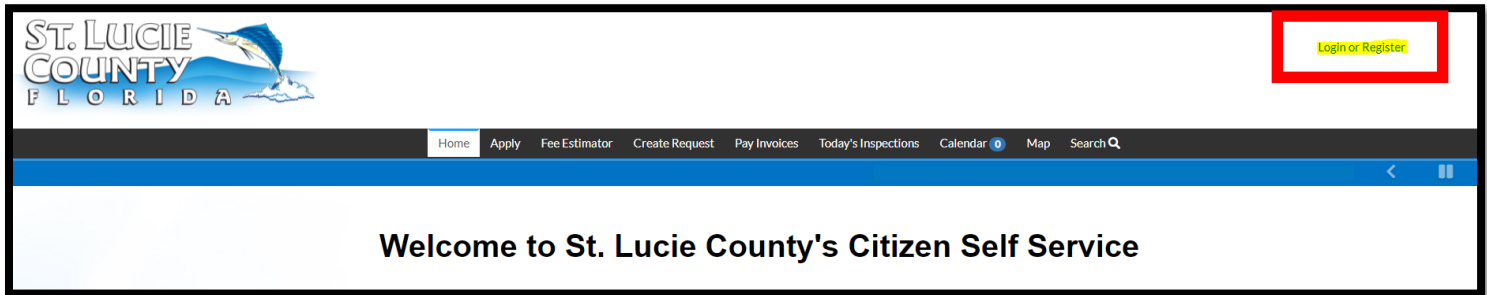




Citizen Self Service (CSS) File a Code Case

Purpose: To provide guidance on how to create a Code Complaint 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](#)

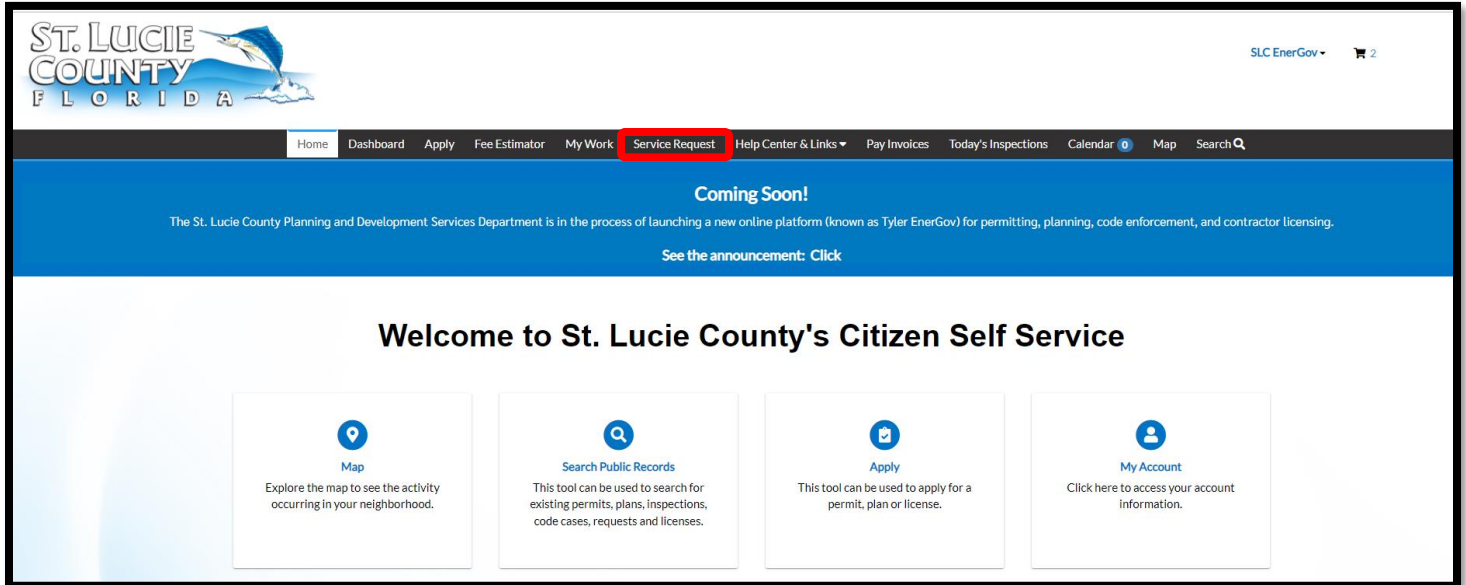
Note: If registering for the first time, to proceed with enrollment, the user must click the link in the confirmation email which will be sent to the email the user provides at registration.



