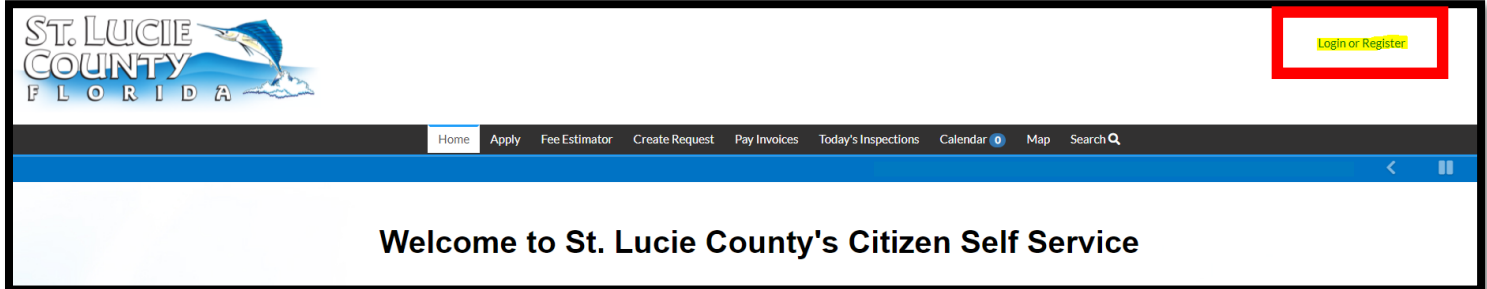
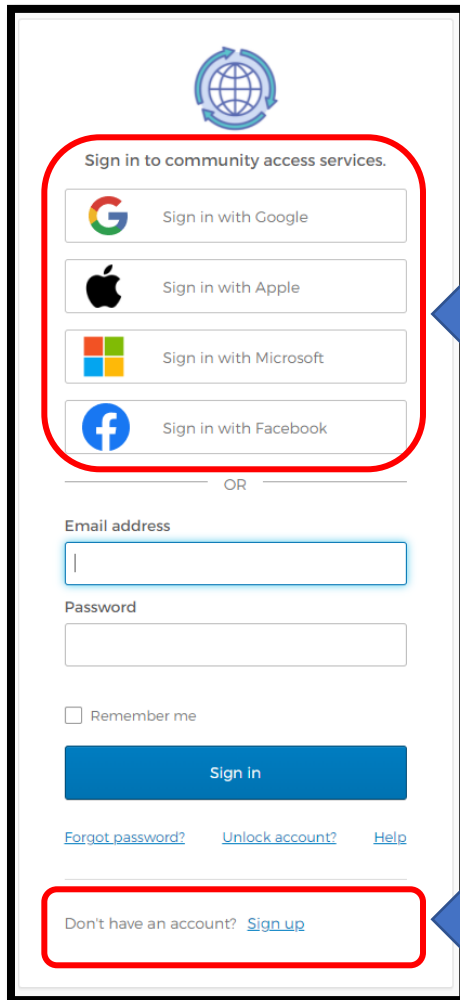


1. Go to the **Citizen Self Service Site**
2. **Register or Log In** - (See *Customer Self Service (CSS) Site Registration* for guide):



