where possible, the system will use the PDF Bookmarks to populate Plan Sheet references. See **Bookmark Plans** section in this Guide for more information.

- 7. **Ready to Submit?** Once the document Status for each document is “Ready to Submit”, click **Continue Application** (there may be multiple documents to upload).

The screenshot displays the 'Digital Projects Upload' interface. At the top, there are navigation tabs: 'Submission Package', 'Files', 'Comments', and 'Approved Plans / Documents'. The status is 'NOSTATUS'. A message box indicates 'Package is ready to submit, or upload additional files'. Below this, there are fields for 'Submission Package Description\*' (Submission Package 1) and 'Review Cycle' (0). A dashed box contains the instruction: 'Drag files here to upload or click to select files. Cannot exceed 250Mb. Allowed file extensions: JPG, JPEG, PDF, PDF/A, PNG'. A table lists the uploaded files:

File Name	Description	Doc Type	Uploaded By	Uploaded Date	Status	Thumbnail
<input type="checkbox"/> floorplan.pdf		Plans	Brenda Beltz	07/29/2024 15:11:58	Ready to Submit	
<input type="checkbox"/> 06.14.2024_PLANS.pdf		Plans	Brenda Beltz	07/29/2024 15:04:59	Ready to Submit	

Below the table, it states '2 of 2 files are ready for submittal'. There are buttons for 'EXPORT LIST', 'Save and resume later', and 'Continue Application »'. A red arrow points to the 'Continue Application »' button, which is highlighted with a red box.

8. **Final Review Before Submittal.** Review the information that you've entered and edit anything if needed by clicking **Edit** in the corresponding section. If you're ready to submit, check the box to agree and click **Continue Application**.

The screenshot displays a web application interface with several sections, each with an 'Edit' button:

- Licensed Professional List:** Shows 'Showing 0-0 of 0' and a table with columns: License Number, License Type, Contact Name, Business Name, Business License #, Home Phone, Fax, and Action. The table is currently empty with the text 'No records found.'
- Additional Information:** Shows 'Job Value(\$):20.00'.
- Application Information:** Shows 'Project Description:new building'.
- Square Footage:** A section header.
- GENERAL:** A section header.
- Site Detail:** A section header.
- SITE:** A section containing various site details:
  - Zone:
  - Lot Slope:
  - Irrigation Meter Onsite:
  - SWMP Requirements:
    - Replaced Impermeable Surface sq ft: 20
    - Garage/ Carport SF:
  - Parcel Sq Ft:
  - Backflow Device:
  - Area of Ground Disturbance Sq Ft:
  - New Impermeable Surface sq ft: 10
  - Removed Impermeable Surface sq ft: 30
  - Paved Area SF:

Below the site details, there is a text area with the following content:

\*\*\*Please note\*\*\*  
An application submittal fee is not required for this permit. A Plan Check Fee invoice will be emailed in the next one to two business days. The Plan Check Fee must be paid prior to first plan review.  
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.

At the bottom of the form, there is a checkbox labeled 'By checking this box, I agree to the above certification.' and a 'Date: 07/29/2024' field. A 'Save and resume later' button is on the left, and a 'Continue Application »' button is on the right. Red arrows point to the checkbox and the 'Continue Application' button.



- a. **Confirmation.** If you have successfully submitted your application, you will be greeted with the following page confirming your submission. If you are applying for an OnDemand permit, you will be prompted to pay any required fees before you complete your submittal. An automatic email will be sent to the Applicant for each successfully uploaded document.

1 Select item to pay   2 Payment information   **3 Receipt/Record issuance**


**Step 3: Receipt/Record issuance**  
Congratulations! You've either submitted an application successfully or paid a fee successfully.

If you just paid fees, you can print a receipt by clicking on the one of the "Print/View Receipt" buttons below.

PLEASE NOTE: If you paid your fees by credit card, the 2.65% convenience fee will not show up on the receipt you generate here. It will show up on your credit card bill.

We will begin processing your application shortly. Thank you for your application.


**Receipt**

 Your application(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.

[Print/View Summary](#)

**630 GARDEN St**

BLD2024-00051 [View Summary](#)

 A notice was added to this record on 11/11/2004.  
Condition: Demolition Review Study Area   Severity: Notice  
Total Conditions: 8 (Notice: 8)

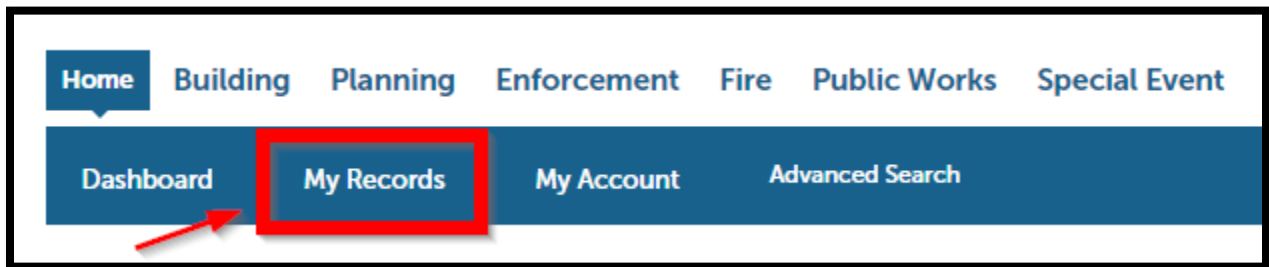
[View additional details](#)

[Print/View Summary](#)

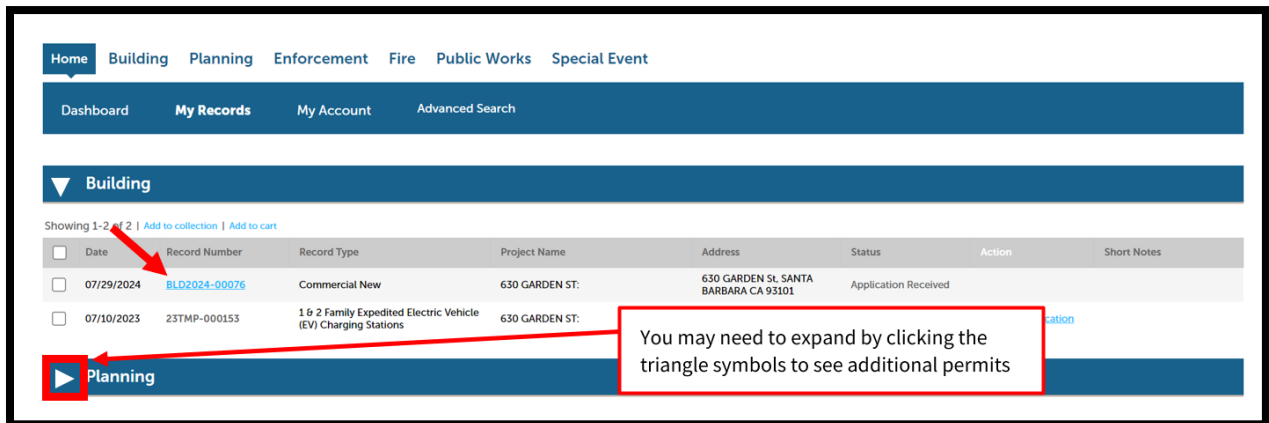
## CHECK STATUS

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.

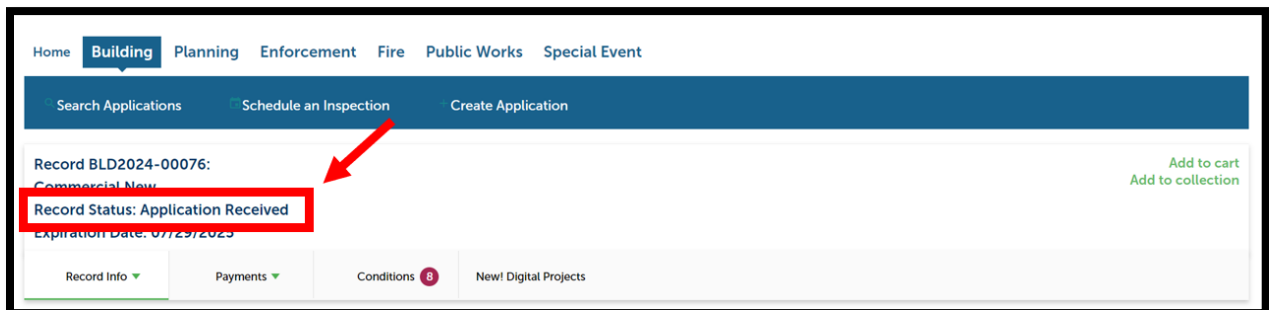
1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:  
<https://aca-prod.accela.com/santabarbara>
2. You must login to your existing ACA user account to check status of permits. See **Login** for instructions.
3. Click **My Records** tab to see the permits that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

