

Last Update: July 25, 2022

## How-To Guide: Registration for the Sidewalk Compliance Certificate

After reviewing this guide, if you have further questions, please complete this form to receive follow-up from our department at:

[https://oaklandca.formstack.com/forms/questions\\_regarding\\_sidewalk\\_certification](https://oaklandca.formstack.com/forms/questions_regarding_sidewalk_certification).

-- Start of Guide --

### Registering an Account with the Accela Citizen Access Online Permit Center

Start account registration at– [City of Oakland | Online Permit Center \(oaklandca.gov\)](https://www.oaklandca.gov/services/online-permit-center).

The screenshot shows the homepage of the City of Oakland's Online Permit Center. The page features a green header with the city logo and navigation menus for Services, Departments, and My Government. The main content area is titled "Online Permit Center" and includes a brief description of the service. Below this, there are three buttons: "Visit Online Permit Center", "Instrucciones" (Spanish Instructions), and "使用指南" (Chinese Instructions). A prominent announcement states "One-Stop Permit Center Now OPEN!" and provides details about the center's location and services. A "Sign Up for Permit Center Updates!" button is also visible. On the left side, there is a vertical menu with links for "One-Stop Permit Center Now OPEN!", "Online Services", "Registration Options", "Apply for Permits", "Permit Revisions, Extensions & Reinstatements", "How-To Videos", and "Contact Us".

Scroll down to registration options. Follow the registration instructions for Full Registration User (marked with a red star in the picture below).

The screenshot shows the "Registration Options" page. It includes a section titled "Ready to get started?" which explains the difference between "Full Registration" and "Light Registration" user options. Below this, there is a table with three columns: "Log In", "Full Registration User", and "Light Registration User". The "Full Registration User" column is highlighted with a red star. The table lists the requirements and benefits for each user type.

Log In	Full Registration User	Light Registration User
<b>Existing Users</b> <ul style="list-style-type: none"><li>You have an activated account</li><li>You have received confirmation from City of Oakland</li></ul>	<b>Contractors &amp; Owner-Builders</b> <ul style="list-style-type: none"><li>Apply for <i>All Available Permits</i> (See Full Registration Column)</li><li>Must Submit Required Documents to Register</li><li>View Documents &amp; Property History</li><li>Pay Permit Fees, Print Permits</li><li>Quicker Processing Times</li></ul>	<b>Permit Runners &amp; Agents of Contractors/Owners</b> <ul style="list-style-type: none"><li>Apply <i>ONLY</i> for <i>Permit Pre-Applications</i> (See Light Registration Column)</li><li>Immediately Self-Register</li><li>Receive Permits <i>ONLY</i> After Providing Supporting Documents</li><li>Longer Processing Times</li></ul>
Login	Register	Register

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Complete the General Disclaimer and click Continue Registration.

