



Citizen Self Service (CSS) Add a Plan Guide

Purpose: To provide guidance on how to apply for a plan on CSS.

1. Go to **Citizen Self Service** Site
2. **Register** - To register on CSS the user can click on the **Login or Register** box and select Register. This will bring up a page that requires an email address to create an account.



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

Sign in to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

Password

Remember me

[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

Note: If registering for the first time, to proceed with enrollment, the user must click the link in the confirmation email which will be sent to the email the user provides at registration.



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- Once logged in, click on the **Apply** button on either the top header bar in black or the shortcut on the homepage.

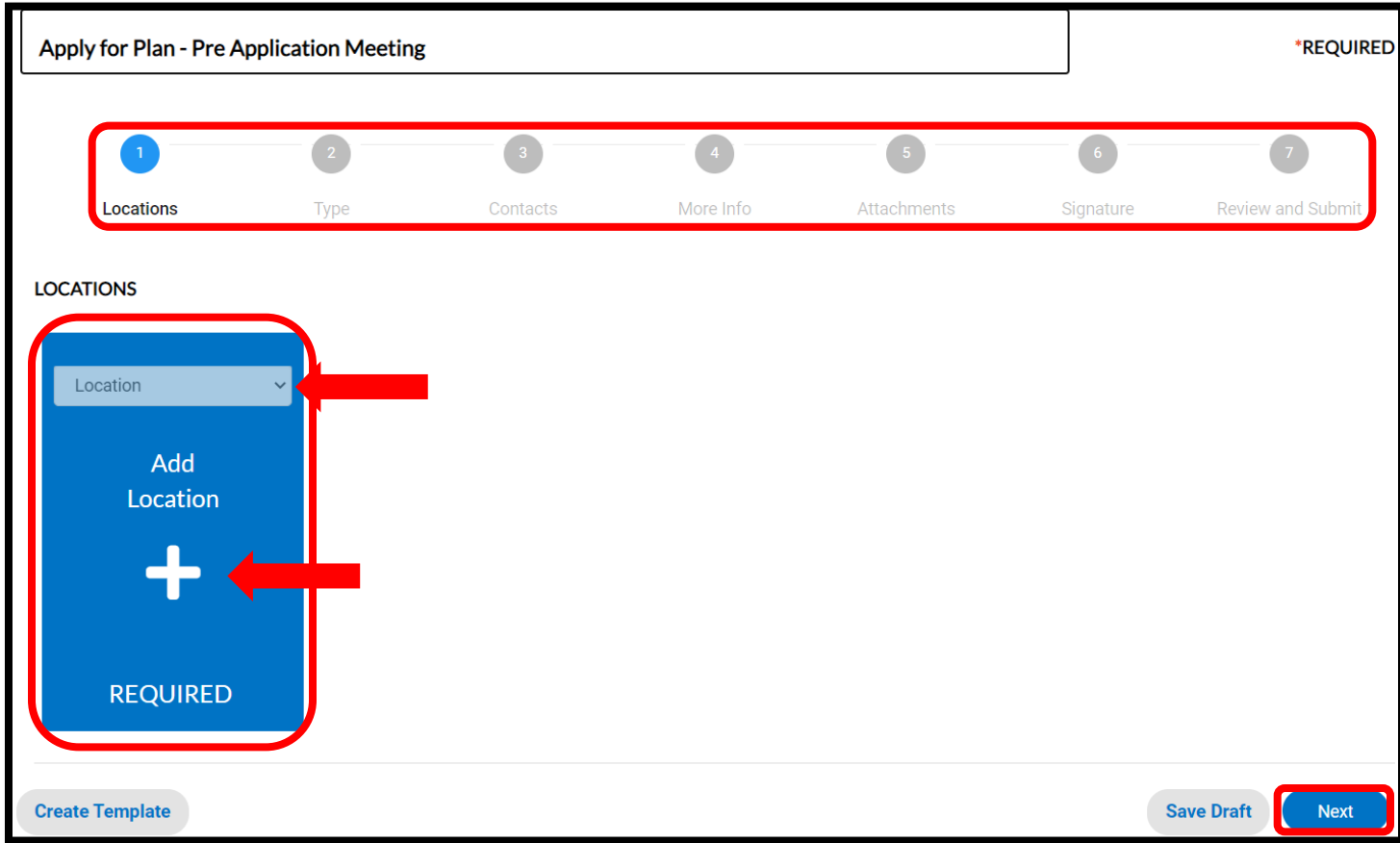
The screenshot shows the St. Lucie County Florida Citizen Self Service homepage. At the top left is the county logo. The top navigation bar includes links for Home, Dashboard, **Apply**, Fee Estimator, My Work, Service Request, Help Center & Links, Pay Invoices, Today's Inspections, Calendar, Map, and Search. A blue banner below the navigation bar reads "Coming Soon!" and provides information about the new Tyler EnerGov platform. The main heading is "Welcome to St. Lucie County's Citizen Self Service". Below this are four service cards: "Map", "Search Public Records", **Apply** (highlighted with a red box), and "My Account". The "Apply" card description states: "This tool can be used to apply for a permit, plan or license."

