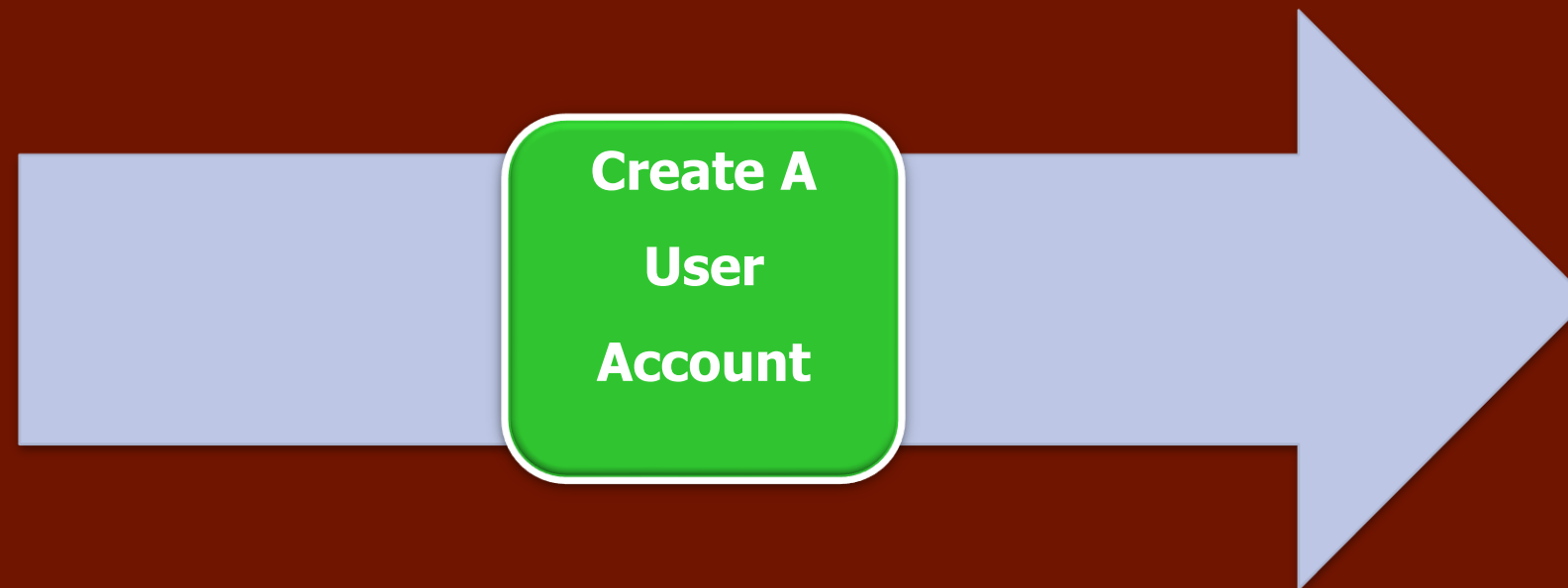
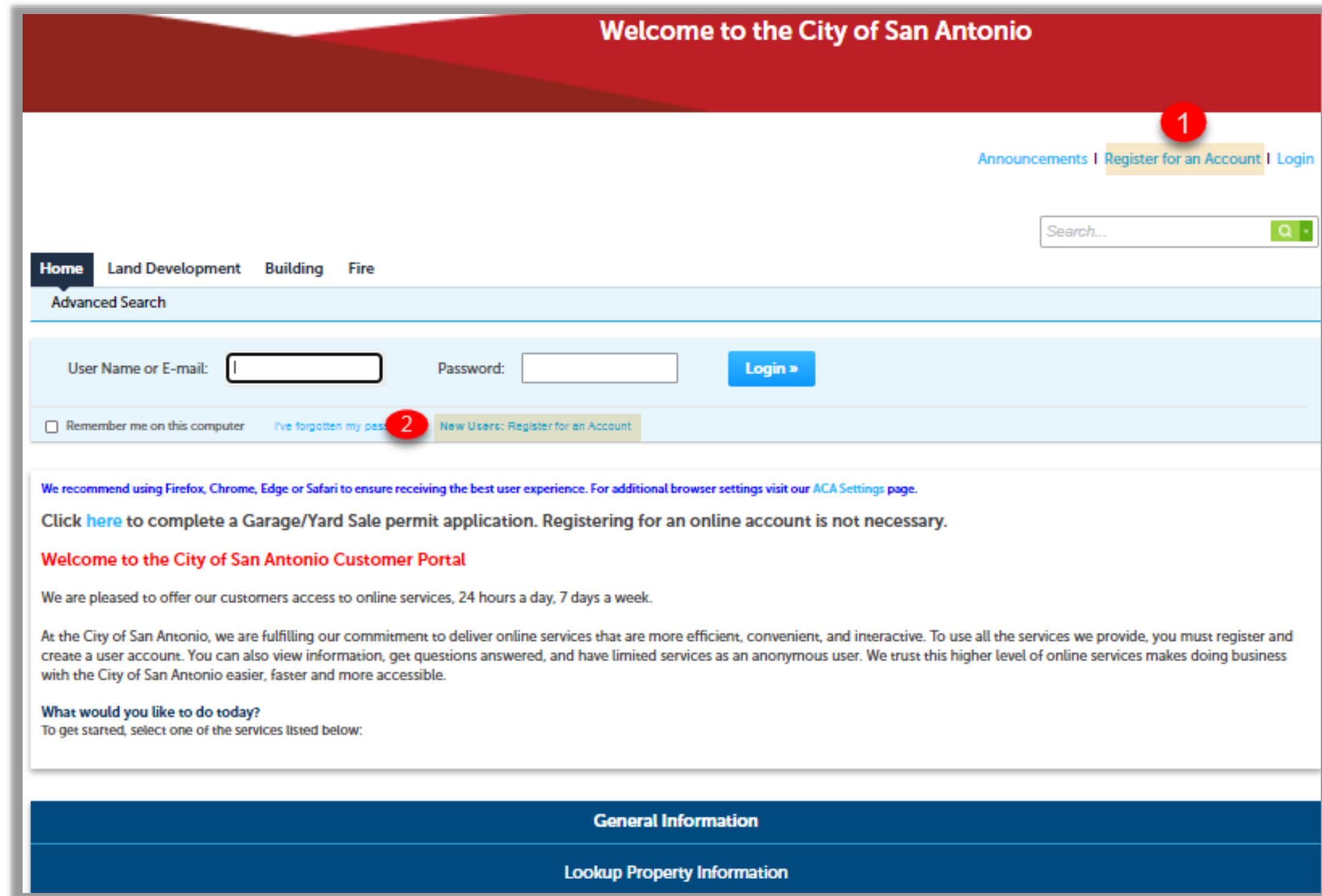