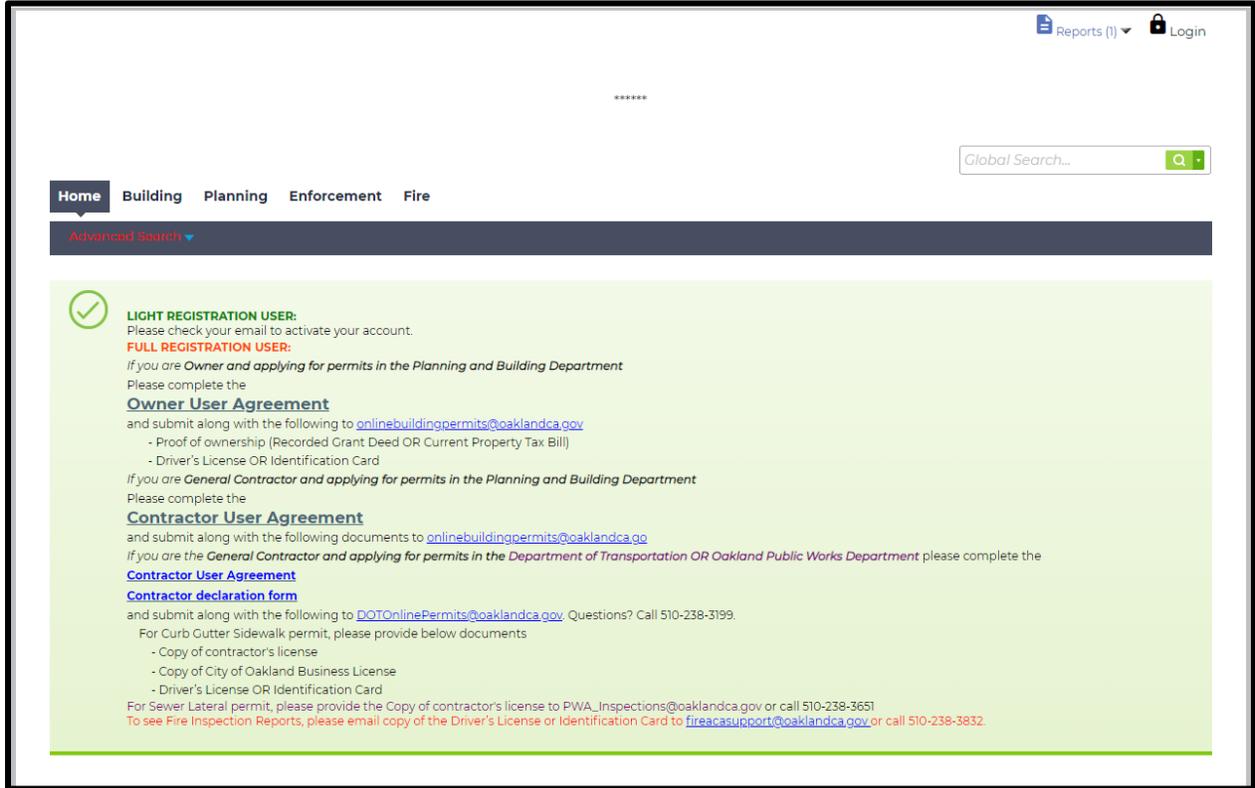
The screenshot shows the 'Account Registration' page of the City of Oakland Online Permit Portal. At the top right, there are links for 'Reports (1)' and 'Login'. A navigation menu includes 'Home', 'Building', 'Planning', 'Enforcement', and 'Fire'. Below the menu is an 'Advanced Search' bar. The main heading is 'Account Registration'. A welcome message states: 'Welcome to the City of Oakland Online Permit Portal. By registering an account, you will be able to apply for many Planning, Building and Public Works Permits, pay the fees, check on the application status, upload documents, print your own permits, and do more. You can also view the Fire Inspection Report.' Below this, it says 'Please review and accept the terms below to proceed.' A 'General Disclaimer' box contains the following text: 'While the City of Oakland attempts to keep its web site information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Site materials have been compiled from a variety of sources and are subject to change without notice from the City of Oakland as a result of updates and corrections.' There is a checked checkbox labeled 'I agree to the' and a 'Continue Registration »' button at the bottom.

Fill out your log-in information to finish setting up your account. Once approved, make sure to verify your account through your email.

The screenshot shows 'Account Registration Step 2: Enter/Confirm Your Account Information'. At the top right, there is a 'Global Search...' bar. The navigation menu is the same as in the previous screenshot. Below the menu is an 'Advanced Search' bar. The main heading is 'Account Registration Step 2: Enter/Confirm Your Account Information'. A note at the bottom right of the heading says '\* Indicates a required field.' The 'Login Information' section contains the following fields: '\* User Name:' with a help icon, '\* E-mail Address:', '\* Password:' with a help icon, '\* Reenter Password', '\* Select a Security Question:' with a help icon, and '\* Answer:' with a help icon. The 'Contact Information' section has the text 'Choose how to fill in your contact information.' and an 'Add New' button. At the bottom, there is a 'Continue Registration »' button.

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IMPORTANT – if not yet a Full Registration User, complete the instructions for Full Registration User. Complete the Owner User Agreement and submit 1) proof of ownership (Recorded Grant Deed OR Current Property Tax Bill) and 2) Driver's License OR Identification Card to [onlinebuildingpermits@oaklandca.gov](mailto:onlinebuildingpermits@oaklandca.gov).



