Due to problems when uploading documents, the recommended browser is Internet Explorer.

Claim Your Record

**Using a PIN Number**

Contact the BuildSA Customer Call Center to request a PIN Number

(210) 207-1111 (option 5)
What is meant by *Claim Your Record* or *PIN Number*?

**Claim Your Record**

PIN Numbers are issued by the BuildSA Customer Call Center to customer(s) based on the account owner’s request. PIN Numbers are issued for converted records that, for one reason or another, do not display on an account owner’s account.

If a **PIN Number** is requested and received from BuildSA Customer Call Center, login to your account to access converted record.
A PIN Number for an existing record is provided by the BuildSA Customer Call Center to customers whose previously submitted record(s) do not display on the customer’s record list in Citizen Access. PIN Number request form is shown here.

Form available upon request from BuildSA Customer Call Center.
After receiving the PIN Number, you are ready to *Claim* your record.

Login to your Account.

Click Claim your Record.

The PIN Number grants access to the account owner for managing the record.
The General Disclaimer page displays (#1 shown). Click the box to the left of I have read and accepted the above terms (#2 shown). Click Continue Application (#3 shown).
The page shown may not display for everyone. This page displays if you are a Delegate on some else’s account.

To select whether creating the transaction for yourself or another, click the radio button to the left of selection.

Click Continue Application.
Step 1 of the Link your Record application displays, the Record Authorization Section. Click the drop-down *Add a Row* arrow (#1). Multiple rows may be added if claiming more than one record (#2). Click Continue Application.
The Recordlink page displays. Type the Record Number and its corresponding PIN Number. Click Submit. Citizen Access displays the Record Number and PIN Number.
Use the Actions drop-down menu arrow to select Edit or to Delete Record Number/PIN Number, as necessary. Click Continue Application.
Citizen Access advances to Step 2: Review.
Click the arrow to the left of Record Authorization Section to access Edit function, as necessary.
Click Continue Application.
Citizen Access advances to Step 3: Record Issuance and displays a CAP record number. The CAP number is the transaction number for linking your record with the PIN number.
Click the Home Tab.
Your record now displays on the My Records tab under the Home Tab.
Click the Record Number ID to access Record Details and all functions for managing the Record.
Use scroll bar at the bottom of the page to move page to the right or left and view all columns.
Thank you for visiting the Claim Your Record PIN Tutorial.