



TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN 300**  
Citizen Access Personal Information Number (PIN) Requests

DATE: September 3, 2018

CREATED BY: BuildSA Team

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**Purpose:**

As a customer service initiative, the Department created this Information Bulletin (IB) to inform our customers of the Personal Information Number (PIN) Requests for converted records or records created by staff for use with Citizen Access online portal.

In order to conduct business on the Citizen Access Online Portal on a record that was created by staff or a record that was converted from TPLAT or LDS, a pin is needed. Important: Only the Primary Contact of a Record is eligible to request PIN access to records online.

As a PIN holder, you are able to claim a record(s) and pay fees, request and monitor inspections and upload documentation using the Citizen Access Portal.

**Scope:**

Any primary contact of a record may request a pin to manage converted records or records created by staff in the Citizen Access Online Portal.

1. Primary Contact shall submit a PIN Request form (Form Attached) via email, hand-delivery or mail to:

City of San Antonio  
Development Services Department  
Attn: BuildSA Help Desk  
1901 S. Alamo Street  
San Antonio, TX 78204  
Telephone: 210-207-1111 (select Option 5)  
Email: [CallCenter@sanantonio.gov](mailto:CallCenter@sanantonio.gov)

2. The PIN Request form shall be completely filled out and shall be acknowledged by the Primary Contact of the record.

3. Development Services Department Staff shall verify Primary Contact information submitted against the record(s) information.
4. After verification, Development Services Department shall provide the PIN to the Primary Contact via the Primary Contact's email address on the record.

**Summary:**

This Information Bulletin is for informational purposes only.

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## Development Services Department PIN to Access Records Online Form

Received by:

Telephone: \_\_\_\_\_

DSD Staff

Date | Time: \_\_\_\_\_

Requestor Information	
Name	
Organization	
Email	
Confirm Email	
Street Address	
City	
State	
Zip Code	
Phone	
Secondary Phone Number	

PIN Request	Record ID	PIN
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		

Primary Contact Validation Date:

DSD Staff:



### Primary Contact Acknowledgment

I, \_\_\_\_\_, acknowledge that I am the Primary Contact on the Land Development Records listed on this form.

Signed,

\_\_\_\_\_