

Guide to DallasNow Citizen Access Portal for Historic Preservation (COAs) May 10, 2025

> Rhonda Dunn, Ph.D., Senior Planner Historic Preservation Office City of Dallas



Follow the steps below to register for a DallasNow Citizen Access Account. All sections with red asterisks are required.

STEP 1

^VX

<u>Click on Create an Account.</u>

of Dallas		WELCOME	TO THE CITY OF DAI
\$		Register for an Account Login	
		Search	
Home Building Plannin Advanced Search	g Enforcement Contractor Regis	tration Public Works more 👻	
Welcome to the new Citizen We are pleased to offer our citize government services online, 24 h	Portal ns, businesses, and visitors access to ours a day, 7 days a week.	Sign In	
In partnership with Accela, Inc., v powerful e-government services the community while making yo	e are fulfilling our promise to deliver and provide valuable information about ar interactions with us more efficient,	USERNAME OR EMAIL:*	
convenient, and interactive. To us register and create a user accour answered and have limited servi will provide you with a new, high	e ALL the services we provide you must t. You can view information, get questions es as an anonymous user. We trust this relevel of service that makes living and	PASSWORD:*	
working in our community a mo What would you like to do to To get started select one of the s	e enjoyable experience. day? envices listed below:	Forgot Password?	
General Information	Building		
Lookup Property Information Search for a Licensee	Search Applications Schedule an Inspection	Remember me on this device	
Planning	Enforcement	Not Registered?	
Search Applications Contractor Registration	Search Applications Public Works	CREATE AN ACCOUNT	



STEP 2

Complete the required fields.

Note: Passwords must have between 8-20 characters and must match in the two fields.

USERNAME:*
E-MAIL ADDRESS:*
PASSWORD:*
TYPE PASSWORD AGAIN: *



STEP 3

Click on the dropdown arrow for enter security question.

USERNAME:*
E-MAIL ADDRESS:*
PASSWORD:*
TYPE PASSWORD AGAIN: *
ENTER SECURITY QUESTION:*
Must enter a Ente if you forget your login information)





STEP 4

 $\mathbf{N} \mathbf{\nabla} \mathbf{X}$

Select a question you won't forget the answer to.





STEP 5

Type your answer.

In what city or town does your nearest sibling li	ve?* V
,	
ANSWER:*	

STEP 6

1. Click on the blue Terms of Service hyperlink to read the terms. You must agree to the Terms of Service to register for an account. 2. Check the box to agree that you have read, understand, and agree to the Terms of Service.





STEP 7

Click on continue.

	ANSWER:* ABC City
(I have read, understand, and agree to the Terms of Service 🖸
	CONTINUE
	BACK





STEP 8

Click on a contact type.

Select Individual if you are registering on behalf of yourself only.

Select Organization if you will be working in DallasNow on behalf of a business.

Selec	ct Contact Type
STEP 2 OF	2: CONTACT DETAILS
Please rem in this sect	nember to include a mailing address ion at the bottom of the page.
Organiza	al ation
	BACK

STEP 9

Type your first name.

1

Select Contact Type	
STEP 2 OF 2: CONTACT DETAILS	
Please remember to include a mailing address in this section at the bottom of the page.	
Individual Organization	
First:* John	
MIDDLE:	

STEP 10

Type your middle name, if you have one.

This is not a required field.







STEP 11

Type your last name.

Individua Organiza	l tion	
*Required Fig	elds	
FIRST:*	John	
MIDDLE:	Sample	
LAST:*	Customer	

STEP 12

Type in name of business, home phone number, and work phone number, if desired.

These are not required fields.

NAME OF BUSINESS:	
HOME PHONE:	
WORK PHONE:	
MOBILE PHONE:*	



STEP 13

Type your mobile phone number.

 $^{\prime}$

MOBILE PHONE:* 972-555-5555	
E-MAIL:*	

STEP 14

Type your e-mail address.

MOBILE PH	one:* 972-555-5555	
E-MAIL:*	J.Customer@email.com	
Add Addre	ss SUBMIT	
	BACK	



STEP 15

Click add address

This link will open a window to allow you to add your address information. (This is not required but strongly encouraged at this time, and can be added after account registration.)

