

## Add or Remove a Contact in Citizen Access (ACA)

Land Development's Application for **Add/Remove Contact** is an amendment record created as a child record to add or remove a contact from an active parent record within the Land Development module. **The purpose of this record is for the customer to be able to initiate the request from the ACA portal.**

This record is not used for **Add or Remove Contact** requests received by mail, walk-in or phone. The business performs these changes directly to the parent application using BuildSA back-office.

### Before you begin

1. Gather pertinent information: Citizen Access login information, Original record ID # (parent record), etc.

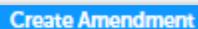
### Deleting a Contact From a Record

**Note: Citizen Access does not allow a Primary Contact to be removed from a record without a Letter of Authorization. If removing a Primary Contact, upload the Letter of Authorization during Step 4 on the Application Intake form.**

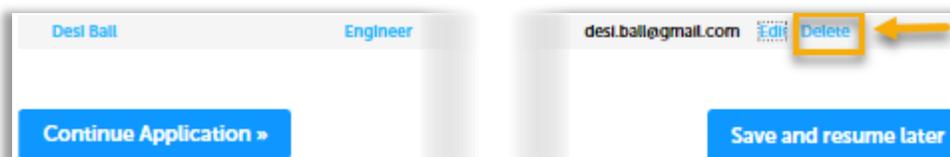
1. **Login** to your Citizen Access Account (to register for an account use the following link:

<https://aca.sanantonio.gov/CitizenAccess/Default.aspx>.)

2. **Using** the **My Records** tab, locate and open the parent record.
3. **Scroll** to the bottom of the page that displays (Record Details page). **Click** *Create Amendment*.



4. **Click** the radio button to the left of **Land Development - Add/Remove Contact**. **Click** *Continue*.
5. The Application Intake Form displays and is pre-populate with the information for Step 1. **Click** *Continue Application*.
6. **Select** *No Additional Parcels* or, if more than one parcel, **type** additional parcel information, as necessary. **Click** *Continue Application*.
7. Step 3 is the Contact Information page. From the Actions column, find the contact you wish to remove and click the **Delete** button corresponding to the contact.



8. **Click** *Continue Application*. Confirmation message displays.
9. Citizen Access confirms the contact is removed.

**Clicking Delete here does not remove Contact from the record. It merely displays to Staff which Contact to remove. Continue and complete the application through Step 6: Record Issuance.**

10. Step 3 is the Application Information page. **Complete** required fields.
11. **Click Continue Application.**
12. In Step 4, **upload** documentation, as necessary (example: Letter of Authorization). **Click Continue Application.**
13. In Step 5, **review** information. **Edit**, as necessary. **Click Continue Application.**
14. In Step 6, **Add or Remove Contact** record is issued (shown).

**Land Development - Add/Remove Contact**

1	2 Contact Information	3 Application Information	4 Document Information	5 Review	6 Record Issuance
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**Step 6: Record Issuance**

Your application has been successfully submitted.  
Please print your record and retain a copy for your records.

Thank you for using our online services.  
Your Record ID is **LAND-CONTACT-19-000001**.

### Adding a Contact to a Record

1. **Login** to your Citizen Access Account (to register for an account use the following link: <https://aca.sanantonio.gov/CitizenAccess/Default.aspx>.)
2. **Using** the **My Records** tab, locate and open the parent record.
3. **Scroll** to the bottom of the page that displays (Record Details page). **Click Create Amendment.**
4. **Click** the radio button to the left of **Land Development - Add/Remove Contact.** **Click Continue.**
5. The Application Intake Form displays and is pre-populated with information from the parent record. **Click Continue Application.**
6. **Select No Additional Parcels** or, if more than one parcel, **type** additional parcel information, as necessary. **Click Continue Application.**
7. Step 2 is the Contact Information page. To add a Contact, **click Select from Account** (shown).

