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Access Citizen Services in DallasNow

This how-to guides you through the process of completing an application for a **residential alteration** or **addition** to a project.

Step 1: Application Information

1. Enter your username or email and password, then click Sign In.



2. Click Building.

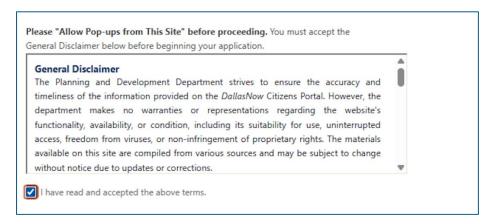


3. Click Create an Application.





4. Check I have read and accepted the above terms, then click Continue Application.

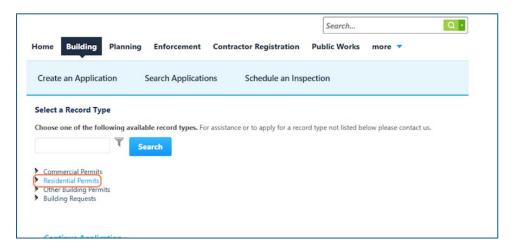


5. Select a General Contractor or select None Applicable, then click Continue Application.

Note: A general contractor will be required for this application. You will be provided the opportunity to enter a general contractor later in this application.

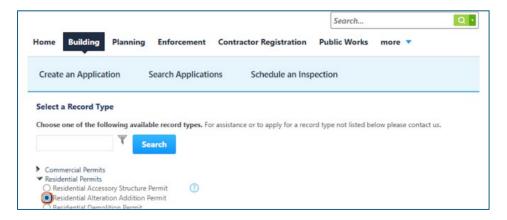


6. Click Residential Permits.





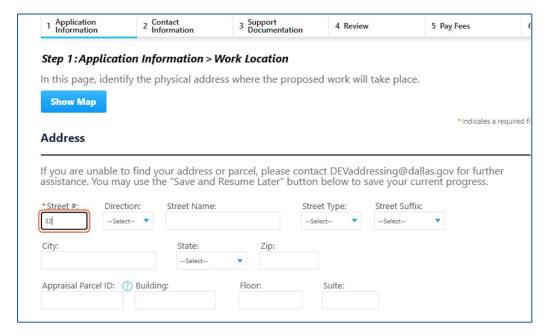
7. Select Residential Alteration Addition Permit, then click Continue Application.



Step 1: Application Information > Work Location

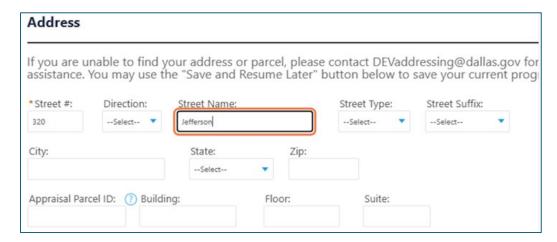
8. Enter the street number of the work location into the Street # field.

Note: In this section, enter only the **street number** and **street name**.

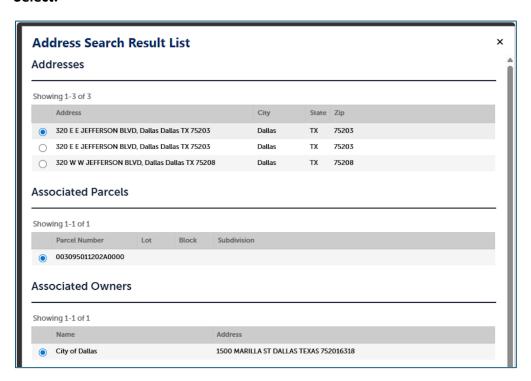




9. Enter the street name of the work location into the Street Name field, then click Search.



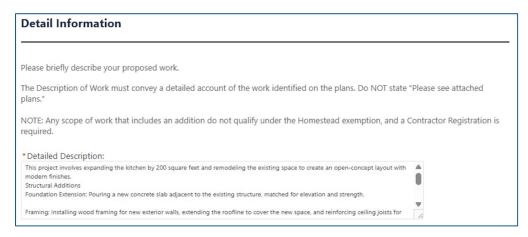
10. Choose an **address from the list** *if* the **Address Search Result List** opens (choose the first entry). View **the** chosen **associated parcel number** and the chosen **associated owner,** then click **Select.**



11. Review the **work location, associated parcels,** and **associated owners** on the next screen, then click **Continue Application.**

Step 1: Application Information > Project Information

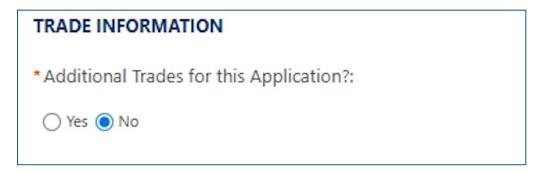
12. Enter a detailed description of the project into the Detailed Description field.



13. Complete all required fields in the **Project Details - Parts 1 and 2 sections** under General Project Information and District Information, then click **Continue Application.**

Step 1: Application Information > Trade Information

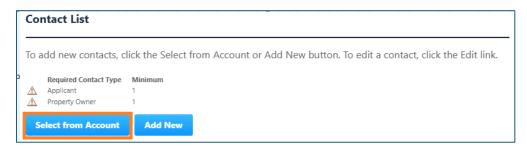
14. Choose **trade information.** If there is trade information for this application, choose **Yes** and then choose the trades from the list, then click **Continue Application.**



Step 2: Contact Information > Contact Information

15. Click Select from Account to add the required contact type.

Note: An applicant and a property owner are required.