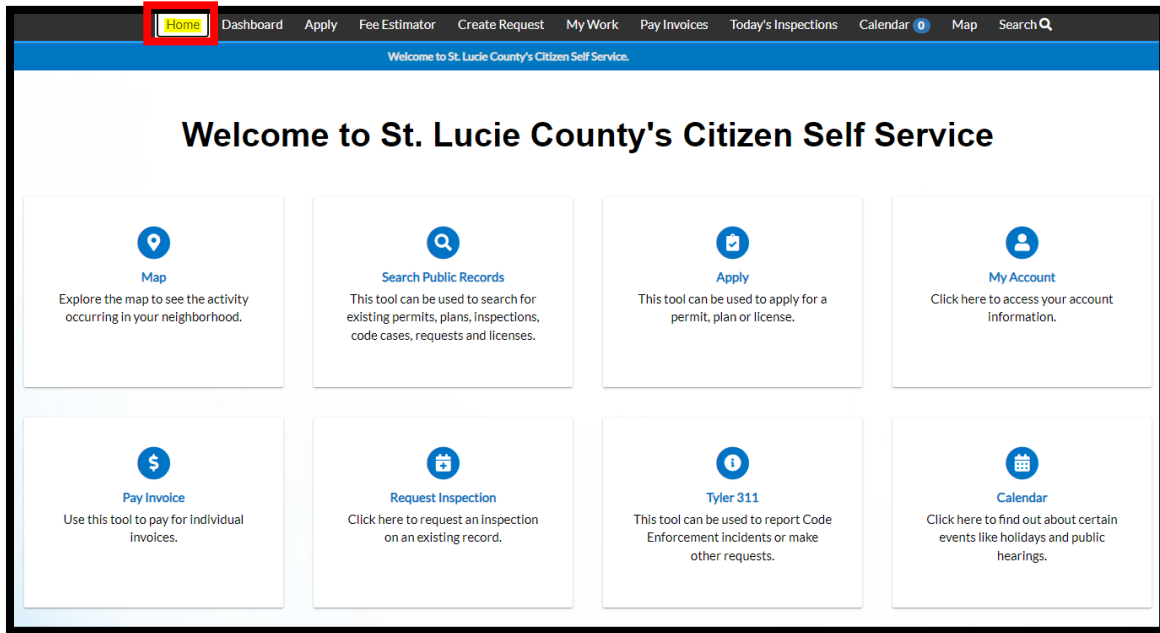
Use one of the following options to **Register** or **Log In**:



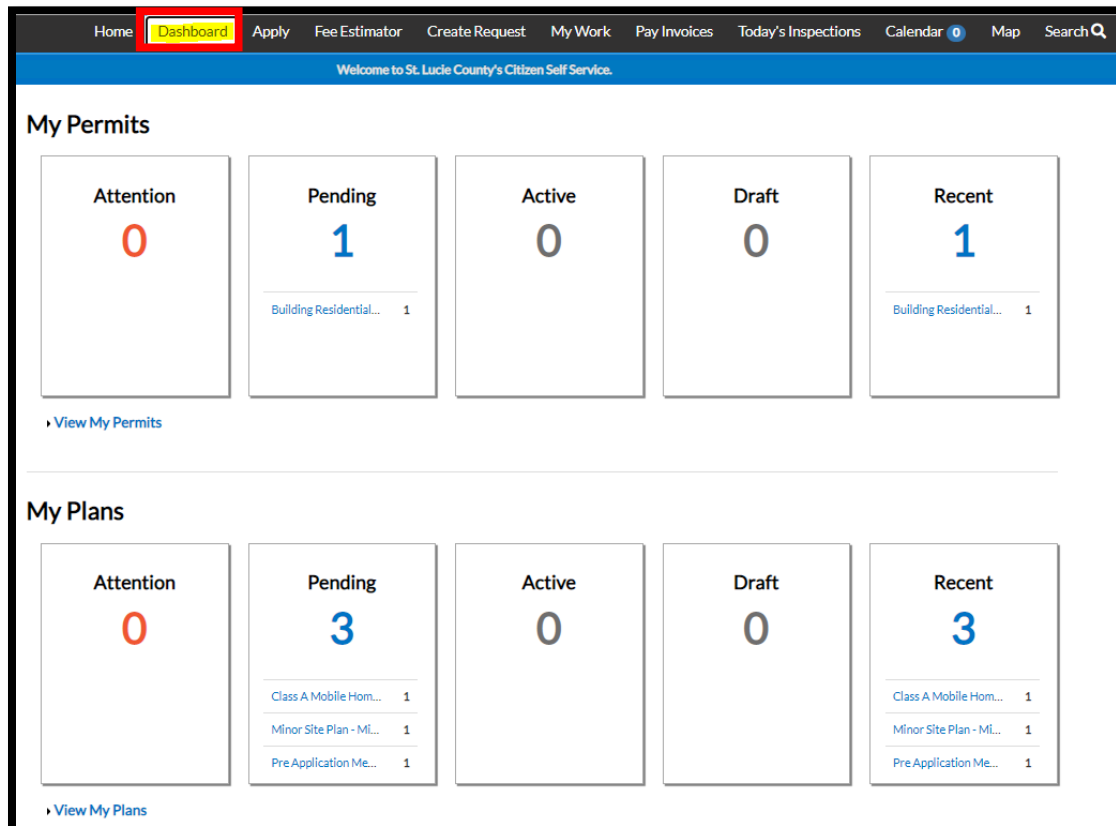
Option 1: Sign in with Google, Apple, Microsoft t or Facebook

