Due to problems when uploading documents, the recommended browser is Internet Explorer.
Create A User Account on the Citizen Access Home Page

Click on either hyperlink, number 1 or 2
• **Read the policy (#1)**
• **Click the box to accept the terms (#2)**
• **Click Continue Registration (#3)**
Choose a user name. Your username needs to be 4 to 32 characters long. May contain letters, numbers and these special characters: @-_ Complete all field boxes in section #1. Click the Add New button in section #2.

Complete Section 1 and Section 2
Enter your email address. Your passwords need to be 8 to 20 characters. May contain letters and numbers. Enter same password again.

Complete Section 1 and Section 2
Create a Security Question. Enter an answer to your security question (20 characters maximum).

Complete Section 1 and Section 2
Next, click the Add New hyperlink in Section 2.

Complete Section 1 and Section 2
1. Click Individual or Organization (#1).
2. Click Continue (#2).
Choose Email. The City of San Antonio is not using text messaging at this time.

Complete Contact Information Section (#1)
Click **Add Additional Contact Address** button. Citizen Access requires a Mailing Address.
• Complete Contact Address Information (section #1).
• Click Save and Close (#2).
• Or, click Save and Add Another, if there is another Contact to enter (engineer, property owner, business owner, etc.)
Click continue.

Citizen Access tells you the Contact address is added.

If changes are needed, click Actions down arrow to edit or remove address.
Citizen Access displays the message shown here when the Contact information is added successfully.

Click Continue Registration button (#1).
Write down or save your username and password for future use. Click Login Now.
• Type the user name or email used to create your account (#1).
• Type your password (#2).
• Click the Login button (#3).
After Login, the user’s page displays.
To logout of your account, click the Logout hyperlink (#1).
This concludes Citizen Access
Online Tutor Lesson 1