



CITYof SAN ANTONIO

Planning & Development Services Department

1901 S. Alamo

San Antonio, Texas 78204

(210) 207-1111 (Phone)/(210) 207-0102 (Fax)

www.sanantonio.gov/dsd

Request to Establish On-Line Account to Obtain Permits, Schedule Inspections, and Make Payments

Planning & Development Services staff is available to assist you in setting up your on-line account to obtain mechanical, electrical, and plumbing permits, apply for new residential construction building permits, schedule inspections and make payments on your permit. To set up your on-line account, please complete this form/authorization letter and submit it as follows:

Hand Delivery/Mail – Call Center, 1901 S. Alamo, San Antonio, Texas 78204

Fax – (210) 207-0102

Email - developmentsservicescustomerservice@sanantonio.gov

Name	
Contractor ID	
Email	
Umbrella Account Y N	An umbrella account establishes one log-on identification that all of your employees can use for their on-line activity. The email associated with this Umbrella Account should be the license holder's email or other trusted employee for your business. Your employees will not have access to pay fees using your escrow account unless you provide that employee with your escrow number. The umbrella account number will need to be added to all permits in order to conduct on-line transactions.
Individual Accounts Y N	An individual account establishes a log-on for each person to schedule inspections, apply for permits, and utilize the company escrow account (if applicable). A letter of authorization on company letterhead and signed by the license holder will also need to be submitted with this form.
Name	
Email	
Name	
Email	
Name	
Email	

Tips for Successful On-Line Activity

- ✓ Let Planning & Development Services set up your on-line account for you. Once your account is set up, you will receive a confirmation email with all of the necessary information to log-in to the on-line system.
- ✓ Each license holder should have only 1 on-line account.
- ✓ Go to the department's web site to view our videos regarding on-line permitting and inspection scheduling
- ✓ Make sure your contractor record includes your email
- ✓ Make sure your contractor record includes all of your employees/authorized agent's email
- ✓ If you have more than 3 employees/authorized agents, the department recommends using an umbrella account
- ✓ Your employees/authorized agents must be listed on the permit in order to conduct on-line activities (or your umbrella account must be listed on the permit).
- ✓ Your umbrella account is only for on-line activity.
- ✓ Open an escrow account for on-line payments. Otherwise you can use a credit card to pay fees on-line.
- ✓ When employees/authorized agents leave your business, update your on-line account and Hansen contractor record.

Signature of License Holder

Date