



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

Claim Your Record Using a PIN Number

***Contact DSD Customer Call Center
to request a PIN Number***

(210) 207-1111

M-F, 7:45am to 4:30pm or email your request to:

CallCenter@sanantonio.gov

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 you've requested a PIN Number and received one from BuildSA Customer Call Center via email, login to your account and follow the steps outlined on this tutorial to access the 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. 

Development Services Department PIN to Access Records Online Form


Received by: _____ Telephone: _____
DSD Staff _____ Date | Time: _____

Requestor Information	
Name	
Organization	
Email	
Confirm Email	
Street Address	
City	
State	
Zip Code	
Phone	
Secondary Phone Number	

PIN Request	Record ID	PIN
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		

Primary Contact Validation Date: _____

DSD Staff: _____



Primary Contact Acknowledgment

I, _____, acknowledge that I am the Primary Contact on the Land Development Records listed on this form.

Signed, _____

Form available upon request from BuildSA Customer Call Center (210) 207-1111.

After receiving the
PIN Number, you are
ready to *Claim* your
record.

Login to your
Account.

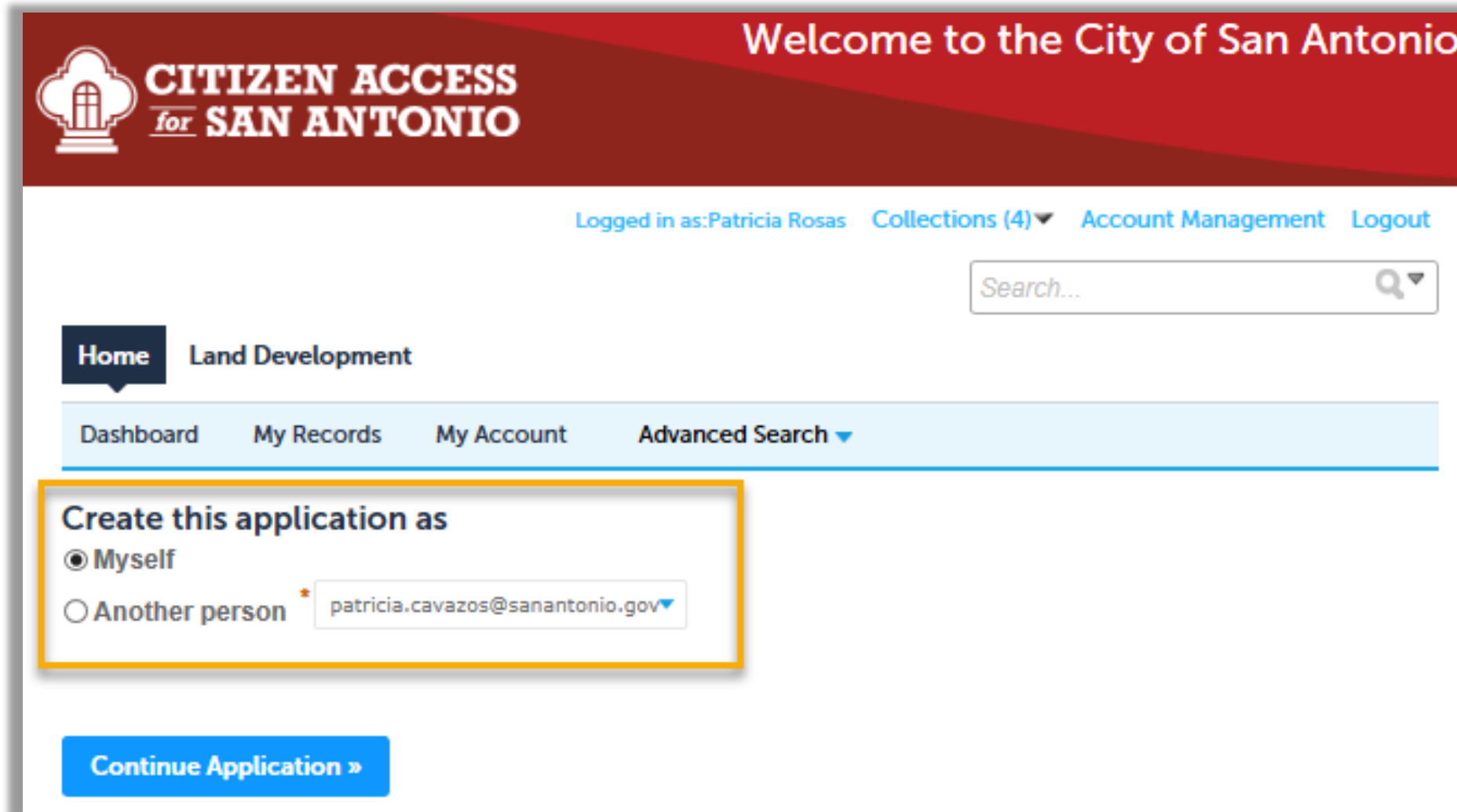
Click Claim your
Record (shown).

