

Overview
Create an Account
Login
Connect your online account to existing Building permits
Search for Building permits4
View your records5
Common abbreviations5
Apply for a Building permit6
What type of Building permit should I use, Regular or Simple? 6
How to save an in-progress application7
How to add Contacts to a Building permit7
Paying fees online11
Upload or download files on a Building permit or application 12
How to resubmit (respond to plan check comments) 13
How to submit a Revision, Deferred Submittal, etc
Check status of a Building permit or application
Conditions
Schedule or request an inspection



Overview

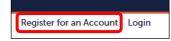
The City of Santa Clara Permitting Online Portal is available 24 hours a day, 7 days a week to research, apply for permits, pay permit fees, and create service requests. Basic access is available without an account, however, for more robust access and to apply for permits, you must set up an account.

Scan to go to

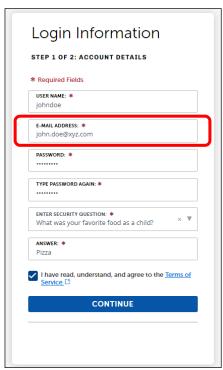
Please only use Chrome or Edge browsers.

Create an account

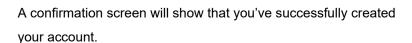
- 1. Go to www.santaclaraca.gov/permits
- 2. In the top right corner, click Register for an Account.



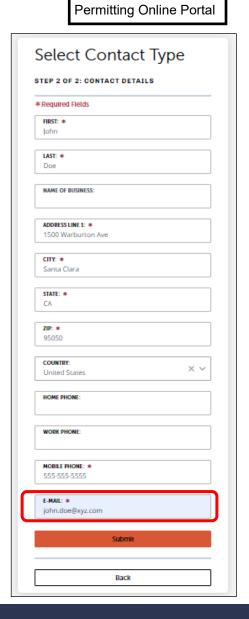
3. Fill out the Login Information.



- 4. Read the Terms of Service and check the box. Then click **Continue**.
- 5. Fill out Contact Details. Please use the same email as in the previous step. The Contact Type is automatically completed for you. Then Click Submit.









Login

You can perform basic searches without logging in.

You must login to submit applications, upload/download files, schedule inspections, and see more search details for projects you are connected to.

- 1. Go to www.santaclaraca.gov/permits
- 2. Click **Login** in the top right corner of the screen.
- 3. Enter your email address or your user name.
- 4. Type your password.
- 5. Click Sign In.

If you forget your password, click **Forgot Password** at the bottom of the screen and follow the prompts.



How to connect your Permitting Online Portal (POP) account to existing Building permits

Your account must be connected to the Building (BLD) permit to upload/download files or to schedule an inspection online. Unless you submitted the BLD permit under your account through the POP, you must ask for your account to be connected by a City staff member.

To request that your POP account be added to a BLD permit, **email the Permit Center at PermitCenter@SantaClaraCA.gov**.

Please provide:

- Full name
- User Name
- Email address used when you made your Permitting Online Portal Account
- BLD permit number(s)
- Your role in the project(s)

Please allow a few business days for us to process your request.



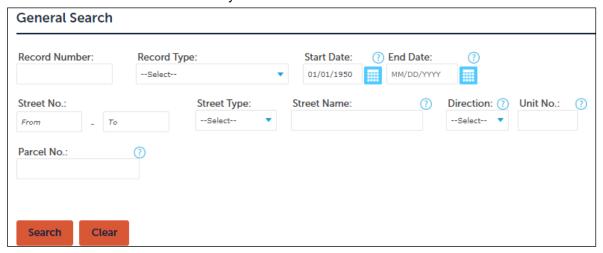
Search for Building (BLD) permits

Each Department or Division has its own Search function. To find other types of permits, such as Fire or Planning, click on the corresponding Department or Division name at the top of the screen.

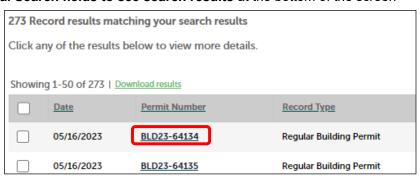
Go to <u>www.santaclaraca.gov/permits</u>. From the **Building** tab, click on **Search for Permits**.
 If you are logged in, the list of permits your account is connected to will display first. **Scroll down** to see the **General Search** fields.



