Accela 002 – Online Inspection Schedule
How to Schedule Inspections Online by Using Citizen Access Portal

Pre-Conditions: First the user must create a user account within the Citizen Access Portal. See Accela Handout labeled Accela 001 – Create Citizen Account for instructions. Second the public user account through which the inspection scheduling is done must be added to the permit system (if other than Applicant). This is completed by the Building Division staff – see contact info below.

1. Login to the public portal (https://aca.accela.com/CUPERTINO/Login.aspx)
2. Click on My Records option on header.

Note: If you do not see the permit record listed under your records then please call 408-777-3228 or email at permitcenter@cupertino.org for further assistance.

3. Click on the Record Number hyperlink in Blue color.
4. The permit information will be displayed. Click on the **Record Info Tab**.

![Record Info Tab](image1)

5. Select the **Inspection** option.

![Inspection Option](image2)

6. Click on the blue hyperlink labeled **Schedule or Request an Inspection**.

![Schedule or Request an Inspection](image3)
7. Click on the radial button next to inspection to be scheduled. Click the Continue button. **Note:** Only one inspection can be scheduled. The list will vary depending on the permit type.

8. Select from the available dates (see dates that are bold).
9. The date selected will be highlighted. Select the radial button for **All Day** under the Available Times for date selected. Click the **Continue** button.

10. Review the inspection information to verify it is correct. When complete click on the **Continue** button.
11. Review information and add any special instructions/notes for the inspector. Click on the Finish tab to complete.