



Linking Your Licensed Professional Record to Your ACA Portal Account

Development Services Department
BuildSA Team

Licensed Professional Records

- **All active Hansen Licensed Professional Records will be in BuildSA**
- **BuildSA Licensed Professional Number will be different from Hansen**
 - **Example**
 - **Hansen: PM42626**
 - **BuildSA/Accela Citizen Access:
LIC-RMP-REG20-14100053 -
RMP-20-0025**

Licensed Professional Records

- **Must link your Licensed Professional Record to your Portal Account to:**
 - **Apply for permits on-line**
 - **Schedule inspections on-line**
 - **Create delegates (a.k.a. authorized agents) to act on your behalf**
 - **Eliminates the need to have an *umbrella* account**

Linking Your Licensed Professional Record to Your Portal Account

1) Know how your account is set up in BuildSA-Accela Citizen Access

- Navigate to BuildSA Login on DSD web page
- On the Citizen Access Home page, scroll to bottom of page and find **Licensing** section
 - Select **Search Applications**
 - Search by Licensed Professional Information
 - Type your State or City License Number in the **State License Number** field
 - If you are active in the system, your information displays
- Take a screen shot or write down the information related to your account
 - Pay particular attention to capitalizations (case sensitive)

2) Create your Citizen Access Portal Account

- On the Citizen Access Home page, select **Register for an Account**
- Accept the **Privacy Policy and Disclaimer**
- Complete all Login and Contact Information
 - The following information MUST BE AN EXACT match to your Citizen Access account
 - **First Name**
 - **Last Name**
 - **Phone Number**

BuildSA Home Page > Citizen Access > Locate Licensing Section > Select Search Application

The screenshot shows the 'DSD Home Page' for the City of San Antonio. At the top, there is a navigation bar with links for 'GET CONNECTED', 'RESIDENTS', 'HISTORY', 'BUSINESS', 'YOUR GOVERNMENT', and 'ESPAÑOL'. Below this is a large banner image showing construction workers and a person at a computer. The main content area features a 'DEVELOPMENT SERVICES HOME' section with a sidebar on the left containing various service categories like 'BUILDING PERMIT', 'CONTRACTOR REGISTRATION & LICENSING', and 'ONLINE SERVICES'. A central banner advertises 'SIGN UP FOR TRAINING TODAY!' for a 'BUILDING PERMIT' course. A yellow arrow points from this banner to a red box labeled 'BuildSA Portal' at the bottom of the page. Other elements include a 'Take Our Survey' button, 'CONTRACTOR CONNECT' logo, and a 'SPONSORS' section at the bottom right.

The screenshot shows the 'BuildSA-Citizen Access Portal Home Page'. It features a search bar at the top with the text 'Advanced Search' and a 'Search' button. Below the search bar, there are several sections of text, including a 'Welcome to the City of San Antonio Citizen Portal' message. The main content area is a vertical list of blue buttons with white text, including 'General Information', 'Land Development', 'Building', 'Licensing', and 'Permits'. A yellow arrow points from the 'Licensing' button to a 'Search Application' link below it. The bottom of the page has a 'Home' button and a 'Search Application' link.

Searching Licensed Professional Information

Home Land Development Building Fire

Advanced Search

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

General Search

Application Number:

Application Type:

Start Date:

End Date:

Street No.: -

Street Name:

Street Type:

Unit/Suite:

Level:

Building:


Zip Code:

Project Name:

City Parcel Number:

Search by Licensed Professional Information

General Search
General Search
Search by Address
Search by Licensed Professional Information
Search by Record Information
Search for Trade Name
Search by Contact



Insert your State or City License Number

Home Land Development Building Fire

Advanced Search

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

Search by Licensed Professional Information

1

2

Type your City or State License Number. This is a required field.

3

Search by Licensed Professional Information

General Search

Search by Address

Search by Licensed Professional Information

Search by Record Information

Search for Trade Name

Search by Contact

License Type: --Select--

* State License Number:

First: Last: Name of Business:

Business License #:

Search Clear

Advanced Search

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

Search by Licensed Professional Information

Search by Licensed Professional Information*

License Type: State License Number:

First: Last: Name of Business:

Business License #:



**Note exactly how your account is set up:
First Name, Last Name, Telephone
Number**

**Remember: Information is Case
Sensitive!**

1 search results returned matching your address

Click any of the results below to view more details.