- 2. In the General Search section, enter information into any of the available fields, and click **Search**. Click on this icon to see more information on how to use these fields. Please note:
 - Parcel No must be formatted as ###-###
 Example: 291-02-003
 - Start Date and End Dates will limit searches to that date range.
 - Record Type: <u>Do not use this field unless you are only looking for permits that were created after 8/23/21</u>. Permits created prior to 8/23/21 had different labels, so they will be excluded from search results if you use this field.



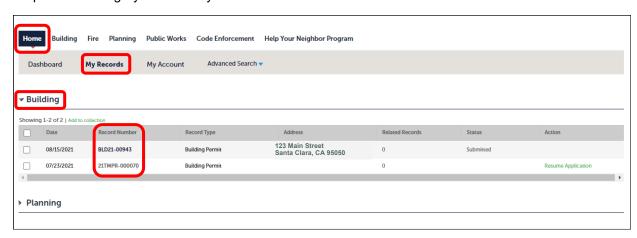
- Scroll down below the General Search fields to see search results at the bottom of the screen
- Click on the Record Number of the record to see more details.





View your records

To view your records, log into www.santaclaraca.gov/permits, click the **Home** tab. Then click **My Records**. Expand the category of records you would like to view. Click the **Record Number** to view more details.



Common Abbreviations

BLD = Building Permits (BLD##-#### or, if created prior to 8/23/21: BLD###-####)

DEF = Deferred Submittal (BLD##-###-DEF#), a "child" record

REV = Revision (BLD##-###-REV#), a "child" record

TCO = Temporary Certificate of Occupancy application (BLD##-###-TCO#), a "child" record

AMMC = Alternate Means & Methods of Construction application (BLD##-####-AMMC#), a "child" record

TMP = Temporary Record, an application that has been saved, but not yet submitted (##TMP-######)

CEB = Code Enforcement Building Record created on/after 8/21/23 (CEB##-#####)

CRN = Code Enforcement Building Record created prior to 8/23/21 (CRN####-#####)

SER = Service Request (SER##-#####)

FIR = Fire Records (FIR##-####)

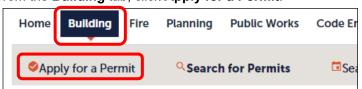
PLN = Planning Records (PLN##-#####)

EP = Encroachment Permits



Apply for a Building permit

- Log into <u>www.santaclaraca.gov/permits</u>. See <u>Create an Account on page 2</u> if you do not have an account.
- 2. From the Building tab, click Apply for a Permit.



Read the online application instructions and the General Disclaimer. Then check the

I have read and accepted the above terms box.

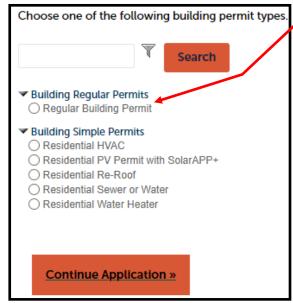
4. Click **Continue Application** to select the Building permit type.

Follow the next steps on the Permitting Online Portal and read them carefully. The steps vary based on the type of Building permit you use.

This icon will display more information when you click on it.



What type of Building permit should I use, Regular or Simple?



When in doubt, use the Regular Building permit type. You can always use the Regular Building permit type, regardless of the size of the project.

Simple Building permit types are only for very limited residential projects.

To see if your project qualifies for a Simple Building permit type, go to www.santaclaraca.gov/simplepermits





Apply for a Building permit (continued)

How to save an in-progress application

At any point in the application process, you can click **Save and resume later** to pause completing the application.

To continue an application you have saved:

- From the Home screen, click on My Records.
- Expand Building to see any in-progress Building permit applications. They have TMP in the Record Number.
- Click Resume Application in the Actions Column.

Save and resume later

If you need assistance to complete the process, call 408-615-2420 or email PermitCenter@SantaClaraCA.gov. Please provide the project address or temporary application number (example: 23TMP-12345) in all communication.



How to add Contacts to a Building permit

When you submit for a Building permit, the Contact info from your Permitting Online Portal Account is listed as the Applicant and the Primary Contact. The **Primary Contact** will receive critical correspondence such as fee notices and plan check comments.

