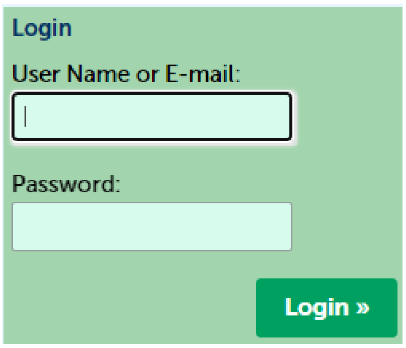
Accela Citizen Access (ACA) Portal

The Citizen Access Portal is used by the public to submit applications and pay fees for well permits, septic permits, and septic installer licenses. New users are required to register for an account. Please allow popups for this site.

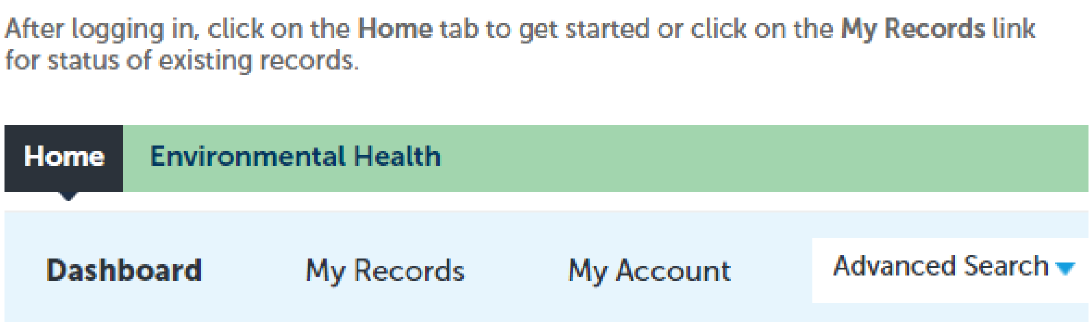
How to create an application for a well or septic installation permit

1. Go to https://aca-prod.accela.com/oaklandco

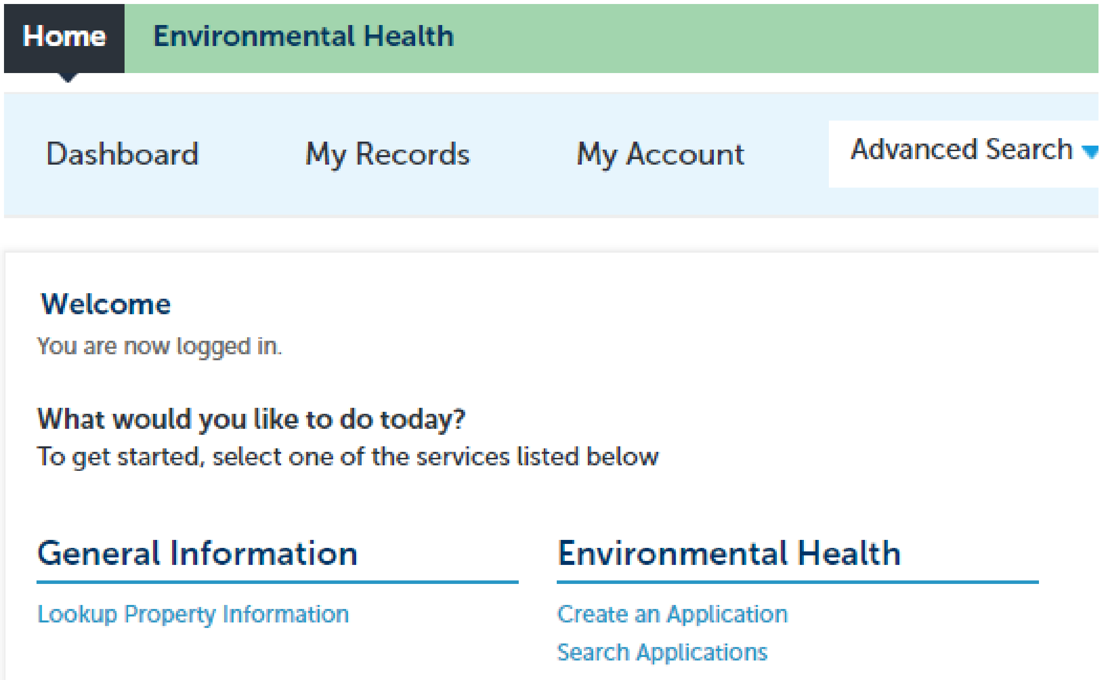
2. Enter your Login information and select “Login” (New users must register for an account)