- Filter plan case application types by choosing the **Plans** filter button. A listing of plan case types will appear in alphabetical order.
Choose from the list or search in the **Search** bar.
Click on the **Apply** button.

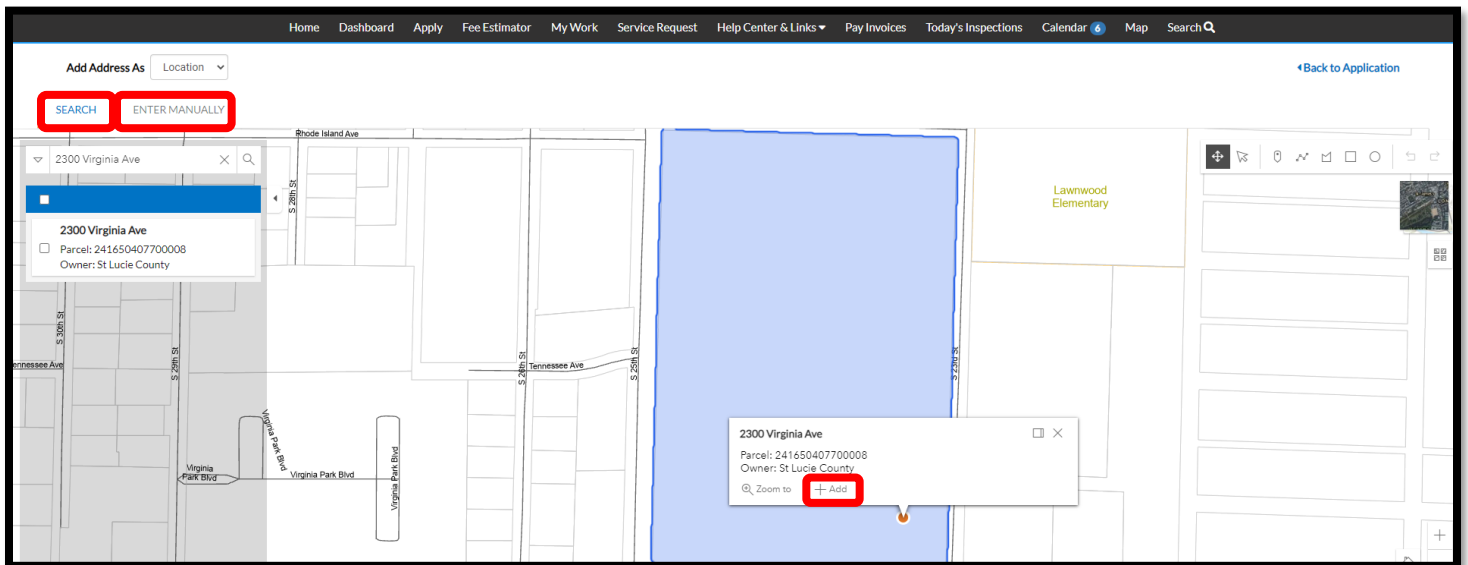
The screenshot shows the "Application Assistant" interface. At the top is a search bar with the placeholder text "Search for application names and keywords". Below the search bar are five filter buttons: "All", "Trending", "Licenses", "Permits", and **Plans** (highlighted with a red box). Below the filters is a "Show Categories" link. Two application categories are listed:

