

**Citizen Access
Online Tutor
Lesson 10**

The recommended browser is Google Chrome.



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It is easy for an Account Owner to track the activity of a record using the Activity Report option available on the Citizen Access Portal. The Activity Report displays workflow status information, lists all activities performed (example: Inspections, Reviews, etc.) significant dates and task assignments.

However, access to a Record's Activity Report is available to all viewers. You do not have to be an Accela Citizen Access portal registered account owner to view Activity Reports.

If you have problems running an Activity Report, please contact the Development Services Department Call Center at 210-207-1111, M-F, 7:45am to 4:30pm or email [Call Center](#).

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Registering for a Citizen Access Account is free and easy.

Click to [register for an account.](#)

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Running the Activity Report

- **Log in to your account.**

Find the record for which you want to generate the activity report.

- **Type the Record ID# in the Global Search field text box located (#1), or use the My Records tab (#2) to view/find all your records.**

The screenshot displays a web application interface. At the top right, there are links for "Announcements", "Logged in as: Julius Caesar", "Collections (2)", "Account Management", and "Logout". Below these, there are links for "Create an Escrow Account" and "Amend Escrow Account(s)". A search bar is located on the right side, containing the text "COM-PRJ-APP20-39802805" and a search icon. A red circle with the number "1" is placed over the search bar. Below the search bar, there is a navigation menu with tabs: "Home", "Land Development", "Building", "Fire", "Dashboards", "My Records", "My Account", and "Advanced Search". A red circle with the number "2" is placed over the "My Records" tab, which is also highlighted with a yellow border.

After locating the record, click its Record ID hyperlink to access the Record Detail page. Click the Reports hyperlink located on the top navigation bar (# 1).

You must be in the Record Detail page for the Report link(s) to display. If not in the Record Details page, the Report link(s) to do not display.

Announcements | Logged in as: Julius Caesar | Reports (3) | Account Management | Logout

1

Reports (3):
020 Plats Ready for Recordation Activity Report (PDF)
Activity Report(Excel)

Search...

