



# City of Dublin

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## Citizen Self-Service (CSS)—Managing Your Online Application

There may be times when City staff requires additional changes to uploaded files, or you may simply want to review the status of your submission. This guide will explain how to check the [status of your case](#) and [inspections](#) using the Citizen Self-Service portal.

### Checking the status of your case

1. Sign in to Citizen Self-Service (CSS) by clicking on the **Login or Register** link and then using the credentials you previously set up.
2. Click **My Work** along the top banner.

3. Select the tab corresponding to the type of record you want to manage.

MY INVOICES    MY PERMITS    MY PLANS    MY EXISTING INSPECTIONS    REQUEST INSPECTIONS    MY LICENSES

4. If you have many records in our system, use the search features to refine the results.

5. Once the record is found, click the link provided under the case number column.

BLDR-2023-00025

6. At the top of the record will be various data concerning your case.

\*\*Of note, is the **Status** field that will tell you the state of your application.

Permit Number: BLDR-2023-00025

Permit Details | Tab Elements | Main Menu

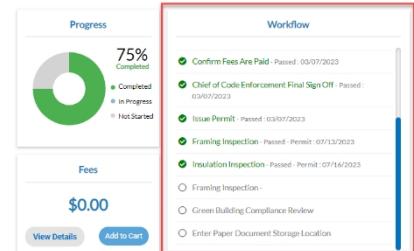
Type:	Building (Residential) - Alteration	Status:	Issued	Project Name:
Applied Date:	01/25/2023	Issue Date:	03/07/2023	
District:	Ward 2	Assigned To:		Expire Date:
Square Feet:	200.00	Valuation:	\$25,000.00	Finalized Date:
Description: Kitchen Remodel: Remove existing non load bearing wall between the kitchen and dining room				

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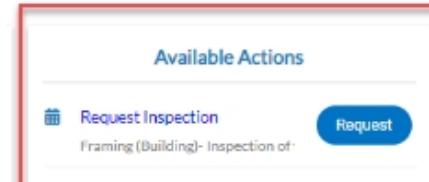
7. The tabs below the summary section will reflect the information captured during the application process.



8. Located on the **Summary** tab, in the **Workflow** section, you can see the progress of your application.



9. Also located on the **Summary** tab is the **Available Actions** section. When staff requires a resubmittal of an original document to the application, fees are due, or inspections are available for scheduling, this section will display an action button for addressing those items.

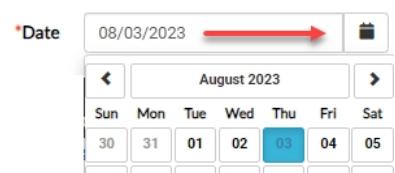


### Check Status of Inspections

1. After logging into Citizen Self-Service (CSS), click the “**Today’s Inspections**” menu.

Today's Inspections

2. Using the date picker, select the date when the inspections were scheduled.



3. Select the **inspection number** under the View Inspection column to open the inspection record.

View Inspection	Case Number	Case Type	Inspection Type
IBWCI-003575-2023	BLDC-2023-00057	Permit	Wall Close-In (Building)
IBLDF-003581-2023	BLDR-2023-00096	Permit	Building FINAL

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4. The summary section will list information concerning the inspection such as requested, scheduled, completed date/time, and the inspection status.

Inspection Number: IBWC1-003575-2023

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Wall Close-In (Building)	Requested Date:	06/02/2023		
Inspection Status:	Passed - Permit	Scheduled Date:	06/03/2023	Scheduled Time:	10:24 AM
Permit Number:	BLDC-2023-00057	Completed Date:	06/03/2023	Completed Time:	11:37 AM
Inspector Name:					
Main Address:	BAY RIDGE ANNAPOLIS, MD 21403				

5. The **Locations** tab will list all addresses associated with the original permit.

Locations | Next Tab | Inspection Data

Locations

Type: Location
US
BAY RIDGE AVE,
ANNAPOLIS, MD, 21403
Main Address <input checked="" type="checkbox"/>
Parcel Number
020600004896706
Main Parcel <input checked="" type="checkbox"/>

6. Use the **Contacts** tab to review all contacts associated with the permit case.

- All contacts will receive an electronic copy of the inspection report via email.

Locations | Contacts | Checklist | Fees | Attachments

Contacts | Next Tab | Inspection Details | Main Menu

Contacts

Type	Company	First Name	Last Name	Title	Confirmation	Type
Applicant	Stewart Smith Studios				Active	Yes
Contractor	SPRING CONTRACTING GROUP LLC				Active	No
Occupant	Annapolis Athletic Club				Pending	No

7. The **Checklist** tab is specific to the type of inspection. Each type of inspection will have different checklist items. The checklist items are used by the inspector during the inspection.