Citizen Access Online Tutor Lesson 4

The recommended browser is Google Chrome.

Creating an Application

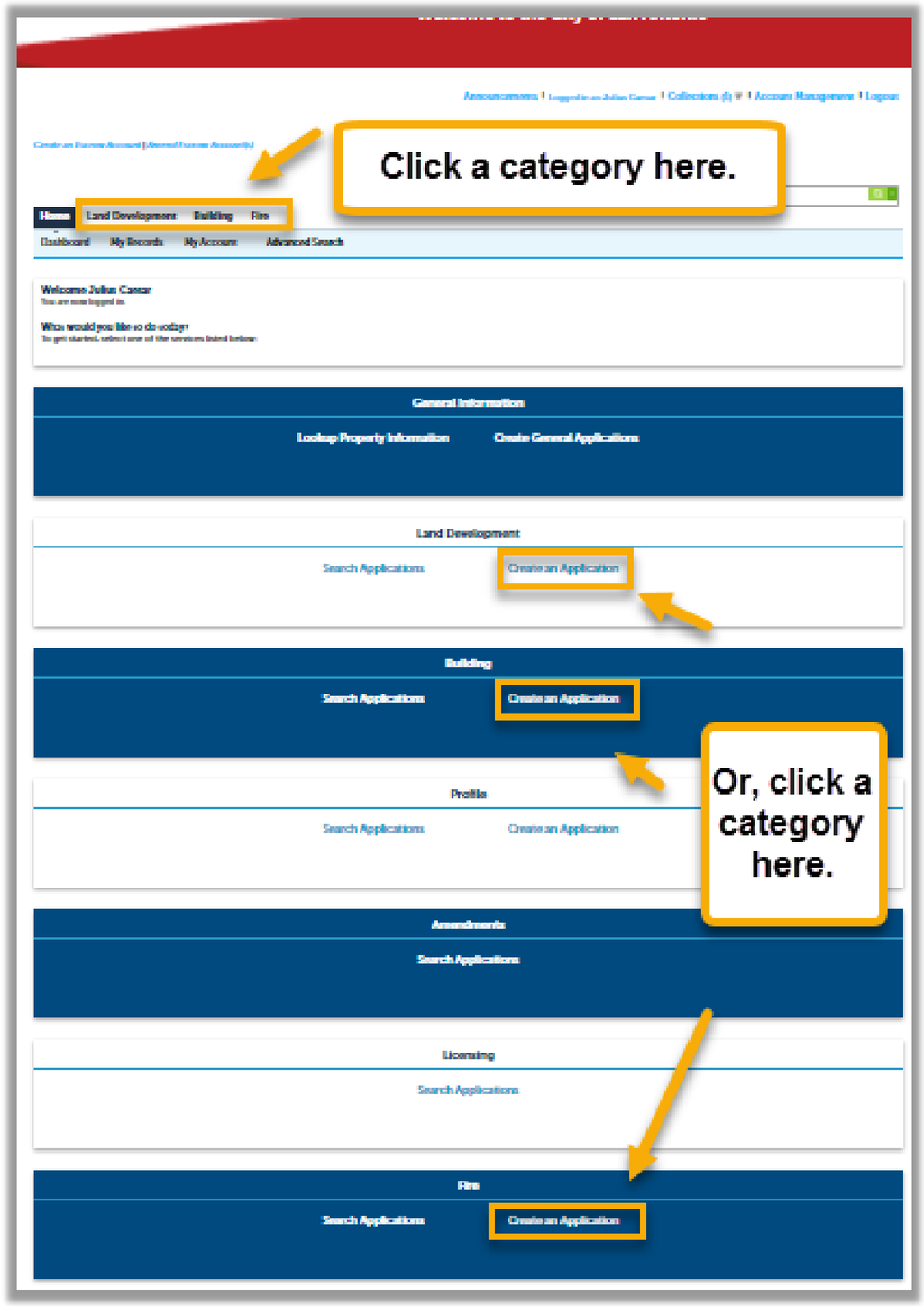
9/28/2020

Before proceeding please login to your Citizen Access account portal. Creating an account is easy and it's free. If you have questions about creating an account, please phone the Development Services Department Customer Call Center at (210) 207-1111, M-F, 7:45am to 4:30pm or email Call Center.

After login to your account,

click category for the type of application you want to create.

Categories include Land Development, Building and Fire. You may click the category across the top navigation bar, or drill down the page and click a category (shown).



Clicking a category from the blue sections (shown) lead you directly to a disclaimer page.





Clicking a category from the top navigation bar leads you to a Records page. A second navigation bar displays, click Create Application (#1). The Disclaimer page displays.

Read through the Disclaimer. Use the scroll bar to move the text in the box up and down. Accept the General Disclaimer terms by clicking the box to the left (#1).

Click *Continue Application* (#2).



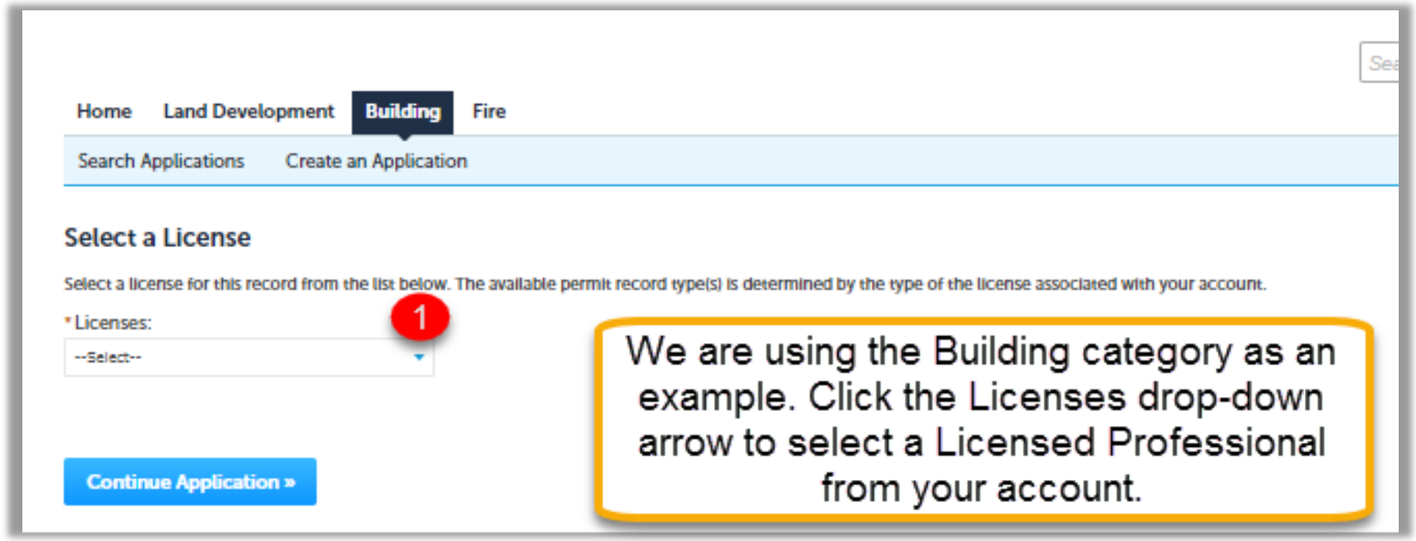


Only if you are a Delegate on someone else's Citizen Access account does the *Create this application* screen display (shown).

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.

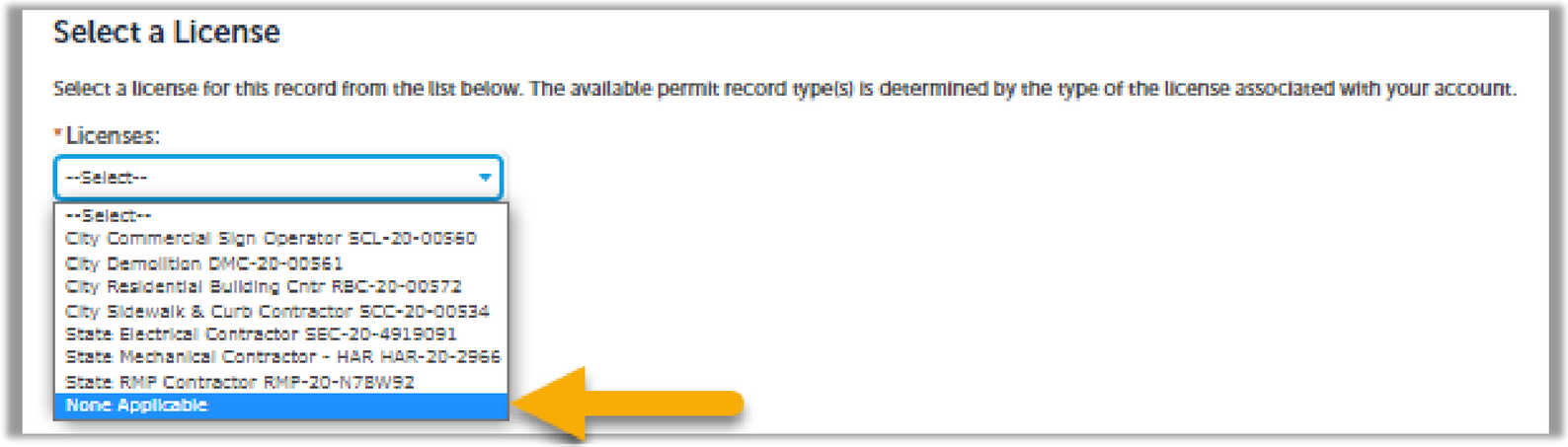
Click Continue Application.