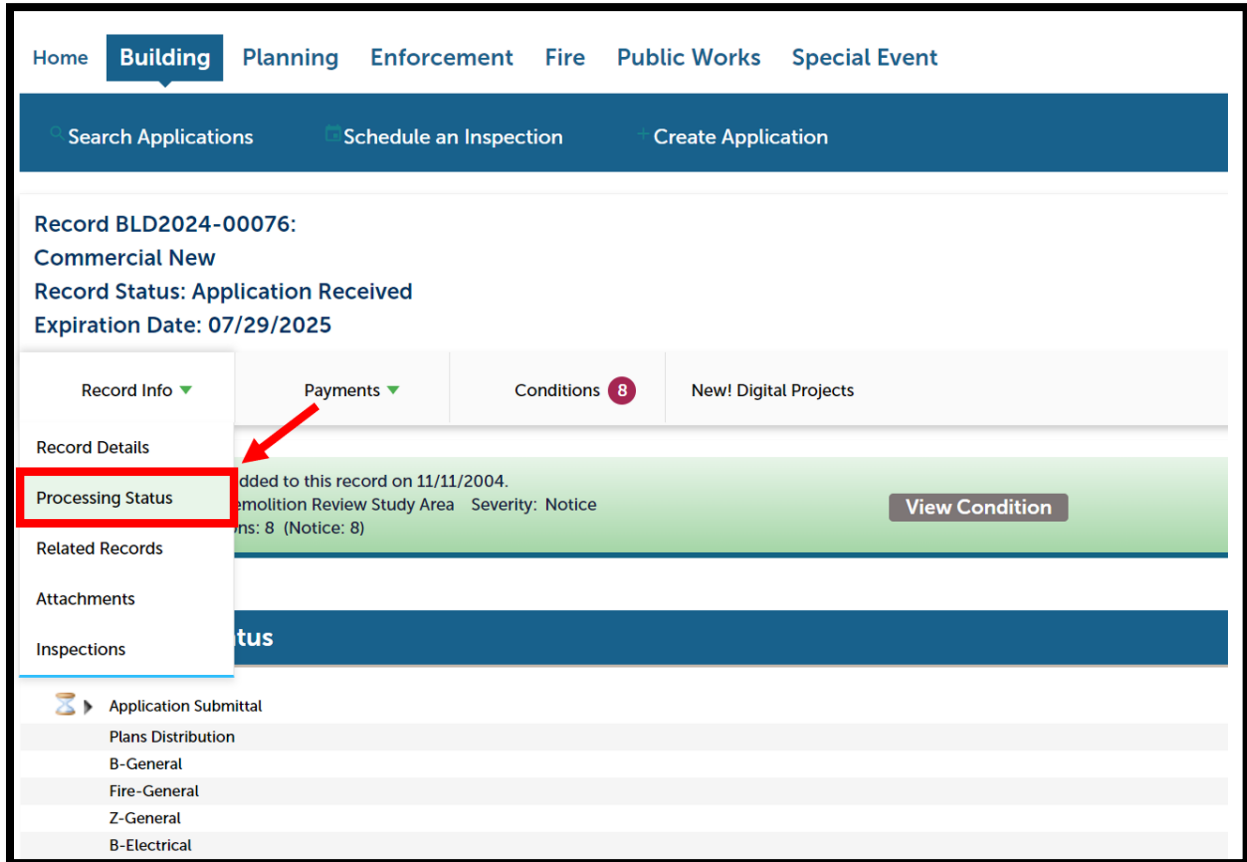


5. When the record detail page loads, the current **Record Status** will be right at the top of the page.

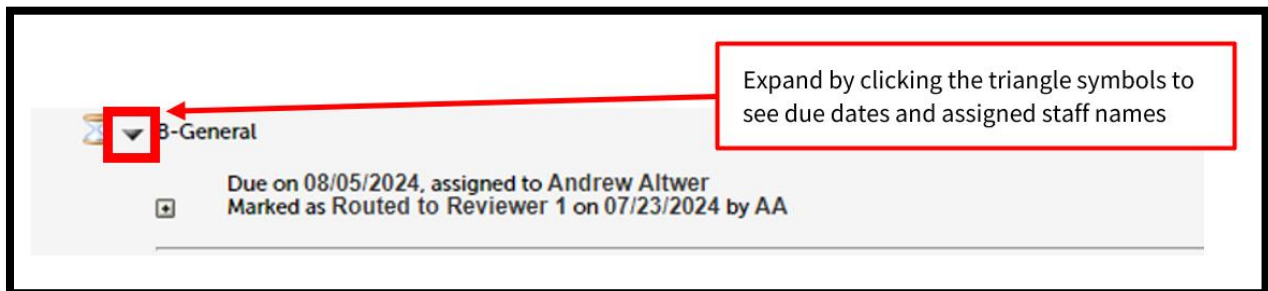


## VIEW DUE DATES

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”.

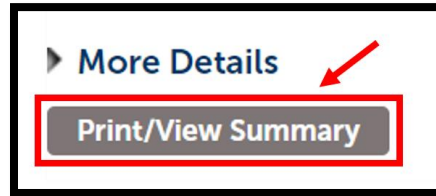


3. Go to an active department name and expand the selection by clicking on the triangle symbol. This will give you the estimated due date and the name or initials of the assigned staff. If the project has not yet been assigned it will say “TBD”. If you have questions about the estimated due date, please 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

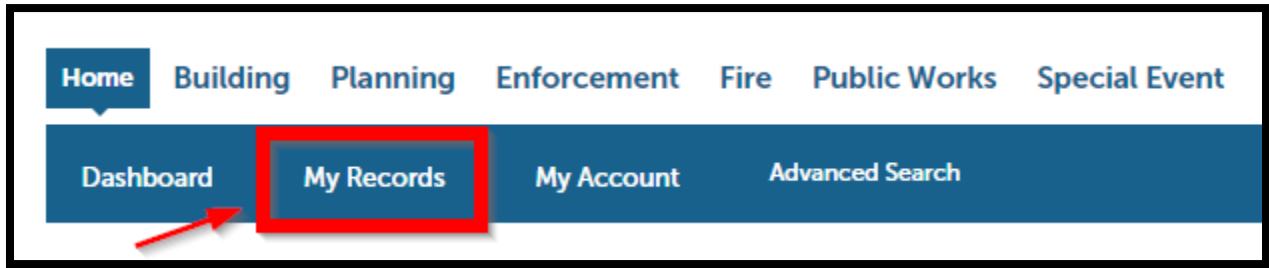
Your ACA account must be linked to a specific record for you to view the full details and have access to certain actions (i.e., uploading or downloading documents, email notifications, etc.). If someone else submitted your permit application on your behalf, then it is likely that your account is not 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.

## RESUBMIT PLANS

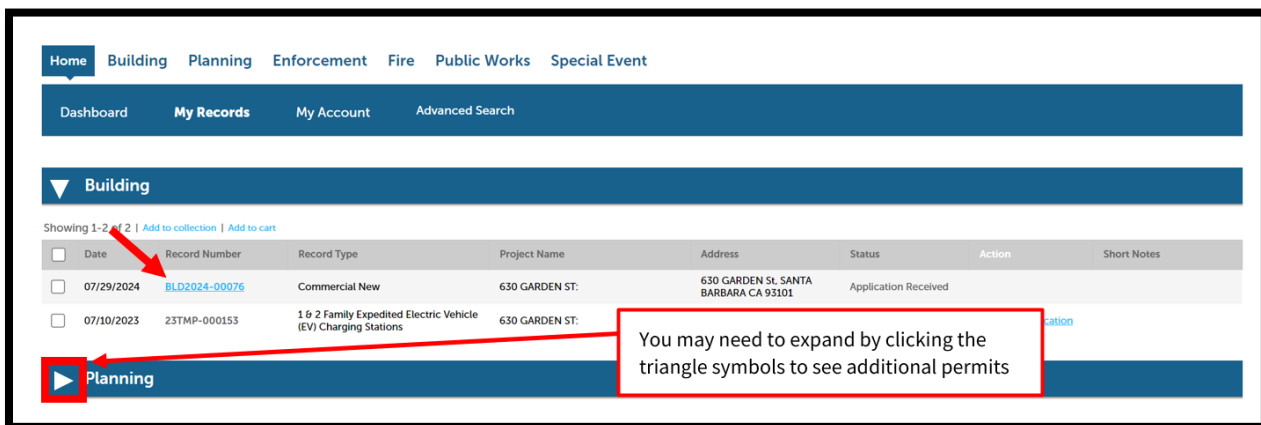
If an applicant already has a project in process and needs to respond to comments or resubmit plans, the resubmittal must be made through the ACA portal. Please don't submit physical copies of anything that you've submitted via ACA. Records must be connected to an applicant's user account before any documents may be resubmitted. If you have not yet created a user account, see **Register for An Account**.

**TIP:** Use this procedure for RESUBMITTALS ONLY. A resubmittal is where you're submitting additional materials to an existing application that's already in process. A resubmittal is NOT a new application. Use the NEW APPLICATION procedure if you are submitting a REVISION or other new application.

1. Open your internet browser and go to the Acela Citizen Access (ACA) Online Permit Portal: <https://aca-prod.accela.com/santabarbara>
2. You must **Login** to your existing ACA user account to view comments or upload documents.
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.