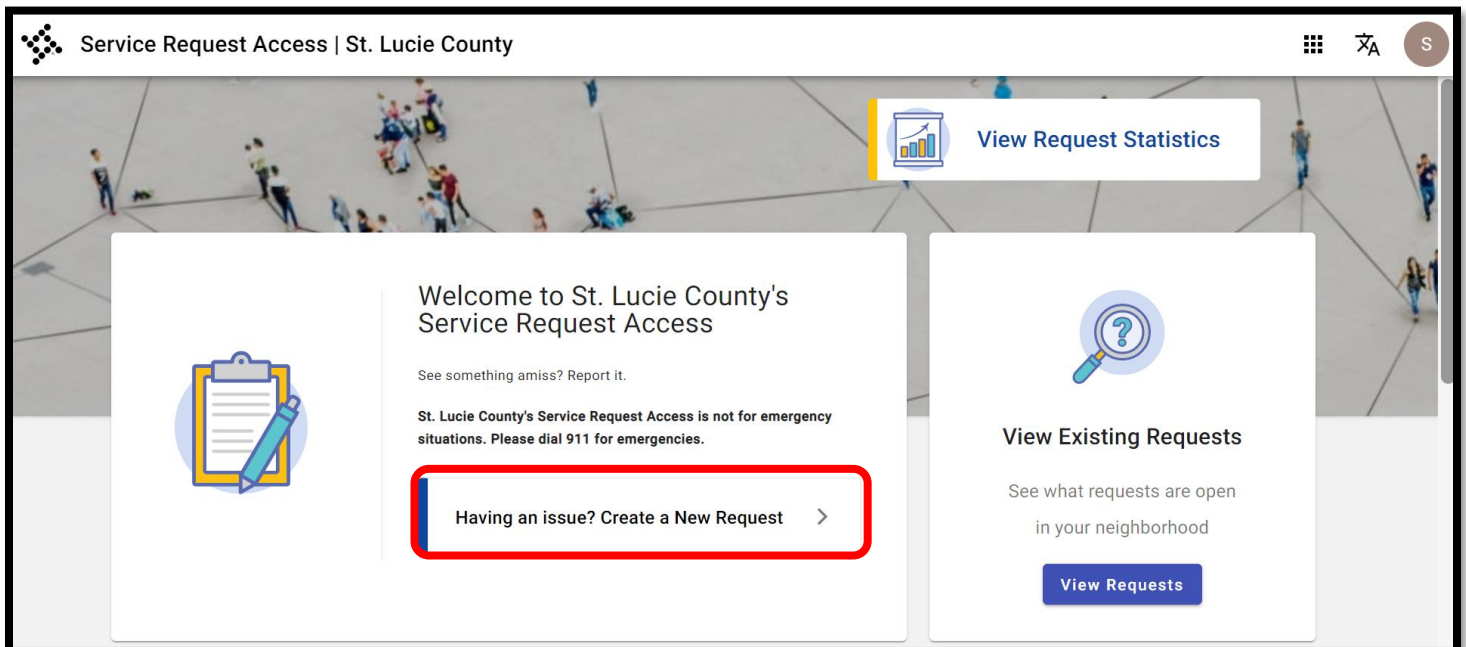
Citizen Self Service (CSS) File a Code Case

Purpose: To provide guidance on how to create a Code Complaint on CSS.

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



- The **Service Request Access** Page opens up. Click on the **Having and issue? Create a New Request** button.



Citizen Self Service (CSS) File a Code Case

Purpose: To provide guidance on how to create a Code Complaint on CSS.