We are using a Building category example. The *Select a License* page displays. Click the License drop-down menu to select a License type (#1).



Select *None Applicable*, if a license does not apply.

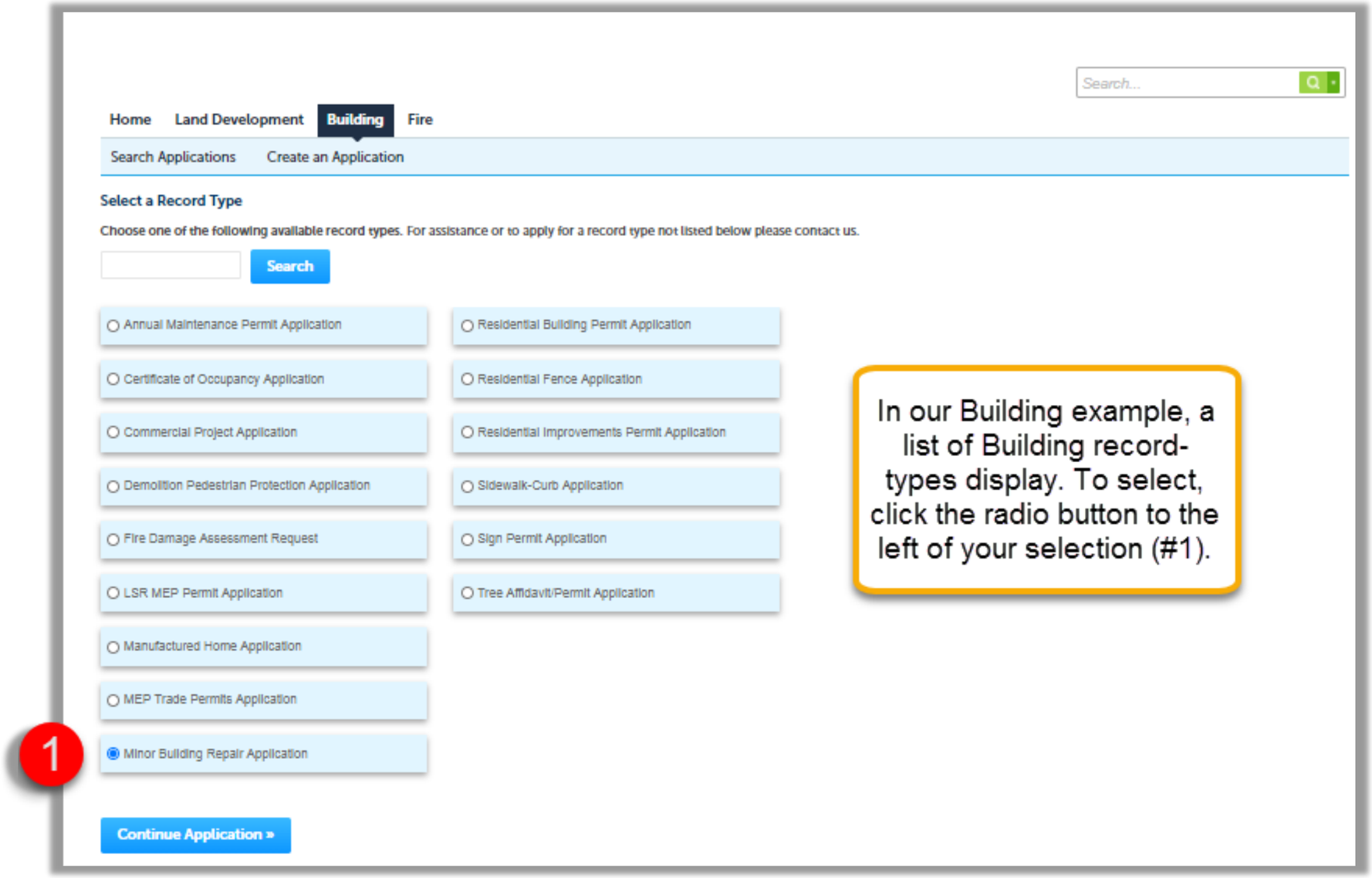
Click Continue Application.





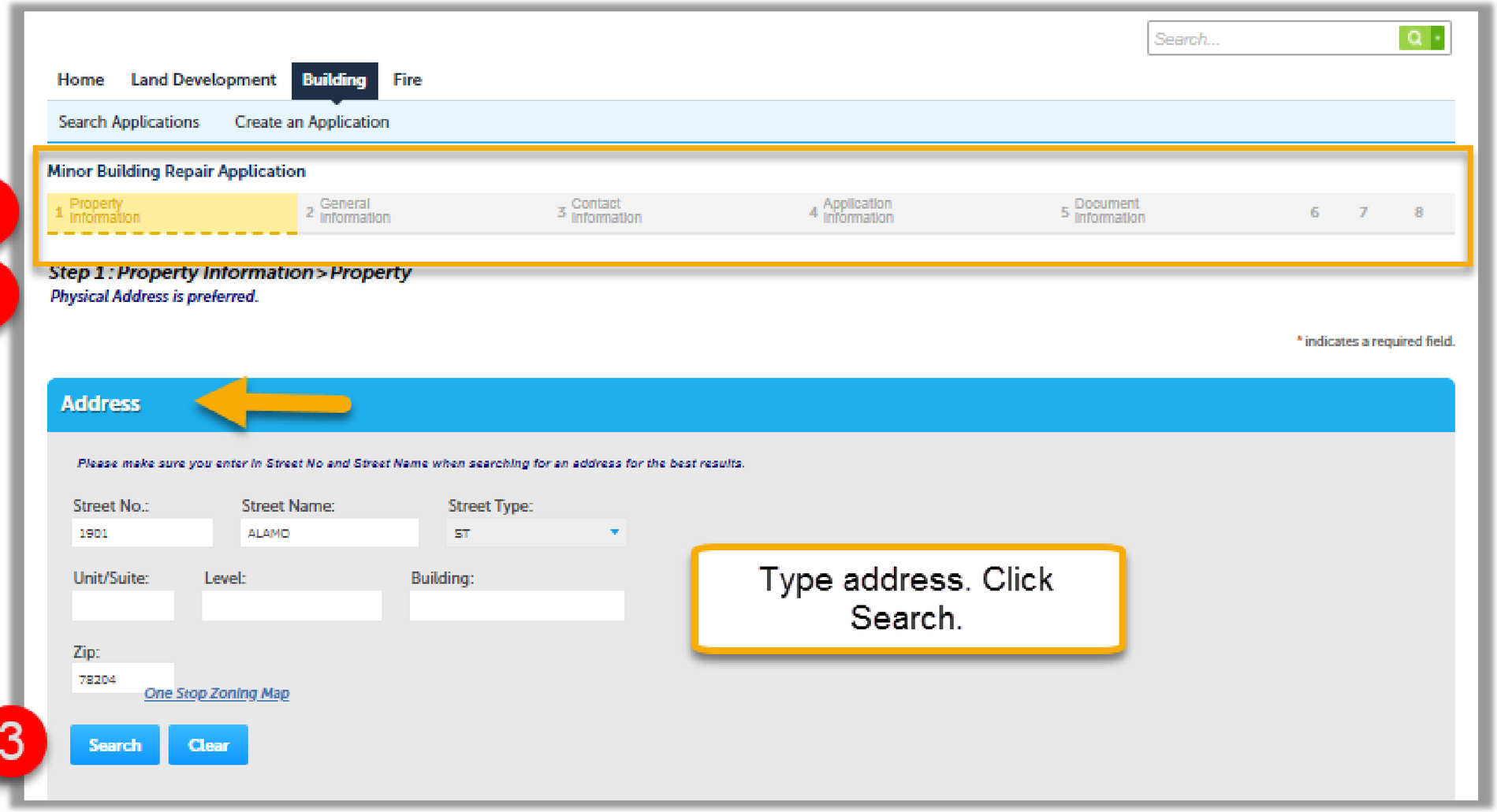
If a License is selected, the Licensed Professional information page displays (shown).

Click Continue Application.



To select a Building record-type, click the radio button to the left of your selection (#1).

