

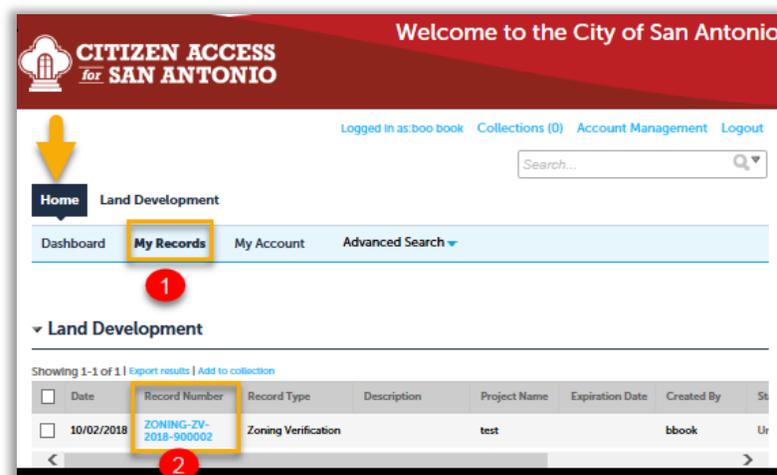
Citizen Access Portal Uploading Documentation -- FAQs

Before you begin

1. Ensure all documentation is available in electronic format to upload to Citizen Access.
2. Login to your Citizen Access account.



3. Locate and open the record.



4. From the Record Info drop-down menu, select Attachments.



If the Attachments option does not display on the Record Info drop-down menu as shown, you may not be authorized to access documentation. Contact the Customer Call Center, 210-207-1111 BuildSA option for assistance.

FAQs-Application Supporting Documents

Q. How do I upload additional documents?

- A. Refer to Uploading Documentation training module. The training module is a step-by-step guide. You may also call the Customer Call Center, 210-207-1111 (option: BuildSA), or contact the BuildSA OCM Team at buildsaocmteam@sanantonio.gov.

Q. Where do I upload documents (additional) documents?

- A. Login to your Citizen Access account. Locate and open the record. Go to the Record Info drop-down menu. Click Attachments. Add documents.

Login to account→Locate and open record→Click Record Info drop-down menu→Click Attachments→Add documents

Q. What if I don't see the Attachments option on the Record Info drop-down menu?

- A. If the attachment tab is not visible under the Record Info tab, please contact the Customer Call Center, 210-207-1111 (select option 5-BuildSA) for information on claiming the Pin process. Only the primary applicant is able to upload attachments. You may also contact the BuildSA OCM Team via email at buildsaocmteam@sanantonio.gov.

Q. Where can I view my previously uploaded documents?

- A. Login to your account. Locate and open the record. Click Record Info drop-down menu. Click Attachments. All uploaded documents will display. Please note uploading documentation may take a minute or two before all documents display. Click on the blue link of the document to view.

Login to account→Locate and open record→Click Record Info drop-down menu→Click Attachments→View documents

Q. How do I know Development Services Department staff received my attachment?

- A. Staff has the ability to view documents on the record as needed. However, if staff requested a document to be uploaded, after you have uploaded the requested document, the status of the task changes from *Additional Information Required* to *Additional Information Received*.

Q. I uploaded the document requested; however, the status did not change. It stayed the same-what do I do?

A. Contact the Case Manager via email or phone to find out if the correct document is uploaded. You may also call the Customer Call Center (210-207-1111 (option 5-BuildSA) or by email buildsaocmteam@sanantonio.gov.

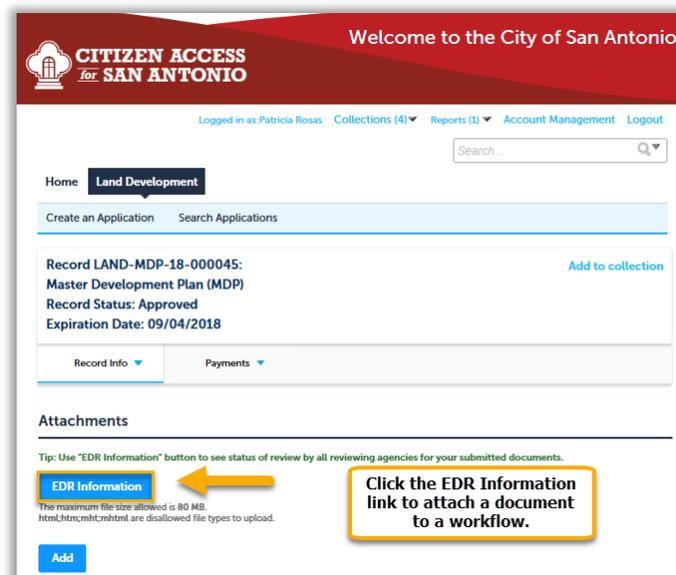
Q. Am I able to delete attachments (documents) after they are uploaded?

