

### Online Services

#### How to Apply Online for A Re-Roof Permit

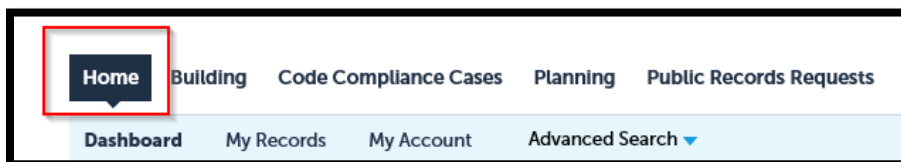
This document provides step-by-step instructions on how to apply for a re-roof permit via the Resource Management Agency’s citizen access portal. Visit our [online services webpage](#) to see what other types of permits can be applied for online.

#### Preliminary Steps.....

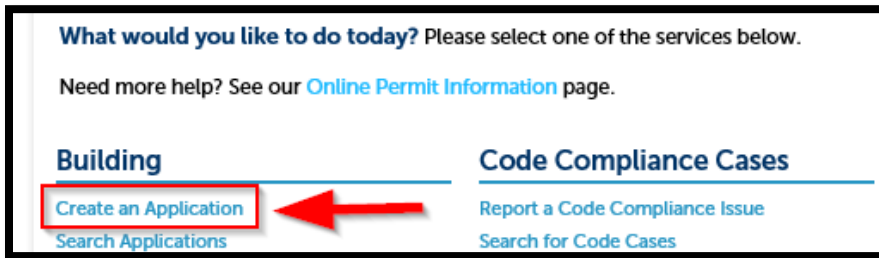
- ✓ Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”) and register for a Citizen Access Account. Instructions for registering can be found in the document “[How to Register for a Citizen Access Account](#)”.
  
- ✓ Check if there are any open code enforcement cases or expired permits on the property that you wish to apply for the re-roof permit. Instructions for researching this information can be found 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.**

Once you’ve registered for an account and verified that there are no outstanding issues on the property, you are ready to begin the actual application process.

- 1) Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”) and log into your Citizen Access account.
- 2) When you first login you will see a list of any permit “collections” you may have created and any unfinished applications that you started. To apply for a new permit, click the Home button.



- 3) Then click the link under the Building section “Create an Application”



- 4) During the application process, you will be prompted to step through several screens and provide the following information:

- **Accept a General Disclaimer.**
- **Select a Contractor’s License** (If you’re a contractor you should have already associated your license with your Citizen Access account. If you haven’t done so, instructions to can be found in the document “[How to Register for a Citizen Access Account](#)”).
- **Select the permit type for which you are applying** (in this case, “Re-Roof”).
- **Select the address or parcel on which the permit is to be located** (remember, applications can only be submitted for projects located in the unincorporated area of the County).
- **Provide Contact information.** You can select contacts already associated with your account or you can manually enter new contact information.
- You will then be prompted for several pieces of information related specifically to the re-roof application:
  - Job Value
  - Number of Buildings
  - Residential or Commercial structure
  - Reroof Area
  - Weight per sq. ft.
  - Overlay or tear off options
  - Number of layers
  - Sheathing
  - Ply Thickness
  - Plywood type
  - Roof Classification
  - Existing Pitch
  - Existing and Proposed Roof Type
  - Existing and Proposed Color
  - Manufacturer Information

After entering the requested information, you will be taken to a Review page showing a summary of all the information you have entered. On this page, you can review and edit your entries if needed.

- 5) When you are sure the information you have entered is correct and accurate, click the “Continue Application” button at the bottom of the Review page. This will take you to a page listing fees due for the application:

**Step 5: Pay Fees**

Listed below are fees due now. Click the “Continue Application” button to proceed to the payment screen.

**Application Fees**

Fees	Qty.	Amount
Technology Fee (4%)-Building	1	\$10.80
Issuance-Simple Permit	1	\$90.00
Inspection-Simple Permit-Minor	1	\$180.00
California Bldg Standards Commission Surcharge	1	\$1.00
Strong Motion - Residential	1	\$0.65

TOTAL FEES: \$282.45

Review fees and click “Continue Application” when ready to pay

Continue Application »

You will then be taken to the “Payment Options” screen where you can select your method of payment.

**Step 5: Pay Fees**

Please select a payment method. You will be redirected to the payment form of the County’s online payment processor (Official Payments). The available payment methods are:

- Bank Account (\$.50 per transaction)
- Credit/Debit Card (2.25% service charge/minimum \$1.95)

\* indicates a required field

**Payment Options**

Amount to be charged: \$282.45

Pay with Credit Card

Pay with Bank Account

Submit Payment »

Clicking “Submit Payment” button will transfer to “Official Payments”, Monterey County’s online payment processor.

Payment processing fees

- 6) After completing your payment via the “Official Payments” web site, you will receive 2 emails: 1) A notice from Official Payments indicating that your payment has been processed, and 2) a notice from RMA Permit Center providing you with your permit number. Remember this number for future correspondence.

## What Happens After Application Submittal?

- A permit technician will review your application for compliance with the Building Code.
- You will receive an email from the electronic signature service DocuSign directing you to electronically sign several declarations and acknowledgements related to your permit.
- When the permit is ready to issue, you will receive an email notifying you that the permit/job card has been issued and uploaded to the “Attachments” section of the permit on Citizen Access.
- Once you receive this notification, you can log in to your Citizen Access account and print out the permit/job card. Make sure the permit/job card is available on the construction site. The inspector will need access to sign off on inspections.
- You can check the status of your application at any time by viewing the “Processing Status” section of your permit on the Citizen Access site.