



Citizen Access Right of Way Delegate Management

A **delegate** is an individual authorized by a License Professional owner to access their records. Delegates must also be Accela registered account owners. Delegates on an account may perform any or all of the following actions:

- * Create applications
- * Renew records
- * Amend records
- * Request Inspections
- * Manage documents
- * Pay Fees

Difference between a Delegate and a Contact (Contacts are managed at the record level).

Delegate

- Submit Applications
- Submit Amendments
- View/Add Documents
- Request Inspections
- Full access to all records
- Pay Fees
- Claim a record (mostly Land Development)

Contact

- Request Inspections
- Receive workflow notifications
- Receive emails
- View record details

Important Note: Delegate assignments **shall** only be made in a waterfall manner. As an example, the organization shall delegate to employee(s) in an organization. The employees **SHALL NOT** delegate back to the organization.

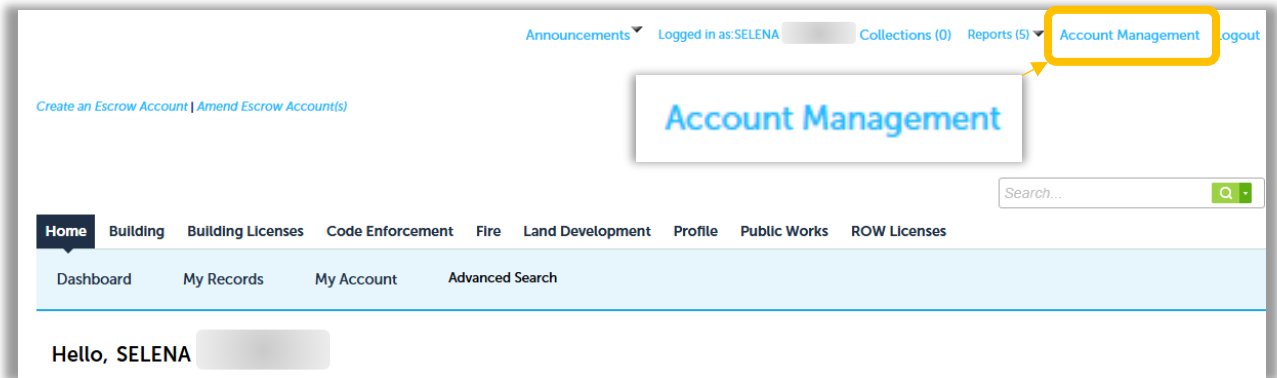
Another important note: The License Professional may designate a single delegate. The delegate is not permitted to assign or transfer this authority to any other individual.

Manage/Add Delegates

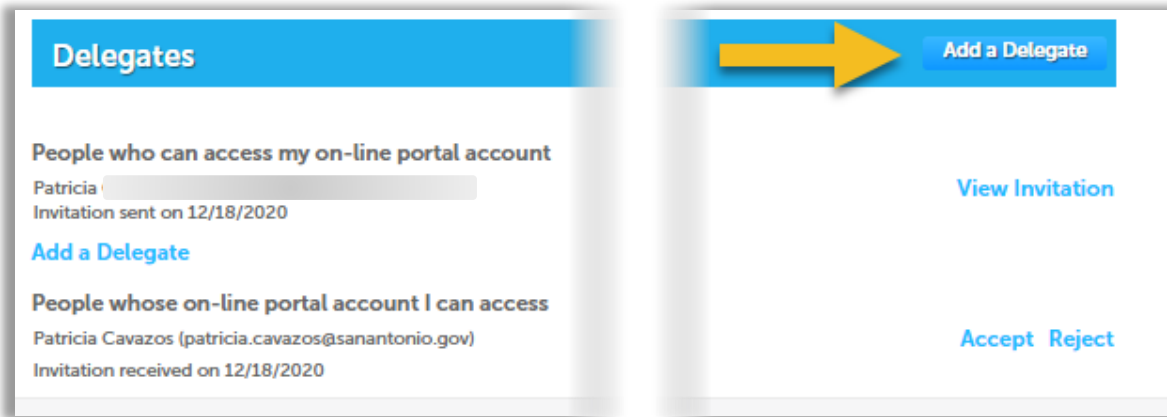
1. **Login** to your account. **Click** [My Account](#). You may also use the Account Management link.



Citizen Access Right of Way Delegate Management



2. **Scroll** to the Delegates section at the bottom of the page.
3. To add a Delegate, **click** Add a Delegate.



4. The Add a Delegate template displays. **Type** name of person you wish to add as a Delegate. **Type** their email address. **Select** authorizations by clicking the box to their left.



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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

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
- Renew Records in all categories
- Amend Records in all categories
- Manage Inspections in all categories
- Manage Documents in all categories
- Make Payments in all categories

I'm not a robot  reCAPTCHA
Privacy · Terms



More than one box may be checked.

Check the box to 'I'm not a robot'

Click Invite a Delegate

5. Once the Delegate has accepted the invitation, submit a request to connect the individual to the ROW license. Please include their name, email address and the ROW license number. Send the request to PWDROWPermits@sanantonio.gov.



Managing Delegates

You must be logged in to your account to perform these functions:

1. Login
2. Click My Account (you may also click the Account Management link). Scroll to the Delegates section.

Delegates Add a Delegate

People who can access my on-line portal account

- Patricia Cavazos (patricia.cavazos@sanantonio.gov)
Last accessed account on 01/26/2021
- Sarah Esparza (diego.giron@sanantonio.gov)
Invitation sent on 04/07/2021

[Add a Delegate](#)

People whose on-line portal account I can access

- Patricia Cavazos (patricia.cavazos@sanantonio.gov)
Invitation received on 12/18/2020

Accept Reject

Click the Actions drop-down menu to view permissions, edit permissions or remove the delegate from your account.

Actions ▾
View Permissions
Edit Permissions
Remove

Delegates Add a Delegate

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Invitation sent on 04/07/2021

[Add a Delegate](#)

People whose on-line portal account I can access

- Patricia Cavazos (patricia.cavazos@sanantonio.gov)
Invitation received on 12/18/2020

Accept Reject

Accept or Reject a Delegate invitation here.

Actions ▾
View Invitation

Delegates Add a Delegate

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Invitation sent on 04/07/2021

[Add a Delegate](#)

People whose on-line portal account I can access

- Patricia Cavazos (patricia.cavazos@sanantonio.gov)
Invitation received on 12/18/2020

Accept Reject

View an invitation sent to a delegate (displays authorizations selected) here.

Actions ▾
View Invitation