

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)

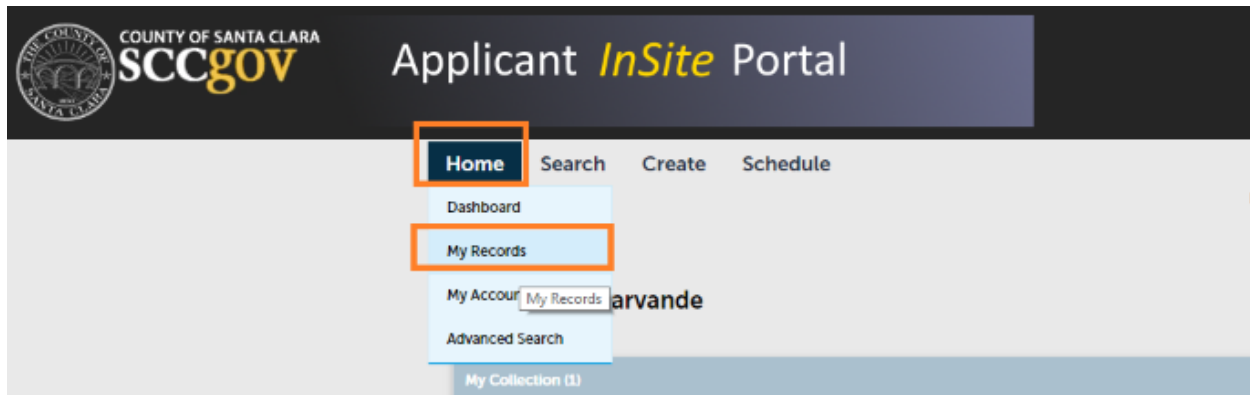
Scenario 1: Online payment processing for existing permit projects

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

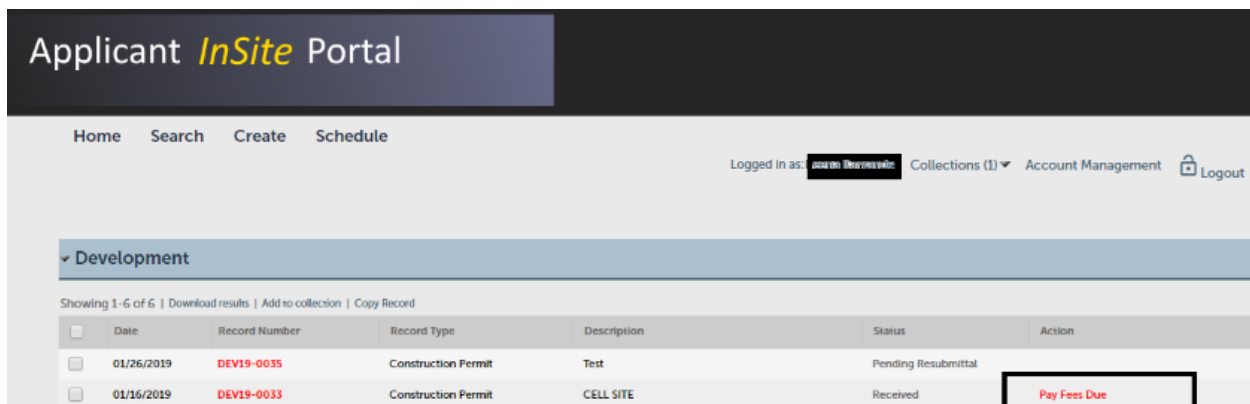
Step 2: Put the cursor on **Home** option on main menu

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

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

Step 1: Login to the public portal (<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