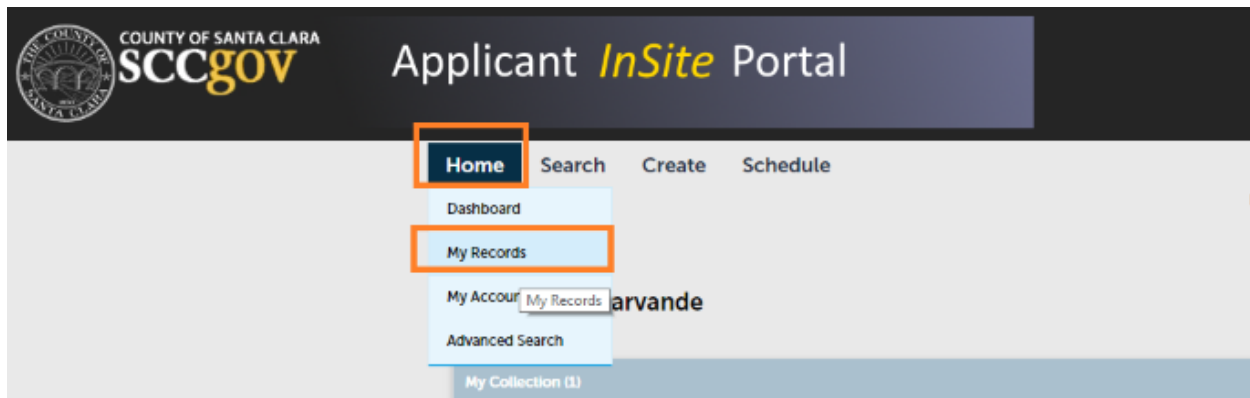


How to Schedule Inspections Online by Using InSite Public Portal On a Computer, Tablet or Phone (iOS or Android)

Pre-Condition: The public user account through which the inspection scheduling is done must be added to the Contacts List in InSite

1. Login to the public portal (<https://aca-prod.accela.com/SCCGOV/>)
2. Put the cursor on **Home** option on main menu
3. Click on **My Records**

Note: If you do not see the permit record listed under this option then please call 408-299-5700 or email at E-Permits@pln.sccgov.org for further assistance

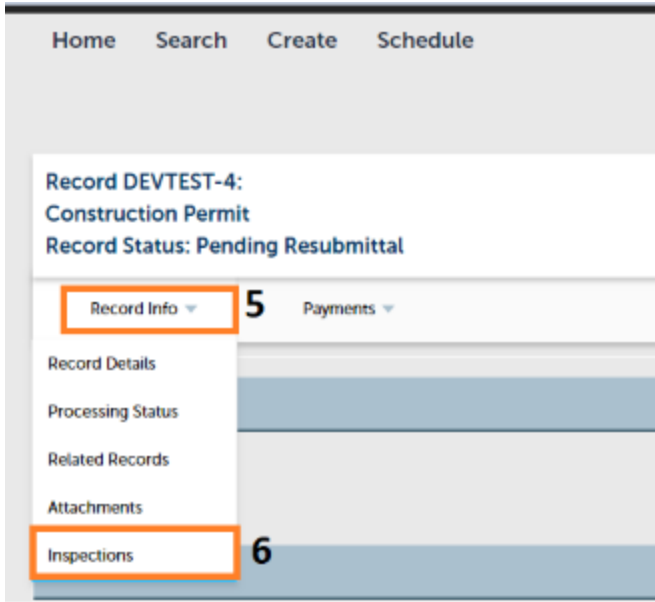


4. Click on the Record Number hyperlink in Red color

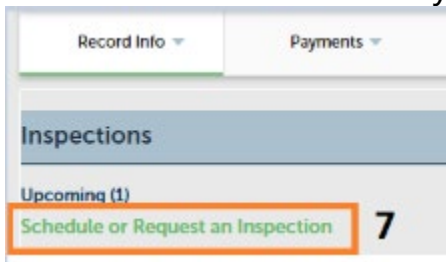
<input type="checkbox"/>	Date	Record Number	Record Type	Description	Status	Action
<input type="checkbox"/>	01/31/2019	DEV19-0253	Construction Permit	REPLACE WATER HEATER SAME SIZE AND LOCATION. GARAGE.	Issued	
<input type="checkbox"/>	12/19/2018	DEVTEST-4	Construction Permit	Test	Pending Resubmittal	Pay Fees Due

4

5. Click on the Record Info drop down menu
6. Click on the Inspections



7. Click on the Green color hyperlink Schedule or Request an Inspection



Note: If using a mobile device such as a Tablet or Phone (iOS or Android) then please note below limitations on the screen size.

** Mobile devices having screens larger than 6.1", including all newer phones and tablets are currently supported that means the devices such as iPhone XR, XS Max, 11, Pro Max, Samsung Note, S10, S10+ should work for this feature.

