How to make an online payment on InSite Public Portal

Introduction: InSite Public Portal let users pay for online permits or for the other projects pending payments online by Credit/Debit Card or E-Check

Pre-Condition: The user account through which the payment is being made must be added to the Contact List in InSite

Scenario 1: Online payment processing for existing permit projects

Step 1: Login to the public portal (https://aca-prod.accela.com/SCCGOV/)

Step 2: Put the cursor on Home option on main menu

Step 3: Click on My Records

Note: If you do not see the permit record listed under this option then please call 408-299-5700 or email at E-Permits@pln.sccgov.org for further assistance

Step 4: Click on Pay Fees Due link in the Action column
Step 5: Review the fees assessed and click on **Continue Application** if ready to pay

Step 6: The page will be redirected to **Payment Entry** page

Step 7: Choose the desired **Payment Method** (Credit/Debit Card or E- Check)

Step 8: Fill in all the fields and click on **Continue** button

Step 9: Accept the **Terms and Conditions**

Step 10: Click on **Continue** button

Step 11: Review the payment details and click on **Process Payment** button

Step 12: The user will be redirected to Home Page and a payment acknowledgement email will be sent to the email entered on Payment Entry page

**Scenario 2: Online payment processing for online/ web permit applications**

Step 1: Login to the public portal ([https://aca-prod.accela.com/SCCGOV/](https://aca-prod.accela.com/SCCGOV/))

Step 2: Put the cursor on **Create** option on the main menu

Step 3: Accept the **General Disclaimer** and click on **Continue Application**

Step 4: On the Select a Record Type page, click on **Development --> On-Line Permit** option and click on **Continue Application**

Step 5: Complete the permit application and follow the steps from 5 to 12 mentioned above