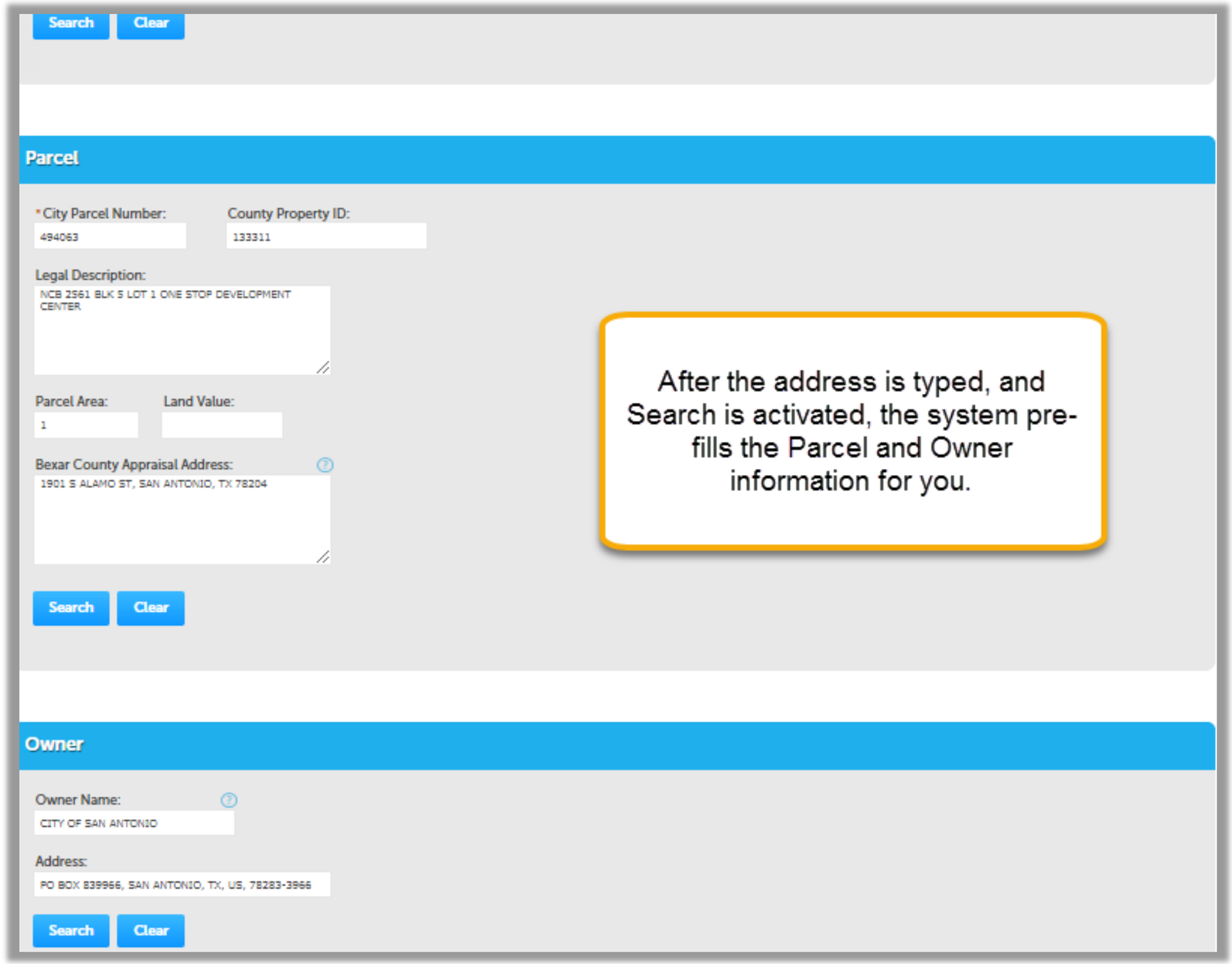
Click Continue Application.

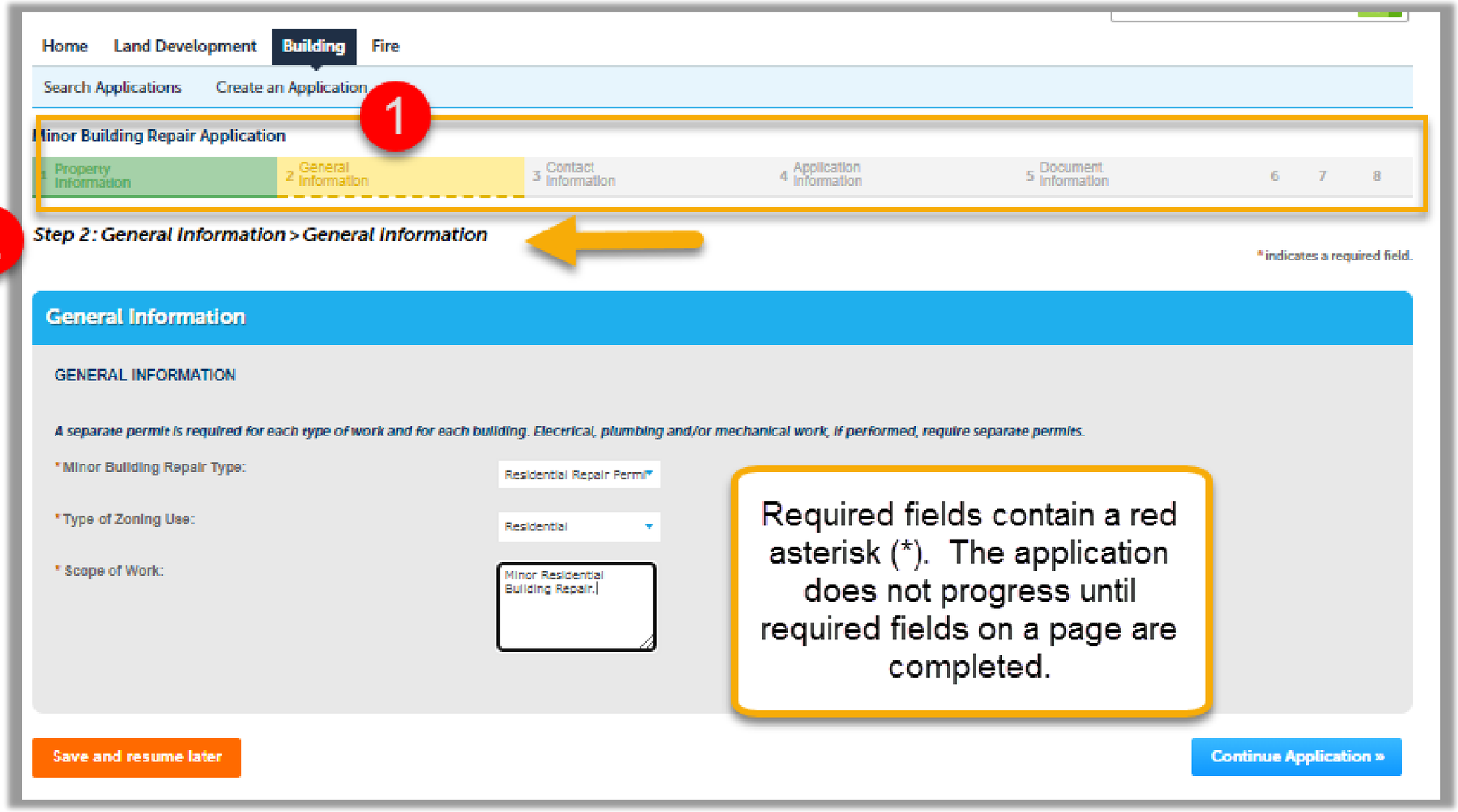


Step 1 of the application displays. Notice the navigation bar displaying the number of steps in the process (#1). Citizen Access Portal gives help text throughout process (#2). Type address. Click Search (#3).

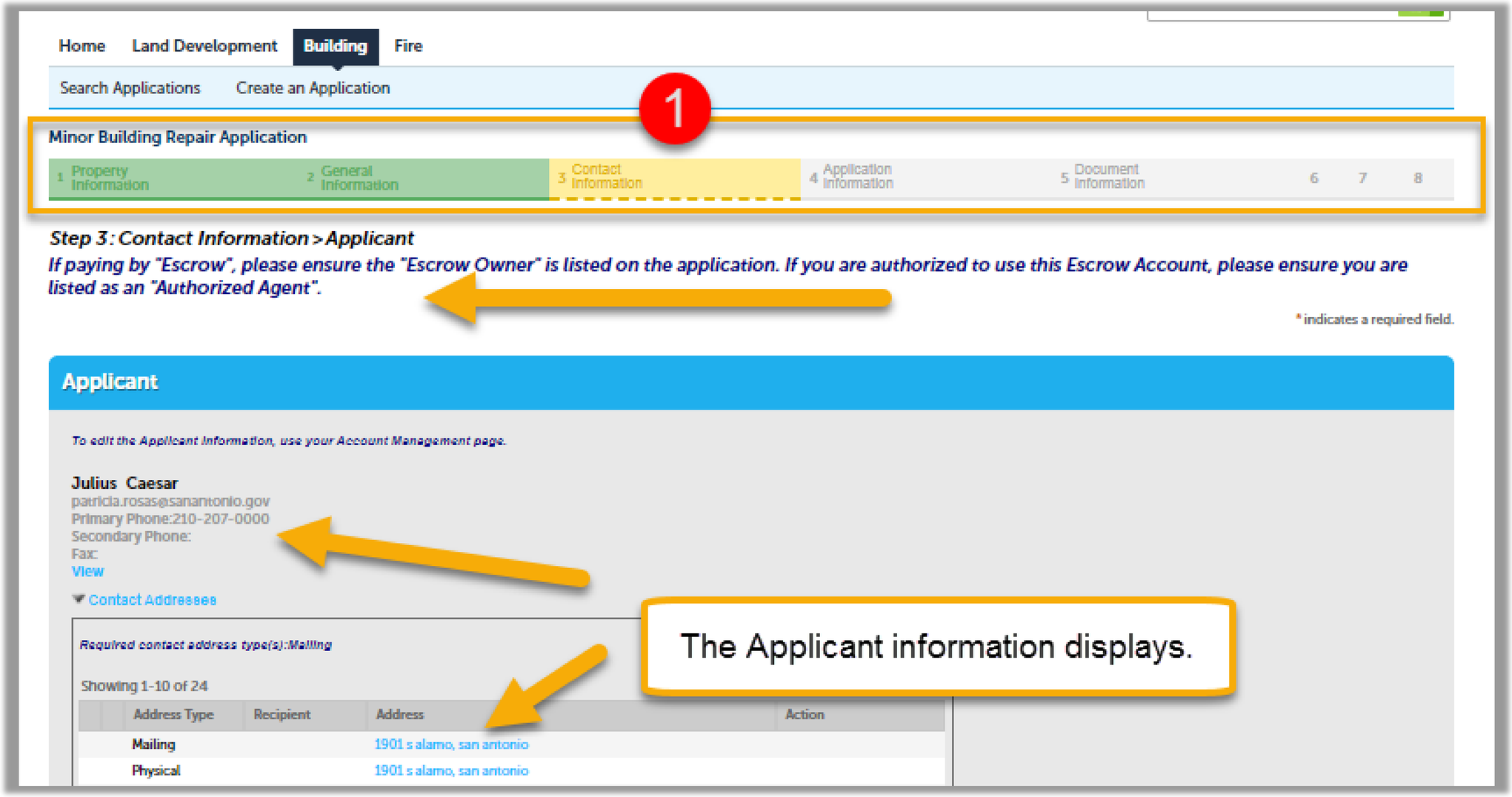
The Parcel and Owner information pre-fills after the Address information is entered and the Search button is clicked.