The screenshot shows the Oakland Building Department website. At the top right, there are links for "Reports (1)" and "Login". In the center, there is a placeholder "\*\*\*\*\*". Below this is a "Global Search..." bar with a magnifying glass icon. A navigation menu includes "Home", "Building", "Planning", "Enforcement", and "Fire". Below the menu is an "Advanced Search" dropdown. The main content area has a green background and a checkmark icon. It contains the following text:

**LIGHT REGISTRATION USER:**  
Please check your email to activate your account.

**FULL REGISTRATION USER:**  
*If you are Owner and applying for permits in the Planning and Building Department*  
Please complete the **Owner User Agreement** and submit along with the following to [onlinebuildingpermits@oaklandca.gov](mailto:onlinebuildingpermits@oaklandca.gov)

- Proof of ownership (Recorded Grant Deed OR Current Property Tax Bill)
- Driver's License OR Identification Card

*If you are General Contractor and applying for permits in the Planning and Building Department*  
Please complete the **Contractor User Agreement** and submit along with the following documents to [onlinebuildingpermits@oaklandca.gov](mailto:onlinebuildingpermits@oaklandca.gov)

*If you are the General Contractor and applying for permits in the Department of Transportation OR Oakland Public Works Department* please complete the **Contractor User Agreement** **Contractor declaration form** and submit along with the following to [DOTOnlinePermits@oaklandca.gov](mailto:DOTOnlinePermits@oaklandca.gov). Questions? Call 510-238-3199.

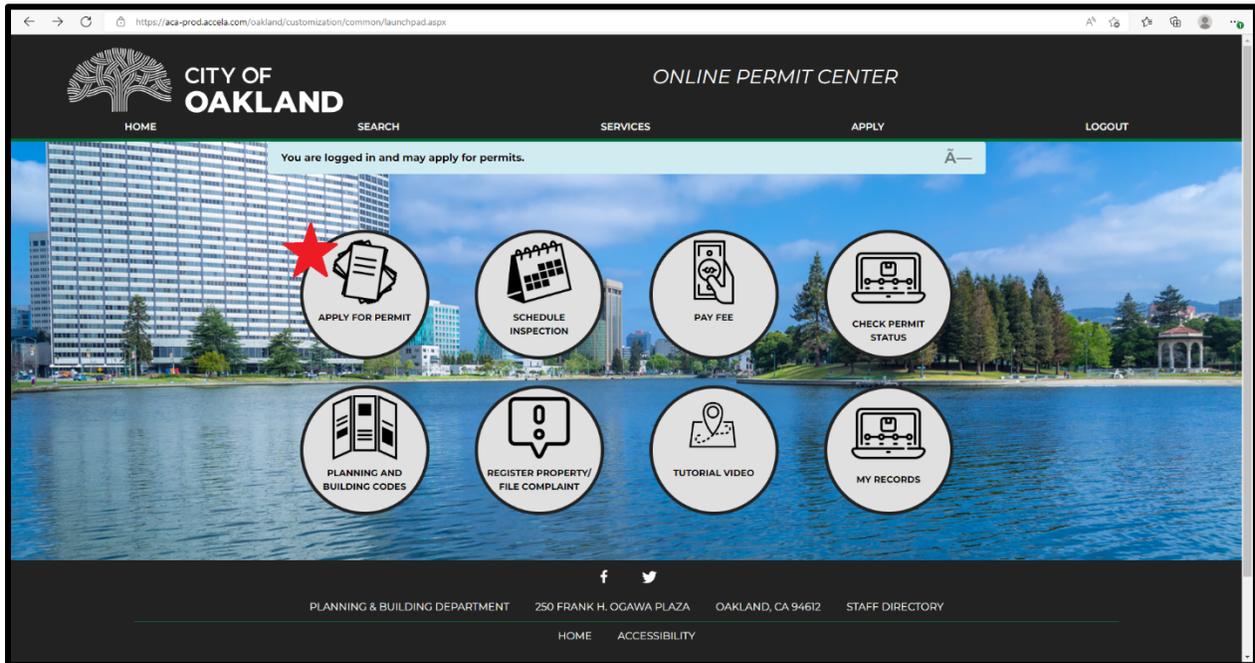
- For Curb Gutter Sidewalk permit, please provide below documents
- Copy of contractor's license
- Copy of City of Oakland Business License
- Driver's License OR Identification Card