6. Enter **Code Enforcement** as the request type.

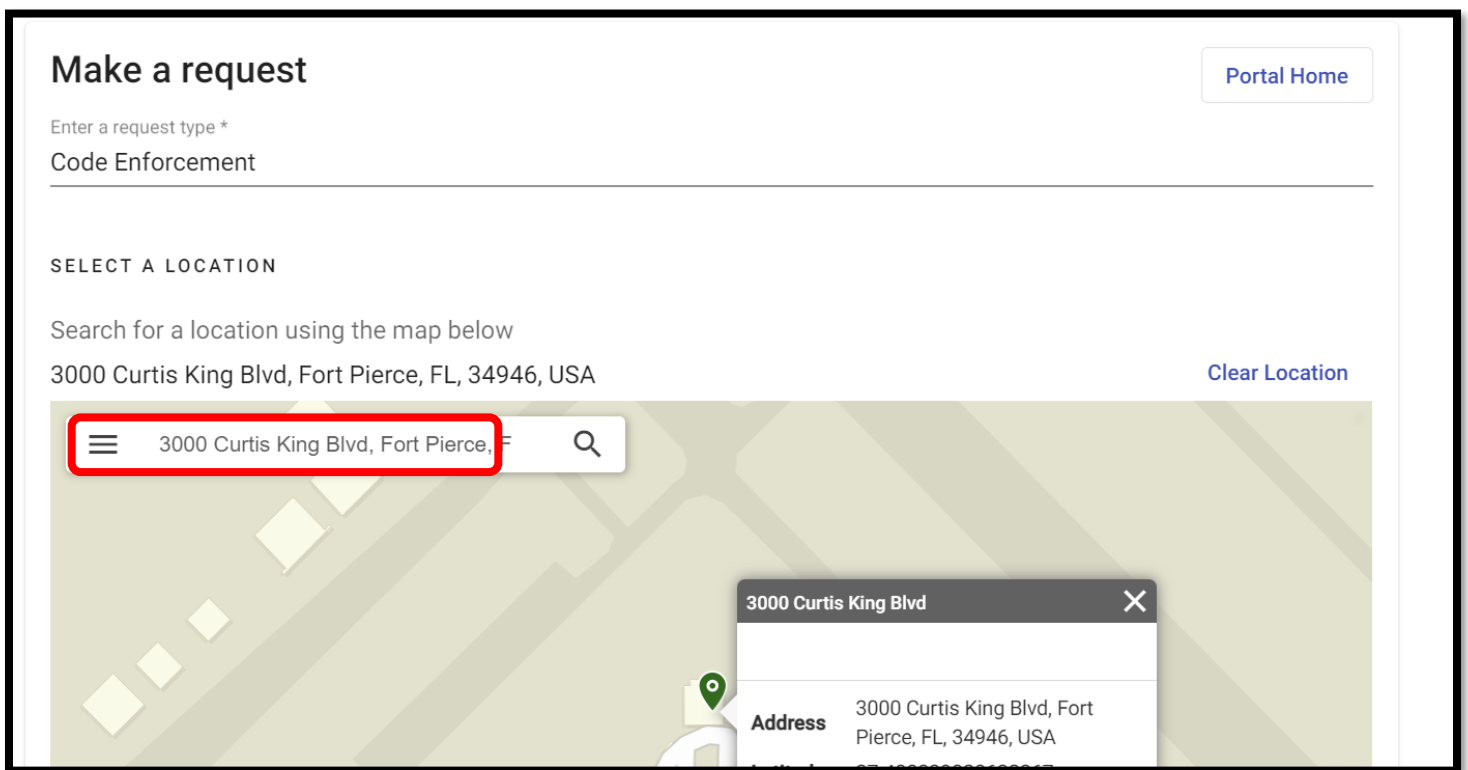


Service Request Access | St. Lucie County

Make a request [Portal Home](#)

Enter a request type *
Code Enforcement

7. Select the **location** of the Complaint.



Make a request [Portal Home](#)

Enter a request type *
Code Enforcement

SELECT A LOCATION

Search for a location using the map below
3000 Curtis King Blvd, Fort Pierce, FL, 34946, USA [Clear Location](#)

3000 Curtis King Blvd, Fort Pierce, F

3000 Curtis King Blvd

Address 3000 Curtis King Blvd, Fort Pierce, FL, 34946, USA

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



Citizen Self Service (CSS) File a Code Case

Purpose: To provide guidance on how to create a Code Complaint on CSS.

8. Enter the **Request Details**. According to 2021 [Legislation](#), complaints must include the name and address of the person making the complaint unless *the violation presents an imminent threat to public health, safety, or welfare or imminent destruction of habitat or sensitive resources*. **Name and address of complainant is public record and can be accessed by the public via a [Public Records Request](#).**

When complete **Click Submit**.