Click Continue Application.

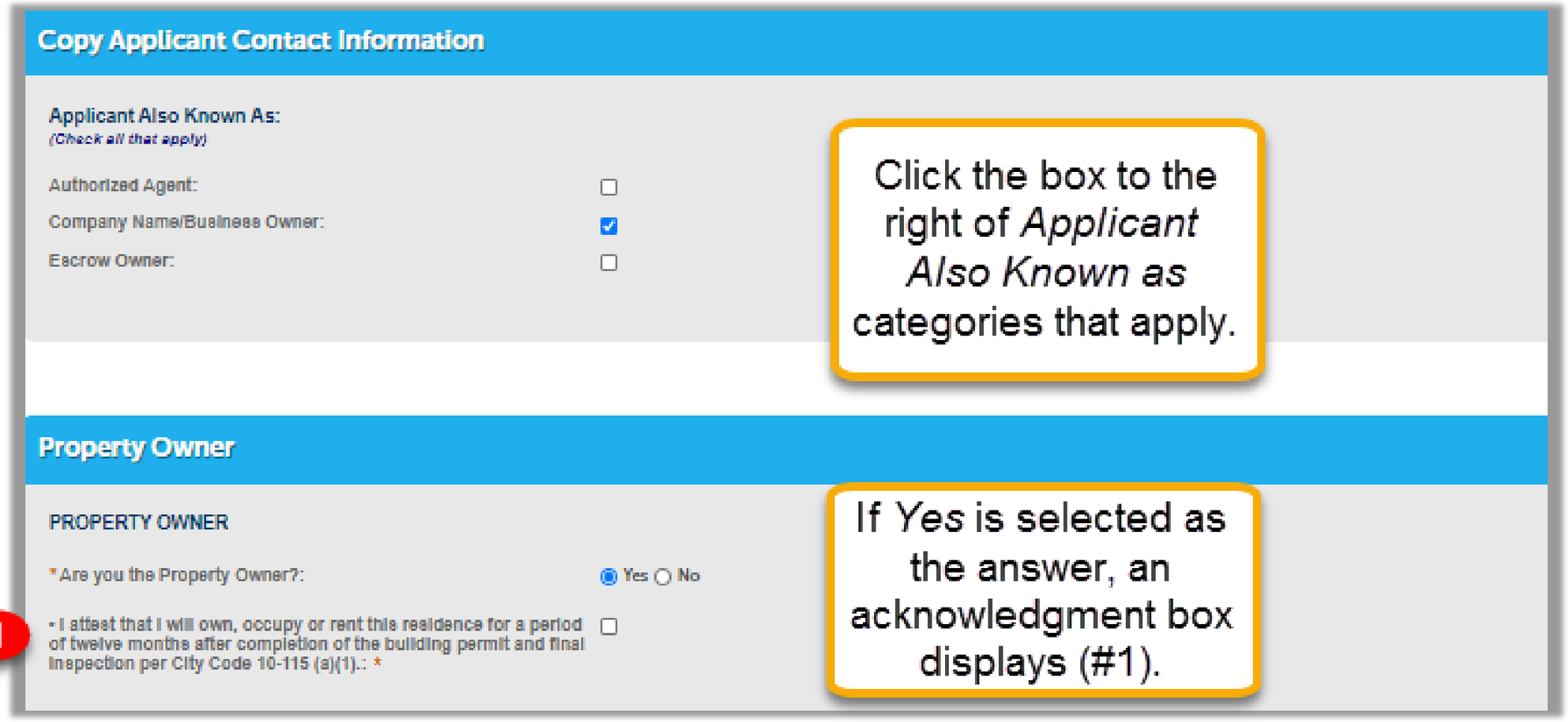




Notice the system now moves to Step 2 (#1, #2). Complete all required fields in the General Information space (shown). Click Continue Application.



Step 3: *Contact List Information-Applicant* page displays (shown). The Applicant information displays (shown).

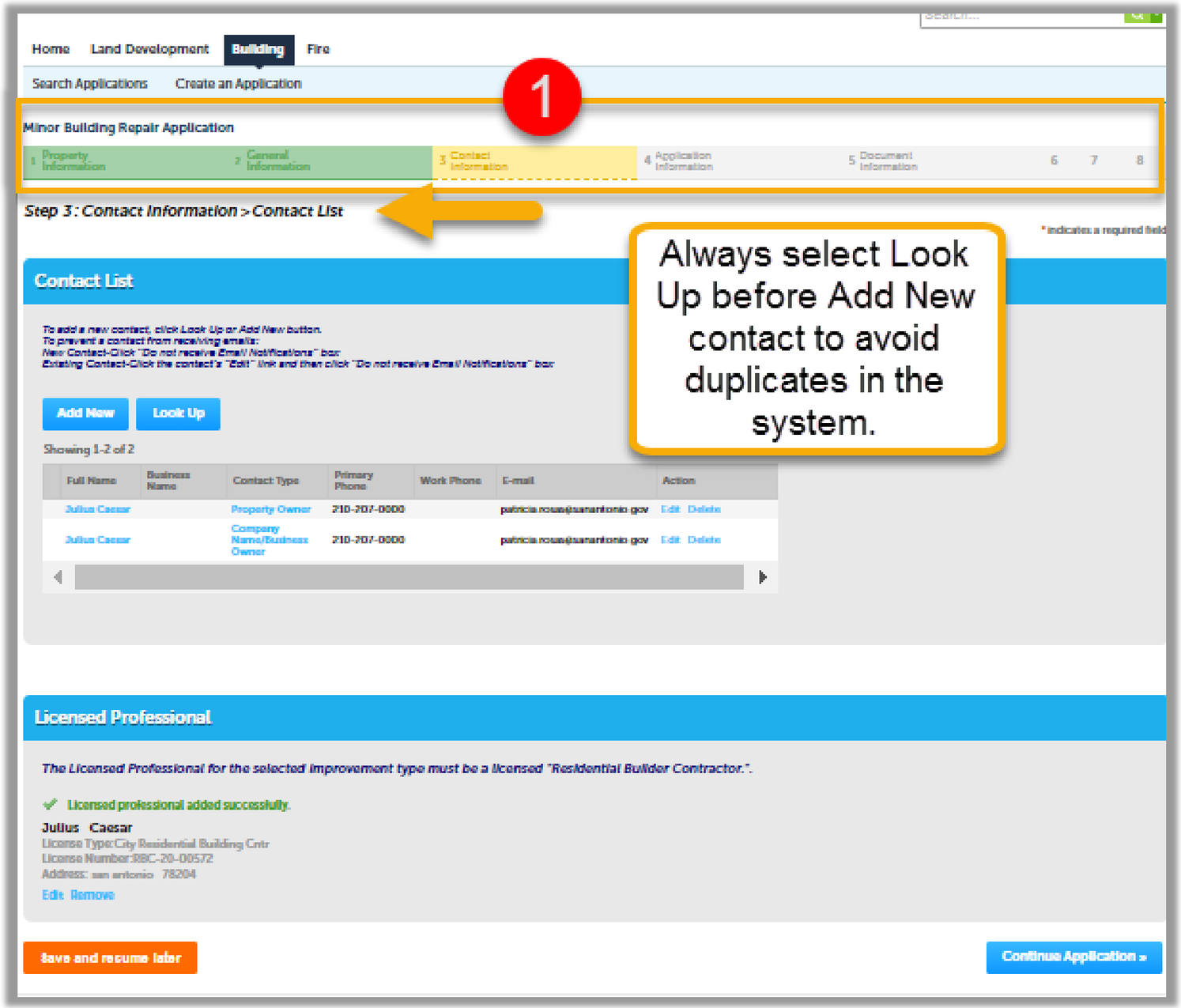


Click the box to the right of *Applicant Also Known as* categories that apply.