The recommended browser is Google Chrome.





Create A User Account on the Citizen Access Home Page. Click either hyperlink, #1 or #2.

[Home](#) [Land Development](#) [Building](#) [Fire](#)

Advanced Search

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 sapLsat.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 makes no representations, warranties, or assurances as to the accuracy

I have read and accepted the above terms.

[Continue Registration »](#)

Click box to accept terms.

1

2

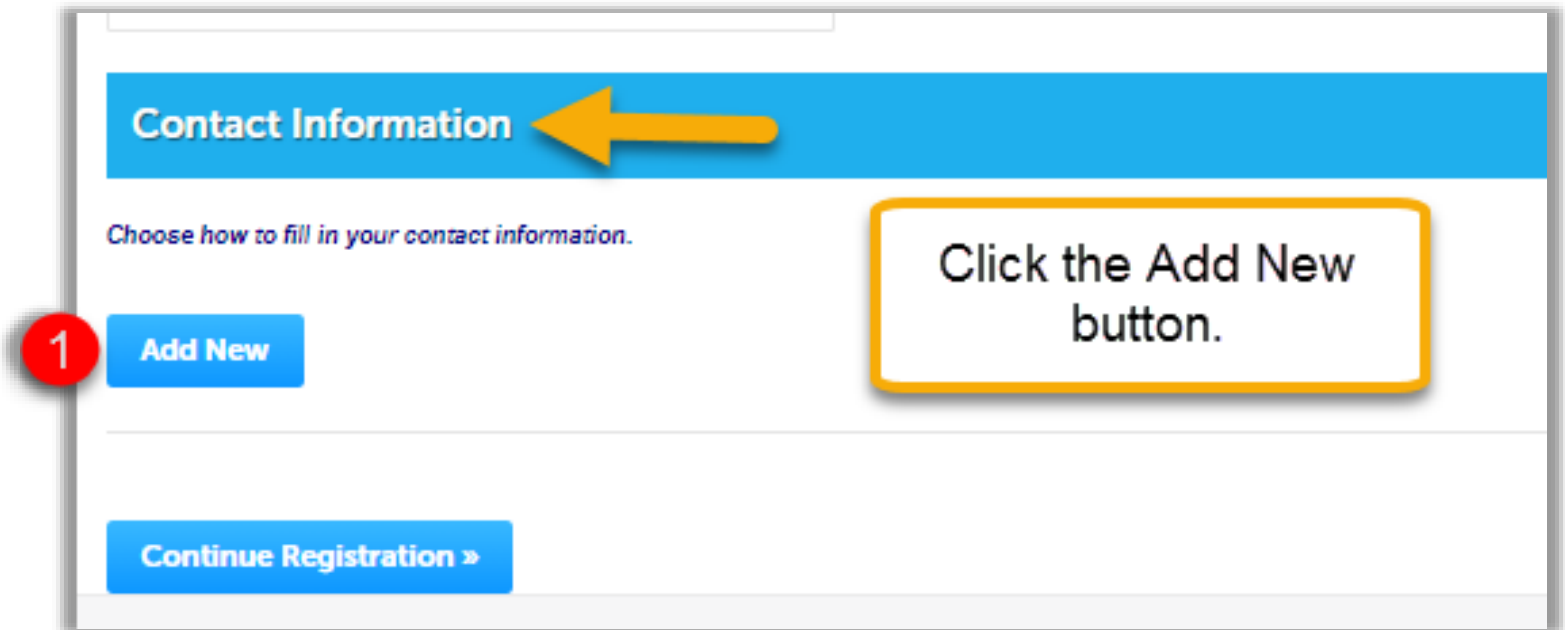
Scroll up and down to read entire message.

