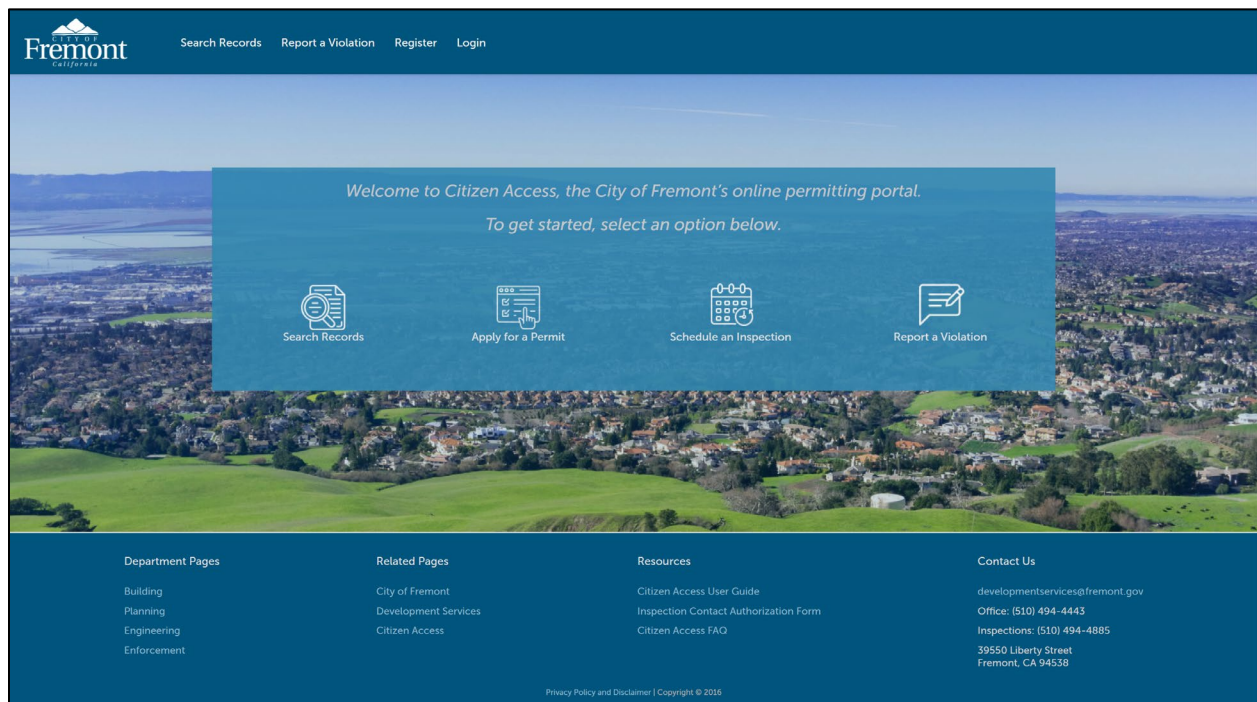**CITY OF FREMONT**
Community Development Department

Citizen Access
USER GUIDE

Direct link to the Citizen Access Portal:
**www.Fremont.gov/CitizenAccess**

Updated 9/23/2022

TABLE OF CONTENTS

INTRODUCTION

Citizen Access (www.Fremont.gov/CitizenAccess) is the City of Fremont's online permitting portal. Citizen Access allows residents, businesses, and visitors to submit permit requests for Planning, Building, and Engineering permits, access permit records, pay permit fees, check on the status of in-progress records, schedule building inspections, and report a code enforcement violation online.
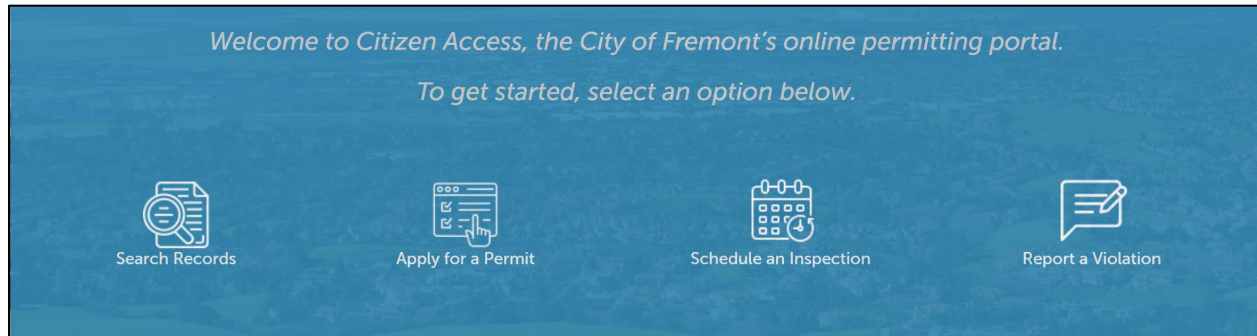
Any person who submits a permit request must have a Citizen Access account and an email address. All communication with the applicant is done via email. At various stages in the permitting process, the applicant is directed via email to log in to their Citizen Access account to do various things (e.g., retrieve plan review comments, make a payment, access issued/approved documents). ***You must register for an account to schedule building inspections in Citizen Access, but the account does not need to be linked to the record.***

Important note: Commercial fire inspections (fire sprinkler, fire alarm, and fire code) must be scheduled by sending a request to fireinspections@fremont.gov. Information about fire inspections is available on the Building Inspection webpage. When requesting a commercial fire inspection, provide the fire permit number (starting with FAP, FCP, or FSP), site address, type of inspection, and your preferred inspection date and time. A fire inspector will follow up to confirm the date and time of the inspection.

This user guide provides details on:

- Setup and Compatibility
- Registering for an Account
- Login
- Problems Logging in to Your Citizen Access Account
- Resetting Your Password
- Search Functionality

- How to Search Records
- Adding a Contact to Your Account and Permit Record
- Linking Your Permit Records to Your Citizen Access Account
- Using Your Dashboard and Accessing Your Records
- Setting Up Collections of Your Records
- Scheduling an Inspection
- Understanding Notices on Records and How to Resolve Them

SETUP AND COMPATIBILITY

Citizen Access Browser Requirements:
- Internet Explorer (IE) 9 & 10
- Firefox 23
- Google Chrome 31
- Safari 6

