

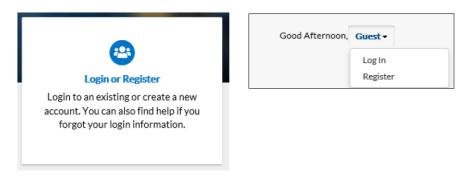
# CITY OF NORTH LAUDERDALE – CITIZEN SELF SERVICE USER (CSS) GUIDE

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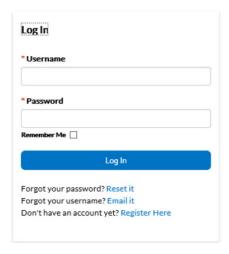
### LOGGING INTO CSS

To login to CSS, you can click the Login or Register box on the Home Page and you will be directed to the login page. Login is also an option from the greeting drop-down in the right hand corner above the menu bar. For best experience and results, we recommend the use of the Google Chrome Browser.



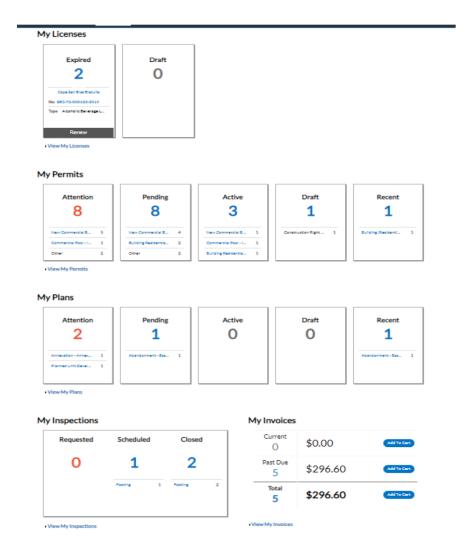
Follow the steps below to login to CSS:

- 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. Click **Log In**. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.



- 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 with your Username in it. You can return to the login page and click **Log In** and input it.
- 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.

## DASHBOARD



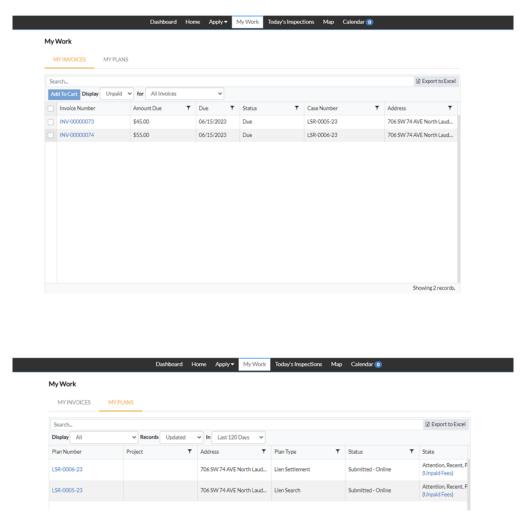
CSS provides the ability for you to see a visual representation of aggregated data on the dashboard. You can see data for permits, plans, inspections, and invoices. You can click on the Draft circles to access saved drafts; You can also add unpaid invoices directly to the shopping cart. The dashboard 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.

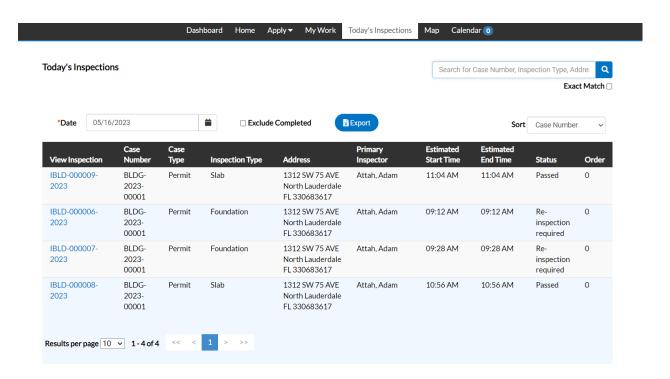
# MY WORK

If you click the My Work page on the top ribbon, you will be able to see all of your Invoices and Plans in one location. You can also export it to Excel to share or keep for your records. Note: The records and tabs shown on this screen will vary based on your previous applications.

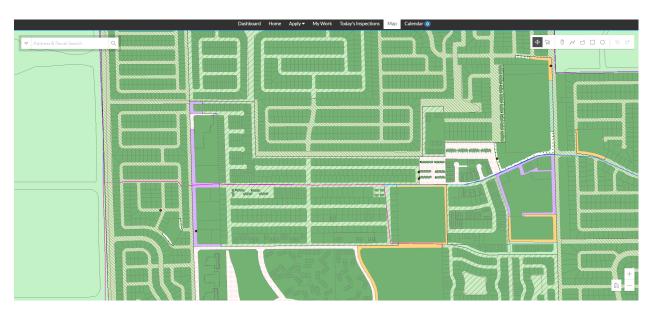


# TODAY'S INSPECTIONS

If you click Today's Inspections, you will be able to see the Inspections scheduled for the specified date. You can also search to filter through the Inspections.



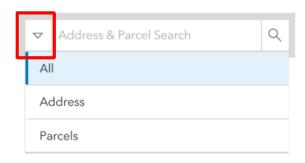
## MAP



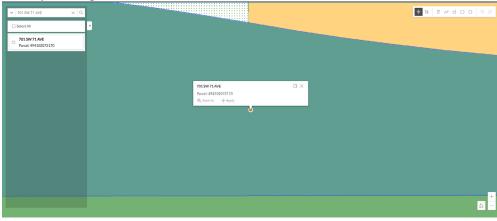
CSS integrates with map functionality to allow for powerful searches, pinned results, applying for cases, EnerGov Enterprise Server data incorporation, GIS layers, and more.

Follow the steps below to use the CSS Map:

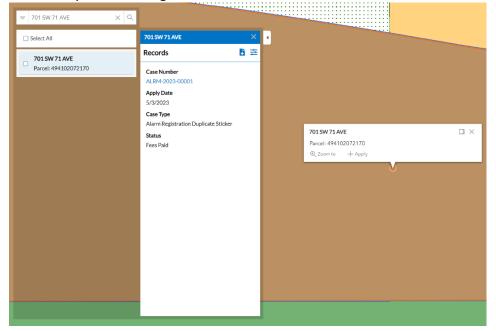
- 1. Click on the Map Tab on the top ribbon,
- 2. You may click the drop down arrow on the left to choose to search by: All, Address or Parcels.



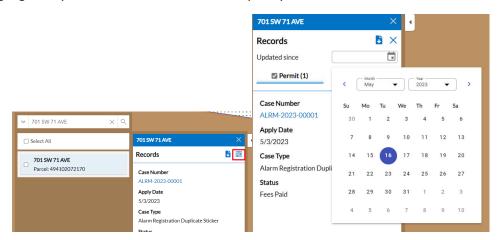
- 3. Type an address or a parcel in the **Address & Parcel Search** field in the top, left corner of the map. This field will also allow partial information of the address. Results will auto-fill below the field.
- 4. You may chose from the list of addresses by clicking the box next to the desired address(es). The **Apply** button will appear in the blue ribbon. (See previous instructions on how to Apply for a case using the map.)
- 5. You can zoom out or in by clicking the + or in the bottom left



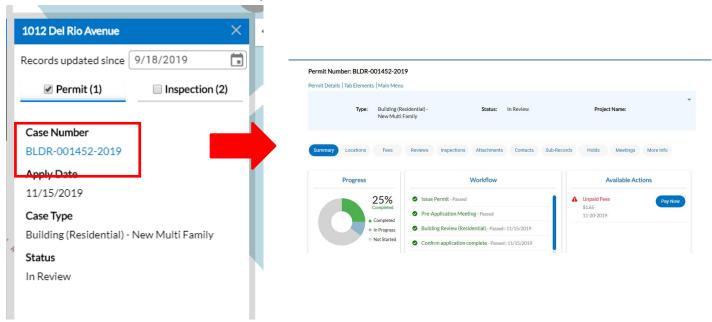
6. To see information related to a specific address or parcel, click into the box of the desired address or parcel. The information will show in a fly out to the right.