For Sewer Lateral permit, please provide the Copy of contractor's license to [PWA\\_Inspections@oaklandca.gov](mailto:PWA_Inspections@oaklandca.gov) or call 510-238-3651  
To see Fire Inspection Reports, please email copy of the Driver's License or Identification Card to [firecasupport@oaklandca.gov](mailto:firecasupport@oaklandca.gov) or call 510-238-3832.

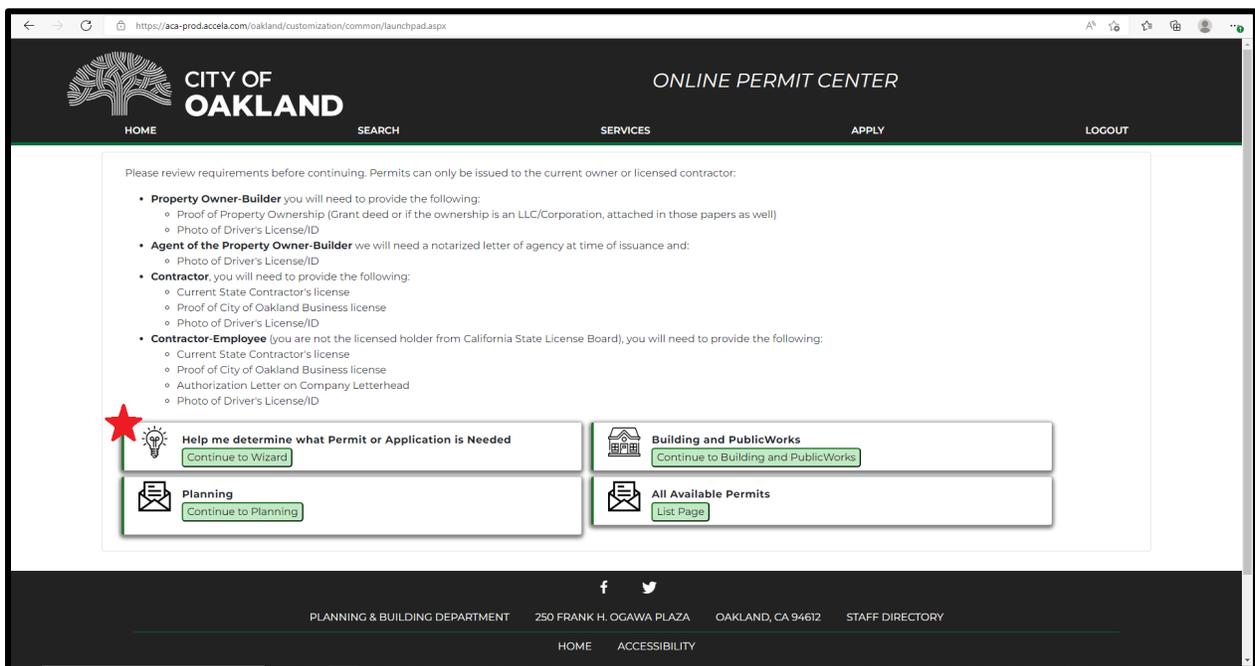
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## **Apply Online through the Accela Citizen Access Online Permit Center**

Once you have completed the Full Registration process, log into the Online Permit Center using your new account. Navigate here: [Oakland Online Portal \(accela.com\)](https://accela.com) and click the button (marked with a red star in the picture below) labeled Apply for Permit.