- **Read the policy.**
- **Click the box to accept the terms (#1)**
- **Click Continue Registration (#2)**

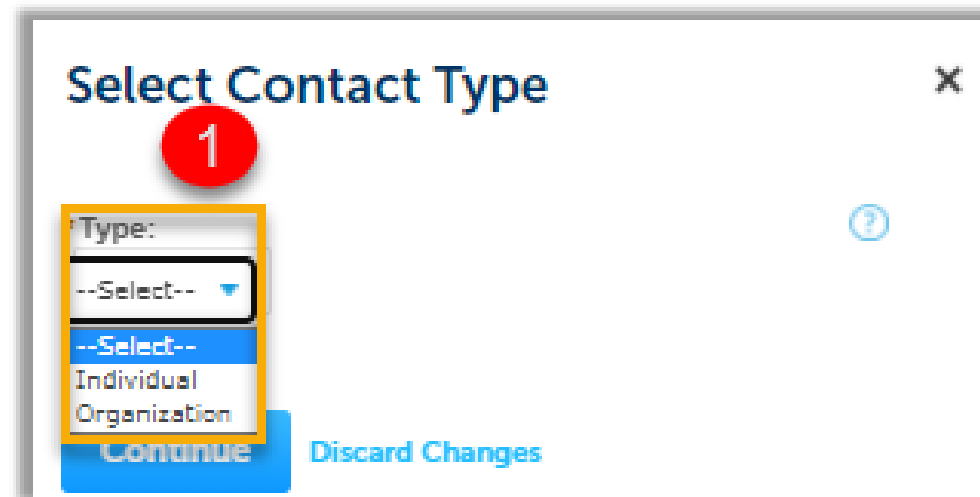
The screenshot shows a web page for 'Account Registration Step 2: Enter/Confirm Your Account Information'. At the top, there are navigation links: Home, Land Development, Building, and Fire. Below them is an 'Advanced Search' bar. The main heading is 'Account Registration Step 2: Enter/Confirm Your Account Information'. A blue banner with the text 'Login Information' and a yellow arrow pointing left is positioned above the form fields. The form includes the following fields: 'User Name' (containing 'margaritaflores4@gmail.com'), 'E-mail Address' (containing 'margatitaflores4@gmail.com'), 'Password' (masked with dots), 'Type Password Again' (masked with dots), 'Enter Security Question' (containing 'Favorite house'), and 'Answer' (containing 'West Bend'). A red circle with the number '1' is placed over the help icon (a question mark) next to the password field. A yellow callout box with a black border contains the text: 'Type information. User name and email may be the same. Use the help text (#1) for additional information on a field.' A small help window is open over the password field, displaying the text 'Help (8-20 characters)'. A green progress bar labeled 'Strong Requirements' is visible below the password field.

Section 1: Login information. Choose a user name. Click the help text (small question marks) for additional information on a particular field, as needed.

Section 2: Contact information. Click Add New (#1).

