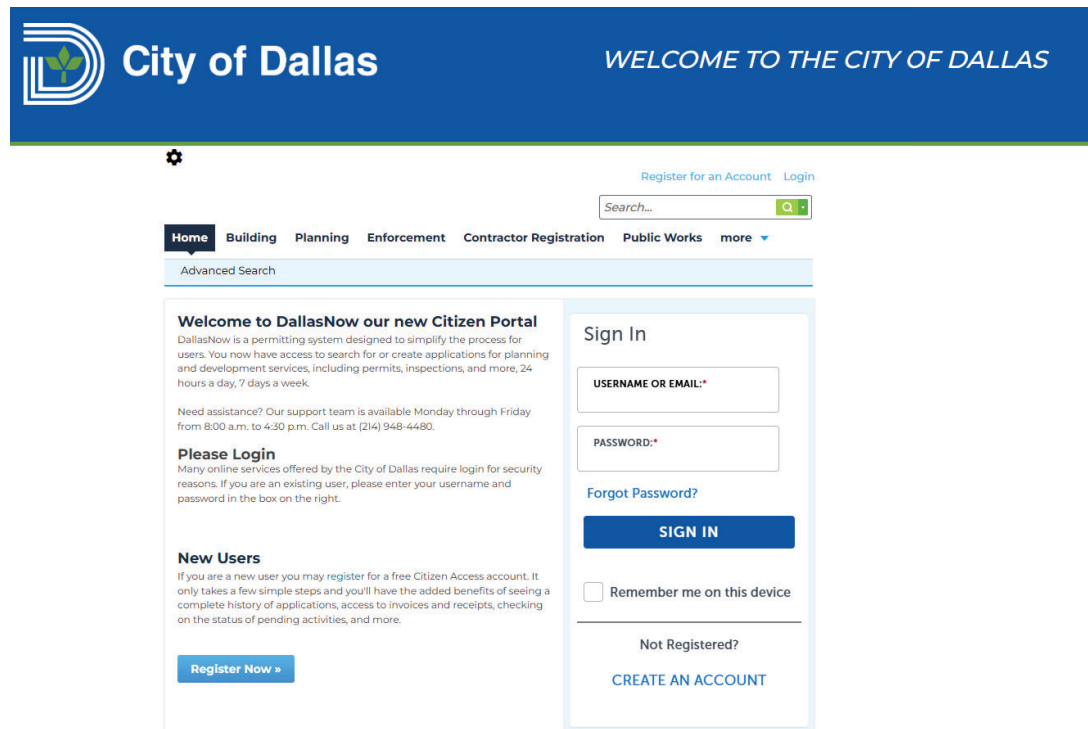


DallasNow: How to Add a Delegate

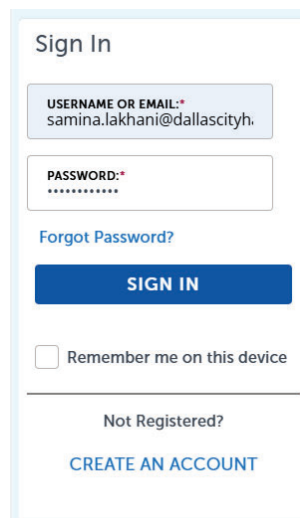
A delegate is a person you are designating to be able to act on your behalf on the *DallasNow Citizen Portal*. Below are the instructions on how you can Add a Delegate.

