

DEVELOPMENT SERVICES DEPARTMENT

How to Register for an Online Permitting Account

Introduction

The online permitting system allows customers to apply for permits online for the following permits:

- News Racks
- Residential Rooftop-Mounted Solar Photovoltaic (PV)
- Simple No-Plan Mechanical, Electrical and Plumbing Permits
- Street Trees
- Transportation
- New PTS Projects


In addition, Code Enforcement cases can be viewed online.

Getting Started

- You will need to set up an account to apply for News Racks, Residential Rooftop-Mounted Solar Photovoltaic, Simple No-plan Mechanical, Electrical or Plumbing Permits, Street Trees, Transportation permits and new PTS projects.
- No account is required to view code enforcement cases.
- Enable pop-ups and use Internet Explorer as your web browser. Other browsers may work, but not as well.

Before You Begin

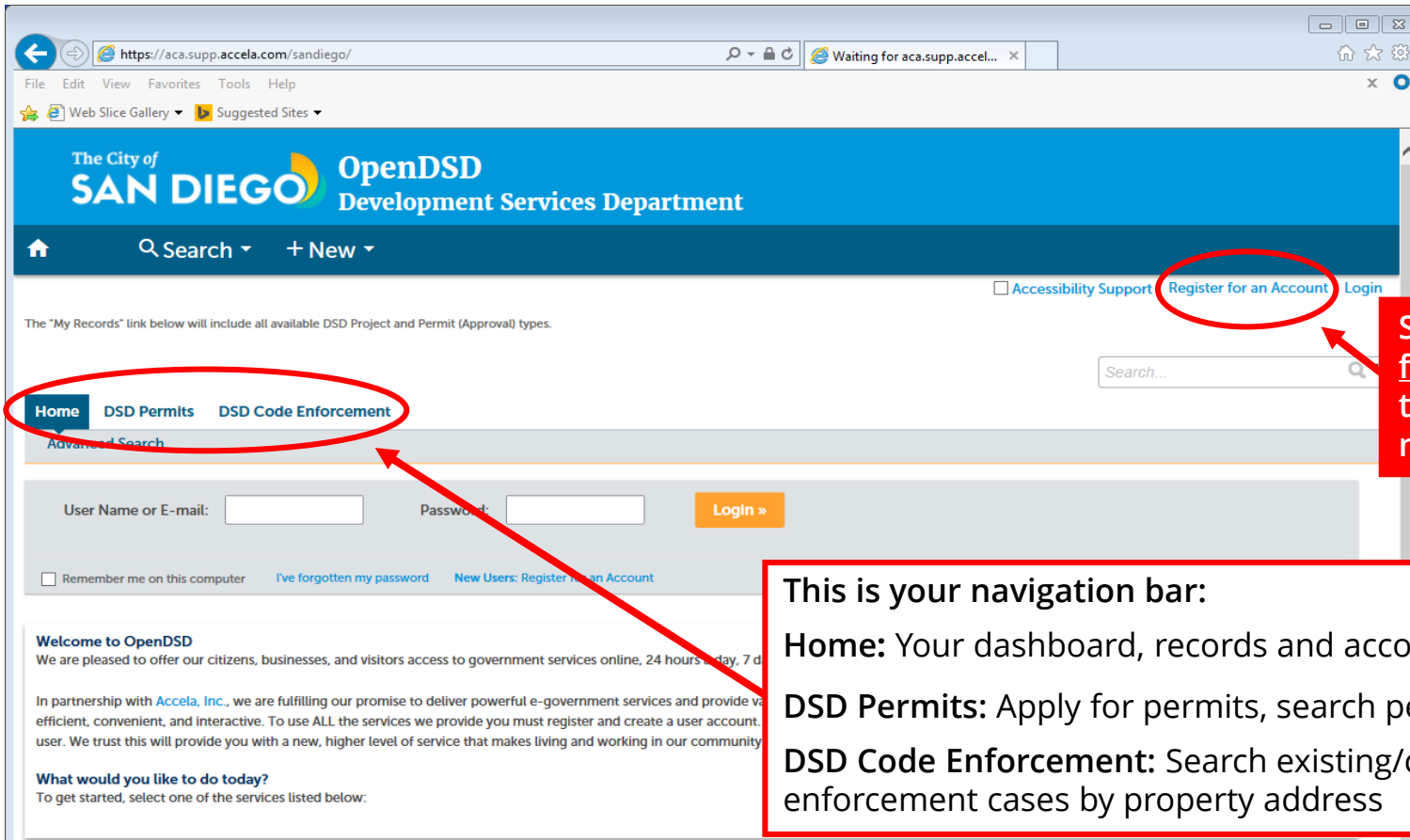
- If you or your company already has an Accela account, **do not** create a new account, as you will not be able to view active permits, pay fees, or schedule inspections.
- If you already have an Accela account with another jurisdiction, then you need to use the same login information. Do not create a new user name with your existing email address. You will see the message on the right if your email is already in the Accela system. Click "[here](#)" to merge accounts.