Note about Internet Explorer: If you use Internet Explorer and are having trouble viewing the Citizen Access webpage, please check your compatibility view settings. In Internet Explorer, click on *"Tools"* and select *"Compatibility View Settings."* Add **Fremont.gov** under *"Add this Website."*
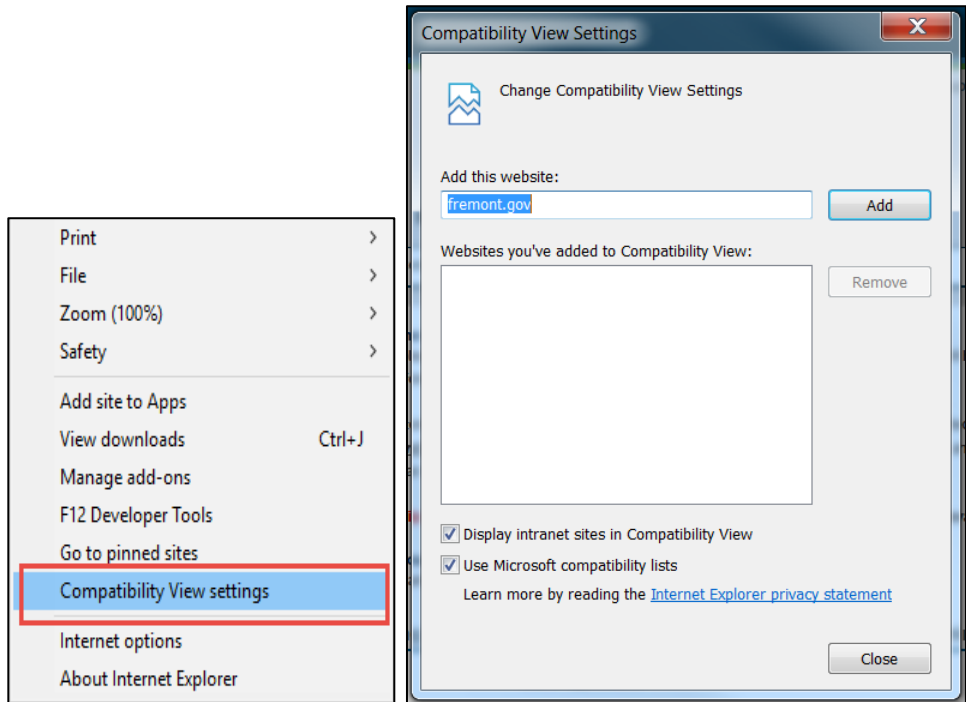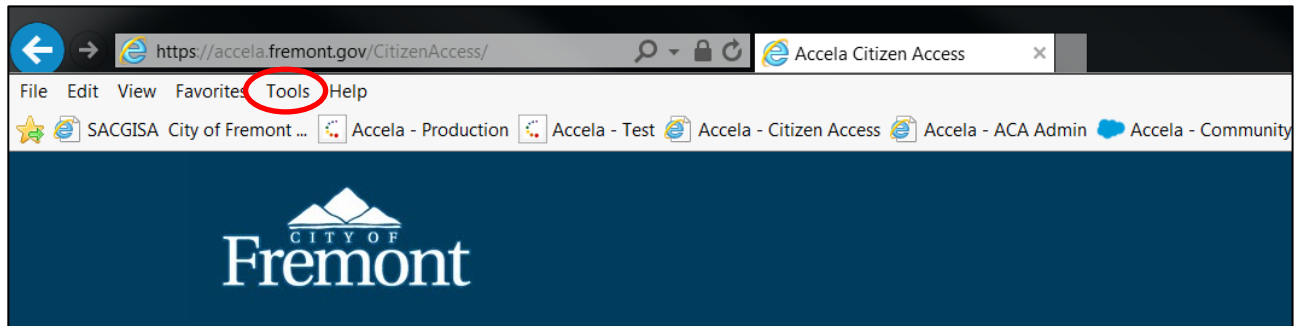
REGISTER FOR AN ACCOUNT

1) Open your internet browser. Go to the link for the Fremont Citizen Access site at: www.Fremont.gov/CitizenAccess.
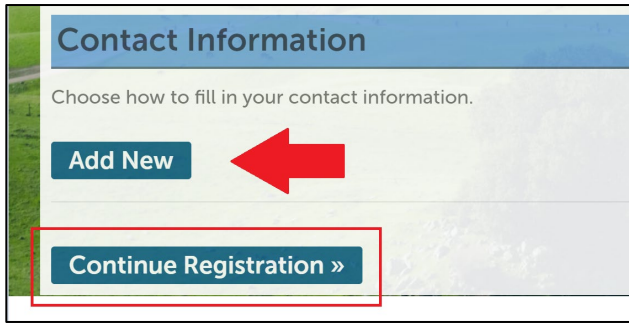
2) Click on "*Register"* at the top of the page.

3) Review the General Disclaimer. Check the checkbox "*I have read and accepted the above terms*" and click the "*Continue Registration"* button to continue the registration process.

4) Input your account information. Fields marked with a red asterisk * are required and must be entered to continue. Password must be 8-21 characters in length.

5) Click "*Add New"* to add your contact information. Click *"Continue Registration."*
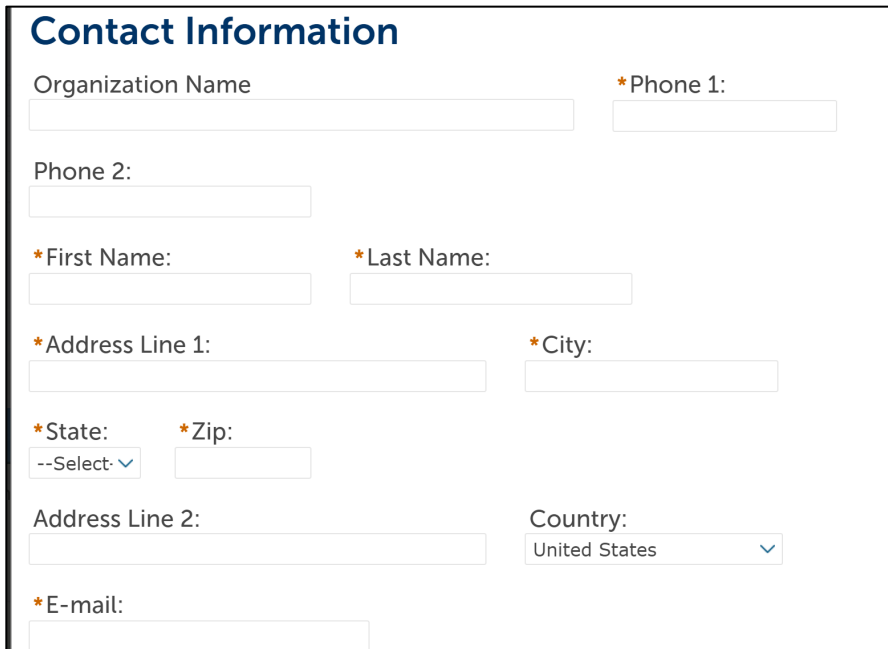
6) Complete the "*Contact Information*." Fields marked with a red asterisk * are required and must be entered to continue. Click on *"Continue"* to continue with the registration. If you are setting up an account for your business, be sure to complete the *"Organization Name"* field and use an email address that any employee you add as a contact on your account will know.
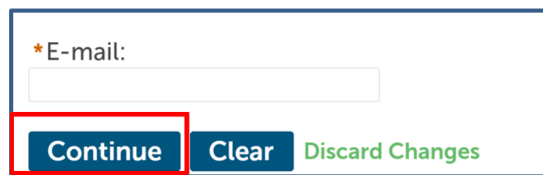
7) Next, you will get a message stating, *"Contact added successfully."*

8) Click "*Continue Registration*."
9) After the registration has been completed, the information you used to register the account will be displayed.

10) To log in to your Citizen Access account, click the *"Login Now"* button.
11) Enter the *"User Name or E-mail"* and *"Password"* you used to register your account. If you have problems logging in, try using your user ID instead of your email address because the unique characters in the email address (e.g., @) can impact login functionality. Click the *"Login"* button to continue.