A. The applicant is not able to delete successfully uploaded document(s).

FAQs-Application Electronic Document Review (EDR)

Q. What are EDR documents?

A. EDR refers to Electronic Document Review for documents uploaded through the Citizen Access Portal, Attachments. Development Services Department Land Development staff and the applicant are able to download and upload the attachments for review and revision requests. Please refer to the Electronic Document Submittal_Lesson 11 located on our training website (url follows) (<https://www.sanantonio.gov/DSD/BuildSA/Training>)



Q. What is the difference between EDR and other attachments?

A. Attachments are the initial upload of the document. EDR is the version with the revision request.

Q. When will I use EDR Information upload?

A. EDR is used once Development Services Department Land Development staff reviews the initial attached document(s) and revisions are requested.

Q. How do I use EDR?

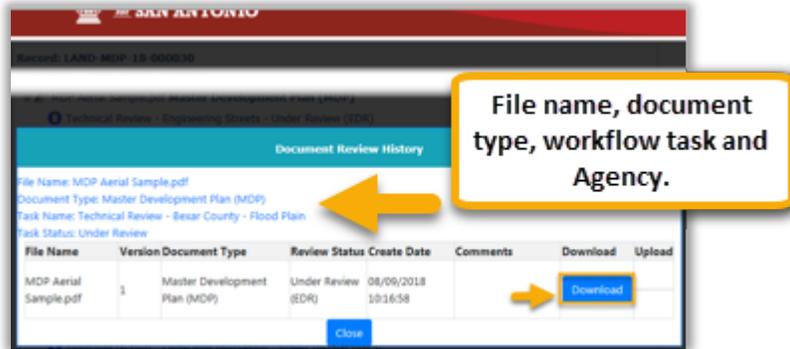
A. Once in the record, under the Record Info tab, click Attachments. Next, click the EDR button. You will see the requesting agencies and the requested files. Read the comments for information about revisions needed. Then, click the Download button to download the document. Revise (mark-up) the document and upload the new version. Please refer to Electronic Document Submittal Training Module Lesson 11 for step-by-step instructions.

Q. Are all the documents I upload going in to the EDR process?

A. Not all documents go through the EDR process, only those needing revisions as requested by staff.

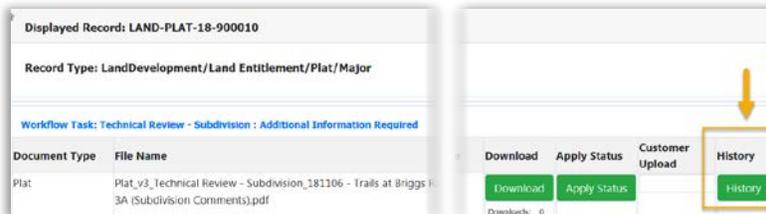
Q. How do I know the EDR upload was successful?

A. After the applicant uploads the revised version, the process is complete and the requesting agency's gridline box (shown) is removed from the list.



Q. Can I see what I uploaded for the EDR after submitting it?

A. Once the EDR document is uploaded and the gridline box removes from the list, view previously uploaded documents by clicking the History tab. All EDR versions that have been uploaded display.



Q. Can I delete what I uploaded?

A. After documents are uploaded, the files cannot be deleted.

Q. What if the status does not change?

A. Contact the Case Manager via email or phone; or call the Customer Call Center (210-207-1111 option 5, BuildSA, for information on the types of documents requested. You may also email the BuildSA OCM Team via buildsaocmteam@sanantonio.gov.

Q. I don't see the upload button option. What do I do?

A. Contact the Case Manager via email or phone; or call the Customer Call Center (210-207-1111 option 5, BuildSA, for information on the requested information.