The PIN Number
grants access to the
account owner for
managing the record.

The screenshot shows the 'CITIZEN ACCESS for SAN ANTONIO' website. At the top right, it says 'Welcome to the City of San Antonio'. Below the header, there are navigation links: 'Announcements', 'Logged in as: Gordon Park Homes', 'Collections (0)', 'Account Management', and 'Logout'. A search bar is located on the right with the text 'Search...'. Below the search bar, there are links for 'Create an Escrow Account' and 'Amend Escrow Account(s)'. The main navigation menu includes 'Home' (highlighted), 'Land Development', 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The main content area is titled 'Welcome Gordon Park Homes' and 'You are now logged in.' Below this, it asks 'What would you like to do today?' and lists several service categories: 'General Information', 'Land Development', 'Building', 'Profile', and 'Amendments'. Under 'General Information', the 'Claim your Record' link is highlighted in yellow and has a yellow arrow pointing to it. At the bottom, there are three icons: 'Useful Links', 'User Guide', and 'Contact Us'.

○ **The General Disclaimer page displays (shown). Click the box to the left of *I have read and accepted the above terms* (#1 shown). Click Continue Application (#2 shown).**

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The page shown may not display for everyone. This page displays only 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.

Welcome to the City of San Antonio

CITIZEN ACCESS for SAN ANTONIO

Logged in as: Patricia Rosas Collections (4) Reports (1) Account Management Logout

Search...

Home Land Development

Create an Application Search Applications

Link your Record

1 Step 1 2 Review 3 Record Issuance

Step 1: Step 1 > Page 1

* indicates a required field.

Record Authorization Section

RECORDLINK

Showing 0-0 of 0

Record Number	Pin Number
No records found.	

1 Add a Row Edit Selected Delete Selected

Continue Application » Save and resume later

Record Authorization Section

RECORDLINK

Showing 0-0 of 0

Record Number	Pin Number
No records found.	

Add a Row Edit Selected Delete Selected

- Add 2 Rows
- Add 3 Rows
- Add 4 Rows
- Add 5 Rows
- Add 6 Rows
- Add 7 Rows
- Add 8 Rows
- Add 9 Rows
- Add 10 Rows

Save and resume later

**The Recordlink
page displays
(shown).**

**Type the Record
Number (#1
shown) and the
PIN Number
received from the
Call Center (#2
shown).**

Click Submit.

WELCOME TO THE CITY OF SAN ANTONIO

CITIZEN ACCESS
for SAN ANTONIO

Announcements Logged in as: Gordon Park Homes Collections (0) Reports (3) Account Management Logout

RECORDLINK

RECORDLINK

*Record Number: LAND-RD-19-125000 ✖ 1

*Pin Number: 215097405 2

Submit Cancel

The Record

Authorization Section

page displays (shown).

Record number and

PIN number are listed

(# 1 and 2 shown).

Click the Actions drop-

down menu arrow to

select Edit or to Delete

Record Number/PIN

Number, as necessary

(#3 shown).

Click Continue

Application.

Welcome to the City of San Antonio

CITIZEN ACCESS
for SAN ANTONIO

Announcements Logged in as: Gordon Park Homes Collections (0) Reports (3) Account Management Logout

Create an Escrow Account | Amend Escrow Account(s) Search...

Home Land Development

Create an Application Search Applications

Link your Record

1 Step 1 2 Review 3 Record Issuance

Step 1: Step 1 > Page 1 * indicates a required field.

Record Authorization Section

RECORDLINK

Showing 1-1 of 1

<input type="checkbox"/>	Record Number 1	Pin Number 2	3
<input type="checkbox"/>	LAND-RD-19-12500012	215097405	Actions

Add a Row Edit Selected Delete Selected

Continue Application > Save and resume later

Citizen Access

advances to Step 2:

Review (shown).

After reading the Record Authorization Section, click the box to the left of verification statement (#1 shown).

Click Continue Application.

Welcome to the City of San Antonio

CITIZEN ACCESS
for **SAN ANTONIO**

Announcements Logged in as: Gordon Park Homes Collections (0) Reports (3) Account Management Logout

Create an Escrow Account | Amend Escrow Account(s) Search...