Option 2: Sign up and create an account by activation email with confirmation email

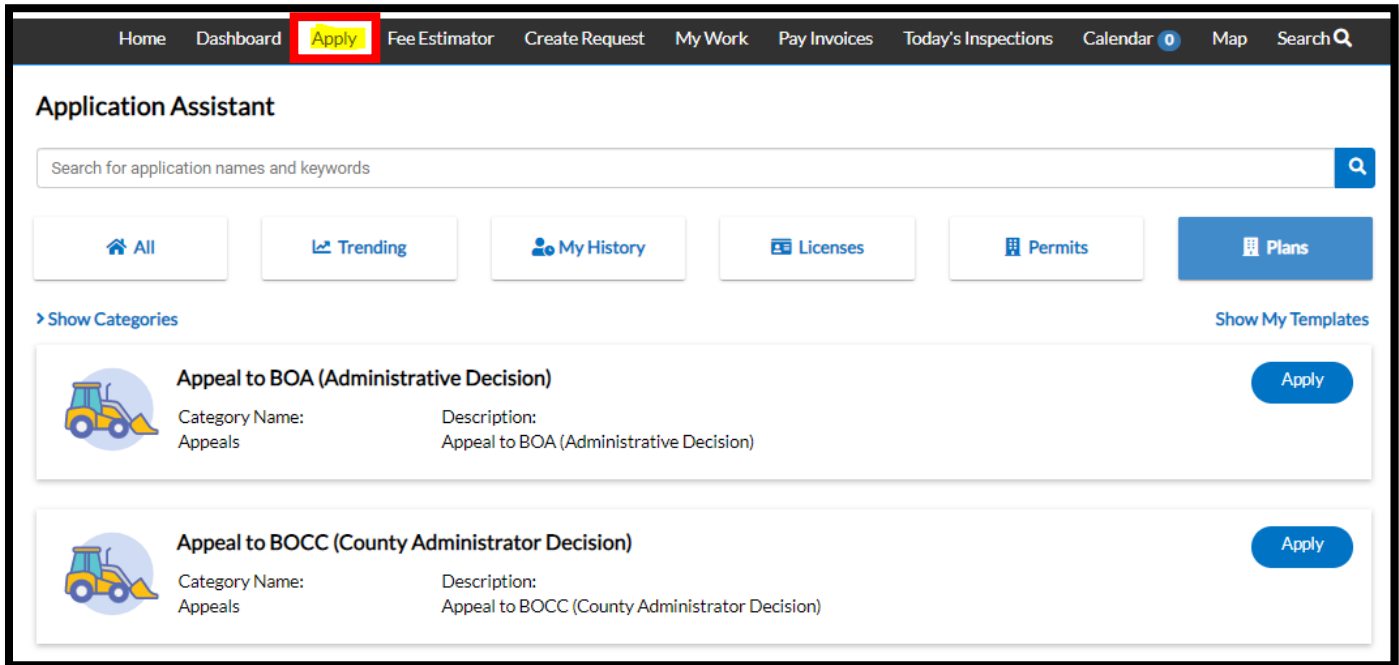
3. **Home Page** – The Home page includes 8 shortcuts to different features on the site.



4. **Dashboard** – The Dashboard provides an overview of the user's Permits, Plans, Inspections, Invoices and Licenses.



5. **Apply**- Allows users to search and apply for applications for Licenses, Permits and Plans (See *Citizen Self Service Apply for Plans Guide*)



Home Dashboard **Apply** Fee Estimator Create Request My Work Pay Invoices Today's Inspections Calendar 0 Map Search