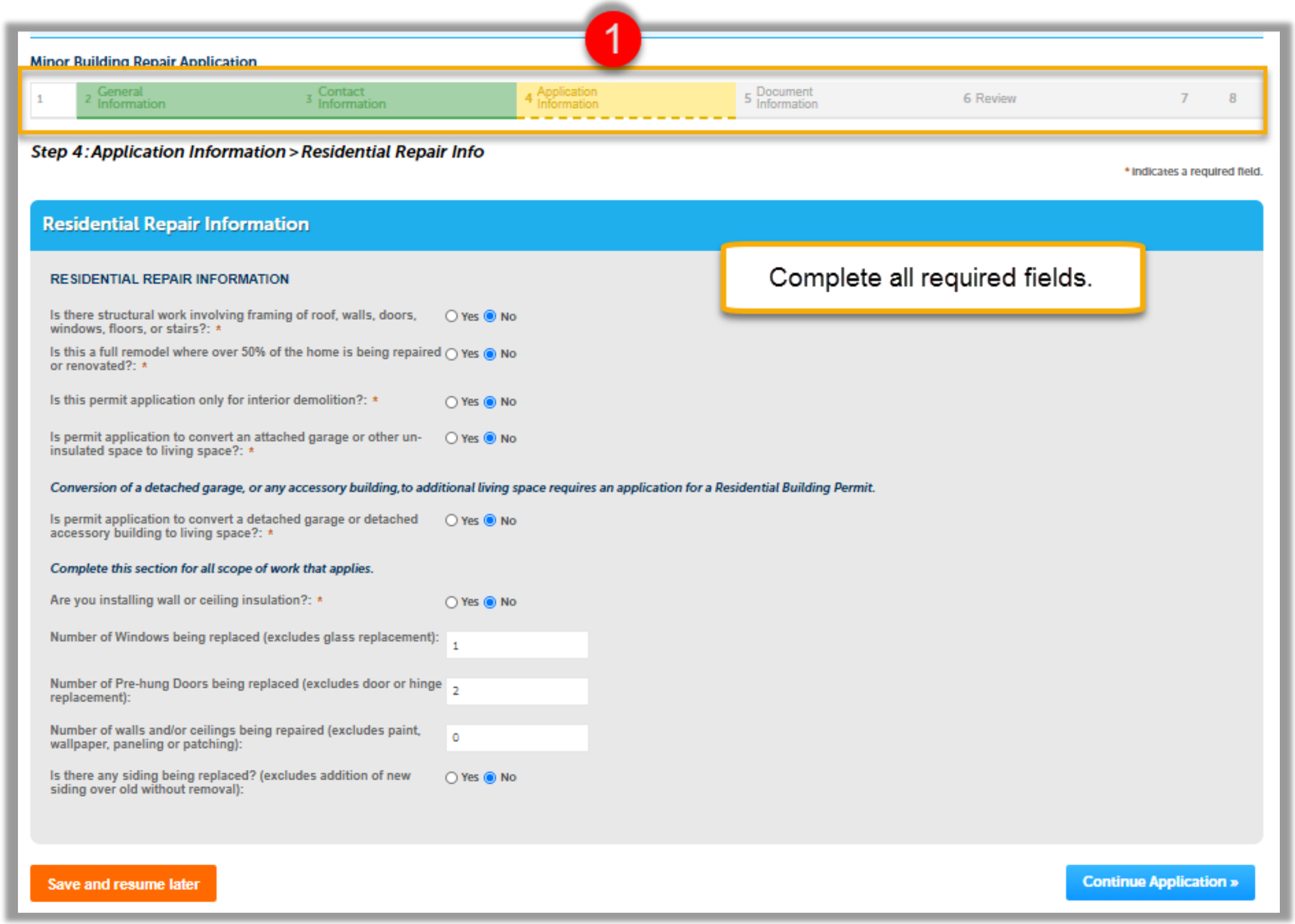
If *Yes* is selected as the answer, an acknowledgment box displays (#1).

Continue in Step 3 and complete all required fields.

Click Continue Application.

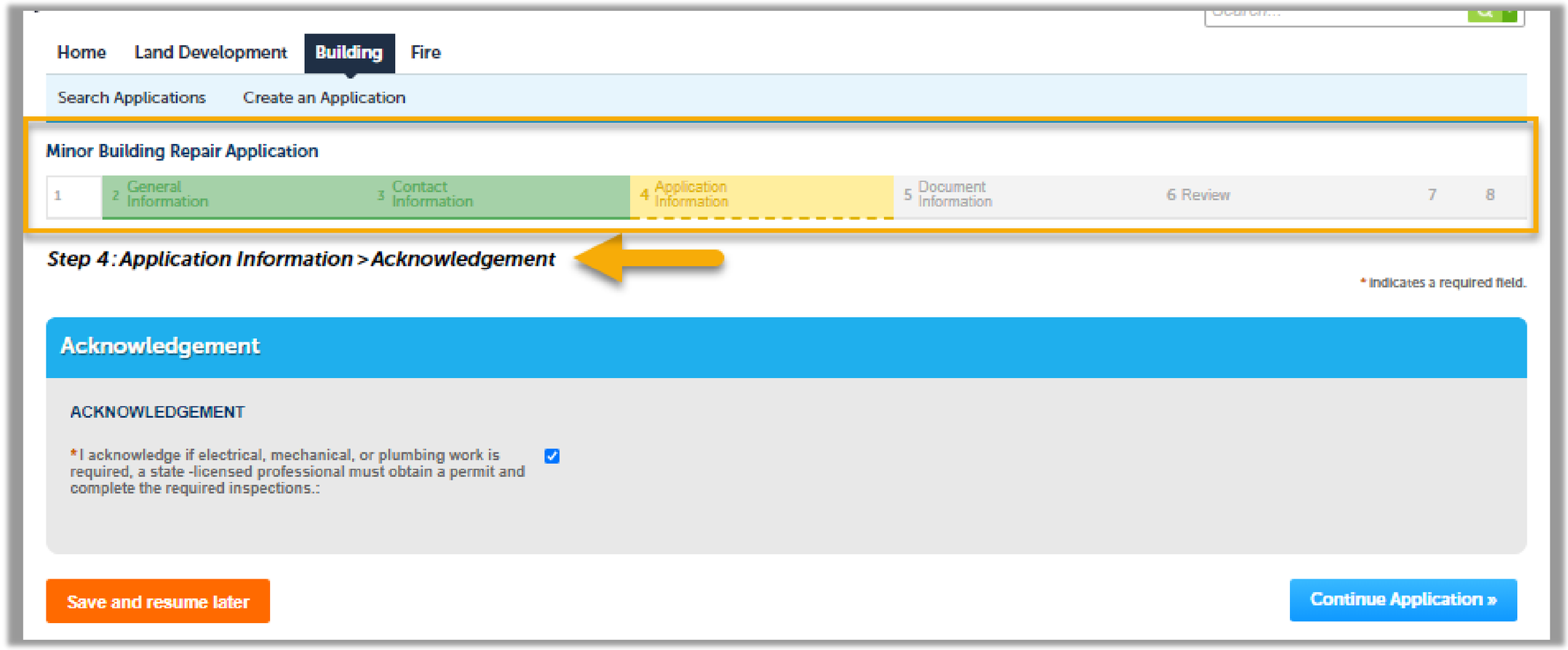


Step 3 continues (#1). Verify Contact information. Select Look Up before Add New to add a contact. Click Continue Application.