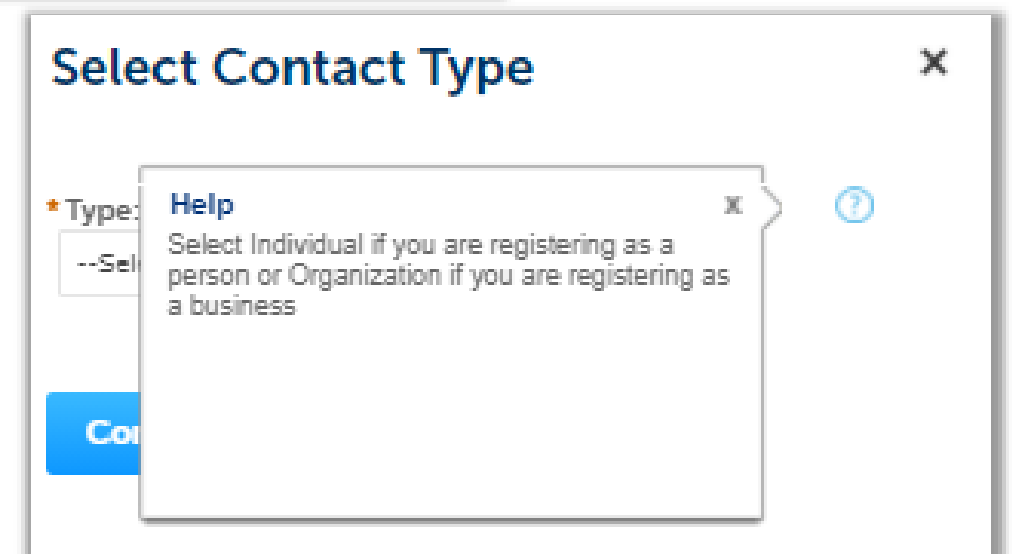


The Select Contact Type drop-down menu displays (shown). Use help text as needed (blue question mark).



Select Individual or Organization.

Click Continue.



Contact Information 1

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

* Primary Phone: Secondary Phone:

* E-mail:

Fax:

Required fields have a red asterisk (*). These fields must be completed.

Contact Addresses

Add Contact Address 2

*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.				

Continue Clear [Discard Changes](#)

Complete Contact Information Section (#1). Required fields must be filled before continuing.

Click Add Contact Address (#2). Citizen Access Portal requires a mailing address.

Click Address Type drop-down menu (#1) to select

Mailing or Physical address type.

Address Lines 2 and 3 may be used for Suite, Apartment, Level or Building number.

Click Save and Close, or Save and Add Another to add a physical address.

If adding a secondary address, follow the same steps listed here. When finished, click Save and Close.

The screenshot shows a 'Contact Information' form with the following fields and annotations:

- Contact Address Information** (Section Header)
- Mailing Address is required for all Contact Types* (Note)
- *Address Type:** A dropdown menu with a red circle '1' next to it. The menu is open, showing options: '--Select--', 'Mailing', and 'Physical'. A yellow arrow points to this dropdown.
- *Country/Region:** A dropdown menu with 'United States' selected.
- *Address Line 1:** A text input field containing '1901 S Alamo'.
- Address Line 2:** An empty text input field.
- Address Line 3:** An empty text input field.
- *City:** A text input field containing 'San Antonio'.
- *State:** A dropdown menu with 'TX' selected.
- *ZIP Code:** A text input field containing '78204'.
- Buttons:** 'Save and Close' (highlighted with a red circle '2'), 'Save and Add Another', 'Clear', and 'Discard Changes'.

Contact Information

First Name: Margarita Middle Name: Last Name: Flores JUNITA

* Primary Phone: 210-207-0000 Secondary Phone: 979-816-6744

* E-mail: margaritaflor4@gmail.com

Fax:

▼ Contact Addresses

Add Contact Address

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

✓ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Recipient	Status	Action
Mailing	1901 S Alamo		Active	Actions ▼

1 Continue Clear Discard Changes **2** **3**

The system displays a message in green text indicating the Contact address is added successfully.

Citizen Access Portal displays a Contact address successfully added (#1).

If any edits to the address are necessary, click the Actions drop-down menu (#2) to edit.

Click Continue (#3).

Home Land Development Building Fire

Advanced Search

✓ Your account is successfully registered. ←

Congratulations. You have successfully registered an account.

1 Account Information

User Name: margaritaflores4@gmail.com
E-mail: margaritaflores4@gmail.com
Password: *****
Security Question: Favorite house

2 Contact Information

Margarita Flores Home Phone: 210-207-0000
margaritaflores4@gmail.com Mobile Phone: 979-816-6744
Fax:

3 Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Address Type	Address	Recipient	Status	Action
Mailing	1901 S Alamo		Active	

4 Login Now

Congratulations! The system displays a message indicating your account is created. Write down your username and password for future use. Click Login Now to access your account.

Search... 

Home Land Development Building Fire

Advanced Search

User Name or E

1

margaritaflores4@gmail.com

Password

2

.....

3

Login »

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

Please Login

Click [here](#) to complete a Garage/Yard Sale permit application. Registering for an online account is not necessary.

Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

- **To Login, type User Name (#1).**
- **Type your password (#2).**
- **Click the Login button (#3).**

Announcements | Logged In as: Margarita Flores | Collections (0) | Account Management | Logout

Create an Escrow Account | Amend Escrow Account(s)

Search...

Home Land Development Building Fire

Dashboard My Records My Account Advanced Search

1 Hello, Margarita Flores

Citizen Access identifies the user logged in.

2 Logout

My Collection (0) View Collections

You do not have any collections right now.

Work In progress View All Records

Record Name	Record ID	Module	Creation Date	Action
No records found				

After Login, the user's page displays (#1).
To Logout, click the Logout link on the upper right-hand corner (#2).