If you clicks the box highlighted, you will be able to filter the output by the date.



You 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.



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

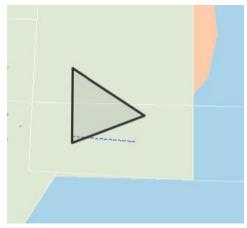
This will collapse the information to the left of the screen. You may click the tab again to expand the information.

To clear all information given click the **X** in the blue ribbon or on the **Address & Parcel Search** field. You may start their search a new.

To **Draw to Apply or Search**, navigate to the area of the map that the spatial collection will need to be drawn. The tools to draw the feature are to the right of the screen.



You may draw a point, line, polygon, rectangle or a circle on the map. 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 shape.



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



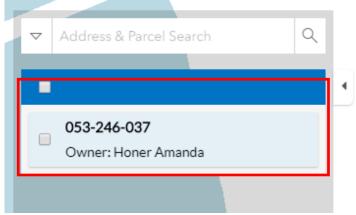
To Reshape the feature, click the **Reshape** button. Small circles will appear on the feature and will allow the you to reshape the original by moving the circles into the desired positions.



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.



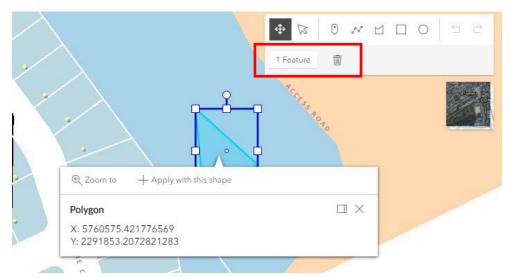
Information regarding where the feature has been placed may appear on the left side of the screen. This may include the **Owners** name and **Parcel Number**.



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.



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

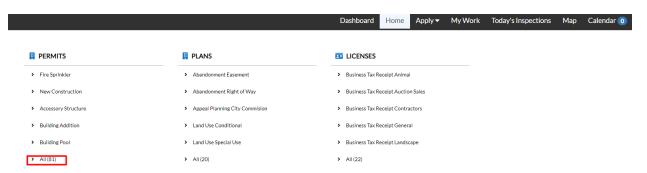


To toggle the base map, click the square to the right of the screen. This will toggle the base map between the aerial view and the base map view.



# APPLYING FOR A PERMIT

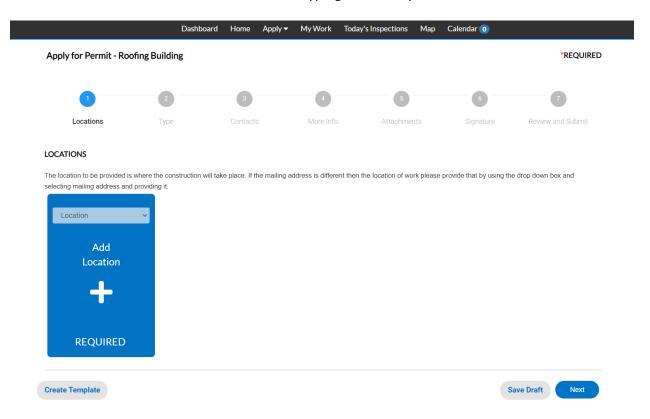
1. Click Apply and then click 'All' to see all the available permits.

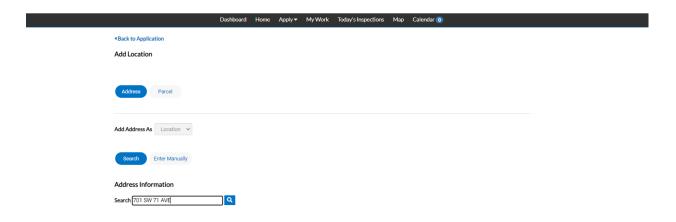


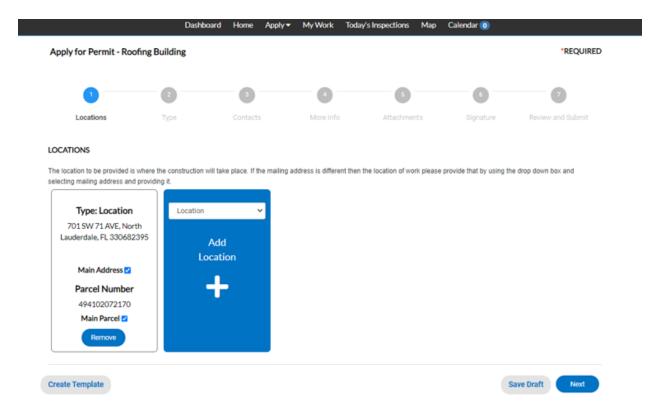
2. For this Guide, we will be applying for a Roofing Building Permit.



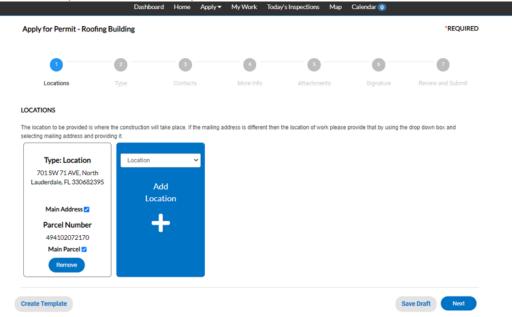
3. Add a Location for this permit. It is highly preferred for you to Search for the address and select the correct address from the results instead of typing it manually.



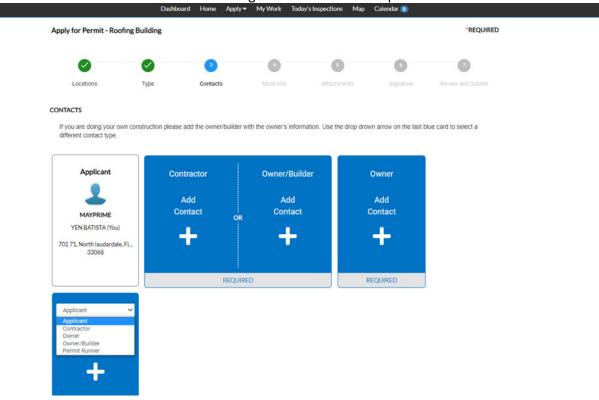




4. In Permit Details, please enter the required fields and ensure that it is accurate.



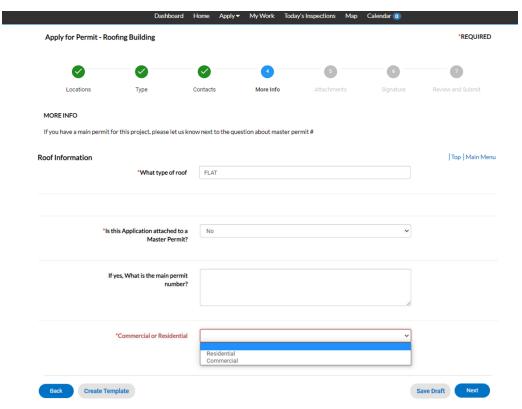
5. In Contacts, please enter the Contractor OR Owner/Builder as well as the Owner. There is also an option to add another contact with the categories listed in the drop-down.



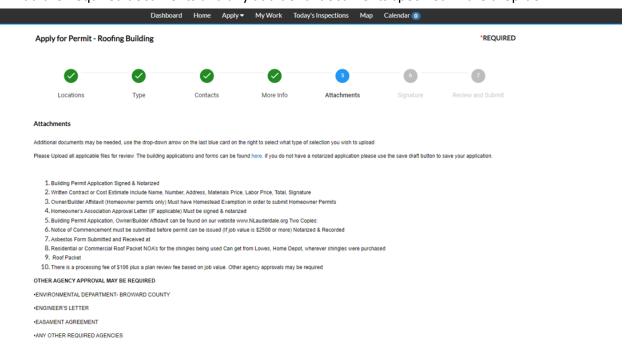
You can search for others who have previously registered in CSS to add as a contact. If they have not applied, you can enter their contact information manually.