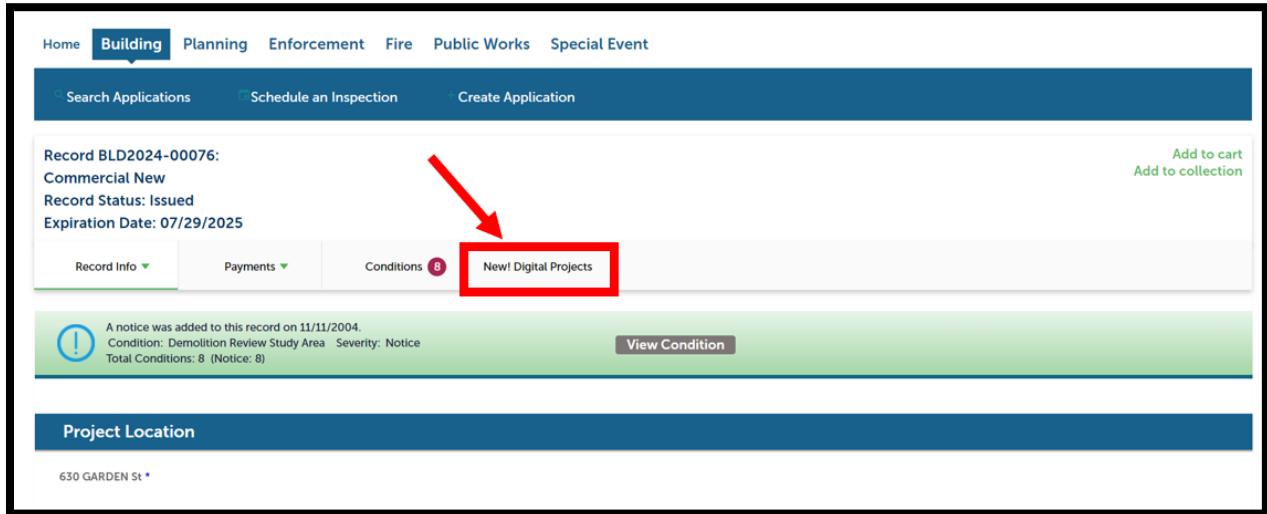


5. Next, you will want to **Download Files** or **Respond to Digital Comments**.

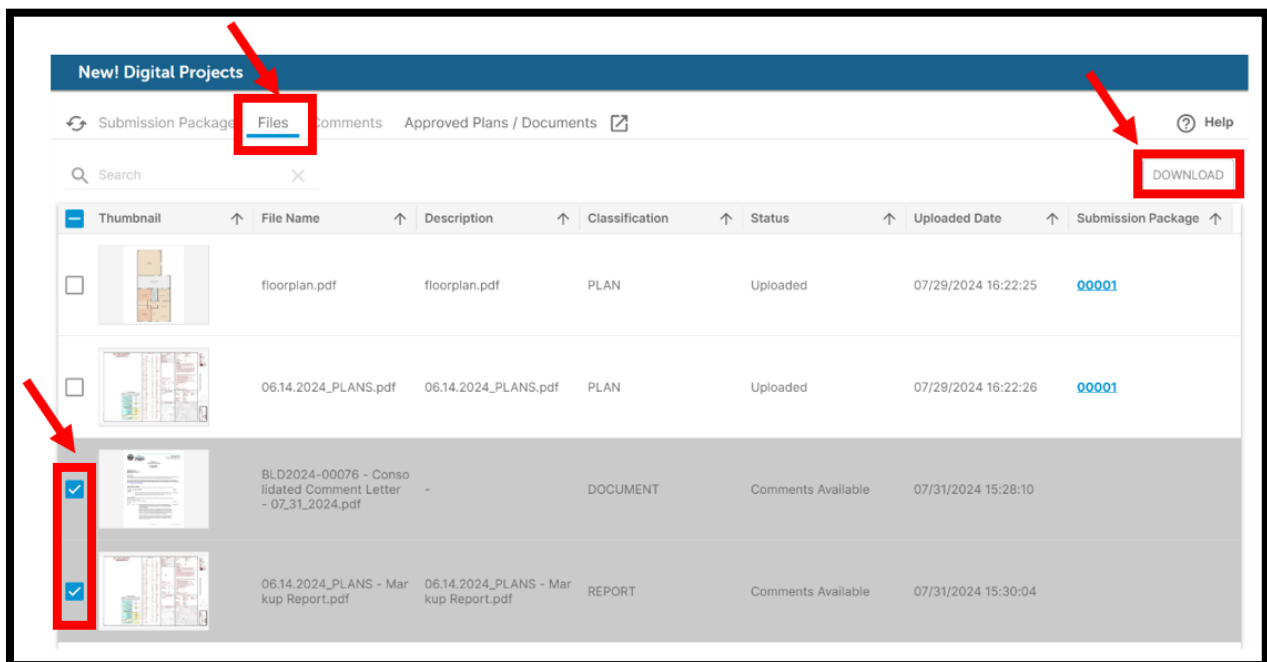
## DOWNLOAD FILES & VIEW COMMENTS

After staff has finished reviewing your application materials, your record status will change, and a full list of comments will be uploaded to your record. The application is now on hold waiting for you to respond to comments, upload a new plan submittal, or submit any other necessary documents.

1. To find your list of comments, go to **My Records**, select your **Record Number**, and click on the **Digital Projects** tab.



2. You will see a list of all the documents uploaded to your record. **Check the box** to select one or more applicable comments report or comments letter provided by the City for your project. It may be called Consolidated Comment Letter, Markup Report, or Application Completeness Letter. Click **Download**.



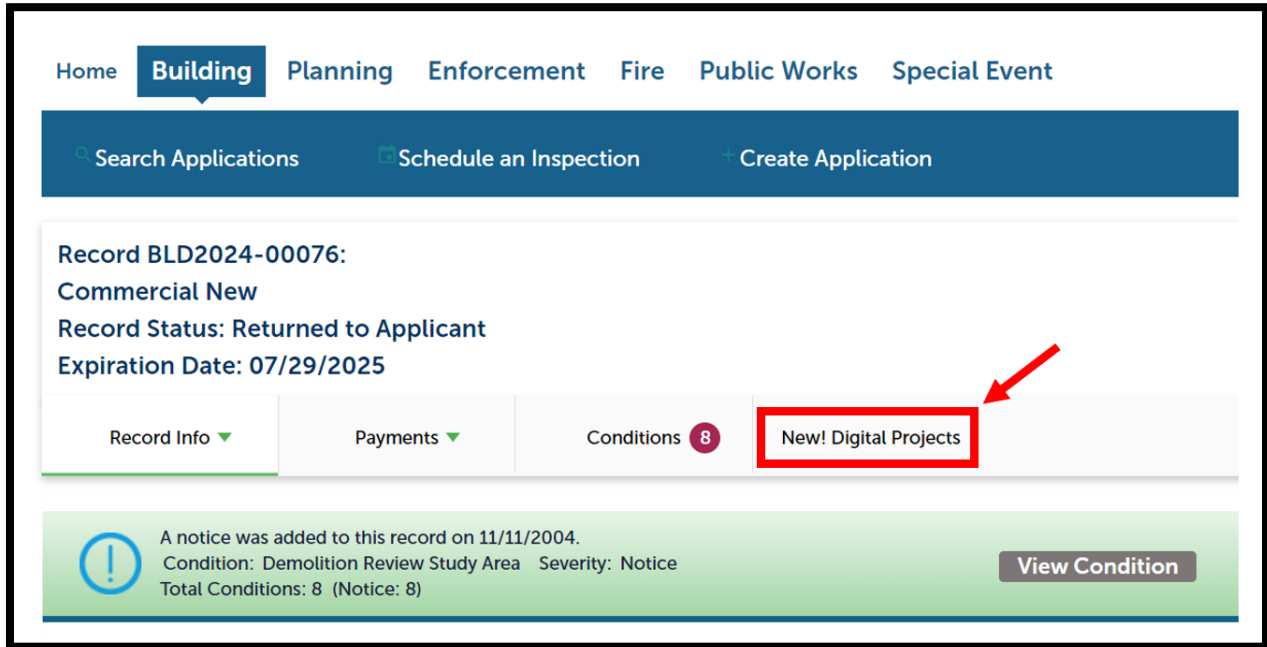
3. Wait for the report to run, then click the link to download the selected files or copy a link to download later.

The screenshot shows a web interface titled "New! Digital Projects" with a navigation bar containing "Submission Package", "Files", "Comments", and "Approved Plans / Documents". A search bar and a "DOWNLOAD" button are also present. Below is a table with columns: Thumbnail, File Name, Description, Classification, Status, Uploaded Date, and Submission Package. Two rows are selected with checkboxes. A red box highlights a green success message: "The selected file(s) are ready, click here to download the file(s) or click here to copy the download link". A red arrow points from the "Status" column of the selected rows to this message. Below the success message is a blue information message: "Preparing files for download. Please wait."

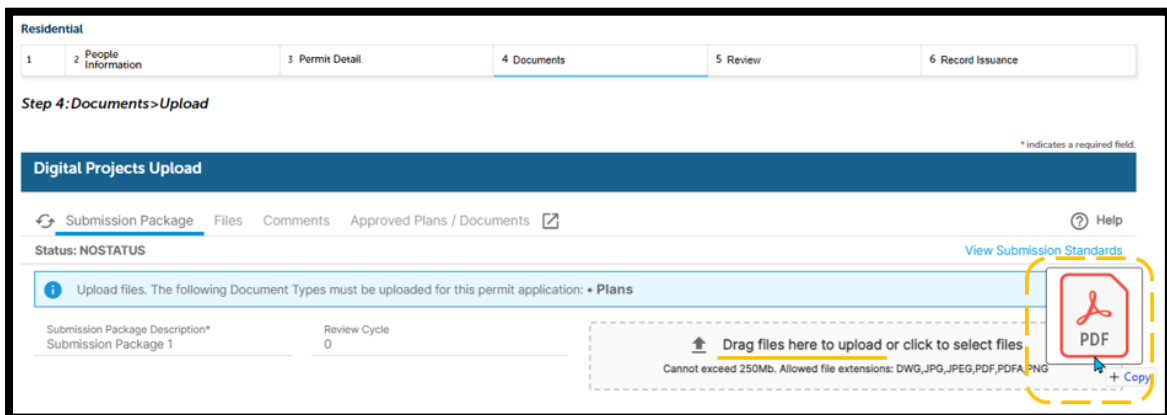
Thumbnail	File Name	Description	Classification	Status	Uploaded Date	Submission Package
<input type="checkbox"/>	floorplan.pdf	floorplan.pdf	PLAN	Uploaded	07/29/2024 16:22:25	00001
<input type="checkbox"/>	06.14.2024_PLANS.pdf	06.14.2024_PLANS.pdf	PLAN	Uploaded	07/29/2024 16:22:26	00001
<input checked="" type="checkbox"/>	BLD2024-00076 - Consolidated Comment Letter - 07_31_2024.pdf		DOCUMENT	Comments Available	07/31/2024 15:28:10	
<input checked="" type="checkbox"/>	06.14.2024_PLANS - Markup Report.pdf	06.14.2024_PLANS - Markup Report.pdf	REPORT	Comments Available	07/31/2024 15:30:04	
<input type="checkbox"/>	334 Peach Grove (1) Final.pdf	334 Peach Grove (1) Final.pdf	DOCUMENT	Uploaded	08/01/2024 17:58:56	00002
<input type="checkbox"/>	floorplan.pdf	floorplan.pdf	PLAN	Uploaded	08/01/2024 17:58:56	00002
<input type="checkbox"/>	floorplan.pdf	floorplan.pdf	PLAN	Uploaded		

## UPLOAD REVISED DOCUMENTS

1. When you are ready to upload revised documents, read through the **Electronic Documents Standards** carefully to ensure you are submitting documents correctly for City staff to review. If plans need to be revised, you must use the same sheet reference number for each subsequent version of the same drawing sheet so they may be matched and compared.
2. After you **Login**, go to **My Records**, and select your **Record Number**, click on the **Digital Projects** button.



3. You may now either respond to digital comments (described in more detail below); or if you don't have digital comments, you may drag and drop files into the box or select files from your computer to upload. When you have uploaded all your documents, click **Submit Package for Review**.



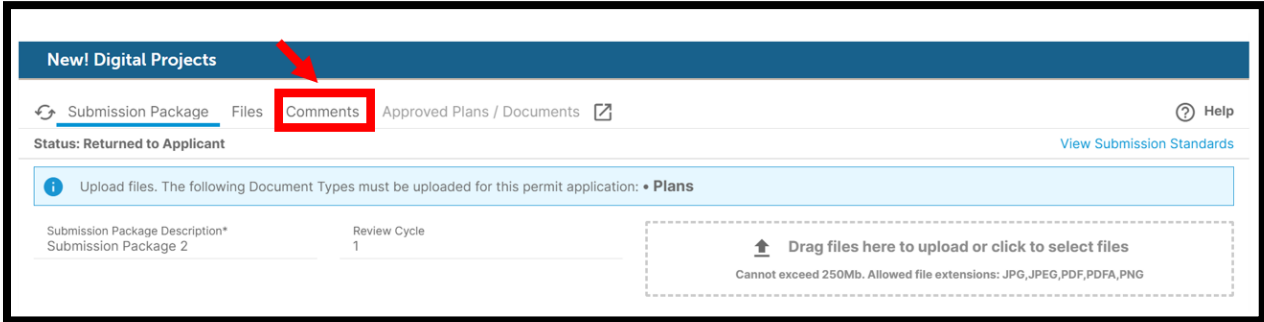
**Tip:** Partial resubmittals are not allowed and will not be reviewed or accepted by staff. You must wait until your record status has been updated and you receive a full set of comments before responding to comments.



