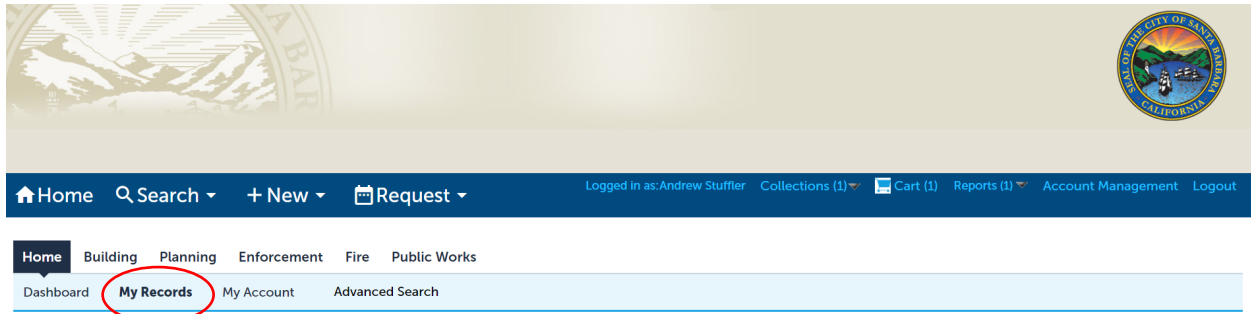


How to Pay Invoiced Fees in Accela Citizen Access (ACA)

1. City staff will call, email or text you and advise you of the need pay an invoiced fee
2. Go to the Santa Barbara Citizen Access portal at <https://landuse.santabarbaraca.gov/CitizenAccess/Welcome.aspx>
3. **Login** (See the [Setting Up an Accela Citizen Access User Account](#) guide if you need a login & user account)
4. Once logged in, click on **My Records**.



5. Click **Pay Fees Due** under the Action header to start the payment process.

Showing 1-6 of 6 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Short Notes
<input type="checkbox"/>	03/30/2020	BLD2020-00014	Admin Building & Fire Code Appeal	712 NOPALITOS WAY:	712 NOPALITOS, SANTA BARBARA CA 93103	Application Received		
<input type="checkbox"/>	03/30/2020	BLD2020-00013	Solar Water	712 NOPALITOS WAY:	712 NOPALITOS, SANTA BARBARA CA 93103	Application Received		
<input type="checkbox"/>	03/30/2020	BLD2020-00011	Plumbing	712 NOPALITOS WAY:	712 NOPALITOS, SANTA BARBARA CA 93103	Application Received		
<input type="checkbox"/>	03/30/2020	BLD2020-00010	Mechanical	712 NOPALITOS WAY:	712 NOPALITOS, SANTA BARBARA CA 93103	Application Received	Pay Fees Due	
<input type="checkbox"/>	03/30/2020	BLD2020-00009	Electrical	712 NOPALITOS WAY #A:	712 NOPALITOS, #A, SANTA BARBARA CA 93103	Application Received		
<input type="checkbox"/>	03/30/2020	BLD2020-00008	Demolition	712 NOPALITOS WAY #A:	712 NOPALITOS, #A, SANTA BARBARA CA 93103	Application Received	Pay Fees Due	

6. The invoiced fees will appear. Verify and click **Check Out**.

The screenshot shows a web interface for the City of Santa Barbara. At the top, there is a navigation menu with 'Home', 'Building', 'Planning', 'Enforcement', 'Fire', and 'Public Works'. Below this is a secondary menu with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The main content area is titled 'Shopping Cart' and includes a progress indicator with three steps: '1 Select item to pay', '2 Payment information', and '3 Receipt/Record issuance'. The first step is highlighted in yellow. Below the progress indicator, there is a section titled 'Step 1: Select item to pay' with instructions on how to view application details and edit the cart. A 'PAY NOW' button is visible. The application details show '712 NOPALITOS' with '1 Application(s) | \$1,378.00'. A red circle highlights the 'Total due: \$1,378.00'. Below this, another red circle highlights the 'Total amount to be paid: \$1,378.00' and a note. At the bottom, three buttons are shown: 'Checkout >', 'Edit Cart >', and 'Continue Shopping >'. The 'Checkout >' button is circled in red. The footer of the page reads 'City of Santa Barbara CA | Copyright © 2018'.

7. This is your shopping cart. Please read and consider the notes under Step 1 and click **Checkout** if ready to make payment.

This screenshot is identical to the one above, showing the 'Step 1: Select item to pay' section. A large red oval highlights the entire 'Step 1' section, including the instructions and notes. The 'Checkout >' button at the bottom is also circled in red. The footer of the page reads 'City of Santa Barbara CA | Copyright © 2018'.

8. Select your Payment Option, then click **Submit Payment**.

Logged in as: Tom Miller Collections (0) Cart (1) Reports (1) Account Management Logout

Home Building Planning Enforcement Fire Public Works

Dashboard My Records My Account Advanced Search

1 Select items to pay 2 Payment information 3 Receipt/Record issuance

Step 2: Payment information

Please select a payment method and then fill in all required information.
The available payment methods are:
•Credit Card

Use the dropdown menu to change the payment type.

* indicates a required field.

Payment Options


Amount to be charged: \$1,578.00

Pay with Credit Card
 Pay with Bank Account

Submit Payment

City of Santa Barbara CA | Copyright © 2018

9. On the next screen, when ready, please put a checkmark next to **I Agree**, select either **Pay by credit card (3% fee will be added by processing company)** or **Pay by electronic check (no fees added by processing company)** and click **Next**.



Accla Online Permitting System

Payment Method

Please note that a 3% Online Convenience Fee will be added to all Online Credit Card transactions for Permit Fees
E-Check does not have a fee
Please agree below

I Agree

* Indicates required field

Choose method of payment

Pay by electronic check

* Account Type: Personal

Pay by credit card

VISA MASTERCARD

Back Next Exit

10. Please fill out the payment information and complete the CAPTCHA verification by clicking the **Verify** button.

* Indicates required field

Billing Address

Use Business Name

*First Name:

M.I.:

*Last Name:

Street Line 1:

Street Line 2:

City:

State:

Zip:

Country:

*Phone:

E-Mail:

Paym

*p

Paym

Select all images with cars

*Card

Back Next Exit

refresh back help

VERIFY

11. Once completed a green checkmark will appear and you'll be able to click **Next** to proceed.

* Indicates required field

Billing Address

Use Business Name

*First Name:

M.I.:

*Last Name:

Street Line 1:

Street Line 2:

City:

State:

Zip:

Country:

*Phone:

E-Mail:

Payment Details

*Payment Amount: 1378 USD


Payment Method

*Name on Card:

*Card Number:

*Expiration Date: * Month * Year


*Card Verification Value(CVV2): [What's This?](#)

I'm not a robot 

11. **Print this screen as it is your receipt.** Yes - we know. It's weird to print the receipt before clicking the **Pay Now** button. With this system, if you don't print the receipt first, and you click the Pay Now button. You will not be able to re-print the receipt in the next steps.

PLEASE - PRINT THIS WEB PAGE BEFORE DOING ANYTHING ELSE!

This is your Receipt
Please Print for your records

Address
Billing Address: Fred Murtz 543 Main Steet Santa Barbara, CA 93101 (555) 555-5555
Payment Method
Credit Card  Fred Murtz x1111 03/24
Payment Amount
Amount: 1378.00 USD
Total: 1378.00 USD

[Back](#) [Pay Now](#) [Exit](#)

erty of their respective owners.

12. Your payment has been posted and the payment process is complete.