Home **Land Development**

Create an Application Search Applications

Link your Record

1 Step 1 2 Review 3 Record Issuance

Step 2: Review

Continue Application » Save and resume later

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Link your Record

Record Authorization Section

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. 1 Date: 09/12/2019

Continue Application » Save and resume later

Citizen Access

advances to Step 3:

Record Issuance page (shown) and displays a CAP record number.

The CAP number is the transaction number for linking your record with the PIN number.

Now, to access the record, click the Home Tab (#1 shown).

The screenshot shows the 'CITIZEN ACCESS for SAN ANTONIO' website. At the top right, it says 'Welcome to the City of San Antonio'. The navigation bar includes 'Announcements', 'Logged in as: Gordon Park Homes', 'Collections (0)', 'Reports (3)', 'Account Management', and 'Logout'. Below the navigation bar, there are links for 'Create an Escrow Account' and 'Amend Escrow Account(s)', and a search bar. A red circle with the number '1' highlights the 'Home' tab in the navigation menu. Below the navigation menu, there are buttons for 'Create an Application' and 'Search Applications'. A progress bar shows three steps: '1 Step 1', '2 Review', and '3 Record Issuance', with the third step highlighted in yellow. The main content area is titled 'Step 3: Record Issuance' and contains a green success message: 'Your application has been successfully submitted. Please print your record and retain a copy for your records.' Below this message, it says 'Thank you for using our online services. Your Record ID is 19CAP-10900000078.' A yellow arrow points to the Record ID. Below the Record ID, it says 'You will need this Record ID to check the status of your application or to schedule/check results of inspections. Please print a copy of your record for your files.' At the bottom of the page, there is a blue button labeled 'View Record Details »' and contact information for the Development Services Department.

1

Home Land Development

Create an Application Search Applications

Link your Record

1 Step 1 2 Review 3 Record Issuance

Step 3: Record Issuance

✓ Your application has been successfully submitted. Please print your record and retain a copy for your records.

Thank you for using our online services.
Your Record ID is 19CAP-10900000078.

You will need this Record ID to check the status of your application or to schedule/check results of inspections. Please print a copy of your record for your files.

Your application has been submitted for review by the City of San Antonio Development Services Department. You may contact the Development Services Department at their offices or by phone.
Cliff Morton Development and Business Services Center
1901 South Alamo Street
San Antonio, TX 78204
Phone: 210.207.1111
Hours: 7:45 am - 4:30 pm (Mon - Fri)
Closed on City Holidays

[View Record Details »](#)



Create an Escrow Account | Amend Escrow Account(s)

Home Land Development

Dashboard My Records My Account Advanced Search

Land Development

Showing 1-9 of 9 | Export results | Add to collection

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Proj Name	
<input type="checkbox"/>	09/12/2019	19CAP-10900000078	Link your Record			gparkhomes@gmail.com
<input type="checkbox"/>	09/11/2019	ADDR-COD-19-10600070	Certificate of Determination			gparkhomes@gmail.com
<input type="checkbox"/>	09/10/2019	LAND-RD-19-12500012	Rights Determination			09/10/2019 gparkhomes@gmail.com
<input type="checkbox"/>	09/09/2019	19TMP-003260	Zoning Verification			gparkhomes@gmail.com
<input type="checkbox"/>	09/04/2019	19CAP-10900000077	Link your Record			gparkhomes@gmail.com
<input type="checkbox"/>	09/03/2019	ADDR-COD-19-10600069	Certificate of Determination			gparkhomes@gmail.com
<input type="checkbox"/>	09/03/2019	ZONING-ZV-2019-13300348	Zoning Verification	Zoning Verification	619 Patricia	gparkhomes@gmail.com
<input type="checkbox"/>	09/03/2019	ZONING-ZV-2019-13300347	Zoning Verification			gparkhomes@gmail.com
<input type="checkbox"/>	08/05/2019	ZONING-ZV-2019-13300128	Zoning Verification			gparkhomes@gmail.com

CAP transaction numbers display under My Records.

The record now displays for you.

From the Home page, click My Records tab. Your record now displays on the My Records list (shown). Click the Record Number ID to access Record Details and all functions for managing the Record.

Profile

Amendments

**Please contact the DSD Customer Call center,
(210)207-1111 with any questions about PIN
Numbers or to request a PIN Number (M-F, 7:45am
to 4:30pm) or email CallCenter@sanantonio.gov**