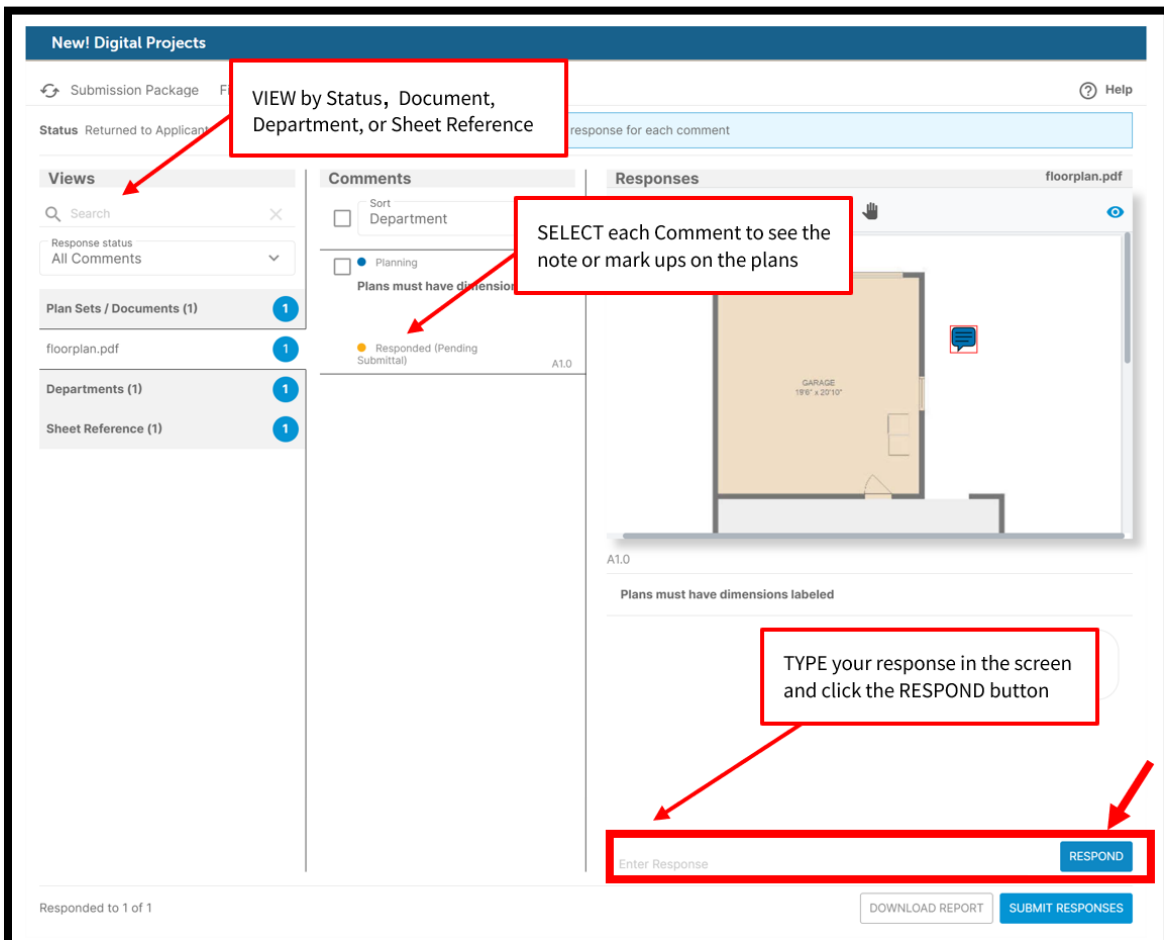
## RESPOND TO DIGITAL COMMENTS

Some permit types (BLD and PBW) are set up with digital comments seamlessly integrated into your ACA record. If your permit does not have digital comments enabled, please see **View Attachments** above.

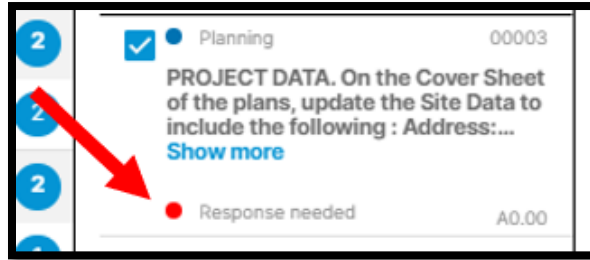
1. After you **Login**, go to **My Records**, and select your **Record Number**, click on the **Digital Projects** button. To view and respond to your digital comments, select the **Comments** tab.



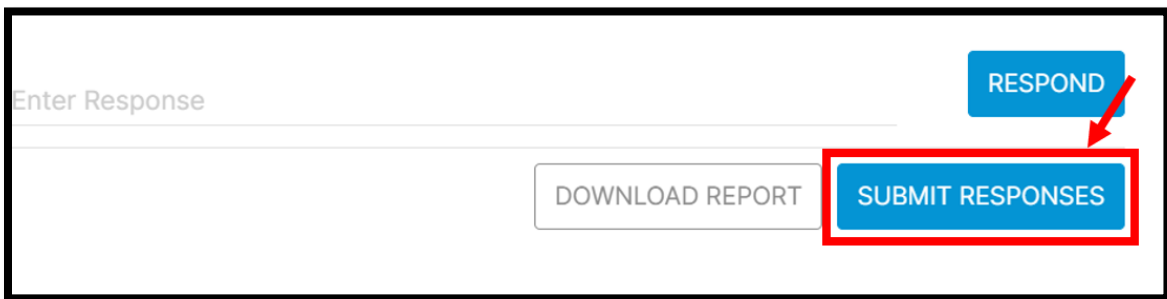
2. When the page loads, you will see a list of digital comments on your application materials. Clicking on a plan review comment will show the sheet location in the preview screen. (General Comments will not show on the preview screen.) When you are ready, scroll to the bottom, type your response, and click **Respond**.



- Continue responding to *all comments* that indicate “Response needed”. You may select multiple comments to respond to at the same time by checking multiple check boxes.

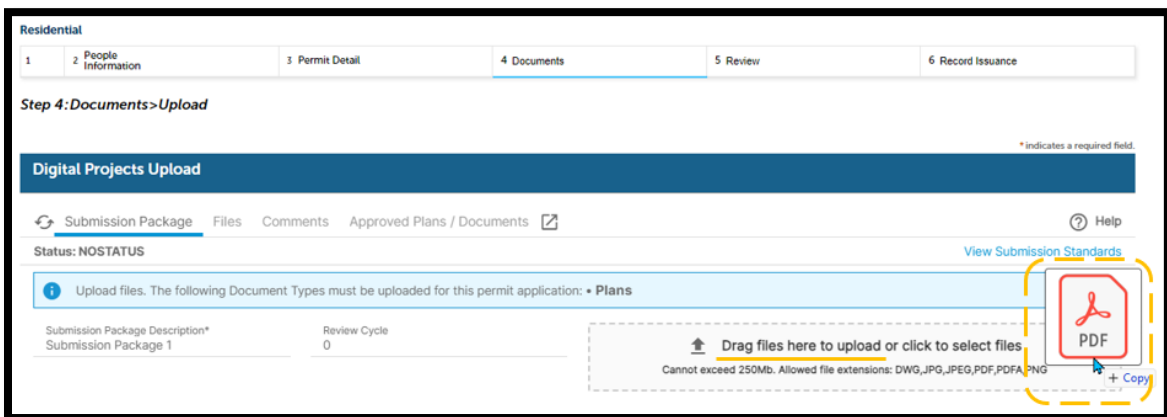


- When finished responding to *all comments*, click the **Submit Responses** button at the bottom of the page. This will send all your digital responses back to the City.



**Tip:** If you respond to all comments digitally you are **not required** to prepare and submit a separate Response Letter. *Digital responses are the preferred method for responding to digital comments (BLD and PBW only).* However, you may choose to respond to comments in writing via a separate Response Letter.

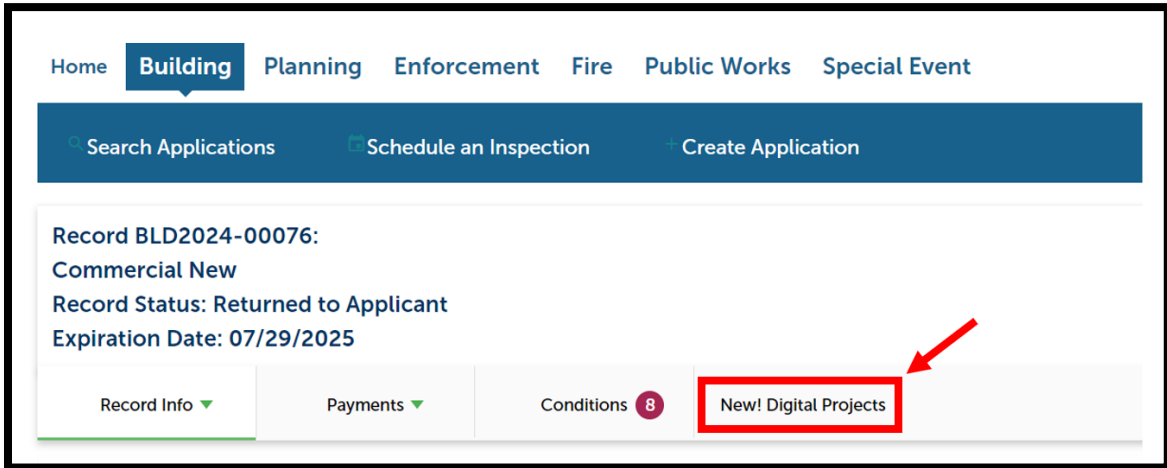
- After you click **Submit Responses**, you will automatically be directed to upload revised documents. Read through the **Electronic Documents Standards** carefully. New or revised plan sheets must use the same sheet reference number for each subsequent version of the same drawing sheet so they may be matched and compared. When you have uploaded all your documents, click **Submit Package for Review**.