1. Navigate to **DallasNow Citizen Portal**. (Website:)



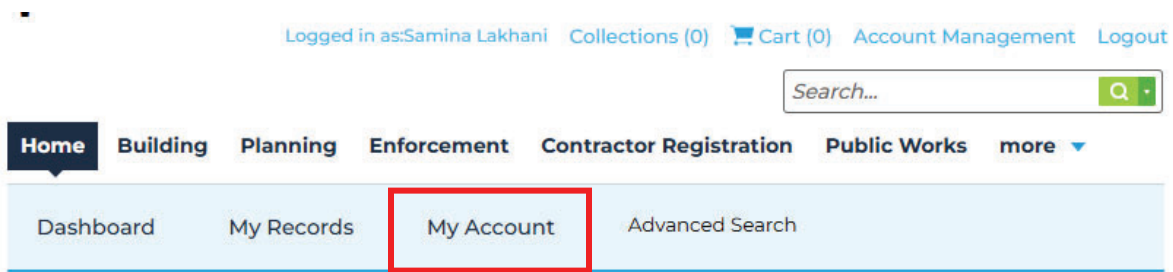
The screenshot shows the DallasNow Citizen Portal homepage. At the top is a blue header with the City of Dallas logo and the text "WELCOME TO THE CITY OF DALLAS". Below the header is a navigation bar with links: Home, Building, Planning, Enforcement, Contractor Registration, Public Works, and more. A search bar is located in the top right corner. The main content area is divided into two columns. The left column contains a "Welcome to DallasNow our new Citizen Portal" message, a "Please Login" section, and a "New Users" section. The right column contains a "Sign In" section with fields for "USERNAME OR EMAIL" and "PASSWORD", a "Forgot Password?" link, a "SIGN IN" button, a "Remember me on this device" checkbox, and a "Not Registered? CREATE AN ACCOUNT" link.

2. Sign in using your **Username** and **Password**. Next, you will be redirected to your Dashboard.



This is a close-up of the "Sign In" form. It includes a "SIGN IN" button, a "Remember me on this device" checkbox, and a "Not Registered? CREATE AN ACCOUNT" link. The form fields are labeled "USERNAME OR EMAIL" and "PASSWORD". The "USERNAME OR EMAIL" field contains the text "samina.lakhani@dallascityh.". The "PASSWORD" field is masked with asterisks.

- On your Dashboard page, click on **My Account**.



- On the *My Account* page scroll down to the **Delegates** section.

License Information [Add a License](#)

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

License #	License Type	Issued On	Expired Date	Business License #	Status	Action
No records found.						

Contact Information [Add a Contact](#)

Showing 1-1 of 1 | [Download results](#)

Full Name	Business Name	E-mail	Account Owner	Action
Samina Lakhani	City of Dallas	samina.lakhani@dallascityhall.com	Yes	Actions ▼

Account Management

Showing 0-0 of 0

No records found.

Delegates [Add a Delegate](#)

People who can access my account
None

People whose account I can access
None

- Click on **Add a Delegate**.

Delegates [Add a Delegate](#)

People who can access my account
None

- In the new pop-up window, add the **Name** and **Email Address** of the person you want to grant access to you account.

Note: This person should have already registered for an account on *Dallas Now Citizen Portal*. If this person has not registered prior, you will not be able to add them until they do so.

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 [\(Change\)](#)

- Delegates can view records in all categories below unless you choose to restrict them to specific categories. To grant or remove permissions check on the applicable boxes.

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 [\(Change\)](#)

- Check the desired boxes for the categories you are wanting to grant access.

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

- If you are looking to further customize access in the categories, select “Change” next to the category and another box will pop-up for you to further make the appropriate selections.

Categories
✕

- ☒ Administrative (1/1)
- ☒ Building (58/58)
- ☒ Contractor Registration (49/49)
- ☒ Planning (10/10)
- ☒ Public Works (4/4)

Save
Cancel

- Once your permissions are set, click on the reCAPTCHA option and then **Invite a Delegate**.
- You will be redirected to your *My Accounts* page where you can see the invited delegates in the Delegate section. You can easily change permissions by clicking on “*View Selection.*”

Delegates
Add a Delegate

People who can access my account

Emily Sanchez (emily.sanchez@dallas.gov)
Invitation sent on 03/14/2025

Add a Delegate
View Invitation

People whose account I can access

None

- Your newly added delegate will receive an email inviting them to **Accept** or **Reject** the request to be added.

Dear John Customer

John.Sample@email.com would like to add you as a delegate to their Citizen Access account.

"

As a delegate, you will be able to create application, manage inspection and documents, renew and amend records, and make payments on the behalf of John.Sample@email.com, based on the permission that have been granted to you.

Please log into your Citizen Access account and access to the **Account Management > Delegates** to accept or reject the request.