



PUBLIC WORKS

PWD – Civic Platform Requesting an Inspection Process

1. Go to <https://aca-prod.accela.com/COSA/default.aspx>.
2. You will be taken to the Home Page. Enter the permit number you need to request an inspection on in the Search box.

The screenshot shows the Home Page of the City of San Antonio Public Works Civic Platform. At the top right, there are links for "Register for an Account" and "Login". Below these is a search bar containing the permit number "ROWSX-24-00037" and a green search button. The main navigation bar includes "Home", "Public Works", and "Licenses". Below the navigation bar is an "Advanced Search" dropdown. The page is divided into two main sections. The left section, titled "Please Login", contains text explaining that many online services require login for security reasons and provides instructions for existing users. It also includes a "New Users" section with instructions on how to register for a free Citizen Access account and a "Register Now »" button. The right section, titled "Sign In", contains a "SIGN IN" button and fields for "USERNAME OR EMAIL" and "PASSWORD". There is also a "Forgot Password?" link.

3. Click triangle to drop down **Record Info**. Click on **Inspections**.

The screenshot shows the Record Details page for the permit "ROWSX-24-00037". The page title is "Record ROWSX-24-00037: Simple Excavation Permit" and the "Record Status" is "Issued". The page is divided into two main sections. The left section, titled "Record Info", contains a dropdown menu with options: "Record Info", "Record Details", "Processing Status", "Related Records", "Attachments", and "Inspections". The "Inspections" option is highlighted. The right section, titled "Payments", contains a dropdown menu with options: "Payments" and "Inspections". The "Inspections" option is highlighted.



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- Click on **Schedule or Request an Inspection**.

Record ROWSX-24-00037:
Simple Excavation Permit
Record Status: Issued

Record Info ▼

Payments ▼

Inspections

Upcoming

Schedule or Request an Inspection

*You have not added any inspections.
Click the link above to schedule or request one.*

Completed

There are no completed inspections on this record.

- Choose the **inspection** you are needing. Please note all permits will require a final inspection once work is complete to close out permit. Click **Continue**.

Schedule/Request an Inspection ×

Available Inspection Types (3)

☒ Show optional inspections

☒ **Backfill** (required)

☐ **Flatwork** (optional)

☐ **Final** (required)

Continue

Cancel



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6. Choose the current date and choose morning or afternoon. No matter what time you pick it will be scheduled immediately and the inspector should be there within an hour of you clicking submit. Click **Continue**.

Note: Per the ROW Ordinance we must arrive within one hour of request. We do not schedule out inspections.

Schedule/Request an Inspection

To continue, select an appointment date and time range by clicking a link on the calendar below:

May 2024

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Jun 2024

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Jul 2024

Su	Mo	Tu	We	Th
	1	2	3	4
5	6	7	8	9
10	11	12	13	14
15	16	17	18	19
20	21	22	23	24
25	26	27	28	29
30	31			

« Prev

Available Times for Thursday, May 23 2024

Morning (12:00 AM - 12:00 PM)

☐ 12:00 AM - 06:00 AM ☐ 06:00 AM - 12:00 PM

Afternoon (12:00 PM - 11:59 PM)

☐ 12:00 PM - 06:00 PM ☐ 06:00 PM - 11:59 PM

7. Verify location and contact information. Click **Continue**.

Schedule/Request an Inspection

Inspection type: Backfill

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location
1901 ALAMO St

Contact
Michelle Goldey

Change Contact ▼

Continue Back Cancel



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Confirm the information. If you need to add additional information to get the inspector to the correct inspection location (i.e. behind address in the alley; on the side street of this address, etc) click on **Include Additional Notes**. Text box will open for you to add instructions. Click **Finish**.

Schedule/Request an Inspection

Confirm Your Selection

Please confirm the details below and click the Finish button to request the inspection.

Inspection Type:

Backfill

Date and Time:

02/16/2024

Location:

1901 ALAMO St

Contact:

Michelle Goldey

Include Additional Notes

Finish

Back

Cancel

Your inspection will show in the list as a scheduled inspection. Once the inspector has completed the inspection it will show under the Completed section.

Inspections

Upcoming (1)

[Schedule or Request an Inspection](#)

Click the link above to schedule or request one.

06/07/2024 at 12:46 PM Scheduled Backfill (13062)

Inspector: *unassigned*

Actions ▼

Completed

There are no completed inspections on this record.

To cancel an inspection any time prior to an inspector arriving you can click the triangle next to **Actions** and choose **Cancel**.