

ACCELERATE NAVIGATION GUIDE

city of RANCHO CUCAMONGA california

ACCELERATE

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Welcome to the City of Rancho Cucamonga's new Citizen Portal, *Accelerate*

We are pleased to offer our citizens, businesses, and visitors access to *Accelerate* online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

You must be linked to a Record / Permit in order to pay fees or to see complete record details.

Request to be linked by emailing accelerate@cityofrc.us along with the Record /Permit #.

It is recommended you create a Global User Account if you wish to have multiple users in an office

What would you like to do today?
To get started, select one of the services listed below:

General Information Lookup Property Information Search for a Licensee	Building & Safety / FCS Create an Application Search Permits / Plan Checks Schedule an Inspection
Engineering Create an Application Search Permits / Plan Checks Request an Inspection	Fire District Apply for a Special Event Permit Search for Records and Reports
Planning Create an Application Search Permits / Plan Checks	

Login
User Name or E-mail:
Password:
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 Remember me on this computer
[New Users: Register for an Account](#)

[Formatting Procedures for Electronic Document Review and Submission Requirements](#)

[Linking Existing Records to Accelerate](#)

[Applying for a Building Permit](#)

[Privacy Policy](#)

[Delivery of Service Policy](#)

[Accelerate Refund Policy](#)

Smart Phone Mobile Access:
<https://aca.accela.com/cityofrc/amca>

AS OF MAY 1, 2015 YOU ONLY NEED TO BE A REGISTERED USER TO SCHEDULE INSPECTIONS

How to View Record/Permit Information

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1. Open the Record / Permit that is in question
 - a. You can do this by clicking on “My Records” if you are linked to that permit OR click on the appropriate Department Tab
- i. You must be linked to a record / permit in order to download attachments
 - b. You can type in the Global Search for the permit #
2. Click on Record Info Tab
 - a. Select the appropriate “section”
 - b. Scroll slightly down and the section will be displayed

Click the arrow next to the title "Record Info" or "Payments" to view the following sections:

Conditions or Conditions of Approval: Will show any conditions that must be met to receive a permit.

Record Details: Shows the Applicant, Owner, Licensed Professional and Project Description.

Fees: Will show either paid fees or outstanding fees to be paid.

Inspections: Will show upcoming or completed inspections. Will also allow you to schedule an inspection if it is appropriate.

Processing Status: Will identify the status of your application submission/permit in the City's workflow.

Attachments: Optional. Will show any plans, documents or photos you may have submitted with your application.

Related Records: Will show any records that may be related to other projects or activities.

YOU MUST BE LINKED TO RECORD/PERMIT IN ORDER TO VIEW & DOWNLOAD ATTACHMENTS

(Also applies to “Payments” – aka Fees)

Record Info ▼	Payments ▼
Record Details	Click the arrow next to the title "Record Info" or "Payments" to view the following sections:
Processing Status	Conditions or Conditions of Approval: Will show any conditions that must be met to receive a permit.
Related Records	Record Details: Shows the Applicant, Owner, Licensed Professional and Project Description.
Attachments (Click on Name of Attachment to Open)	Fees: Will show either paid fees or outstanding fees to be paid.
Inspections	Inspections: Will show upcoming or completed inspections. Will also allow you to schedule an inspection if it is appropriate.
	Processing Status: Will identify the status of your application submission/permit in the City's workflow.
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	Related Records: Will show any records that may be related to other projects or activities.

Please be advised you should be using one of the following Browsers to access Accelerate

IE Version 11 – (Internet Explorer) & Google Chrome