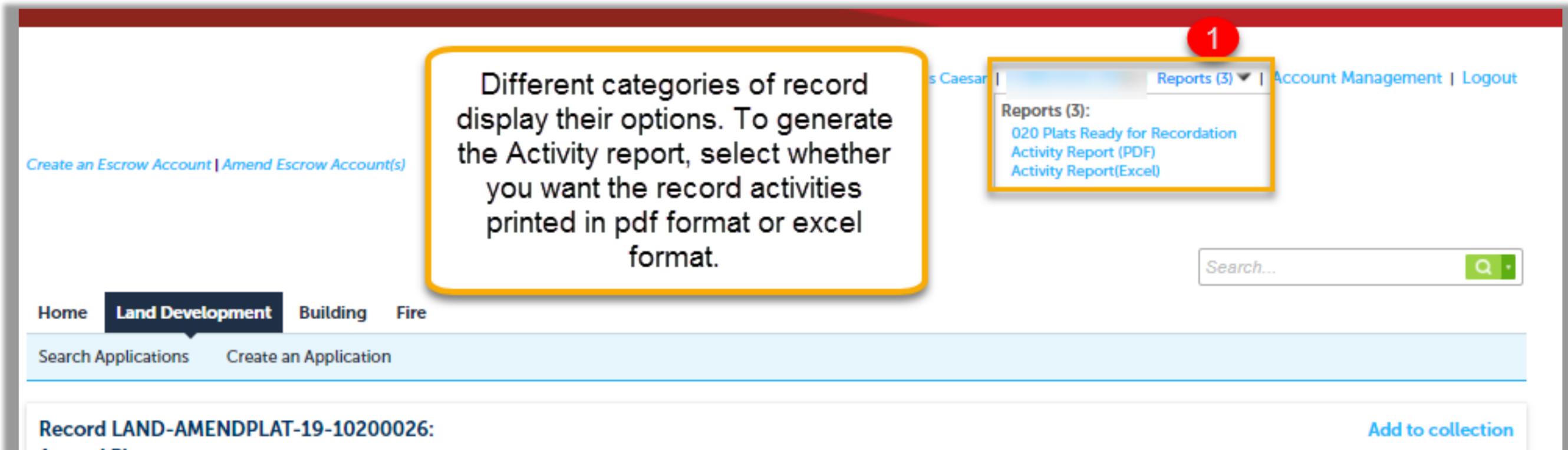
Home Land Development Building Fire

Search Applications Create an Application

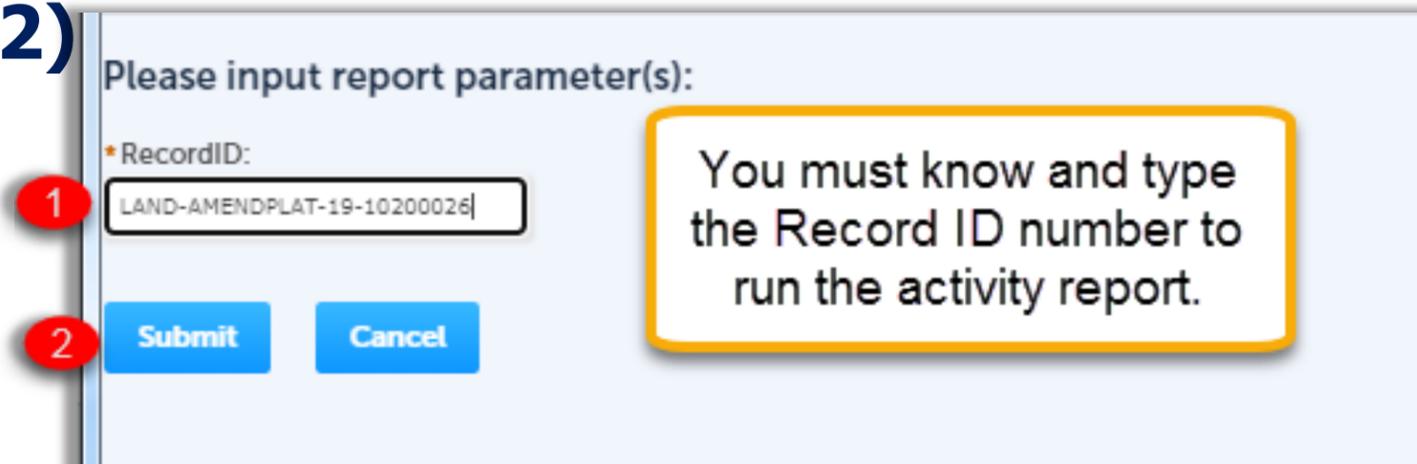
Record LAND-AMENDPLAT-19-10200026: Amend Plat
Record Status:
Expiration Dat

Add to collection

Click the Reports drop-down menu arrow (shown). The activity Report link(s) displays. Click to select PDF or Excel format (shown).

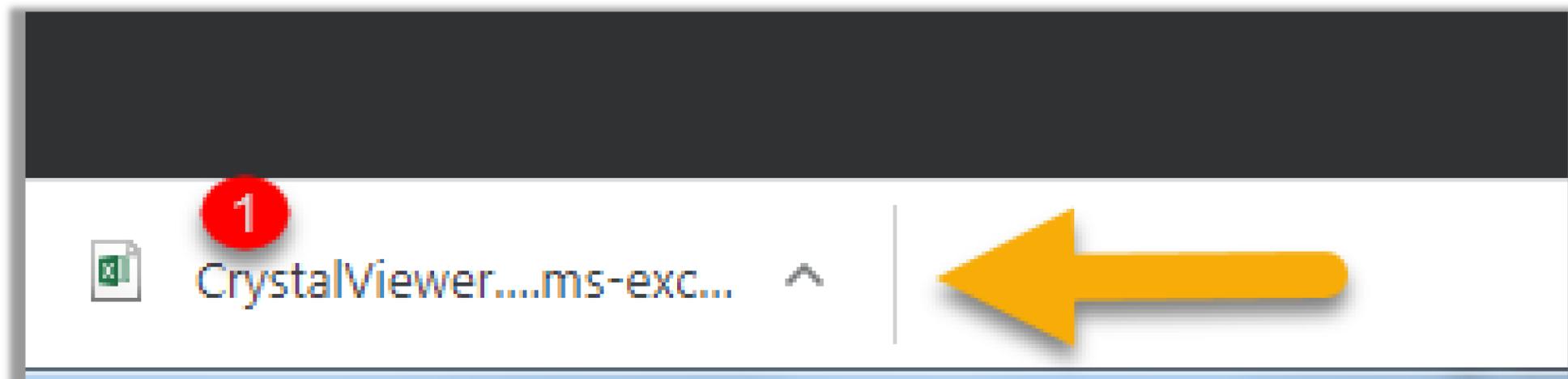


The Input Report Parameter prompt displays (shown). Type Record ID (#1). Click Submit (#2)



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If Excel is selected, the CrystalViewer prompt displays at the bottom of your screen (shown). Click the word *Crystalviewer* to open the report (#1).



Example of a Record's Activity Report in Excel format. Notice all the information about the record available on the report.