 * Login ID: The user name already exists. You may have an existing citizen account from another website. To use the same citizen account, click [here](#). To create a new citizen account, use a different user name.



Creating an Account

Get Acquainted with the OpenDSD Home Screen.



Start here to register for an account. Follow the instructions on the next slide.

This is your navigation bar:

- Home:** Your dashboard, records and account management
- DSD Permits:** Apply for permits, search permit records
- DSD Code Enforcement:** Search existing/current code enforcement cases by property address

Register for an Account

After clicking “Register for an Account”:

- 1 Review the disclaimer and click to acknowledge. Click on “Continue Registration”
- 2 Add your Login Information. Then, click on “Add New” for Contact Information.
- 3 Select Contact Type – either Individual or Organization. Use Organization if there is not a specific person that is associated with this email account.* Use Individual when you are the only person accessing this account.

* Go to slide 11 for information on how to add delegates to an Organization account

The image displays three sequential screenshots of the account registration process:

- Step 1:** The 'Account Registration' page. It includes a navigation bar with 'Home', 'DSD Permits', and 'DSD Code Enforcement'. Below is an 'Advanced Search' bar. The main content area is titled 'Account Registration' and lists required information: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional'. A 'General Disclaimer' is provided, and a checkbox 'I have read and accepted the above terms.' is checked. The 'Continue Registration >' button is circled in red.
- Step 2:** The 'Account Registration Step 2: Enter/Confirm Your Account Information' page. It has an orange header 'Login Information' and asks for 'User Name', 'E-mail Address', and 'Password'. A 'Type Password Again:' field and an 'Enter Security Question:' field are also present. The 'Continue' button is circled in red.
- Step 3:** The 'Select Contact Type' page. It features a dropdown menu for 'Type' with 'Individual' selected. The 'Continue' button is circled in red.

Additional elements include a large blue number '1' on the first screenshot, '2' on the second, and '3' on the third. A red circle also highlights the 'Add New' button at the bottom of the second screenshot.

Register for an Account

- 4 Enter contact information in the pop-up window, click **“Continue Registration”** and **“Continue”** to create the account.
- 5 If you do not have an account in Accela, then Click **“Continue”** in the pop-up window.
- 6 If you already have an account in Accela, then you will need to confirm the Contact Details and then Click **“Confirm”** in the pop-up window.

4

5

6

Register for an Account

7 You will see your Contact Information shown at the bottom of this screen.

Review this information before you click on the **Continue Registration** button below your newly added Contact Information.

The screenshot displays the 'Account Registration Step 2: Enter/Confirm Your Account Information' page. The page includes a navigation bar with 'Home', 'DSD Permits', and 'DSD Code Enforcement' tabs. The main content area contains a form with the following fields:

- User Name:** UsernameABC
- E-mail Address:** Username@Domain.com
- Password:** *****
- Type Password Again:** *****
- Enter Security Question:** Favorite Color?
- Answer:** Black

Below the form is a section for 'Contact Information' with a red circle around the 'Continue Registration >' button. A large blue number '7' is overlaid on the page. The footer includes links for Disclaimers, Privacy Policy, Accessibility, Language Translation, and Contact The City.

