

EnerGov Citizen Self Service User Guide

EnerGov - 2019.3

OVERVIEW

Citizen online access is a crucial part of community development software. CSS ePortal uses the latest tools in software development and modern aesthetics. The essential purpose of this application is to provide public-facing tools for citizens to use to interact with the EnerGov land management and permitting processes administered by local government municipalities. CSS is compliant with the Americans with Disabilities Act (ADA).

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FEATURE LIST

This page briefly describes the features of EnerGov's Citizen Self Service product.

Feature	Help	Description
ADA Compliance		CSS and CSS Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments.
Application Security		CSS and CSS Administration come with powerful and professional security, CAPTCHA support for user registration, secure authentication, password strength indicators, case-sensitive credentials, and more.
Draft Saving		CSS users can begin applying for cases and resume the application process later. This is helpful when users want to save completed work and then continue when they're ready.
Exception Handling		CSS Administration offers exception reports and tools for site administrators to view details about client- and server-side exceptions encountered within the environment.
GIS Maps		CSS integrates with ESRI map functionality. The maps allow for powerful searches, pinned results, EnerGov data incorporation, layers, filters, a legend, and more. The map is available to both logged in and logged out users.
Global Search		Citizens can perform robust searches across several key areas in CSS (i.e., permits, plans, inspections, and addresses) from 1 centrally accessible location.
Invoice Management		CSS users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the dashboard and the menu system and can be added to the electronic shopping cart.
Menu System		CSS offers powerful and flexible parent and child menu systems. Administrators can configure menu items, menu item categories, menu item positions, and menu item visibility.
Metric Dashboards		Visual dashboards in CSS display data that is contextual to the logged in user. The dashboard communicates the statuses and counts of several key items (i.e., permits plans, inspections, and invoices).
Mobile Capabilities		The fully functional CSS and CSS Administration sites can be accessed on mobile devices without having to install or configure any mobile applications. The sites adjust to screen sizes automatically.
Overall Architecture		CSS and CSS Administration leverage the latest Microsoft technologies, HTML 5, and solid performance. The sites can be hosted on premise. APIs are available for purchase to extend functionality.

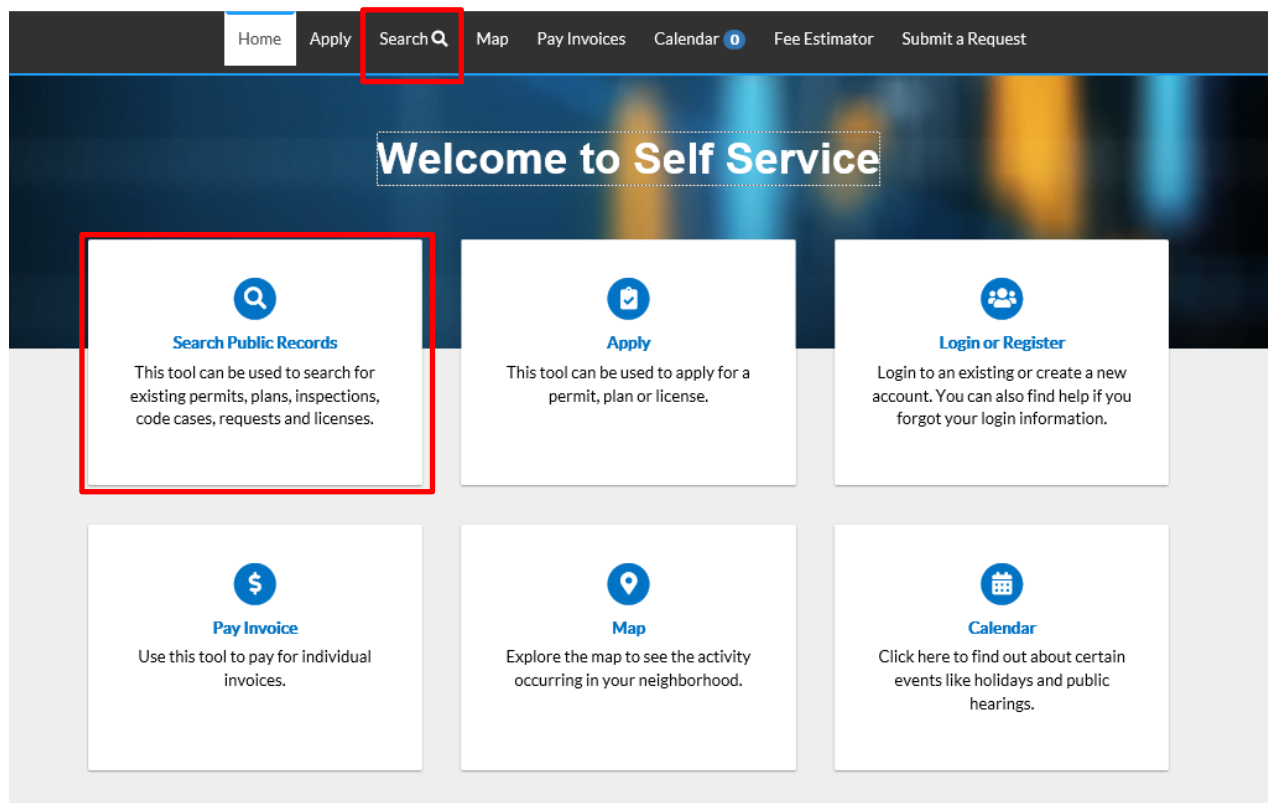
Permits & Plans		Core CSS functionality allows permits and plans to be viewed online.
Printable Reports		Printable reports are available in CSS and CSS Administration. Examples include permits and invoices. These documents can be printed and/or saved to PDF on demand based on business rules.
Public Notifications		Site administrators can create public notifications (e.g., site maintenance, public hearings, job fairs, events, etc.) through CSS Administration. Notifications are displayed on CSS's Home and Dashboard pages.
Request Inspections		CSS users are able to request inspections. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.
Shopping Cart		CSS's integrated electronic shopping cart allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.
System Admin Tool		CSS Administration is a web tool, separate from CSS, that is used to perform a variety of configurations: headers, footers, payments, maps, permit types, plan types, menus, categories, notifications, and more.
User Registration		CSS user registration includes several key features: user profiles, user account registration, password retrieval, automatic EnerGov global entity recognition, secure authentication, and more.

CSS HOME SCREEN AND MAIN MENU BAR

The CSS Home screen and main menu bar may have different tabs and boxes configured by the municipality. Some of the menu bar options are: Apply, Map, Report, Fee Estimator, Pay Invoices, Search, Calendar, and Help. The boxes they may display are Search Public Records, Apply, Login or Register, Pay Invoices, Map, Calendar, Request Inspection, Estimate Fees, or a custom box set up by the municipality.

An example of a CSS Home screen appears on the next page. One of the options that can be performed prior to logging in are explained after it. Many of the other options are the same for the logged in user and will be explained throughout this guide.

Note: The Home screen, Welcome page and Dashboard may be configured differently than what is shown in the User Guide. Please see the CSS Administration Guide on how to configure the screens.



SEARCHING PUBLIC RECORDS WITHOUT LOGGING INTO CSS

On the CSS home page, users have access to public information without being logged in.

To perform a Global Search, the User can click the Search option on the main menu bar, or click on the Search Public Records Box. Leaving the dropdown as ALL will search through all EnerGov Records for the word(s) typed in the box.

Public Information

Search for ☒ Exact Phrase

Selecting another option in the Search drop down and clicking the Advanced button, will bring up additional fields with which to perform a search. See the Search fields below:

Search Permits

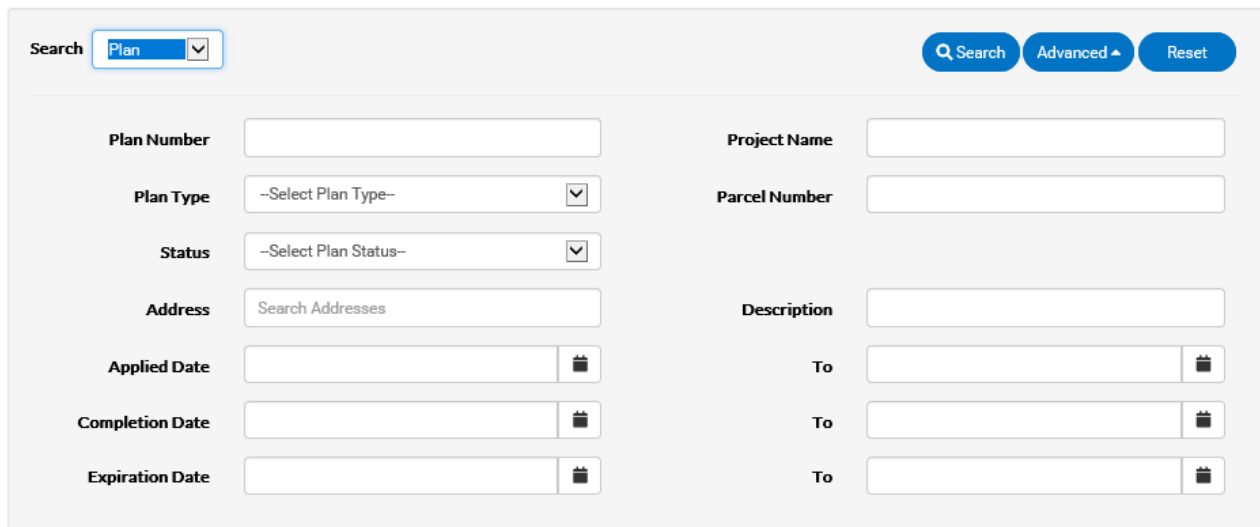
The screenshot shows a web interface for searching permits. At the top left, there is a 'Search' button and a dropdown menu currently set to 'Permit'. To the right of these are three buttons: 'Search' (with a magnifying glass icon), 'Advanced' (with an upward arrow icon), and 'Reset'. Below the search bar, the form is organized into two columns. The left column contains fields for 'Permit Number', 'Permit Type' (a dropdown menu with '-Select Permit Type-' selected), 'Status' (a dropdown menu with '-Select Permit Status-' selected), 'Address' (a text field with placeholder text 'Search Addresses'), 'Applied Date', 'Issued Date', 'Expiration Date', and 'Finalized Date'. Each date field has a small calendar icon to its right. The right column contains fields for 'Project Name', 'Parcel Number', and 'Description'. Below the 'Description' field, there are four 'To' fields, each with a small calendar icon to its right, likely for specifying a date range.



Not all fields need to be utilized, and any combination can be used.

1. Type at least part of the permit number to search for in the **Permit Number** field.
2. Type at least part of the name of the project associated to the permit to search for in the **Project Name** field.
3. Select the type of permit to search for from the **Permit Type** dropdown.
4. Select a **Status** from the dropdown for the Permit.
5. Type the parcel number or a part of the Parcel number associated to the Permit within the **Parcel Number** field.
6. Type at least part of the address associated to the permit to search within the **Address** field.
7. Type any words that might appear in the description of the permit in the **Description** field.
8. Type a range of permit application dates to search for permits within the **Application Date** and **To** fields, or click the calendar icons to select the dates.
9. Type a range of permit expiration dates to search for permits within the **Expire Date** and **To** fields, or click the calendar icons to select the dates.
10. Type a range of permit finalization dates to search for permits within the **Finalized Date** and **To** fields, or click the calendar icons to select the dates.
11. Click **Search** to display a list of results that meet the search criteria.
12. Click **Reset** to clear the entered search criteria.
13. Click **Advanced** to hide the search criteria.

Search Plans



The screenshot shows a web interface for searching plans. At the top left, there is a 'Search' label followed by a dropdown menu currently set to 'Plan'. To the right of this are three buttons: 'Search' (with a magnifying glass icon), 'Advanced' (with a downward arrow icon), and 'Reset'. Below these are two columns of search criteria fields. The left column includes: 'Plan Number' (text input), 'Plan Type' (dropdown menu with '--Select Plan Type--'), 'Status' (dropdown menu with '--Select Plan Status--'), 'Address' (text input with placeholder 'Search Addresses'), 'Applied Date' (text input with a calendar icon), 'Completion Date' (text input with a calendar icon), and 'Expiration Date' (text input with a calendar icon). The right column includes: 'Project Name' (text input), 'Parcel Number' (text input), 'Description' (text input), and three 'To' fields (each with a text input and a calendar icon) corresponding to the date fields on the left.



Not all fields need to be utilized.

1. Type at least part of the plan number to search for in the **Plan Number** field.
2. Type at least part of the name of the project associated to the plan to search for in the **Project Name** field.
3. Select the type of plan to search for from the **Plan Type** dropdown.
4. Type the parcel number or a part of the Parcel number associated to the Plan within the **Parcel Number** field.
5. Select a **Status** from the dropdown for the Plan.
6. Type any words that might appear in the description of the plan in the **Description** field.
7. Type at least part of the address associated to the plan to search for in the **Address** field.
8. Type a range of plan application dates to search for plans within the **Applied Date** and **To** fields, or click the calendar icons to select the dates.
9. Type a range of plan application dates to search for plans within the **Completion Date** and **To** fields, or click the calendar icons to select the dates.
10. Type a range of plan application dates to search for plans within the **Expiration Date** and **To** fields, or click the calendar icons to select the dates.
11. Click **Search** to display a list of results that meet the search criteria.
12. Click **Reset** to clear the entered search criteria.
13. Click **Advanced** to hide the search criteria.

Search Inspections

Search Inspection Search Advanced Reset

Inspection Number

Inspection Type --Select Inspection Type--

Address

Requested Date

Scheduled Date

Parcel Number

Status --Select Inspection Status--

To

To



Not all fields need to be utilized.