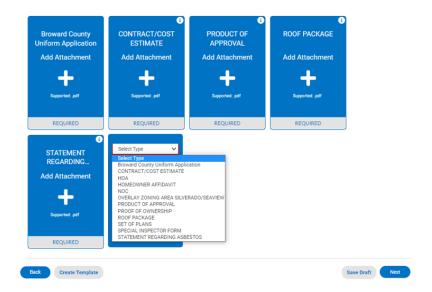
	Dashboard	Home	Apply ▼	My Work	Today's Inspections	Мар	Calendar 0
◆Back to Application							
Add Contact							
Add Contact As : Owner							
Search Enter Manually	My Favorites						
Enter Manually							
	* First Name						
		First	name is requ	uired.			
	*Last Name						
	Company Name						
	Email						
	*Home Phone						
	* Mobile Phone						
	*Business Phone						
		Sub	omit				

6. In More Info, please enter the required info and ensure that the Master Permit Number is specified if you choose Yes in the drop-down asking if a Application is attached to a Master Permit.

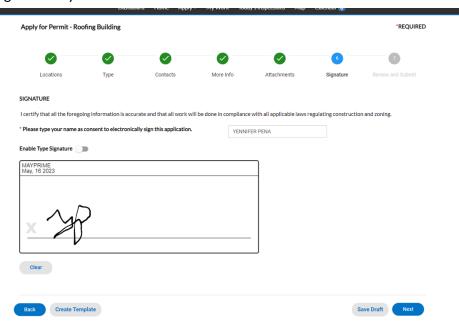


7. Add the Required documents and any additional documents specified in the drop-down.

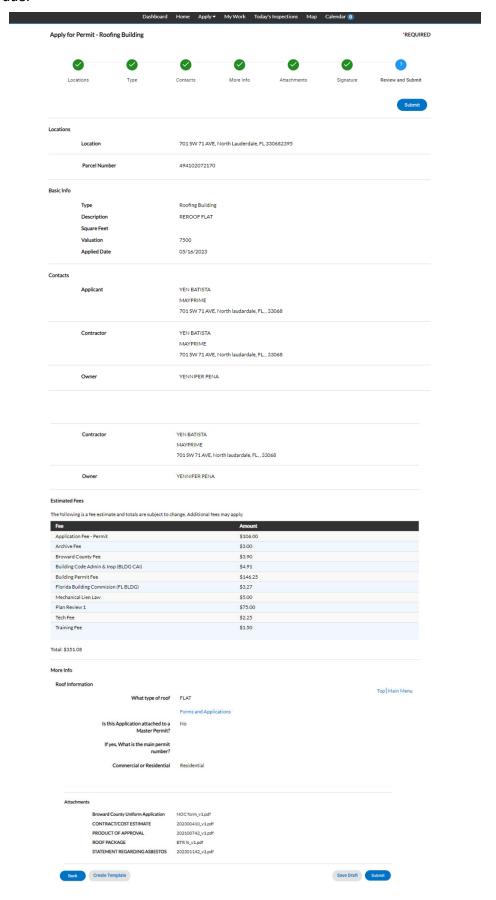




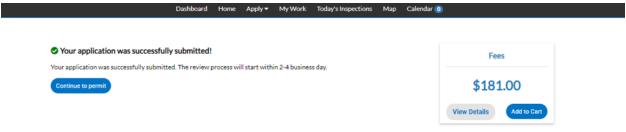
8. Sign the application by typing your name and drawing your signature. You can also choose to Type in your signature if you do not wish to draw it.



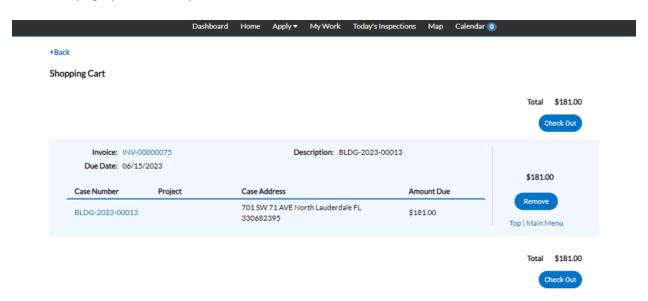
9. Review the information that has been entered in the previous steps as well as the fees. Note: Not all the fees listed will be due after the Permit is submitted. Only the Plan Review and Application Fee will be due.



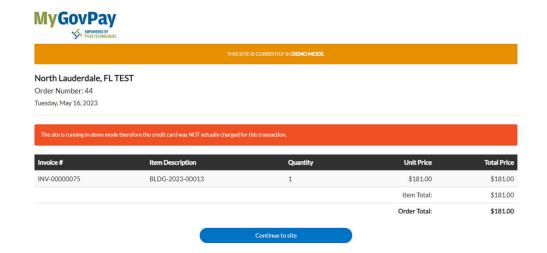
10. After the Application is submitted, you will see the total due and can Add to Cart in order to pay the fees due.



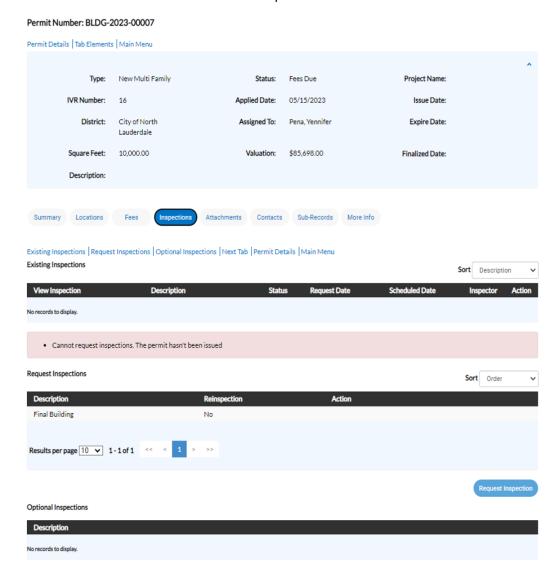
11. In this page you can see your Invoice number and Check Out.



12. After the payment is made, you will see this confirmation page and an email will be sent with the receipt.



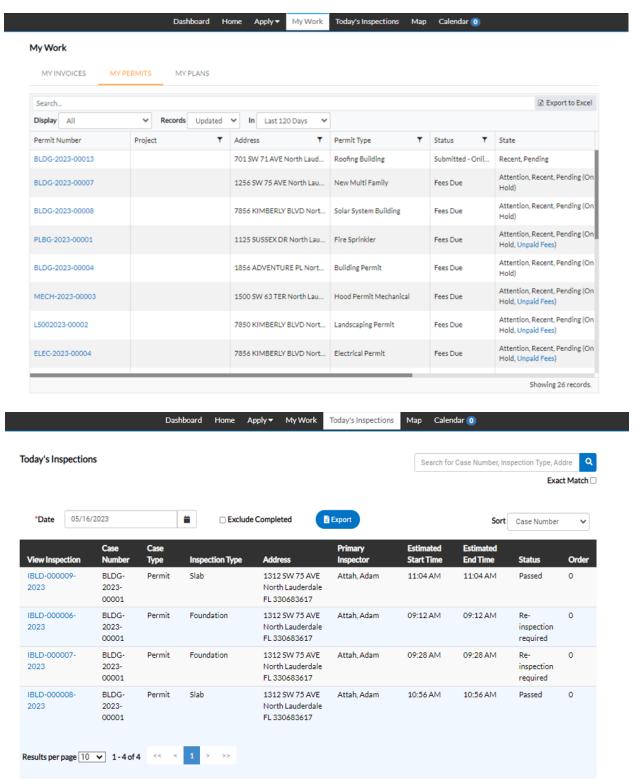
13. The Permit is then on the screen with all the pertinent information.



14. Until there is an Issue Date under the Permit Details, you can discern that there has not been an Inspection issued for this Permit yet. You can also go to the Inspections tab and it will display a message saying that the Inspection has not been issued.