- Appeal to BOA (Administrative Decision)**: Category Name: Appeals, Description: Appeal to BOA (Administrative Decision). An "Apply" button is visible.
- Appeal to BOCC (County Administrator Decision)**: Category Name: Appeals, Description: Appeal to BOCC (County Administrator Decision). An "Apply" button is highlighted with a red box.

6. Steps 1-7 appear. The first step is to choose a **Location(s)**. The drop-down allows to add location types (Billing, Home, Location, or Mailing) the default is Location.
 Note the **Save Draft** button is available as the user proceeds to the next step.
 Click on the **Plus (+)** button to add an address.



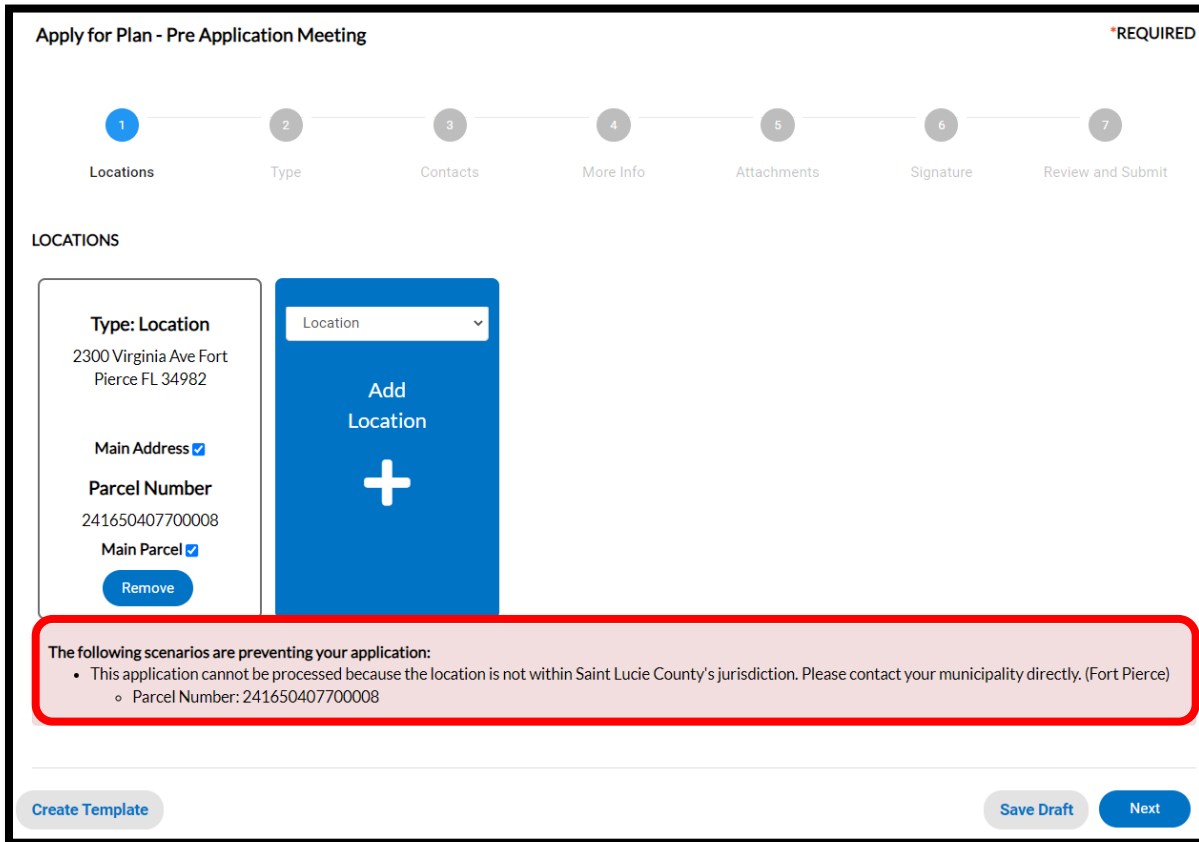
7. The user can **Search** the address using the map and **+Add** it to the application or **Enter it Manually** by typing in the address.



