



PUBLIC WORKS

PWD – Civic Platform Individual Account Process

1. Go to <https://aca-prod.accela.com/COSA/default.aspx> and click on **Create an Account**.

Home Public Works Licenses

Advanced Search ▼

Welcome to the City of San Antonio Customer Portal

We are pleased to offer our customers access to online services, 24 hours a day, 7 days a week.

At the City of San Antonio, we are fulfilling our commitment to deliver online services that are more efficient, convenient, and interactive. To use all the services we provide, you must register and create a user account. You can also view information, get questions answered, and have limited services as an anonymous user. We trust this higher level of online services makes doing business with the City of San Antonio easier, faster and more accessible.

What would you like to do today?
To get started, select one of the services listed below:

What would you like to do today?
To get started, select one of the services listed below:

General Information
Lookup Property Information

Public Works
Search Applications
Schedule an Inspection

Licenses
Search Applications

Sign In

USERNAME OR EMAIL: *

PASSWORD: *

[Forgot Password?](#)

SIGN IN

☐ Remember me on this device

Not Registered?
CREATE AN ACCOUNT

2. Fill out the information on the **Login Information** page. Click **Continue**.

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USERNAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select ▼

ANSWER: *

☐ I have read, understand, and agree to the [Terms of Service](#)

CONTINUE



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3. Select **Individual** and fill out the required information. Click **Submit**.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

☐ Individual
☐ Organization

[BACK](#)

4. Fill in the highlighted sections of the requested information. Click **Submit**.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

☒ Individual
☐ Organization

***Required Fields**

FIRST: *
[Redacted]

MIDDLE:
[Redacted]

LAST: *
[Redacted]

NAME OF BUSINESS:
[Redacted]

HOME PHONE:
[Redacted]

WORK PHONE:
[Redacted]

MOBILE PHONE:
[Redacted]

E-MAIL:
[Redacted]

ADDRESS

COUNTRY/REGION:
United States

ADDRESS TYPE:
Select

ADDRESS LINE 1:
[Redacted]

ADDRESS LINE 2:
[Redacted]

ADDRESS LINE 3:
[Redacted]

CITY:
[Redacted]

STATE:
Select

ZIP CODE:
[Redacted]

[+ Add Address](#)

SUBMIT

[BACK](#)



PUBLIC WORKS

5. You will receive a message stating you have successfully set up your account.