- **Ensure the contact you want to add to the record is already listed as a contact in your Account Management page.**

Select Contact from Account

Select a contact to attach to this application.  
If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-4 of 4

Category	Type	Name
<input type="radio"/> Associated Contact	Individual	lucy ball
<input checked="" type="radio"/> Associated Contact	Individual	ethel merman
<input type="radio"/> Associated Contact	Individual	Desi Ball
<input type="radio"/> Associated Owner		VIA METROPOLITAN TRANSIT

**Continue** Discard Changes

- All contacts on the Account display. **Select** the Contact you want added to the Record by clicking on the radio button to its left (shown). **Click** Continue.
- Select** the role of the Contact (example: Surveyor, Engineer, Property Owner, etc. (shown.)

Select Contact from Account

ethel merman

\*Type:

Select contact addresses for this contact to attach to the record.

Showing 1-2 of 2

Address Type	Recipient	Address
<input type="checkbox"/> Mailing		1901 s alamo
<input type="checkbox"/> Physical		1901 s alamo

**Continue** Discard Changes

- Click** Continue.

Select Contact from Account

ethel merman

\*Type:

Select contact addresses for this contact to attach to the record.  
Required contact address type(s): Mailing

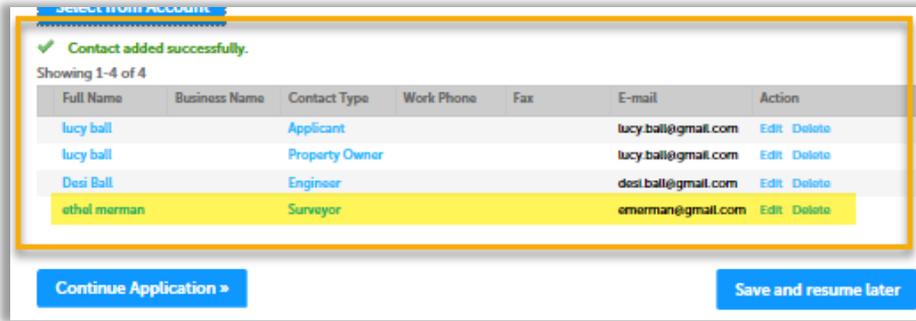
Showing 1-2 of 2

Address Type	Recipient	Address
<input checked="" type="checkbox"/> Mailing		1901 s alamo
<input checked="" type="checkbox"/> Physical		1901 s alamo

**Continue** Discard Changes

- Select** both mailing and physical addresses (shown). **Click** Continue.
- Contact is added to the Record (shown). Citizen Access displays a *Contact added successfully message*

(shown). **Click Continue Application.**

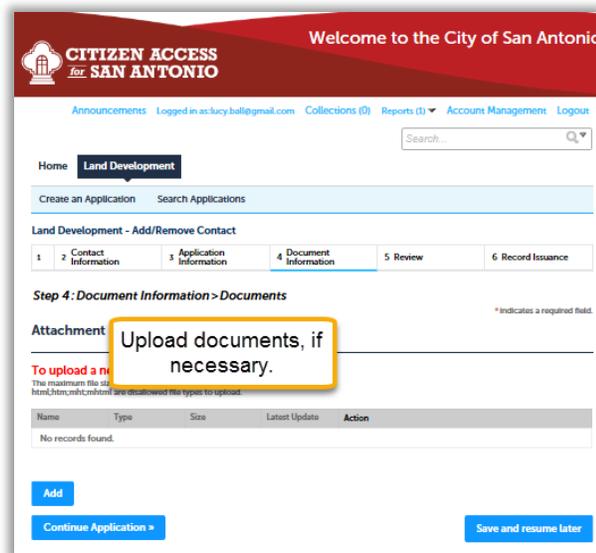


20. Step 3 of the Application Intake form is the Application Information page. **Complete** required fields.

21. **Click Continue Application.**

22. Step 4 is the Document page. **Upload** documentation, if necessary.

23. **Click Continue Application.**



24. Step 5 is the Review page. **Review** information for accuracy.

25. **Click Continue Application.**

26. The record is issued in Step 6 (shown). The application is complete.



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**Step 6: Record Issuance**



Your application has been successfully submitted.  
Please print your record and retain a copy for your records.

Thank you for using our online services.  
Your Record ID is LAND-CONTACT-19-000002.

**Thank you** for using Development Services Department's Citizen Access.