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.

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.

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

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**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](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.**
8. 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.

9. Select the role of the Contact (example: Surveyor, Engineer, Property Owner, etc. (shown.)

10. Click Continue.

11. Select both mailing and physical addresses (shown). Click Continue.

12. Contact is added to the Record (shown). Citizen Access displays a Contact added successfully message.
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.
Thank you for using Development Services Department’s Citizen Access.