



**COMMUNITY DEVELOPMENT DEPARTMENT  
BUILDING DIVISION**

10300 TORRE AVENUE • CUPERTINO, CA 95014  
(408) 777-3228 • [permitcenter@cupertino.gov](mailto:permitcenter@cupertino.gov)  
CUPERTINO.GOV

## 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.gov](mailto:permitcenter@cupertino.gov) for further assistance.

Logged in as: Sean Hatch   Collections (0)   Account Management   Logout

Search...

Home   Building   Planning   Public Works   Complaints

Dashboard   **My Records**   My Account   Advanced Search ▼

▼ Building

Showing 1-4 of 4 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action
<input type="checkbox"/>	08/12/2019	<b>BLD-2019-0523</b>	Commercial New		10300 TORRE AVE, Cupertino 950143202	Submitted	

3. Click on the Record Number hyperlink in Blue color.

4. The permit information will be displayed. Click on the **Record Info Tab**.

The screenshot shows a navigation bar with 'Home', 'Building' (highlighted), 'Planning', 'Public Works', and 'Complaints'. Below it is a light blue bar with 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. The main content area displays 'Record BLD-2019-0512: Re-Roof - Online' with a status of 'Record Status: Issued' and an 'Add to collection' link. A dropdown menu is open under 'Record Info', showing options like 'Record Details', 'Processing Status', 'Related Records', 'Attachments', and 'Inspections' (highlighted with a red cloud). The 'Payments' dropdown is also visible.

5. Select the **Inspection** option.

This screenshot is a close-up of the 'Record Info' dropdown menu. The menu items are 'Record Details', 'Processing Status', 'Related Records', 'Attachments', and 'Inspections'. The 'Inspections' option is highlighted with a red cloud. The background shows the record title 'Record BLD-2019-0512: Re-Roof - Online' and status 'Record Status: Issued'. The number '2445' is visible in the background.

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

The screenshot shows the 'Inspections' section header. Below it, the word 'Upcoming' is displayed. A blue hyperlink 'Schedule or Request an Inspection' is highlighted with a red cloud. Below the link, there is a message: 'You have not added any inspections. Click the link above to schedule or request one.'

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.

## Schedule/Request an Inspection

### Available Inspection Types (5)

- ROOF PRE-INSPECTION (required)
- ROOF TEAR OFF (required)
- ROOF PLYWOOD NAIL (required)
- ROOF BATTENS (required)
- FINAL BUILDING (required)



Cancel

8. Select from the available dates (see dates that are bold).

## Schedule/Request an Inspection



Inspection type: FINAL BUILDING

To continue, select an appointment date. You will receive an email the morning of your requested inspection date containing your 2 hour time window and inspector contact information.

Aug 2019							Sep 2019							Oct 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31		

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Continue

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Cancel

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.

## Schedule/Request an Inspection ×

Inspection type: FINAL BUILDING

To continue, select an appointment date. You will receive an email the morning of your requested inspection date containing your 2 hour time window and inspector contact information.


Aug 2019							Sep 2019							Oct 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31		

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### Available Times for Thursday, Aug 22 2019

All Day (08:00 AM - 05:00 PM)

 **Continue**

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Cancel

10. Review the inspection information to verify it is correct. When complete click on the **Continue** button.

## Schedule/Request an Inspection

Inspection type: FINAL BUILDING

### Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

#### Location

10300 Torre Ave  
CUPERTINO CA 950142445

#### Contact

Joe Citizen

[Change Contact](#) ▼

 **Continue**

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Cancel

11. Review information and add any special instructions/notes for the inspector. Click on the **Finish** tab to complete.

## Schedule/Request an Inspection

### Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the inspection.

<b>Inspection Type:</b>	FINAL BUILDING
<b>Date and Time:</b>	08/22/2019
<b>Location:</b>	10300 Torre Ave CUPERTINO CA 950142445
<b>Contact:</b>	Joe Citizen

[Include Additional Notes](#)