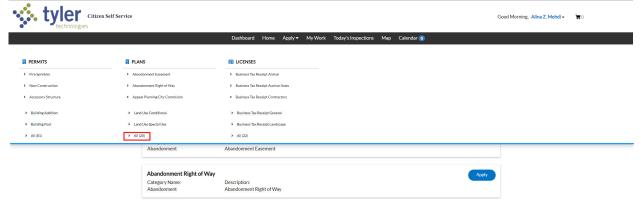
15. Once the Inspection has been scheduled, you, the applicant will receive a notification and be able to go to My Work or Today's Inspections to see the status of your Permit or Inspection.



# APPLYING FOR A PLAN

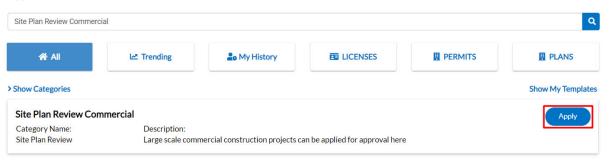
1.

Click Apply on the top ribbon, and then "All" under Plans if you do you not see the Plan you are applying for within the drop-down menu.

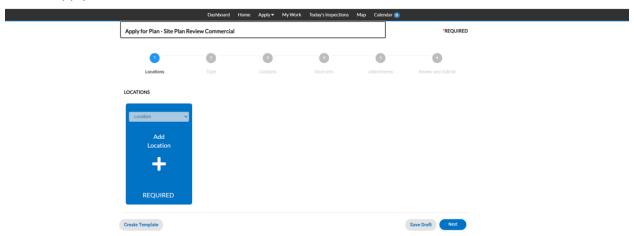


2. For this Guide, we will be using Site Plan Review Commercial as an example:

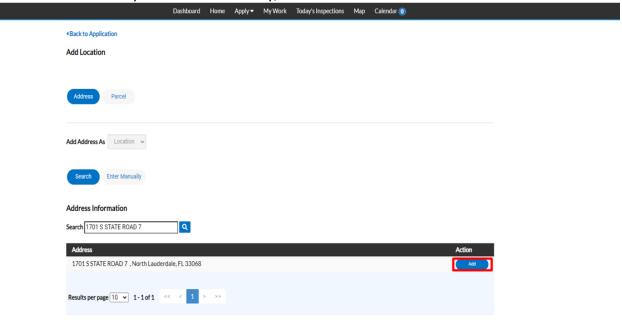
#### **Application Assistant**



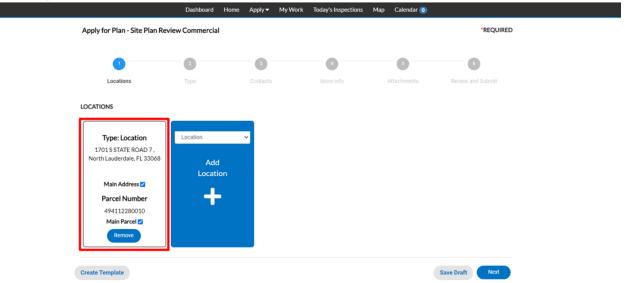
3. Click Apply, and then click Add Location



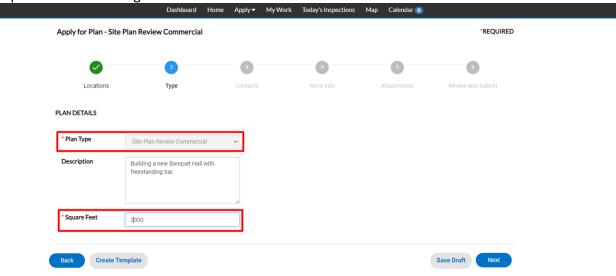
4. Search for or Enter your address Manually, and then click Add.



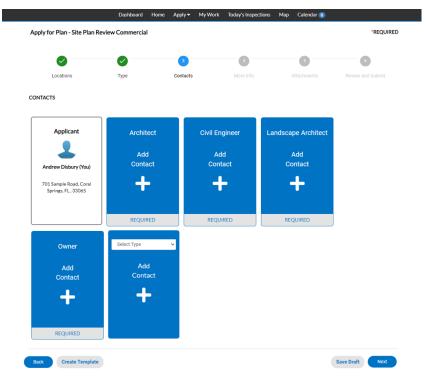
5. Once you add the Location, it appears under locations and there is an option to add another location, if needed.



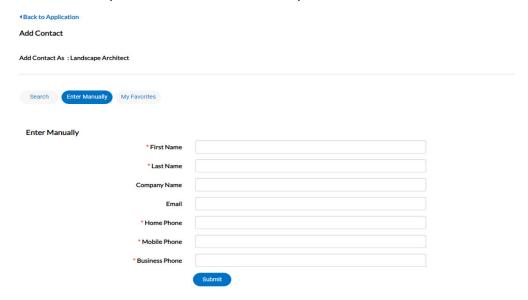
6. Enter the Plan Details information and take note that the red asterisk indicates which fields are required before clicking Next.



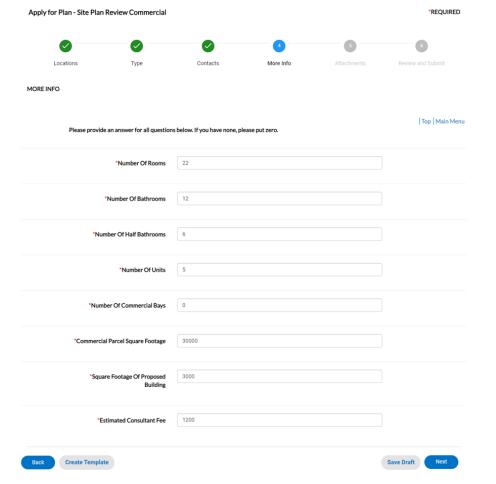
7. Add the Contacts relating to this Plan Application. The Architect, Civil Engineer, Landscape Architect, and Owner are required. If you are the owner, you can add yourself as the owner by searching for your own name.



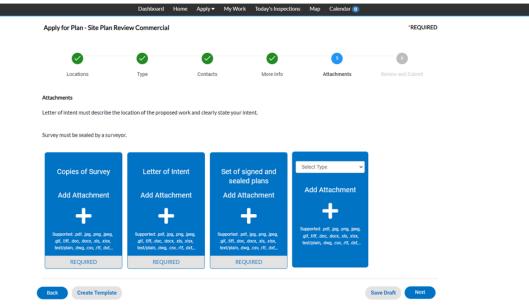
You can either Search for your name or Enter it Manually.



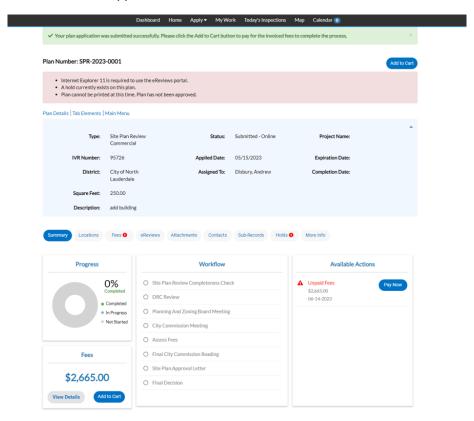
8. After adding the Contacts, enter the More Info details prior to clicking Next.



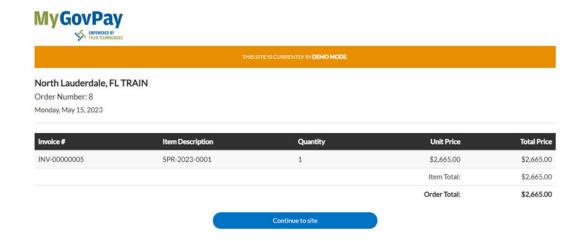
9. Please attach the required documents as stated in the Attachments portion of the Plan Applications.



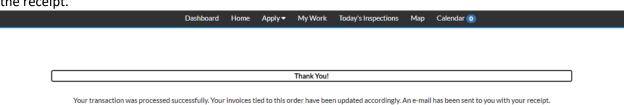
10. After you Review and Submit the Application, please review the Holds and Fees, and then pay the necessary fees in order for the application to move forward.



