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

Before proceeding, login to Citizen Access.
Registration is Easy

Creating an application using the Citizen Access portal is a service available to registered users. If you haven’t already done so, create an account. Creating an account takes only a few minutes.

Once you get to know the tools available to you, you will quickly discover how useful they are in helping you interact with the Development Services Department.
To create an application, login to your account.

Click the **Land Development** tab (#1) or click **Create an Application** (#2).
Either link takes the user to the *Create an Application* page. Read the *General Disclaimer* (#1). Accept the General Disclaimer terms by clicking the box to the left (#2). Click *Continue Application* (#3).
If you are a Delegate on someone else’s account, the *Create this application as* screen displays. Click the radio button to the left of *Myself* or *Another Person*. If you are a Delegate on more than one account, use the drop-down menu to make your selection.
Select the application type from those listed. Click the radio button to the left to select (#2). If application type is not listed, you may use the Search button (#1). Click Continue Application (#3).
Type required information in required field boxes in
*Step 1: Property Information* section.

Click *Continue Application (#1)*.

Click *Save and Resume Later* button to create temporary record if needing to complete application at a later time (#2).
Click No Additional Parcels. However, if there are additional parcels, type their number under the Add Additional Parcels section.

Click Save and Resume Later button to create temporary record if needing to complete application at a later time (#2).
Section 2 of the application: **Contact Information**

Applicant displays Applicant detail information.

Next, complete Applicant Also Known As section.

Click the blue Continue Application button when completed.
Citizen Access displays Contact Information page. Review information for accuracy.

Click the blue **Select from Account** tab to add an additional contact. If there aren’t any more Contacts to add, click Continue Application.
The *Select Contact from Account* page displays. Select a Contact by clicking the radio button to the left of your selection.

**Click Continue.**
If additional Contact is selected, the Type window displays. To make your selection, click on a type from the drop-down menu options displayed. Click Continue.
If an address is required for the Contact, the Contact Information page displays. Complete required fields. Click *Add Additional Contact* address, if necessary. Click *Continue*. Add Mailing and Physical address, if necessary.
Citizen Access displays a *Contact added successfully* message in green letters.

Click Continue Application.
Step 3 is the Application Information Detail page. Complete all required fields. Click blue Continue Application button to continue.
Step 4 is the Document Information page. Citizen Access displays documents required. Note file types disallowed under Attachment. Click *Add* button to upload documentation.
File Upload dialogue box displays. Citizen Access displays maximum file size allowed and type of documentation disallowed (#1). Click the blue Add button (#2) to upload documentation.
Browser window displays. Select Files to upload (#1). Next, click Open button (#2) to upload to Citizen Access.
File Upload window displays. Uploaded files display (#1).

Next, click the blue Continue button (#2).

- Note: Click the Add button to add additional documentation or the Remove All button to remove uploads.
Review documentation required (#1).

Use drop-down menu to select title for each document. Type brief description in Description box (#2 and #3).

Click the blue Save button to upload documents (#4).

Lastly, click the blue Continue Application button.
Green banner displays stating documents uploaded successfully (#1). Click the Action drop down menu arrow to view details or delete documentation (#2). Click the blue Add button to add additional documentation. Lastly, click blue Continue Application button.
Citizen Access advanced to Step 5, the Review step. To edit a section, click its corresponding blue edit button (#1). Read terms (#2). To accept certification of application, click the box to the left of #3. Lastly, click blue Continue Application button.
Step 6 is the Pay Fees step.

Review fee amounts (#1).

Click blue Continue Application button to pay fees (#2).
To select Payment Options click radio button to the left of your selection (#1). Note: Trust accounts (Escrow) are not available at this time.

Click blue **Submit Payment** button to pay fees (#2).
Citizen Access advances to a payment page.
Click radio button to the left of Payment Options (#1).
After making selection (#2), payment amount displays.
Click *Continue* button (#3).
Example displays Credit Card payment form. Use drop-down menu arrows to select Card Type, type Card Number and Expiration Date (#1). Next, click blue Complete Transaction button (#2).
Citizen Access advances to Step 7, the Record Issuance step. Jot down record number for future reference (#2). Print receipt from this page (#3). View all Record Details (#4).
This concludes Lesson 4.