1. Type at least part of the inspection number to search for in the **Inspection Number** field.
2. Type the parcel number or a part of the Parcel number associated to the inspection within the **Parcel Number** field.
3. Choose from the dropdown the **Inspection Type**.
4. Select a **Status** from the dropdown for the inspection.
5. Type at least part of the address associated to the inspection to search for in the **Address** field.
6. Type a range of inspection request dates to search for plans within in the **Requested Date** and **To** fields, or click the calendar icons to select the dates.
7. Type a range of inspection schedule dates to search for plans within in the **Scheduled Date** and **To** fields, or click the calendar icons to select the dates.
8. Click **Search** to display a list of results that meet the search criteria.
9. Click **Advanced** to hide the search criteria.
10. Click **Reset** to clear the entered search criteria.

If other Search options appear, such as Code Case, Request, or License, fill in the fields the same way to perform a search.

REGISTERING ON CSS

To register on CSS the user can click on the **Login or Register** box, and select Register. This will bring up a page that requires an email address. Once a valid email address is typed in the field

and the **Next** button is clicked, a message will direct the user to check their email to complete their registration. Once that has been completed, they will be directed to a login page.

Electronic Signatures are available during the last step of the Registration process and/or during the Application process in CSS. The user may use their mouse to sign and , if needed, the process may be converted to an ADA option where the user may type their name.

Apply for Permit - Commercial Pool - In Ground *REQUIRED

Locations Type Contacts More Info Attachments **Signature** Review and Submit

SIGNATURE

Your signature below indicates that you have read the following agreement and agree to its terms.

The Board of Directors may direct a new certificate or certificates to be issued in place of any certificate or certificates theretofore issued by the corporation alleged to have been lost, stolen or destroyed, upon the making of an affidavit of that fact by the person claiming the certificate of stock to be lost, stolen or destroyed. When authorizing such issue of a new certificate or certificates, the Board of Directors may, in its discretion and as a condition precedent to the issuance thereof, require the owner of such lost, stolen or destroyed certificate or certificates, or such owner's legal representative, to advertise the same in such manner as it shall require and/or to give the corporation a bond in such sum as it may direct as indemnity against any claim that may be made against the corporation with respect to the certificate alleged to have been lost, stolen or destroyed.

* Please type your name as consent to electronically sign this application.

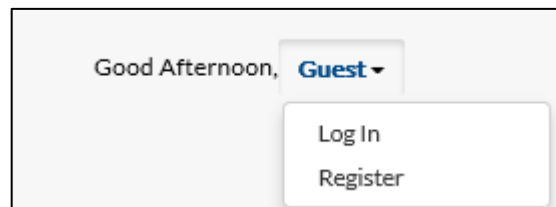
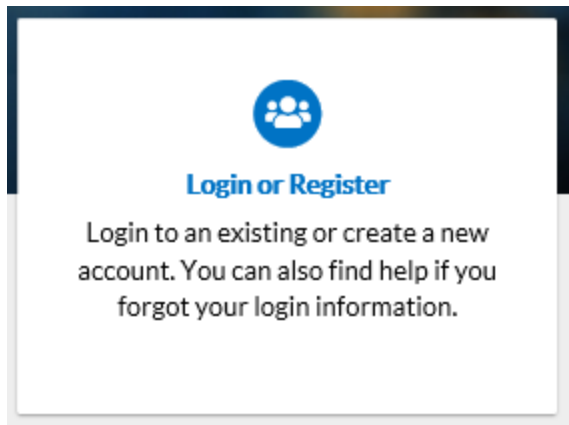
Enable Type Signature ☐

Christopher R. Therrien
November, 21 2019

X Draw Signature Here

LOGGING INTO CSS

To login to CSS, the user can click the Login or Register box on the Home page and they will be brought to the login page. Login is also an option from the greeting dropdown in the right hand corner above the menu bar.



Follow the steps below to login to CSS:

1. Navigate to the URL designated for your Citizen Self Service environment.
2. Enter your **Username** and **Password** in the fields provided. If you do not have an **Username/Password** already registered with CSS and EnerGov, click on Register Here and follow the directions to register for an account.
3. Mark the **Remember me** checkbox to have the system remember your credentials.
4. Click **Log In**. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.

A screenshot of a login form. It has a "Log In" title. Below it are two input fields: "* Username" and "* Password". There is a "Remember Me" checkbox. A blue "Log In" button is at the bottom. Below the button are three links: "Forgot your password? Reset it", "Forgot your username? Email it", and "Don't have an account yet? Register Here".

Logging in as a Registered User when you have forgotten your Username or Password.

1. If you have forgotten your User name, click the [Email It](#) option below the **Log In** button. You will be redirected to a Forgot Username page. Fill in a valid email address in the field and click Submit. An email will be sent your Username in it. Then you can return to the login page and click **Log In** and input it.

Forgot Username

* Email

Submit

2. If you have forgotten your Password, click the [Reset It](#) option below the **Log In** button. Fill in a valid email address in the field and click Submit. An email will be sent with directions on resetting your Password.

Forgot Password

* Email

Submit

3. Open the email and click **Reset**.
4. You will be redirected to a CSS window where a new password can be entered and confirmed. Once confirmed, it has been reset, and you can login.

Reset Password

The password must be at least 8 characters long with at least one upper case letter and one number.

* Email Address

* Password

* Confirm Password

Reset

Your password has been reset. [Click here to log in.](#)

DASHBOARD

My Licenses

Expired 2	Draft 0
<small>Cape San Blas District</small>	
<small>No. SBC-72-000123-2019</small>	
<small>Type: Alcoholic Beverage L...</small>	
Renew	

[View My Licenses](#)

My Permits

Attention 8	Pending 8	Active 3	Draft 1	Recent 1
<small>New Commercial B...</small> 5	<small>New Commercial B...</small> 4	<small>New Commercial B...</small> 1	<small>Construction Right...</small> 1	<small>Building (Residenti...</small> 1
<small>Commercial Pool - I...</small> 1	<small>Building Residentia...</small> 2	<small>Commercial Pool - I...</small> 1		
<small>Other</small> 2	<small>Other</small> 2	<small>Building Residentia...</small> 1		

[View My Permits](#)

My Plans

Attention 2	Pending 1	Active 0	Draft 0	Recent 1
<small>Annexation - Annex...</small> 1	<small>Abandonment - Ess...</small> 1			<small>Abandonment - Ess...</small> 1
<small>Planned Unit Devel...</small> 1				

[View My Plans](#)

My Inspections

Requested 0	Scheduled 1	Closed 2
	<small>Footing</small> 1	<small>Footing</small> 2

[View My Inspections](#)

My Invoices

Current 0	\$0.00	Add To Cart
Past Due 5	\$296.60	Add To Cart
Total 5	\$296.60	Add To Cart

[View My Invoices](#)

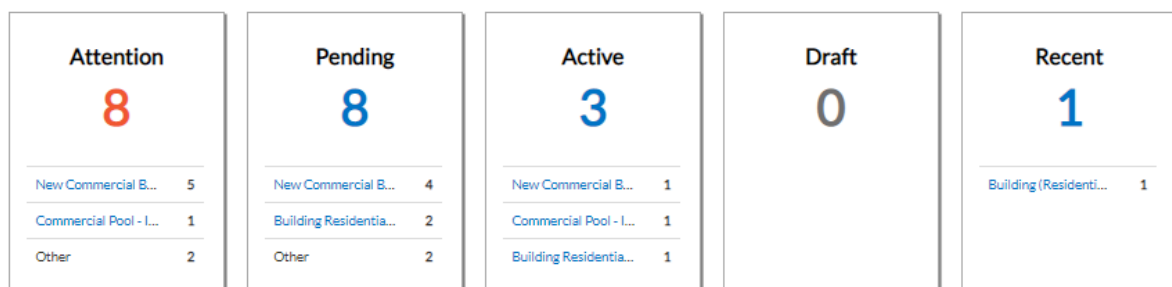
CSS provides the ability for users to see a visual representation of aggregated data on the dashboard. Users can see data for permits, plans, inspections, and invoices. Users can click on the Draft circles to access saved drafts; users can also add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the logged in user.

Follow the steps below to use the dashboard:

1. Click **Draft** in the **Permits** or **Plans** section to view saved Permit or Plan application drafts.
2. Click the appropriate status card in the **Permits** section to view a list of the corresponding Permits. Beneath each status is a breakdown of the Permit Types. Click **View My Permits** to view all Permits.
3. Click the appropriate status card in the **Plans** section to view a list of the corresponding Plans. Beneath each status circle is a breakdown of the Plan Types. Click **View My Plans** to view all Plans.
4. Click the appropriate status in the **Inspections** section to view a list of the corresponding Inspections. Beneath each status is a breakdown of the Inspection Types. Click **View My Inspections** to view all Inspections.
5. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding **Invoices** to the **Shopping Cart**. Click **View My Invoices** to view all Invoices.

PERMITS

My Permits



[View My Permits](#)

1. **Attention:** By clicking on the **Attention** status from the **Dashboard**, you will be given a list of all Permit Numbers that have been applied for that have a status of Attention, Project name, Address attached to the Permit, Type, Status and the Reason that the Permit needs the citizen's attention. Criteria for the Attention status is: Active holds,

unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and does not have a completed status.

2. **Pending:** By clicking on the **Pending** status from the **Dashboard**, you will be given the list of all permit numbers that have been applied for that have a status of Pending, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Pending status is: no issue date, final date, nor an expire date.
3. **Active:** By clicking on the **Active** status from the **Dashboard**, you will be given the list of all permit numbers that have been applied for that have a status of Active, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Active status: either has a status of issued or has an issued date and does not have a completed status.
4. **Draft:** By clicking on the **Draft** status from the **Dashboard**, you will be given the list of all Permits and Plans that have been saved, but not submitted for review. These drafts may be incomplete and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.

My Account

Personal Info Addresses My Favorites My Businesses My Templates **My Drafts** My Certificates

My Drafts

Module Permit ▼ Sort Module ▼

Module	Type	Last Update	Action
Permit	Construction Right of Way Permit	11/20/2019 04:08:24 PM	Resume Delete

Results per page 10 ▼ 1 - 1 of 1 << < 1 > >>

5. **Recent:** By clicking on the **Recent** status from the **Dashboard**, you will be given the list of all Permit Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Recent status is: is has been applied for in the last 30 days.

Note: Success, failure, issued, on hold, or cancelled status deal with how a status is flagged in setup screens. This does not mean that the status on a case is actually called Success, Failure, Issued, On Hold or Cancelled.

My Permits

Search for permit number, project, or address

Exact Match

Display

Recent

Select Case Type

Export

Sort

Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
BLDR-001452-2019		1012 Del Rio Avenue San Luis Obispo, CA 93405	Building (Residential) - New Multi Family	Attention, Recent, Pending	Unpaid Fees Failed Inspections

Results per page 10
1 - 1 of 1
<< < 1 > >>

Display: This dropdown box allows the citizen a way to organize and select one **Status** to view.

Select Case Type: This field will allow the citizen to type in a specific Case Type and suggestions will show in a dropdown.

Select Case Type

Buil

New Commercial Building

Building Residential Alteration

1012 Del Rio Avenue	Building (Reside
---------------------	------------------

Sort: This dropdown box allows the citizen a way to sort by **Permit Number, Project or Address**.

Search Box: This box allows the citizen a way to search by **Permit Number, Project name, or Address** by typing in the information in the box and clicking on the magnifying glass icon.

PLANS

My Plans

Attention	Pending	Active	Draft	Recent
2	1	0	0	1
<div>Annexation - Annex... 1</div> <div>Planned Unit Devel... 1</div>	<div>Abandonment - Eas... 1</div>			<div>Abandonment - Eas... 1</div>

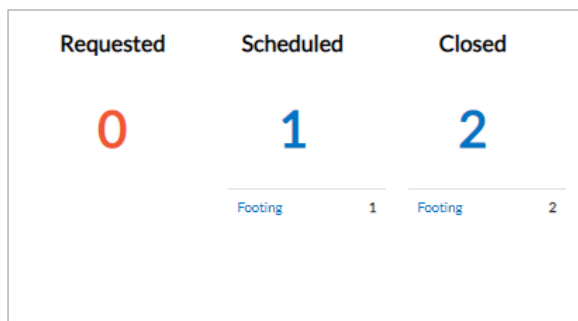
View My Plans

1. **Attention:** By clicking on the **Attention** status from the **Dashboard**, you will be given a list of all Plan numbers that have been applied for that have a status of Attention, Project name, Address attached to the Plan, Type, Status and the Reason that the Plan needs the citizen's attention. Criteria for the Attention status is: Active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and does not have a successful status.
2. **Pending:** By clicking on the **Pending** status from the **Dashboard**, you will be given the list of all Plan Numbers that have been applied for that have a status of Pending, Project name, Address attached to the Plan, Type, Status and Reason. Criteria for the Pending status is: statuses for the case are not success, failures, on hold or cancelled.
3. **Active:** By clicking on the **Active** status from the **Dashboard**, you will be given the list of all plan numbers that have been applied for that have a status of Active, Project name, Address attached to the Plan, Type, Status and Reason. Criteria for the Active status is: the status is successful.
4. **Draft:** By clicking on the **Draft** status from the **Dashboard**, you will be given the list of all Permits and Plans that have been saved, but not submitted for review. These drafts may be incomplete and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.
5. **Recent:** By clicking on the **Recent** status from the **Dashboard**, you will be given the list of all Plan Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Plan, Type, Status and Reason. Criteria for the Recent status is: has been applied for within the last 30 days.

Note: Success, failure, on hold, or cancelled status deal with how a status is flagged in setup screens. This does not mean that the status on a case is actually called Success, Failure, On Hold or Cancelled.