LOGIN

After you have set up your Citizen Access account, log in to access your records.

1) Open your internet browser and navigate to: www.Fremont.gov/CitizenAccess.
2) Enter the *"User Name or E-mail"* and *"Password"* you used to register your account. Click the *"Login"* button to continue. To avoid login issues, always clear your browsing history/cache and reboot your device/computer.

PROBLEMS LOGGING IN

If you have problems logging in to your Citizen Access account, send an email to developmentservices@fremont.gov. City staff will follow up to assist you with your login problem. *Most login issues can be resolved by clearing your browsing history and cache and rebooting your device/computer.*

Department Pages	Related Pages	Resources	Contact Us
Building	City of Fremont	Citizen Access User Guide	developmentservices@fremont.gov
Planning	Development Services	Inspection Contact Authorization Form	Office: (510) 494-4443
Engineering	Citizen Access	Citizen Access FAQ	Inspections: (510) 494-4885
Enforcement			39550 Liberty Street Fremont, CA 94538

RESETTING YOUR PASSWORD

1) If you forget your password, click on *"I've forgotten my password."*
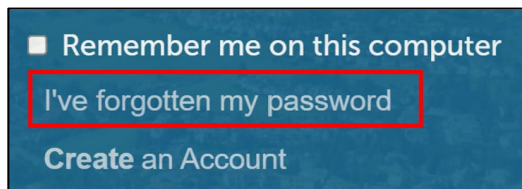
2) Input the *"E-mail Address"* on your account (used to log in).
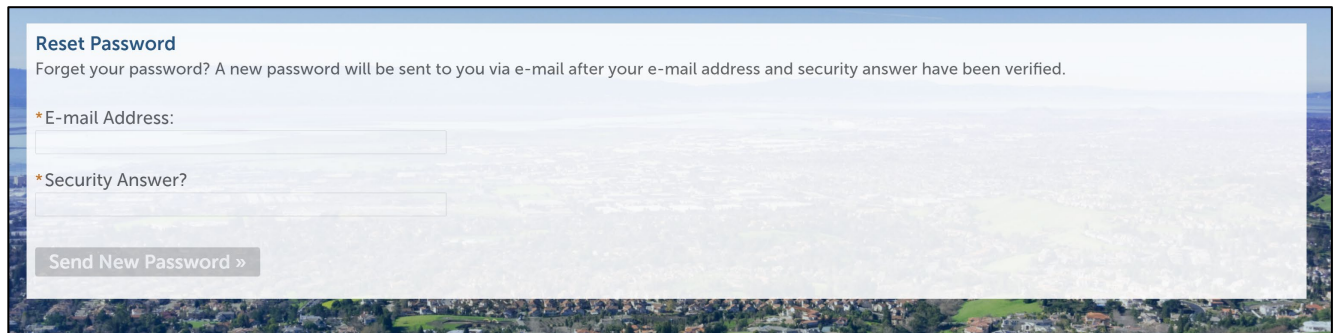
3) After your email address is entered, your security question will pop up. Provide your *"Security Answer."*
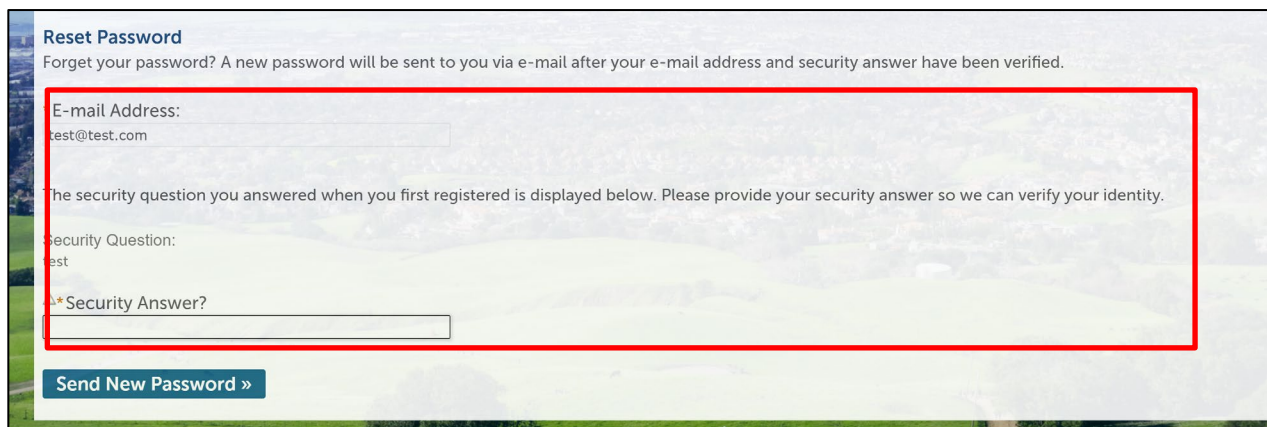
4) An email will be sent to the address you provided with the username on your account and a temporary password. ***The temporary password is only valid for 24-hours***. If you do not see the email, please check your email "junk" box. Log in to Citizen Access with your temporary password. You will be prompted to select a new password. Passwords are case sensitive.

SEARCH FUNCTIONALITY

1) **Searching Records:** Searching can be done without logging into a Citizen Access account. Searches can be completed by record number, address, parcel number, or date range. To search without logging into a Citizen Access account, open your internet browser and navigate to: www.Fremont.gov/CitizenAccess. Once on the Fremont Citizen Access site, you can search for permit activity by record number, address, and date range. Note that the default date range for searching is five years. If your search does not yield the search results you were expecting, be sure to adjust the search range to capture a larger date range.

2) Click on **"Search Records"** at the top of the page and select your discipline from the drop-down list.
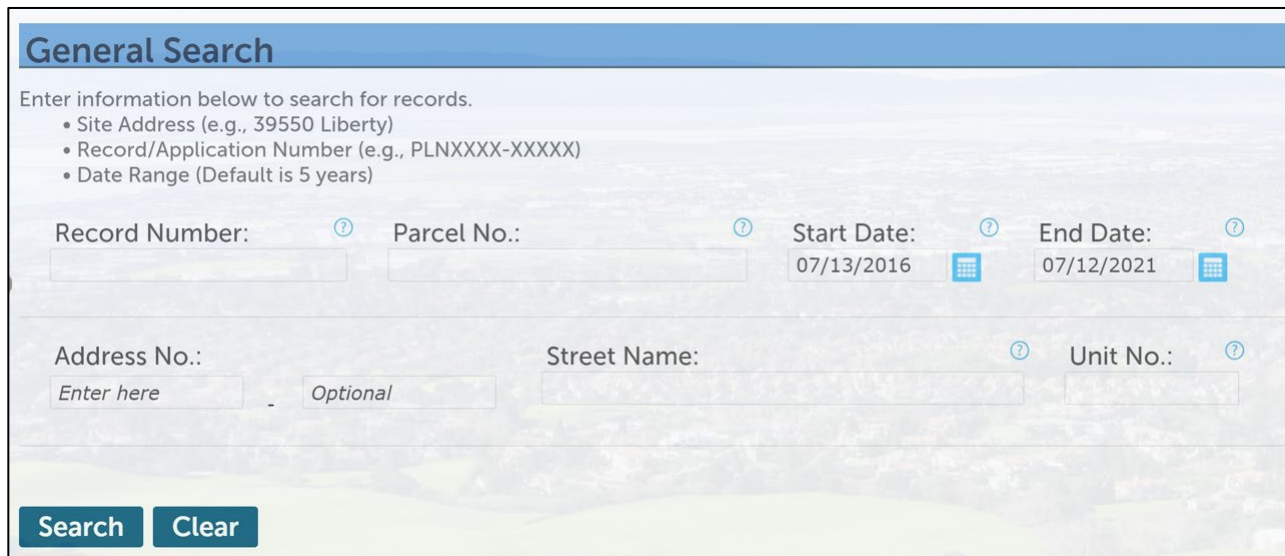