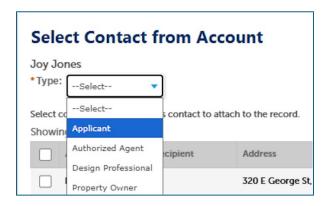




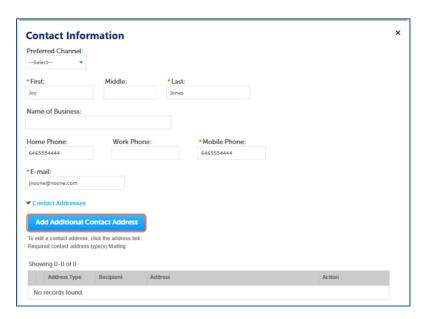
16. Select a **contact** to attach to this application, then click **Continue.**



17. Choose the **contact type,** then click **Continue.** Existing addresses are auto-selected; if none, add the required ones.

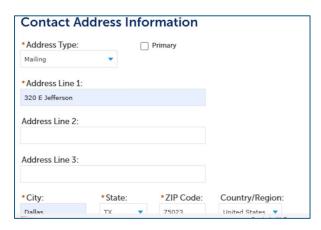


18. Click Add Additional Contact Address.

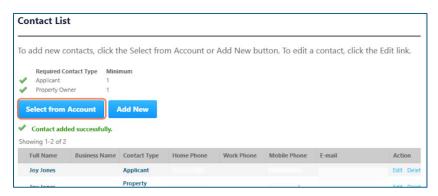




19. Add the address and click Save and Close, then click Continue.

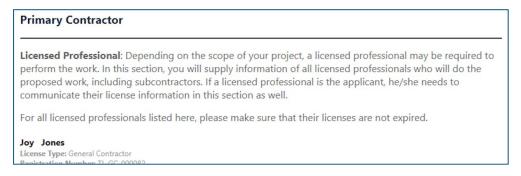


20. Click **Select from Account** to add the next contact type and click **Continue,** then click **Continue Application.**



Step 2: Contact Information > Contractor Information

21. Verify if a **primary contractor** is listed in the Primary Contractor section (depending on scope of work), then click **Continue Application**. If the scope of work requires a Primary Contractor, select one either by clicking **Select from Account** or by clicking **Look Up**.



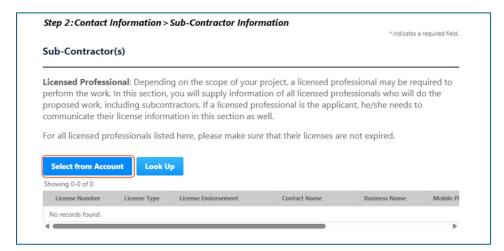


Step 2: Contact Information > Sub-Contractor Information

22. Click **Select from Account** to choose a sub-contractor or click **Lookup** to find a sub-contractor, then click **Continue Application**.

Note:

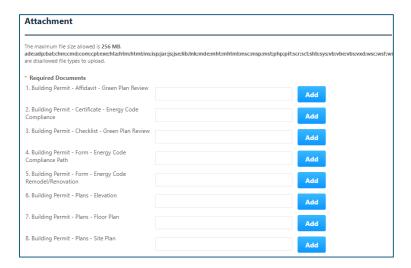
- A paving sub-contractor is required if there is a drive approach involved. Be sure to include this sub-contractor to avoid additional fees.
- Sub-contractors can be added later in this application in the review section.



Step 3: Support Documentation > Support Documentation

23. Add **supporting documentation** for each of the required documents listed, then click **Continue Application.**

Note: To add more documents, after application submittal, go to the **Record Info** tab under this application.

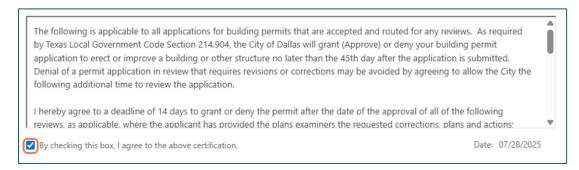




Step 4: Review

24. Review the **application** and check the **certification agreement box**, then click **Continue Application**.

Note: You will be given the opportunity to edit the application in this section.



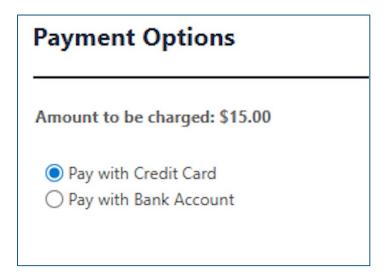
Step 5: Pay Fees

25. See Application Fees, then click Check Out.

Note: More application fees may be assessed later, including a permit fee and a plan review fee. See the fee schedule.



26. Select a payment option, then click Submit Payment.





27. See Order Summary page. Input credit card or bank account information, then click Pay.

Note: When entering bank account information, verify that the account number is entered before the routing number is entered.



Step 6: Record Issuance

28. Receive Receipt/Record Issuance for printing and a confirmation email.

Note: Find a copy of the receipt under the **Fees** tab in the application. The confirmation email will come from a **Dallas.gov** address.

