**Santa Clara County InSite Public Portal User Manual**

**Introduction:** County of Santa Clara has recently launched a web browser-based application called “InSite Public Portal”. Using this application public user can view or access limited functionalities without registering for an account. Certain actions such as Inspections Scheduling, Fees Payments, Digital Documents Submissions, Viewing Permit Processing Status requires public users to register and login.

**Important Note:** Once the user login account is created(if other than applicant), first name, last name and email address used while registration process needs to be sent to Permit Center Staff.

After receiving the above information, the staff member will need to link the online user account with appropriate permit record in backend.

Once this mandatory action is completed then the registered public users should be able to perform various tasks such as online payment, documents submission, view processing status, inspections scheduling etc. The reason this action is required is to provide the security and permissions to online information.

The link (URL) for the public portal is as below,


1. Click on Register for an Account

2. Accept the General Disclaimer
3. Enter Login Information
4. Add Contact Information --> Click on Add New button
5. Choose the appropriate Contact Type and click on Continue button
6. Fill in the Contact Information form

7. If the above entered information does not exist, then there will be a pop up
8. Click on Continue Registration button
9. There will be a confirmation and user can login to the portal