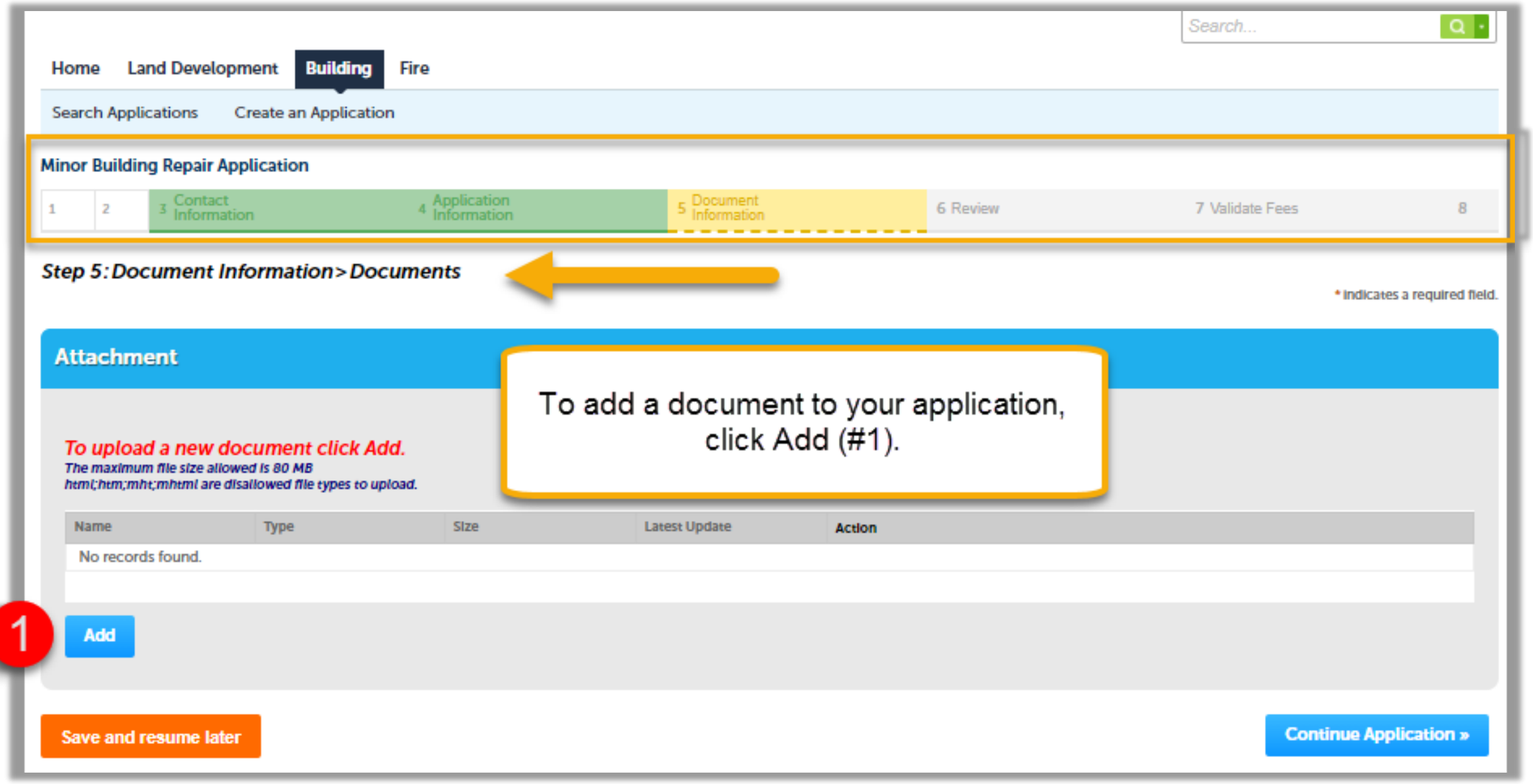


The system advances to Step 4: Application Information (#1).

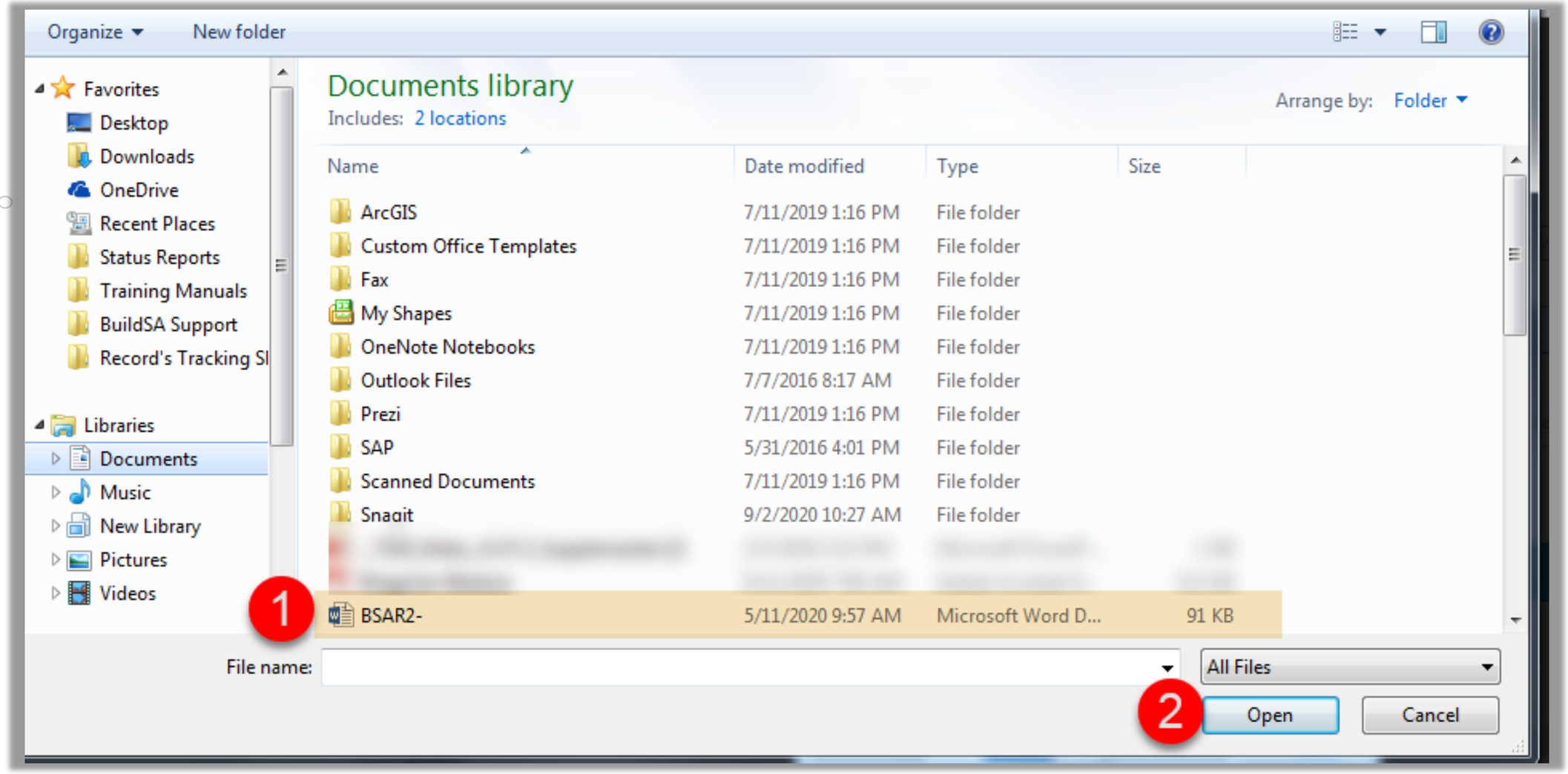
Complete all required fields. Click Continue Application.



Every record-type contains its own workflow specifics but Citizen Access displays a navigation bar at the top of all record-type applications. Complete all required fields within a step and click Continue Application to move through all steps.