Application Assistant

Search for application names and keywords

All Trending My History Licenses Permits **Plans**

Show Categories Show My Templates

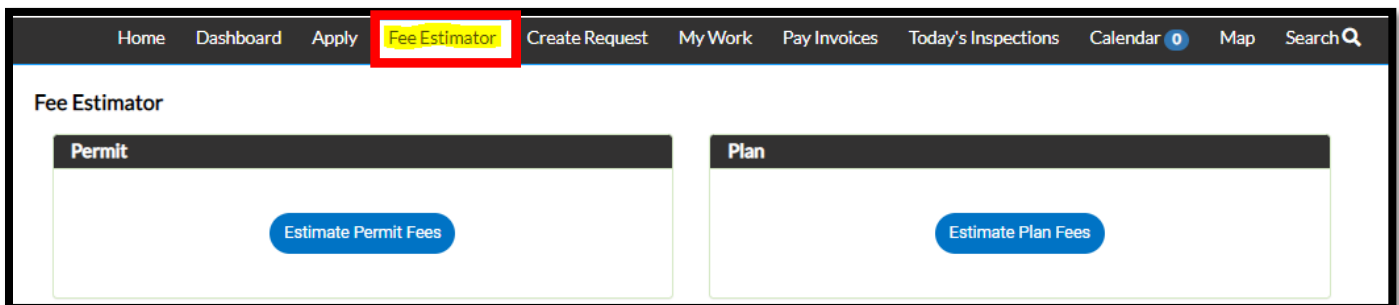
Appeal to BOA (Administrative Decision) Apply

Category Name: Appeals Description: Appeal to BOA (Administrative Decision)

Appeal to BOCC (County Administrator Decision) Apply

Category Name: Appeals Description: Appeal to BOCC (County Administrator Decision)

6. **Fee Estimator**- Allows users to estimate Permit and Plan Case Fees before applying.



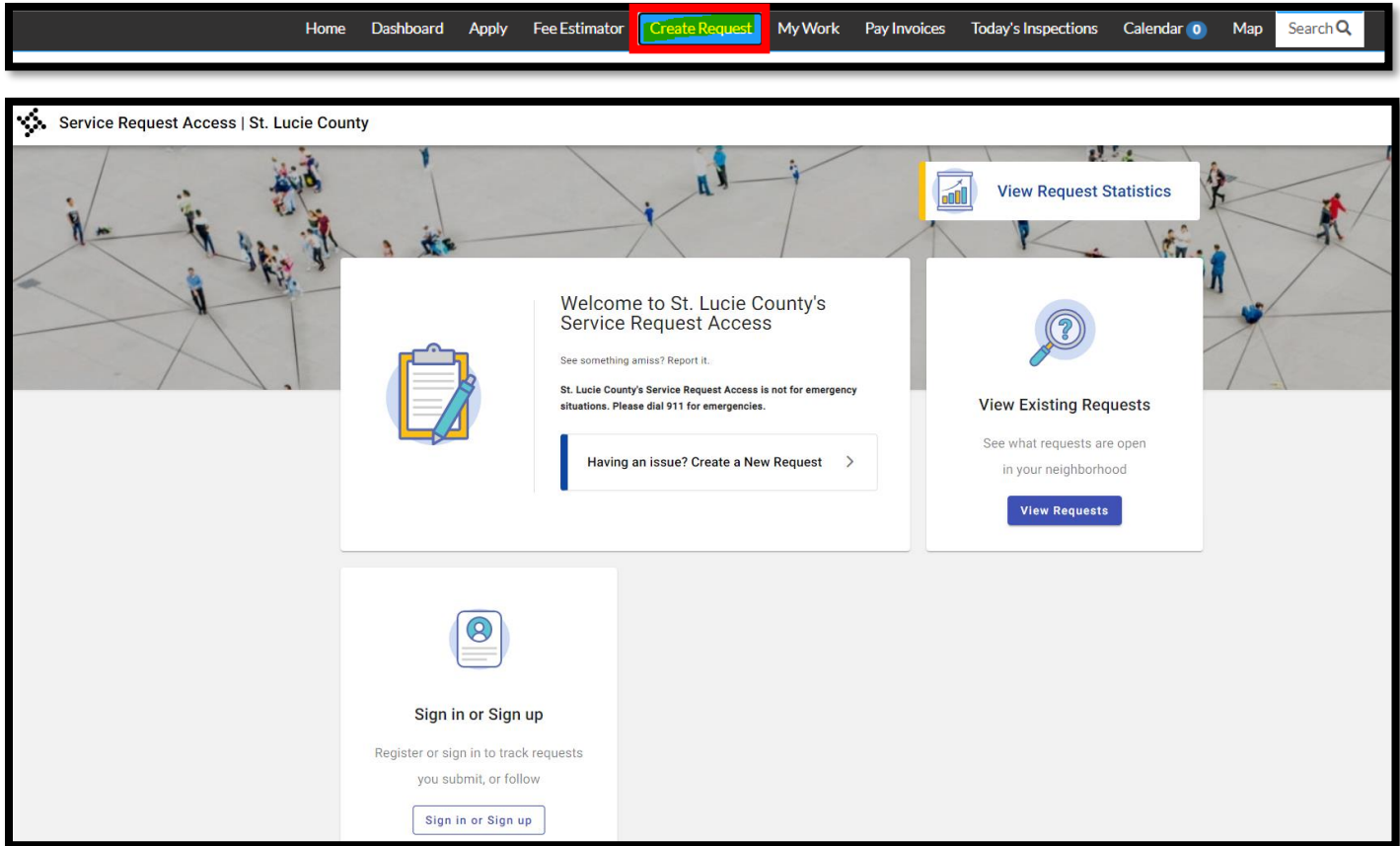
Home Dashboard Apply **Fee Estimator** Create Request My Work Pay Invoices Today's Inspections Calendar 0 Map Search