Showing 1-1 of 1 | [Export results](#)

License Number	License Type	Licensed Professional Name	Business License #	License Issue Date	License Expiration Date	Phone	Fax	Address1
PM43248	State RMP Contractor	TRACE WHITES		08/25/2020	08/25/2021	830-743-8902		1625 SUNNYBROOK DR.

[Create an Escrow Account](#) | [Amend Escrow Accounts](#)

PM4324

Home Land Development Building Fire

Advanced Search

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

Search by Licensed Professional Information

Search by Licensed Professional Information

License Type:

--Select--

* State License Number:

PM4324B

First:

Last:

Name of Business:

Business License #:

1 search results resumed matching your address

Click any of the results below to view more details.

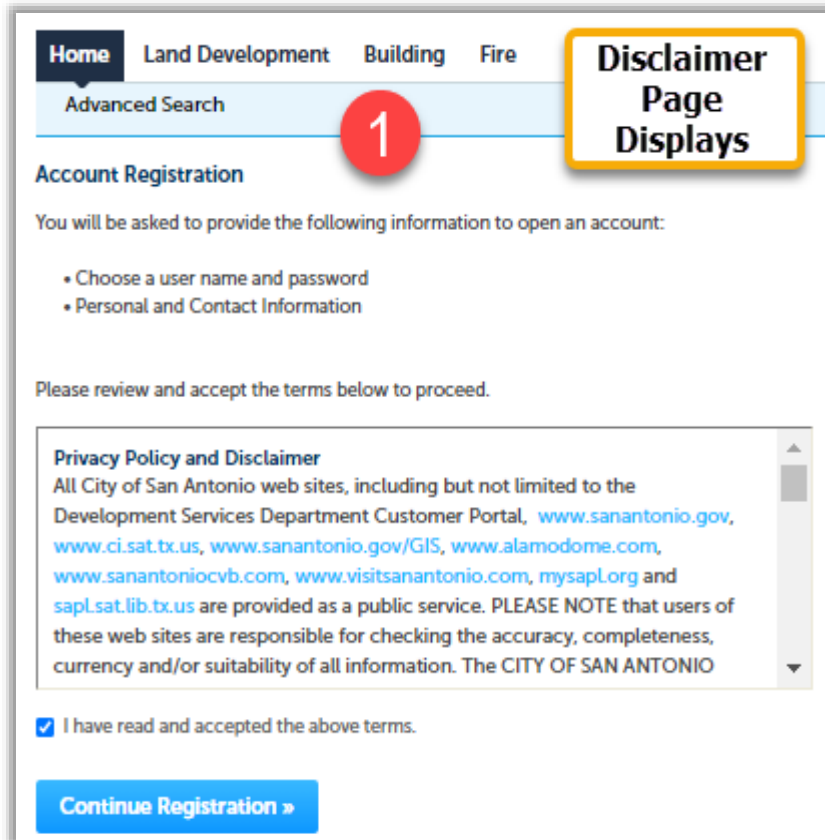
Showing 1-1 of 1 | [Export results](#)

License Number	License Type	Licensed Professional Name	Business License #	License Issue Date	License Expiration Date	Phone	Fax	Address1
PM4324B	State RMP Contractor	TRACE WHITES		08/25/2020	08/25/2021	850-745-8902		1625 SUNNYBROOK DR.



Scroll to the top of the page and click Register for Account (#1).

