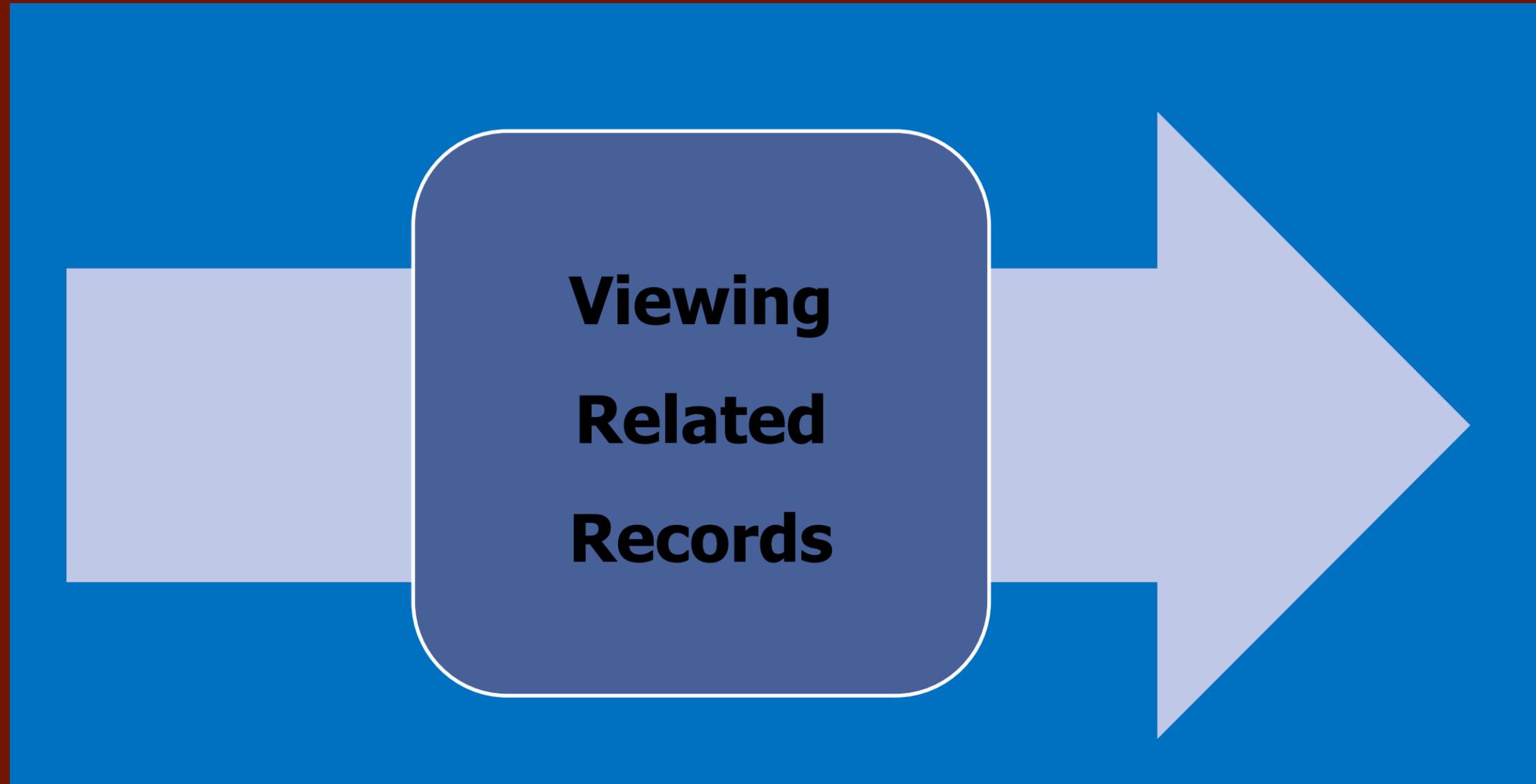


**Citizen Access  
Online Tutor  
Lesson 7**

**The recommended browser is Google Chrome.**



**Related records share common parts, therefore; they are related, or associated, to each other. The possible relationship between records is parent and child. When a customer creates an Amendment to one of their already-created records, for example, the amendment becomes the child record to the original (parent) record.**

- ***An amendment is a record-type that is not able to stand on its own.***
- **Before proceeding, login to your Citizen Access account.**

**Using the Related Records feature in the Citizen Access portal is a quick way to view a project's associated records. The Related Records feature saves you time by displaying all associated records in one section.**

1

Search...

Home Land Development Building Fire

2 Dashb My Records My Account Advanced Search

Land Development

Building

Profile

Amendments

Licensing

Fire

Click the arrow to the left of a Category to expand and see your records/applications for that specific category. In our example, we will select Building category.

**To view Related Records, after login to your Citizen Access account, click the Home tab (#1). Next, click My Records (#2). Click arrow to the left of a Category to expand the category and view your applications/records/permits.**

9/28/2020

Search...