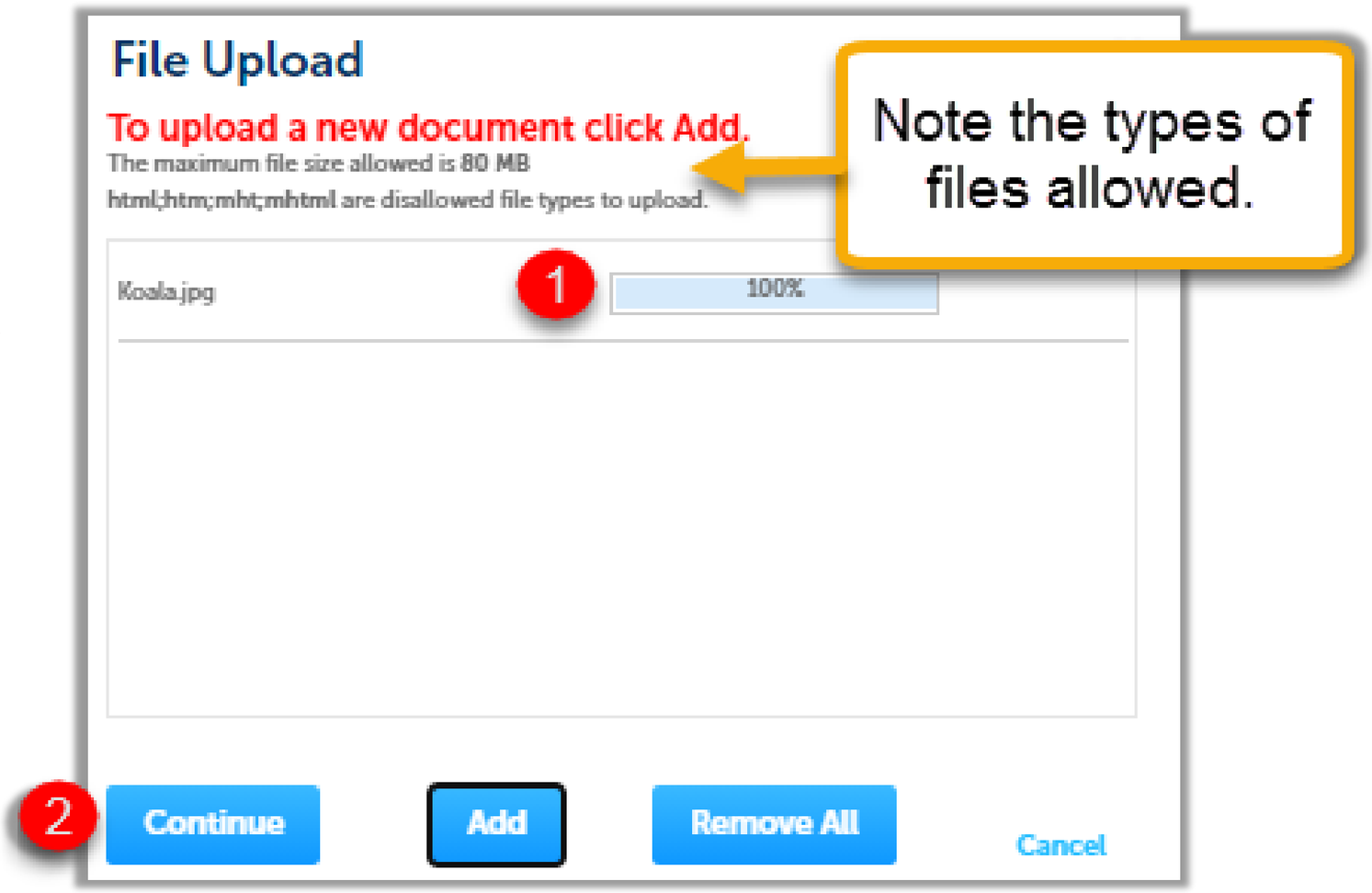


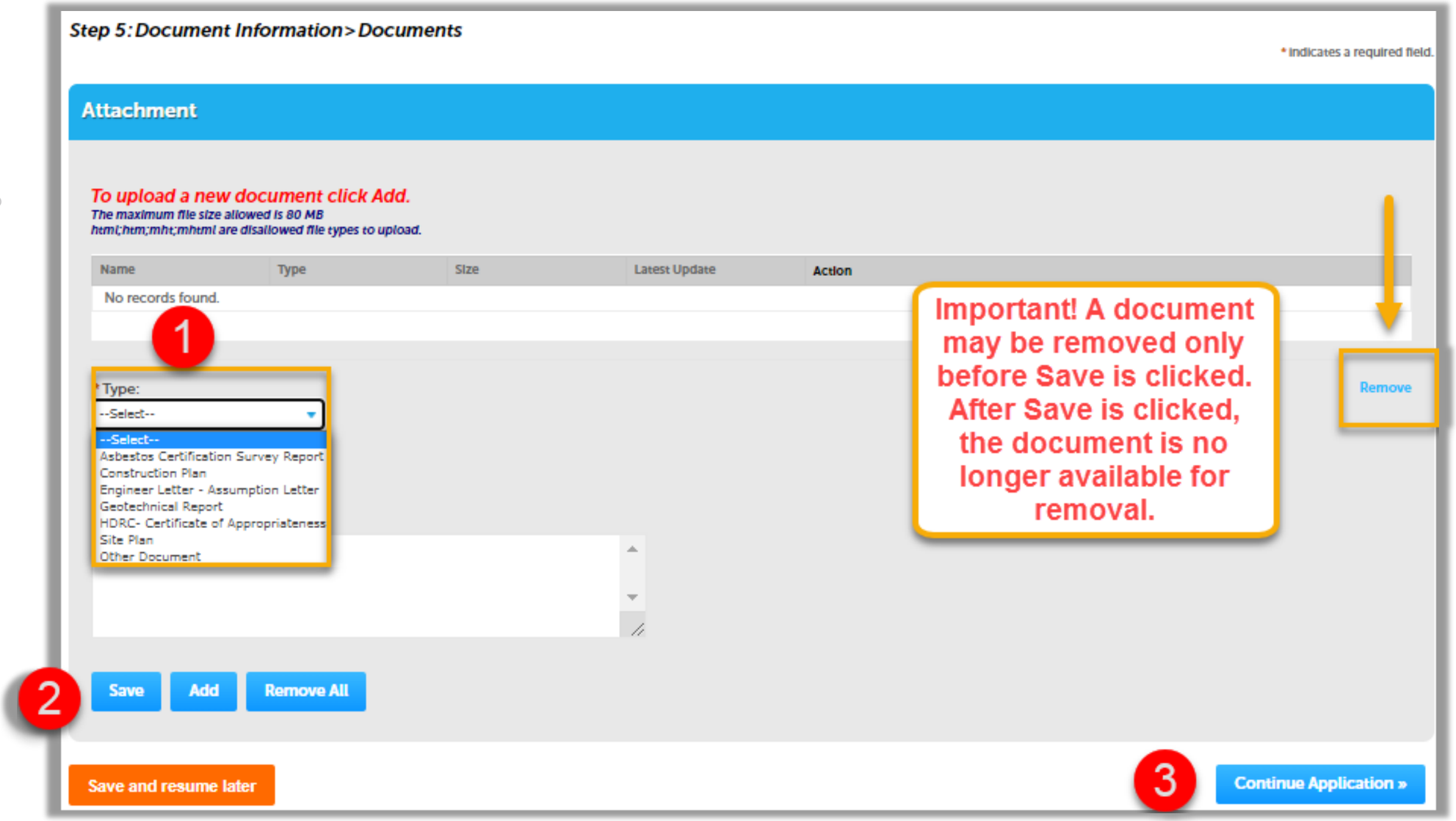
In our example, we have moved on to Step 5: Document Information step. To add documents to your application, click Add (#1).



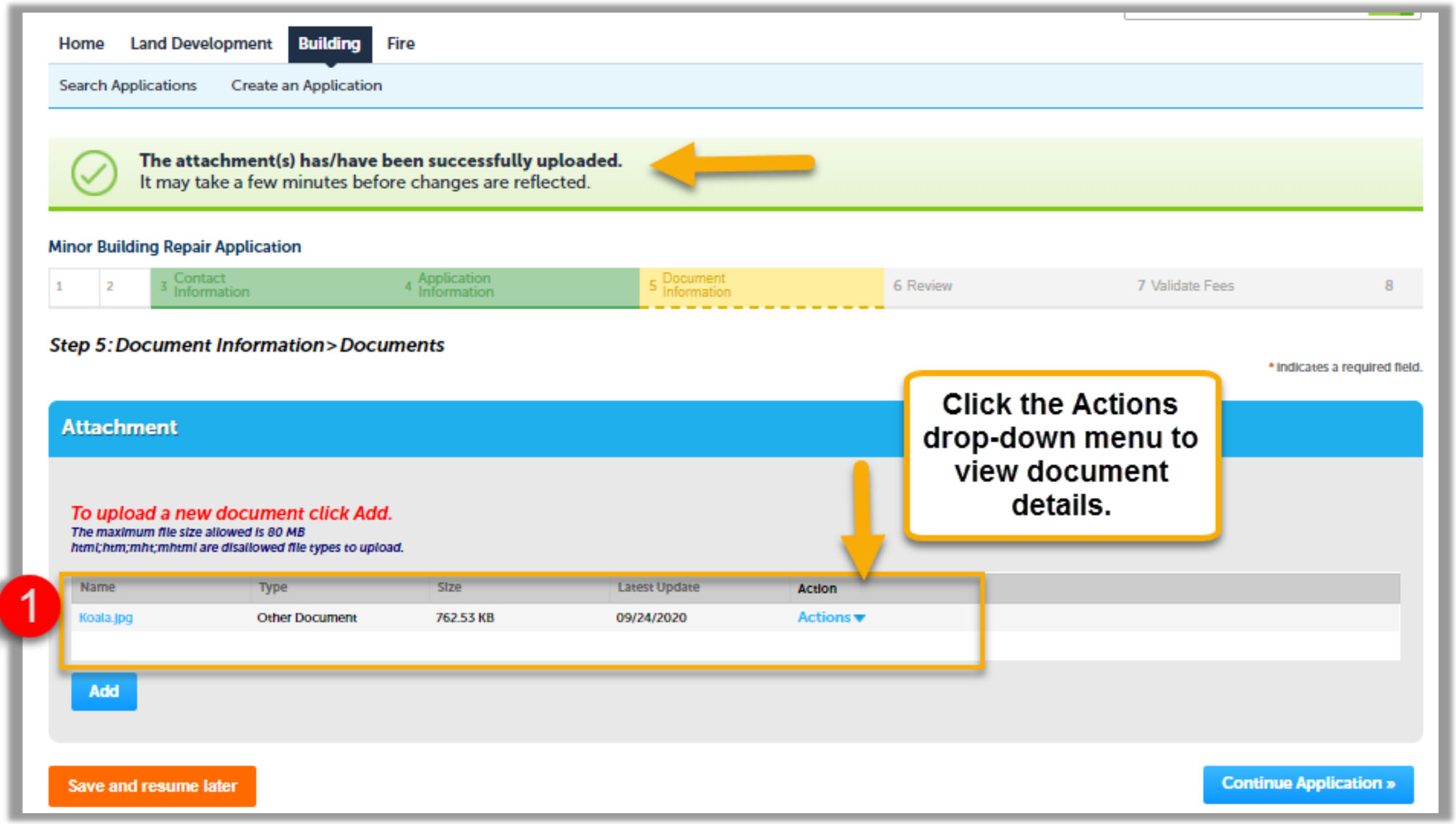
If adding a document, after Add is clicked, an internet browser window displays. Locate the file, click to select it (#1), click Open (2).