Account Successfully Registered

Registration Complete:

On the next screen, you will see a confirmation that your account has successfully been created.

Login:

You can now login (upper right corner of this screen) by using your new username and password.

The screenshot shows a web browser window displaying the OpenDSD registration confirmation page. The page header includes the City of San Diego logo and the text "OpenDSD Development Services Department". A navigation bar contains a search icon, a "Search" dropdown, and a "+ New" dropdown. In the upper right corner, there are links for "Register for an Account" and "Login", with the "Login" link circled in red. Below the navigation bar, a green banner with a checkmark icon and the text "Your account has been created successfully. You can login immediately using your User Name and Password" is circled in red. Below this banner, a message states: "Your account has been successfully created. Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete." The page is divided into two main sections: "Account Information" and "Contact Information". The "Account Information" section displays the following details: User Name: UserNameABC, E-mail: UserName@Domain.com, Password: ***** (masked), and Security Question: Favorite Color?. The "Contact Information" section displays: User Name: UserNameABC, Home Phone: (123) 456-7890, 123 Main Street, User Name: UserName@Domain.com, Work Phone: (123) 456-7890, and Mobile Phone: (123) 456-7890.

Logging In

Login Instructions:

After you click on the Login button, you will be taken to the login webpage.

Enter Username and Password:

Enter your username and password and click on the yellow **Login** box next to the username/password boxes.

The screenshot shows a web browser window with the URL <https://aca supp.accela.com/SAN DIEGO/Login.aspx>. The page header includes "The City of SAN DIEGO OpenDSD Development Services Department". Below the header is a search bar and a "+ New" button. The main content area has a navigation bar with "Home", "DSD Permits", and "DSD Code Enforcement". Below this is an "Advanced Search" section. The login form is highlighted with a red circle and contains the following elements:

- User Name or E-mail:
- Password:
- Login > button

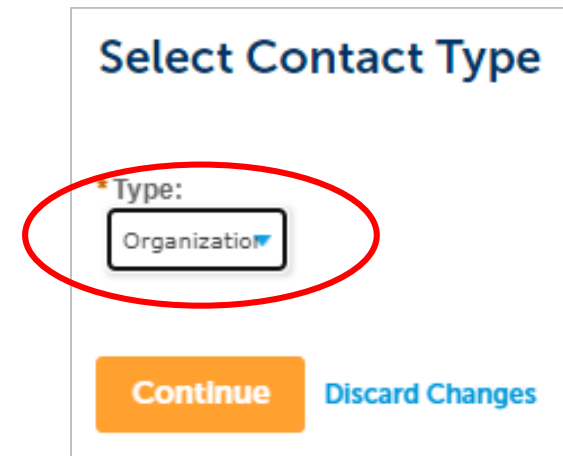
Below the login form are links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". At the bottom, there is a "Please Login" section with a message: "Many online services offered by the City of San Diego require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right."

Creating Linked Users (Delegates) for an Organization Account

In OpenDSD, Individual accounts can be linked to an Organization account, and access the information and documents associated with it; this linkage helps project associates collaborate on shared projects more easily within OpenDSD. To link Individual accounts with an Organization account, you need to add them as **delegates** within the Organization account profile, and define roles for each of them. *

To create an Organization account, please refer to slides 5-9, selecting "Organization" as the Contact Type during account set up, entering the relevant contact information, and confirming your registration.

* You can also link two Individual accounts using these steps



The screenshot shows a web form titled "Select Contact Type". Below the title is a dropdown menu labeled "Type:" with "Organization" selected. The dropdown menu is circled in red. At the bottom of the form are two buttons: "Continue" (orange) and "Discard Changes" (blue).

