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Citizen Self-Service—Saving Your Application

To accommodate customers who may have lengthy online applications, Citizen Self-Service allows City customers to save their work as a draft. This feature enables users to log back into the system later to complete their application. Additionally, the system can create templates based on previously completed applications. Refer to the appropriate guide in our Citizen Self-Service series for more information. The following instructions will walk you through saving a draft, continuing your application, and removing drafts.

How to Save as a Draft

1. During an application, on any step click the **Save Draft** button at the bottom.

2. You should receive a Success message if everything was completed correctly.

Success

Save has been successful.

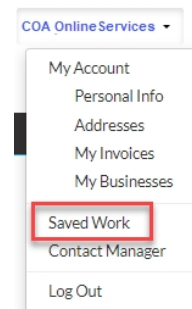Note: Attachments cannot be saved in a draft.

Close

3. Click **Close**

Close

Continuing with your application

1. On any page with CSS, select the **Saved Work** option from the profile drop-down menu located in the upper right side of the screen.
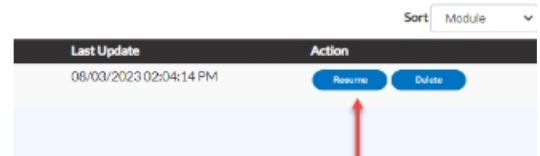

COA Online Services ▾

My Account
Personal Info
Addresses
My Invoices
My Businesses
Saved Work
Contact Manager
Log Out

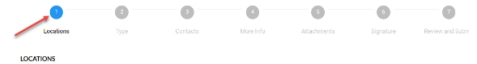2. Select the **My Drafts** tab.

MY DRAFTS

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3. In the **"My Drafts"** results section, click the **Resume** button.

4. Citizen Self-Service will refresh the screen back to the first step of the application.

5. Click through each step to verify information is correct.
   a. Remove any manually entered contacts
   b. Search for the contact.
   c. Manually add again if searching does not produce the correct contact.

6. Even if you had previously completed the signature page, a new signature is required for each application.

7. Click **Next**, and complete any remaining steps of the application.

Removing Existing Drafts

If you no longer wish to retain a previously saved draft, follow these steps to remove that draft from your saved work.

1. On any page within Citizen Self Service, select the **Saved Work** option from the profile drop-down menu located in the upper right side of the screen.
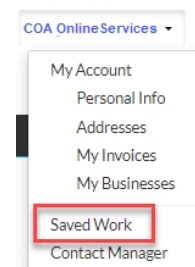
2. Select the **My Drafts** tab.

3. From the **"results section"** of the page, find the draft you wish to remove, and click the **Delete** button.