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8. **Note** if the address is outside of the unincorporated St. Lucie County's jurisdiction, the user will see a **note in red** directing the user to not proceed and the name of the correct municipality in which to contact.



Apply for Plan - Pre Application Meeting *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

Type: Location
2300 Virginia Ave Fort
Pierce FL 34982

Main Address

Parcel Number
241650407700008

Main Parcel

Remove

Location

Add Location

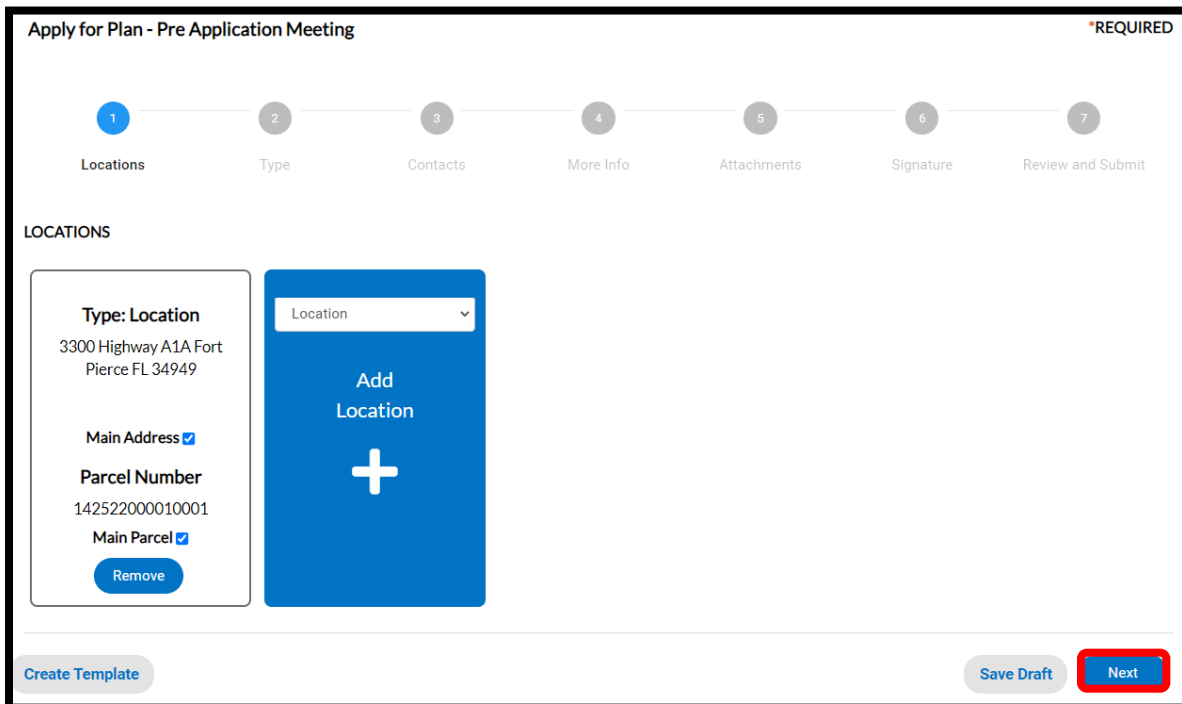
+

The following scenarios are preventing your application:

- This application cannot be processed because the location is not within Saint Lucie County's jurisdiction. Please contact your municipality directly. (Fort Pierce)
 - Parcel Number: 241650407700008

Create Template Save Draft **Next**

9. Once the user has added the location(s) Click on the **Next** button.



Apply for Plan - Pre Application Meeting *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