Registering for an Account



Home Land Development Building Fire

Advanced Search

1

Disclaimer Page Displays

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information

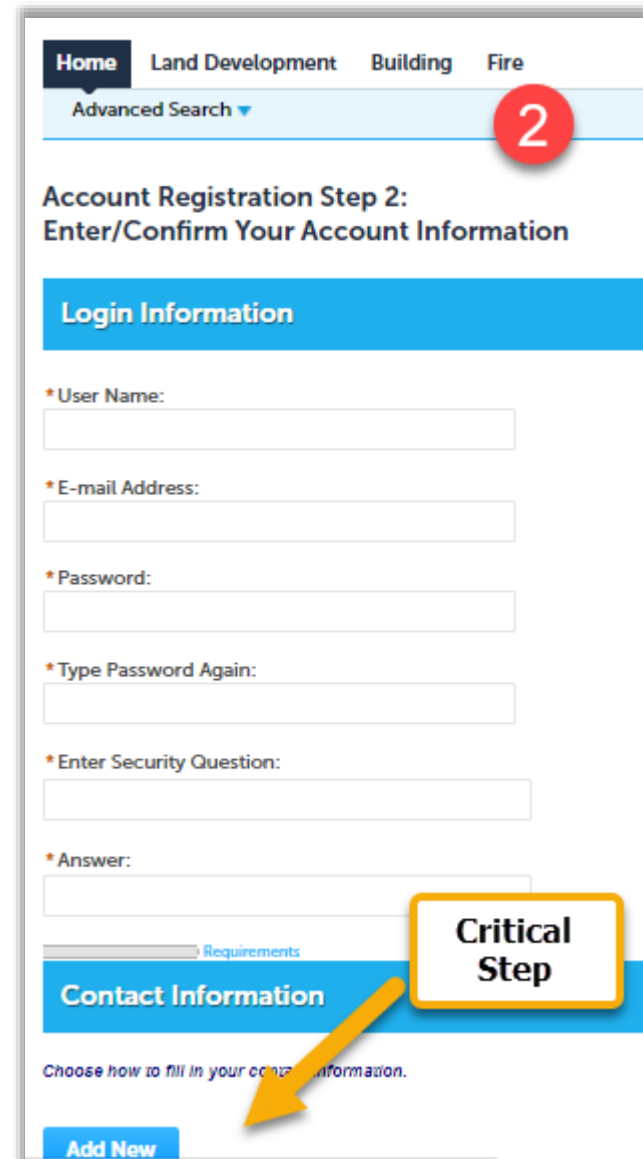
Please review and accept the terms below to proceed.

Privacy Policy and Disclaimer

All City of San Antonio web sites, including but not limited to the Development Services Department Customer Portal, www.sanantonio.gov, www.ci.sat.tx.us, www.sanantonio.gov/GIS, www.alamodome.com, www.sanantoniocvb.com, www.visitsanantonio.com, mysapl.org and sapl.sat.lib.tx.us are provided as a public service. PLEASE NOTE that users of these web sites are responsible for checking the accuracy, completeness, currency and/or suitability of all information. The CITY OF SAN ANTONIO

I have read and accepted the above terms.

Continue Registration »



Home Land Development Building Fire

Advanced Search

2

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

[Requirements](#)