ENTER REQUEST DETAILS

Description
The airport is making too much noise

Complainant's Address *
2300 Virginia Ave

ADD AN IMAGE
Supported file types .jpg | .bmp | .gif | .png | .tif

Drag and drop file to upload
Or select a file

Case Type
General Complaint
Building Without A Permit
Expired Permit
Tenant Complaint
Zoning Compliance - Commercial

ENTER CONTACT INFORMATION

Contact information will only be visible by agency staff. [Clear Contact](#)

First name *
SLC

Last name *
EnerGov

Phone number

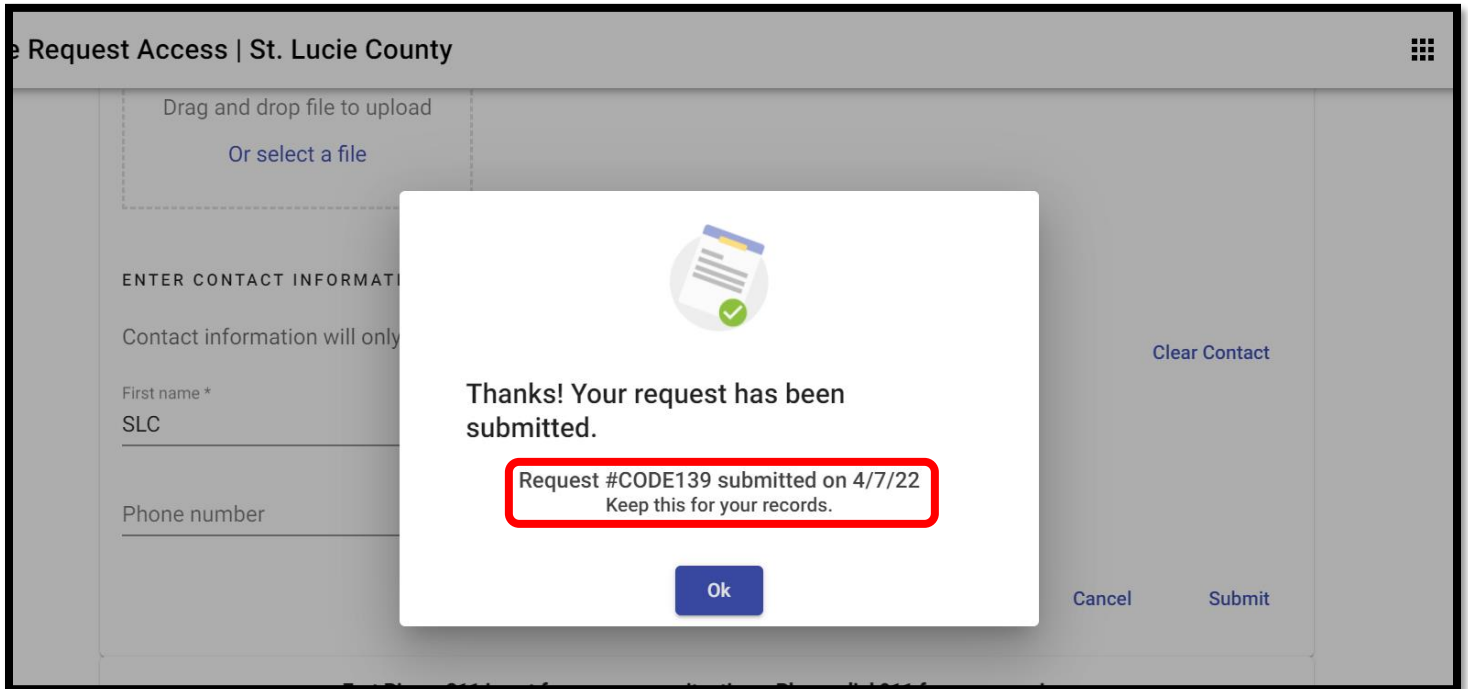
Email address
slcenergov@gmail.com

[Cancel](#) [Submit](#)

Citizen Self Service (CSS) File a Code Case

Purpose: To provide guidance on how to create a Code Complaint on CSS.

9. Once Submitted a **Request #** pops up. **Keep this number for your records.**



The screenshot shows a web interface for 'Request Access | St. Lucie County'. A modal dialog box is displayed in the center, indicating a successful submission. The dialog contains the following text:

Thanks! Your request has been submitted.

Request #CODE139 submitted on 4/7/22
Keep this for your records.

The dialog has an 'Ok' button at the bottom. In the background, the form fields are visible, including 'First name *' with the value 'SLC' and 'Phone number'. There are also 'Clear Contact', 'Cancel', and 'Submit' buttons on the right side of the form.