

Troubleshooting – Common Questions and Issues

I'm having issues logging in, with error messages appearing, etc.

Please try clearing the cache of your web browser. Often you can use a shortcut, CTRL-Shift-Del. Be sure to clear everything, except passwords. Then close your browser and re-open the page.

When I try to log in, it says my email is already in use, but I have not setup an account yet - what's going on?

When the Development Services team created a contractor or trade registration, it may have automatically created a public user account for you. To resolve this try to reset your password on the Citizen Access Portal webpage. If you have any issues please contact the office.

I don't see one of my permits on my home page, where is it?

This usually means that you are not “linked” to the permit. Contact the office and we can try to assist you with linking the permit you are expecting to see to your account.

My address doesn't show up when I search, what should I do?

First, ensure you are logged into an account. Next, if you're still having issues please visit our guide titled “How to Search the Citizen Access Portal” for help. If you're still having issues please contact the office for assistance.

I am trying to upload a document, or view my plans, but when I select “record Info” I don't have the attachments or Inspections options.

This usually means that you are not “linked” to the permit. Contact the office and we can try to assist you with linking the permit you are expecting to see to your account.

I submitted my permit, but the person reviewing it sent it back as “Additional Information Required” How do I add this missing information to my application?

Unfortunately, you cannot change the information on the application after you have submitted. In these instances, if it is missing documents, you can upload the missing information in the attachments section.

I'm trying to upload additional documents, but I get an error saying its blocked.

We have a feature in place that prevents uploading during the review process to prevent confusion and delaying your project. If your permit is in “additional information required” or “Revisions required” and you are still getting this block, please contact the office.

Call us at anytime at 209-456-8500 if you have any questions or concerns.

Or Email us at MantecaPermits@manteca.gov.

Want additional training? Call the office to schedule a time for one-on-one training and a walkthrough where you can bring your preferred device and staff can assist you with Accela, Citizen Access Portal, or DigEplan.