- To add other contacts to the permit, after you submit the permit application, email
 <u>PermitCenter@SantaClaraCA.gov</u> with the <u>permit #, their contact information</u>, and their role on the project.
- To change the Applicant or Primary Contact on the permit, after you submit the permit
 application, email Permit # and the contact
 information of the person and ask them to be added as the Primary Contact.



Apply for a Building permit (continued)

Here are some general steps in the Building permit application process. The order of these steps vary depending on the type of Building permit you selected.

Please carefully read each step of the application process on the online portal.

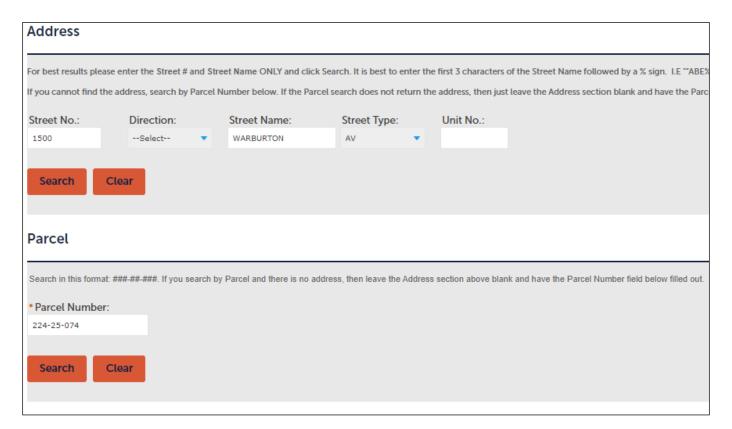
This icon will 0 display more information when you click on it.

Location (Address or Parcel Number)

- 1. Search by Parcel Number (aka: APN) OR the Street No. and Street Name. Click Search.
 - When searching by Parcel Number: use the format ###-###.
 - When searching by Street No and Street Name: use % as a wildcard after the partial Street
 Name if you are unsure of the entire name.
 - Example: Pepper will not find anything. However, Pepper% will find Pepperwood, Pepper Tree and Peppertree.

If no records are found, review the information you typed. If there are no structures on the site, please search by Parcel Number, since the addresses have likely been retired.

Owner information will populate from the County's records, which may be a few months behind. **If Owner information is incorrect**, after you submit the application, upload proof of ownership with a letter asking for the Owner information to be updated. See page 12 for how to upload files.





Apply for a Building permit (continued)

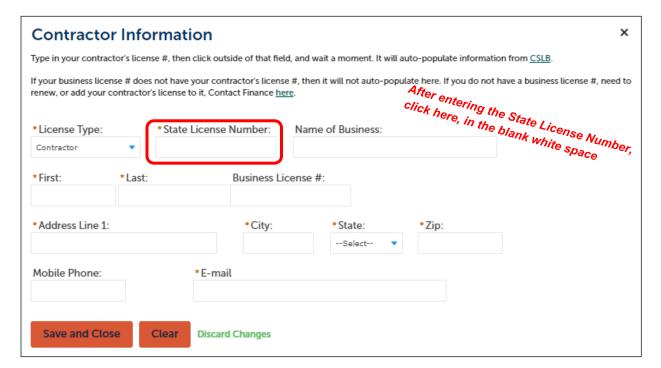
Job Value (valuation)

For the **Job Value** field, enter a dollar amount for the value of the labor plus value of the materials for the entire scope of work. Even if you are doing all the work yourself, the Job Value needs to include the value of the labor in dollars.

Contractor Information

Note: If you do not have a contractor yet, or the permit is being pulled as Owner-Builder, then you should skip this step. If the step is not letting you skip, click on General Declarations above to go back enough steps to change who the permit is being pulled by from Contractor to Owner.

- 1. To add a contractor, click Add.
- 2. Enter their **State License Number** and **then** <u>click outside of that field</u>, in the surrounding white space. Please wait a few moments as other fields are automatically populated from the <u>Contractor State License Board</u> (CLSB) current data.
 - If no Business License # populates automatically, please enter the Contractor's City of Santa Clara Business License. To confirm the Business License #, please contact the Finance Department's Business License at 408-615-2310 or <u>BusinessLicense@santaclaraca.gov</u> or check online: <u>business.santaclaraca.gov</u>



- 3. Enter the remaining required information.
- 4. Click Save and Close.



