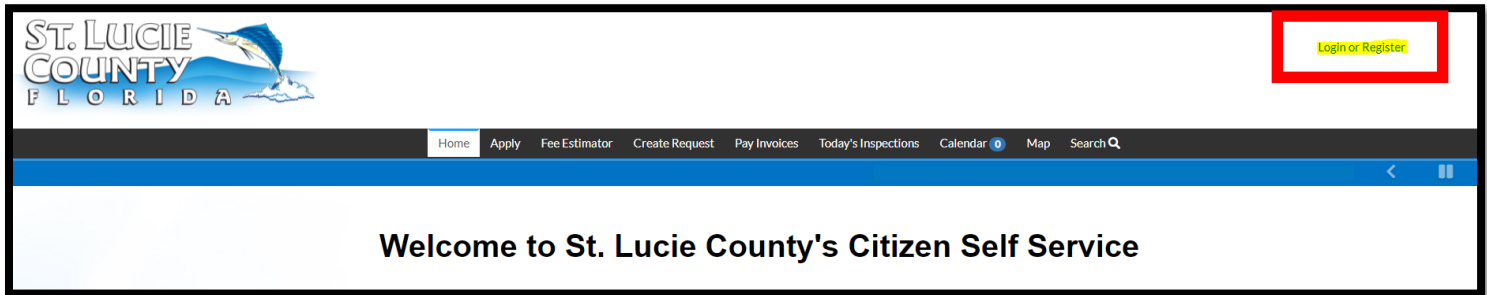| ST. LUCIE COUNTY FLORIDA	**Citizen Self Service (CSS) File a Code Case** **Purpose**: To provide guidance on how to create a Code Complaint on CSS.

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.

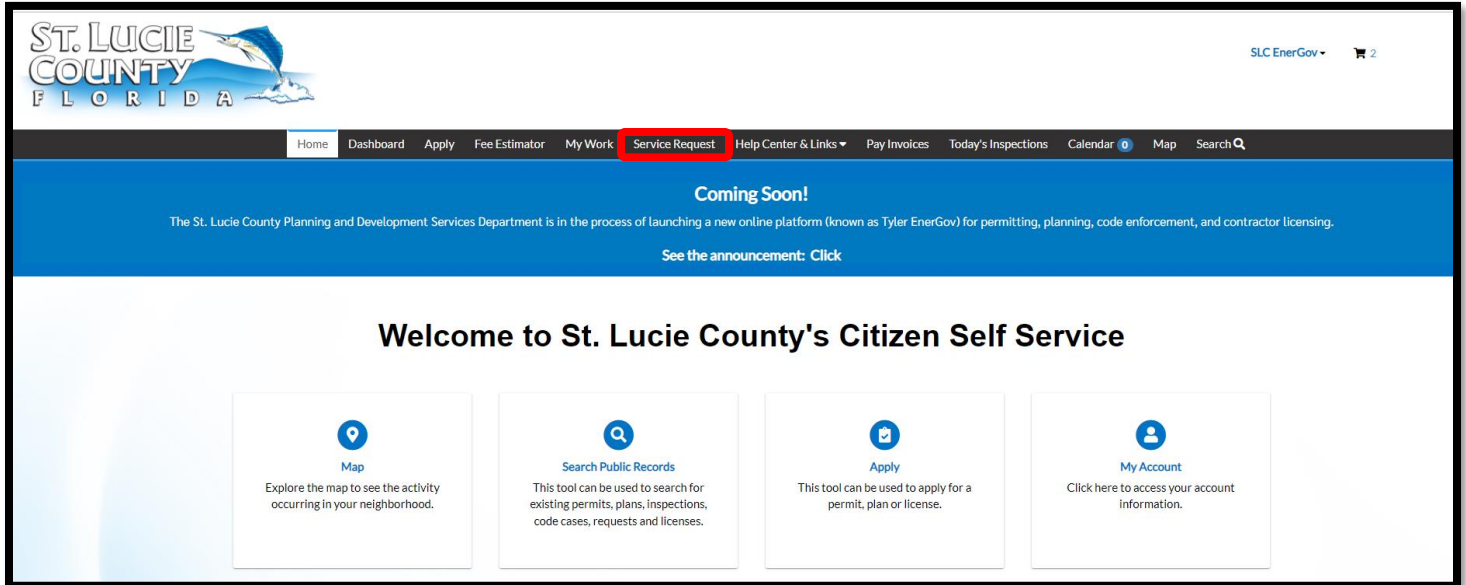3. Use one of the following options to **Register** or **Log In:**