Fee Estimator

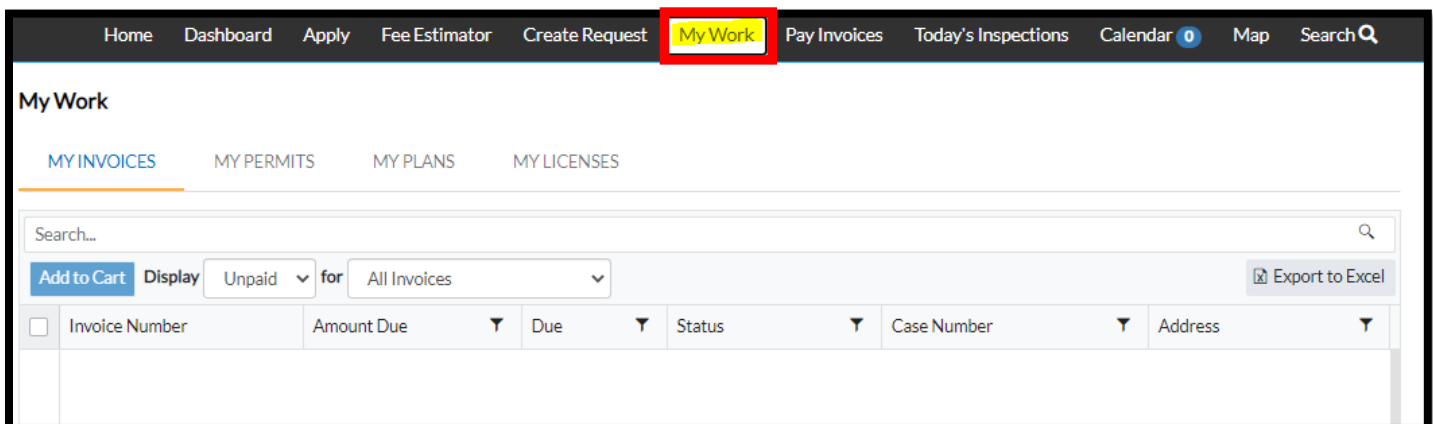
Permit Estimate Permit Fees

Plan Estimate Plan Fees

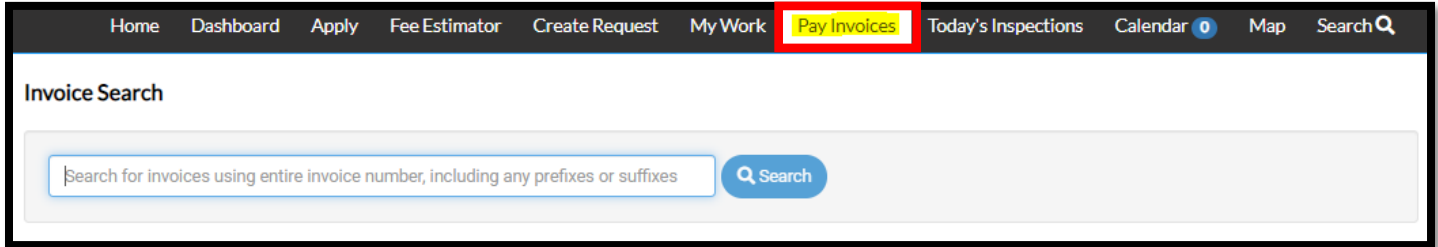
7. **Create Request**- The Service Request Access is used to create Code and Contractor Complaints.