Creating Linked Users (Delegates) for an Organization Account

- 1 To add delegates to an Organization account, login to the account and select Account Management from the Accela navigation bar at the top of the window
- 2 In the account details, click "Add a Delegate" on the lower right side of the screen

The screenshot displays the Accela Account Management interface. At the top, the navigation bar includes 'Announcements', 'Logged in as: City of SD MPM Staff', 'Collections (0)', 'Account Management' (highlighted with a red circle and a blue arrow), and 'Logout'. Below the navigation bar, the 'Login Information' section shows user details: User Name: DSDMPM, E-mail: DSDMinisterialPM@sandiego.gov, Password: *****, and Security Question: Favorite Place. The 'License Information' section has an 'Add a License' button. The 'Contact Information' section shows a table with one record: City of SD MPM Staff, Organization, Approved. The 'Delegates' section has an 'Add a Delegate' button (highlighted with a red circle and a blue arrow) and two sections: 'People who can access my account' and 'People whose account I can access', both showing 'None'.

Action	First Name	Middle Name	Last Name	Business Name	FEIN	Contact Type	Status	Full Name
Actions				City of SD MPM Staff		Organization	Approved	

Creating Linked Users (Delegates) for an Organization Account

Before you can enter someone as a delegate to the account, they need to already be registered with an individual account in OpenDSD.

3a Enter the delegate's name and email*

3b Set the permissions you want them to have.

3c If you want to add a message to the delegate invitation email, click "Add Personal Note"

3d Confirm you're a person and then click "Invite a Delegate" to send the email

* Repeat steps 3a-d as many times as necessary to add desired delegates

Add a Delegate ×

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

* Name * E-mail Address

Set Delegate Permission


Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in all categories [\(Change\)](#)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

- Create Applications in all categories [\(Change\)](#)
- Renew Records in all categories [\(Change\)](#)
- Amend Records in all categories [\(Change\)](#)
- Manage Inspections in all categories [\(Change\)](#)
- Manage Documents in all categories [\(Change\)](#)
- Make Payments in all categories [\(Change\)](#)

Add Personal Note

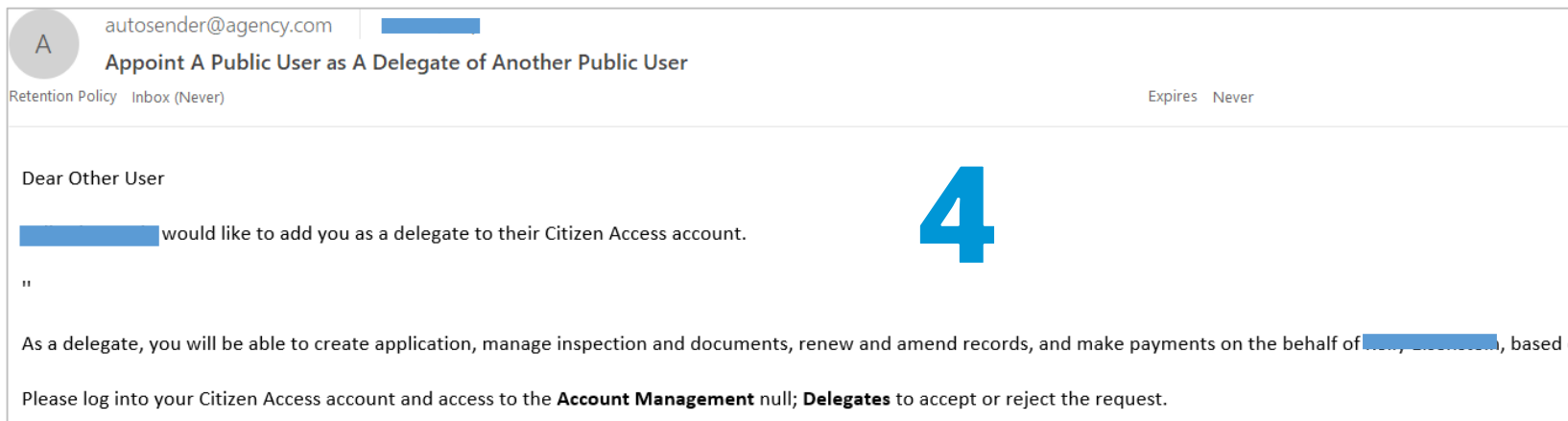
I'm not a robot  reCAPTCHA
Privacy - Terms