INSPECTIONS

My Inspections



[View My Inspections](#)

1. **Requested:** By clicking on the **Requested** status from the **Dashboard**, you will be given a list of all Inspection Case Numbers that have a status of Requested, Address attached to the Inspection, Inspection Type and Requested Date.
2. **Scheduled:** By clicking on the **Scheduled** status from the **Dashboard**, you will be given a list of all Inspection Case Numbers that have a status of Scheduled, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.
3. **Closed:** By clicking on the **Closed** status from the **Dashboard**, you will be given a list of all Inspection Case Numbers that have a status of Closed, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

INVOICES

My Invoices

Current 0	\$0.00	Add To Cart
Past Due 5	\$296.60	Add To Cart
Total 5	\$296.60	Add To Cart

[View My Invoices](#)

CSS users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart. CSS's integrated electronic shopping cart allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.

[Back](#)

Shopping Cart

Total \$296.60

[Check Out](#)

Invoice: INV-00000395

Description: NONE

Due Date: 03/13/2019

Billing Contact: Tyler (Goss, Christy)

Case Number	Project	Case Address	Amount Due
BLDC-000718-2019		900 Del Rio Avenue San Luis Obispo CA 93405	\$1.65

\$1.65

[Remove](#)

[Top](#) | [Main Menu](#)

- 1. Current:** By clicking on the **Add To Cart** oval to the right of Current invoices, the citizen will be able to access the Shopping Cart screen where all current invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click Remove to the right of the invoice. To checkout, click on the Check Out oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).
- 2. Past Due:** By clicking on the **Add To Cart** oval to the right of Past Due invoices, the citizen will be able to access the Shopping Cart screen where all past due invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click Remove to the right of the invoice. To checkout, click on the Check Out oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).
- 3. Total:** By clicking on the **Add To Cart** oval to the right of Total invoices, the citizen will be able to access the Shopping Cart screen where all invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click Remove to the right of the invoice. To checkout, click on the Check Out oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

MY LICENSES

My Licenses

Expired

2

Cape San Blas Biscuits

No. SEC-72-000123-2019

Type Alcoholic Beverage L...

Renew

Draft

0

[View My Licenses](#)

CSS users are able to access Licenses. The Dashboard view of Licenses will show licenses that are close to expiration. These will include licenses that are up for renewal. To view all Licenses, either click **View My Licenses** at the bottom of the **My Licenses** screen or click **My Work** at the top of the Dashboard and click the link under Licenses. Citizens may also click the **Renew** button on the Dashboard view.

My Work ▾

Apply

Search 🔍

Map

Pay Invoices

Calendar 📅

Fee Estimator

Submit a Request

Inspections

Invoices

Licenses

Request Inspections

Jurisdiction Wide Inspections



My Inspections


My Invoices

My Licenses

Once on the My Licenses screen, CSS users are able to access all of their Licenses.

My Licenses

Search for License Number, Company, Type, DBA 
 Exact Match 

 Export Sort License Number ▼

License Number	DBA	Address	Status	License Type	Company	Applied Date	Period Start Date	Expiration Date	Renew
SEC-72-000123-2019	Beach Biscuits	1022 Del Rio Avenue San Luis Obispo, CA 93405	Expired	Alcoholic Beverage License	Cape San Blas Biscuits	11/20/2019	01/01/2019	11/18/2019	Renew

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- License Number:** By clicking on the **License Number**, license holders will be taken to a license details screen where they may have access to information regarding location, fees, inspections, attachments, contacts, holds and additional information.
- DBA:** Doing Business As – This column will list the name that the Business License may be doing business as. These names may differ from the name on the actual Business in EnerGov.
- Address:** The address of where the license is held.
- Status:** Status of the license. This may be different for each municipality. Some statuses may include: Expired, Issued, In Review, Submitted.
- License Type:** The type of license that was applied for within the municipality.
- Company:** Company name. This may be different from the DBA.
- Applied Date:** When the license was applied for.
- Period Start Date:** When the license was issued and is valid from this date to the expiration date.
- Expiration Date:** When the license will expire.
- Renew:** Click this Renew button to be taken to the License Renewal screen. If the Renew button is not present, the license may not be renewed at that time.

APPLYING USING APPLICATION ASSISTANT

Dashboard Home Tyler 311 **Apply** View Map Report Fee Estimator Pay Invoices Search Help Calendar

Application Assistant

Search for application names and keywords

All Trending My History LICENSES PERMITS PLANS

> Show Categories

New Commercial Building Application Apply

Category Name: Commercial Building Permits Description: New Commercial Building Application

New Residential Building Construction Apply

Category Name: Residential Construction Description: Permit for new construction of a residential unit

Users are presented with several options on the Application Assistant screen: All, Trending, My History (when logged in), Licenses, Permits and Plans.

1. Click on **All** to choose from all types of Permits, Plans and Licenses available.
2. You may select **Show Categories** to help determine which category type to choose from.

Application Assistant

Search for application names and keywords

All Trending My History

< Hide Categories

- All
- + LICENSES 3
- + PERMITS 4
- + PLANS 5

New Commercial Building Application

Category Name: Commercial Building Permits

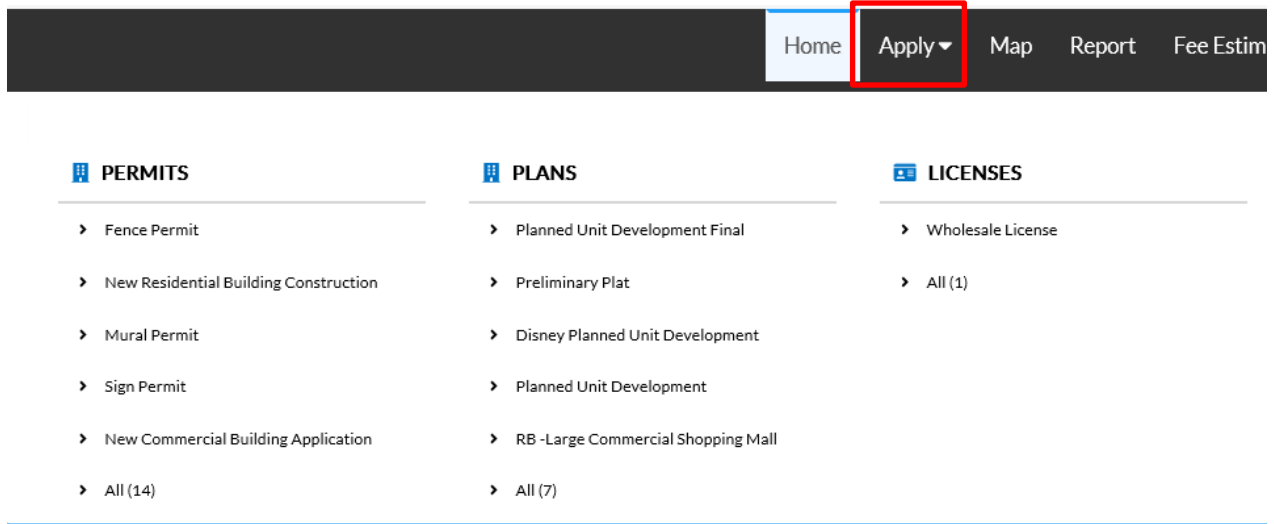
Garage Sale Permit

Category Name: Garage Sale

3. Click **Trending** to choose from application types that are currently being applied for the most within the municipality.
4. Click **My History** to choose from application types that have been applied for by the logged in user. This tab will only show when logged in by a registered user.
5. Click **Licenses** to choose from application types for licenses. This can be for Professional Licenses or Business Licenses.
6. Click **Permits** to choose from application types for Permits.
7. Click **Plans** to choose from application types for Plans.

8. Type in key words in the field under the heading of Application Assistant to search for application types. Example: I would type in Alcohol to choose from the drop down, Alcohol Business License.
9. Click the Apply button to the right of the application type desired.

APPLYING IN CSS WITH APPLICATION ASSISTANT TURNED OFF



If Application Assistant is turned off, click Apply on the ribbon at the top of the screen. Under the Apply tab the top 5 case types are configured on the CSS Administration website, and they are displayed in the order in which the jurisdiction decides to display them. If the user does not see the case type they want to apply for, then the user can click **All** at the bottom of the list to access the Application Assistant; this tool helps guide the user into choosing the correct permit type to apply for all. It is a CSS Best Practice to use the Application Assistant rather than the Apply dropdown. See previous instructions on Application Assistant.

CSS users can begin applying for cases and resume the application process later. The application will be saved under Draft. This is helpful when users want to save completed work and then continue when they're ready.

1. Click on **Apply** and choose from the application types listed or choose from the Application Assistant screen.

- The **Apply for** screen will open and the steps to the application process will be listed along the top of the screen.

Apply for Permit - New Commercial Building Application

REQUIRED

1

Locations

2

Type

3

Contacts

4

More Info

5

Attachments

6

Review and Submit

LOCATIONS

Please provide the location of the new construction.

Location

Add Location

+

REQUIRED

Walk M

3. **Locations:** Click on the Add Location card to add the location for the application. Select from the dropdown box what type of address is being added.
4. Click on the + in the center of the **Add Address** card.
5. You will be directed to the Map screen. Here you may: search for an address, manually enter an address or draw a spatial collection to be used as an address.

To Search for an Address:

Add Address As

Location

[SEARCH](#) [ENTER MANUALLY](#)

▼

Address & Parcel Search

🔍

📍

🔗

📐

📏

📊

📈

📉

📊

📈

📉

+

-

6. Choose from the drop down to **Add Address As: Location, Billing, Shipping, Home or Mailing.**

7. The user may click the drop down arrow on the left to choose to search by: **All, Address or Parcels.**

Add Address As Location ▾

SEARCH ENTER MANUALLY

▾

Address & Parcel Search

🔍

All

Address

Parcels

8. Click **Search** under **Add Address As** and enter in an address in the **Address & Parcel Search** field. The user may also select: Use current location. This appears once you click in the field. This field will also allow partial information of the address.

▾

|

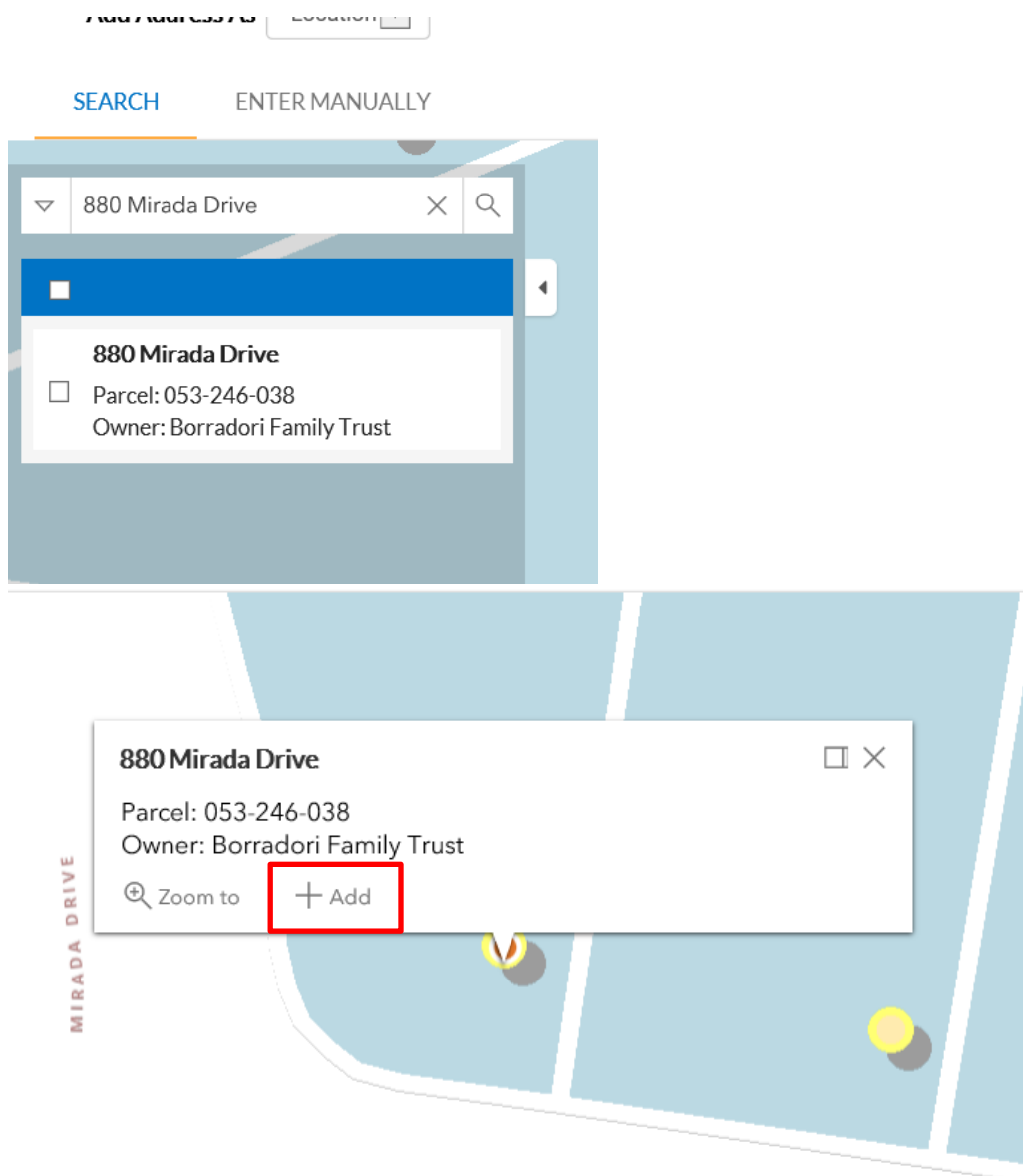
🔍

📍 Use current location

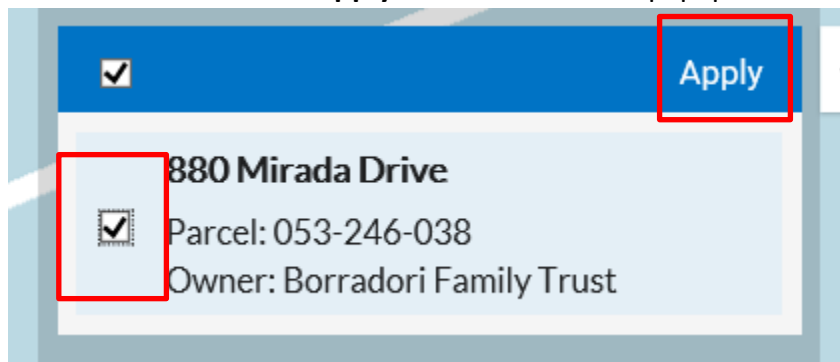
Address

Parcels

9. Once an Address or Parcel has been entered, the information will render on the left of the screen and drop a pin on the map with a popup showing Parcel, Owner and allowing the user to Zoom To or Add.