MOBILE PHONE:* 972-555-5555
E-MAIL:* J.Customer@email.com
Add Address
ВАСК

STEP 16

Contact Informatio	on			
	* First:	Middle:	* Last:	
Name of Business:				
Country:				
United States	•			
* Address Line 1:				
*City:				
* State:				
Select				
* Zin:				
- Zip:				
Home Phone:	Work Phone:	* M	obile Phone:	
*E-mail:				



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STEP 17

Scroll down and click add additional contact address

This link will open a window to allow you to add your mailing address information. (This is not required at this time, and can be added after account registration.)

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address	Status	Start
No records found.				





STEP 18

Select "Mailing" as address type.

×

1

Complete all fields with a red asterisk.

Contact Information × Contact Address Information × Country/Region: Jnited States • Address Type: Address Line 1: ddress Line 2:					
Contact Address Information	×				
Country/Region: United States					
* Address Type:					
*Address Line 1:					
Address Line 2:					
Address Line 3:					
* City:					
* State:					
*ZIP Code:					



Start

STEP 19

13

Click save and close.

Contact Inform	nation				×	
Save and Close	Save and Add Another	Clear	Discard Change	S		
	To edit a contact address, click the address Contact address added successfu Showing 1-1 of 1			STEP 20 Click continue. Note, a mail added for the current conta	ling addres ict.	s has been
	Address	s Type	Recipient	Address		Status
	Mailing			22510 Red Pine Drive		Active
	4					
	Continue	Clear	Discard Chang	jes		



STEP 21

Click on submit.







STEP 22

Check your email, and click the complete registration link.

Note: If you do not see the email to confirm your account registration, please be sure to check your junk or spam folder.











STEP 1

1

2 X.

Sign in. Complete the required fields and click on sign in.

USERNAME OR EMAIL:* rhonda.dunn@dallas.go	v
PASSWORD:*	
Forgot Password?	
SIGN IN	



STEP 2

Click on planning. The planning landing page to the right displays.







STEP 3 & STEP 4

Click on create an application. Read the disclaimer and check the box to accept the terms of use. Click on continue application to proceed.

Create an Application	Search Applications
Online Application	
Welcome to the City of Dallas Online	e Permitting System. Using this system, you can

submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

The Planning and Development Department strives to ensure the accuracy and timeliness of the information provided on the *DallasNow* Citizens Portal. However, the department makes no warranties or representations regarding the website's functionality, availability, or condition, including its suitability for use, uninterrupted access, freedom from viruses, or non-infringement of proprietary rights. The materials available on this site are compiled from various sources and may be subject to change without notice due to updates or corrections.

I have read and accepted the above terms.

Continue Application »



STEP 5

Click on Certificate of Appropriateness. Select the Certificate of Appropriateness option button. Click on continue application to proceed.

Home	Building	Planning	Enforcement	Contractor Registration	Public Works	more 🔻		
Create	an Applica	ation S	Search Applicatio	ons				
Select a Record Type								
Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.								



- Certificate of Appropriateness
 Certificate of Appropriateness
- Conservation District
- Current Planning
- Subdivision

Continue Application »





STEP 6

Select or enter contact information. An applicant and a property owner are required contacts for each COA.

Certificate of Appropriateness



Step 1:Location and Contacts > Contact Information

In this page, fill in information for all contacts related to this application. Make sure the contact information is complete and current.

Applicant: This information pertains to the person/organization requesting for approval. Contact information for Property Owner, Surveyor, Engineer, and Architect may be added if other than the Applicant.

An Authorized Agent may submit this application on behalf of the Applicant. Please add contact information of the authorized agent in such case.

* indicates a required field. You may be required to provide more based on prior answers before proceeding.

Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Required Contact 1 Applicant Property Owner Select from Accou Showing 1-1 of 1 Full Name Buse Cit Phonda Dumn	act Type	Minimur 1 1	n					
Se Shov	elect from Ac	count	Ado	l New				
F	ull Name	Business I	Name	Contact Type	Work Phone	Fax	E-mail	Action
R	City o Rhonda Dunn Office Preser		illas, Historic ion	Applicant			rhonda.dunn@dallas.gov	Edit Delete





STEP 7

If you select from account a list of saved contacts displays. Click the option button for the appropriate contact. Click on continue to enter details on your selection. (Add mailing address information for all "frequent" contacts to your Citizen Account.)

