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Citizen Self-Service—Saving & Removing Contacts as a Favorite

For those individuals and businesses who do frequent business with the City, Citizen Self-Service provides the ability to create, search for, and save a contact as a favorite. This will save you time on your next application. This guide covers how to [save a favorite while completing an application](#), how to [use contact manager](#), and how to [remove a contact as a favorite](#).

While Completing an Application

During the process of filling out an application, you have the option of saving a favorite from within the Add Contact screen.

1. From the **“Add Contact”** screen of an application, select the Search tab and type a portion of the person’s name you wish to save as a favorite.

Search [John] 🔍

2. Click the **magnifying glass**.



3. In the search results screen, click the **star** next to the name you wish to save as a favorite.

Favorite	First Name	Last Name
	John	Smith

4. The star will fill in saving this contact as a favorite.

TIP: Add yourself as a favorite

Favorite	First Name	Last Name
	John	Smith

5. For any future applications, simply select the My Favorites tab.

My Favorites

6. This will list all contacts that you have previously clicked the star.

Existing Contacts

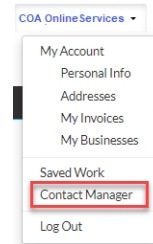
Contact ID	First Name	Last Name
ID-000000005	John	Smith
ID-000000050	Stephanie	Conner

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Using Contact Manager

Contacts can be added to and removed from your favorites list by using the contact manager found within your profile settings options.

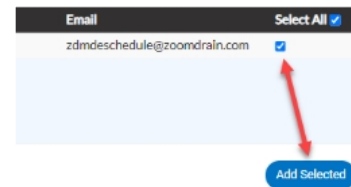
1. From any page in Citizen Self Service, click on your name to open the drop-down and select **Contact Manager**.



2. On the “**My Favorites**” tab, enter the name (or at least a portion of the name) of whom you wish to add as a favorite and click the **Search** button.



3. In the search results section, select the check box for the favorite(s) to add, and click the **Add Selected** button.

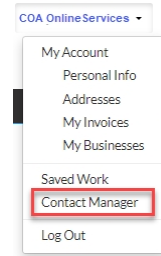


4. The contact will be added to the Existing Contacts section and available on the Add Contacts step of applications going forward.

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Removing a Contact as a Favorite

1. From any page in Citizen Self Service, click on your name to open the drop-down and select **Contact Manager**.



2. On the “**Favorites**” tab, find your contact under the “**Existing Contacts**” section and place a **check** in the box off to the right side of that contact.

Existing Contacts

Contact ID	First Name	Last Name	Company	Email	Select All
ID-000000005	John	Smith			<input checked="" type="checkbox"/>

3. Click the **Remove Selected** button.

Remove Selected