Or click on the "**Search Records**" icon.
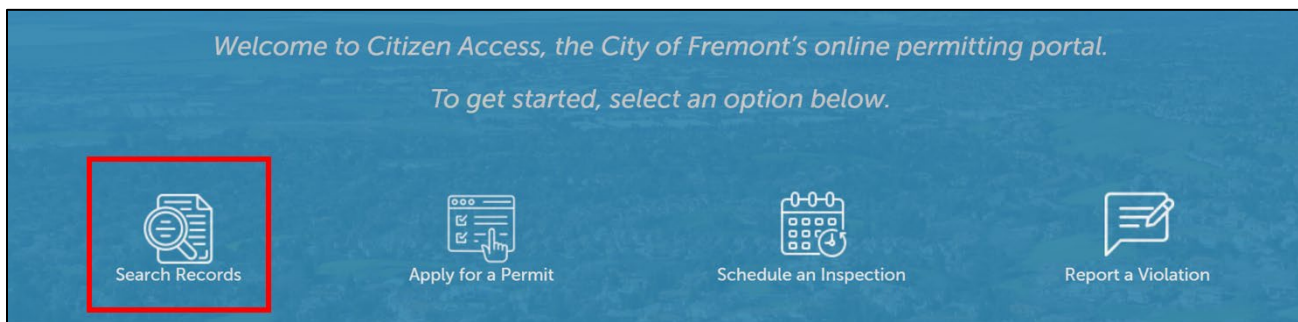
3) Select the type of permit (e.g., technical discipline) you need (Building, Planning, or Engineering). After selecting a technical discipline, you will be prompted to complete the online form.
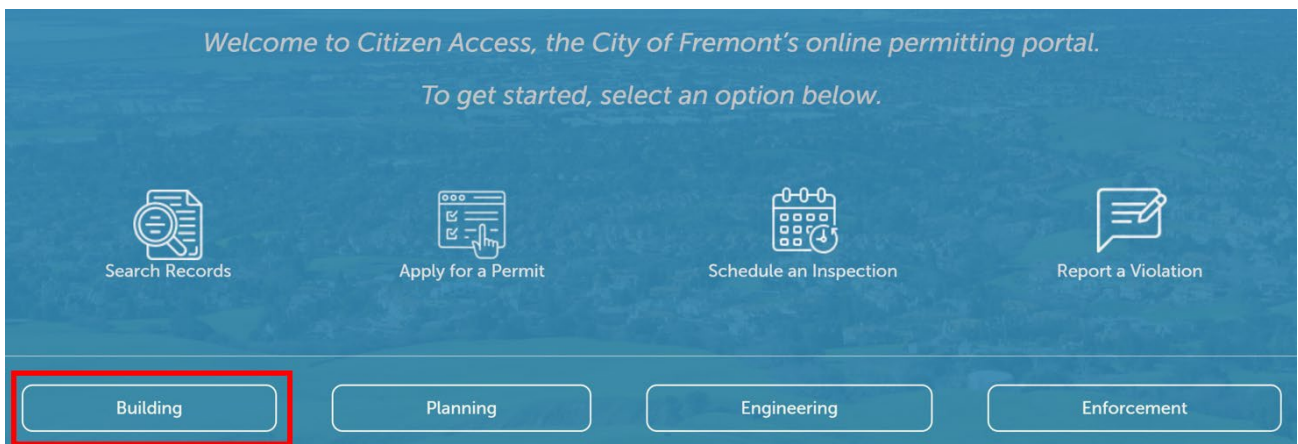
4) **General Search:** If you'd like to do a general search, do so in the "General Search" section. In the *"General Search"* section, complete the search fields. Your search results will be best when the least amount of information is entered (e.g., partial street name). If you are looking for a specific record number or parcel number, enter it and the system will return a valid result. If you don't see the result you expected, simplify the search information by abbreviating the search information (e.g., instead of BLD2018-00001, try BLD2018 or BLD2018-001).

   Note about search dates: The search dates default back five years from the day the search is queried. Adjust the search dates for a smaller or larger search date range if you do not find the results you expected.

   Note about parcel numbers: Parcel numbers should be formatted as "### #########" (e.g., 525 164701301; there should be a space after the first three digits in the parcel number). The parcel number search will work with a partial number (e.g., 525 or 525 1647).


General Search

Enter information below to search for records.
- Site Address (e.g., 39550 Liberty)
- Record/Application Number (e.g., PLNXXXX-XXXXX)
- Date Range (Default is 5 years)

Record Number: Parcel No.:   Start Date: 07/13/2016   End Date: 07/12/2021

Address No.: Enter here _ Optional   Street Name: Unit No.:
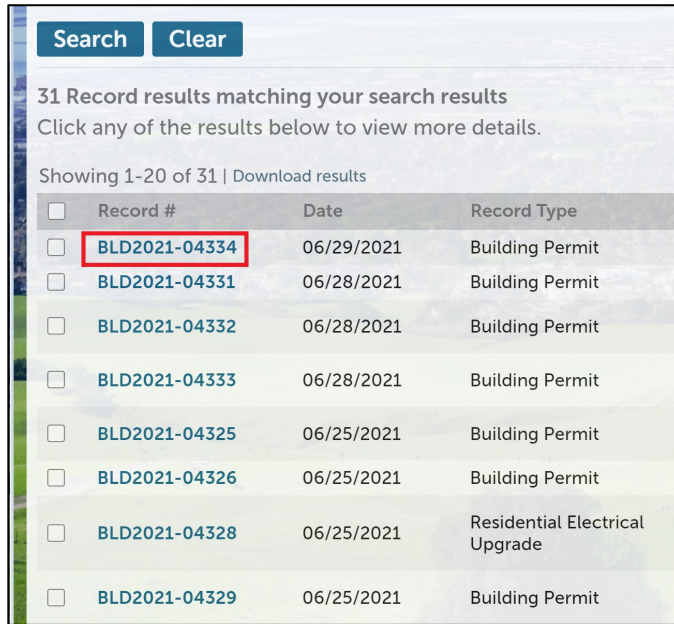
Search   Clear

SEARCH TIP: Input a partial street name (e.g., Fremont should be searched as Fre or Fr).