Type: Location
3300 Highway A1A Fort
Pierce FL 34949

Main Address

Parcel Number
142522000010001

Main Parcel

Remove

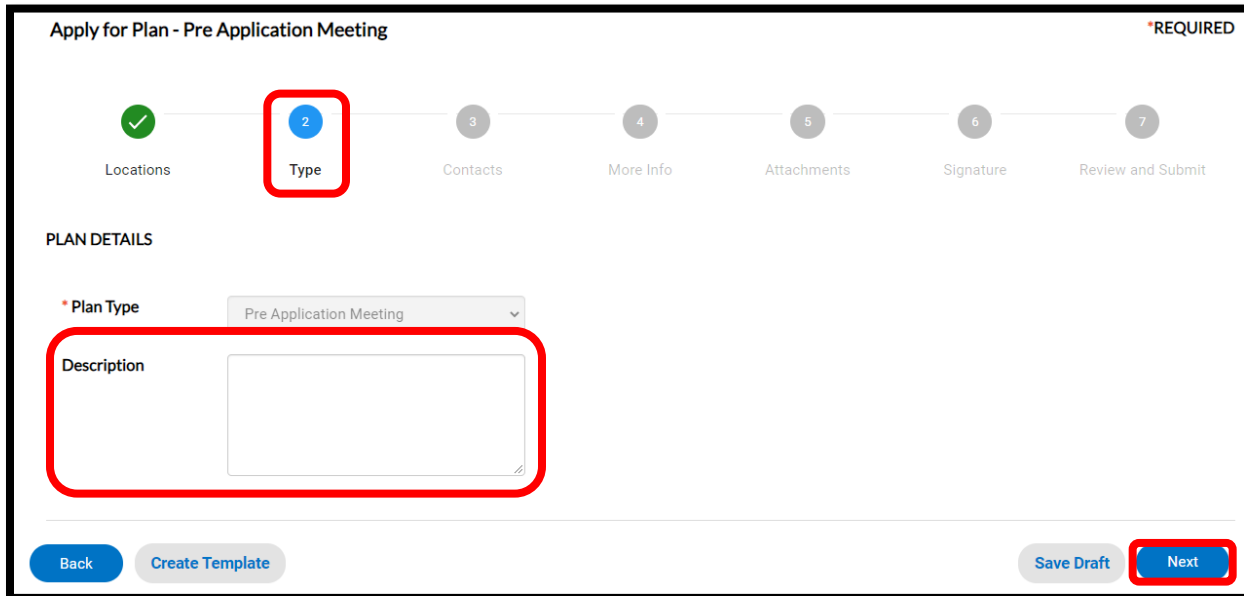
Location

Add Location

+

Create Template Save Draft **Next**

10. **Step 2 is Type.** This step pre-populates the plan case type and requests a **Description** of the plan case. Click **Next** when complete.