The Screen mode needs to be **changed to Landscape mode** in order to see the link "Schedule or Request an Inspection"

In the default screen mode, the link won't be available

The screenshot shows a mobile browser interface for the County of Santa Clara's Insite Public Portal. The browser address bar shows 'aca.accela.com'. The page header includes the County of Santa Clara logo and the text 'SCCGOV Insite Public Portal'. Below the header is a navigation bar with 'Home', 'Search', 'Create', and 'Schedule' options. A hamburger menu icon is visible on the left. The main content area displays record information for 'Record DEV18-TEST1: Construction Permit' with a status of 'Pending Resubmittal' and an 'Add to collection' link. Below this are tabs for 'Record Info' and 'Payments'. The 'Inspections' section is divided into 'Upcoming (6)' and 'Completed (12)'. The 'Upcoming' list includes five entries, each with a status (e.g., 'TBD at TBD Pending'), a description, a permit number, an inspector name, and an 'Actions' link. The 'Completed' list includes three entries with their status (e.g., 'Rescheduled'), descriptions, permit numbers, and 'View Details' links. A pagination control at the bottom of the 'Upcoming' list shows page 1 of 2.

3:58 PM Wed Oct 16
aca.accela.com
38%

COUNTY OF SANTA CLARA
SCCGOV Insite Public Portal

Home Search Create Schedule

Record DEV18-TEST1: Add to collection
Construction Permit
Record Status: Pending Resubmittal

Record Info Payments

Inspections

Upcoming (6)

Click the link above to schedule or request one.

TBD at TBD Pending ST03 Slab (15360049) Inspector: <i>unassigned</i>	Actions
TBD at TBD Pending ST05 Drilled Piers (15596885) Inspector: <i>unassigned</i>	Actions
TBD at TBD Pending ST04 Deck Framing (15597250) Inspector: <i>unassigned</i>	Actions
TBD at TBD Pending ST03 Slab (16078505) Inspector: <i>unassigned</i>	Actions
05/01/2019 at TBD Scheduled ST03 Slab (16078504) Inspector: <i>unassigned</i>	Actions