5) Click the *"Search"* button when you have entered your search criteria.
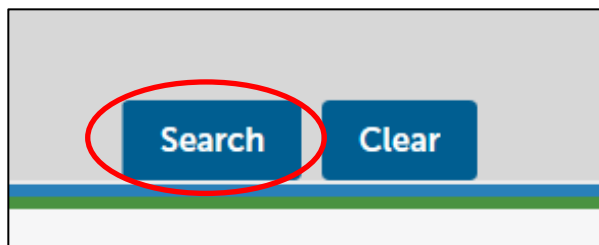
6) View the permit record information by clicking on the permit number from the results list.

7) Specific permit record information will be displayed, including record number, type of record, record status, work location, and record details (e.g., applicant, project description, owner).

8) To view *"More Details,"* click on the ▶ next to each field to see details pertaining to that specific field.

ADDING A CONTACT TO YOUR ACCOUNT

If you set up your Citizen Access account with the intent of having more than one person accessing it, including scheduling inspections on your various permit records, you will need to add these additional people as a "Contact" on your account.

To add a contact, do the following:
1) Open your internet browser and navigate to: www.Fremont.gov/CitizenAccess.
2) Log in to your Citizen Access account.
3) Select "*My Account*."

4) Select *"Contact Information,"* then *"Add a Contact."*
5) Select a contact *"Type"* from the drop-down box and then *"Continue."* All contacts with the type "Applicant" will receive the automatic email communication sent to the applicant at various points in the permit process.
6) Select *"Continue"* to complete the information for the new contact on your account.
7) The new contact will now have access to schedule inspections on your permit records by logging in to your Citizen Access account with the username or email address and password you used to set up your account.

LINKING YOUR PERMIT RECORDS TO YOUR CITIZEN ACCESS ACCOUNT

In order to have access to specific records, an individual's Citizen Access account must be linked to it. If you submitted the permit request in Citizen Access, the record is automatically linked to your Citizen Access account. If you submitted your permit request prior to July 2021, it's possible the record is not yet linked. For these unlinked records, forward the record number and the email address on your Citizen Access account to developmentservices@fremont.gov. City staff will contact you after reviewing your request to let you know the record has been linked or if additional information is needed to complete the request.

MY RECORDS AND MY COLLECTIONS
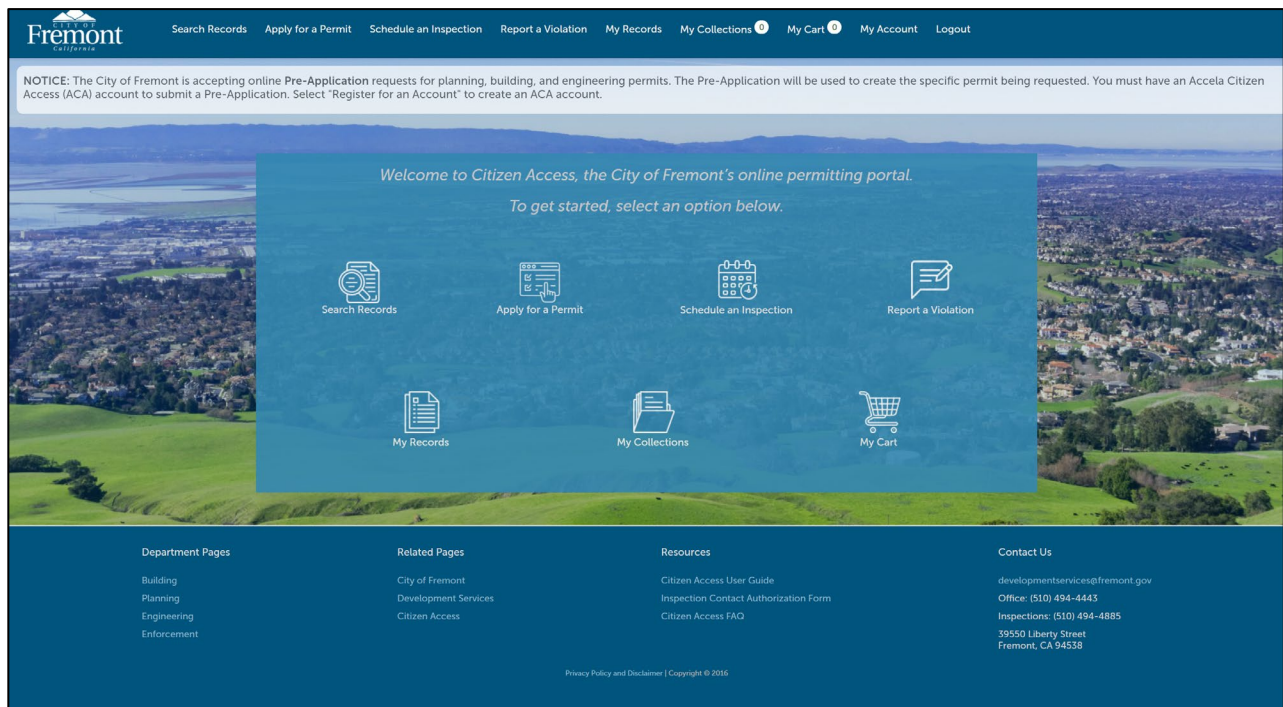
After logging in to your account, you'll have the options shown above. To get to all of your records and transactions, select either: *"My Records," "My Collections," "My Cart,"* or *"My*

Account." Each of these are specific to the account holders' records with the City of Fremont. A summary of these functions is as follows:

- **"My Records:"** A compilation of all records across all modules (Planning, Building, or Engineering) that your Citizen Access account is linked to.
- **"My Collections:"** A functionality that allows you to consolidate related records into groups for easier tracking of all the records required to complete a project.
- **"My Cart":** Will include items when fees are due on one or more records. To pay fees, select the "My Cart" icon.
- **"My Account":** Provides access to all of your account information. In "My Account," you can change your contact information and add people to your account.