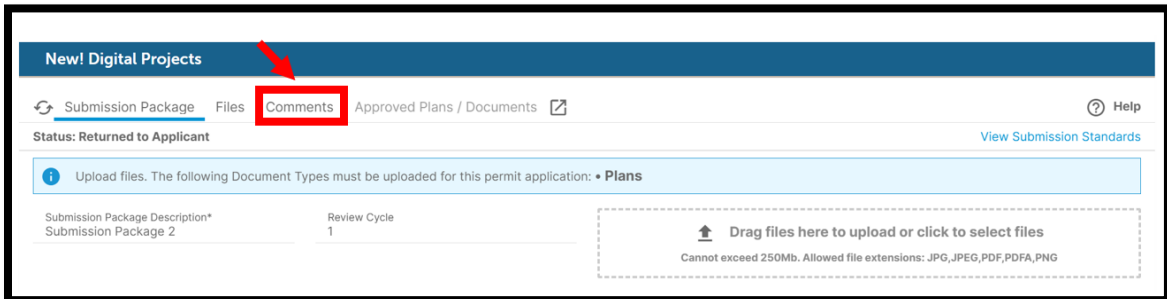
## PRINT DIGITAL COMMENT REPORT

After you have responded to all comments, you may want to print or view all your digital comments in a consolidated report. The **Download Report** function creates a Consolidated Comment Letter with your comment responses included.

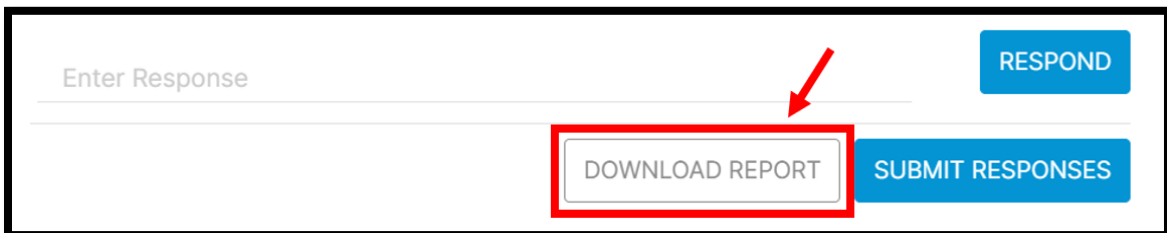
1. After you **Login**, go to **My Records**, and select your **Record Number**, click on the **Digital Projects** button.



- b. Select the **Comments** tab.



2. When the page loads, you will see a list of digital comments on your application materials. Scroll to bottom of the page and select the **Download Report** button.

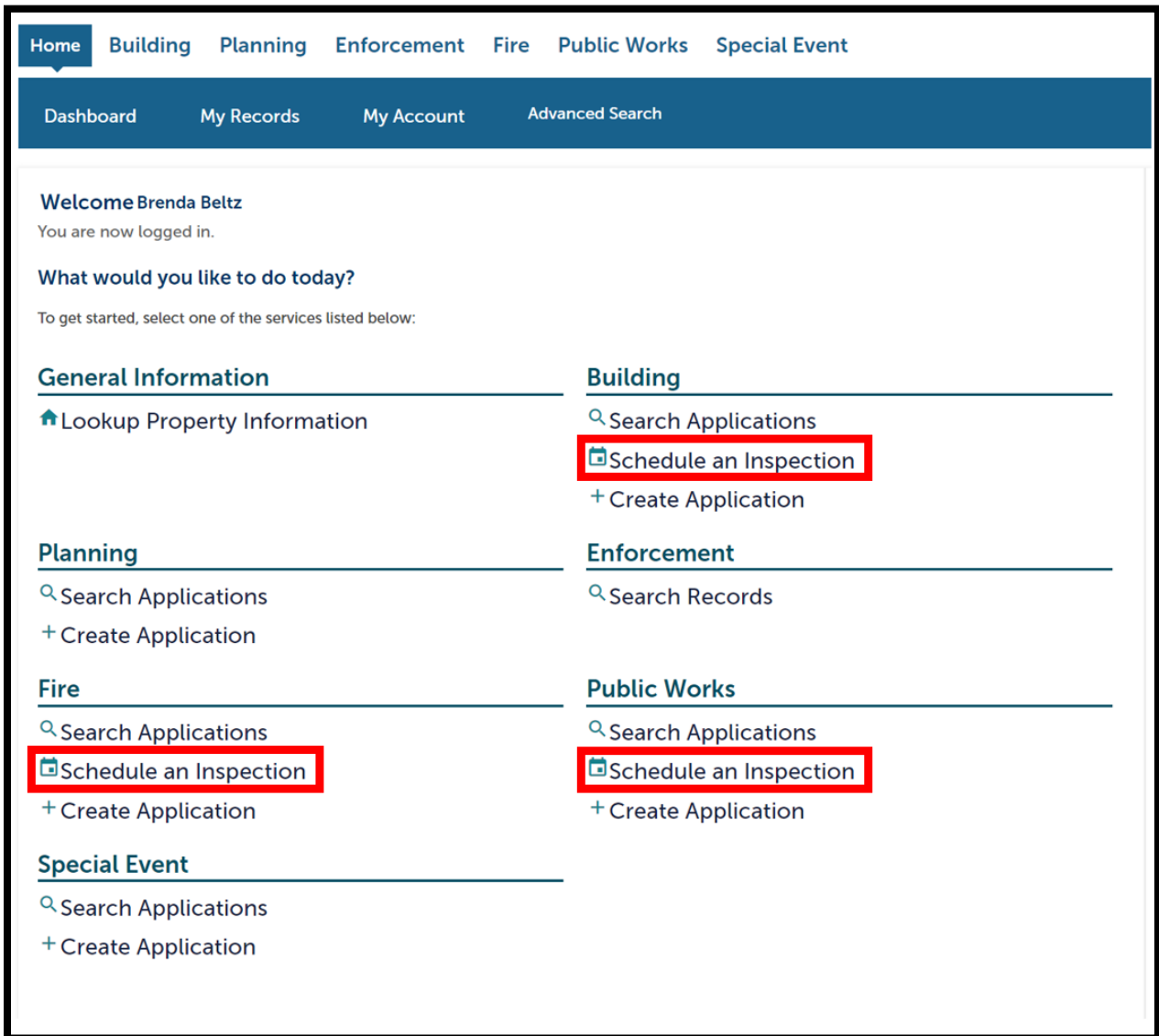


- c. This will generate a PDF of the **Consolidated Comment Letter** with your comment responses added. Wait for the report to be generated and click the link to download the PDF on to your computer.

## SCHEDULE AN INSPECTION

To schedule an inspection on an issued permit:

1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:  
<https://aca-prod.accela.com/santabarbara>
2. Login to your existing ACA user account. See **Login** for instructions. *You do not need to login to the same account that generated the building permit.*
3. From the **Home** page, select the **Permit Type** you'd like to schedule an inspection for (Building, Fire, etc.) and click the applicable **Schedule an Inspection** option on the screen.



- You will be brought to a General Search page for the record type that you want to schedule an inspection for. Enter the address or record number, then click **Search**.

**Records**

Showing 1-2 of 2 | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Action	Short Notes
<input type="checkbox"/>	07/29/2024	BLD2024-00076	Commercial New	Received	
<input type="checkbox"/>	07/10/2023	23TMP-000153	1 & 2 Family Expedited Electric Vehicle (EV) Charging Stations	<a href="#">Resume Application</a>	

Enter information below to search for records.

- Site Address
- Parcel Number
- Record Information

Select the search type from the drop-down list.

**General Search**

Search my records only  
 Search All Records

Street No.:  Direction:  Street Name:  Street Type:

Parcel No.:

Record Number:  Record Type:

[Search Additional Criteria. Choose a Record Type above to limit the additional search criteria](#)

- Once the record page loads, click on the **Request an Inspection** link. If there are any pending or completed inspections, they will show up on this page.

**Inspections**

**Upcoming**

[Request an Inspection](#)

*You have not added any inspections.  
Click the link above to schedule or request one.*

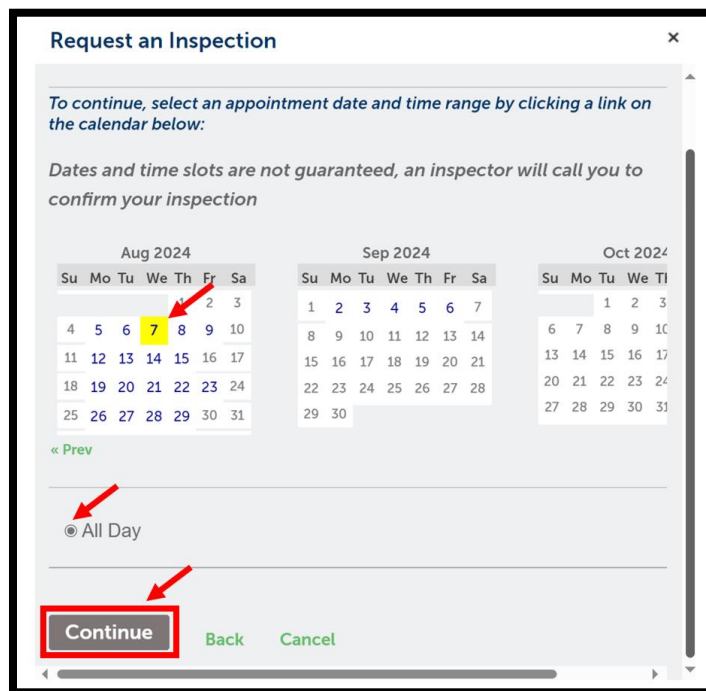
**Completed**

*There are no completed inspections on this record.*

6. When the pop-up window appears, select the *one* inspection type that you want to schedule, then click **Continue**. Note that different permit types have different Available Inspection Types. *Multiple inspections for the same date may be requested by repeating this process.*



- d. Select the desired date for the inspection from a calendar. *If a date is unavailable, a notification will appear when hovering the cursor over that date.* Click the **All Day** button (only option available currently). The Inspector will call you in the morning to set a time. When complete, scroll down and click **Continue**.



- Verify the location and contact information is correct for the inspection. There may be multiple names in the record. If the name is correct, click **Continue**. If the name is not correct, click **Change Contact**.

**Request an Inspection** ✕

You can only schedule one inspection from this screen. For additional inspections please repeat the **Request an Inspection** process.

*Requested Inspection type: Groundwork Electrical Conduit*

**Location and Inspection Contact**

Verify that the location is correct and add a contact person for the inspection.