Select Contact from Account

Select a contact to attach to this application.

If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-4 of 4

	Category	Туре	Name
\bigcirc	Associated Contact	Individual	Danielle T Dunn
0	Associated Contact	Individual	Rhonda Dunn
۲	Associated Contact	Individual	Rhonda T Dunn
0	Associated Contact	Individual	Rhonda T Dunn





STEP 8

Continuing the select from account action, select the type of contact (applicant, authorized agent or property owner). Also check a mailing address. Click on continue to save your selection.

Select Contact from Account

{honda	a I Dunn
Туре:	Property Owner 🔻

Select contact addresses for this contact to attach to the record. Required contact address type(s):Mailing

Showing 1-3 of 3

	Address Type	Recipient	Address
	Business		1500 Marilla St
~	Mailing		1011 S Pearl Exp, Apt. 232
	Mailing		1011 S Pearl Exp, Apt. 232







STEP 9

Click on continue to save your contacts. (You can also click on save and resume for later, on each step moving forward.)

Step 1:Location and Contacts > Contact Information

In this page, fill in information for all contacts related to this application. Make sure the contact information is complete and current.

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Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✓ ✓	Required Conta Applicant Property Owner	act Type	Minimun 1 1	n					
	Select from Ac	count	Ado	l New					
~	Contact added successfully.								
Sho	owing 1-2 of 2								
	Full Name	Business I	lame	Contact	Гуре	Work Phone	Fax	E-mail	Action
	Rhonda Dunn	City of Da Office of I Preservati	llas, Historic on	Applican	t			rhonda.dunn@dallas.gov	Edit Delete
	Rhonda T Dunn	City of Dallas, Historic Preservation Office		Property	Owner			rhonda.dunn@dallas.gov	Edit Delete





STEP 10

Indicate where the proposed work will take place. Type in a street address, number and name. Click on search to autofill parcel information.

Certificate of Appropriateness

1 Location and Contacts	2 Application Information	3 Support Documentation	4 Review	5 Pay Fees	6
Step 1:Location ar	nd Contacts > Projec	t Location			

In this page, identify the physical address of the project site.

Show Map

* indicates a required field. You may be required to provide more based on prior answers before proceeding.

Address

If you are unable to find your address or parcel, please contact DEVaddressing@dallas.gov for further assistance. You may use the "Save and Resume Later" button below to save your current progress.

* Street #:	Direction:	Street Name	:		Street Type	:	Street Suffix:	
1500	Select 🔻	MARILLA			Select	•	Select	•
City:		State: Select	•	Zij	D:			
Appraisal Parce ID:	Building:		Floor:		Suite:			
Search	Clear							



STEP 11

Select the option button next to the correct address. Make sure the correct parcel number is selected below. Also make sure the correct owner is selected below. Click on select to save.

Ad	dress Search R	Result I	List		Datio		,		×
	1500 MARILLA ST, Dallas	Dallas TX 75	201		Dallas	ТХ	75201		4
0	1500 MARILLA ST, L1, Dal	las Dallas TX	75201		Dallas	тх	75201		
\bigcirc	1500 MARILLA ST, L1, Dal	las Dallas TX	75202		Dallas	ТХ	75202		
0	1500 MARILLA ST, L1BS, I	Dallas Dallas	TX 75201		Dallas	тх	75201		
\bigcirc	1500 MARILLA ST, L1BS, I	Dallas Dallas	TX 75202	2	Dallas	ТХ	75202		
\bigcirc	1500 MARILLA ST, L2AN,	Dallas Dallas	TX 75201	1	Dallas	ТХ	75201		
				< Prev	1 2	3 Next >			
Asso Show	ving 1-1 of 1								
Show	ving 1-1 of 1 Parcel Number	Lot	Block	Subd	ivision				
Asso Show	ring 1-1 of 1 Parcel Number 00000101154000000	Lot	Block	Subd	ivision				
Asso Show	ociated Parcels ring 1-1 of 1 Parcel Number 00000101154000000 Ociated Owners	Lot	Block	Subd	ivision				
Asso Show Asso Show	ociated Parcels ring 1-1 of 1 Parcel Number 00000101154000000 Ociated Owners ring 1-2 of 2	Lot	Block	Subd	ivision				
Asso Show () Asso Show	ociated Parcels ring 1-1 of 1 Parcel Number 00000101154000000 ociated Owners ring 1-2 of 2 Name	Lot	Block	Subd	ivision				
Asso Show Asso Show	ociated Parcels ring 1-1 of 1 Parcel Number 00000101154000000 ociated Owners ring 1-2 of 2 Name City of Dallas	Lot	Block	Subd Addre 1500	ivision 255 MARILLA ST I	EXEMPT DALLA	S TEXAS 7520163	118	