My Records: To access *"My Records,"* do the following:
1) Open your internet browser and navigate to: www.Fremont.gov/CitizenAccess.
2) Log in to your account. Your login will default to the Dashboard homepage. To see all of your linked permit records without creating a collection, click on *"My Records."*
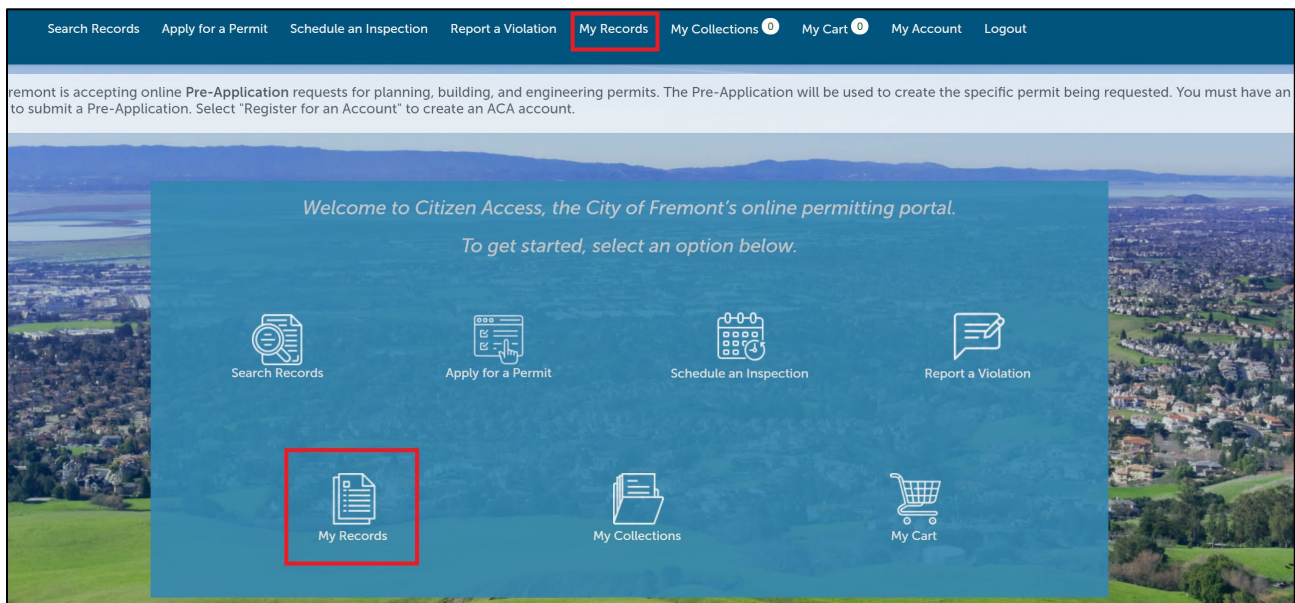
3) Under the *"Record #"* column, click on the permit record (**blue text**) number you want to review. Your permit records will be separated by discipline (Building, Planning, or Engineering; below only Building records are shown).

4)   Once in the permit record, it looks very similar to records when you are not logged in to your account. To see specific permit record information, click on *"Record Info."* To schedule inspections, see the next section *("Scheduling Inspections")*. To set up a collection, see below.

5)   To navigate back to your account, click *"My Records."*

6)   ***Creating a New Collection:*** To assemble related permit records into a *"Collection,"* select the records by clicking within the dialogue box for each record you want in your collection. Then click *"Add to Collection"* to create the collection.

7) If you have collections within your account, you may select an existing collection to add these records to or click "*Create a New Collection*." Name your collection. Click "*Add*" to finish setting up the collection.

8) Once the collection has been created, you will see the message *"Your selection has been added to the collection."*

9) To see the collection, click on *"My Collections."*
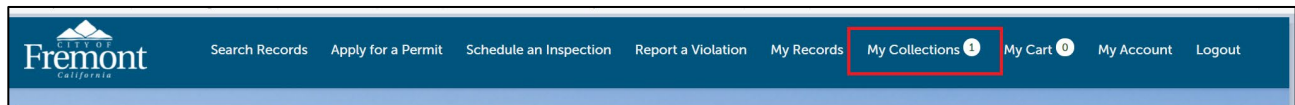
10) To access your collections, click within the name of your collection.

11) Each collection provides a summary of the combined records in it. You can rename and delete a collection, and move, copy, or remove records from the collection.

12) ***Adding a Record to an Existing Collection:*** If you want to add a record to an existing collection, repeat Step 6 (Click on "***My Records***").
13) Select the record you want to add to an existing collection. Click on "***Add to Collection***."
14) Click on "***Add to Existing Collection***." Use the pull down to find the desired collection. Select the ***Collection*** you want to add the record to.

15) Click "*Add*" to add the record to the collection.
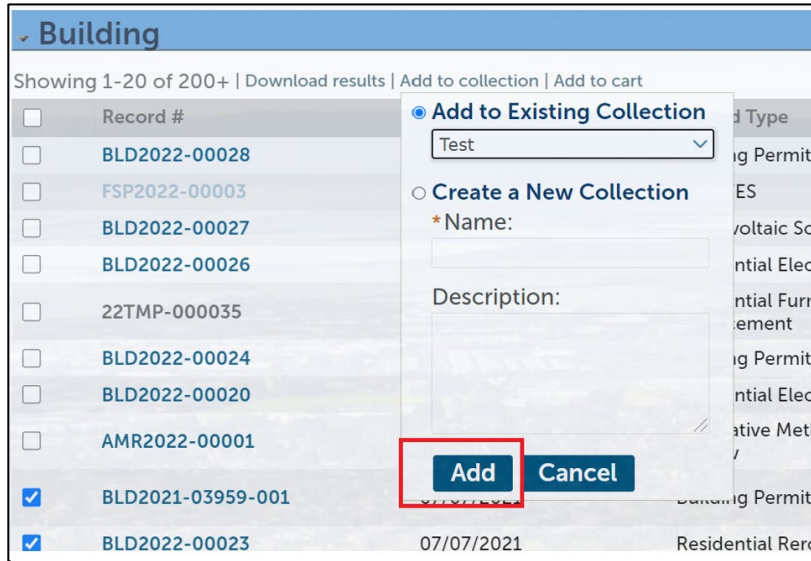
16) Once your record has been added to the collection, you will see the message *"Your selection has been added to the collection."*
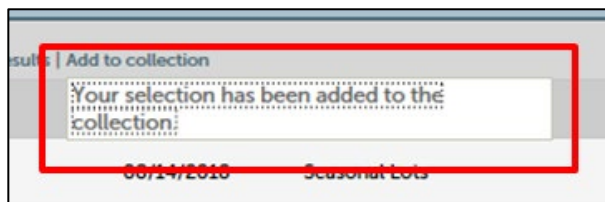
RESUBMITTING PLANS REQUIRING CORRECTIONS

If an applicant already has a project in process and needs to resubmit plans/documents, the resubmittal will need to be made via Citizen Access. Existing records created at the Development Services Center will need to be linked to an applicant's Citizen Access account. Once the record is linked to the Citizen Access account, the applicant will be able to resubmit electronically.

To get an existing record linked to a Citizen Access account, an applicant should email their Team Lead to make this request, providing the email address on the account to be linked and the record number(s) to be linked to it. An applicant can also email this request to developmentservices@fremont.gov. Once the record(s) is linked with the Citizen Access account, they will be found in the account under *"My Records."*

Once the record is linked with a [Citizen Access](#) account, the resubmittal process is as follows:
1) Go to [www.Fremont.gov/CitizenAccess](#).
2) Log in to your Citizen Access account.
3) Select *"Home."*
4) Select *"My Records."*
5) Select the record that needs to be resubmitted.
6) Select *"Record Info."*
7) Select *"Documents."*
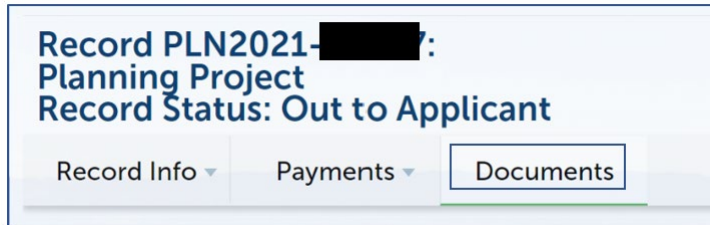
8) Select *"Resubmit"* under Actions.

