Development Services Department
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Application & Inspection Submittal Instructions

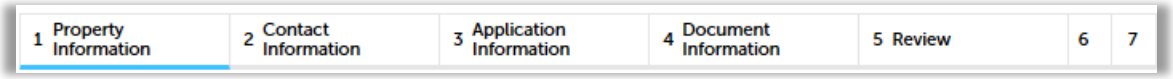
APPLICATION SUBMITTAL

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
2. Login to your account.
3. Have Address or Parcel Number ready. Refer to the one stop map to verify all parcel numbers, if they are unknown.
4. Gather the name, mailing and physical address, phone number and email address for all professionals that will be listed on the application (applicant, agents, engineers, surveyors, business owners, etc.)
    a. Create or update the contact information using the *Account Management* page of your Citizen Access account for all the contacts that will be listed on the application.
5. Gather all required documentation for the application and have it available in electronic form. File size to not exceed 80MB per file.
6. Be prepared to pay the fees. All fees required at the time of application submission must be paid in order for an application to be accepted. Online payment may be by credit card or eCheck.

Submitting an application

A. Log-in to your customer portal account at https://aca.sanantonio.gov/CitizenAccess/Default.aspx
B. Click on the Land Development Tab. Next, click Create an Application link.
C. Read and accept disclaimer. Click Continue Application link.
    a. If you are a delegate on someone else's account, Citizen Access asks you who you are creating this application as.
D. Click Continue Application.
E. Click the button to the left of the desired application.
F. Click Continue Application. The application intake form displays. Note Steps bar of the Application Intake Form (shown below).



Step 1 Property Information

A. Complete required fields. Required fields are identifiable by a **red asterisk** (*).
B. Click Continue Application.

C. If only one parcel, click *No Additional Parcels* link located at the top of the page. Citizen Access accepts up to 20 parcels.
    a. If adding additional parcels, type Parcel No. in the required field.
D. Click Continue Application.
E. Citizen Access displays the parcel search result. Check the box to the left of the parcel.
F. Click Select Parcel link. Citizen Access displays the legal description of the parcel selected. Click the button to the left of Yes or No to accept the parcel.
G. Click Submit.
H. Click Continue Application.
I. To add additional parcels, click the Add More Parcels link. If no additional parcels at this point, click Continue Application.

Step 2 Contact Information

A. Review Contacts. Required contacts are based on the record/application type.
B. Check *Applicant Also Known As* Contact Information. Check all that apply.
C. Click Continue Application.
D. Click Select from Account link. Click to select various contacts to this application.
E. Click Continue. Then, click Continue Application.

Step 3 Application Information

A. Type all required information in the Application Detail page. Then, click Continue Application.

Step 4 Document Information

A. Click the Add link to upload documents. Upload all required documents electronically.
B. Label appropriately. Type a description. Click Save.
C. Click Continue Application.

Step 5 Review

A. Review application sections and make any necessary edits if needed (click Edit link).
B. Read and accept Disclaimer. Then, click Continue Application.

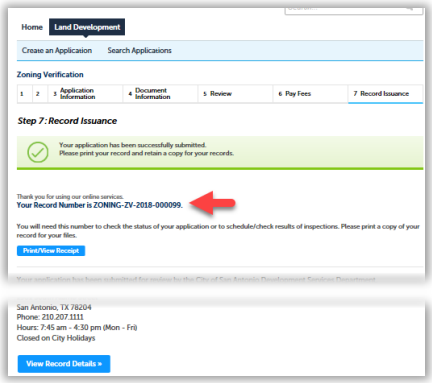
Step 6 Pay Fees

A. Review Fees. Then, click Continue Application.
B. The application page redirects to a third party payment page. Fill out the payment information accordingly.
C. Once payment is received, a receipt confirmation page displays.

Step 7 Record Issuance

A. The page redirects you back to the application and submission is completed. Record number displays.
B. Click Print/View Receipt link to print/view your receipt. Click View Record Details link to view record detailed information.

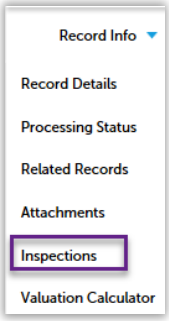
C. Write down your record number for future reference. This is the number you will use to find, review and update (if needed) your application.



INSPECTIONS

REQUESTING AN INSPECTION

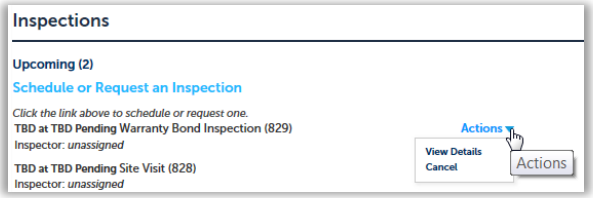
A. Login to your account.
B. Click the My Records tab.
C. Locate your record/application.
D. Click the Record Number link to access record detailed information.



E. Click the Record Info drop down menu. Click to select Inspections.
F. Click Schedule or Request an Inspection link.
G. List of available inspections appears. Click the button to the left of your selection.
H. Click Continue.
I. Validate the inspection contact information. Click the Change Contact link to add a contact **for this inspection only**.
J. Click Continue.
K. Confirm Inspection information selected is correct. Click Include Additional Notes link, if necessary.
L. Click Finish.
M. The inspection's date/time will be assigned by DSD Staff.

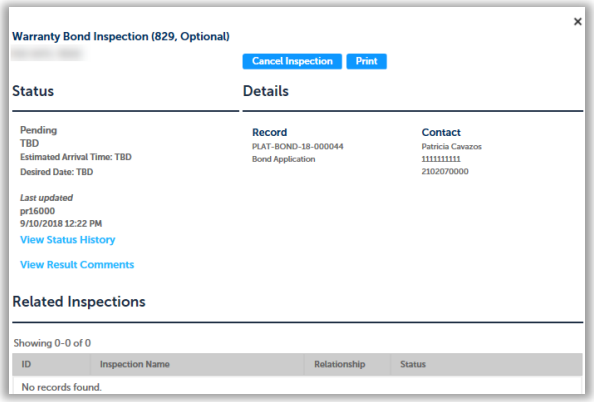
CANCELLING AN INSPECTION

A. Login to your account.
B. Click My Records to locate your record/application.
C. Click the Record Number link to access record details.
D. Click the Record Info drop down menu. Click to select Inspections.
E. Locate the inspection. Scroll to the inspection's corresponding Actions drop-down menu.
F. Click to select Cancel.



CHECK THE STATUS OF AN INSPECTION

A. Login to your account.
B. Click My Records to locate your record/application.
C. Click the Record Number link to access record details.
D. Click the Record Info drop down menu. Click to select Inspections.
E. Locate the inspection. Scroll to the inspection's corresponding Actions drop-down menu.
F. Click to select <u>View Details</u>.
G. Select View Status History or View Result Comments.
    a. <u>Cancel the Inspection</u> link is available on this page.
    b. <u>Print</u> the page link is available on this page.



Thank you for using Development Services Department's Citizen Access to submit your application.