

Citizen Self Service (CSS) Portal

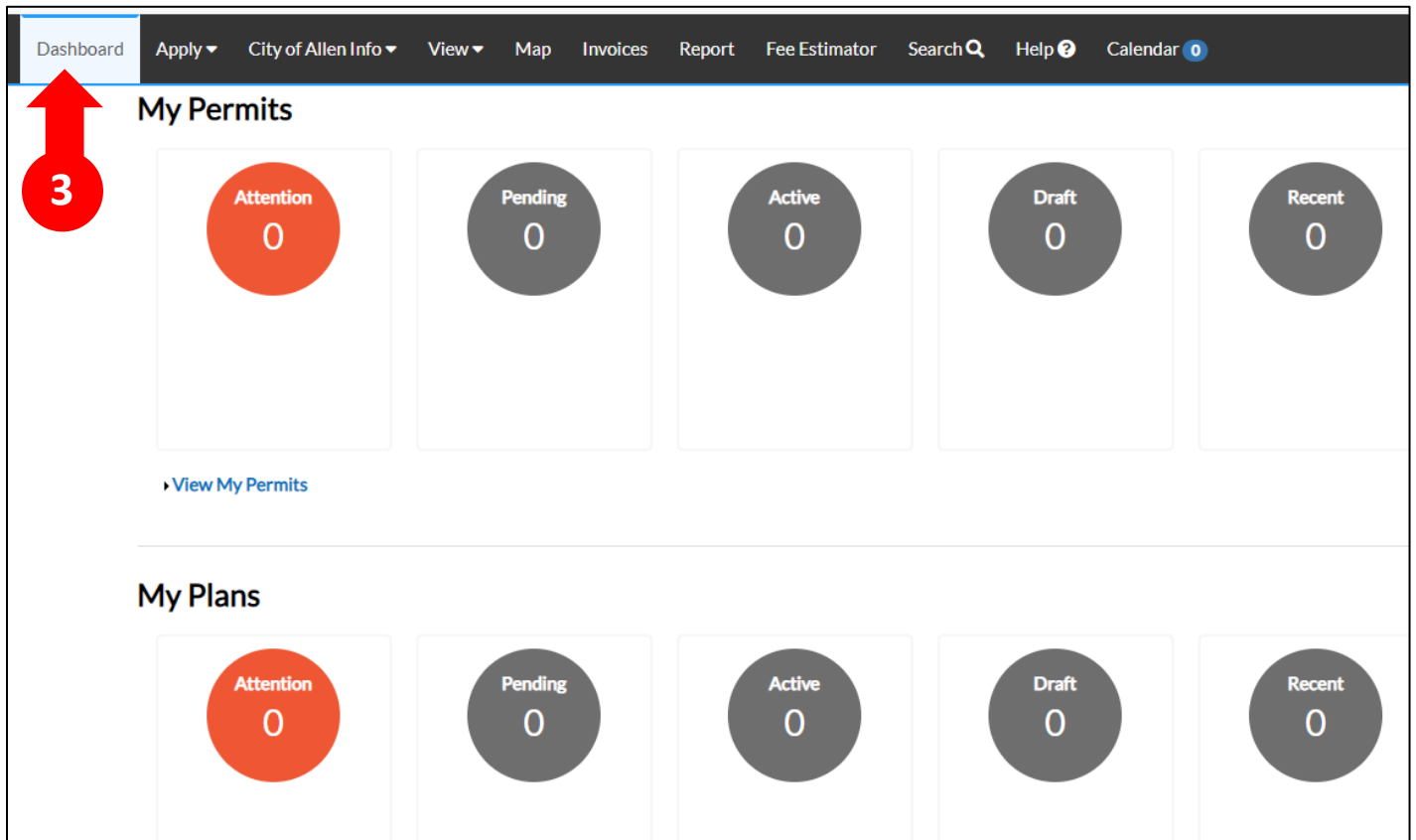
How to Apply for a Permit

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 for “How to Register in CSS”

