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 (if other than Applicant)

**Scenario 1: Online payment processing for existing permit projects**

Step 1: Login to the public portal ([https://aca.accela.com/SCCGOV/](https://aca.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 PLN-PermitCenter@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

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

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