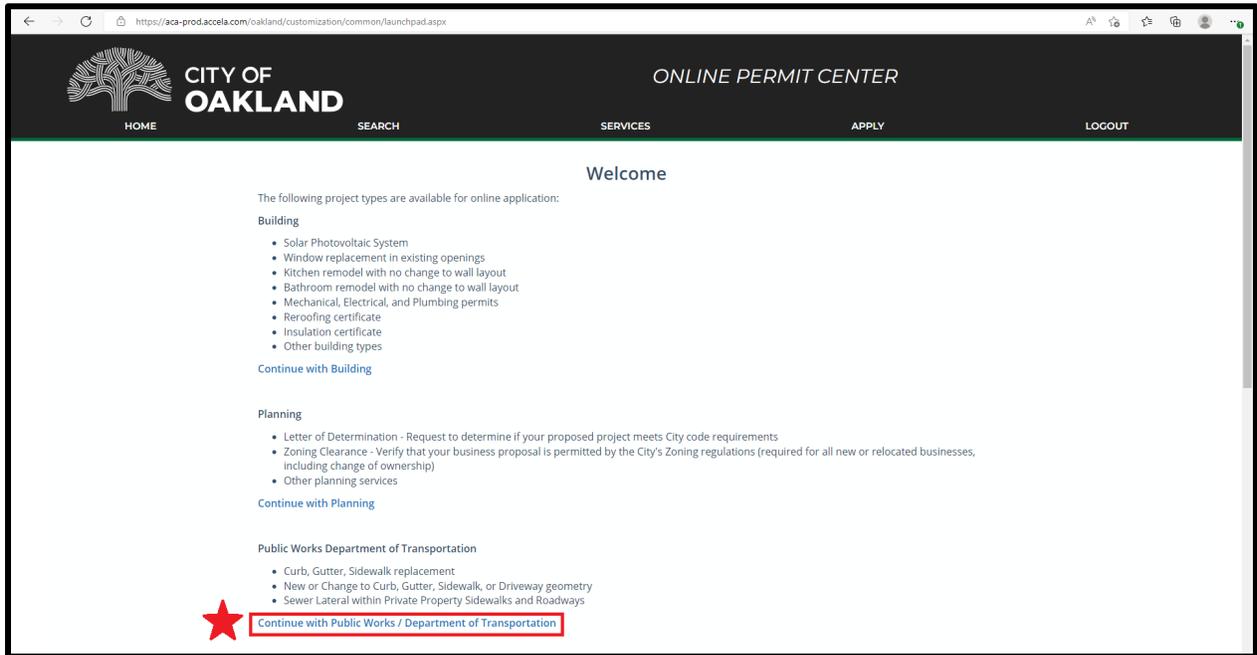


Click Continue to Wizard (marked with a red star in the picture below).

