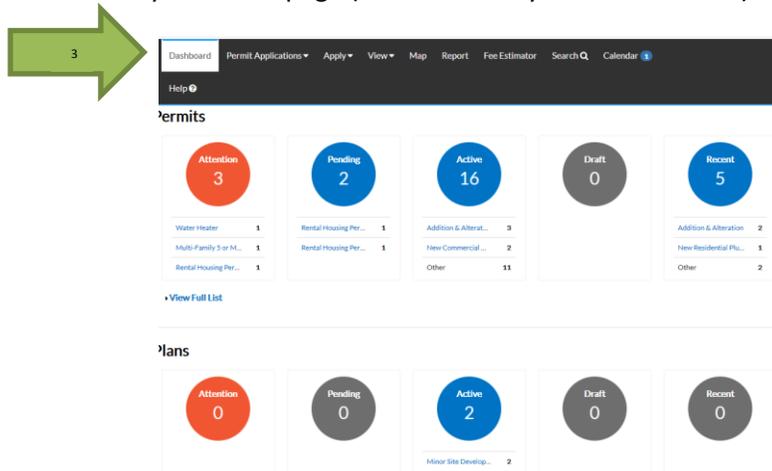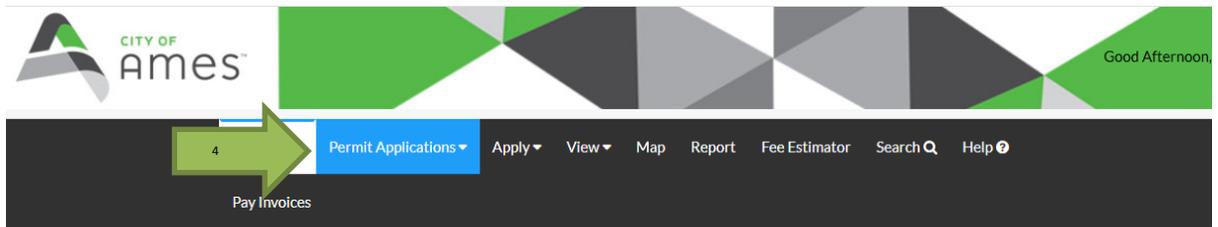# Applying for a Permit in CSS

Make sure you have a registered account in the Citizen Self Service Portal (CSS)

1. If you are not registered, please refer to the tutorial document or video for "How to Register in CSS"
2. If registered, login to your account
3. You will arrive at your home page (referred to as your "Dashboard")

4. Click "Permit Applications" from the top menu selection
5. Click on the type of application you would like to apply for

6. The application screen will open. The permit type is already filled in. If this needs to be changed, you can do so by clicking the drop down to see the other permit types. Fill in the description box, if desired.

Apply for Permit

Step 1 of 3: Basic Information

PERMIT DETAILS

* Permit Type   HVAC Changeout

Description   New Furnace

7. To add the project location, be sure the drop down box says "Location"
8. Click the "+" to add the location to the permit

LOCATIONS

Location

Add Location

➕

7

8

9. For permit submittals, you may choose to submit with an address or parcel number
10. Keep the location dropdown selected as "Property Location"

Add Location

Address   Parcel

Add Address As   Location

Address Inform

Search 515 Clark   🔍

9

10

11

12

11. Enter the address/parcel number in the "Search" field (excluding the suffix)
12. Click the magnifying glass to search
13. The address will display when the search is completed. Please contact our Administrative Services Division at 515-239-5153 if your address does not show up.

14. Click the blue "Add" button to add the address/parcel number to the permit

Address Information

Search 515 Clark 🔍

Address	Action
515 CLARK AVE, Ames, IA 50010	14 → Add

15. The address is now listed as the location address. Additional locations should only be added by Staff.

LOCATIONS

Type: Location
515 CLARK AVE, Ames, IA, , 50010

15 →

Main Address ☑

Parcel Number
0902350100

Main Parcel ☑

Remove

Location
Add Location
✚
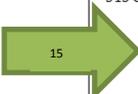
16. When you're logged in, you will always be listed as the Applicant. If you wanted to add an additional Contact, such as the Contractor, choose the drop down that applies and click the "+"

CONTACTS

Applicant

Amy Colwell (You)

City of Ames

515 Clark Avenue, Ames, IA, , 50010

Contractor
Add Contact
✚

17. Confirm the type of Contact you are adding and make sure the blue Search button is highlighted.

◀ **Back to Application**

Add Contact

Add Contact As Contractor

17 →

Search   My Favorites

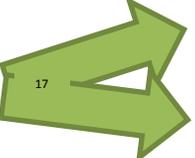18. Enter the contact's name into the search box and click the magnifying glass. Only contacts that have been created by Administrative Services may be added. Please contact Administrative Services at 515-239-5153 to if your contact search does not populate.