STEP 12

Click on continue application. The system should autofill the parcel number and the owner information.

Parcel

If you are unable to find your address or parcel, please contact DEVaddressing@dallas.gov for further assistance. You may use the "Save and Resume Later" button below to save your current progress.

*	Parcel	Num	ber:



Owner

This section may not have the most recent information. When applicable, you will be asked to provide property owner contact information later in this process.

Owner Name:	())
City of Dallas		
Mailing Street Address:		
1500 Marilla St		
Address Care Of:		
City:		
DALLAS		
Search Clear		
Save and resume later		

Continue Application »



STEP 13

Type in an application name (brief sentence/title describing proposed work). Type in details describing proposed work (a paragraph or two). Note the red asterisk these fields are required.

Step 2: Application Information > Application Details

In this page, fill in detailed information for the project. The information in this page needs to be complete in order for the city staff to review your application.

Please note: This application must be completed and submitted by the FIRST THURSDAY OF EACH MONTH, 12:00 PM, (see official calendar for exceptions), before the Dallas Landmark Commission can consider the approval of any change affecting the exterior of any building.

* indicates a required field. You may be required to provide more based on prior answers before proceeding.

Description of Project

Please briefly describe your proposed project.

The Description of Project must convey a detailed account of the project in your attached plans. Do NOT state "Please see attached plans."

* Application Name:

Fence Replacement

* Description of Request

Replace fence in rear yard. New fence will be six feet high board on board wood fence. See site plan for location.

spell check



STEP 14

Provide project details. Type in the reason for proposed changes. Select certificate type from drop-down list. Select whether a prior courtesy review was conducted by the landmark commission for this project.

	Pro	ject	Detai	ls -	Part	1
--	-----	------	-------	------	------	---

General Information

Reason for Proposed Change(s):

* Certificate Type:

* Did you already have a Courtesy Review?:

spel	l ch	eck







STEP 15

Provide project details continued. To add new work detail records click on add a row.

Work Details - Part 2 Work Details Showing 0-0 of 0 Proposed Work Type of Work Description Instructions No records found.





STEP 16

In the work details dialog box select proposed work, and type of work from drop-down lists. Type in a detailed description -- identify scope/extent of alteration(s). Read the instructions for required supplemental materials. Click on submit to save work request item.

Work Details

Proposed Work:

Fences or Landscaping or



Description:



×

spell check

Instructions:



spell check



Cancel



STEP 17

Click on continue application to save project details.

Project Details - Part 1

Reason for Proposed Change(s):	Fence is deteriorated/rotted.
	spell check
Certificate Type:	Certificate of Appropriatene!
Did you already have a Courtesy Review?:	○ Yes

Project Details - Part 2

Work Details

Showing 1-1 of 1

	Proposed Work	Type of Work	Description	Instructions	
	Fences or Landscaping or Hardscaping	Replace	Replace 80 linear feet of fencing in rear yard. Roughly 30 percent.	Using site plan or official site survey as a base, show (draw) location of fencing, landscaping and/or hardscaping. Indicate dimensions, material, and color. If landscaping, include (photos of) plant species along with height and width at maturity.	Actions 🔻
Add a F	Row 🔻 Edit	Selected	Delete Selected		
Save	and resume later			Continue Appl	ication »

STEP 18

Review the application and accept the terms. Applications are due the FOURTH MONDAY OF EACH MONTH BY 12:00 PM (NOON) according to the official calendar. Check the box if you agree. Click continue application after reviewing your proposal.