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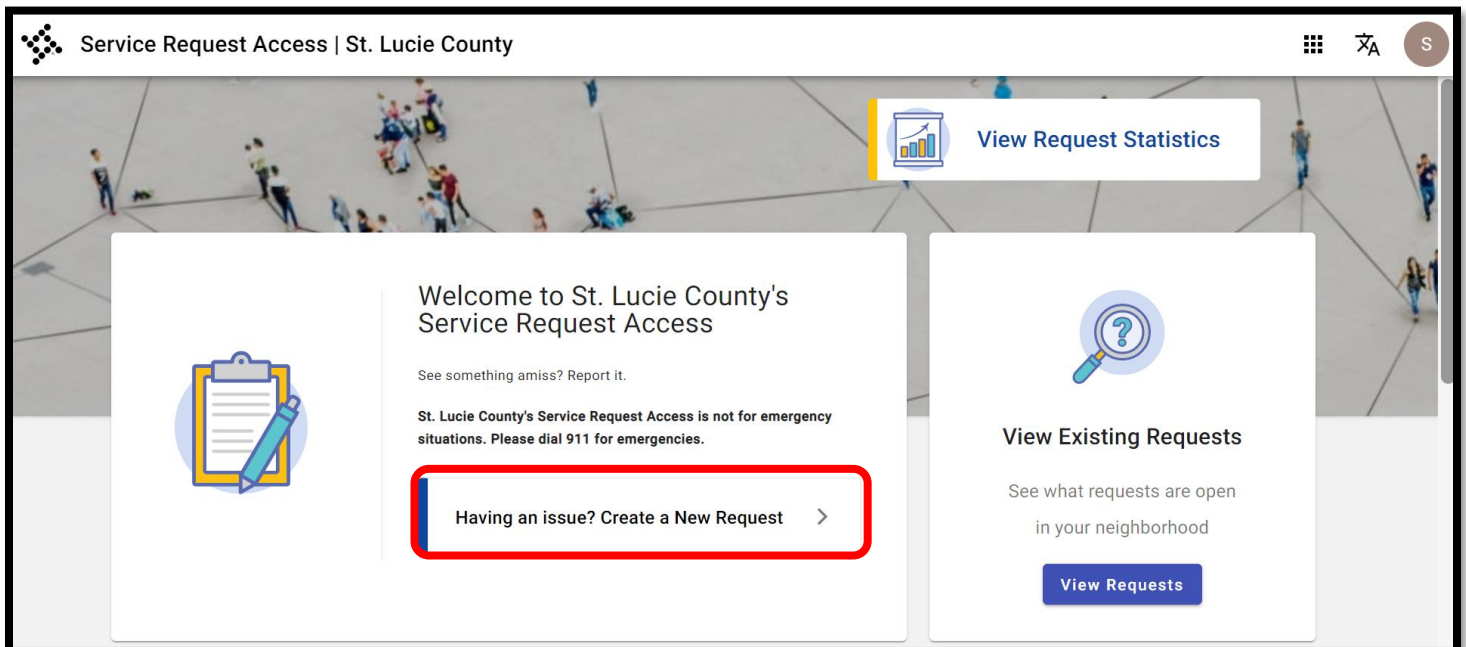
4. Once logged in, click on the **Service Request** button on either the top header bar in black or the shortcut on the homepage.