Apply for Plan - Pre Application Meeting *REQUIRED

1 Locations 2 **Type** 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

PLAN DETAILS

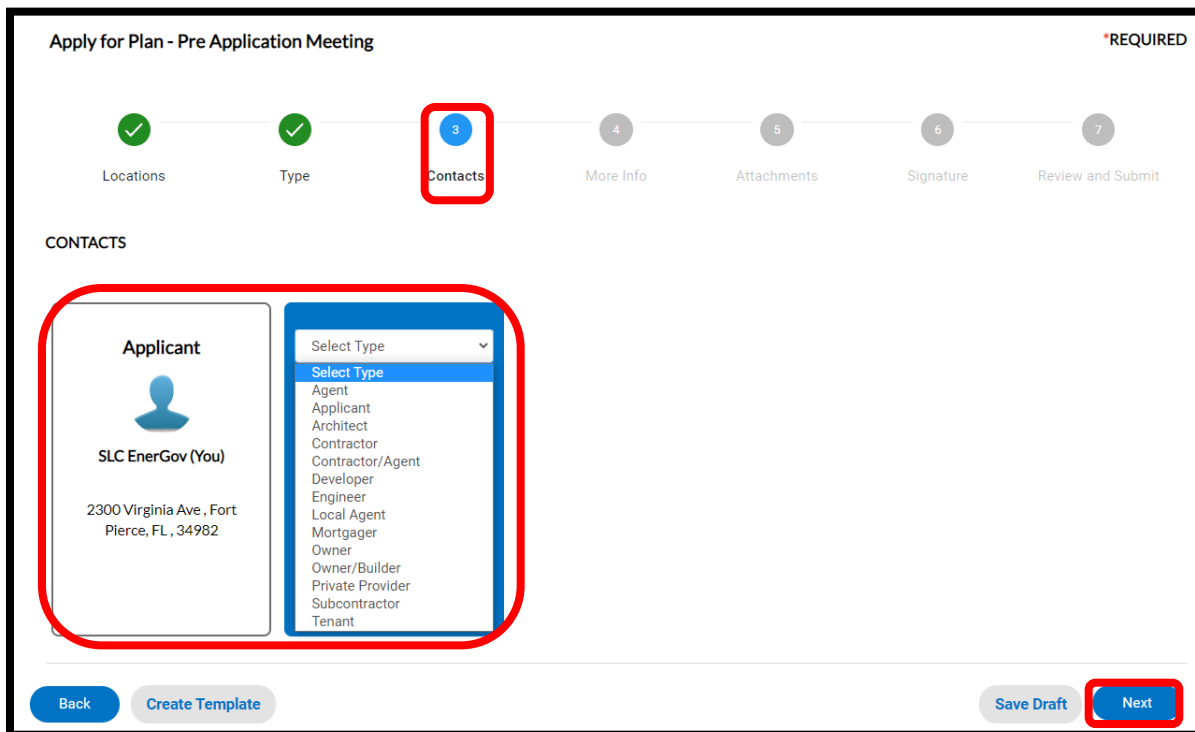
* Plan Type: Pre Application Meeting

Description:

Back Create Template Save Draft **Next**

11. **Step 3 is Contacts.** This step pre-populates the **Applicant** as the User that is logged in. The user may be **required to add more contacts based on the plan case type.** The user can add more contacts as needed. See the example of the contact types listed below.


Note: Only the contacts listed in the application will have access to the plan case. If the user does not add the additional contacts during the application process, the user will need to contact staff to add them to the plan case at a later time. When complete Click **Next**.



Apply for Plan - Pre Application Meeting *REQUIRED

1 Locations 2 Type 3 **Contacts** 4 More Info 5 Attachments 6 Signature 7 Review and Submit

CONTACTS

Applicant:  SLC EnerGov (You)
2300 Virginia Ave., Fort Pierce, FL, 34982

Select Type:

- Select Type
- Agent
- Applicant
- Architect
- Contractor
- Contractor/Agent
- Developer
- Engineer
- Local Agent
- Mortgager
- Owner
- Owner/Builder
- Private Provider
- Subcontractor
- Tenant

Back Create Template Save Draft **Next**



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12. **Step 4 is More Info** to add details on the user's plan case request. Items in **red** are required (differs by plan case type). The more information provided the better we can serve the user. When complete Click **Next**.

Apply for Plan - Pre Application Meeting *REQUIRED

✓ Locations
 ✓ Type
 ✓ Contacts
4 More Info
5 Attachments
6 Signature
7 Review and Submit

MORE INFO

Pre Application | [Top](#) | [Main Menu](#)

*Proposed project name:

Proposed project name: is required.

It is recommended that a proposed site plan, survey and any analysis/reports (traffic, environmental, etc.) be submitted for staff review and input. Will this been included?

*

is required.

Pre-application meeting request and support documents must be submitted at least seven (7) days prior to the scheduled Development Review Committee meeting date.

Pre-application meeting: \$250.00 – deducted from application fee at time of development application submittal.

For application fees due for each application type, see the fee schedule.

Additional fees will be due if a 3rd party traffic study review is needed. These services will be invoiced to applicant upon receipt of quote of services from 3rd party.

Please note: For all projects requiring public notice, you will be invoiced by St. Lucie County Planning & Development Services Department. Refer to "Public Notice Procedures".