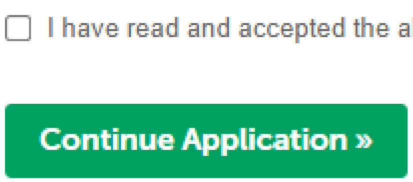
3. Select the “Home” tab



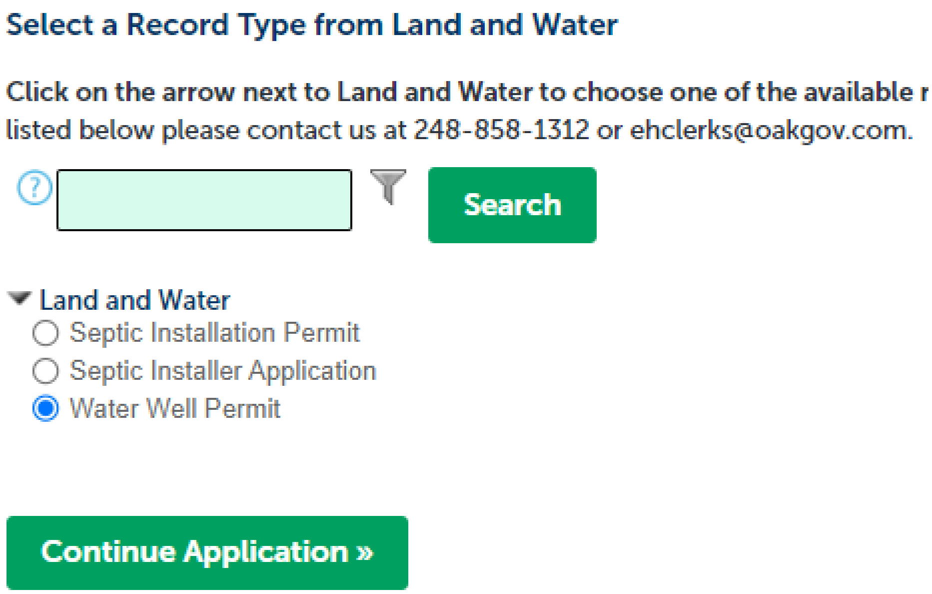
4. Select “Create an Application”



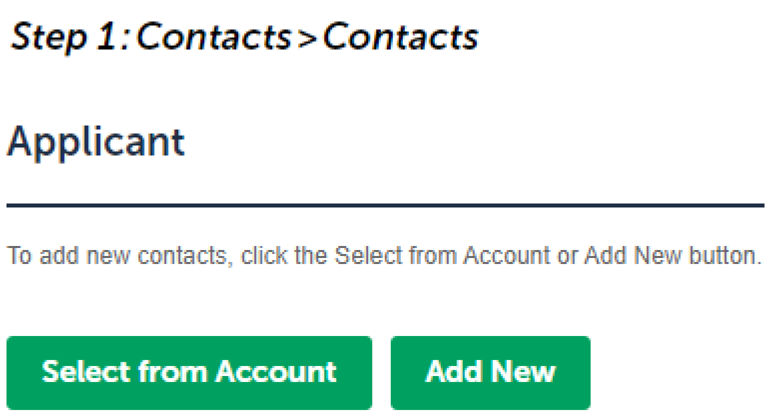
5. Review the General Disclaimer information and check the box to accept the terms.
6. Select “Continue Application”



7. Select the arrow next to "Land and Water" to expand menu and select appropriate record type
8. Select "Continue Application"



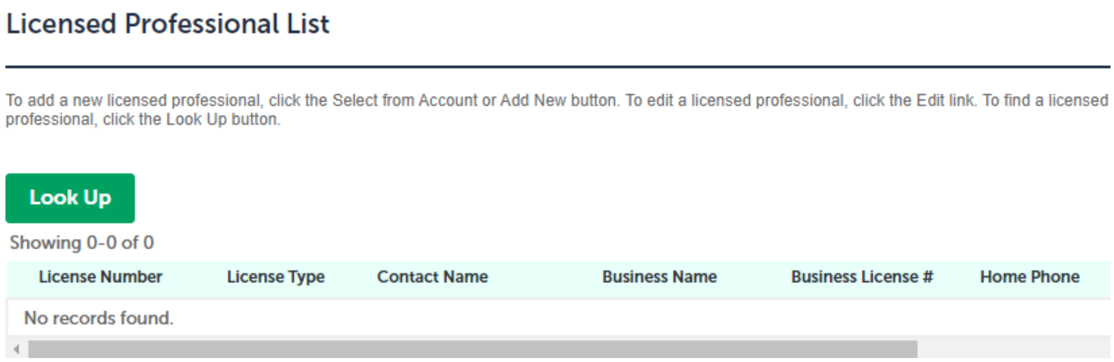
9. **Step 1 Contacts**
   -Select "Select from Account" to add Contact information
   (If contact information is not listed or if submitting application for the first time, select "Add New")
   -Follow the problems to continue adding contact information