10. Once an Address or Parcel has been found, click the box next to the Address on the left of the screen and click **Apply** or click **Add** on the popup on the map.



11. Once the address has been added to the Locations screen, click **Next**.

To Enter Manually an Address:

12. Select The Enter Manually tab.

The screenshot shows the 'Enter Manually' tab selected in a navigation bar at the top. Below the navigation bar, the form is titled 'Enter Manually'. It contains several input fields and dropdown menus: 'Country Type' (set to 'US'), 'Enter Address' (with a placeholder 'Search Addresses'), '* Street Number/PO Box', 'Pre Direction', 'Street Name', 'Street Type', 'Post Direction', 'Unit Or Suite', and 'City'. The 'ENTER MANUALLY' tab in the navigation bar is highlighted with a red rectangle.

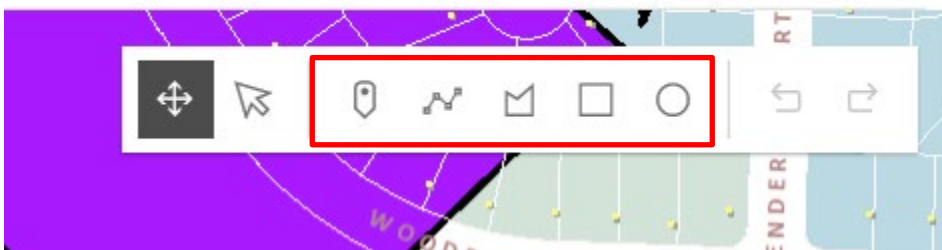
13. Enter in all information required for the screen and for the application of the case.

14. Click **Save**. Once the address has been added to the Locations screen, click **Next**.

To Add a Spatial Collection:

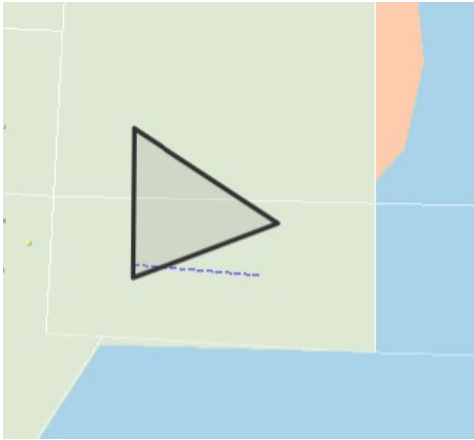
15. Navigate to the area of the map that the spatial collection will need to be drawn.

16. The tools to draw the spatial collection are to the right of the screen.

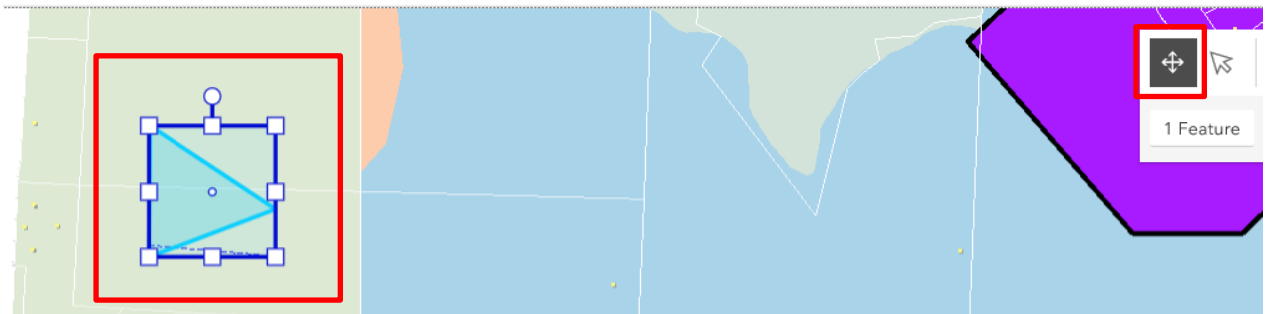


17. The user may draw a point, line, polygon, rectangle or a circle on the map.

18. Select the desired feature button and draw the shape on the map. Each single click will allow a turn of a line in the shape and a double click will allow the user to finish drawing the desired feature.



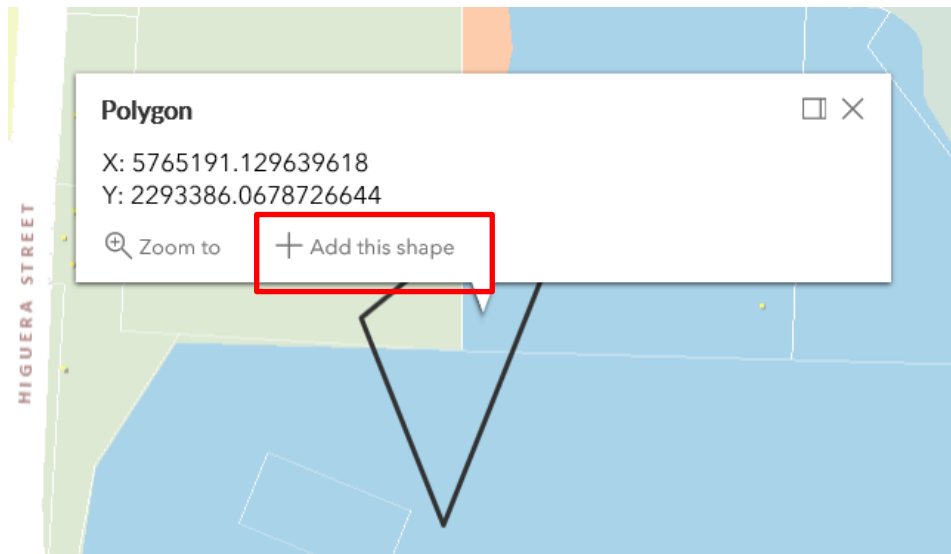
19. To transform the feature, click the **Transform** button.
20. A box will appear around the feature and will allow the user to transform the original by moving the smaller white squares into the desired positions.



21. To Reshape the feature, click the **Reshape** button.
22. Small circles will appear on the feature and will allow the user to reshape the original by moving the circles into the desired positions.



23. Once done drawing and editing the feature, click on the desired spatial collection and click **Add this shape**.



24. Once the feature has been added to the Locations screen, click **Next**.

Application Templates

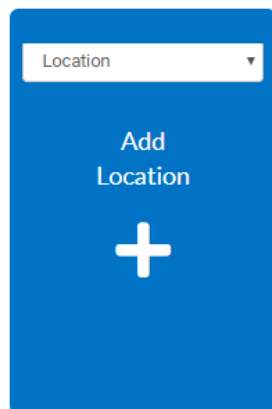
Apply for Permit - New Commercial Building

- 1

Locations
- 2

Type

LOCATIONS

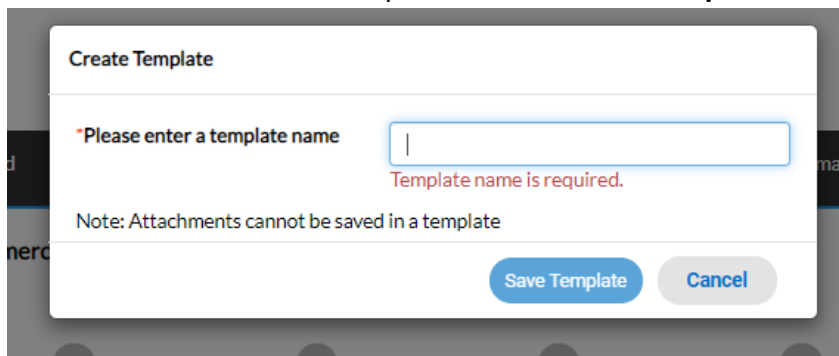


Create Template

1. Application Templates are drafts that the citizen may reuse when applying for the same Case Type and Workclass.
2. Fill in any details on the case that are needed to be repeated for upcoming uses.

Note: The Add Location card may be disabled when creating a Template.

3. Click **Create Template** at the bottom of any stepper in the process.
4. By default the Template will not allow saving of Attachments.
5. Enter in the name of the template and click **Save Template**.



6. Once Template has been saved, a popup will appear to navigate to the template or the template may be found under **My Account** and click on the **My Templates** button.

My Account

[Personal Info](#)
[Addresses](#)
[My Favorites](#)
[My Businesses](#)
[My Templates](#)
[My Drafts](#)
[My Certificates](#)

My Templates

Module: All ▼ Sort: Template Name ▼

Module	Template Name	Type	Last Update	Action
Permit	Permit New Commercial CG	New Commercial Building	11/20/2019 09:29 PM	Use Update Delete

Results per page: 10 ▼ 1 - 1 of 1 << < 1 > >>

7. This will allow the citizen to **Use, Update or Delete** the template.

✓

Locations

2

Type

3

Contacts

4

More Info

5

Attachments

6

Review and Submit

PERMIT DETAILS

Specific Instructions can be entered for this case type at this spot in the application. Basic Info

* Permit Type

New Commercial Building Application

Description

Square Feet

Valuation

Back

Save Draft

Next

1. **Type:** The type that was chosen originally will default in the Type field.
2. The citizen may add a description of the work being done in the **Description** memo box.
3. If **Square Feet and/or Valuation** are required, a field will be present and denoted by a red asterisk.
4. Click **Next**.



CONTACTS

Specific Instructions can be entered for this case type at this spot in the application. Contact

The screenshot shows the 'CONTACTS' section of the application. On the left, there is a card for the 'Applicant' named 'Christy Goss (You)' with the address '123 Smith, Duluth, GA, '. On the right, there is a blue card with a dropdown menu labeled 'Applicant' and a button labeled 'Add Contact' with a white plus sign.

Back

Save Draft

Next

1. **Contacts:** The registrants contact information will default to the first Contact card listed. If there are additional contacts that need to be added to the application that is being applied for, click on the **Add Contact +**.
2. Choose from the dropdown box the contact type. In the search box, type in Name, Email, or Company name and click the magnifying glass to search the Global Contacts in EnerGov for an existing contact. If the person, email or company is an existing contact click **Add** to add the contact to the application. If contact does not exist in Global Contacts, click **Enter Manually** and fill in the required fields.
3. Click **Next**.

Apply for Permit - New Commercial Building Application

*REQUIRED



MORE INFO

Specific Instructions can be entered for this case type at this spot in the application. [More Info](#)

General Info

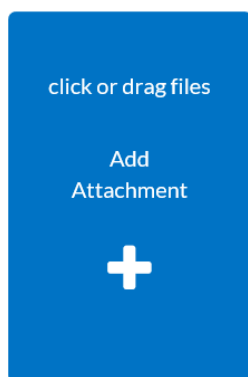
[Next Section](#) | [Top](#) | [Main Menu](#)

Construction Type	
<input type="checkbox"/>	I-A
<input type="checkbox"/>	I-B
<input type="checkbox"/>	II-A
<input type="checkbox"/>	II-B
<input type="checkbox"/>	III-A
<input type="checkbox"/>	III-B
<input type="checkbox"/>	IV
<input type="checkbox"/>	V-A
<input type="checkbox"/>	V-B

[Walk Me Thru](#)

1. **More Info:** The More Info fields reflects the Additional Information fields that are exposed to the citizen from EnerGov. The citizen may fill in the information needed and some fields may be required. Any information given in these fields will be shown in EnerGov. Once this information is submitted by the citizen, the citizen will not be able to edit the information. The end user may edit the information in EnerGov.
2. Click **Next**.

ATTACHMENTS



3. **Attachments:** Click on the **Add Attachment +** card to open Windows Explorer. The citizen may click to insert or drag files into the Add Attachment card. (Certain application types may have required documents that must be attached in order to save.)

4. Click **Next**.

Apply for Permit - New Commercial Building Application

*REQUIRED



Submit

Locations

Location 630 MIAMI NE, Atlanta, GA, ,

Parcel Number 17 004800010734

Basic Info

Type New Commercial Building Application

Description

Applied Date 10/16/2019

Contacts

Applicant Christy Goss
123 Smith, Duluth, GA, ,

More Info

General Info

Construction Type

<input type="checkbox"/>	I-A
<input type="checkbox"/>	I-B
<input type="checkbox"/>	II-A
<input type="checkbox"/>	II-B
<input type="checkbox"/>	III-A

[Next Section](#) | [Top](#) | [Main Menu](#)

1. **Review and Submit:** The next screen will be the **Review and Submit** screen. This will show all information entered, attachments uploaded, estimated fees and additional information fields that were populated.