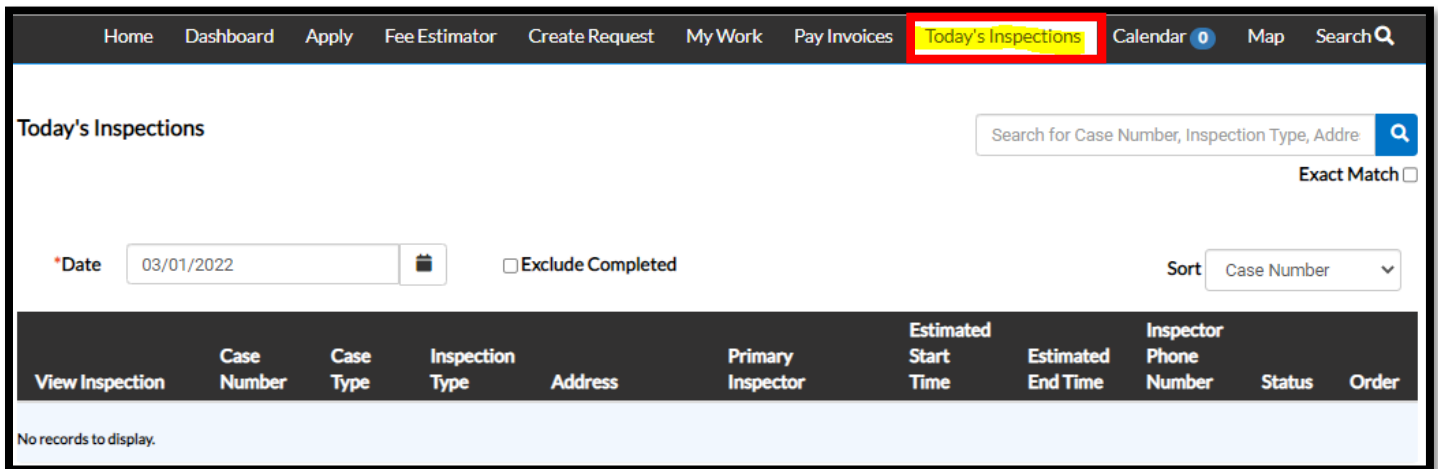
8. **My Work**- This page provides a detailed listing of the user's invoices, permits, plans and licenses that can be filtered by column or exported to Excel for further customization.



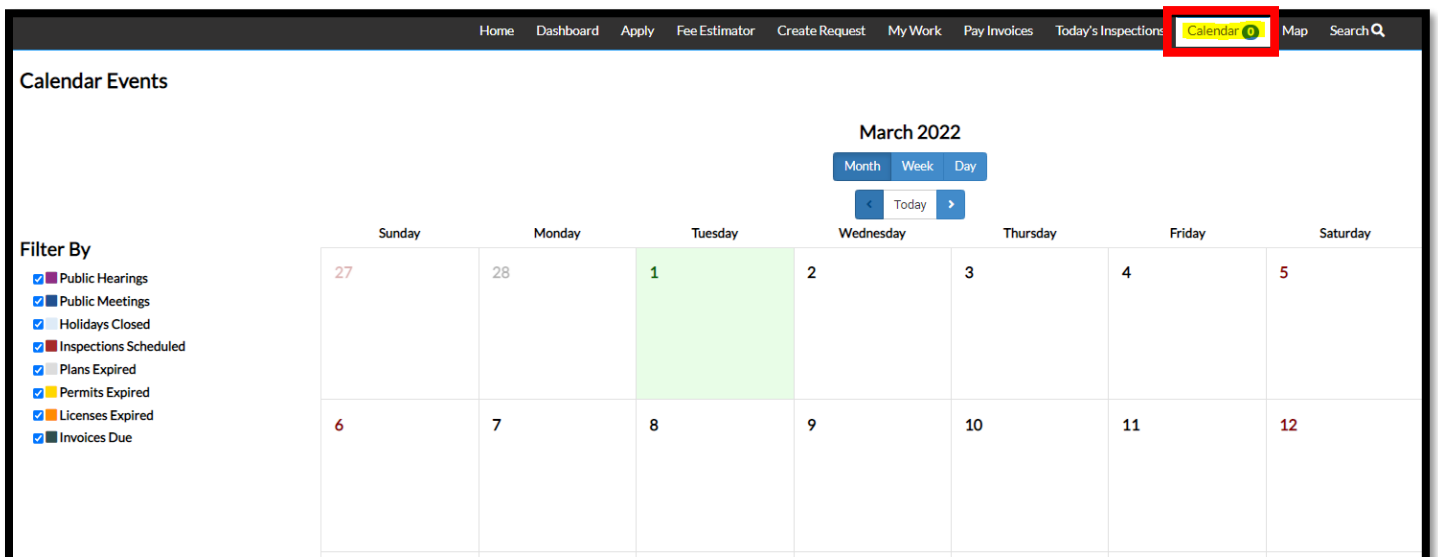
9. **Pay Invoices**- Invoices can be searched by invoice number and payment can be submitted.



