



Facilities Planning and
Development Division

Frequently Asked Questions (FAQs)

Version Number 1.0

1. What is Accela eService Portal?

The Accela Electronic Services Portal is an online system that allows applicants to submit construction project applications. eService Portal enables users to register for accounts, manage their user accounts, create project applications, submit project applications, and track the application processing status. [Accela eServices Portal](#) is accessible to all public users. To perform the core functions, users may access the system anonymously. For expanded functions, users must apply and obtain a user account. Once a project application is submitted, the information regarding the construction project is available to the public via eServices Portal by logging into the account.

2. How do I register for a public user account?

To submit project applications in the eServices Portal users must register for an online account. Once the account is created the registered user can utilize the full functionalities of the system. User registration is the first step in performing all tasks in Accela eServices Portal. For detailed instructions on creating a registered user account please refer to the *“How to create a new account”* user guide in the [Building Department](#).

3. How do I submit a new project for review?

To create a new project application please refer to our building permit website for the step-by-step user guide.

Note: If resubmitting for a project originally submitted before January 2023, please first verify if an existing legacy record already exists by using the “General Search”. If one already exists, please contact our office via email at HS-BuildingDeptPlanReview@ucdavis.edu with a request to be added as a contact to the legacy record.

4. How do I submit post-approval (deferred approvals / amended construction documents for review?)

In Accela eServices Portal, creating an Application for a Post-Approval Document (PAD) is referred to as creating an amendment to the project. To create an amendment, you must be an applicant, Designee, or delegate or you must be the Design Professional in Responsible (DPOR) Charge of the project or his/her delegate. For detailed instructions on creating and submitting a PAD, please refer to the user guides on our [Building Department website](#).

5. How do I search for a project?

Anyone can search for the projects, without an account login. Select the **“Projects”** tab from the login screen and enter project information criteria into the fields provided under **“General Search”**.

Note: To broaden your search, using the “%” at the beginning of your search criteria will give you better results.

6. How do I resubmit documents for a backcheck review?

Only revised plan sheets must be submitted for backcheck review and approval using the **“Resubmit”** Action. DO NOT resubmit the entire plan set. The architect or engineer responsible must provide a written response to all comments. The written response must include a description and a location of the corrections made to the construction documents. This document must be provided with corrected plans. Use the same format as the original submittal. Change the file names when resubmitting plans/documents.” For example: Provide a revised file name instead of reusing the original filename. If a resubmittal is required for revisions, continue to use this revised file name for subsequent resubmittal cycles. Refer to **“Electronic Submittal Guide”** for more details.

NOTE: The “Resubmit” action is used for the Plans, Specifications, and Calculations only; all other documents are submitted by using the “ADD” button.

7. I uploaded the wrong document and cannot delete it. How can I fix this?

Contact us by emailing your request at hs-buildingdeptplanreview@ucdavis.edu, and we will confirm when your record is updated. If further information is required one of our building department coordinators will contact, you.

8. What to do when I’m stuck at any step during my application process?

Contact us by emailing at hs-buildingdeptplanreview@ucdavis.edu and your question will be answered within one business day. Or you can refer to our [Building Department website](#) for various user guides uploaded.

9. How do we contact the intake staff if any questions?

For any Technical Support, User Registration, Account Management, or project-specific questions contact the building permit department by emailing hs-buildingdeptplanreview@ucdavis.edu and your question will be answered within one business day.

10. How can I check on the status of my review?

Anyone can check on the processing status, without an account login. Search for the Project by entering the project information criteria into the fields provided under **“General Search”**. Then select the project record number for the application number that you’re searching for to pull up the record details. Go to **“Record Info”** and select **“Processing Status”** to view the project workflow.

11. How do I retrieve plan review comments for my project?

You may access your reviewed documents by logging in to the eServices Portal and navigating to your project record. In the Attachments section, you will be able to download the reviewed plans and documents; you will also find a comments log that lists all comments on the reviewed documents and provide a convenient way to respond to those comments for the backcheck submittal. When corrections are made, resubmit your plans and documents using the Resubmit action. For additional instructions, please refer to the Electronic Submittal Requirements document on our website or email HS-BuildingDeptPlanReview@ucdavis.edu

12. What are collections? How do I use them?

Collections are a convenient way to access the projects you frequently use. Think of it as a “quick list”. You may add the projects you work on frequently to your collections and remove them at any time. Projects can be added to collections from the projects list as well as the search results.

13. The Contact information is wrong or has changed? How do I update this information?

To have any information updated after the application is submitted, please email HS-BuildingDeptPlanReview@ucdavis.edu

14. What is the “Save and resume later” button and how is it used?

The **“Save and resume later”** button is used to save an application in progress. When the **“Save and resume later”** button is clicked, Accela eServices Portal saves the in-progress (temporary) application. E.g.: 23TMP-000011. It allows you to work on your application over time and not submit your application from one get-go. You must click the **“Save and resume later”** button or will lose all the information you’ve entered and will need to restart the application.

15. When creating an amendment, how do I know which licensed professionals and/or contacts are already associated with my projects and when do I need to add them?

To view the professionals listed on a parent project, search for and/or select the project by clicking on the project number. This will open the *record view* which shows all project information for this record. Immediately below the Project Details section, the Design Professional in Responsible Charge of the project is visible under **“Licensed Professional”**; to view the remaining Licensed Professionals on the project, click the **“View Additional Licensed Professionals”** link directly below the Design Professional in Responsible Charge of the project – this will expand the page and reveal all the Licensed Professionals that UCDH currently lists for this project/record. If you are creating an amendment, the Licensed Professional(s) on the parent project will be automatically copied to the amendment and will be added after the project application is completed; an Amended Construction Document PAD does not typically require additional Licensed Professionals. If the amendment is a Deferred Approval PAD, the professional with delegated responsibility for the design of the Deferred Approval must be added to the amendment record.

16. Is there a fee?

There is no fee but, you must include project budget line items for plan review and inspections. If a third-party plan review is required, the project manager is responsible for obtaining the proposal and completing the authorizations for plan review services. If any further questions, please contact the building permit department.