2. **Click Submit or Save Draft** at the bottom of the screen.

3. **Save Draft:** Click **Save Draft** if the information is incomplete and needs to be finished at a later date. The citizen may click on the Draft status circle on the Dashboard to resume their application.

SUCCESS SCREEN

Once an application has been submitted, a Success screen will appear. The citizen may click the **Continue To** button or add any fees that have been invoiced to their shopping cart to proceed to payment.

✓ Your permit was successfully created!

Your application has been submitted successfully

[Continue to permit](#)

Fees

\$0.00

[View Details](#)

[Add to Cart](#)

REQUESTING INSPECTIONS AFTER A PERMIT IS ISSUED

Permit Number: BLDC-000570-2019



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: New Commercial Building Application

Status: In Review

Project Name:

[Summary](#) | [Locations](#) | [Fees](#) | [Reviews](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [Holds](#) | [Meetings](#) | [More Info](#)

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections

Sort: Order

Description	Reinspection	Action
Footing	No	<input type="checkbox"/>
Foundation Wall	No	<input type="checkbox"/>
Concrete Slab	No	<input type="checkbox"/>
Floor Framing	No	<input type="checkbox"/>
Wall Framing	No	<input type="checkbox"/>
Final Building	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Final Engineering	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Final Fire	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.

Results per page: 10 1 - 8 of 8 << < 1 > >>

[Request Inspection](#)

Optional Inspections

Description
No records to display.

1. Click on the Permit Number of the Permit you would like to request an inspection for.
2. The Permit case will open.
3. Click on the **Inspections** tab.
4. A list of **Request Inspections** will be at the bottom of the page.
5. Click in the box under **Action** you would like to request. (If the workflow of the case has not been completed, based on priority, up to the Inspection step, the Action boxes will not show.)
6. Click **Request Inspection** at the bottom the page on the right.

[Back](#)

Request Inspections (1)

1

#BLDC-000570-2019

X

Inspection Type:	Footing
Case Type	New Commercial Building Application
Address:	630 MIAMI NE Atlanta, GA

* Requested Date

Comments/Gate Code

Submit

7. The **Request Inspections** screen will open.
8. Choose a requested date for the inspection by clicking on the calendar to the right of the **Requested Date** field. The citizen may choose an AM or PM time from the dropdown.
9. Fill in comments about the requested inspection in the **Comments/Gate Code** box.
10. Click **Submit**.

Request Inspections (1)

1

Case #BLDC-000570-2019

Inspection Type:

Footing

Case Type

New Commercial Building Application

Address:

630 MIAMI NE Atlanta, GA

Requested Date

10/16/2019

Comments/Gate Code

- The inspection information and a green checkmark will pop up in a **Requested Inspections** screen if it is successfully requested.
- Navigate back to the Details screen. The inspection will now be listed under **Existing Inspections** in the full list of inspections.

Summary

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

Holds

Meetings

More Info

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

Sort: Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000602-2019	Footing	Requested	10/16/2019			Cancel Inspection

Results per page: 10 ▾ 1 - 1 of 1 << < 1 > >>

- The citizen may click the **Cancel Inspection** button to the right. This button will disappear after the inspection has been **scheduled** by the municipality.

Summary

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

Holds

Meetings

More Info


[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

Sort: Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000602-2019	Footing	Scheduled	10/16/2019	10/16/2019	Goss Christy	

PAYING FEES

Permit Number: BLDC-000570-2019 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: New Commercial Building Application Status: In Review Project Name: ▼

[Summary](#) [Locations](#) **[Fees](#)** [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [Holds](#) [Meetings](#) [More Info](#)

[Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Remaining Fees Sort Fee ▼

Fee	Invoice	Computed	Amount Due
No records to display.			

Paid Fees Sort Fee ▼

Fee	Invoice	Computed
Building Permit Fee (Commercial)	INV-00000214	\$5,000.00

Results per page: 10 1 - 1 of 1 << < 1 > >>


To Pay Fees on a case the citizen will need for the case manager to invoice the fees in EnerGov.

1. Navigate into the Plan/Permit of your choice.
2. Click on the **Fees** tab.
3. The citizen can see a list of **Remaining Fees** and **Paid Fees** listed with Invoice numbers listed next to the fee name.
4. Click on the **Dashboard** tab in the black banner at the top of the screen.
5. Navigate to **Invoices** at the bottom of the page.

INVOICES

CSS users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic **Shopping Cart**.

Invoice Number: INV-00000235

Add To Cart


Invoice Status: Due

Invoice Date: 09/13/2019

Invoice Due Date: 09/13/2019

Invoice Total: \$100.00

Invoice Description: NONE

Primary Fees

Misc Fees

Payments

Attachments

Contacts

Primary Fees

Sort
Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Rezone Fee	\$100.00	\$100.00	RZNE-000125-2019	Plan	

Results per page
10
1 - 1 of 1
<< < 1 > >>

Follow the steps below to view invoice information:


1. Click the printer icon print or save the invoice as a PDF.
2. Click **Primary Fees** to view the **Fee Name**, **Fee Total**, **Amount Due**, **Case Number**, **Case Type**, and **Notes** for all fees associated with the invoice. Select the column to sort the fees by from the **Sort** dropdown.
3. Click **Misc Fees** to view the **Fee Name**, **Fee Total**, **Paid Amount**, and **Amount Due** for all miscellaneous fees associated with the invoice. Select the column to sort the fees by from the **Sort** dropdown.
4. Click **Payments** to view the **Receipt Number**, **Status**, **Transaction Type**, **Payment Type**, **Payment Amount**, and **Payment Date** for all payments associated with the invoice. Select the column to sort the payments by from the **Sort** dropdown.
5. Click **Attachments** to view the **File Name** and **Added Date** for all files attached to the invoice. Select the column to sort the attachments by from the **Sort** dropdown.
6. Click **Contacts** to view the **Company**, **First Name**, **Last Name**, **Title**, and **Email** for all contacts associated with the invoice. Select the column to sort the contacts by from the **Sort** dropdown.
7. Click **Add to Cart** to add the invoice to the **Shopping Cart**.


MANAGING A REVIEW


Citizens may submit electronic plans via CSS to be reviewed by the municipality. Once an application has been submitted and plans reviewed, the citizen may be notified by email or logging back into CSS to review Failed or Approved Reviews.

1. Navigate to the Dashboard and click on the **Attention** card.
2. A list of the cases needing attention in the specific module will be listed.
3. Click the **Failed Reviews** link under the **Attention Reason** column.

My Permits


Search for permit number, project, or address 

Exact Match 

Display Attention Select Case Type  Sort Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
BLDC-000717-2019		900 Del Rio Avenue San Luis Obispo, CA 93405	New Commercial Building	Attention, Pending	Unpaid Fees
BLDC-000718-2019		900 Del Rio Avenue San Luis Obispo, CA 93405	New Commercial Building	Attention, Pending	Unpaid Fees
BLDC-000740-2019		900 Del Rio Avenue San Luis Obispo, CA 93405	New Commercial Building	Attention, Pending	Unpaid Fees Failed Reviews Resubmit File

4. The **Review Type** will be listed and will include: **Status**, **Version**, **Received Date**, **Due Date** and **Completed Date**.

Permit Number: [BLDC-001070-2019](#) 

• A hold currently exists on this permit.

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: New Commercial Building Status: Expired Project Name:

[Summary](#) [Locations](#) [Fees](#) [Reviews 1](#) [Inspections](#) [Attachments 1](#) [Contacts](#) [Sub-Records](#) [Holds 1](#) [Meetings](#) [More Info](#)

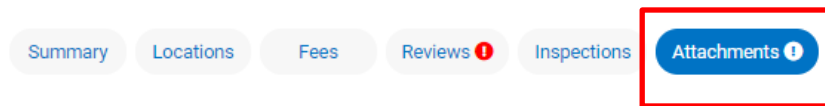
[Reviews](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Reviews Sort Review Type

Review Type	Status	Version	Received Date	Due Date	Completed Date
Building Review (Non-Residential)	Requires Re-submit	1	04/03/2019	04/24/2019	05/16/2019

Results per page 10 1 - 1 of 1 << < 1 > >>


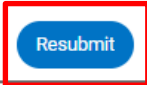

5. The citizen will also see an alert on the **Attachments** tab. This will indicate which electronic file was failed and requires resubmission. Click on the **Attachments** tab.



[Attachments](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Attachments

At least one file needs to be resubmitted.

 Landscape Plan Approved landscape plan_v1.pdf Version: 1 Status: Markups Added 	 Complete Building Plan (Building, Electrical etc) BLDC Commercial Building 1_v1.pdf Version: 1 Status: Under Review
--	---

6. Click the Resubmit button on the specific file(s) that need to be resubmitted.
7. The citizen may drill down on each item review from the submittal to view Corrections, Recommendations and Comments.

1
Reviews

2
Resubmit

Reviews

Building Review (Non-Residential)

Completed Date
05/16/2019

Submittal Status
Requires Re-submit

Planning/Zoning . Requires Re-submit . Goss Christy

Comment

See notes on case

Correction (1)

Correction Type	Category	Corrective Action	Comment
General	General Correction	Move railing two feet over	

Respond

Recommendation (1)

Comment

House should meet historical standards for paint color

Respond

Next

- Citizens may click the Respond button, on the right of each Correction or Recommendation, to give a response back to the Reviewer.

Correction (1)

Correction Type	Category	Corrective Action	Comment
General	General Correction	Move railing two feet over	

Respond

Type response here

- Once a Response is given, the citizen may click Hide Response.
- The citizen must **Acknowledge** any **Comments, Corrections or Recommendations** that were given by the Reviewer by toggling the **Acknowledge** button to the right.

Reviews

Submittal Type 1 (20 days until due)

Completed Date: 05/01/2019 Submittal Status: Failed

Item Review Type 1 (15 days until due) . Failure . Singh Archana

Comment

Corrections (2)

Correction Type	Category	Corrective Action	Comment	
BL Correction Type 12	General Cor	mmmmmqa gfgregt	BL Correction Type 1	Respond
BL Correction Type 2	Test1	qa mmmmmmmmmmmmmmmm	BL Correction Type 2	Respond

Recommendation (1)

Comment

mmmmmmmmmqa gfhgtgfhgf [Respond](#)

☐ Acknowledge


11. To navigate to the next step of the Review, click **Next**.

12. To Resubmit a file click Select File, choose the second version of the file to be resubmitted.

Reviews **Resubmit**

Resubmit

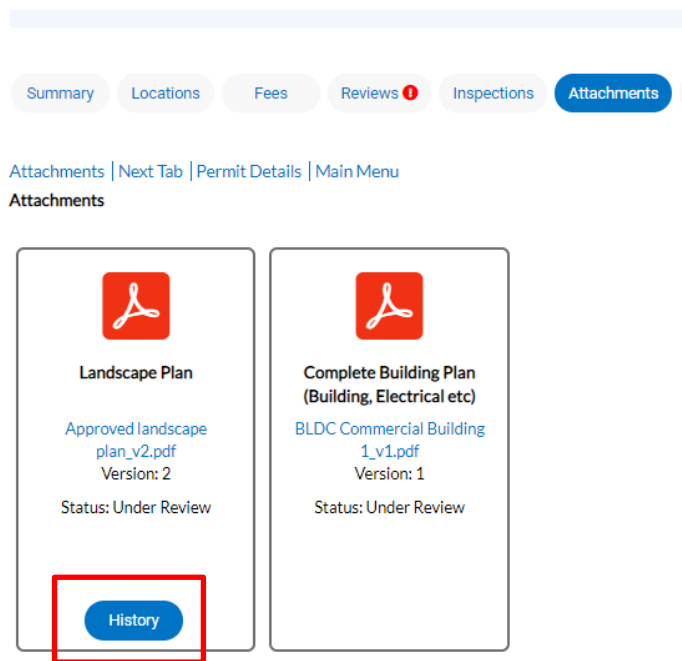
Landscape Plan

File:  Approved landscape plan_v1.pdf Version: 1

[Select File](#)

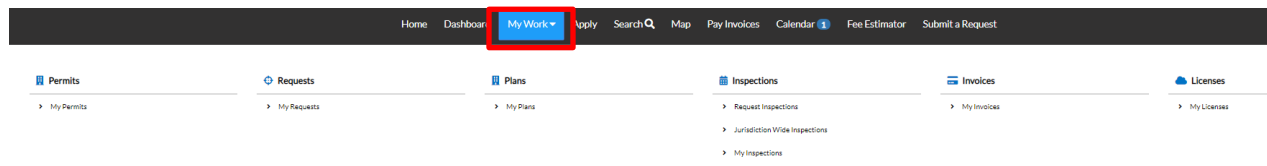
[Back](#) [Submit](#)

13. Click **Submit**.



14. On the Attachments tab, the citizen may view the History of the submitted attachments.

MY WORK



Click the **My Work** tab at the top of the **Dashboard** screen to access the following: Invoices, Permits, Plans, Inspections, and Licenses.