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

6. Enter **Code Enforcement** as the request type.
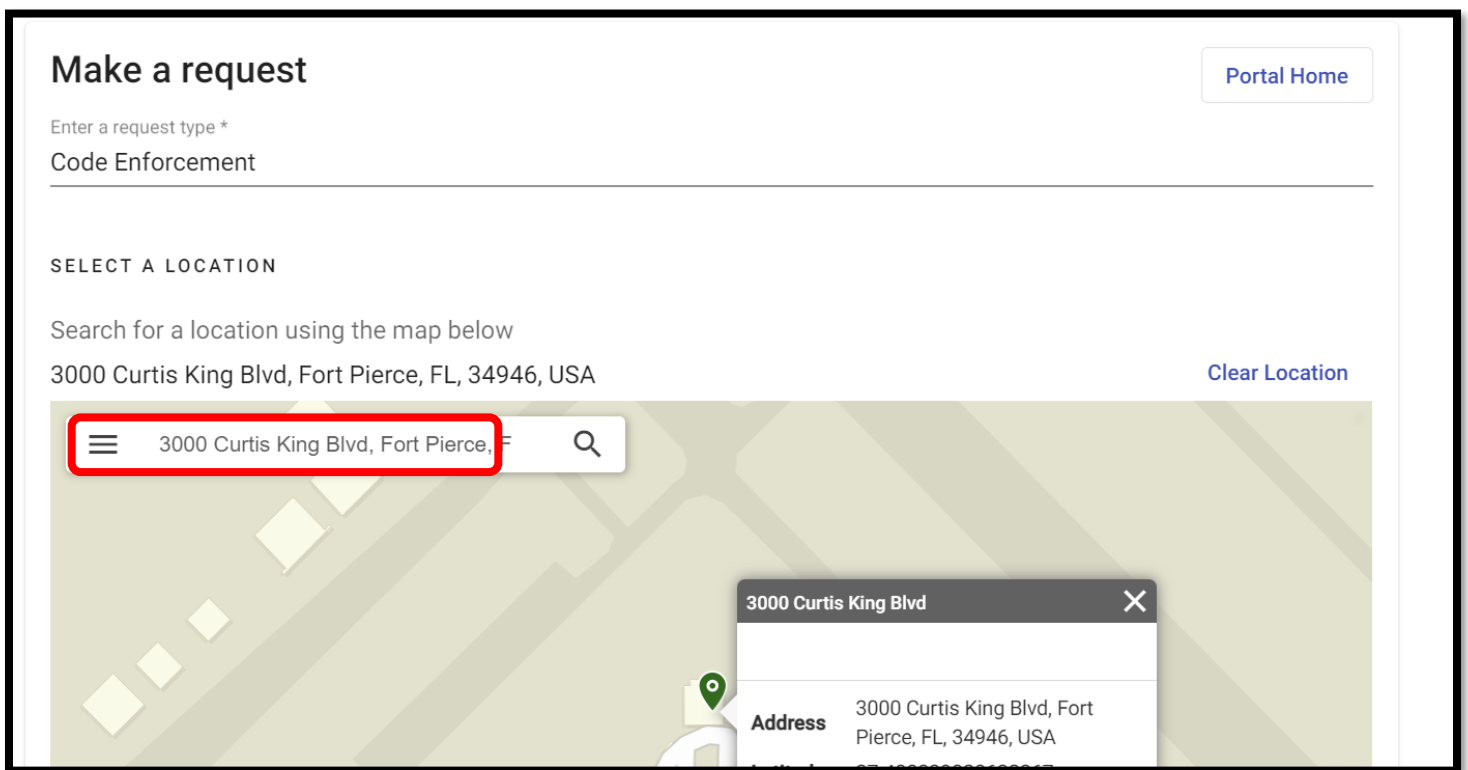
7. Select the **location** of the Complaint.

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

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.**

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