Apply for a Building permit (continued)

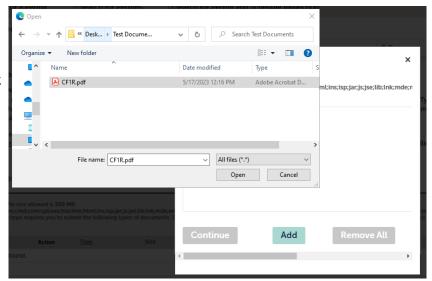
Attachments during application (uploading files)

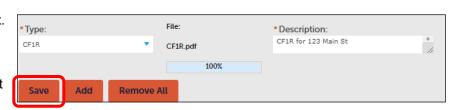
During the Attachments step, please upload any files that are part of your Building permit application submittal, such as drawings, calculations, or forms.

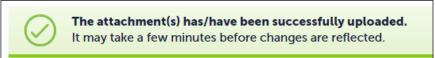
- Please upload PDFs
- The maximum file size is 300MB
- For drawings, please follow the <u>Electronic Plan Submittal Guide</u>

Note: Some Building permit types require specific file(s) to be uploaded in order to submit the application. This will be noted on the Attachments step during application. In these scenarios, you will need to use the matching "Type" dropdown list to properly label the file.

- Click Add to open the File Upload screen..
- In the File Upload screen, click Add to select files from your computer. You can press Ctrl + Click to select more than one document.
- 3. Click Continue.
- 4. Select the Type.
 - Use "Uploaded from ACA" unless the screen states to use a specific file Type for a required file.
 - Example: use the Type "CF1R" for the Simple Residential HVAC permit.
- 5. Write a detailed **Description** for each file.
 - Example: "Drawings 1st Submittal" or "C&D Waste Form"
- 6. Click Save
- 7. Click Continue Application when you have finished uploading files. You will get a green confirmation message near the top of the screen.







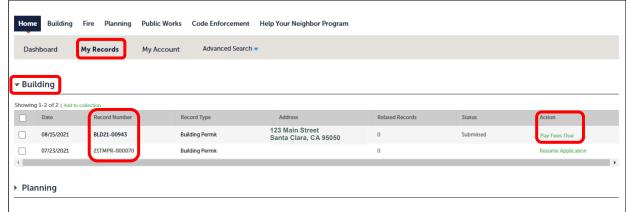


Paying fees via the Permitting Online Portal

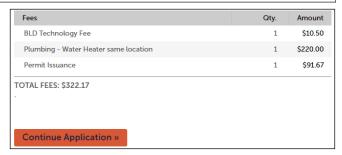
You must be logged in to pay fees. You do not need to have your account connected to a specific BLD permit to pay a fee. Once fees are invoiced, a link will appear in the **Actions** column to allow you to pay fees with a credit card.

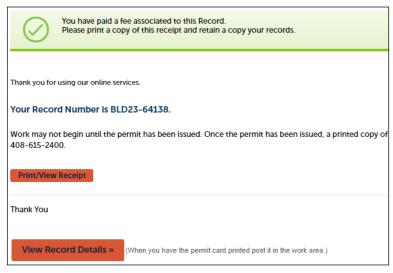
- 1. To view and/or pay a fee, log into www.santaclaraca.gov/permits.
- 2. From the **Home** screen, click **My Records**. Expand the category of records you would like to view. In the action column, click **Pay Fees Due**.





- 3. Review the fees, and click Pay Fees.
- Complete the billing and payment information. Make sure the name matches what is on the card.
- 4. Click **Pay**. A confirmation screen will appear.
- 5. Click **Print/View Receipt** to print a hard copy of your receipt. A different receipt will also be emailed to the email address provided in the Payment Details. Both receipts are required for refunds.







Upload or download files to a Building permit

You must be logged in and <u>your account must be connected to the specific Building (BLD) permit to upload or download files.</u> See <u>page 3 for how to have your account connected</u>.

- Open the record: <u>Login</u> and <u>Search</u> for it with the BLD number. Or go to Home and choose My Records. Click on the Record Number to open it.
- 2. Click **Record Info** to open the drop down menu and choose **Attachments**. It may take a few moments for the files to appear.
- You can sort by Date or Virtual Folder, etc by clicking on the corresponding column name.