My Permits

My Permits

Search for permit number, project, or address ☐ **Exact Match**

Display Select Case Type Sort

Permit Number	Project	Address	Case Type	Status	Attention Reason
BLDC-000144-2019		630 M Atlant	New Commercial Building Application	Active	
BLDC-000207-2019		1280 I NE Atlanta, GA	New Residential Building Construction	Attention	Failed Reviews
BLDC-000301-2019			Electrical Commercial New Construction	Recent, Pending	
BLDC-000311-2019			Mechanical New Construction - Commercial	Recent, Pending	
BLDC-000570-2019		630 MIAMI NE Atlanta, GA	Mechanical New Construction	Active, Recent	
BLDC-000868-2019		630 MIAMI NE Atlanta, GA	Alteration, Remodel, Repair	Recent, Pending	
BLDR-000299-2019			New Commercial Building Application	Recent, Pending	
MECC-000148-2019		630 MIAMI NE Atlanta, GA	New Commercial Building Application	Pending	
PLMR-000519-2019		1345 OAKCREST DR SW Atlanta, GA	New Residential Building Construction	Recent, Pending	
			Mechanical New Construction - Commercial		
			Plumbing (Residential) - Alteration, Remodel, Repair		

Results per page 1 - 9 of 9 << < 1 > >>

CSS allows users to view the details of a permit.

Follow the steps below to view permits:



Not all permit data is available to all users.

1. Type a specific project, address, or permit number to search for in the search field, and click the lookup icon to locate permits that meet the search criteria.
2. Select the statuses of the permits to display in the list from the **Display** dropdown.
3. **Select Case Type** by typing the particular case type. The results will display in a dropdown for the citizen to choose from.
4. Select the feature to sort the permits in the list by from the **Sort** dropdown.
5. Click a permit number to open the associated permit record.
6. Select the number of permits to display on each page from the **Results per page** dropdown.
7. Use the page navigation buttons to move between pages of permits.

My Plans

My Plans

Search for plan number, project, or address ☐ Exact Match

Display Select Case Type Sort

Plan Number	Project	Address	Plan Type	Status	Attention Reason
RZNE-000125-2019		737 MIAMI CIR NE Atlanta, GA	Rezone	Attention, Recent	On Hold Unpaid Fees

Results per page 1 - 1 of 1 << < 1 > >>

CSS allows users to view the details of a plan.

Follow the steps below to view plans:




Not all plan data is available to all users.

1. Type a specific project, address, or plan number to search for in the search field, and click the lookup icon to locate plans that meet the search criteria.
2. Select the statuses of the plans to display in the list from the **Display** dropdown.
3. **Select Case Type** by typing the particular case type. The results will display in a dropdown for the citizen to choose from.
4. Select the feature to sort the plans in the list by from the **Sort** dropdown.
5. Click a plan number to open the associated plan record.
6. Select the number of plans to display on each page from the **Results per page** dropdown.
7. Use the page navigation buttons to move between pages of plans.


Inspections

My Existing Inspections


My Existing Inspections


Search for Inspection Number, Inspection Type, 

Exact Match ☐


Display All 

Select Inspection Type

 Export

Sort Case Number 

Inspection Number	Inspection Type	Address	Status	Case Type	Case Number	Reinspection	Requested Date	Scheduled Date	Completed Date
IBLD-000506-2019	Wall Framing	1280 PEACHTREE ST NE Atlanta, GA	Closed	Permit	BLDC-000207-2019	No	10/08/2019	10/08/2019	10/08/2019
IBLD-000602-2019	Footing	630 MIAMI NE Atlanta, GA	Scheduled	Permit	BLDC-000570-2019	No	10/16/2019	10/16/2019	

Results per page 10  1 - 2 of 2 << < 1 > >>

Use this window to view, sort, and access all available inspections.

Follow the steps below to view inspections:

1. Type a specific Inspection Number or Inspection Type to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.
2. Select the statuses of the inspections to display in the list from the **Display** dropdown.
3. **Select Inspection Type** by typing in a particular Inspection type. Choose from the dropdown.
4. Select the feature to sort the inspections in the list by from the **Sort** dropdown.
5. Click the Inspection Number to open the associated Inspection record if desired or click on Case Number to open the associated Permit.
6. Select the number of inspections to display on each page from the **Results per page** dropdown.
7. Use the page navigation buttons to move between pages of inspections.

Request Inspections

CSS provides a great way for users to request inspections. Users must be logged in to CSS to request inspections, and they must be a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

Request Inspections

Search for case number, address or inspection type

Exact Match

Export

Request Inspection

Sort

Case Number

Case Number	Address	Type	Inspection Type	Select All
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Final Building	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Wall Framing	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Footing	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Foundation Wall	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Concrete Slab	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Final Fire	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Final Engineering	<input type="checkbox"/>
BLDC-000144-2019	630 MIAMI NE Atlanta, GA	New Commercial Building Application	Floor Framing	<input type="checkbox"/>
BLDC-000207-2019	1280 PEACHTREE ST NE Atlanta, GA	Building (Commercial) - Alteration, Remodel, Repair	Footing	<input type="checkbox"/> This record hasn't been issued.
BLDC-000207-2019	1280 PEACHTREE ST NE Atlanta, GA	Building (Commercial) - Alteration, Remodel, Repair	Concrete Slab	<input type="checkbox"/> This record hasn't been issued.

Results per page

10

1 - 10 of 60

<<

<

1

2

3

4

5

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Request Inspection

Follow the steps below to view inspections:

1. Type a specific case number, address, or inspection type to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.
2. Select the feature to sort the inspections in the list by from the **Sort** dropdown.
3. Click a case number to open the associated permit record. Or, mark the checkboxes next to the cases that inspections need to be requested for, and click **Request Inspection** to open the Request Inspections window.
4. Select the number of inspections to display on each page from the **Results per page** dropdown.
5. Use the page navigation buttons to move between pages of inspections.

Today's Inspections

Today's Inspections

Search for Case Number, Inspection Type, Address

Exact Match ☐

Date

10/16/2019

☐ Exclude Completed

Sort

Case Number

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
IBLD-000602-2019	BLDC-000570-2019	Permit	Footing	630 MIAMI NE Atlanta GA	Goss, Christy	12:00 AM	12:00 AM	Scheduled	0
IBLD-000583-2019	BLDC-000854-2019	Permit	Concrete Slab	1444 CAVE NW Atlanta GA	Leland, Cody	12:00 AM	12:00 AM	Partial Pass	0
IBLD-000584-2019	BLDC-000854-2019	Permit	Floor Framing	1444 CAVE NW Atlanta GA	Leland, Cody	12:00 AM	12:00 AM	Re-inspection required	0
IFIRE-000562-2019	BLDR-000095-2019	Permit	Recurring Fire Operational	1100 PEACHTREE NE Atlanta GA	Hall, Whitney	12:00 AM	12:00 AM	Passed	0
IFIRE-000597-2019	BLDR-000095-2019	Permit	Recurring Fire Operational	1100 PEACHTREE NE Atlanta GA	Hall, Whitney	12:00 AM	12:00 AM	Scheduled	0
IFIRE-000564-2019	BLDR-000095-2019	Permit	Recurring Fire Operational	1100 PEACHTREE NE Atlanta GA	Hall, Whitney	12:00 AM	12:00 AM	Scheduled	0
IBLD-000598-2019	BLDR-000192-2019	Permit	Floor Framing	1230 PEACHTREE NE Atlanta GA	Edwards, Trevor	9:35 AM	9:35 AM	Requested	0

Results per page

10

1 - 7 of 7

<< < 1 > >>

Use this window to view, sort, and access all inspections scheduled for a specific day.

Follow the steps below to view inspections:

1. Type a specific case number, inspection type, or address to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.
2. Type the date to view due inspections for in the **Date** field, or click the calendar icon to select the date.
3. Mark the **Exclude Completed** checkbox to exclude completed inspections from the list of results.
4. Select the feature to sort the inspections in the list by from the **Sort** dropdown.
5. Select the number of inspections to display on each page from the **Results per page** dropdown.
6. Use the page navigation buttons to move between pages of inspections.

Managing An Inspection

Inspection Number: IBLD-000414-2019

[Inspection Details](#) | [Tab Elements](#) | [Main Menu](#)

Inspection Type:	Footing	Requested Date:	11/18/2019	Requested Time:	1:00 PM
Inspection Status:	Scheduled	Scheduled Date:	11/18/2019	Scheduled Time:	12:00 AM
Permit Number:	BLDR-001452-2019	Completed Date:		Completed Time:	
Inspector Name:	Goss				
Main Address:	1012 Del Rio San Luis Obispo, CA 93405				

[Locations](#) [Contacts](#) [Checklist](#) [Fees](#) [Attachments](#) [Previous](#) [More Info](#)

[Locations](#) | [Next Tab](#) | [Inspection Details](#) | [Main Menu](#)

Locations

Sort Main ▼

Type: Location

US
1012 Del Rio Avenue, San
Luis Obispo, CA, 93405, USA

Main Address ☒

Parcel Number

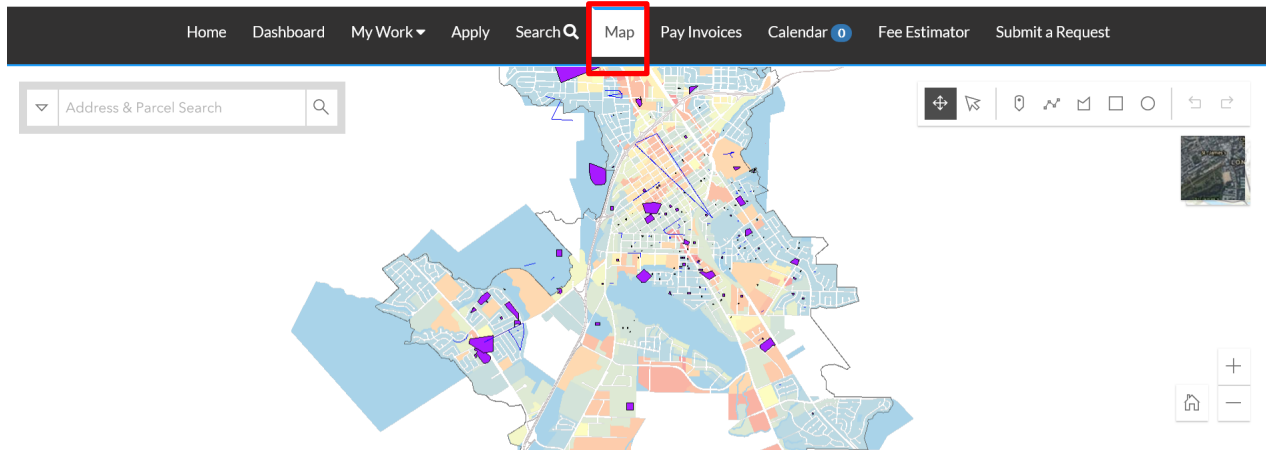
053-242-042

Main Parcel ☒

[Additional Info](#)

1. The citizen may navigate to an inspection via the Parent case, clicking on the specific Inspection from the Dashboard or searching for an inspection.
2. The main details of the Inspection are listed at the top of the screen and include: **Inspection Type, Inspection Status, case Number (this may be Permit/License number), Inspector Name, Main Address, Requested Date, Scheduled Date, Completed Date, Requested Time, Scheduled Time and Completed Time.**
3. The buttons in the middle of the screen will allow the citizen to manage/view the following: **Location, Contacts, Checklist Items, Fees, Attachements, Previous Inspections, and Additional Information.**

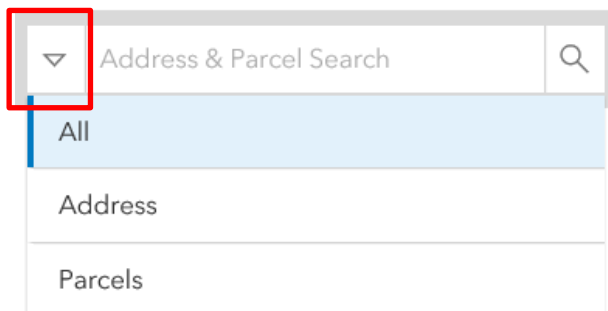
MAP



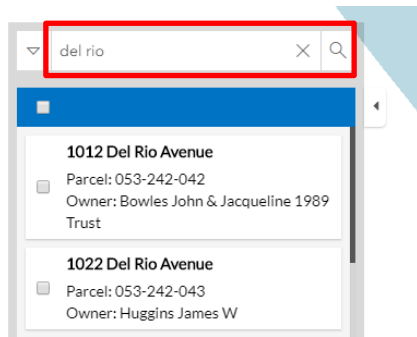
CSS integrates with ESRI's map functionality to allow for powerful searches, pinned results, applying for cases, EnerGov Enterprise Server data incorporation, GIS layers, and more. ArcGIS 10.3.1 or higher must be in place before beginning CSS installation.

Follow the steps below to use the CSS map:

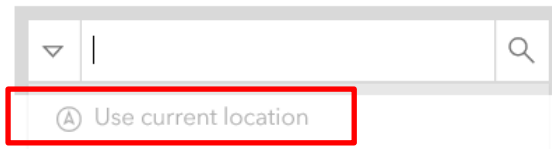
1. The user may click the drop down arrow on the left to choose to search by: **All**, **Address** or **Parcels**.



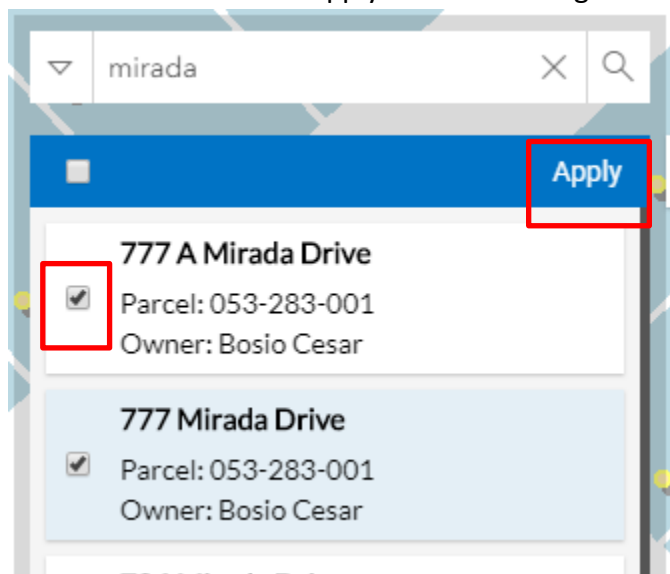
2. Type an address or a parcel in the **Address & Parcel Search** field in the top, left corner of the map. This field will also allow partial information of the address. Results will auto-fill below the field.



