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Citizen Self Service—Searching for an Application

The Citizen Self-Service (CSS) Portal gives customers several methods for finding online applications. This guide walks you through applying from the [Home Page Tiles](#) and the [Top Menu Banner](#).

****You must be logged in to your CSS account to apply for any permit, plan, or license.**

From the Home Page Tiles

1. Click the **Apply** tile on the Home page.



This tool can be used to apply for a permit, plan, business license, or professional license.

- a. **OPTION 1** – Click the **Show Categories** link and then “All” will reveal categories to further organize the online applications into their appropriate subheadings. Clicking these items will display available applications in the results window.



All
+ LICENSES (31)
+ PERMITS (129)
+ PLANS (47)

- b. **OPTION 2** – Selecting one of the tabs at the top will display all applications for that main category in alphabetical order.



- c. **OPTION 3** – If you know the name of the application, typing in the search box will reveal an auto-populated drop-down list of the applications including what you typed.

Application Assistant

building

Building (Residential) - New

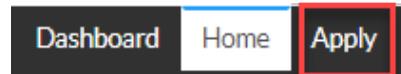
Electrical (Residential)- New Building

Plumbing (Commercial) - New Building

Citizen Self Service—Searching for an Application

From the “Apply” button on the Banner

1. Click the **Apply** button on the banner.



2. A menu will open with 3 categories: Permits, Plans, and Licenses.
 - a. Beneath the categories will list 5 of the available applications.
 - b. At the bottom of the list will be an option to view “All” the applications in that category.
 - c. The number in parenthesis next to the “All” refers to the number of available applications in that category.
 - d. If you see the application you are looking for in the list of 5 you can go ahead and click on it and the application will open.
 - e. If you do not see the application you need, click the “All” option at the bottom to open the full list of applications in the category.

PERMITS	PLANS	LICENSES
<ul style="list-style-type: none">➤ Banners on Poles➤ Building (Residential) - Accessory➤ Building (Residential) - Addition➤ Building (Residential) - Alteration➤ Building (Residential)- Multi-Family Dwelling➤ All (129) 	<ul style="list-style-type: none">➤ Site Design Plan Review - Preliminary➤ Site Design Plan Review - Neighborhood Conservation➤ Administrative Adjustment - Setbacks➤ Variance - Setbacks➤ Historic Preservation - Administrative Approval➤ All (47) 	<ul style="list-style-type: none">➤ Amusement Device Registration➤ Amusement Class J Distribution➤ Carnival/Circus➤ Closing Out Sale➤ Fortune Telling➤ All (31) 