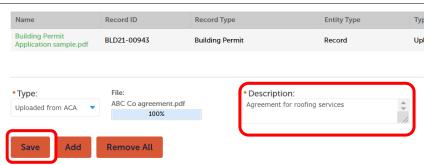
To download a file, click the file name.



To upload a file:

- 1. Click **Add.** This will open the File Upload screen.
- In the File Upload screen, click Add and select the file(s) you would like to upload. You can press Ctrl + Click to select more than one file.
- 3. Click **Continue** once all the files are listed.
- Type a detailed **Description**next to each file. For the type,
 use "**Uploaded from ACA**"
 unless the page specifies
 otherwise.
- Click Save. We are automatically notified when a file is uploaded.





To remove a file that was mistakenly uploaded:

- Next to the file you want to delete, click on **Action** to open the dropdown menu.
- 2. Click Delete.

Note: You cannot delete files that were uploaded or moved by City staff.







Download or upload files to a Building permit (continued)

How to resubmit (respond to plan check comments)

You must be logged in and <u>your account must be connected to the specific Building (BLD) permit</u> to resubmit. See <u>page 3 for how to have your account connected</u>.

Important: Do not resubmit until you receive all plan check comments. When all the plan check comments have been released, the application will be in the status: "Pending Corrections" and the Primary contact will have received a formal email.

- 1. Log into www.santaclaraca.gov/permits
- 2. **Open** your permit application (BLD##-#####) using <u>Search</u> or <u>My Records</u>.
 - If you are responding to plan check comments for a Revision, Deferred Submittal or other child record, then open that child record (example: BLD##-####-REV#) instead of the parent permit (BLD##-#####). You should upload your resubmittal on the child record.
- 2. **Upload the following files.** Follow the instructions on page 12 on how to upload files.
 - The Transmittal Form for Building Permits
 - · Letter responding to all comments
 - Full set of drawings with clouds, delta, & date that indicate the changed/added scope of
 work and any changes per comments received. Do not submit solely the revised sheets. It
 must always be a full set of drawings. Drawings must be compiled into 1 file.
 - Please follow the electronic plan submittal guide.
 - If you are responding to comments on a Revision, submit all of the sheets affected by that Revision, even if some of those sheets were not affected by the plan check comments.
 - If the drawing file is over 300MB, then you may split the file by trades.
 - Any other documents that were changed due to plan check comments, such as structural calculations, Title 24 documentation, etc.

We are automatically notified when a file is uploaded.



Download or upload files to a Building permit (continued)

How to submit a Revision, Deferred Submittal, etc. (child records)

You must be logged in and <u>your account must be connected to the specific Building (BLD) permit</u> to submit a Revision, or Deferred Submittal, etc. See <u>page 3 for how to have your account connected</u>.

- 1. Log into www.santaclaraca.gov/permits
- 2. **Open** your permit application (BLD##-#####) using <u>Search</u> or <u>My Records.</u>
 - If you are responding to plan check comments for a Revision, Deferred Submittal etc, follow the instructions on how to resubmit on page 13. You should upload the files to the child record (example: BLD##-#####-REV#)
 - If you are submitting a revision to a Residential PV Permit with SolarAPP+, follow the instructions here: www.santaclaraca.gov/solarapp
- 2. **Upload the following files.** Follow the instructions on page 12 on how to upload files.
 - For Revisions (REV):
 - The <u>Transmittal Form</u> for Building Permits
 - Written narrative of the changes referencing sheets/details that have changed
 - Revised/added drawings: On the drawings, be sure to submit the revised sheets with a cloud around all changes, a delta, and a date for the revision. Drawings must be collated into 1 file. Follow the electronic plan submittal guide.
 - Revised valuation (labor + materials)
 - Any other affected documents, such as structural calculations, Title 24 documentation, etc.
 - For **Deferred Submittals** (DEF):
 - The Transmittal Form for Building Permits
 - Drawings: They must be collated into 1 file. Follow the electronic plan submittal guide.
 - Any accompanying documents such as truss calculations, etc.
- 3. When the Revision, Deferred Submittal, etc is processed, we will open a child record number. Page 5 has a list of abbreviations for common child record types.