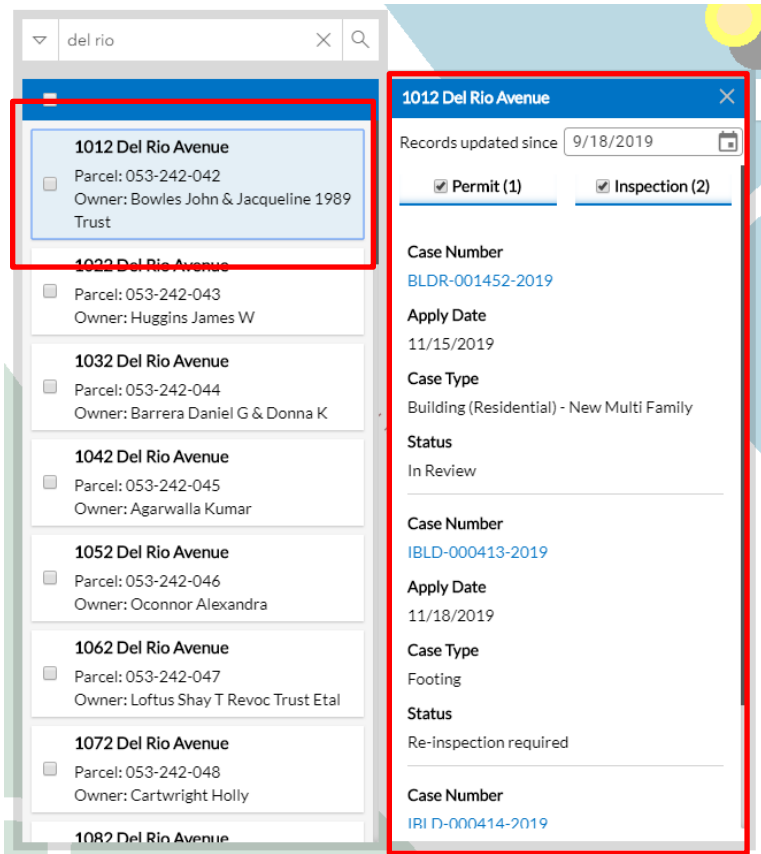
3. The user may also select: **Use current location**. This appears once you click in the field.



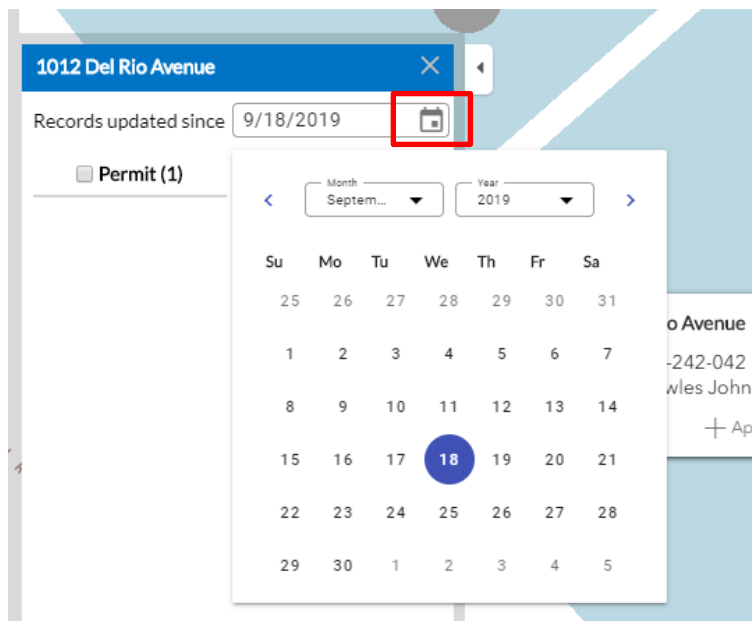
4. The citizen may chose from the list of addresses by clicking the box next to the desired address(es). The **Apply** button will appear in the blue ribbon. (See previous instructions on how to Apply for a case using the map.)



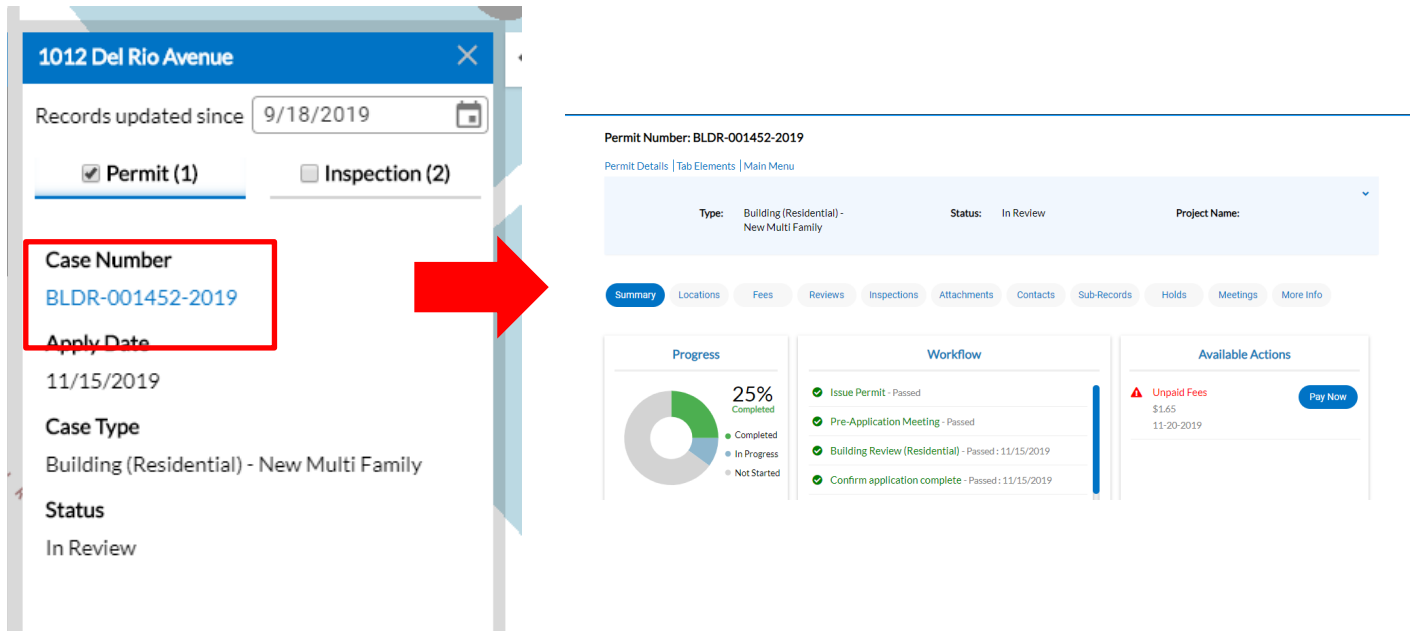
5. To see information related to a specific address or parcel, click into the box of the desired address or parcel. The information will show in a fly out to the right.



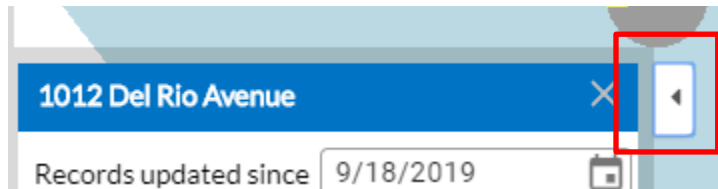
- To change the date range of information brought back, click the calendar and choose a new date.



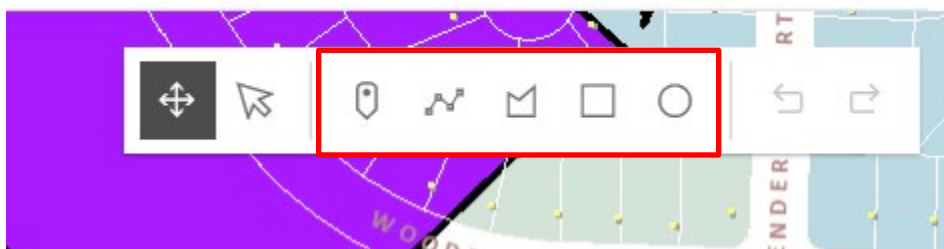
7. The user may access a case by clicking the Case Number on the results that were returned. This will open another tab and show information on that specific case.



8. To collapse the information on the screen to see the full map, click the arrow tab.



9. This will collapse the information to the left of the screen. The user may click the tab again to expand the information.
10. To clear all information given click the **X** in the blue ribbon or on the **Address & Parcel Search** field. The user may start their search anew.
11. To **Draw to Apply or Search**, navigate to the area of the map that the spatial collection will need to be drawn.
12. The tools to draw the feature are to the right of the screen.

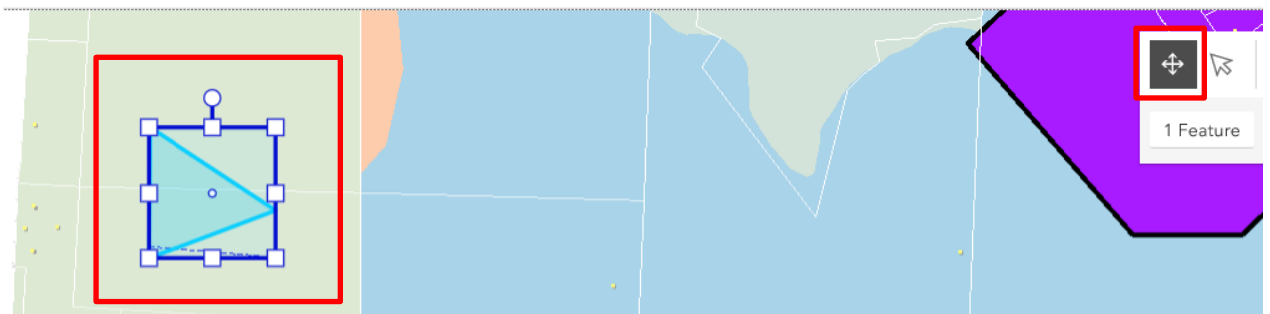


13. The user may draw a point, line, polygon, rectangle or a circle on the map.

14. Select the desired feature button and draw the shape on the map.
15. Each single click will allow a turn of a line in the shape and a double click will allow the user to finish drawing the desired shape.



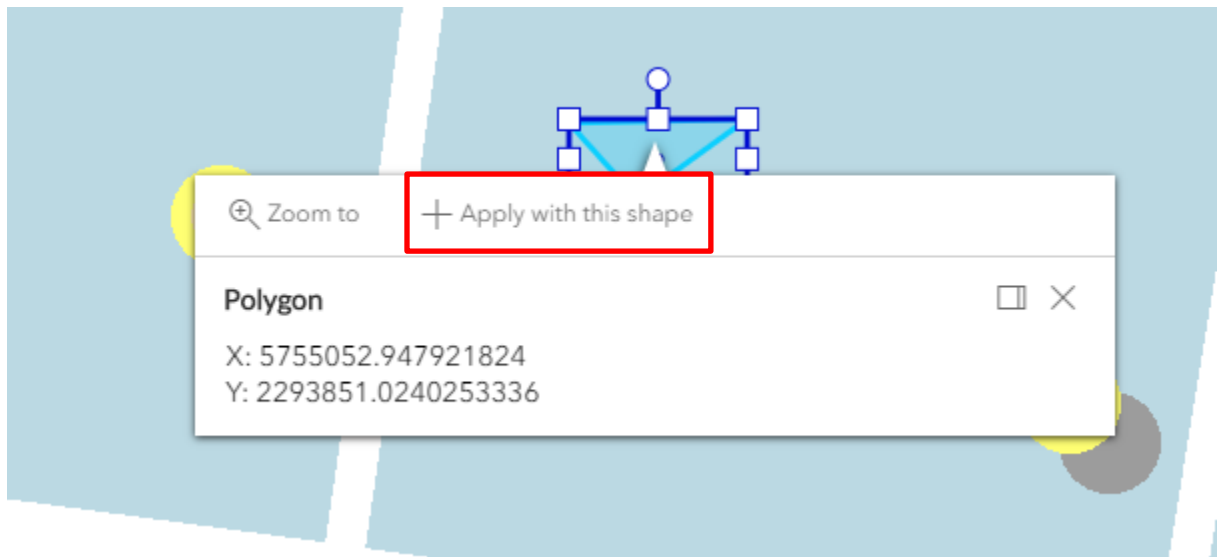
16. To transform the feature, click the **Transform** button.
17. A box will appear around the feature and will allow the user to transform the original by moving the smaller white squares into the desired positions.



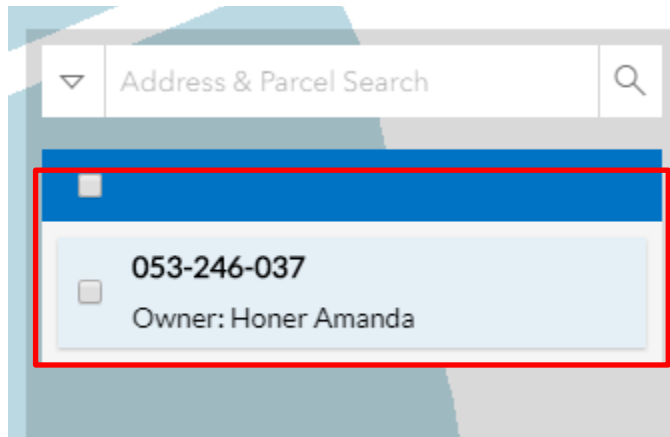
18. To Reshape the feature, click the **Reshape** button.
19. Small circles will appear on the feature and will allow the user to reshape the original by moving the circles into the desired positions.