9) Upload the resubmittal document.
10) If it is a new document that has not been reviewed, select *"New."*
11) Upload the new documents.
12) Select *"Save."*

SCHEDULING INSPECTIONS

Note about scheduling inspections: In order to schedule an inspection for a Building Permit in Citizen Access, you must have a Citizen Access account, but the account does not need to be linked to the permit record.

1) To schedule an inspection, open your internet browser and navigate to: [www.Fremont.gov/CitizenAccess](#).

2) Log in to your account.

3) Click on *"Schedule an Inspection"* either in the heading or in the middle of the page. If you have set up a Collection, open it to navigate to the permit you want to schedule an inspection for.
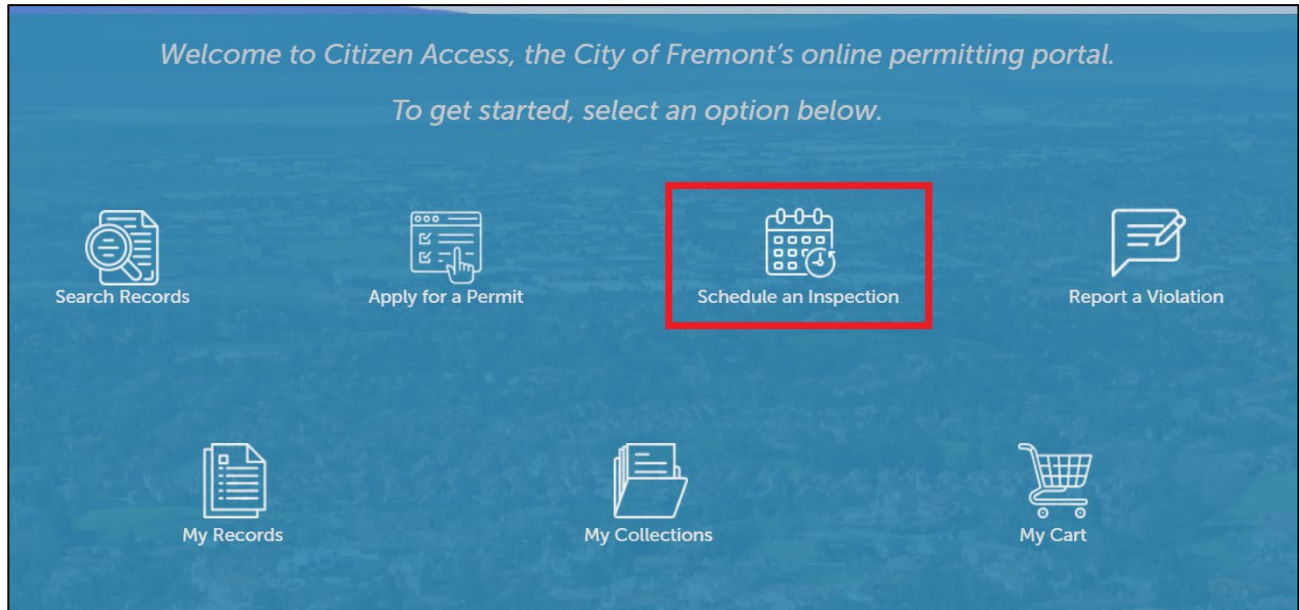
4) Select your record by clicking on the *"Record #"* (**blue text**). In order to schedule an inspection, the permit must be in an "*Issued*" or "*Issued – Revisions Pending"* status. If the status of your permit is not "*Issued*" or "*Issued – Revisions Pending"* and it was your understanding that it should be, contact the City for assistance at developmentservices@fremont.gov. If the record is not linked to your account, search by the record number.

Record #	Date	Record Type	Project Name	Address	Status	Action
BLD2022-00028	07/13/2021	Building Permit			Cycle 2	
FSP2022-00003	07/13/2021	Fire AFES			Cycle 2	
BLD2022-00027	07/13/2021	Photovoltaic Solar Panels			Cycle 2	
BLD2022-00026	07/12/2021	Residential Electrical Upgrade			Issued	
22TMP-000035	07/12/2021	Residential Furnace or AC Replacement				Resume Application
BLD2022-00024	07/08/2021	Building Permit			Cycle 3	
BLD2022-00020	07/07/2021	Residential Electrical Upgrade			Received	Pay Fees Due
AMR2022-00001	07/07/2021	Alternative Methods and Material Review			Received	Pay Fees Due

5) Click on "*Schedule or Request an Inspection*" (**green text**).
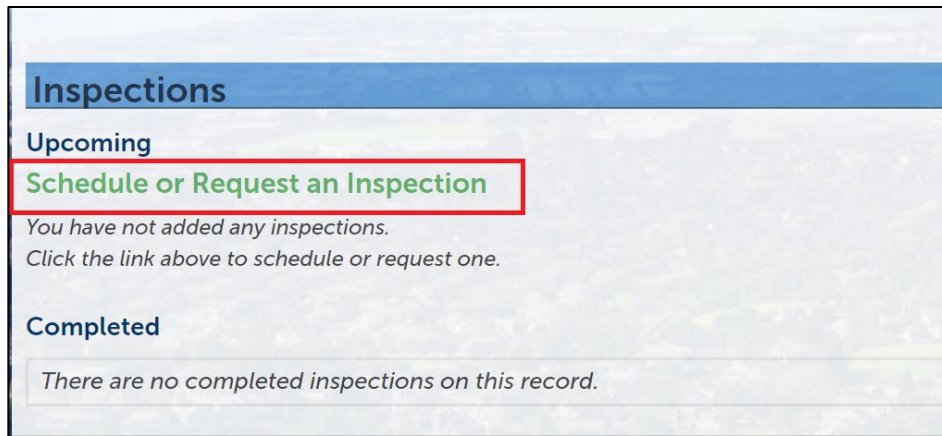
6) Only inspections applicable to your particular permit will be available for selection. If there is a drop-down list, use it to find your required inspection.
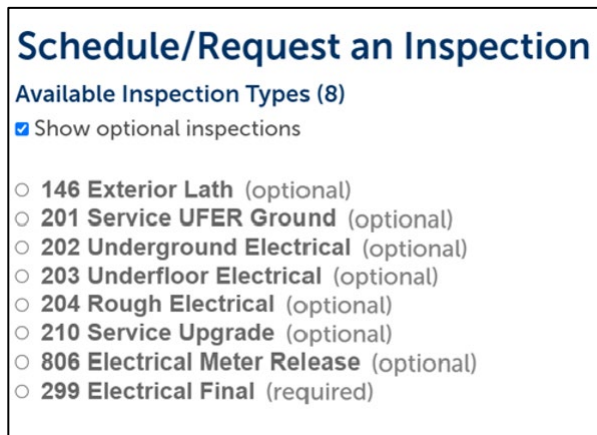
7) If only a few inspections are available, you will not have a drop-down list. Select your inspection by clicking within the radio button. Click *"Continue."*
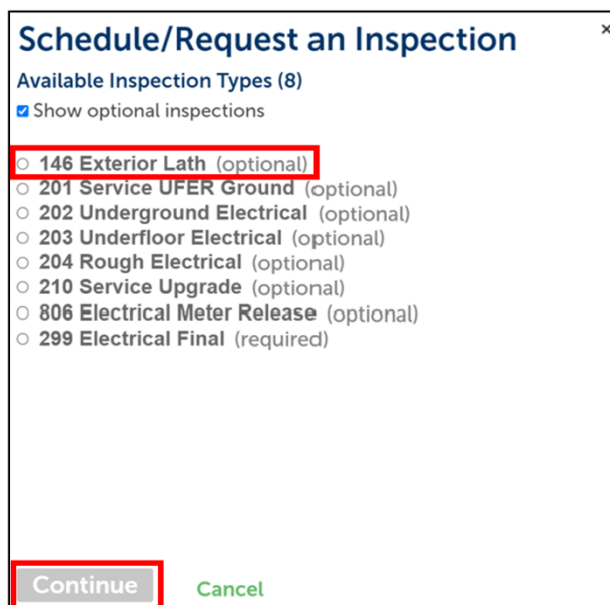
8) Select one of the available inspection dates (shown in **blue text**).

