



PUBLIC WORKS

PWD – Civic Platform Adding Authorized Users/Delegates Process

Note: To be completed by the administrator of the account. User needs to create an individual login prior to you being able to complete these steps.

1. Go to <https://aca-prod.accela.com/COSA/default.aspx> and login.

The screenshot shows the 'Sign In' section of the City of San Antonio Customer Portal. It includes a 'Sign In' heading, a 'USERNAME OR EMAIL' field with a red asterisk, a 'PASSWORD' field with a red asterisk, a 'Forgot Password?' link, a red 'SIGN IN' button, a 'Remember me on this device' checkbox, and a 'Not Registered?' link. The left sidebar contains a 'Welcome to the City of San Antonio Customer Portal' message and a 'What would you like to do today?' section with links for 'General Information' and 'Public Works'.

2. Click on **Account Management**.

The screenshot shows a user profile bar at the top of the page. It displays 'Logged in as: Michelle Goldey', 'Collections (0)', 'Account Management' (highlighted in yellow), and 'Logout'. Below this is a search bar with the text 'Search...' and a green search button.

3. Scroll to the bottom of the page and click **Add a Delegate**.

The screenshot shows the 'Delegates' page. It has a heading 'Delegates' and a blue 'Add a Delegate' button. Below the heading, there are two sections: 'People who can access my account' and 'People whose account I can access', both showing 'None'.



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- You will enter their name and then their email address. Choose the first 5 check boxes. Complete the security (I'm not a robot) and click **Invite a Delegate**. The user will receive an email inviting them to join the account. They will have **30 days** to accept the invite before it is no longer valid.

Add a Delegate

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

* Name

* E-mail Address

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in all categories (Change)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

☒ Create Applications in all categories (Change)

☒ Renew Records in all categories (Change)

☒ Amend Records in all categories (Change)

☒ Manage Inspections in all categories (Change)

☒ Manage Documents in all categories (Change)

☐ Make Payments in all categories (Change)

Add Personal Note

☒ I'm not a robot

reCAPTCHA
Privacy - Terms

Invite a Delegate

Cancel