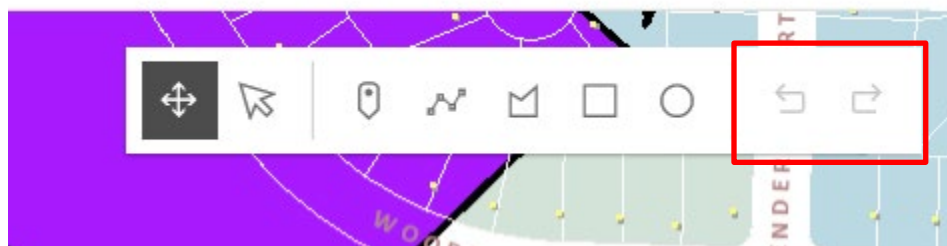
20. Once done drawing and editing the feature, click on the desired spatial collection and click **Apply with this shape**, if you would like to use the feature to apply for a case.



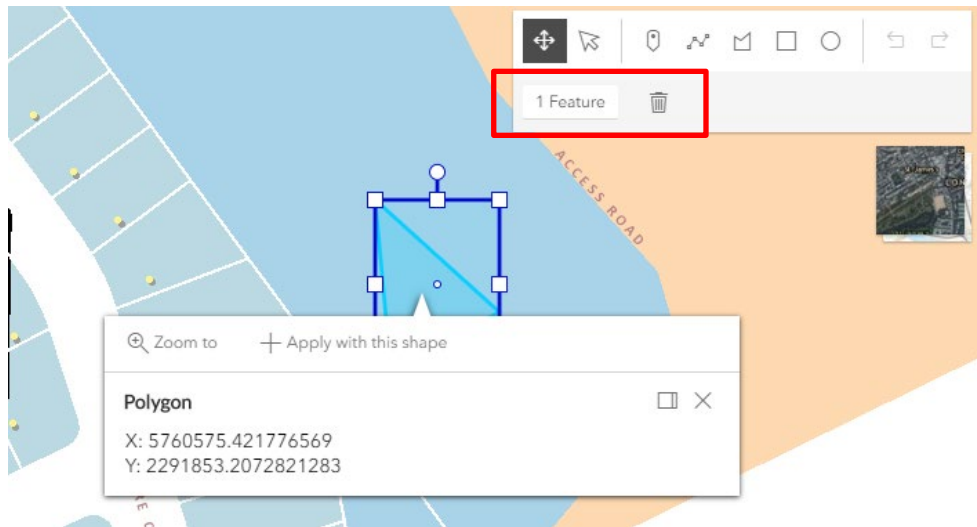
21. Information regarding where the feature has been placed may appear on the left side of the screen. This may include the **Owners** name and **Parcel Number**.



22. To **Undo** a feature or **Redo** a feature, click the arrows pointing to the left or right on the right side of the drawing tools.



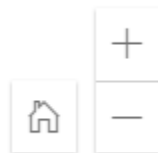
23. To Delete a feature, select a shape on the map, and a dropdown will appear under the drawing tools.
24. Click the **trashcan** to the right of the **1 Feature** selected.



25. To toggle the basemap, click the square to the right of the screen. This will toggle the basemap between the aerial view and the basemap view.



26. To return to the Default map view, click on the small house button found in the lower right corner of the screen. This will return the map to its original state.
27. To zoom in and out on the map, you may click the + or the – buttons in the bottom right of the screen. Other ways to zoom on the map include: double clicking the left button on the mouse and using the roller ball on the mouse.



FEE ESTIMATOR

The screenshot shows the 'Fee Estimator' section of a web application. At the top is a navigation bar with links: Dashboard, Home, Tyler 311, Apply, View, Map, Report, Fee Estimator (highlighted), Pay Invoices, Search, Help, and Calendar. Below the navigation bar, the 'Fee Estimator' title is displayed. There are two main panels: 'Permit' and 'Plan'. Each panel contains a blue button labeled 'Estimate Permit Fees' and 'Estimate Plan Fees' respectively.

The Fee Estimator button may be used for specific Permit case types or Plan case types. The estimation can show fees based off of input from square feet, valuation and custom fields.

1. Click the Estimate button for the desired case type.
2. Fill in all applicable fields in the **Type** screen. Click **Next**.

The screenshot shows the 'Estimate Permit Fees' screen, specifically the 'Type' step. The navigation bar at the top includes the same links as the previous screenshot, with 'Fee Estimator' highlighted. Below the navigation bar, the title 'Estimate Permit Fees' is followed by a red asterisk and the word 'REQUIRED'. A progress indicator shows three steps: 1. Type (active), 2. More Info, and 3. Review and Submit. The 'PERMIT DETAILS' section contains the following fields: 'Permit Type' (a dropdown menu with 'New Commercial Building Application' selected), 'Square Feet' (a text input field), 'Valuation' (a text input field), and 'Application Date' (a date picker showing '10/16/2019'). A blue 'Next' button is located at the bottom right of the form.

3. Fill in all applicable fields in the **More Info** screen. Click **Next**.

Estimate Permit Fees

***REQUIRED**



Type



More Info



Review and Submit

MORE INFO

General Info

[Next Section](#) | [Top](#) | [Main Menu](#)

Construction Type

<input type="checkbox"/>	I-A
<input type="checkbox"/>	I-B
<input type="checkbox"/>	II-A
<input type="checkbox"/>	II-B
<input type="checkbox"/>	III-A
<input type="checkbox"/>	III-B
<input type="checkbox"/>	IV
<input type="checkbox"/>	V-A
<input type="checkbox"/>	V-B

4. The estimated fees will show on the **Review and Submit** screen. Click **Apply** button to apply for the case. If not logged in, CSS will prompt you to log in.

Estimate Permit Fees

***REQUIRED**



Type



More Info



Review and Submit

Apply

Basic Info

Type

New Commercial Building Application

Applied Date

10/16/2019

More Info

General Info

[Next Section](#) | [Top](#) | [Main Menu](#)

Construction Type

<input type="checkbox"/>	I-A
<input type="checkbox"/>	I-B
<input type="checkbox"/>	II-A
<input type="checkbox"/>	II-B
<input type="checkbox"/>	III-A

PAY INVOICES

Dashboard Home Tyler 311 Apply View Map Report Fee Estimator **Pay Invoices** Search Help Calendar 1


Invoice Search

Search for Unpaid Invoice Search

Pay Invoices may be accessed from the Home screen or the Pay Invoices button on the top ribbon.

1. Enter in the **Unpaid Invoice** number. Example: INV-000024
2. Click **Search**.
3. The **Invoice Number** screen will appear with the desired invoice.

[Back](#)

Invoice Number: INV-0000235 

Invoice Status: Due Invoice Date: 09/13/2019 Invoice Due Date: 09/13/2019

Invoice Total: \$100.00 Invoice Description: NONE

Primary Fees Misc Fees Payments Attachments Contacts

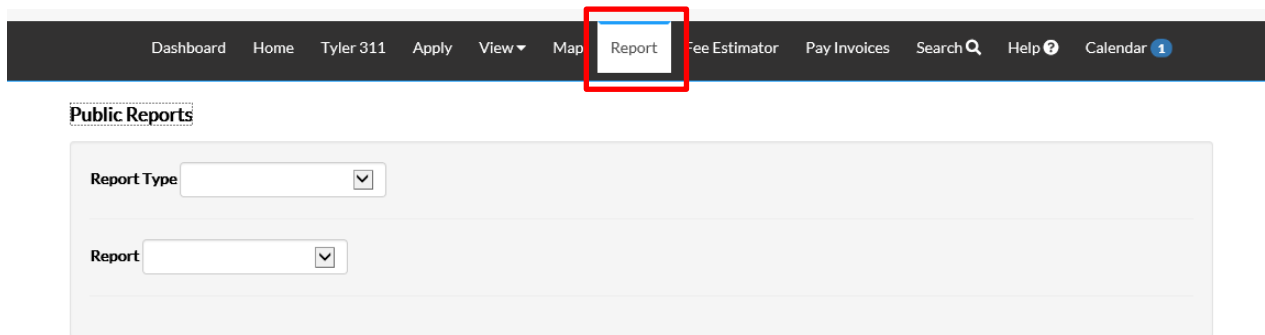
Primary Fees Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Rezoning Fee	\$100.00	\$100.00	RZNE-000125-2019	Plan	

Results per page 10 1 - 1 of 1 << < 1 > >>

[Pay Now](#)

PUBLIC REPORT

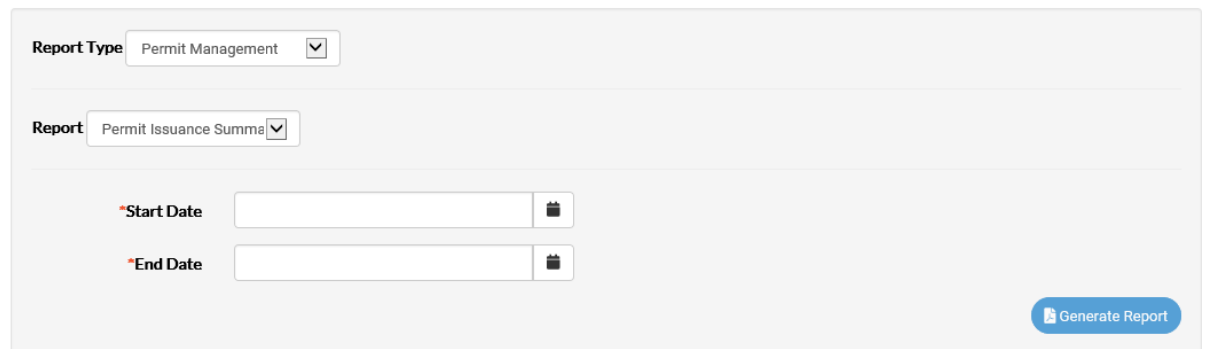


The screenshot shows the top navigation bar of the Tyler Technologies dashboard. The 'Report' button is highlighted with a red rectangular box. Below the navigation bar, the 'Public Reports' section is visible, featuring two dropdown menus: 'Report Type' and 'Report'.

The Report button will allow citizens to access public facing documents and reports from different modules.

1. Click the **Report Type** dropdown and select the desired module type.
2. Select the desired **Report** from the second dropdown.
3. Enter in a **Start Date** and an **End Date**.
4. Click **Generate Report**.

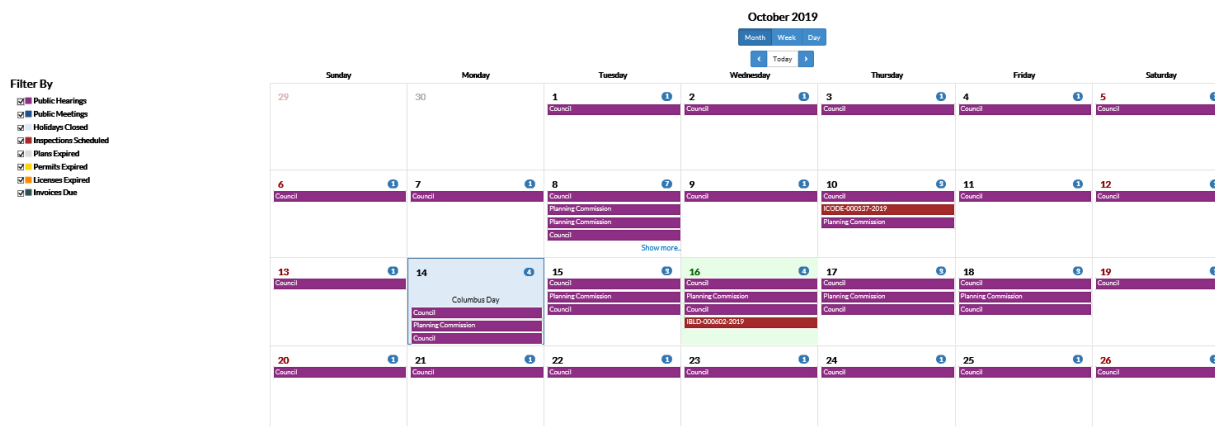
Public Reports



The screenshot shows the 'Public Reports' form. The 'Report Type' dropdown is set to 'Permit Management' and the 'Report' dropdown is set to 'Permit Issuance Summa'. Below these, there are two date input fields labeled '*Start Date' and '*End Date', each with a calendar icon. A blue button labeled 'Generate Report' is located at the bottom right of the form.

CALENDAR

Calendar Events



The Calendar will show Public Hearings, Public Meetings and Holidays based on configuration in EnerGov. These categories are visible to all that are logged in or not. Once logged into CSS, the citizen will be able to see Inspections Scheduled, Plans Expired, Licenses Expired, Permits Expired and Invoices Due dates in addition to the Hearings, Meetings and Holidays. The citizen may click on the desired event and information with links will show on the right of the screen.

ADA COMPLIANT

CSS and CSS Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. For the "Speak to Read" feature to work in CSS, Chrome Vox will need to be installed. ChromeVox is an extension for Chrome on Windows and Mac OS X which operates as an alternative screen reader for Web content. ChromeVox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard.

This feature may be installed from: <http://www.chromevox.com/installing.html>