Build SA

Development Services Department
1901 S Alamo, San Antonio TX 78205
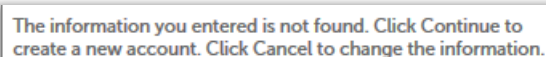210-207-1111 (Option: BuildSA)
buildsaocmteam@sanantonio.gov

Citizen Access Portal Create An Account Instructions

Before you begin

1. Gather pertinent information: email addresses, contact mailing and physical addresses, telephone numbers, etc.

Creating the Account

1. To register for an account with Citizen Access, Development Services' new online system, use the link. https://aca.sanantonio.gov/CitizenAccess/Default.aspx
2. Click the Register for Account link in the upper right hand corner or under Login button.
3. Either link takes you to the Disclaimer Page. Read Disclaimer. Check box accepting terms.
4. Click Continue Registration. You are now in Account Registration Step 2. All required fields are identifiable with a red asterisk (*).
5. The page has two sections: **Login Information** (user name, email address (for password recovery), password and security question) and **Contact Information**. Complete Login Information section.
6. In Contact Information section, click Add New link.
7. The Select Contact Type page displays. Select Individual or Organization.
8. Click Continue.
9. The Contact Information page displays. Complete all fields. All required fields are identifiable with a red asterisk (*). Email address on this page is used by the system for application notifications.
10. Click Add Contact Address link. Citizen Access requires a mailing address and a physical address (it is okay if both are the same).
11. Complete mailing address. Click Save and Add Another link.
12. Complete physical address. Click Save and Close link.
13. Click Continue link. The system checks for duplicate information and if none is found, the following

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

Continue **Cancel**

message displays.
14. Click Continue.
15. Citizen Access displays a congratulatory message in a green banner, *Your account is successfully registered* (shown). The information entered is saved and used as the applicant's information for any applications submitted for this account.

Your account is successfully registered.

Congratulations. You have successfully registered an account.
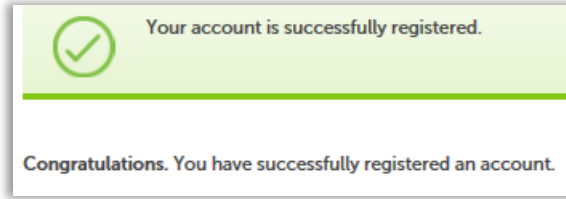
16. All Contact information displays. Write down your user name and password for future reference.
17. Click Login Now link to login to your account and create applications and conduct updates, pay fees, print receipts and invoices and request inspections.

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