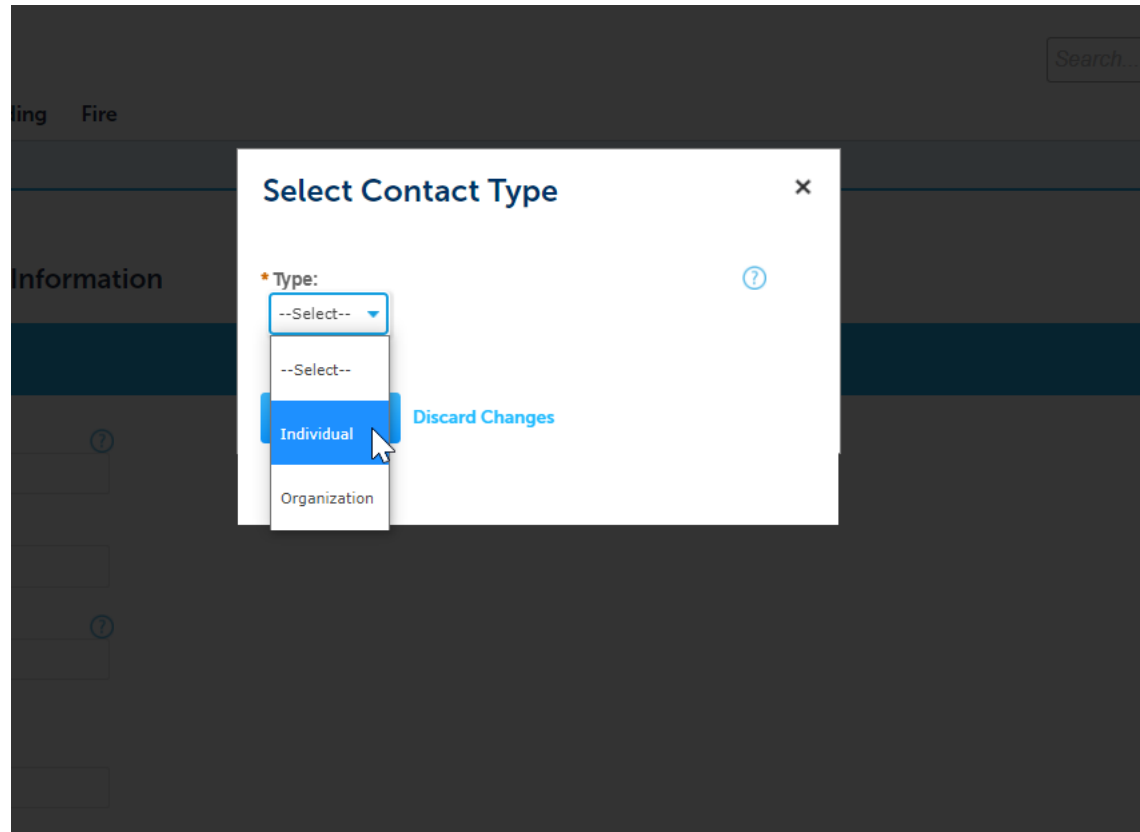
Contact Information

Choose how to fill in your contact information.

Critical Step

Add New

Select Individual Account



Note How Account Is Set Up

Home Land Development Building Fire

Advanced Search

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

Search by Licensed Professional Information

License Type: State License Number:

First: Last: Name of Business:

Business License #:

1 search results resumed matching your address

Click any of the results below to view more details.

Showing 1-1 of 1 | [Export results](#)

License Number	License Type	Licensed Professional Name	Business License #	License Issue Date	License Expiration Date	Phone	Fax	Address1
PH43248	State BMP Contractor	TRACE WHITES		08/25/2020	08/25/2021	830-743-8902		1625 SUNNYBROOK DR.

Note exactly how your account is set up:
First Name, Last Name, Telephone Number

Remember: Information is Case Sensitive!

Ensure First/Last Name and Telephone Match

Contact Information

* First Name: Middle Name: * Last Name: Suffix:

* Primary Phone: Secondary Phone:

* E-mail:

Fax:

▼ Contact Addresses

To edit a contact address, click the address link.
Required contact address type(s): Mailing

Showing 0-0 of 0

Address Type	Address	Recipient	Status	Action
No records found.				

Critical: First Name, Last Name, and Telephone Number must match BuildSA Licensed Professional Information!

Account Set-Up is Critical

[Create an Escrow Account](#) | [Amend Escrow Account\(s\)](#)

Account Management Page



- Home
 - Land Development
 - Building
 - Fire
- Dashboard
 - My Records
 - My Account
 - Advanced Search

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Licensed Professional Account

Login Information Edit

User Name: PMConversion
 E-mail: plumbing@example.com
 Password: *****
 Security Question: What is your favorite color

License Information



License Information Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | [Export results](#)

State License #	License Type	Issued On	Expired Date	Status	Action	Country
PM43248	State RMP Contractor	08/25/2020	08/25/2021	Approved	Actions ▾	United States

Troubleshooting Information

Don't see your Professional License Information?

- **Email: BuildSAocmteam@sanantonio.gov**
 - **Provide the following information**
 1. **Subject: LP Setup Help**
 2. **How you set up your Accela Citizen Access (ACA) Account**
 - **License Number, First Name, Last Name, Phone Number and Email Address**
 3. **Good contact number for us to call you back to help you.**

Questions?