Other fees may be applicable by other external reviewing agencies; i.e. Fire District and proof of payment will be required prior to project approval. The Fire District has adopted the Florida Fire Prevention Code, Fifth Edition 2012 and Resolution 598-15 as the St. Lucie County Fire District Fire Prevention Code. Subsequently, there are changes to site plan requirements and new application form(s) associated with this adoption. Please review all new submittals for compliance with the latest adopted codes and resolution(s) prior to submission. The updated applications and Resolution 598-15 are available on the Fire District's website. Please feel free to contact the Fire Marshal's Office at 772-621-3380 or e-mail: dknupp@slcfd.org.

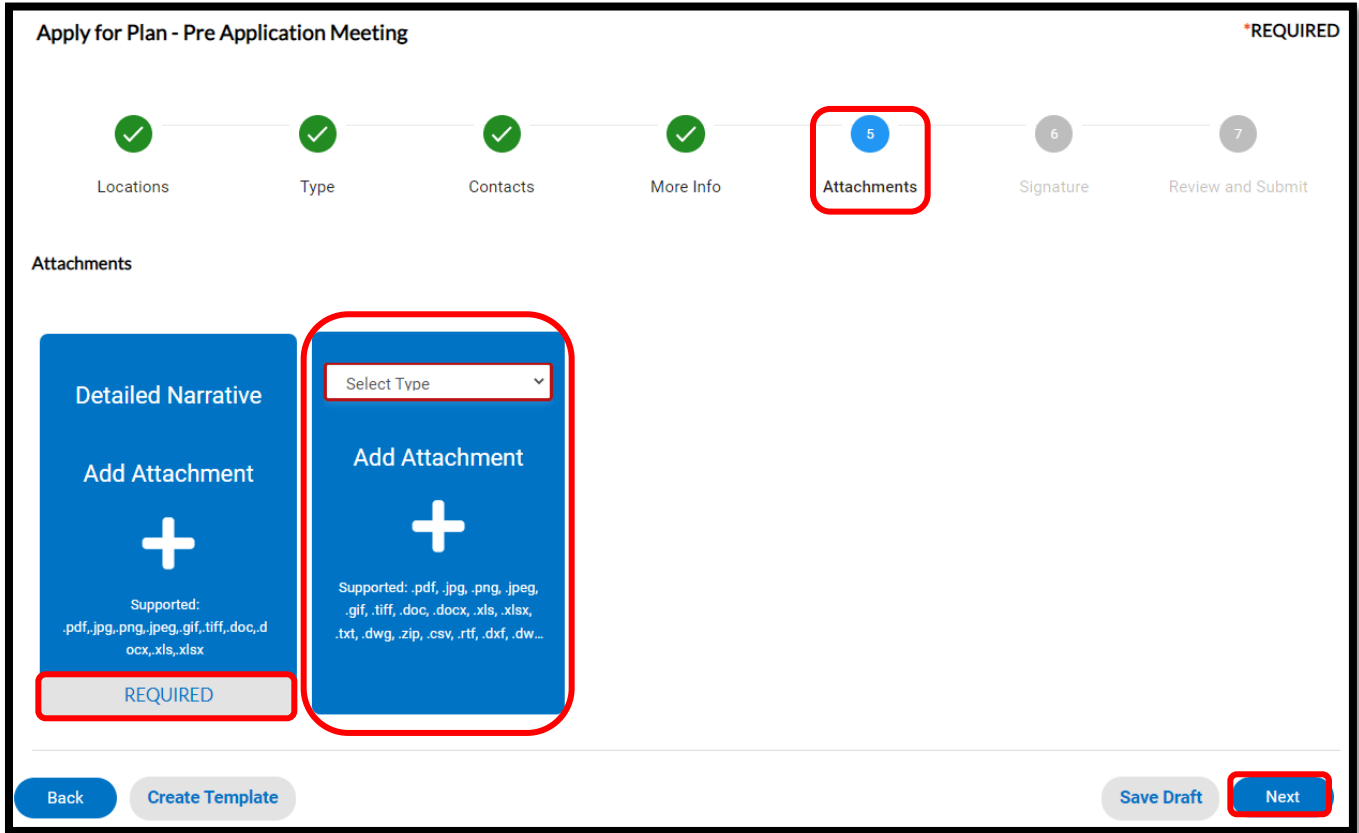
Submission of this request does not constitute the granting of approval. A formal application must be submitted and all requirements met prior to this project being presented for approval to the appropriate authority. St. Lucie County reserves the right to request additional information to ensure a complete review of this project.