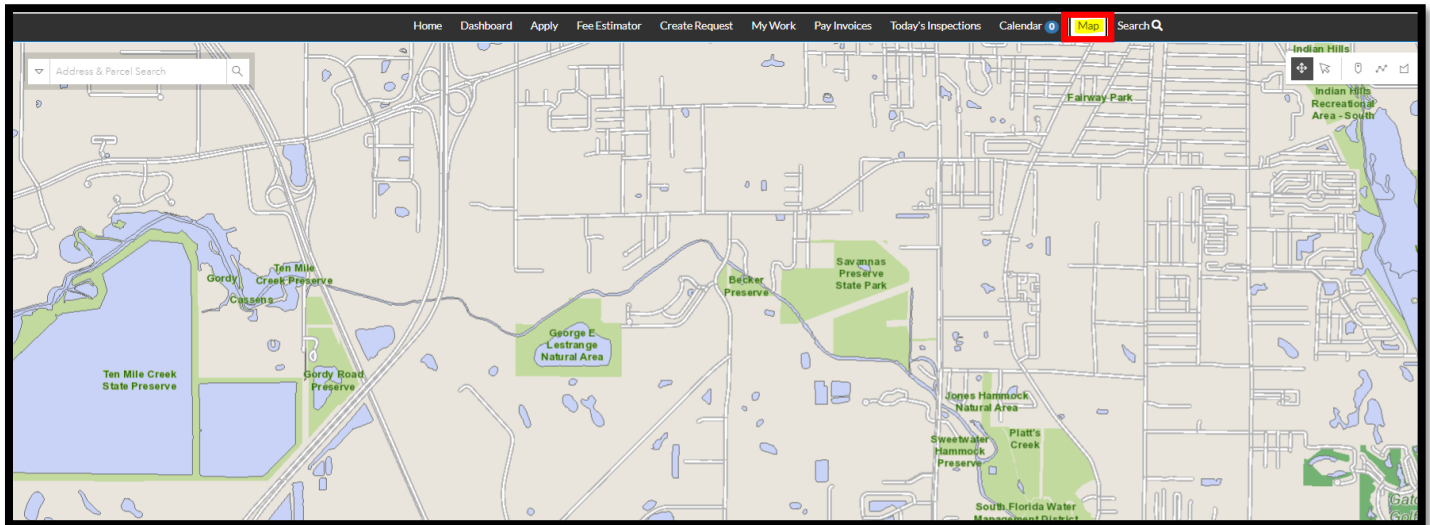
10. **Today's Inspections**- Provides a listing of inspections by a singular calendar date which may also be sorted.



11. **Calendar**- Calendar of events in a Calendar format of public meetings, hearings, expiration dates, and due dates which can be filtered and is color-coded with a legend on the left side of the page.



12. **Map**- The interactive map allows users to search parcels or addresses within the county and create applications straight from the parcel.



13. **Search**- Searches the county's public records with keywords or addresses.

