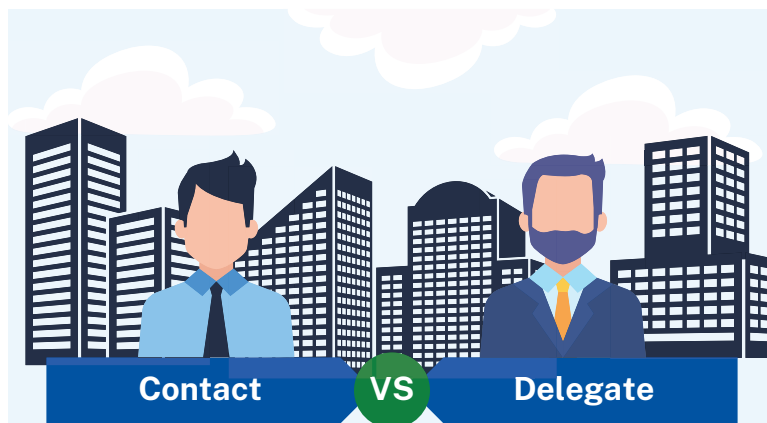




A Contact is any person or organization linked to a specific record (permit, license, case, etc.) who has a direct role in the project.



A Delegate is a person that a DallasNow user authorizes to act within their account — not just on one record.

Contacts Record Specific Roles



Delegates Account Level Access

- **Applicant:** Primary person or business applying for the record. Can start, submit, and manage applications. Receives all official notices.
- **Authorized Agent:** Acts on behalf of the Applicant; can submit, upload, and respond to requests. Receives communications for that record.
- **Property Owner:** Legal owner of the property. Usually view-only unless also Applicant or Authorized Agent. Receives notices affecting their property.
- **Qualifying Individual/Contractor:** Licensed professional performing work. May schedule inspections, upload docs, and respond to corrections. Receives inspection updates.
- **Other Professionals:** Engineers, architects, or designers. Access and communications depend on their role in the record.

- Logs in with their own DallasNow account.
- Can view, upload, schedule inspections, respond to requests, and submit applications (if permissions allow).
- Access applies to multiple records linked to the account holder.
- Permissions (View, Edit, Submit) are set by the account holder.
- Delegates do NOT automatically receive City emails unless also listed as a Contact.



Quick Comparison Guide

Feature	Contact	Delegate
Tied to	One specific record	User account (all delegated records)
Who adds them	Applicant	Account holder
Log in to act for someone else	No	Yes
Receives email communications	Yes, for their record	Only if also a contact
Scope of access	Single Record	Multiple delegated records
Can submit applications	Applicant/Authorized Agent	Yes, if allowed