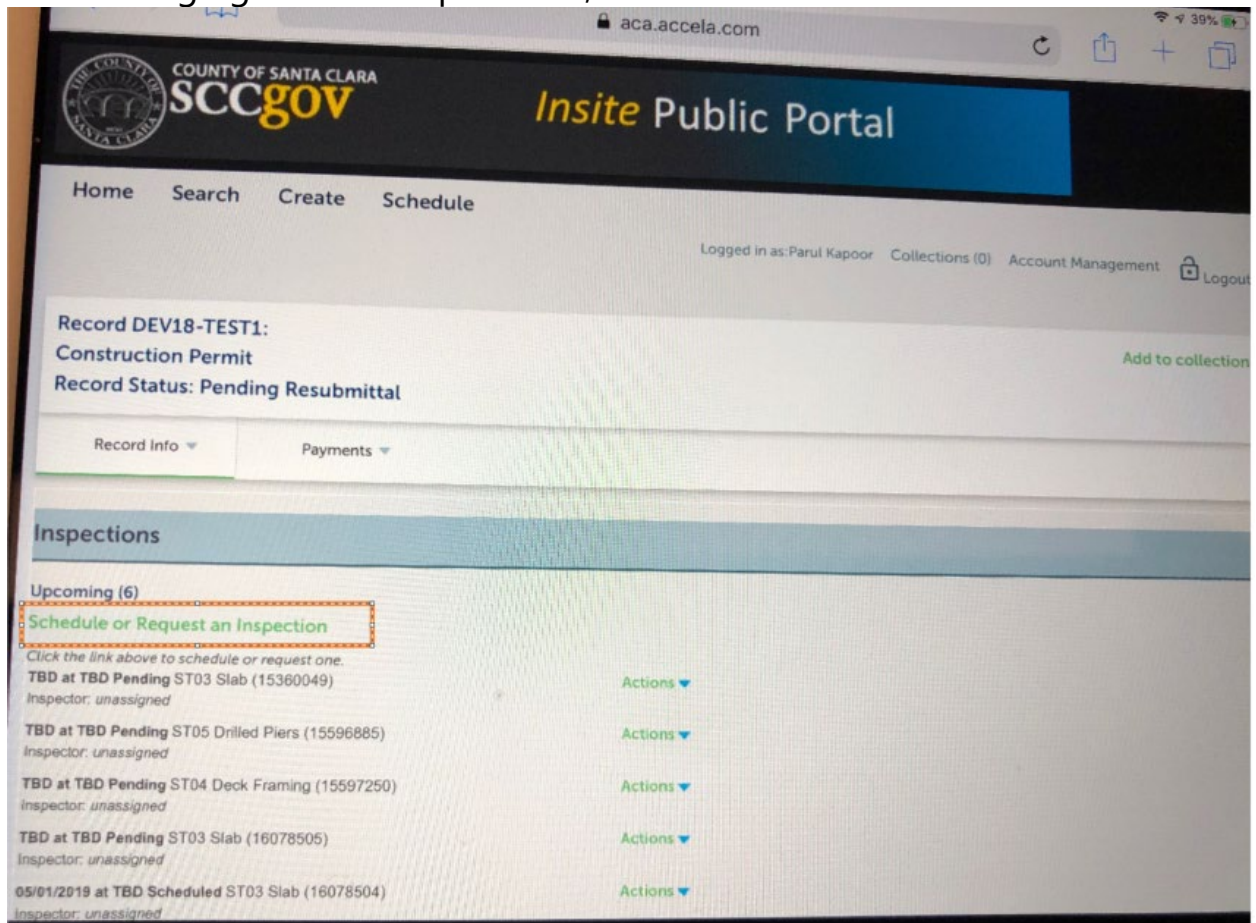
< Prev 1 2 Next >

Completed (12)

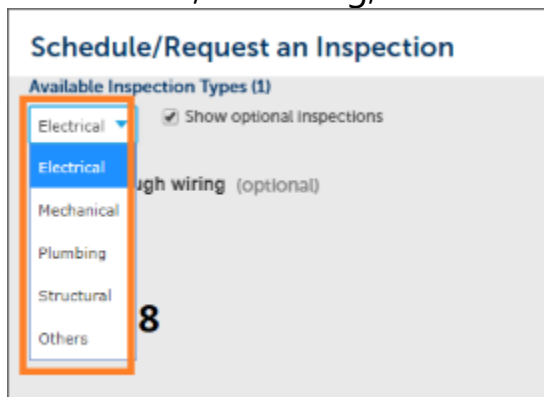
Approved - 1; Cancelled - 9; Rescheduled - 2

Rescheduled ST02 Foundation/Grade beams (16027701) Rescheduled by: IT USER on 08/06/2019 at 01:55 PM	View Details
Rescheduled EL04 Rough wiring (15654417) Rescheduled by: rkarvande on 08/06/2019 at 04:01 PM	View Details
Cancelled PL04 Rough plumbing (16791232) Cancelled by: Minh Nguyen on 08/21/2019 at 02:07 PM	View Details
Cancelled EL04 Rough Wiring (16791664)	View Details

After changing to Landscape mode, the link will be available



8. Choose the appropriate inspection from the available list (Electrical, Mechanical, Plumbing, Structural or Others)



9. There will be one inspection belonging to the option chosen above.
10. Click on the radio button

11. Click on Continue button

Schedule/Request an Inspection

Available Inspection Types (1)

Electrical Show optional inspections **9**

EL04 Rough wiring (optional) **10**

Continue **11** Cancel

12. Choose the desired date. The dates in grey color are not selectable. The dates in Blue color can be selected
13. Click on All Day radio button
14. Click on Continue button

Schedule/Request an Inspection ×

Inspection type: EL04 Rough wiring

To continue, select an appointment date and time range by clicking a link on the calendar below:

Feb 2019 Mar 2019 Apr 2019

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

« Prev Next »

All Day (08:00 AM - 03:30 PM) **13**

Continue **14** Back Cancel

15. Click on Change Contact to change the contact details

16. Choose the second radio button "Specify another person" Enter Inspection Contact first, last name along with Phone #. (This contact would be used by the field inspector while on the field)
17. Click on Submit button
18. Click on Continue button

The screenshot shows a 'Change Contact' form. At the top left, a dropdown menu labeled 'Change Contact' is highlighted with a red box and the number 15. Below it, there are two radio button options. The first is 'Select an existing contact' with a dropdown menu showing 'McKenzie Helvick (9167777777)'. The second is 'Specify another person (for this inspection only)', which is selected and highlighted with a red box and the number 16. This section contains three input fields for 'First Name', 'Middle Name', and 'Last Name', and one for 'Phone Number'. Below the form, there are two buttons: 'Submit' (highlighted with a red box and the number 17) and 'Cancel'. At the bottom, there is a 'Continue' button (highlighted with a red box and the number 18).

19. Include Additional Notes if any
20. Review the summary and click on Finish button

The screenshot shows an 'Include Additional Notes' form. At the top left, a dropdown menu labeled 'Include Additional Notes' is highlighted with a red box and the number 19. Below it, there is a text area for 'Optional Comments or Instructions for your Inspector:'. Below the text area, there is a 'spell check' section with the text '(Please include an alternate phone number if different from the contact information provided in your application.)'. At the bottom, there are three buttons: 'Finish' (highlighted with a red box and the number 20), 'Back', and 'Cancel'.

21. The scheduled inspection will be displayed in the Upcoming section