Back
Create Template
Save Draft
Next

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13. **Step 5** is to add **Attachments**. **Required attachments** will be labeled as such and must be included. Additional attachments may be included as listed below.



Apply for Plan - Pre Application Meeting *REQUIRED

Locations Type Contacts More Info **Attachments** Signature Review and Submit

Attachments

Detailed Narrative
Add Attachment
+
Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .txt, .dwg, .zip, .csv, .rtf, .dxf, .dw...

REQUIRED

Select Type
Add Attachment
+
Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .txt, .dwg, .zip, .csv, .rtf, .dxf, .dw...

Back Create Template Save Draft **Next**

---- Go to the next page for the following step. ----



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14. **Step 6** is the **Signature**. Review and **type name** as consent to electronically sign the application. Then enable type signature and **type name**. Once Completed click **Next**.

Progress bar: Locations (✓), Type (✓), Contacts (✓), More Info (✓), Attachments (✓), **Signature (6)**, Review and Submit (7)

SIGNATURE

Submission of this application does not constitute the granting of approval. All appropriate requirements must be met prior to this project being presented for approval to the appropriate authority. St. Lucie County reserves the right to request additional information to ensure a complete review of this project.

If an agent is submitting this application, they must attach a notarized agent authorization form with the property owner's signature.

OWNER/AGENT AFFIDAVIT: I certify that all of the information contained in this application is correct.

* Please type your name as consent to electronically sign this application.

Enable Type Signature

SLC EnerGov
April, 25 2022

X *SLC EnerGov*

Buttons: Back, Create Template, Save Draft, **Next**



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15. **Step 7** is to review and submit the application. This step shows a summary of all items entered. If the user wishes to make a change, click **Save Draft**, and the user can update. Once reviewed **click Submit**.

Apply for Plan - Pre Application Meeting *REQUIRED

Progress: Locations ✓ Type ✓ Contacts ✓ More Info ✓ Attachments ✓ Signature ✓ Review and Submit 7

Submit

Locations

Location: 3300 Highway A1A Fort Pierce FL 34949

Parcel Number: 142522000010001

Basic Info

Type: Pre Application Meeting

Description:

Applied Date: 04/25/2022

Contacts

Applicant: SLC EnerGov
2300 Virginia Ave , Fort Pierce, FL, , 34982

Estimated Fees

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

Fee	Amount
Pre Application Meeting Fee	\$250.00

Total: \$250.00

More Info

Attachments

Detailed Narrative: CSS Make a Payment Guide (003) (005).pdf

Back **Create Template** **Save Draft** **Submit**



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16. Upon **successful submission** of the plan case, the summary screen appears as shown below. **Fees** will be **invoiced** at a later time. To pay fees, the fees must first be invoiced in EnerGov.

✓ Your plan application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.

Plan Number: PAM-2204-000041 Add to Cart

Plan Details | Tab Elements | Main Menu

Type:	Pre Application Meeting	Status:	Submitted - Online	Project Name:	
IVR Number:	297805	Applied Date:	04/25/2022	Expiration Date:	
District:	1	Assigned To:	Benton, Kori	Completion Date:	
Description:	Museum				

[Summary](#) [Locations](#) [Fees](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [More Info](#)

Progress

0% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00

[View Details](#) [Add to Cart](#)

Workflow

- Application Completeness Check
- Collect Fees
- DRC Review
- Applicant Meeting
- Staff Memo
- Planning Manager Reviews
- Assistant Director Reviews
- Send Final Report To Applicant
- Close Out

Available Actions

No Actions