10. **Step 1 Contacts** (continued, add Licensed Professional if known)

-For well and septic permit applications, if Septic Installer or Well Driller is known, select "Look Up" under Licensed Professional to add to record

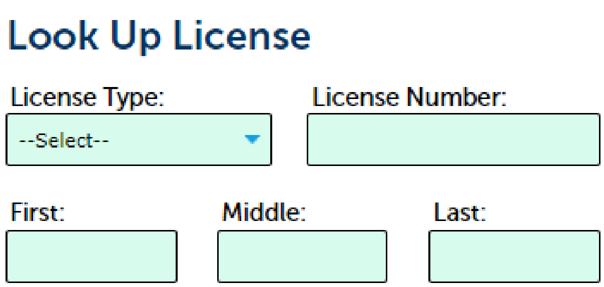
-If no information is found, select the "X" to close the window



-Select a value for" License Type:"

-Enter last name in "Last:" (case sensitive, first letter should be uppercase)

-Select "Look Up" and the information should display

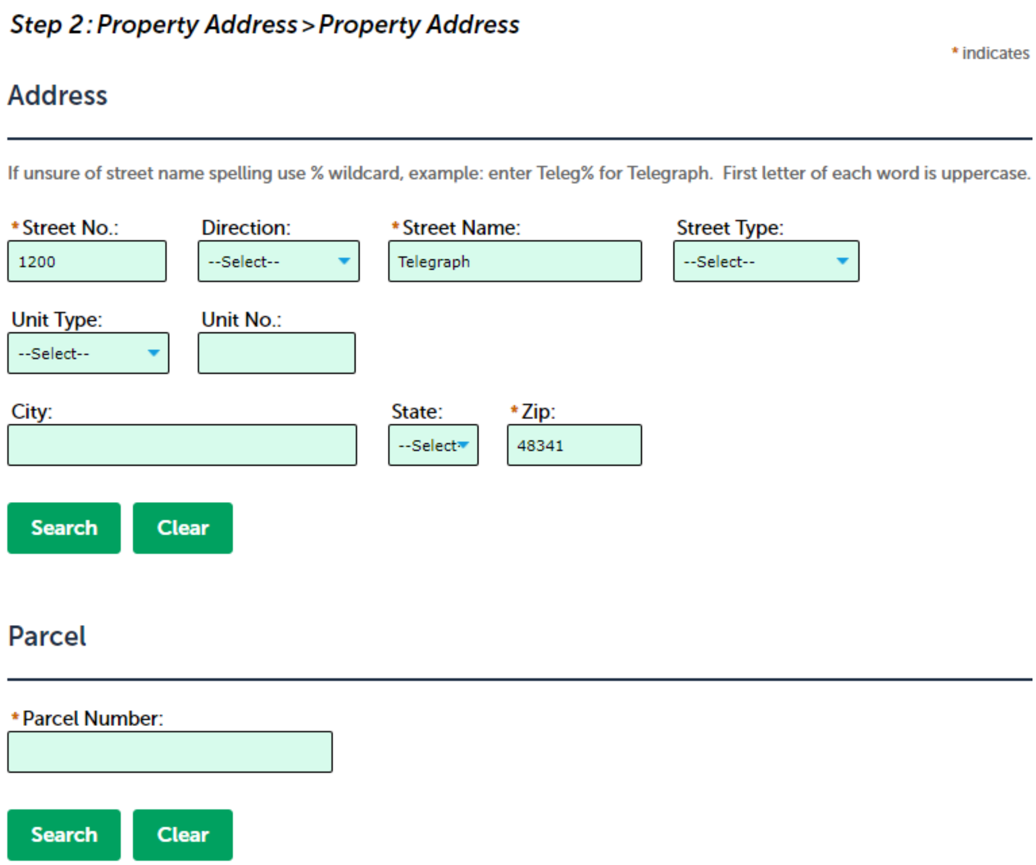


11. Select "Continue Application"

12. **Step 2: Property Address**
Search for poperty information, using either address or parcel number to populate Address, Parcel, and Owner sections:

