

ACCELA CITIZEN ACCESS PORTAL - PAYMENT INSTRUCTIONS



Online Permits

Town Of Paradise Keep it Paradise (Existing Licenses) Email Us

Register for an Account or Login

Register an Account & Log in to Accela Citizen Access – Online Permits.

Click on **Fire** for **Defensible Space Clearance**.

Click on **On Site Septic** for **Clearance to Record**.



Create a Permit

- Check mark disclosures – [Continue Application](#).

Select a Permit Type

For Clearance to Record application – click on **On Site Septic** → **Create a Permit**

To Select a Permit Type

→ Click on **OnSite** – will open 3 options – select **Clearance to Record** – **Continue**

For Defensible Space Clearance application - click on **Fire** → **Create a Permit**

Step 1: Application > Location

Address Search

Street #, Street Name > Search

--Can either **Save and resume later** or **Continue** application

Step 1: Application > Contacts

- Applicant
- Escrow Officer information

Select from Account or **Add New** applicant & escrow officer information → **Continue**

Step 1: Application > Details

An escrow number is required, all other fields are optional. Please fill them out if you know them.

ESCROW #

SELLER & BUYERS NAMES

Step 2 : Review

Check mark disclosures and Continue

Continue Application to **Enter Payment** information – this should be self-explanatory.

NOTE: Town staff will receive a notification of application submittal. However, feel free to email the Town Staff to let us know an application is submitted.

PLEASE NOTE:

Every time you “**Create a Permit**” it will create a temporary record you can return to whether you press Save and Resume later or not... so **PLEASE DO NOT** create duplicate entries by Creating a Permit every time you log back into the same record to complete the payment.

INSTEAD — click on **Search Permits** and it will take you to the previously created entry.

HELPFUL TIPS: “Less is More” with the online permitting software.

DO:

- For example – enter only the Street No. and complete Street Name BUT do not enter Street Type.
 - o ie 1234 EASY not 1234 EASY ST
- DO use ALL CAPS

DO NOT:

- Do Not enter Street Type → ie RD, ST, WAY, CIR, etc
- Do Not enter Street Direction → ie N, S, E for North, South, East
 - o ie enter WAGSTAFF for W Wagstaff or LIBBY for N LIBBY or S LIBBY
 - **EXCEPTION:** For Middle Libby – Must Enter “MIDDLE LIBBY” in space for Street Name because “MIDDLE” is part of the Street Name and not Street Direction in County Records.
- Do Not use periods, commas, apostrophes etc. ie T.J. – will not work – instead type in T J with space between the letters. That is how it is pulled from county records on our end. See **Figure 1** below.
 - o Using periods and commas will result in error message “ **No record was found** ”

Figure 1: Address Search - entering commas or periods will result in “No record was found”

Record Detail * (This section is required.)

Permit# 24TMP-001590 Type Fire/Defensible Space Clr to Rec/NA/NA

Address * (This section is required.)

Search Reset Get Parcel & Owner Address Locator XY GIS Locator

No record was found.

Street # * (###0) 5428 Street Name * T.J., Street Type WAY Unit #

Primary Yes

Figure 2: County Record – ALL CAPS – No periods, just space between letters in Street Name.

Transfer Document Number: [2019R0006975](#)
Situs House Number: 5428
Situs Street Direction:
Situs Street Name: T J
Situs Street Type: WAY
Situs Unit:
Situs City: PARADISE
Situs State: CA
Situs Zipcode: 95969
Lgl_Desc: PTN SEC 24-22-3E
Lot Area: 0.66

We appreciate your patience as we work together to navigate this new application process!