11. Please click Pay Now when you are ready to pay and enter your Credit Card details.

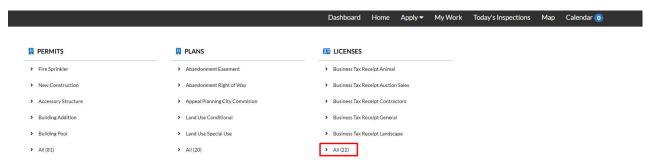


Once the payment goes through, there will be a thank you message and you will receive an email with the receipt.



# APPLYING FOR A BUSINESS LICENSE

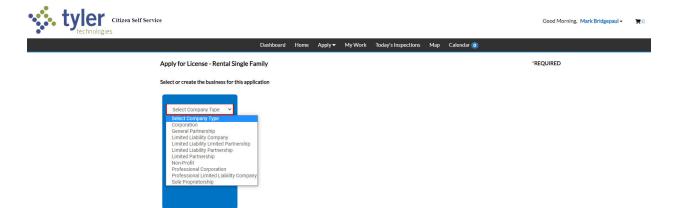
1. Click Apply, and then click All under the License section.



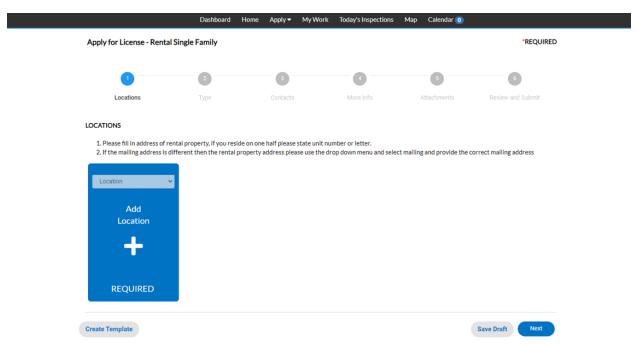
2. In this Guide, we will be going over the Rental Single Family Business and/or Residential Application.

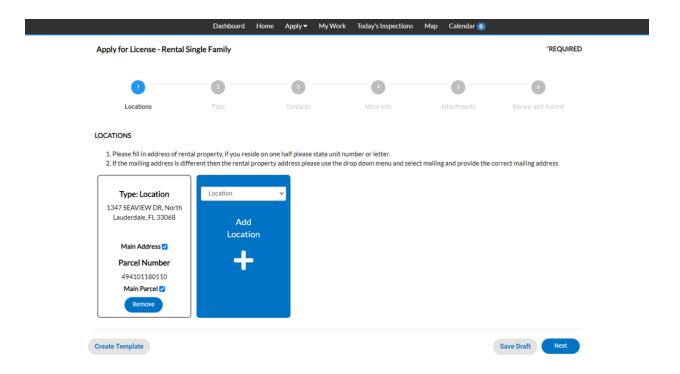


3. Choose the Company type and then click the plus sign where it says Create New Business During Application.

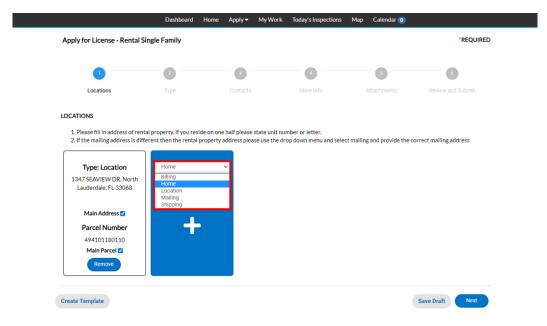


4. Please Search for and add the Location relating to this Application.

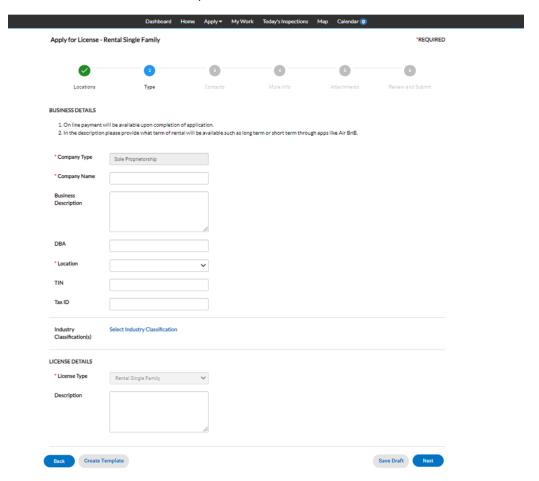




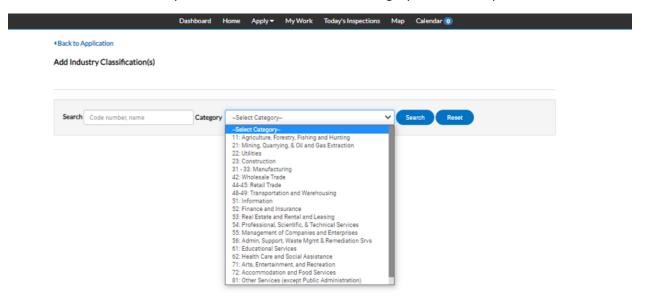
You can also add additional locations if for any reason the Location of the Application is not the same physical address as the mailing address.



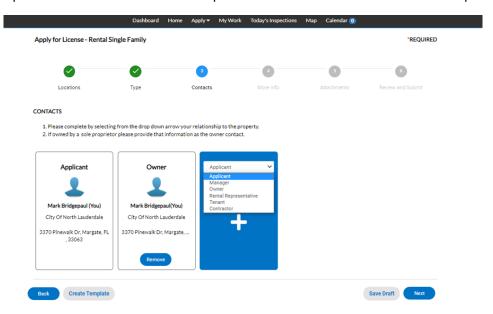
5. Under Business Details, answer the required fields and click Next.



You can also Add an Industry Classification and choose the Category from the drop-down.



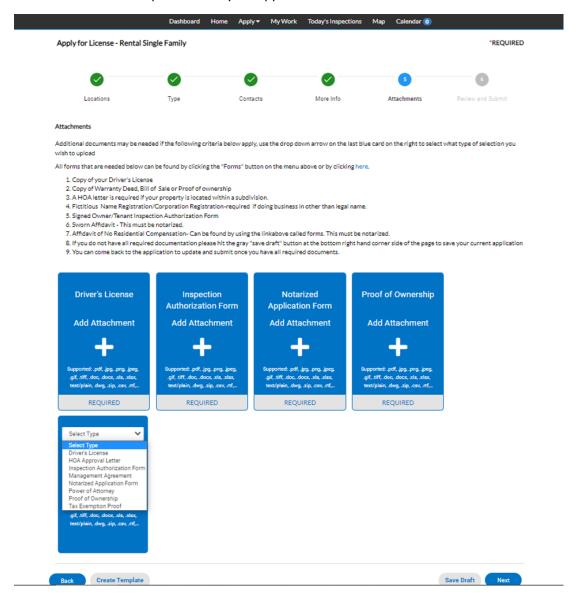
6. Add the required Contacts. There is also an option to add another contact from the drop-down.



7. In the More Info section, please fill out the required fields as well as the non-required fields that apply to your application.

pply for License - R	ental Single Family				REQUIRED
<b>Ø</b>	<b>Ø</b>	0	4	0	0
Locations	Type	Contacts	More Info	Attachments	Review and Submit
RE INFO					
Nu	umber of Full Time Employees	0			Next Section   Top   Main Menu
Nu	mber of Part Time Employees	0			
	Total Employees	Custom field type is no	of supported.		
	Hours of operation				
tal Information	scribe the intended use of the			Previous Section	Next Section   Top   Main Menu
*Des	scribe the intended use of the property?	Describe the intended u	use of the property? is required.		
Do Not Ir	nclude Hypen for This Question				
	Owners last 4 of SSN				
Но	ow many parcels are there per rental unit?				
For each	individual washer and dryer they	must be counted. Stacke	ed units count as 2 units. If no un	nits are shared please put (	
"Nu	umber of Shared Washers and Dryers				
		Number of Shared Was	hers and Dryers is required.		
*Are	e you a part of a Homeowners Association			<b>~</b>	
please se	elect all box's that applies and inci		reowners Association is required	۵.	
*How	many units are being rented?	How many units are bei	ing rented? is required.		