19. The search results will appear. Click the blue Add button to add the Contact.

20. The Contact will be added to the Contacts section. You can add an unlimited number of contacts. Be sure to include anyone that would be requesting an inspection.
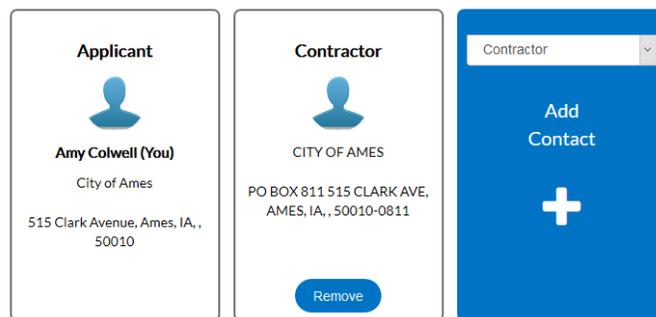
21. To attach a PDF, click the "+"

22. A File Upload screen will appear. Pick the file you need and click Open. This will attach the file to the permit

23. Click Next at the bottom of the screen once all the information has been added.

Save Draft   Next   23

24. Step 2 requires details for the permit. If submitting a trade permit, enter the number of each item (these will differ by permit type) in box to the right of the item name (leave blank if zero).

Apply for Permit   *REQUIRED
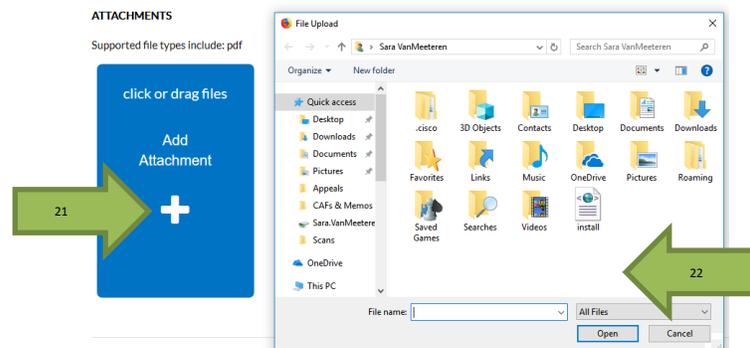
Step 2 of 3: Additional Information

Permit Type : HVAC Changeout

Top | Main Menu

Number of Furnaces   1   24

25

Save Draft   Back   Next   Submit

25. Click Next

26. You will arrive at an "Application Summary" page where you can review the information one last time before submitting. This page also shows the estimated cost of the permit.

Apply for Permit

Step 3 of 3: Application Summary

27. Once finished, click Submit to have the permit submitted for review

Save Draft   Back   Submit   27

28. A confirmation screen will display stating that your permit has been submitted

✔ Your permit 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.   ✕

29. If the permit is a simple permit, it can be paid immediately following submission by clicking "Pay Now". The pink banner shows that the Permit cannot be printed due to it not having been issued, which is due to the unpaid fees.

Permit Number: MECR-006315-2018   29   Pay Now

- Permit cannot be printed at this time. Permit has unpaid fees.
- Permit cannot be printed at this time. Permit has not been issued.

Permit Details | Tab Elements | Main Menu

Type:	HVAC Changeout	**IVR Number:**	6820	**Application Date:**	07/20/2018
Status:	Submitted - Online	**Project Name:**		**Issued Date:**	
District:	City of Ames	**Assigned To:**		**Expiration Date:**	
Finalized Date:					
Description:	New Furnace				

30. The "Pay Now" button will take you to your shopping cart. All of your fees owed will show in the shopping cart (even for different permits). You make choose to pay a fee individually or can

pay them all at once. Click remove to the right of each fee if you are not wanting to pay for it now.

Shopping Cart

Total **$53.55**

31 Check Out

| Invoice: | INV-00004663 | Description: | NONE |
| Due Date: | 07/20/18 | Billing Contact: | Van Meeteren, Sara |

$53.55

30 Remove

Case Number	Project	Case Address	Amount Due
MECR-006315-2018		515 CLARK AVE Ames IA 50010	$53.55

Top | Main Menu

31. To make the payment, click "Check Out". This will take you to MyGovPay (a third party website) to make the payment. Enter your credit card information or choose from a saved credit card and then click "Pay Now".

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00004663	NONE	1	$53.55	$53.55
			Item Total:	$53.55
			Order Total:	$53.55

Payment Details

*all fields are required

| Cardholder Name | Billing Street | Billing Zip Code |

| Card Type | Card Number | Expiration Date |
| Select one... | | Month... | Year... |

CVV Code

30 Pay Now - $53.55

Cancel

32. A screen will appear stating that your payment has been received and that an email will be sent to you with the receipt. From there, you can click the button to go back to the site. The permit will be in an issued status so you can begin scheduling inspections (See How to Schedule an Inspection).

33. The permit will show up in the "Active" column on your Dashboard (home screen)

| Dashboard | Permit Applications ▾ | Apply ▾ | View ▾ | Map | Report | Fee Estimator | Search Q | Calendar ℹ️ |

Help ❓

Permits

Attention **3**	Pending **2**	33 → Active **16**	Draft **0**	Recent **5**
Water Heater 1	Rental Housing Per... 1	Addition & Alterat... 3		Addition & Alteration 2
Multi-Family 5 or M... 1	Rental Housing Per... 1	New Commercial ... 2		New Residential Plu... 1
Rental Housing Per... 1		Other 11		Other 2

▸ View Full List