

County of Monterey

Resource Management Agency

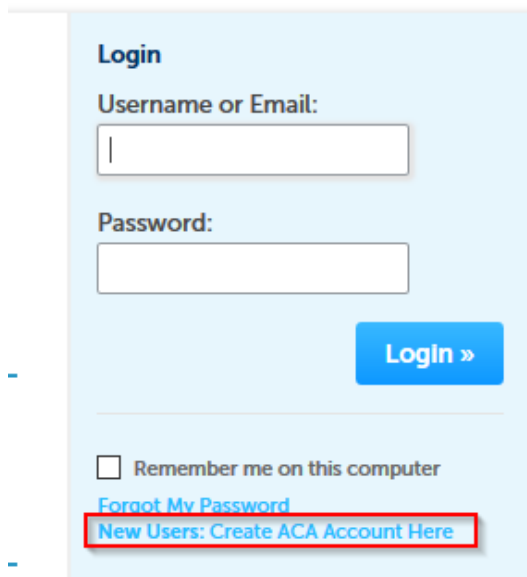
www.co.monterey.ca.us/rma
(831) 755-5025

Resource Management Agency Online Services

How to Register for a Citizen Access Account

Setting up Citizen Access account with the Resource Management Agency is the first step toward submitting land use permit applications online. Currently online applications are accepted for roof-mounted photovoltaic systems 10 kW or under, reroofs, water heater replacements, and encroachment permits. We plan to add additional permit types in the future. Visit our [Online Permit Information](#) page for the latest information regarding online application submittal.

- 1) Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”).
- 2) Click on the link “**New Users: Create ACA Account Here**” **TIP: We recommend businesses use a shared email account (info@business.com) to set up their ACA account. This will ensure continuity in the event of staff turnover. Individual staff members can be added to the account as contacts after the business account is created.**



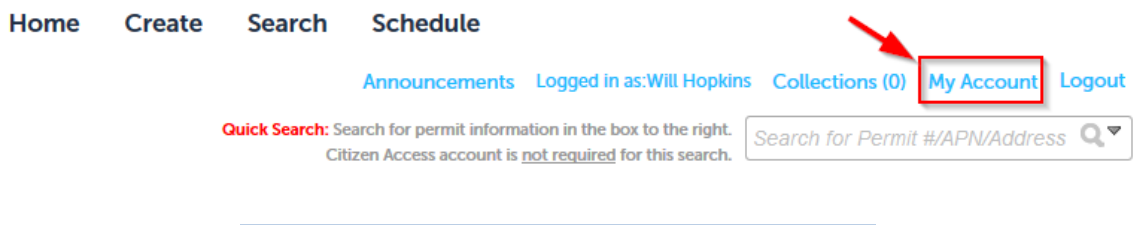
- 3) During the registration process, you will be prompted to:
 - Accept a General Disclaimer
 - Choose User Name, password, and security question

Enter Email/Name/Address/Phone to add a reference contact the County's permitting database.

1) Adding a contact to your Citizen Access account:

After adding the required contact information, click the "Continue" button. At this point, a search will be conducted for any matching email addresses in the County's permitting database. If a match is found, all the contact information associated with that email address will be used.

You will be unable to edit this information at this step. You must check the box stating, "I confirm the displayed contact as my own identity" and then click the "Confirm" button to create the account. Once account is created, you can edit contact information by logging in to your account and clicking on the "My Account" link on the home page and then using the "Actions" drop-down next to the contact you wish to edit.



Contact Information

Select "Actions" and then "View" to edit contact information

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First Name	Last Name	Business Name	Contact Type	ZIP Code	E-mail	Status	Action
William	Hopkins	Monterey County	Individual	93902	hopkinsb@co.monterey.ca.us	Pending	Actions View Remove
Will	Hopkins	Test Biz	Individual	93901	polepole357@gmail.com	Approved	

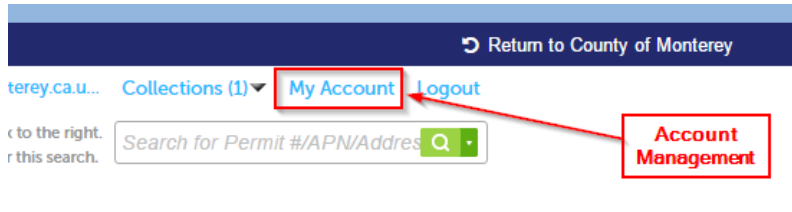
2) Expired permits and/or code enforcement cases

Permits cannot be issued if there are any open code enforcement cases or expired permits on the property in question. You can research this information on your own by following the instructions in the document "[How to Search for Expired Permits and Open Code Cases](#)". NO NEW PERMITS CAN BE ISSUED ON THE PROPERTY UNTIL THESE ISSUES ARE RESOLVED.

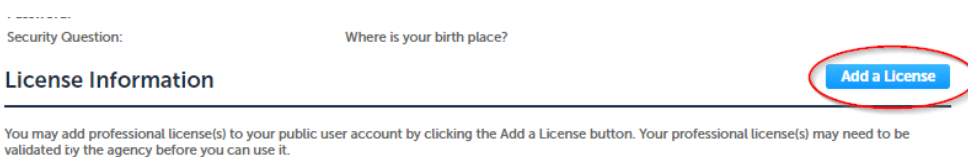
Associating a Contractor's License with your Citizen Access Account

If you are registering as a Contractor, you will want to link your contractor's license to your citizen access account.

1. After logging in to your account, click the "My Account" link at the top of your home page.



2. Click "Add a License" in the License Information sections



3. Select "Contractor" as the License Type and enter your Contractor's license number. Click "Find License".

License Information

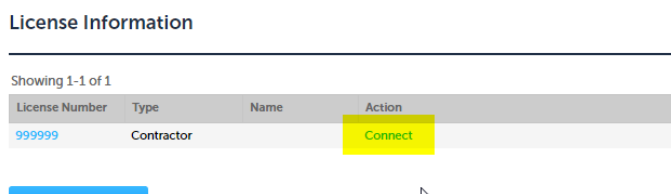
*License Type: *State License Number:

If your license is not found, that means it is either not in the County's contractor database or is showing as expired the database. To add or reinstate the license, please email your license #, Citizen Access user ID, and name to:

rmapermits@co.monterey.ca.us

4. Once the license is found, click "Connect" to add the license to your public user account,

Adding a License:



- 4) Once RMA staff has verified that your license is valid and up to date, your license will be activated. You will receive an email when the activation occurs.

Adding an Agent to your Contractor's License

As a license holder, you may appoint an agent (such as a permit expeditor or processor) to act on your behalf. To add an agent please email an authorization letter to rmapermits@co.monterey.ca.us. An example authorization letter is provided below. You also have the option of providing this documentation in person at the Permit Center, should you prefer.

Sample Authorization Letter to Authorize use of Contractor's license

*****SAMPLE LETTER*****

To Whom It May Concern:

I, the undersigned licensed contractor, authorize my employee, named below, to act on my behalf on the performance of the actions listed below:

Employee name: [Jane Smith]

Employee Title: [Permit Specialist]

Approved Actions: Act on my behalf on any and all matters and dealing (signing plans, picking up/dropping off applications and permits, paying for necessary documents, etc.) within the State of California

X [Signature of License Holder] [date of signature]

PRINT LICENSE HOLDER NAME

Contractors State License #: [123456], **Class:** [TYPE]

If you have any questions or problems with setting up your account, please contact Bill Hopkins at 831-755-5141 or hopkinsb@co.monterey.ca.us. If Bill is not available, contact Kate Battiato at 831-759-6560 or battiatok@co.monterey.ca.us.