We are automatically notified when a file is uploaded.



Check status of a Building (BLD) permit or application

You can view the detailed status of a BLD permit without logging in.

Find the application for which you would like to check the status. You can <u>Search</u> for it with the BLD number or go to **Home** and choose **My Records**. Click on the Record Number to open it.

General Status

Record Status indicates the general status of the application. **Issued, Active** or **ACT** all mean that the permit has been issued. **The three** different names for an issued permit reflect older software that was in effect when the permit was first issued.

Detailed Status

- 1. Click Record Info drop down menu and choose Processing Status.
- 2. Click the Black arrow to the left of a status item to see detail.

Application Submittal

Target Date is **not applicable** since this action depends on when the Permit Center received the submittal and the length of the queue.

Green check mark means that the most recent submittal has been routed for review.

Hourglass means the application or resubmittal has not

been routed for review. Possible reasons are: because it has not been submitted to the Permit Center yet, or it is in the queue to be processed, or more information is needed before it can be routed.

Plan Reviews

Target Date is approximate.

Black triangle means this permit has been routed for that plan review. No black arrow means that this permit was not routed to that reviewer. Click the black arrow to see details including if review was approved or had corrections, target date, and how many rounds of review there have been.

Hourglass means that plan review is still in progress.

Green check mark only means that reviewer completed the current round of review. Click on the black arrow to see if they approved the permit or not.





Processing Status

Application Submittal

Building Review

Electrical Review



Check status of a Building (BLD) permit or application (continued)

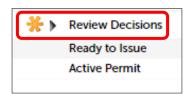
Review Decisions

Target Date is approximate.

Hourglass means the results of the most recent round of review is in the queue to be processed.

Yellow asterisk means that comments have been issued to the Applicant/Primary contact via email.

Green check mark means that all relevant reviewers have approved the permit.

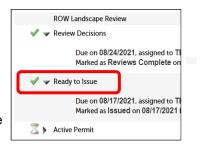


Ready to Issue

Target Date is not applicable, since the action depends on when the Permit Center receives all outstanding items and length of the queue.

Green Check mark means the permit is ready to issue.

Hourglass means the permit has been prepped for issuance. Permit Center has emailed a list of what is needed in order to issue the permit to the Applicant/Primary contact.



Active Permit

Green check mark means permit has been issued.





Check status of a Building (BLD) permit or application (continued)

Conditions

Conditions are put on applications and Building permits to help make sure requirements are met.

How to view Conditions:

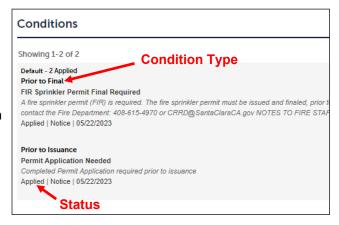
- 1. Log into www.santaclaraca.gov/permits
- 2. **Open** your permit application (BLD##-####) using <u>Search</u> or <u>My Records</u>.
- On your record, click Conditions or View Condition to see more details.



Status:

Applied means the Condition is still applicable to your project.

Not Applied means the Condition has been met or is not applicable to your project.



Common Condition Types:

Prior to Issuance - prevents permit from being issued

Prior to Final - prevents permit from passing final inspection

Prior to Routing - prevents routing the application for plan review

Prior to Inspection Schedule - prevents any inspections being scheduled

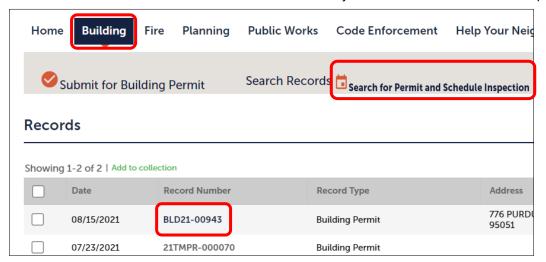
Prior to Passing Rough Inspections - prevents rough inspections from being passed & prevents final inspections from being scheduled

Prior to Schedule Final Inspection - prevents final inspections from being scheduled

