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

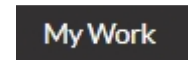
There may be times when City staff requires additional changes to uploaded files, or you may simply want to review the status of your submission. This guide will explain how to check the [status of your case](#) and [inspections](#) using the Citizen Self-Service portal.

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.

Search...

Display **All** Records Updated In Last 1 Year

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

Permit Number
[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.

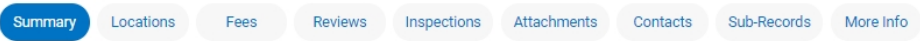
Permit Number: BLDR-2023-00025

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

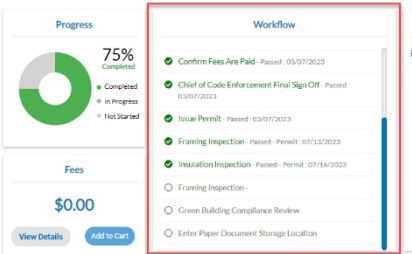
Type:	Building (Residential) - Alteration	Status:	Issued	Project Name:	
Applied Date:	01/25/2023	Issue Date:	03/07/2023	Expire Date:	07/14/2025
District:	Ward 2	Assigned To:		Finalized Date:	
Square Feet:	200.00	Valuation:	\$25,000.00		
Description:	Kitchen Remodel: Remove existing non load bearing wall between the kitchen and dining room				

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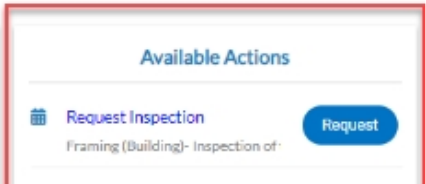
7. The tabs below the summary section will reflect the information captured during the application process.



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

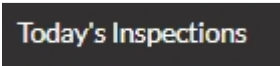


9. Also located on the **Summary** tab is the **Available Actions** section. When staff requires a resubmittal of an original document to the application, fees are due, or inspections are available for scheduling, this section will display an action button for addressing those items.

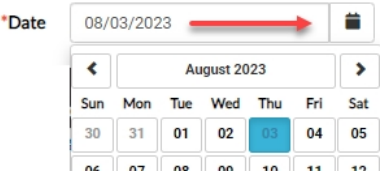


Check Status of Inspections

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



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: IBWCI-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](#) | [Contacts](#) | [Checklist](#)

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

Locations

Type: Location

US

BAY RIDGE AVE.,
ANNAPOLIS, MD, 21403

Main Address ☒

Parcel Number

020600004896706

Main Parcel ☒

6. Use the **Contacts** tab to review all contacts associated with the permit case.
- a. 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	Billing
Applicant	Stewart Green 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.