8. In Attachments, please add the required attachments in order to proceed. There is also an option to add more attachments if it is pertinent to your application.



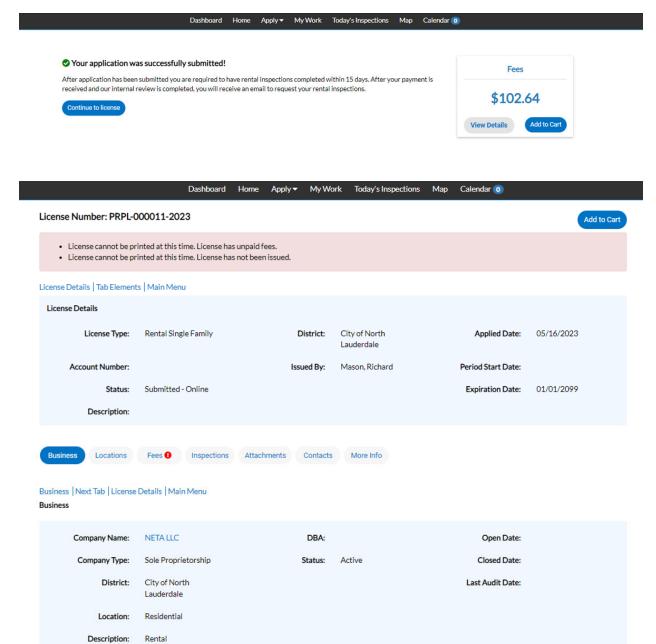
9. In the Review and Submit portion please take note of the fees as that is what will be due after you submit the application.

#### Estimated Fees

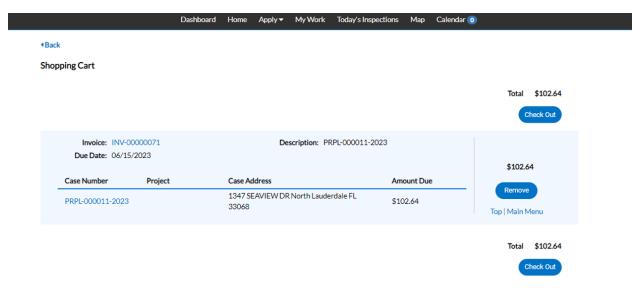
The following is a fee estimate and totals are subject to change. Additional fees may apply.

Fee	Amount
Single Family Inspection Fee	\$32.00
Business Tax Receipt Fee	\$5.64
Residential Rental Application Fee	\$65.00

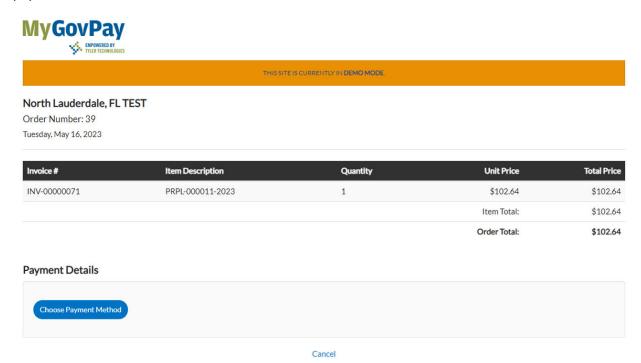
10. Once the Application is submitted, click Add to Cart when you are ready to pay.



11. Click Check Out in order to be forwarded to the Payment page, MyGovPay



12. On this page, please click Choose Payment Method and enter your Card details in order to make the payment.

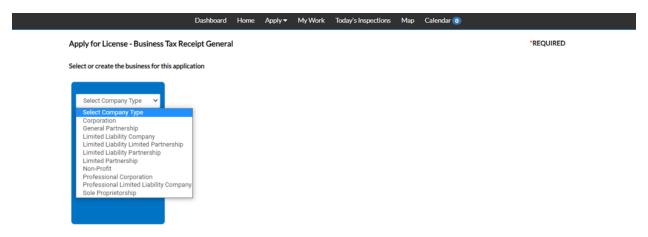


# APPLYING FOR A BUSINESS TAX RECEIPT

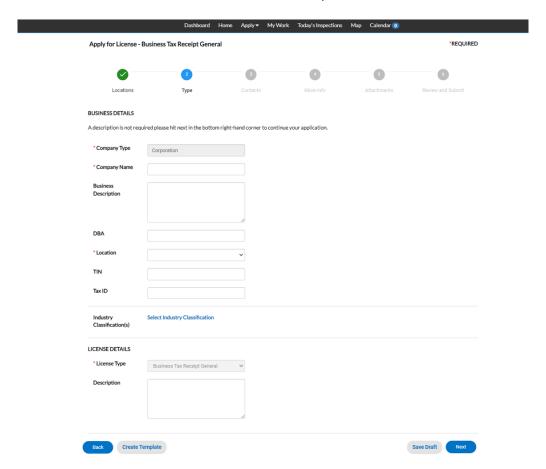
1. For this Guide, we will be utilizing Business Tax Receipt General as an example.



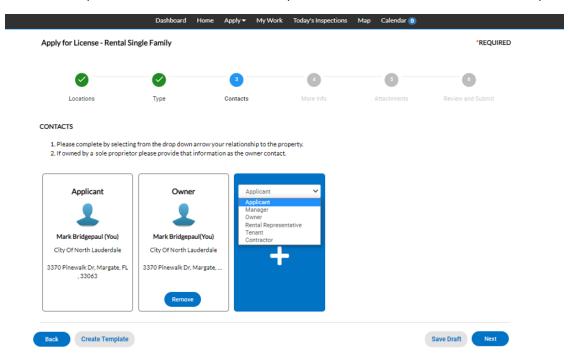
2. Select the Company Type and then click the Plus sign



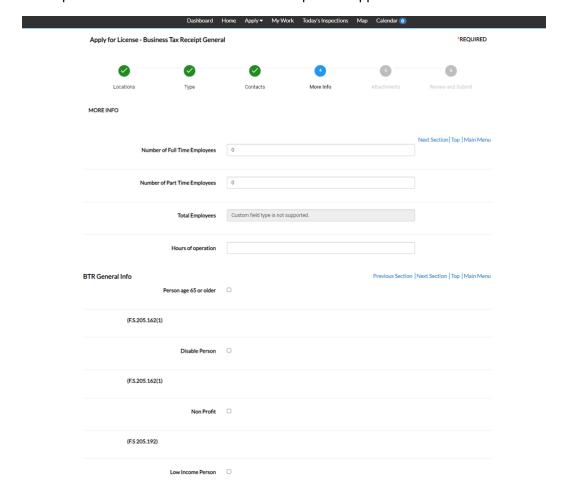
3. Enter the Business Details and make sure to fill out the required fields.



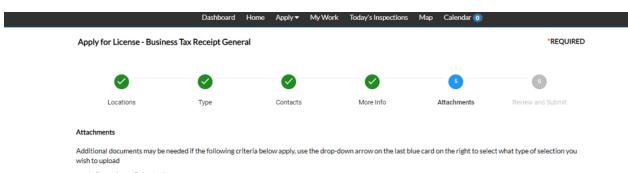
4. Add the required Contacts. There is also an option to add another contact from the drop-down.



5. Enter the requested information in the More Info step of the application.



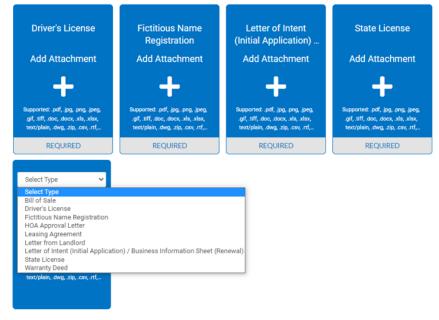
6. Add the Requested attachments as explained in the following step. There is also an option to add more attachments from the drop-down menu.