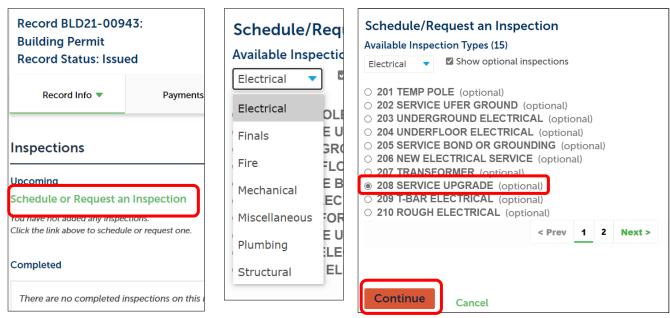


Schedule or Request an Inspection

- Log into <u>www.santaclaraca.gov/permits</u> (See Create an Account on page 2 if you do not have an account.) Note: Your account must be connected to the BLD permit to schedule an inspection online. Unless you submitted the BLD permit under this account through the POP, you must ask for your account to be connected by a City staff member. (See Page 3 for details.)
- 2. Click the Building tab, then Search for Permit and Schedule Inspection.
- 3. Click the BLD Record Number of the record for which you would like to schedule an inspection.



4. In the Inspections Upcoming section, click Schedule or Request an Inspection.



- 5. From the **Available Inspection** category drop-down menu at the top of the screen, choose the Inspection Category.
- 6. Select the Inspection type from the list. Click **Continue**.

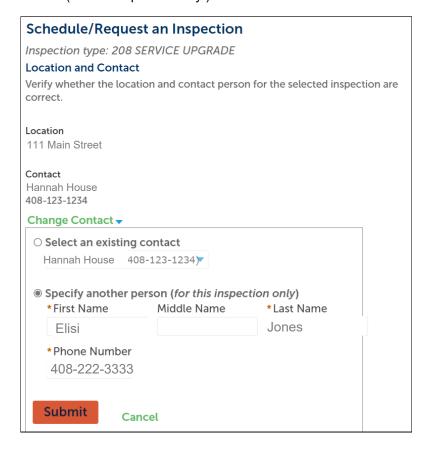


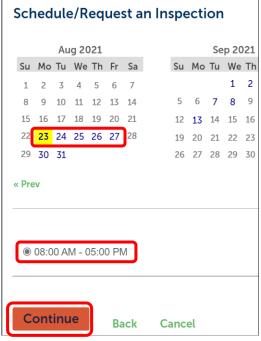
Schedule or Request an Inspection (continued)

- Select an available date. Available dates appear as blue links
- 2. Select a time frame.
- 3. Click Continue.
- 4. Review the information on the Location and Contact Screen.

If correct, click Continue.

If incorrect click **Change Contact** and enter **information** (for this inspection only.)







Schedule or Request an Inspection (continued)

Review the confirmation. Click **Include Additional Notes** to add additional information to your inspection request.

Note: Reschedule must be made before 02:00 PM 1 day(s) prior to the inspection date/ time. Cancellations must be made before 02:00 PM 1 day(s) prior to the inspection date/ time.

Click Finish when done × Schedule/Request an Inspection **Confirm Your Selection** If requesting a Fire Building Inspection please put the date and time that you are requesting the inspection in the comments section. Fire inspections on Building permits are pending until the request for date and time is reviewed by the Fire Department. 208 SERVICE UPGRADE 8/23/2021 8:00 AM 111 Main Street Hannah House 408-222-3333 **Include Additional Notes** Cancellation and Reschedule Policy: Reschedule must be made before 04:00 PM 1 day(s) prior to the inspection date/time. Cancellations must be made before 04:00 PM 1 day(s) prior to the inspection date/time. Finish Back Cancel

The Inspection date and tmie show up in the **Upcoming** section in the Building record.

Click **Actions** to view more details about the inspection, reschedule, or cancel.

Details include:

- Scheduled date/time
- Status History
- Result Comments
- Related Inspections

Building Permit Record Status: Issued	
Record Status: Issued	
Record Info ▼ Payments ▼	
Inspections	
Upcoming (1)	
Schedule or Request an Inspection	
Click the link above to schedule or request one.	
08/23/2021 at 08:00 AM Scheduled 208 SERVICE UPGRADE (18482356) Inspector: Unassigned Inspector	Actions -
mopector. Orlassigned mopector	