Due to problems when uploading documents, the recommended browser is Internet Explorer.
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.
The *Add/Remove a Contact* Application

*Using Citizen Access*
I. Removing a Contact From a Record

*Using Citizen Access*

Please note: Citizen Access does not allow for the removal of a Primary Contact on a Record without submittal of a signed Letter of Authorization. If you have any questions, please contact the DSD Call Center, 210-207-1111 Option 5.
Removing a Contact From a Record

1. Login to your account.
2. Retrieve the Record.
3. From the Record Detail page, click the Create Amendment tab.
Removing a Contact From a Record

4. The Amendment options display.

5. Select Add/Remove Contact (#1 shown).

6. Click Continue Application (#2 shown).
Removing a Contact From a Record

7. The Add/Remove application intake form displays with Step 1 information pre-populated. Click Continue Application.

8. The Additional Parcel page displays (shown). Click No Additional Parcels or type additional parcels, as necessary.

9. Click Continue Application.
Removing a Contact From a Record

10. Contact Information page displays (shown).

11. From the Actions column, find the contact to remove and click Delete.

12. Click Continue Application.

Citizen Access does not allow for the removal of a Primary Contact on a Record without submittal of a signed Letter of Authorization.
Removing a Contact From a Record

Citizen Access displays a confirmation message:

Are you sure you want to delete this record? Click OK.
Removing a Contact From a Record

13. Citizen Access displays a **Contact removed successfully** message (shown).

Note the Contact no longer displays on the Record’s contact list.

14. Click Continue Application.
Removing a Contact From a Record

15. Step 3 is the Application Information page. Complete required fields.

16. Click Continue Application.

Note: Citizen Access does not allow for the removal of a Primary Contact on a Record without submittal of a signed Letter of Authorization. If removing a Primary Contact, upload Letter of Authorization in Step 4.
Removing a Contact From a Record

17. Upload documentation, if necessary in Step 4.
18. Click Continue Application.
19. Step 5 is the Review page. After review, click Continue Application.
20. The Record Issuance is Step 6 (shown). In Step 6 the application is complete.
II. Adding a Contact to a Record

*Using Citizen Access*
Adding a Contact to a Record

1. Login to your account.
2. Retrieve the Record.
3. From the Record Detail page, click the Create Amendment tab.
Adding a Contact to a Record

4. The Amendment options display.
5. Select Add/Remove Contact (#1 shown).
6. Click Continue Application (#2 shown).
Adding a Contact to a Record

7. The Add/Remove application displays with Step 1 information pre-populated. Click Continue Application.

8. The Additional Parcel page displays (shown). Click No Additional Parcels or type additional parcels, as necessary.

9. Click Continue Application.
Adding a Contact to a Record

10. Step 2 is the Contact Information page. To add a Contact, click Select from Account (shown).

11. Ensure the contact you want to add to the record is already listed as a contact in your Account Management page.
Adding a Contact to a Record

12. 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).

13. Click Continue.
Adding a Contact to a Record

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

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

17. Click Continue.
Adding a Contact to a Record

18. Contact is added to the Record (shown). Citizen Access displays a *Contact added successfully* message (shown).

19. Click Continue Application.
Adding a Contact to a Record

20. Step 3 is the Application Information page. Complete required fields (shown).

21. Click Continue Application.
Adding a Contact to a Record

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.
Adding a Contact to a Record

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