APPLICATION DEADLINE:	
Application material must be completed and submitted by the FIRST THURSDAY OF EACH MONTH, 12:00 P.M. (NOON) (see of	ficial
calendar for exceptions), before the Dallas Landmark Commission can consider the approval of any change, demolition, or ren	10val
affecting the exterior of any building within a Historic District. This online form along with any supporting documentation mu	st be
submitted by the application deadline so it may be reviewed by the Landmark Commission on the first Monday of the follo	wing
month. After submission, you are encouraged to contact a Preservation Planner at (214) 670-4209 to make sure your application	1 has
been received and is complete.	
For Building Alterations and New Construction:	

Date:

Continue Application »

Save and resume later



STEP 19

The system acknowledges successful submission. Make note of your certificate of appropriateness application id number. You should receive an email indicating your success.

	1 Select ite	em to pay	2 Payment information	3 Receipt/Record issuance						
	Step 3:Receipt/Record issuance									
d n	Receipt									
Your application(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.										

1500 MARILLA ST, Dallas TX 75201

COA-25-001041





STEP 20

To upload documents, digital photos, forms etc. click on planning to return to the planning landing page. Double click on the COA application id.





STEP 21

To upload documents continued. Select attachments from the record information drop-down list.

Home	Building	Planning	Enforcement	Contractor Registration	Public Works	more 🔻
Create	e an Applica	tion S	Search Application	ons		
Reco Certi Reco Expin	ord COA-25 ificate of A ord Status: ration Date	-001041: ppropriate Pending e: 05/09/20	eness 026			Add to cart Add to collection
	Record Info 🔻		Payments 🔻			
Recor	d Details					
Proces	ssing Status					
Relate	ed Records					
Attack	hments	00010115	54000000 *			
Inspec	ctions		Denton	McKinne	V	- +



STEP 22 & STEP 23

To upload documents continued. Click on add. When the file upload dialog box displays click on add again. Choose a file from the open dialog box. Repeat for all supplemental files.

Attachments

The maximum file size allowed is 256 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vb;vbs;vxd;wsc;wsf;w are disallowed file types to upload.

Document Status	Name	Record ID	Record Type	Entity Type	Туре	Size	Late
No records foun	d.						
•							•
Add					File Upl	oad	
					The maximum	n file size allowed is	256 MB.
					ade;adp;bat;o	chm;cmd;com;cpl;ex d file types to upload	xe;hta;htm;html;ins;isp;jar;j d.
					2. 4001 Capi	tal Ave_CA	100%
					ItemNo04_Ir	nfo.pdf	100%

s;jse;lib;lnk;mde;r

Add

Remove All

Continue



STEP 24

To upload documents continued. Select the type of information provided from the drop-down list. Describe the document/photo. Click save, if you are finished adding documents.

2, 4001 Capital Ave CA Application.pdf	
100%	
*Type:	
Photos 🗸	
Description:	
Photos of existing fence and conditions.	•
spell check	
File:	
ItemNo04_Info.pdf	
100%	
* Type:	
Specifications - Exterior Materials	
Description:	
Specifications/catalog pages for replacement pickets.	▲
	-
spell check	
·	
Save Add Remove All	
Save Add Remove Am	



STEP 25

Congratulations! You have successfully uploaded supporting/supplement al materials for your certificate of appropriateness application. You should receive an email indicating your success.

2	The
	It ma

The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.

Record COA-25-001041: Add to cart Certificate of Appropriateness Add to collection Record Status: Pending Expiration Date: 05/09/2026

Attachments

The maximum file size allowed is **256 MB**.

ade:adp:bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;w are disallowed file types to upload.

Document Status	Name	Record ID	Record Type	Entity Type	Туре	Size	La
	2. 4001 Capital Ave_CA Application.pdf	COA-25-001041	Certificate of Appropriateness	Record	Photos	35.77 MB	Pe
	ItemNo04_Info.pdf	COA-25-001041	Certificate of Appropriateness	Record	Specifications - Exterior Materials	24.48 MB	Pe



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