How to Pay Invoiced Fees
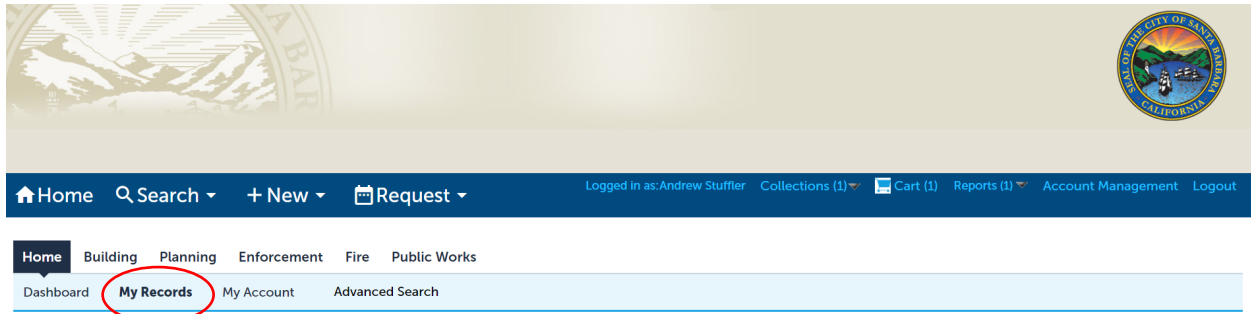# in Accela Citizen Access (ACA)

1. City staff will call, email or text you and **advise you of the need pay an invoiced fee**
2. Go to the Santa Barbara Citizen Access portal at
    https://landuse.santabarbaraca.gov/CitizenAccess/Welcome.aspx
3. **Login** (See the *Setting Up an Accela Citizen Access User Account* guide if you need a login & user account)
4. Once logged in, click on **My Records**.

5. Click **Pay Fees Due** under the Action header to start the payment process.

6. The invoiced fees will appear. Verify and click **Check Out**.

7. This is your shopping cart. Please read and consider the notes under Step 1 and click **Checkout** if ready to make payment.

8. Select your Payment Option, then click **Submit Payment**.

9. On the next screen, when ready, please put a checkmark next to **I Agree**, select either **Pay by credit card (3% fee will be added by processing company)** or **Pay by electronic check (no fees added by processing company)** and click **Next**.

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10. Please fill out the payment information and complete the CAPTCHA verification by clicking the **Verify** button.

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11. Once completed a green checkmark will appear and you'll be able to click **Next** to proceed.

11. **Print this screen as it is your receipt.** Yes - we know. It's weird to print the receipt before clicking the **Pay Now** button. With this system, if you don't print the receipt first, and you click the Pay Now button. You will not be able to re-print the receipt in the next steps.

PLEASE - PRINT THIS WEB PAGE BEFORE DOING ANYTHING ELSE!

This is your Receipt

Please Print for your records

Address		
Billing Address:		
Fred Murtz		
543 Main Steet		
Santa Barbara, CA 93101		
(555) 555-5555		

Payment Method
Credit Card VISA
Fred Murtz
x1111   03/24

Payment Amount
Amount: 1378.00 USD
Total: 1378.00 USD

Back Pay Now Exit

erty of their respective owners.

12. Your payment has been posted and the payment process is complete.

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