Inspection Location:  
630 GARDEN St

Inspection Contact:  
Adam Hendel  
805-897-1921

**Change Contact** ▼

**Continue** Back Cancel

- In the next window, you may select a new contact from the drop-down list or add a new contact by filling out the required fields. *Contractors: you will likely select 'Specify On-Site Inspections Contact'.* Include a name and phone number so the inspector may contact this individual. When complete, click **Submit**.

**Change Contact** ▼

Select an existing contact from this record

Adam Hendel (805-897-1921) ▼

**Specify On-Site Inspections Contact (for this inspection only)**

\* First Name      Middle Name      \* Last Name

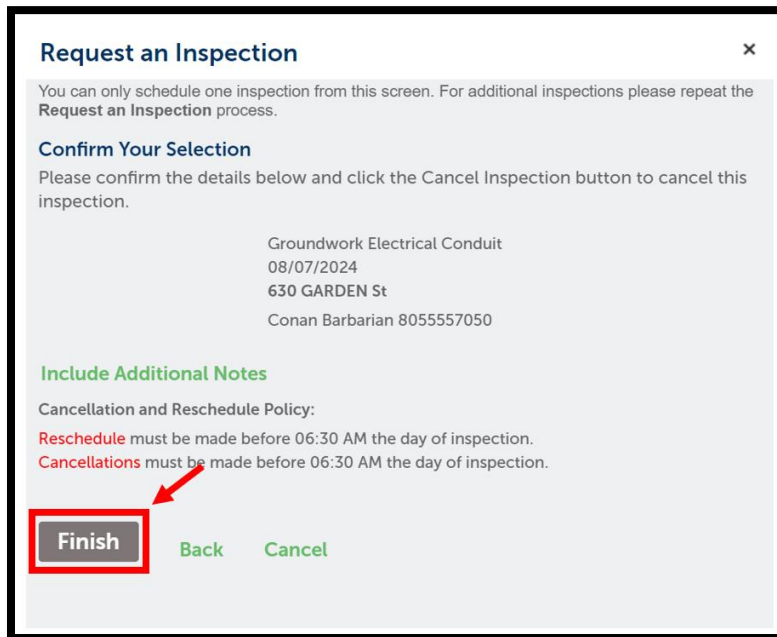
          

\* Phone Number

**Submit** Cancel

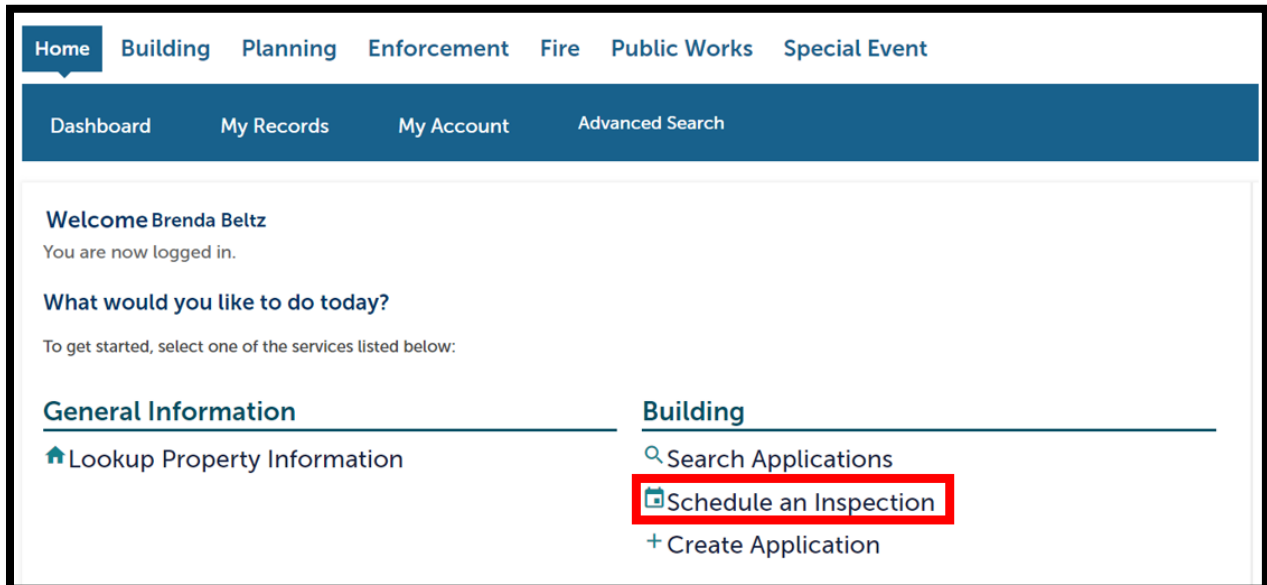
- Verify updated contact information is correct and select **Continue**. If information is not correct, click **Back**.

10. Verify and confirm your inspection information is correct. Inspection time will not be specified. The inspector will call you on the morning of the inspection to schedule the inspection time. If all is correct, click **Finish**. This will return you to the Inspections page where you may schedule additional inspections.



## RESCHEDULE OR CANCEL AN INSPECTION

1. To reschedule, cancel, or change the contact person for an inspection, go to the ACA **Home** page, and click the **Schedule an Inspection** selections on the screen.

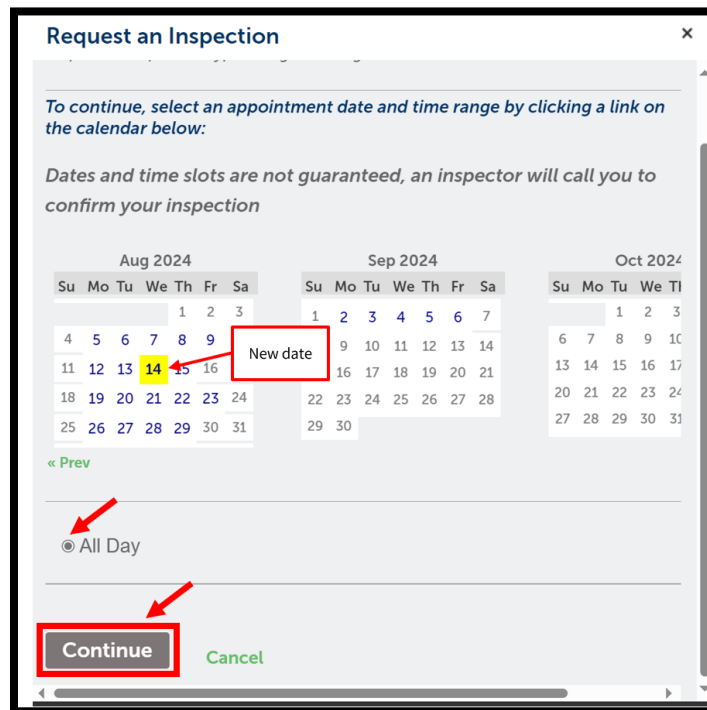




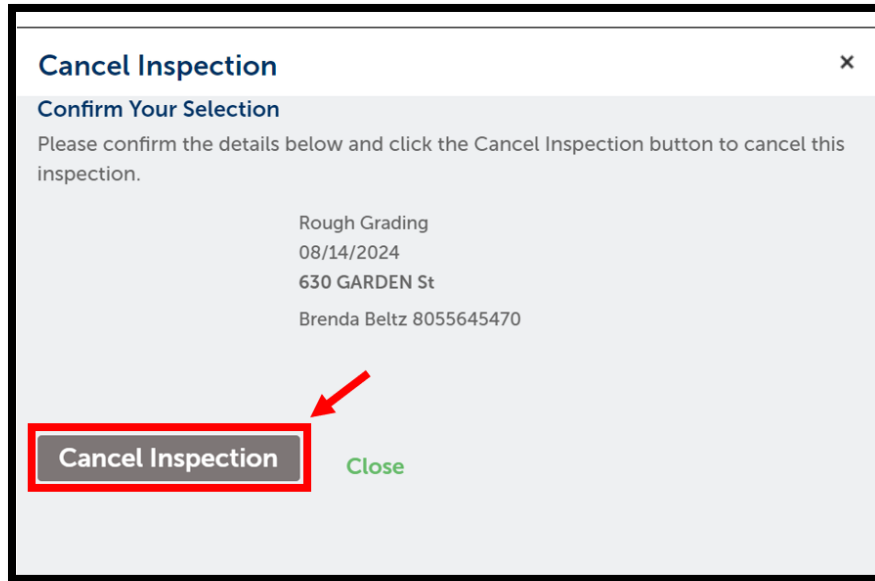
- This will take you to the Inspections page where you may either select **Reschedule** or **Cancel** an upcoming inspection under the Actions drop-down menu.



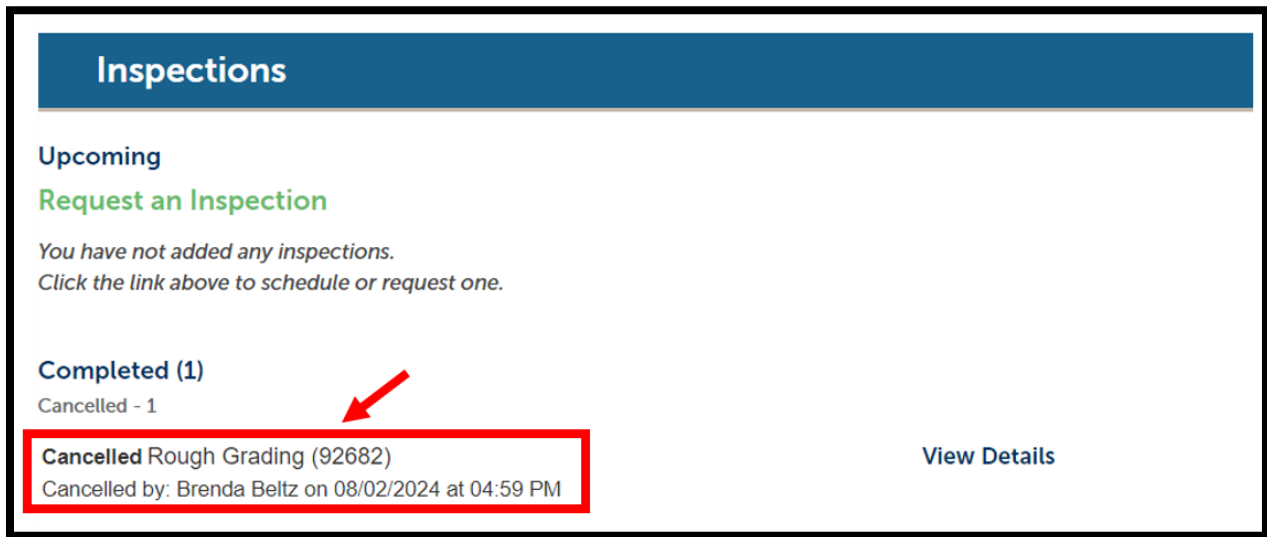
- If you choose to **Reschedule**, the calendar pop-up window will appear. You may either select an alternative date for the inspection or change the on-site contact person following the steps outlined above.