To search by Property Address: (example below)
Enter “Street No.”
Enter “Street Name” (case senstive, first letter of each word should be upper case)
Enter “Zip”
Select “Search” (address, parcel, and owner sections wil populate if address is found)

To search by Parcel Number:
Enter “Parcel Number” (no dashes, just numbers)
Select “Search” (address, parcel, and owner sections wil populate if address is found)



13. Select "Continue Application" after information is populated to the Address, Parcel and Owner sections

14. **Step 3 Additional Information**
Water Well Permit Record: Well Type and Number of wells calculates the fee
Septic Installation Permit Record (Onsite Sewage Disposal System): Application Type calculates the fee
Enter the correct information to avoid refunds
Descriptions of each type are listed on our website at
https://www.oakgov.com/health/services/environmental-health

15. Select "Continue Application"

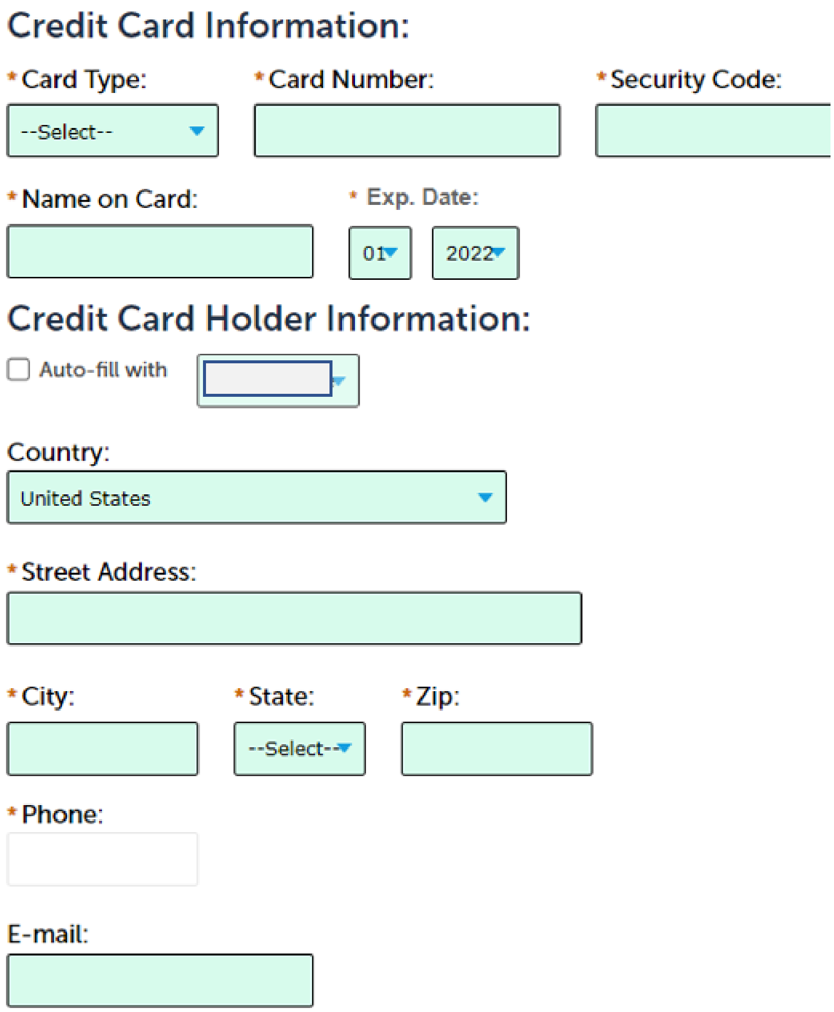
16. **Step 4: Documents**
Do you have a site plan? (electronic applicant sketches are required to submit permit applications)
    a. **No site plan**? Create a map from our online GIS application
    Follow the instructions located on the map (I icon) and also on our website to create an electronic sketch and save the file on your computer
    b. **Yes, have a site plan**? Add (upload) your existing site plan file and select "Applicant Sketch" from Document Type

Follow the six steps listed below (or on the Documents page) to add the file
1. Click on the "Add" button to add/upload the sketch to the application record
2. Click on the "Add" button again, find and double click on the file saved on your computer
3. Click on "Continue"
4. Find the Type drop down list and click on "Applicant Sketch"
5. Add comments in the Description box
6. Click on" Save"

17. **Step 5: Review**
Review the information, edit if needed
After reading the certification, check box next to the certification agreement

