

# Santa Clara County InSite Public Portal User Manual

**Introduction:** County of Santa Clara has recently launched a web browser-based application called "InSite Public Portal". Using this application public user can view or access limited functionalities without registering for an account. Certain actions such as Inspections Scheduling, Fees Payments, Digital Documents Submissions, Viewing Permit Processing Status requires public users to register and login.

**Important Note:** Once the user login account is created(if other than applicant) , first name, last name and email address used while registration process needs to be sent to Permit Center Staff.

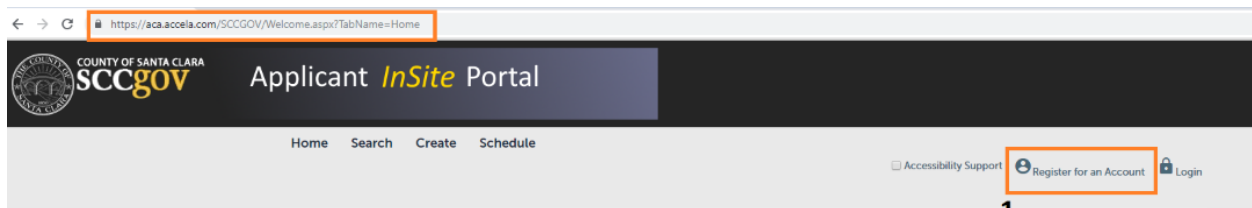
After receiving the above information, the staff member will need to link the online user account with appropriate permit record in backend

Once this mandatory action is completed then the registered public users should be able to perform various tasks such as online payment, documents submission, view processing status, inspections scheduling etc. The reason this action is required is to provide the security and permissions to online information.

The link (URL) for the public portal is as below,

<https://aca-prod.accela.com/SCCGOV/Default.aspx>

1. Click on Register for an Account



2. Accept the General Disclaimer
3. Enter Login Information
4. Add Contact Information --> Click on Add New button

Account Registration Step 2:  
Enter/Confirm Your Account Information \* indicates a required field.

**Login Information** **3**

Enter your User Name and Password. You must also enter a unique email address.

\* User Name:

\* E-mail Address:

\* Password:

\* Type Password Again:

\* Enter Security Question:

\* Answer:

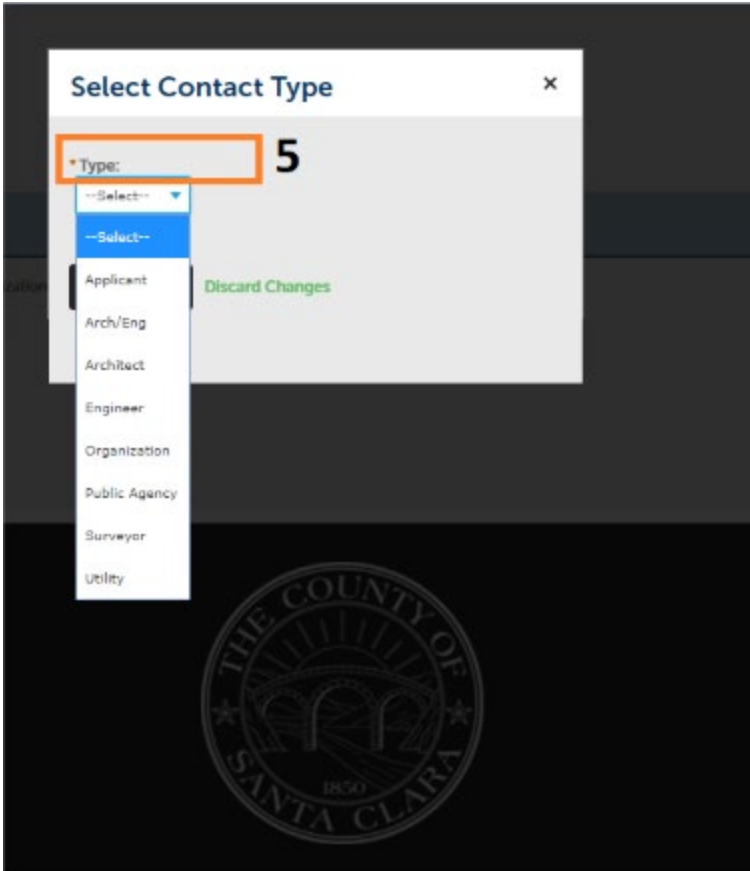
**Contact Information**

Please select whether you are registering as an individual or as an organization (business) and enter your contact information.

**Add New** **4**

**Continue Registration >**

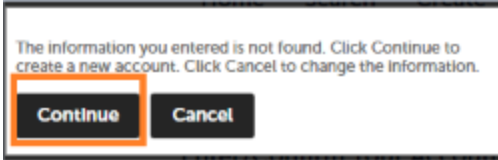
5. Choose the appropriate Contact Type and click on Continue button



6. Fill in the Contact Information form

A screenshot of a web application dialog box titled "Contact Information". The dialog has a close button (X) in the top right corner. The form contains several fields: "Individual/Organization:" with a dropdown menu set to "--Select--"; "First:" and "Last:" text input fields; "Name of Business:" text input field; "Work Phone:" text input field; "Mobile Phone:" text input field; and "E-mail:" text input field. At the bottom of the form, there are three buttons: "Continue", "Clear", and "Discard Changes". A large number "6" is displayed next to the title. The background of the dialog is a light gray.

7. If the above entered information does not exist, then there will be a pop up



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8. Click on Continue Registration button
9. There will be a confirmation and user can login to the portal