- **The File Upload screen displays. Wait until the file is uploaded to 100% (#1). Next, click Continue (#2). To add additional documents, repeat the steps.**



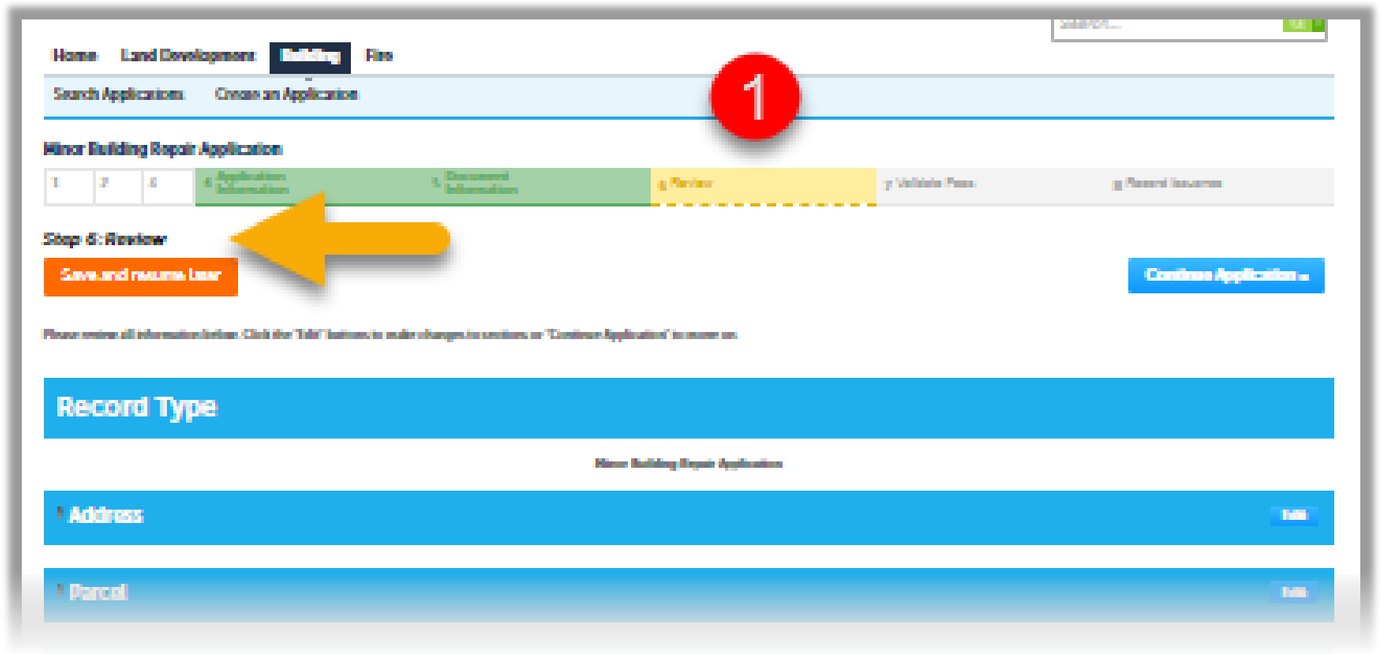


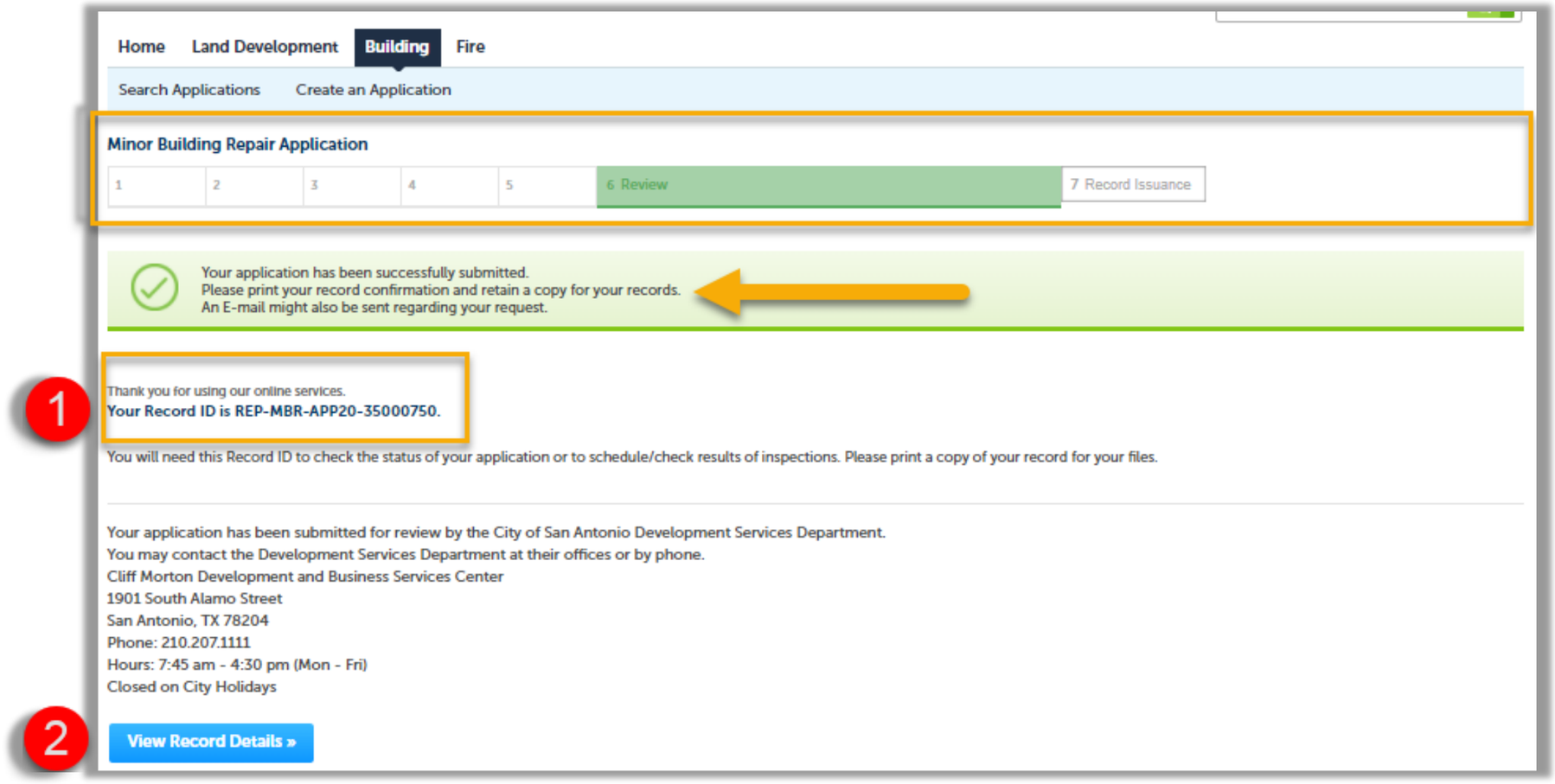
Click the Type drop-down menu (#1) to select the Document Type. Next, click Save (#2). Click Continue Application (#3).



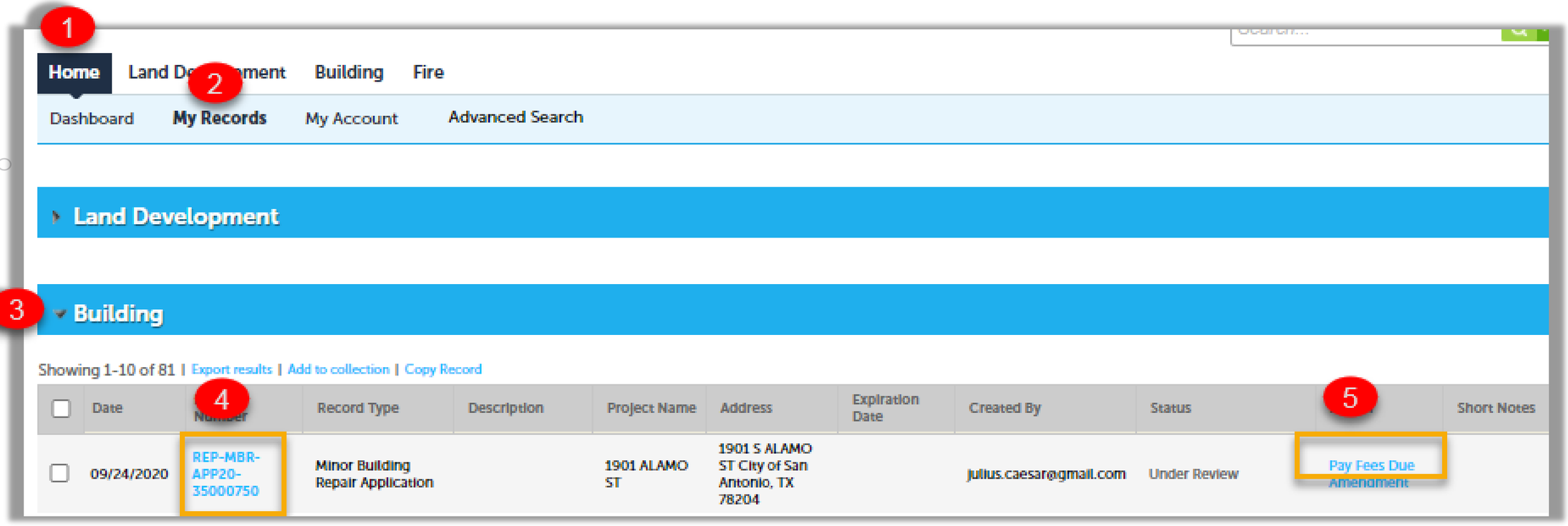
After the document is saved, the system displays a green banner with a success upload message (shown). Click Continue Application.

Step 6: Review. Categories display expanded. Click Edit to the right of a category to make changes, as necessary. Read the oath at bottom of page. Click box to the left of the acknowledgement (#2). Click Continue Application.





Step 7: Record Issuance. Accela Citizen Access displays a green banner (shown) when the record is successfully submitted. The record ID number displays directly below the green banner (#1). Use this record ID number to communicate with Development Services staff. Click View Record Details (#2) to view record.



Locate your record using the Home tab (#1), My Records (#2). Find the category of the record, click the arrow to the left of the category to expand (#3). Click the Record ID number link (#4) to view Record Details.

To pay fees, click Pay Fees link (#5).

For assistance with all Citizen Access Portal questions, please call or email the Development Services Department

Customer Call Center:

(210) 207-1111, M-F, 7:45am to 4:30pm.

Call Center email

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This concludes the Creating an Application module.

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