**City of San Antonio
Development Services Department**

ACTIVITIES REPORT
 Record ID: LAND-AMENDPLAT-19-10200026
 Application Name: Auto_ACA_QA06S9U4
 Application Status: Expired
 Report Date: 9/27/2020
 CAP ID: 19CAQ-00000-19814

IA
ACCREDITED
Building Dept

Contact Information

Contact Type	First Name	Middle Name	Last Name	Address	Phone Number
Applicant	Kandasamy Rajan		Dinesh Shankar	1901 S ALAMO SAN ANTONIO, TX 78205	(210)207-0000
Engineer	Kandasamy Rajan		Dinesh Shankar	123 LINE 1 123 LINE 2 SANANTONIO, TX 78240	(210)000-0000
Surveyor	Kandasamy Rajan		Dinesh Shankar	123 LINE 1 123 LINE 2 SANANTONIO, TX 78240	(210)000-0000
Applicant				1901 S ALAMO SAN ANTONIO, TX 78205	(210)207-0000

Workflow Task Status Summary

Task Name	Task Assigned To	Status	Status Date	Due Date	Time in Possession	Task Specific	Standard
Application Completeness	KimberlyHopkins	Completed	12/18/2019	12/23/2019	0.00		Updated via Script

Applicant

1901 S ALAMO
SAN ANTONIO, TX 78205 (210)207-0000

Workflow Task Status Summary

Task Name	Task Assigned To	Status	Status Date	Due Date	Time in Possession	Task Specific	Standard
Application Completeness	KimberlyHopkins	Completed	12/18/2019	12/23/2019	0.00		Updated via Script
Application Intake		Received Online	12/18/2019	12/18/2019	0.00		Closed via script
Habitat Completeness	KimberlyHopkins	Under Review	12/18/2019		0.00		Default Status
Technical Review - Addressing	ReidCassidy	Under Review	12/18/2019		0.00		Default Status
Technical Review - Bexar County - Flood Plain		Under Review	12/18/2019		0.00		Default Status
Technical Review - Bexar County - General Platting		Under Review	12/18/2019		0.00		Default Status
Technical Review - Bexar County -		Under Review	12/18/2019		0.00		Default Status
Technical Review - Bexar County - SD		Under Review	12/18/2019		0.00		Default Status
Technical Review - Bexar County -		Under Review	12/18/2019		0.00		Default Status
Technical Review - Subdivision	KimberlyHopkins	Under Review	12/18/2019		0.00		Default Status

Inspections

Inspection Type	Inspector	Scheduled Date	Inspection Date	Status	Comments
			9/28/2020		

Citizen Access is a web-based application and the status of a record updates continuously as reviewing agencies and Development Services Department staff update status and information.

Access to a Record's Activity Report is accessible to all viewers.

For help running the Activity Report, please contact the Development Services Department Call Center at 210-207-1111, M-F, 7:45am to 4:30pm or email [Call Center](#).

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Viewing a Record's Activity Report for non-registered users.

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Home Land Development **Building** Fire

Search Applications

Search for Records

Search records by any of the following:

- General Search (Application, Address, and Parcel options)
- Address
- Contact

Enter information below to search for records. Use the drop-down list below (to the right) to select the search type.

General Search

Application Number:

Application Type: **2**

Start Date: End Date:

Street No.: From - To

Level:

Project Name:

Search

Search...

This is the Search for Records page. Notice the options available for searching using the General Search drop-down menu arrow.

General Search

- General Search
- Search by Address
- Search by Licensed Professional Information
- Search by Record Information
- Search for Trade Name
- Search by Contact

Select a record-type category (#1). This example shows Building. The Search for Records page displays. Click Application Type drop-down menu to select a record type (#2). Click Search (#3).

Home Land Development **Building** Fire

Search Applications

Search for Records

Search records by any of the following:

- General Search (Application, Address, and Parcel options)
- Address
- Contact

Enter information below to search for records. Use the drop-down list below (to the right) to select the search type.

General Search General Search

Application Number: Application Type: Start Date: End Date:

Street No.: Street Name: Street Type: Unit/Suite:

Level: Building: Zip Code:

Project Name: City Parcel Number:

100+ Record results matching your search results
Click any of the results below to view more details.

Showing 1-10 of 100+ | [Export results](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	09/27/2020	COO-COMM20-38100167	Certificate of Occupancy - Commercial		Building No: 1; Unit No: 0	BLVD City of San Antonio, TX 78224		jackson	Active		
<input type="checkbox"/>	09/27/2020	COO-COMM20-	Certificate of Occupancy - Commercial		Building No: 1;	City of San Antonio		alvarez	Active		

The system returns all matches. Locate the record for which you want to run the activity report. Click the Record Number ID (# 1).

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Announcements | Register for an Account | **Reports (1)** | Login

Create an Escrow Account | Amend Escrow Account(s)

Home Land Development **Building** Fire

Search Applications

Record COO-COMM20-38100167:
Certificate of Occupancy - Commercial
Record Status: Active

Record Info Payments Custom Component

To view any current activity on this Record, please refresh the page.

Location

YARROW BLVD, 78224

Record Details

Applicant: Individual
Primary Phone: 210-333-3333

Project Description: Building No: 1; Unit No: 0

This is the Record Details page of the record. This page displays the Reports link (#1).

The Record Details page displays. Locate the top navigation bar to run reports available (#1). Select a report by clicking on its name.

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This concludes the Activity Report module.



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