

# How to Download Documents from Public Portal

**Pre-Condition:** The user account through which the documents are being downloaded must be added to the Contact List in InSite (if other than Applicant)

Step 1: Login to the Public Portal

The screenshot shows the top navigation bar with the SCCgov logo and 'Insite Public Portal' text. Below the navigation bar are links for Home, Search, Create, and Schedule. On the right side, there are links for Accessibility Support, Register for an Account, and Login. The main content area features a welcome message and a 'What would you like to do today?' section with four categories: Development, Planning, Encroachment, and Enforcement. A login form is visible on the right side, with fields for User Name or E-mail (containing 'parulkapoor') and Password, and a 'Login »' button. There are also links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users? Register for an Account'.

Step 2: Click on Home --> My Records

The screenshot shows the same SCCgov Insite Public Portal interface. The 'Home' menu item is highlighted, and a dropdown menu is visible with the following items: Home, Dashboard, My Records (highlighted in yellow), My Account, and Advanced Search. The main content area is the same as in the previous screenshot, but the 'My Records' menu item is highlighted. The user is logged in as 'Parul Kapoor'.

Step 3: Select/Click the record for which you want to download documents

The screenshot shows the SCCgov Insite Public Portal. The header includes the County of Santa Clara logo and the text "Insite Public Portal". Navigation links for Home, Search, Create, and Schedule are visible. The user is logged in as Parul Kapoor. The main content area shows a dropdown menu for "Development" which is expanded to show a table of records. The table has columns for Date, Record Number, Record Type, Description, Status, and Action. Two records are listed: one from 02/14/2020 with record number DEV20-0348 (Construction Permit, Issued) and one from 12/01/2018 with record number DEV18-TEST1 (Construction Permit, Resubmittal In Review, Pay Fees Due). Below the table are dropdown menus for "Planning" and "Encroachment".

Step 4: Record Summary page will be displayed. Click on Record Info dropdown and select Attachments.

The screenshot shows the Record Summary page for record DEV20-0348. The header is identical to the previous screenshot. Below the header, a message states "GIS is down temporarily and we will get the on-line permits functioning as soon as we can." The record title is "Record DEV20-0348: Construction Permit" with a status of "Issued". A dropdown menu for "Record Info" is open, showing options: Record Details, Processing Status, Related Records, Attachments (highlighted in yellow), and Inspections. To the right of the dropdown, a "Payments" dropdown is also visible. Below the dropdowns, a red text message reads "requests made after 8:00 AM must be done by calling 408-299-5700". The main content area is titled "Record Details" and contains information for the Applicant (Parul Kapoor), Licensed Professional (Shol Fleming), Project Description (Replace (2) furnaces in the same location the basement), and Owner (LELAND STANFORD JR UNIVERSITY BO, In Care Of NORMAN EDWARD TAYLOR (EST/ RITA J TAYLOR)).

Step 5: All the available documents/attachments related to the record will be displayed. Click on the document name and document will be downloaded to your local machine.

GIS is down temporarily and we will get the on-line permits functioning as soon as we can.

**Record DEV20-0348:**  
**Construction Permit**  
**Record Status: Issued**

[Add to collection](#)

Record Info ▾      Payments ▾

**Inspection cancellation requests made after 8:00 AM must be done by calling 408-299-5700**

### Attachments

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cpt;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
<a href="#">cdv_photo_002.jpg</a>	DEV20-0348	Construction Permit	Inspection		477.81 KB	02/27/2020	<a href="#">Actions ▾</a>	Construction Permit - DEV20-0348

[Add](#)

Step 6: Save the document on your system to access it later.