How to Schedule Inspections Online by Using InSite Public Portal On a Computer, Tablet or Phone (iOS or Android)

Pre-Condition: The public user account through which the inspection scheduling is done must be added to the Contacts List in InSite

1. Login to the public portal (https://aca.accela.com/SCCGOV/)
2. Put the cursor on Home option on main menu
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

4. Click on the Record Number hyperlink in Red color
5. Click on the Record Info drop down menu
6. Click on the Inspections
7. Click on the Green color hyperlink Schedule or Request an Inspection

Note: If using a mobile device such as a Tablet or Phone (iOS or Android) then please note below limitations on the screen size.

** Mobile devices having screens larger than 6.1", including all newer phones and tablets are currently supported that means the devices such as iPhone XR, XS Max, 11, Pro Max, Samsung Note, S10, S10+ should work for this feature.

The Screen mode needs to be changed to Landscape mode in order to see the link “Schedule or Request an Inspection”
In the default screen mode, the link won’t be available
After changing to Landscape mode, the link will be available

8. Choose the appropriate inspection from the available list (Electrical, Mechanical, Plumbing, Structural or Others)

9. There will be one inspection belonging to the option chosen above.
10. Click on the radio button
11. Click on Continue button

12. Choose the desired date. The dates in grey color are not selectable. The dates in Blue color can be selected

13. Click on All Day radio button

14. Click on Continue button

15. Click on Change Contact to change the contact details
16. Choose the second radio button “Specify another person” Enter Inspection Contact first, last name along with Phone #. (This contact would be used by the field inspector while on the field)
17. Click on Submit button
18. Click on Continue button
19. Include Additional Notes if any
20. Review the summary and click on Finish button
21. The scheduled inspection will be displayed in the Upcoming section