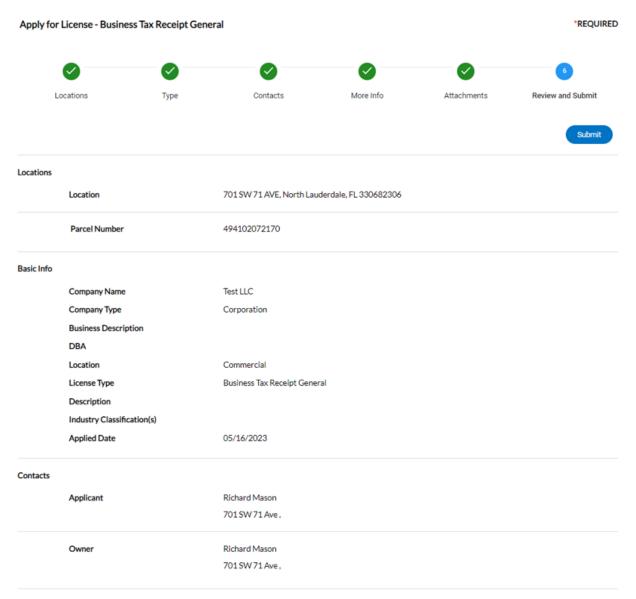
- 1. Copy of your Driver's License
- 2. Copy of Warranty Deed if this is a home-based business and the property is owned
- 3. Bill of Sale is required for change of owner and is a commercial business
- $4. An HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to provide proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to be a subject to the proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to be a subject to the proof that you are allowed to conduct business at a home-based business within an HOA \ letter is required to be a subject to the proof that you are allowed to conduct business at a home-based business with the proof that you are allowed to conduct business at a home-based business with the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allowed to be a subject to the proof that you are allow$
- 5. Fictitious Name Registration/Corporation Registration-required if doing business in other than legal name.
- 6. Letter from Landlord is required to provide proof that you are allowed to conduct business at a home-based business within that is being rented
- 7. Letter of Intent clearly defines all business operations, hours of operations, and days in use
- 8. The leasing Agreement executed is for a business that is operating in a commercially leased space.
- 9. Any business requiring a Professional, State, or County License must include a current copy along with the liability and/or workers' compensation insurance.

If you do not have all the required documentation please hit the gray "save draft" button at the bottom right-hand corner side of the page to save your current application. You can come back to the application to update and submit once you have all the required documents.

Toda can come back to the application to appear and submit once you have an the required documents.



7. Please review the details entered as well as the fees prior to clicking Submit.



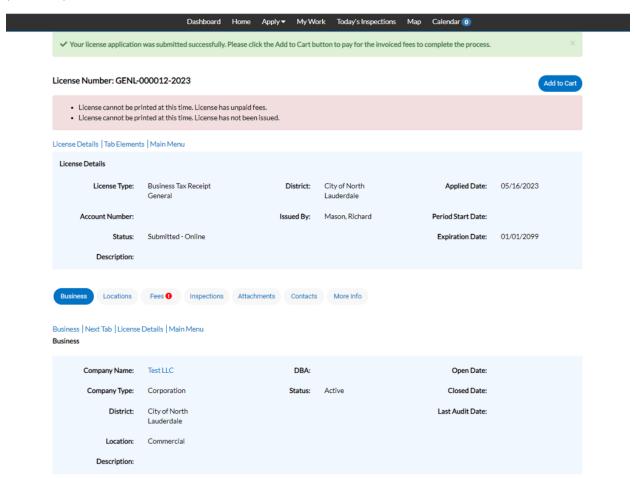
#### **Estimated Fees**

The following is a fee estimate and totals are subject to change. Additional fees may apply.

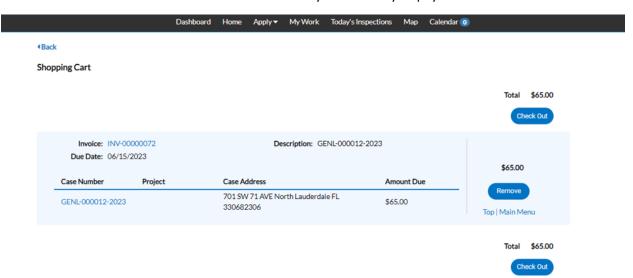
Fee	Amount
Merchant Inventory	\$126.63
Application Fee	\$65.00
OU Inspections Fee	\$272.00
OU Fire Inspection Fee	\$68.00

Total: \$531.63

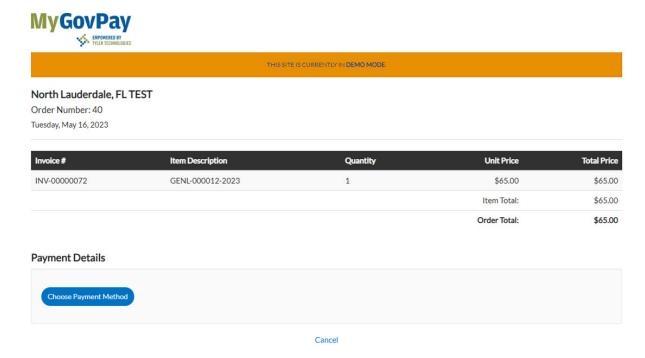
8. Please take note of the exclamation mark next to Fees which indicates that there are fess that have yet to be paid.



9. Please click Add to Cart and then Check Out when you are ready to pay.

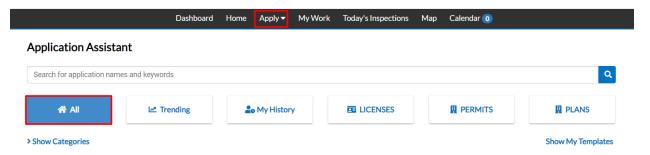


10. You will then be forwarded to our Payment site in order to make the payment.



# APPLYING FOR A LIEN SEARCH

Click Apply, 'All' under any of the sections, and then click All



You can also click Trending in order to see the Applications that applicants have been applying the most for.

# Application Assistant Search for application names and keywords All Trending My History LICENSES PERMITS PLANS

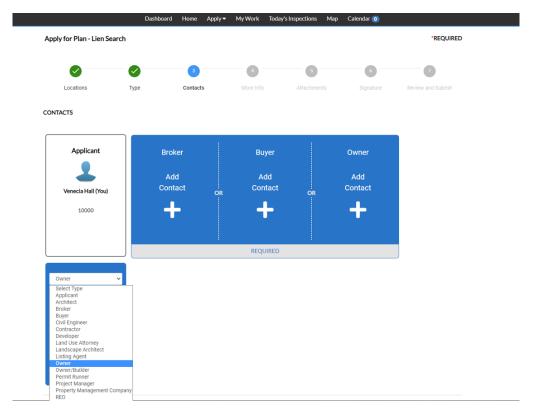
1. Click the Apply button next to Lien Search



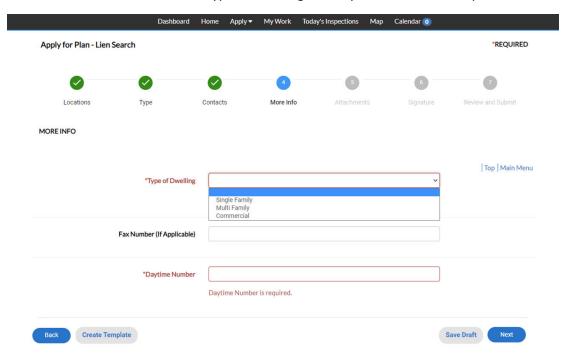
2. Add a Location that applies for the Lien Search



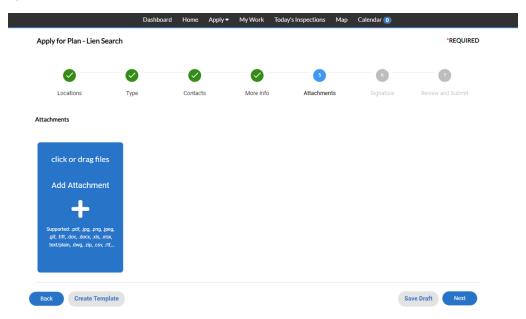
3. Add the Required contacts for the Lien search. Also note that additional contacts can be added which is shown in the drop-down.