Home Land Development Building Fire

Dashboard My Records My Account Advanced Search

▶ Land Development

▼ Building

Showing 11-20 of 81 | Export results | Add to collection | Copy Record

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Address	Date	Created by	Status	Action	Short
<input type="checkbox"/>	08/20/2020	<a href="#">REP-MBR-APP20-35000633</a>	Minor Building Repair Application		13403 MAYPOLE	13403 MAYPOLE City of San Antonio, TX 78232		julius.caesar@gmail.com	Under Review	<a href="#">Pay Fees Due Amendment</a>	
<input type="checkbox"/>	08/12/2020	<a href="#">SDW-CRB-PMT20-38500084</a>	Sidewalk-Curb Permit			13402 MAYPOLE City of San Antonio, TX 78232		julius.caesar@gmail.com	Active	<a href="#">Amendment</a>	
<input type="checkbox"/>	08/12/2020	<a href="#">SDW-CRB-APP20-38400207</a>	Sidewalk-Curb Application			46004 LA CANTERA PKWY City of San Antonio, TX 78256		julius.caesar@gmail.com	Closed	<a href="#">Amendment</a>	
<input type="checkbox"/>	08/12/2020	<a href="#">SDW-CRB-PMT20-38500085</a>	Sidewalk-Curb Permit			LA CANTERA PKWY City of San Antonio, TX 78256		julius.caesar@gmail.com	LOC Issued		

In our example, we found an application for a Sidewalk and Curb permit and the associated Permit. These two records are 'related'. Let's view the relationship.

**Locate the application/record or permit for which you want to view the related record relationship. Click the Record Number to open the record (#1).**

Home Land Development **Building** Fire

Search Applications Create an Application

Record SDW-CRB-APP20-38400207:  
Sidewalk-Curb Application  
Record Status: Closed

Record Info Payments Custom Component

Record Details  
Processing Status  
Related Records  
Attachments  
Inspections  
Valuation Calculator

activity on this Record, please refresh the page.

View Additional Locations>>

**Record Details**

<b>Applicant:</b> Individual Julius Caesar Primary Phone: 210-207-0000 patricia.rosas@sanantonio.gov Do not receive Email Notifications: No Mailing Address: 1901 s alamo san antonio, TX 78204 United States	<b>Licensed Professional:</b> Julius Caesar 1901 s alamo san antonio, TX 78204 Primary Phone: 2102070000 City Sidewalk & Curb Contractor SCC-20-00534	<b>Owner:</b> [Redacted]
--	--	-----------------------------

More Details

Create Amendment

**The Record Details page displays. Click the Record Info drop-down menu arrow (#1). Click Related Records (#2).**

Record SDW-CRB-APP20-38400207:  
Sidewalk-Curb Application  
Record Status: Closed

Record Info ▾

Payments ▾

Custom Component

To view any current a

The Related Records section displays. Notice the *related records*, the Application and the Permit, display.

### Related Records

[View Entire Tree »](#)

Record Number	Record Type	Project Name	Date	View
SDW-CRB-PMT20-38500085	Sidewalk-Curb Permit		08/12/2020	<a href="#">View</a>
SDW-CRB-APP20-38400207	Sidewalk-Curb Application		08/12/2020	

1

**The Related Records section displays (shown). Notice both of the related records (application and permit) display. We are viewing the application, click View (#1) to access the Permit information (#1).**

Record SDW-CRB-PMT20-38500085:  
Sidewalk-Curb Permit ←  
Record Status: LOC Issued

Add to col

Record Info **1** Payments Custom C

Record Details  
Processing Status  
**2** Related Records  
Attachments  
Inspections  
Valuation Calculator

Notice we are now in the Permit record. The Record Details page for the *Permit* displays.

activity on this Record, please refresh the page.

### Location

LA CANTERA PKWY, 78256

[View Additional Locations>>](#)

### Record Details

<b>Applicant:</b> Individual Julius Caesar Primary Phone:210-207-0000 patricia.rosas@sanantonio.gov Do not receive Email Notifications: No	<b>Licensed Professional:</b> Julius Caesar 1901 s alamo san antonio, TX, 78204 Primary Phone:2102070000 City Sidewalk & Curb Contractor SCC-20-00534	<b>Owner:</b> [Redacted]
---	--	-----------------------------

san antonio, TX, 78204  
United States

[More Details](#)

**We are now viewing the Record Details page of the Permit record (shown). To return to the Application record, click Record Info (#1), click Related Records (#2).**

**Using the Related Records tab is a quick way to switch between records that are related (that is, associated records).**

**With questions about Citizen Access' Related Records feature, please contact the Development Services Department Customer Call Center (210) 207-1111, M-F, 7:45am to 4:30pm.**

**You may also email the [Customer Call Center](#)**

**Citizen Access  
Online Tutor  
Lesson 7**

**This concludes the Viewing Related Records  
module.**

