

Uploading Documentation Instructions

Please note:

- *Instructions outlined below are for use when uploading documents other than Redlines or Mark-ups.*
- *Only the Primary Applicant or a Delegate of the Primary Applicant can upload documents to a record.*

Before you begin

1. If you have not already done so, register for an account with Citizen Access, Development Services' new online system. <https://aca.sanantonio.gov/CitizenAccess/Default.aspx>. You can also access the BuildSA site from the Development Services Department website page, click the BuildSA Login icon (shown).



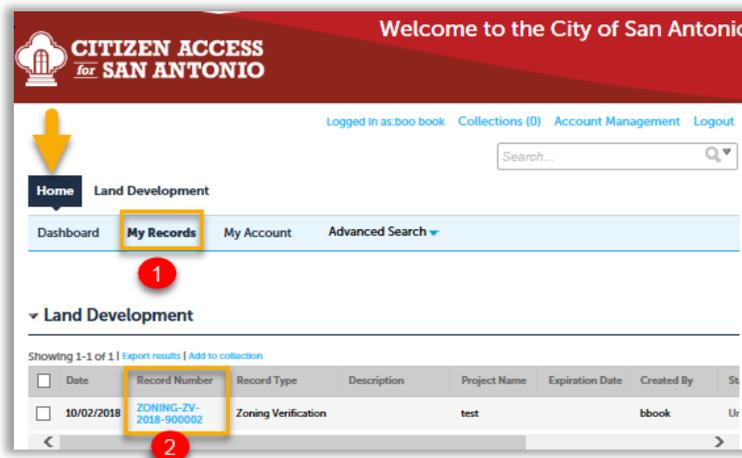
2. Gather all required documentation for the application (record) and have it available in electronic form. File size to not exceed 80MB per file.
3. Make sure you are using a supported Internet Browser. Compatible browsers are as follows. Internet Explorer can be downloaded from the www.Microsoft.com website.
 - Internet Explorer 10
 - Internet Explorer 11
4. BuildSA requires documents uploaded to be in .pdf format. The maximum file size allowed is 80MB, if greater than 80MB, please split the documents into multiple files uploaded separately.



5. **Login** to your account.

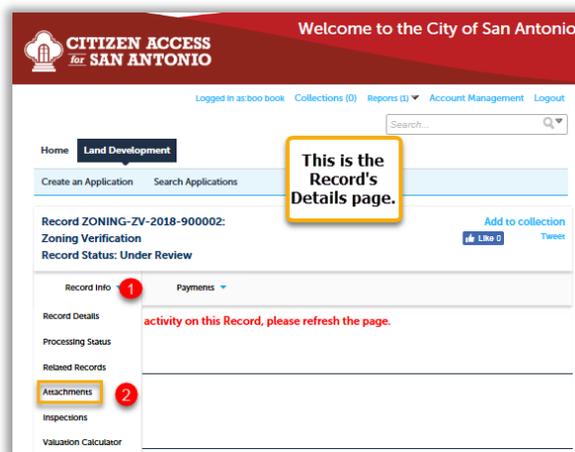
Documentation Submittal

A. After login, **click** the Home Tab (shown). Next, **click** My Records link (#1 shown).



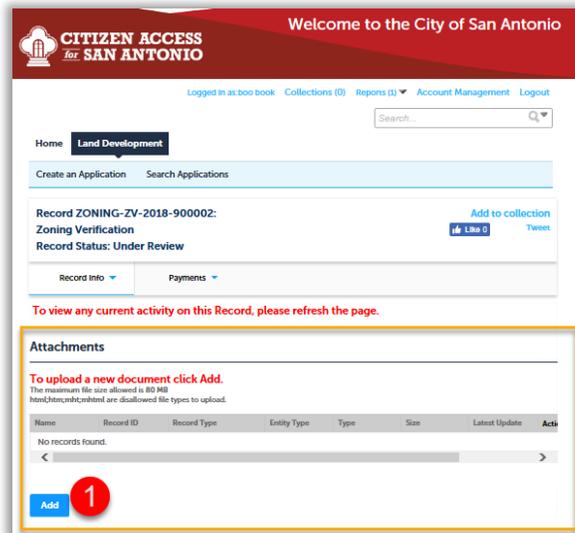
B. **Locate** the Record (#2 shown above). **Click** the Record Number link to open the Record. The Record Details page displays (shown).