Schedule/Request an Inspection

Inspection type: 146 Exterior Lath

To continue, select an appointment date and time range by clicking a link on the calendar below:

Jul 2021						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Aug 2021						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

« Prev

Continue   Back   Cancel

9) Select *"All Day"* and then click *"Continue."*

11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

« Prev

⦿ All Day

Continue   Back   Cancel

Note about your preferred inspection time: Inspections are generally scheduled from 8:00 a.m. – 4:00 p.m. The applicant and licensed contractor on the record will receive an email the evening before the inspection date notifying: who the inspector is; when they will arrive; and the specific inspection to be completed. For persons who don't receive the email (i.e., not the applicant or licensed contractor), the estimated arrival time can be checked in Citizen Access after 5:00 p.m. the evening before the scheduled inspection date.

10) Verify if the location and the contact are correct. If incorrect, select *"Change Contact."*

Schedule/Request an Inspection

Inspection type: 146 Exterior Lath
Location and Contact
Verify whether the location and contact person for the selected inspection are correct.

Location
39550 Liberty St

Contact
Teresa Garcia
510-494-4409
Change Contact ▾

Continue   Back   Cancel

11) Use the drop-down to select a contact on the record or enter a specific person (for inspection purposes only). Click *"Submit."*

Schedule/Request an Inspection

Inspection type: 146 Exterior Lath
Location and Contact
Verify whether the location and contact person for the selected inspection are correct.

Location
▮▮▮▮▮▮▮

Contact
▮▮▮▮▮

Change Contact ▾

Continue   Back   Cancel

12) Verify that the inspection request information is now correct. If so, click *"Continue."* If not, click *"Back"* to correct the inaccurate information.

Schedule/Request an Inspection
Confirm Your Selection
Please confirm the details below and click the Finish button to schedule the inspection.

146 Exterior Lath
07/14/2021
39550 Liberty St
▮▮▮▮▮▮▮

Information about the day of your inspection:

Finish   Back   Cancel

13) Click *"Finish"* to complete scheduling the inspection.
14) You will be redirected to *"Inspections"* in the permit record that the inspection was scheduled where you will see the scheduled inspection. If you need to modify this inspection (i.e., reschedule, cancel), you can do so by selecting *"Actions"* (**green text**) to the right of the inspection information.

Note about your assigned inspector: The assigned inspector may change depending on staffing availability and the number of inspections requested. By 7:30 a.m. on the day of your inspection, the assigned inspector will be finalized and shown on the above summary screen.

15) If you receive an error, please contact the City by email at developmentservices@fremont.gov. Please take a screenshot or picture to capture what the error is (that is, exactly what the error states), so staff can know how to best resolve the issue for you.

NOTICES ON RECORDS

City staff may have placed a reminder on your permit record(s) to ensure permit conditions of approval are complied with. There are three types of conditions, being **Notice, Lock,** or **Hold**. Most conditions added to records are Notices. If there is a condition on your permit, you will see it as a green banner near the top of the screen. Click "*View Condition"* for further information about the notice and how to resolve it.

Record Info ▾ | Payments ▾ | Conditions ❸ | Documents

ⓘ A notice was added to this record on 07/13/2021.
Condition: Update Property Owner   Severity: Notice
Total Conditions: 3 (Notice: 3)

[View Condition]

Below are a few examples of common conditions added to permit records.

Example 1—Deferred Impact Fees Due

What Condition Looks Like:

Building - 1 Condition Applies
BLD Prior to CofO
Deferred Impact Fees Due
Impact fees must be paid by April 10, 2019 or prior to CofO whichever comes first. Contact Maria Salinas at 494-4448.
Condition Applies | Notice | 04/10/2018

Remedy to Remove the Condition: Prior to scheduling a final inspection, the applicant needs to contact Maria Salinas at 510-494-4448 to schedule a time to visit the Development Services Center to pay the Deferred Impact Fee(s) that is due. Staff will need to invoice the impact fees due and provide an invoice so the Cashier can process the payment. Once paid, staff will remove the Deferred Impact Fee condition. Once removed, you can schedule the final inspection.

Example 2—ENV – C&D Recycling Required

What Condition Looks Like:

INSP - Before Final
ENV - C&D Recycling Required
C&D recycling receipts required prior to permit final. Contractor must submit documentation to Environmental Services 510-494-4570 or environment@fremont.gov.
Condition Applies | Notice | 10/16/2017

Remedy to Remove the Condition: Provide construction and debris waste handling receipts (recycle receipts) for approval to the City's Environmental Services Division before scheduling a final inspection. Environmental Services staff will remove the condition once it is statisfied, which will enable you to schedule the final inspection.

Example 3—Need Sub List
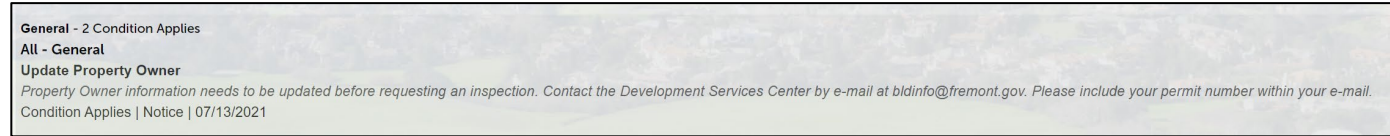
What Condition Looks Like:

Revenue - 1 Condition Applies
REV Prior to Building Final
Need Sub List (BLD)
Need Property Owner and/or Contractor to Submit a Sub-Contractor List to Revenue.
Condition Applies | Notice | 09/11/2017

Remedy to Remove the Condition: Property owner and/or contractor needs to submit the sub-contractor list for their project to the Revenue Division at the Cashier counter at the Development Services Center before a final inspection can be scheduled. Revenue staff will remove the condition from the permit record once the sub-contractor list has been provided.

Example 4 – Update Property Owner

What Condition Looks like:

General - 2 Condition Applies
All - General
Update Property Owner
Property Owner information needs to be updated before requesting an inspection. Contact the Development Services Center by e-mail at bldinfo@fremont.gov. Please include your permit number within your e-mail.
Condition Applies | Notice | 07/13/2021

Remedy to Remove the Condition: Contact the Development Services Center by email at bldinfo@fremont.gov. Include your permit number and the property owner's information, along with proof of ownership. Staff will update the record and will remove the condition.