- If you choose to cancel, the confirmation screen will appear. Click **Cancel Inspection**.



- The cancelled inspection will now show up on the Inspections page as cancelled.



## ELECTRONIC DOCUMENT STANDARDS

### FILE FORMAT

The following includes the file submission standards when uploading plans as part of your application. To support accurate measurements and searchable text, PDF files are preferred. Unlike scanned or raster files, such as JPEG, PNG, or GIF, vector files like PDFs are editable, scalable, and don't lose quality. All files must be unprotected and unlocked. ZIP files or PDF Packages/Portfolios are not accepted. For optimized performance, the file size of each submission file may not exceed 250 MB.

Different categories of documents should be submitted as separate, individual files, for example: Structural Calculations, Truss Calculations, Soils Reports, etc. Documents that contain multiple pages should be submitted as a single, multi-page file. Photographs copied onto the plans are preferred, but if submitted as a separate document, all photographs must be merged into one file. Rotate your plans so they are easily viewable—landscape (horizontal) for plans and portrait (vertical) orientation for supporting documents. Do not mismatch sheet sizes or orientation throughout the set. See our tips on the following pages.

- **File Type:** PDF preferred
- **Maximum File Size:** 250 MB
- **Format:** Vector preferred
- **Resolution:** 300 ppi
- **Layers:** Files must be flattened and full-size
- **Plan Sheet Size:** Min. 18" x 24"; Max. 36" x 48"
- **Supporting Document Size:** Min. 8.5" x 11"
- **Minimum Font Size:** 10 pt.
- **Color:** Black on white preferred (except for photos)
- **Grouping:** Multiple sheets within a single PDF

### FILE NAMING

The file name you give each plan or document must describe (1) the file contents and (2) include the submission order number, for example: **Architectural Plan Set – Submittal 1**. The same file name may be used for resubmittals, but the submission number should be incremented, for example: **Architectural Plan Set – Submittal 2**. Important: You must name the documents on your computer before beginning the document upload process, as you cannot change the name once you start the upload process.

- **Number of Characters.** File name may not exceed 200 characters, including the period and suffix
- **Invalid Characters.** Do not use any of these invalid characters: \* : < > ? / \ | ~ " # % & \* : < > ? / \ { }
- **Duplicate Name.** You cannot upload a document file name more than once on a record
- **Submission Sequence.** Include the number of the review (Submittal 1, Submittal 2, etc.)

### SHEET NUMBERING

PDF files containing plan drawing sets must contain a **PDF Bookmark** for each sheet that contains the Sheet Reference Number and a Sheet Title, for example: **A1.0 First Floor**. Plan sheet reference numbers must be unique within a Record—two different drawing sheets must not have the same sheet reference number. If

plans need to be revised, use the same sheet reference number for each subsequent version of the same drawing sheet. The suggested order of the table of contents is as follows:

- |                           |                   |
|---------------------------|-------------------|
| 1. C (Cover sheet)        | 6. E (Electrical) |
| 2. G (General notes)      | 7. M (Mechanical) |
| 3. CG (Cal Green)         | 8. P (Plumbing)   |
| 4. A (Architectural)      | 9. S (Structural) |
| 5. EC (Energy Compliance) | 10. L (Landscape) |

## VIEWING AND USING FILLABLE PDFS

Most City forms and applications are available online and formatted as a fillable PDF. Fillable PDFs allow you to complete a form right on your computer without needing to print the form and complete it by hand. Fillable PDF forms may be completed and saved using the free [Adobe Acrobat Reader](#) (software must first be downloaded and installed on your computer).

1. We suggest that you start by saving the empty form on your own computer. DO NOT use the Macintosh Preview program or Chrome PDF viewer to try and fill in the PDF. Most city forms and applications for development projects may be found on the [Forms & Applications](#) webpage.
2. Once saved, navigate to the file, and use the Adobe Acrobat Reader to open the empty PDF form that you saved on your own computer. Complete all the blanks and e-sign the fillable form.
3. Go to File > Save As, choose the PDF format, select the location on your own computer, and save the final completed form. Use the file naming rules described above to name your final form. Now you are ready to upload it to your online application.

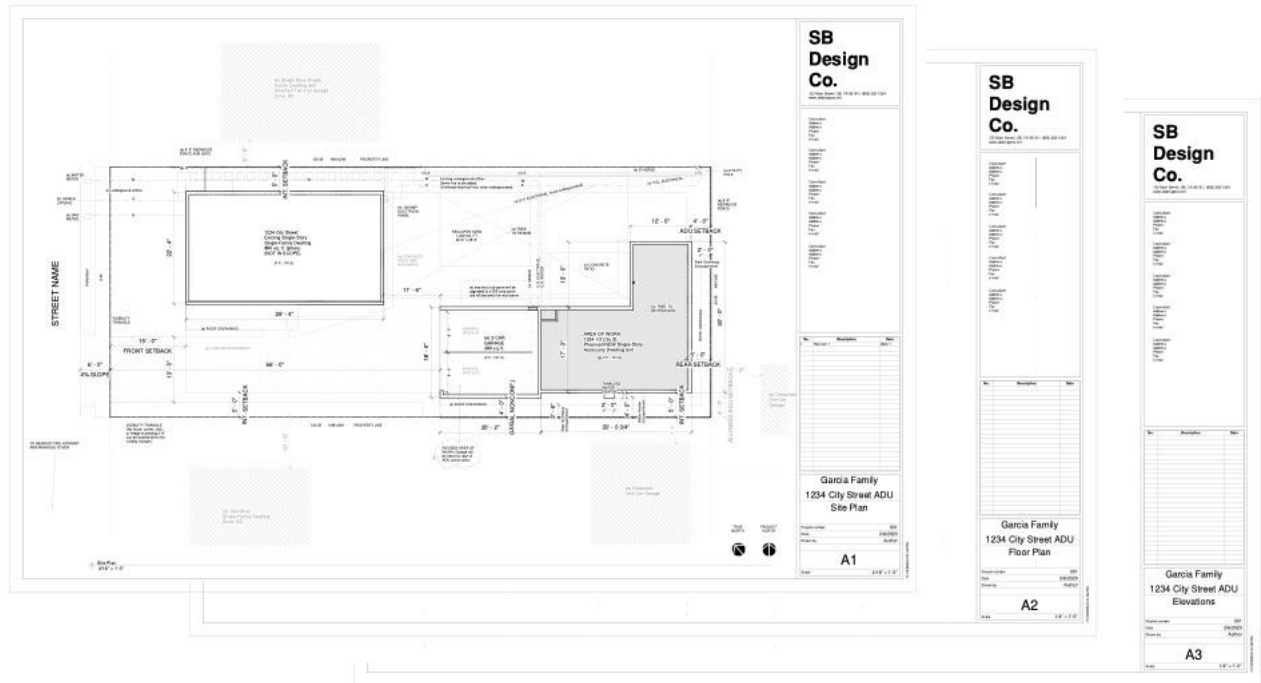
## COMBINING MULTIPLE JPGS INTO ONE PDF

If you have multiple scanned documents or photographs saved as individual JPEGs, you will need to merge them and submit the file as a single PDF to your online application. There are several options:

1. *Use Preview on a Mac.* Select the images in the Finder, right-click, and choose Quick Actions > Create PDF.
2. *Use Adobe Acrobat.* Go to the [Adobe Acrobat website](#), upload the files, reorder them, and click Merge files. Then download the merged PDF.
3. *Use File Explorer.* Navigate to the folder with the images, select them, right-click, and click Print. Choose Microsoft Print to PDF, select quality, and choose whether to include each image on a new page or multiple images on each page. Click Save button to combine selected pictures into one PDF file.

## TIPS FOR SAVING ELECTRONIC PLANS

All plan sheets should be saved together as one single PDF document



When saving PDF files, plans should be orientated to allow contents to be easily viewed without rotating.



Remember that necessary certifications/signatures must be included.



## BOOKMARKING PLANS

The City’s electronic plan review system requires that all construction drawings, plan sets, civil plans, etc. are uploaded in one file. Each plan sheet will consist of a sheet NUMBER and sheet TITLE to become a bookmark. Each PDF compiler software has its own way of bookmarking pages or sheets within a file so the specifics of how to do this should be directed to the support functions of the software you are using.

**Tip.** Please note that troubleshooting suggestions and screenshots included in this section have been created using Adobe Acrobat Pro. Other PDF tools may offer similar solutions not outlined in this document.

### WHAT IS A SHEET NUMBER AND SHEET TITLE

- A **sheet number** is alphanumeric that provides the sheet page with a unique value. Plan sheet reference numbers must be unique within a Record—two different drawing sheets must not have the same sheet reference number. If plans need to be revised, use the same sheet reference number for each subsequent version of the same drawing sheet. Failure to enter sheet numbers correctly in the bookmarks will result in the automatic rejection of your plans and delays to your application.