Invite a Delegate [Cancel](#)

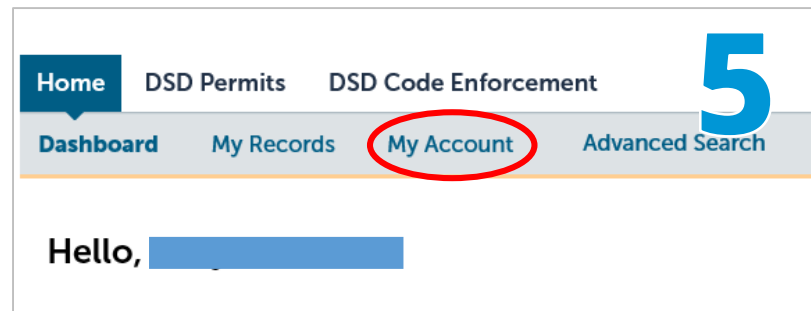
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Delegate Approval

- 4 The delegate will now receive an email from autosender@agency.com confirming the delegation and identifying the specific permissions granted.



- 5 The delegate will need to log into their account and click on the "My Account" link.

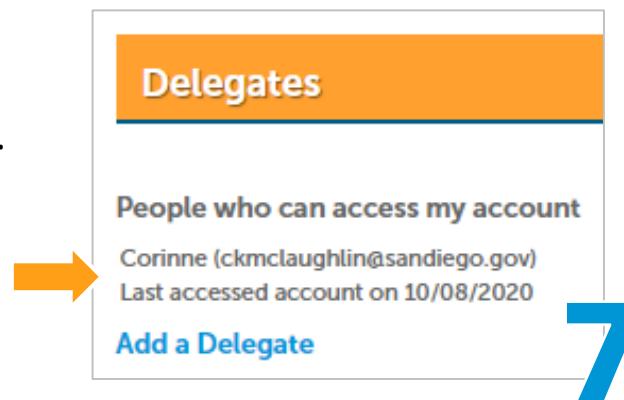


Delegate Approval

6 At the bottom left of the My Account page, in the Delegates area, the user will see the Organization account that added them as a delegate. After clicking “Accept” at the lower right, their access will be activated.



7 After the delegate accepts the invitation, they will be shown as a delegate in the Organization account management portal.



Reciprocal Access

Note that when a delegate is added to an Organization account, you can look at information in the Organization account from within the delegate's account, but not vice versa. You cannot, by default, look at information in a delegate account from within the Organization account.

In order for the Organization account to see information in a delegate account, the delegate account must add the Organization account **as its own delegate**. Then, the two accounts will have reciprocal access to information.

Using Your Dashboard

Once you register and log in, you will see your dashboard where you can quickly create, access or resume applications or view permit information. Your dashboard is accessible from the "Home" tab.

My Records:
Use "My Records" to view your permit history.

My Account:
Use "My Account" to manage your login and contact information.

The screenshot shows the OpenDSD dashboard interface. At the top, there is a header with the City of San Diego logo and 'OpenDSD Development Services Department'. Below the header is a navigation bar with 'Home', 'DSD Permits', and 'DSD Code Enforcement'. A search bar and '+ New' button are also present. The main content area includes a greeting 'Hello, User Name ABC', a 'My Collection (0)' section with a 'View Collections' button, and a 'Work in progress' section with a 'View All Records' button. A table with columns 'Record Name', 'Record ID', 'Module', 'Creation Date', and 'Action' is shown, with the message 'No records found'.

Advanced Search:
To do more specific searches by property address or Record Number, choose the Advanced Search option here.

Work in Progress:
Find saved applications here. You can resume an application or pay for a permit here.