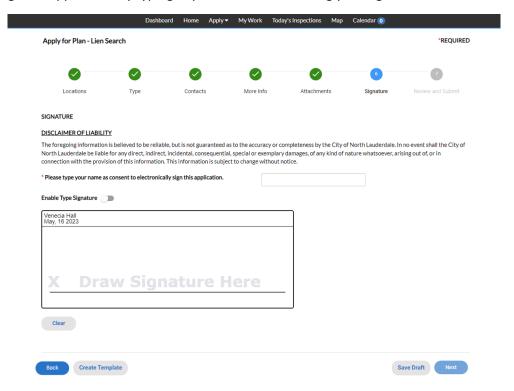
4. In the More Info section, choose the Type of Dwelling and Daytime Number as required.



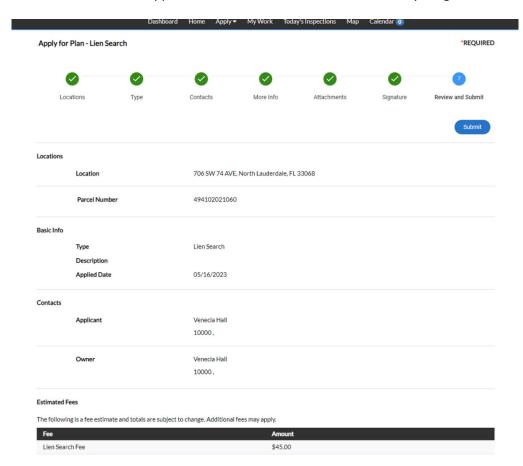
5. Add any attachments that you would believe would be beneficial to add to the Lien Search. However, it is not required.



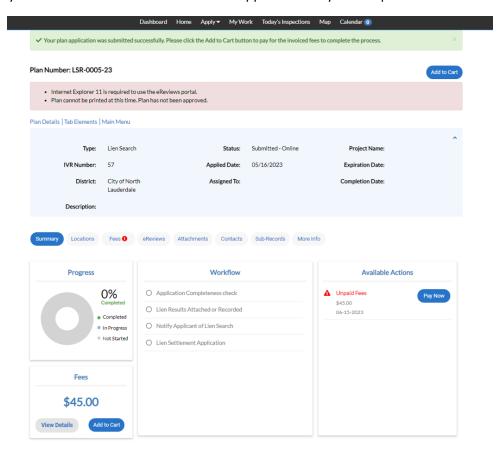
6. Please Sign the application by typing in your name and drawing your signature.



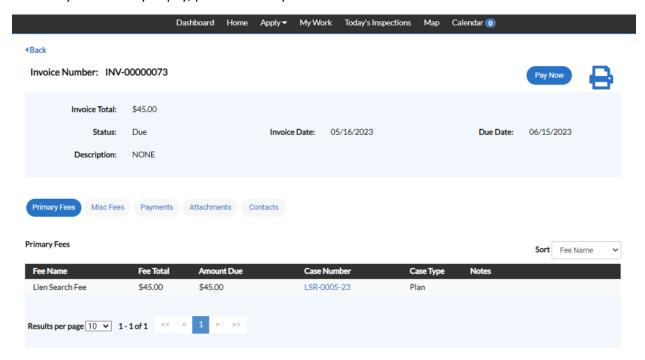
7. Please review the Lien Search application and fees, and click Submit is everything looks accurate.



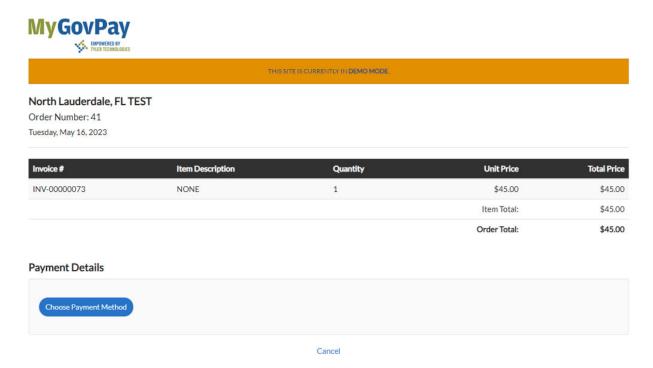
8. Please Pay the Fees Due so that the Lien Search application may be completed.



9. When you are ready to pay, please click Pay Now.

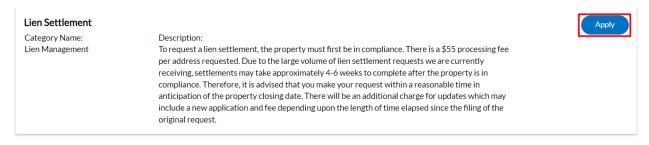


10. Enter your card details in order and submit in order to complete the payment.



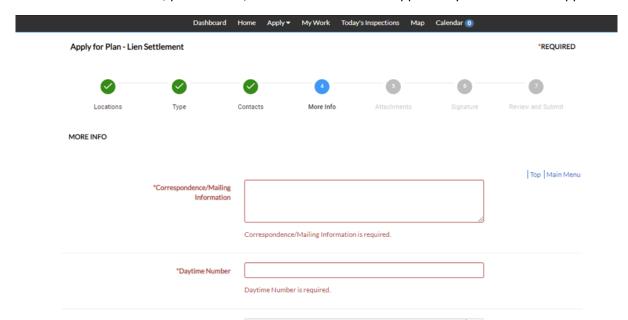
# APPLYING FOR A LIEN SETTLEMENT

1. Click the Apply button next to Lien Settlement



Steps 2 through 3 are the same as the Lien Search Application

4. In the More Info section, please enter/choose the answer as it applies to your Lien Search Application

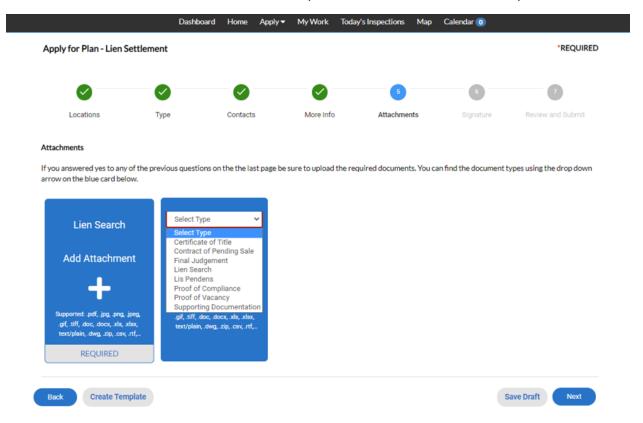


if you answered Yes a copy of all the addresses and parcels must be provided as a separate attachment during step 5 of the online application Failure to disclose all addresses may result in substantial delays and additional fees for this request

*Is the property of this request foreclosed		<u> </u>						
	Toreclosed	Is the property of this request foreclosed is required.						
		during step 5 of the online application: Lis Pendens, Final Judgement or Certificate elays in the processing of your application.	of Title. Failure to enclose all requested					
	*Is this property the subject of a bankruptcy	<u> </u>						
		Is this property the subject of a bankruptcy is required.						
If you answered yes a copy of the judgment is required during step 5 of the online application.								
	*Was this property acquired through a tax deed	~						
a tax decd		Was this property acquired through a tax deed is required.						
	If you answered yes a copy of the title is required during step 5 of the online application.							
	*Are there any City liens on this property	~						
		Are there any City liens on this property is required.						
	If you answered yes a copy all liens are rec	uired during step 5 of the online application.						
*Are there code violations on the property		<u> </u>						
		Are there code violations on the property is required.						
If you answered yes proof of compliance is required during step 5 of the online application. A lien settlement request will not be processed unless all violations are cured.								
	*Is property vacant/abandoned	<u> </u>						
		Is property vacant/abandoned is required.						
	If you answered Yes proof of registration i	s required during step 5 of the online application.						
	*Number of Cases to be Settled							

Number of Cases to be Settled is required.

5. Please attach the Lien Search Form as well as any another additional form asked of you.



Steps 6 through 10 are the same as those for the Lien Search Application.

Author: Alina Mehdi, Network Administrator

Approved By: Mitch Williams, CITO

Date: 7/14/2023

Ver:002