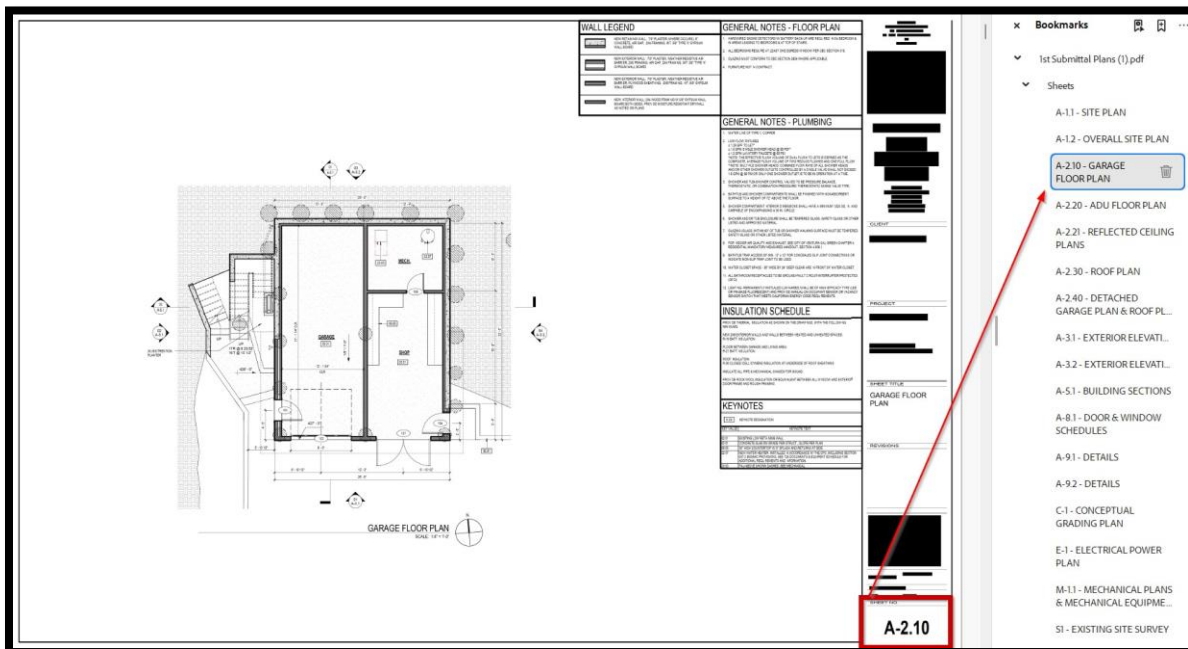
*Examples: A1.0, A2.0, A2.1, etc.*

- A **sheet title** is a short description of the page.

*Examples: Site Plan, First Floor Plan Notes, First Floor Plan Details, etc.*

### WHAT IS A BOOKMARK

A PDF bookmark is a feature within a PDF document that allows users to quickly navigate to specific sections or pages of the document. Essentially, a PDF bookmark is a link or pointer to a particular point within the PDF document. Example of bookmarks/sheet number/sheet titles:

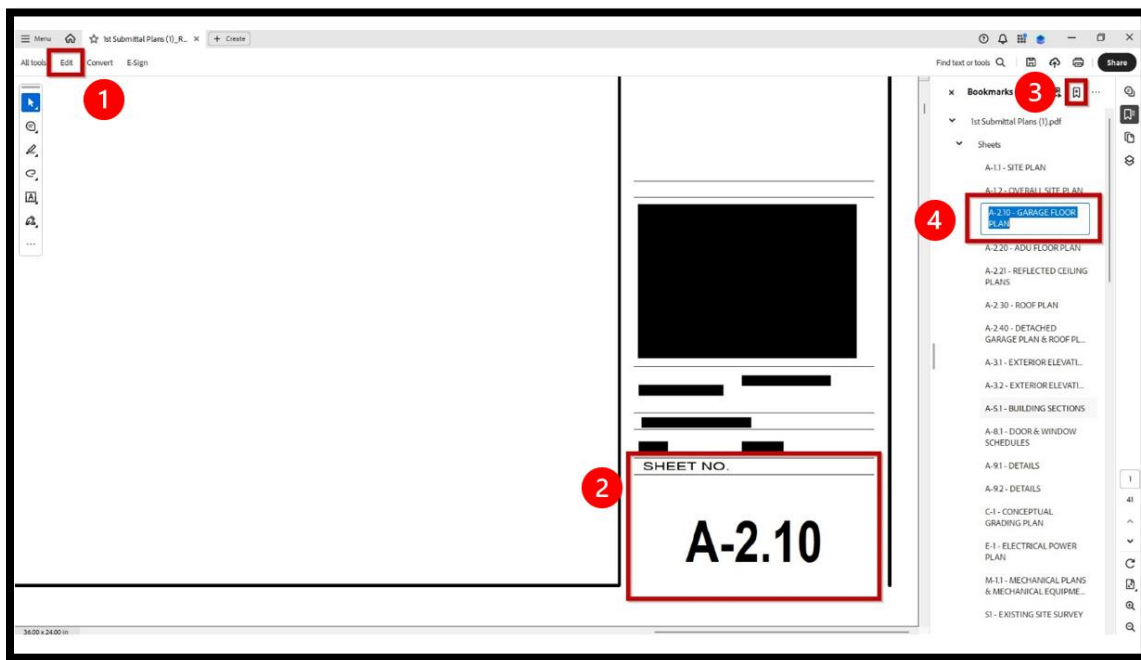


## HOW TO ADD A BOOKMARK TO A PLAN SET

To add a bookmark:

Open Document File in PDF Adobe Editor.

1. Go to Edit
2. Navigate to the page you want to create a bookmark for, all plan sheets will need a bookmark. Confirm the sheet number and sheet title.
3. Click the Bookmarks button to open the Bookmarks panel and select 'New' Bookmark
4. Edit the bookmark field with the appropriate sheet NUMBER and sheet TITLE.
5. Repeat the above steps for all additional plan sheets.



Once you create the bookmark, you may click and drag it in the panel to rearrange the order. Please note that all bookmarks must be on the same level as the topmost bookmark. Bookmarks cannot be indented or nested. To un-nest bookmarks, simply select the nested bookmarks and drag them to the same level as the topmost bookmark. Incorrect bookmarks will cause a delay in processing.

## NEED HELP WITH BOOKMARKING

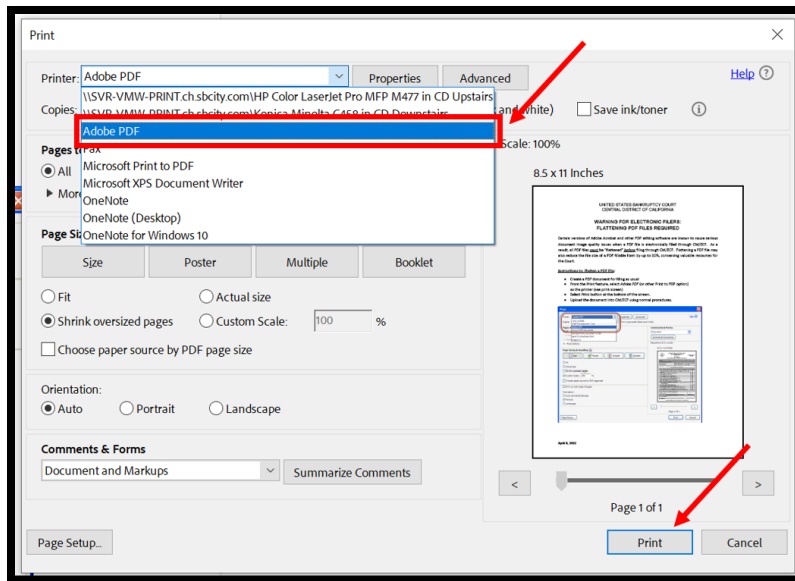
For applicants that do not have PDF compiler software such as Adobe PDF Editor, Bluebeam, Nitro, etc. there are several free online PDF editors that allow you to add, modify, or remove PDF bookmarks online. In addition, if you experience an issue with plan sheet page references, you will see a message and be able to resolve the issue from the upload screen. If you need additional assistance, please send an email to the appropriate Permit Counter Staff and allow one business day to receive a response.

## HOW TO FLATTEN PDF FILES

All PDF files must be “flattened” **before** filing through ACA. Flattening a PDF reduces the file size by removing unnecessary layers and interactive elements, making it faster to share and download. It will also protect your work by preventing others from manipulating or editing the information. Failure to flatten your PDF files may result in rejection of your documents and delays to your application processing.

### INSTRUCTIONS TO FLATTEN A PDF FILE:

1. Open the PDF.
2. From the Print feature, select Adobe PDF (or other Print to PDF option) as the printer (see print screen)
3. Select Print button at the bottom of the screen.
4. Since the printer selected above is set to Adobe PDF, the document will not be printed on paper. Instead, you will be prompted to save the document with a new file name. Upload using normal procedures.



### FROM ARCGIS:

To save a flattened PDF in ArcGIS Pro, navigate to the "Share" tab, click "Export Layout", then select "Flattened PDF" from the options in the Export pane; ensure the "Output as image" option is checked to flatten all vector elements into a raster image when exporting.

### FROM AUTOCAD:

To save a flattened PDF from AutoCAD you need to plot your drawing to a PDF using a specific plotter setting that removes layer information, typically by selecting a "DWG to PDF" preset that prioritizes flattening the drawing and ensuring all objects are converted to vector lines when exporting to PDF; you can also adjust settings within the PDF options to further control the output.



## TROUBLESHOOTING

In the summer of 2024, the City of Santa Barbara added a new Digital Projects function to its electronic plan review system—DigEplan—enabling users to efficiently work with electronic plans that need to be viewed, commented upon, stamped, and rejected or approved. As a result, applicants will notice that some Digital Projects options are dependent on the Application/Record Status where you will not be able to upload documents until the review processes are completed and the application status is updated.

### WHY CAN'T I UPLOAD DOCUMENTS?

If the Application/Record Status is **In Review** or **Plan Review** you will not be able to upload documents until the review processes are completed and the application status is updated.

### WHEN ARE COMMENTS AVAILABLE DIGITALLY FOR ME TO REVIEW?

The **Comments** option will be available when the Application/Record status is one of the following: Corrections Required, Returned to Applicant, Application Rejected, Application Incomplete, Revisions Required, Rejected Submittal, and Missing Required Items. When the **Comments** option is available, the applicant can view and respond to comments from plan review digitally. *Note: Digital comments are only available for Building Permit (BLD), Public Works Permit (PBW), and Fire Permit (FIR) applications currently.*

### WHEN CAN I UPLOAD NEW DOCUMENTS TO AN EXISTING RECORD?

The **Submission Package** option will be available for the applicant when the Application/Record status is one of the following: Application Incomplete, Corrections Required, Returned to Applicant, Application Received, Complete, Pending, Application Rejected, Responses Received, Rejected Submittal, and Missing Required Items. When the **Submission Package** option is available the applicant will be able to submit/upload new documents to the record. The Submission Package will have a number associated with it, this number will increase by one each time an applicant uploads a one document or series of documents at the same time. This number does NOT have any association with the Review Cycle of the record.

### WHEN CAN I VIEW APPROVED PLANS OR DOCUMENTS?

The **Approved Plans/Documents** option will be available when the Application/Record status is one of the following: Issued, All Planning Actions Complete, Project Approved, Project Built or Completed, Pre-Application Complete, Building Permit Issued, Completed, Issued in Construction, See Construction Permit, and Closed. When the **Approved Plans/Documents** option is available the applicant can view all the approved plans, approved structural calculations, and other approved documents created by City Staff. *Note: The **Files** option will always be available, where you are able to download any documents on the record.*