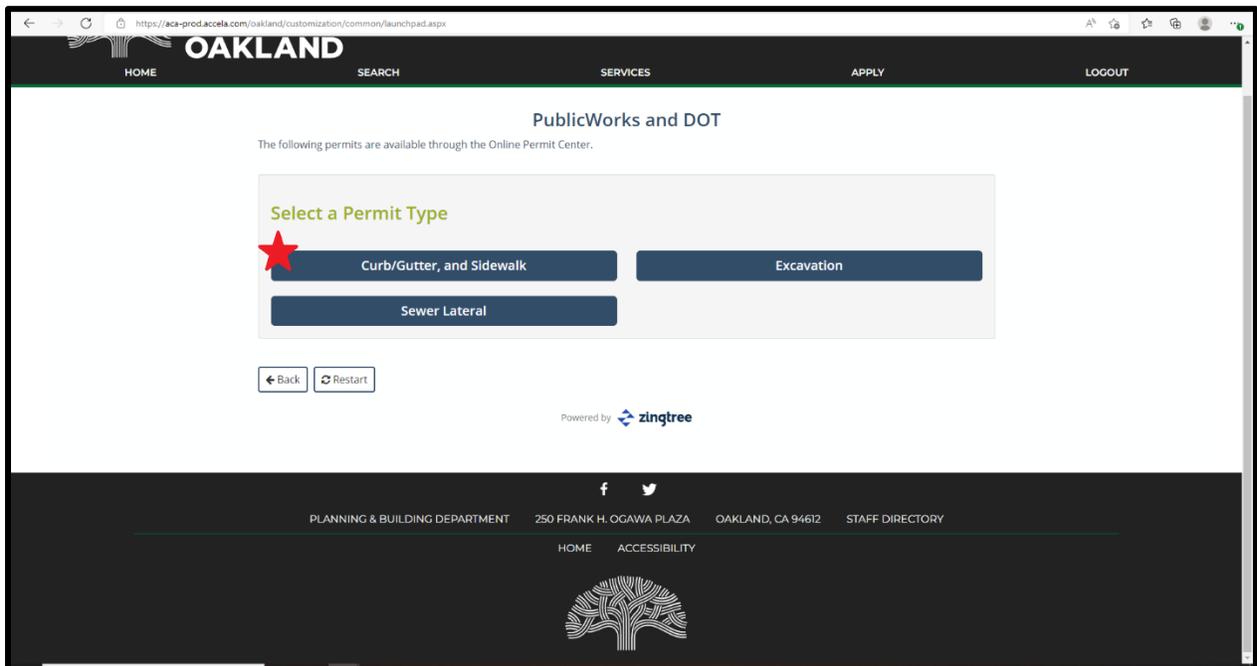


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Click Continue with Public Works / Department of Transportation (marked with a red star in the picture below).

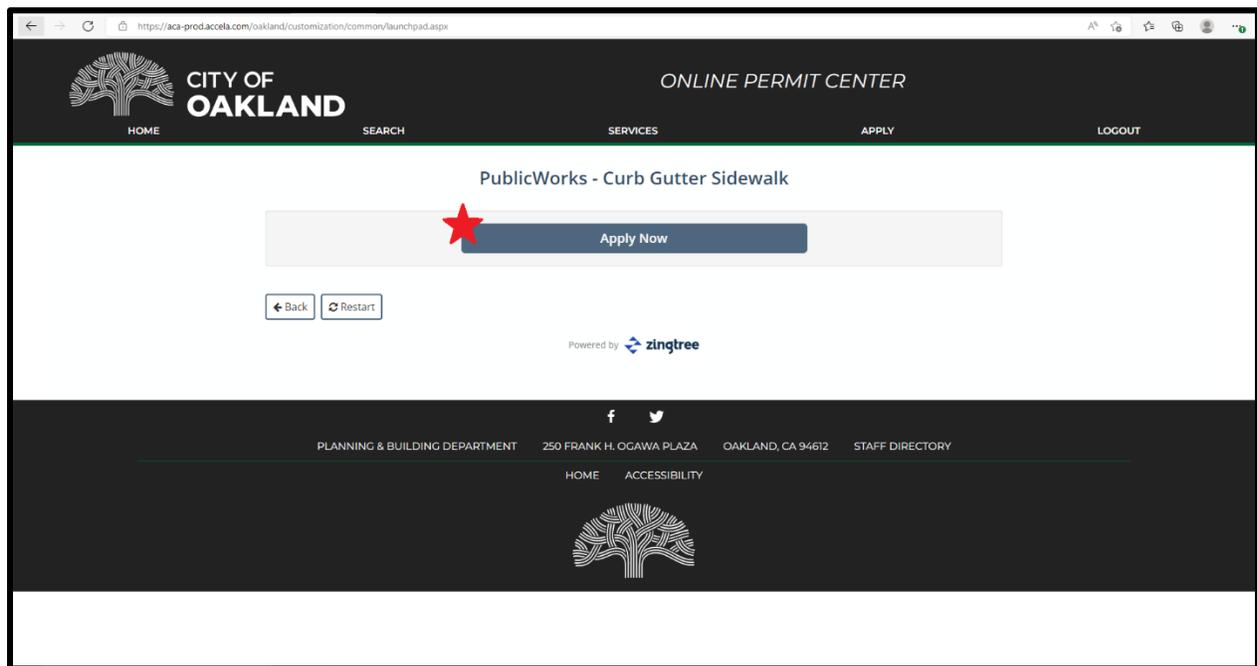


Click Curb/Gutter and Sidewalk button (marked with a red star in the picture below).



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Click the Apply Now button (marked with a red star in the picture below).



Complete the next steps for a Sidewalk Compliance Certificate and wait for a final decision from the City of Oakland Department of Transportation.

-- End of Guide --