C. **Click** the Record Info drop-down menu (#1 shown). Next, **click** the Attachment link (#2 shown above).

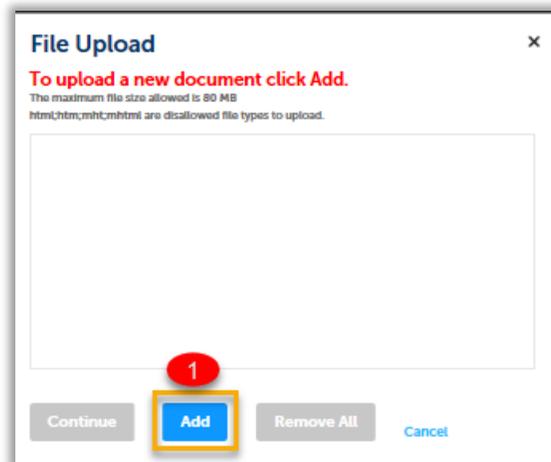


❖ **Note:** *If the Attachments option does not appear on your Record Info drop-down menu as shown above, the reason could be that you may not be authorized to access the record's documents. Contact the BuildSA Customer Call Center (210) 207-1111, option 5 for further assistance.*

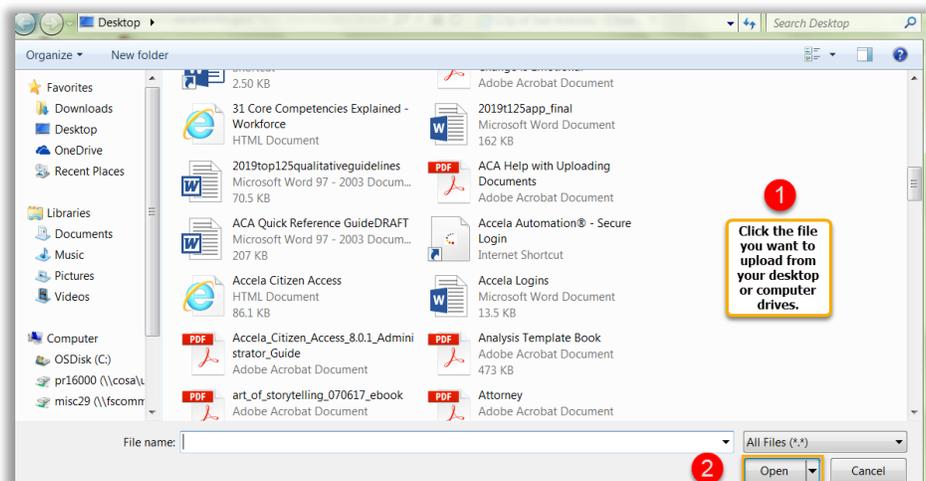
D. The Attachments page displays (shown). **Click** the Add link to upload documents (#1 shown).



E. The File Upload page displays (shown). **Click** the Add link (#1 shown below).



F. Internet Explorer window displays (shown). **Click** the file(s) to upload (#1). Next, **click** Open (# 2).



G. **Ensure** file uploads to 100% (#2 shown). **Click** the Type drop-down menu to select document type (#1 shown). A brief description may be typed, but not required.

Welcome to the City of San Antonio

CITIZEN ACCESS for SAN ANTONIO

Logged in as: boo book Collections (0) Reports (1) Account Management Logout

Search...

Home Land Development

Create an Application Search Applications

Record ZONING-ZV-2018-900002:
Zoning Verification
Record Status: Under Review

Add to collection
Like 0 Tweet

Record Info Payments

To view any current activity on this Record, please refresh the page.

Attachments

To upload a new document click Add.
The maximum file size allowed is 80 MB.
htm,htm,shb,html are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Act
No records found.							

< >

*Type: [Select] Remove

Map/Field Notes and Survey
Other
Verification Letter

Warranty Deed.docx
100%

Description:

Save Add Remove All

Uploaded to 100%

H. **Click** Save (#3 shown). Note: To add more documents, click the Add link directly next to the Save link.

The screenshot shows the 'CITIZEN ACCESS for SAN ANTONIO' portal. At the top, it says 'Welcome to the City of San Antonio'. The user is logged in as 'as:boo book'. The main navigation includes 'Home' and 'Land Development'. Below this, there are links for 'Create an Application' and 'Search Applications'. A green notification box with a checkmark icon states: 'The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.' Below the notification, the record details for 'Record ZONING-ZV-2018-900002: Zoning Verification' are shown, with a status of 'Under Review'. There are tabs for 'Record Info' and 'Payments'. A red message says: 'To view any current activity on this Record, please refresh the page.' The 'Attachments' section includes a note: 'To upload a new document click Add. The maximum file size allowed is 50 MB. htm,html,mht,mhtml are disallowed file types to upload.' A table lists the attachments:

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action
Warranty Deed.docx	ZONING-ZV-2018-900002	Zoning Verification	Record	Other	28.57 KB	10/02/2018	Action

At the bottom left is an 'Add' button. A yellow box with the text 'View documents here.' is positioned at the bottom right, with an arrow pointing to the document in the table.

- I. Document is uploaded. Repeat, as necessary. Once documents are uploaded, they cannot be removed or deleted.

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