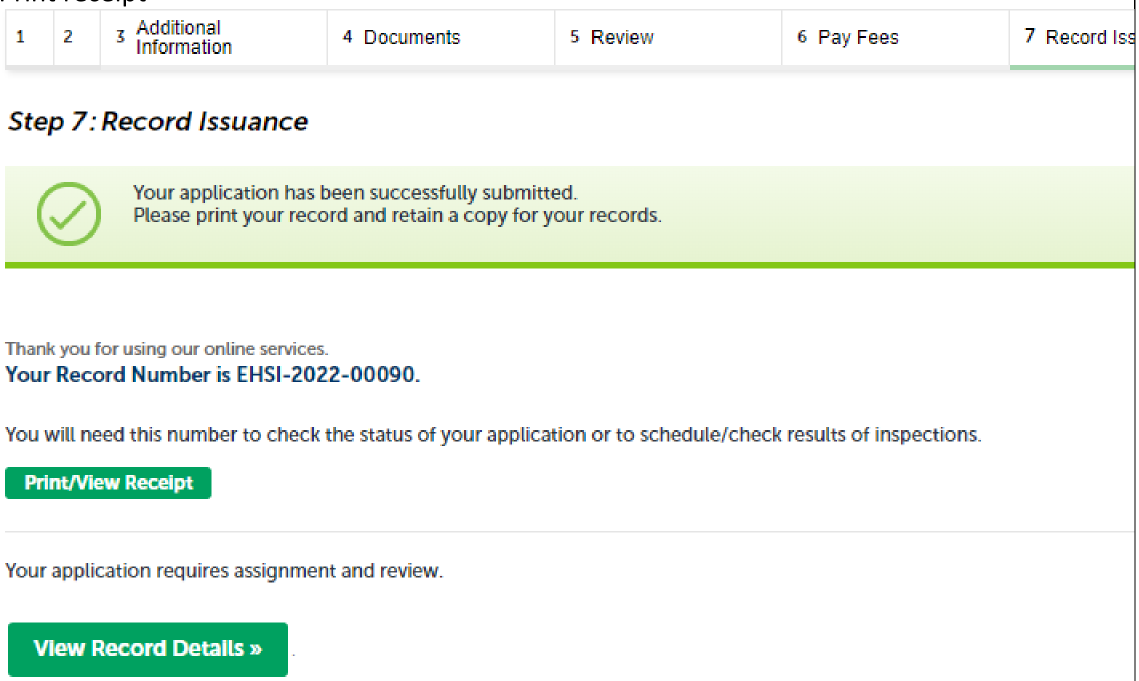
18. Select "Continue Application"

19. **Step 6: Pay Fees**
Enter credit card information



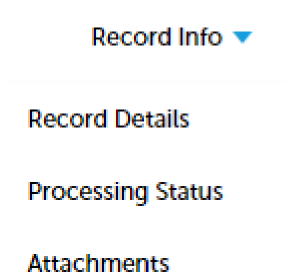
20. Select "Submit Payment"

21. **Step 7: Record Issuance**
    Select “Print/View Receipt” after submitting payment
    Print receipt

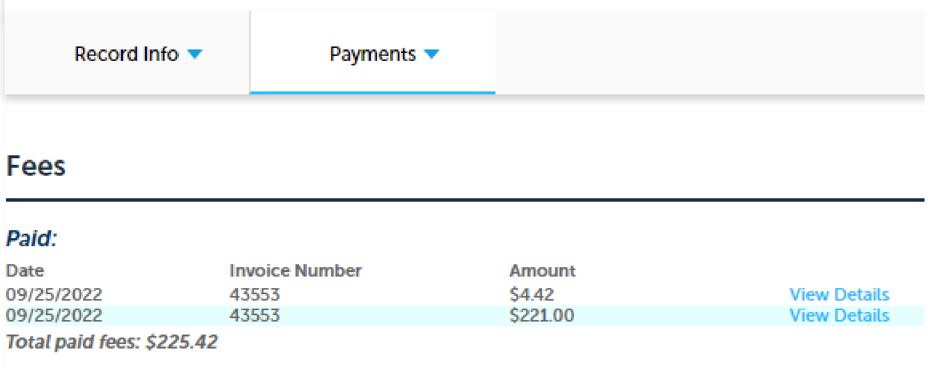


22. Select “View Record Details”

23. Select “Record Info” to view status or documents
    -Record Details: displays application information
    -Processing Status: displays application status
    -Attachments: view/print/add documents



24. To view payments or receipts
    - -Select “Payments”
    - -Select “Fees”
    - -Select “View Details” to view receipts



25. Select “Logout” when finished