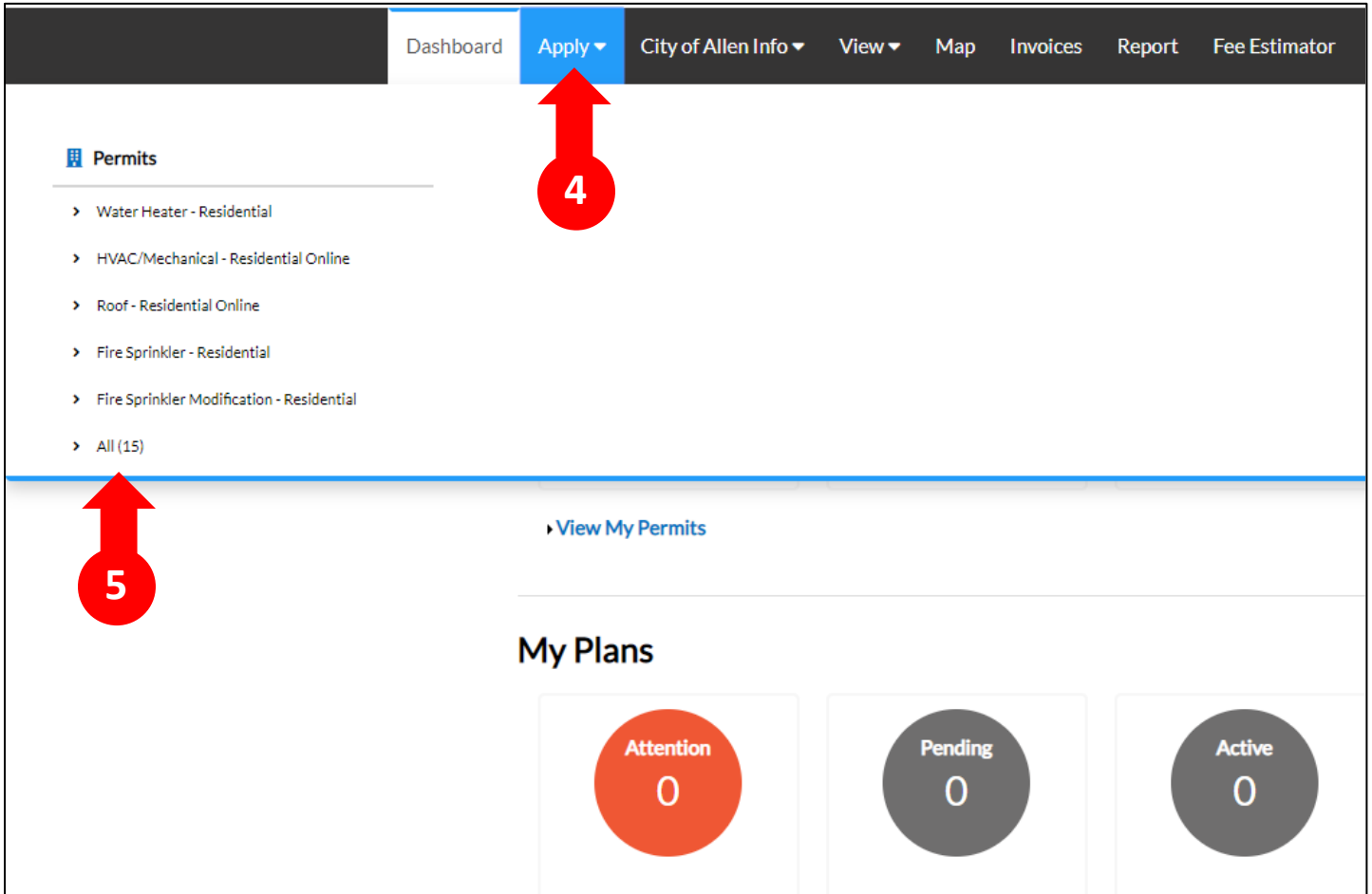
NOTE: If you are a contractor, you must be registered with the City of Allen prior to creating a CSS account.

2. If registered, login into your account.
3. You will arrive at your home page (referred to as your “Dashboard”)



4. Click on “Apply” for the drop-down menu.

5. If permit type is visible in drop-down menu, click it. If not visible, click “All” to find more options.




6. Find permit type, and click “Apply”

Permit Application Assistant

Categories

- All 15
- Fire Residential 4
- Residential Misc. 10
- Residential Outdoor 1

Residential Misc. : Water Heater - Residential Permit for Residential Water Heater Categories Main Menu	Apply
Residential Misc. : HVAC/Mechanical - Residential Online Permit for Residential HVAC/Mechanical Categories Main Menu	Apply
Residential Misc. : Roof - Residential Online Permit for Residential Roof Categories Main Menu	Apply
Fire Residential : Fire Sprinkler - Residential Fire Sprinkler - Residential Categories Main Menu	Apply
Fire Residential : Fire Sprinkler Modification - Residential Permit for Residential Fire Sprinkler Modification Categories Main Menu	Apply



7. Once clicking “Apply,” you will be in the workflow screen.

8. Click “Add Location”

Apply for Permit - Roof - Residential Online *REQUIRED

7 → 1 2 3 4 5 6

Locations Type Contacts More Info Attachments Summary



LOCATIONS

Site Address ▾

Add Location

+

REQUIRED



Save Draft Next

9. Click "Address" button if it is not highlighted in blue.
10. Be sure "Add Address As" selection is on "Site Address" (should show as default).
11. Type in Location in the "Search Addresses" box. NOTE: Only use address number with street name. Do not use Parkway, Road, Street.
12. Click on the Search icon.

◀ Back to Application

Add Location

9 → **Address** Parcel

Add Address As Site Address ▼ ← 10

Search

Address Information

11 → Search 305 Century Parkway | 🔍 ← 12

13. Once address appears in search box, click "Add."

Address Information

Search 305 century 🔍

Address	Action
305 CENTURY PKWY ALLEN TX 75013	Add

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13 ↑

14. Once the Site Address Information Box appears, click “Next”.

Apply for Permit - Roof - Residential Online *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Summary

LOCATIONS

Type: Site Address
305 CENTURY PKWY,
ALLEN, TX, 75013

Main Address

Parcel Number
119249

Main Parcel

[Remove](#)

Site Address

Add Location

+

14 ↓

[Save Draft](#) [Next](#)

15. Type Description Information
16. Click “Next”

Apply for Permit - Roof - Residential Online *REQUIRED

✓ Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Summary

PERMIT DETAILS

* Permit Type

Description

15 ←

16 ↓

[Back](#) [Save Draft](#) [Next](#)

17. The contact screen will appear. You can only add other contacts IF they are registered in the system. Add additional contacts if necessary.

18. Click "Next"

Apply for Permit - Roof - Residential Online *REQUIRED

Locations ✓ Type ✓ **3** More Info 4 Attachments 5 Summary 6

CONTACTS

Applicant
Teresa Warren (You)
305 Century Parkway, Allen, TX, 75013

- Applicant
- Backflow Tester - Fire
- Backflow Tester - General
- Business Owner
- Contractor (Fire)
- Developer
- Electrical Contractor
- Engineer
- General Contractor
- Irrigation
- Mechanical Contractor
- Owner**
- Plumbing Contractor
- Sign Contractor
- Subcontractor
- Tenant

Back Save Draft **Next**

Need Assistance? Please contact the appropriate department regarding a specific permit or inspection.
Building Department
Fire Department:

19. More information is required for certain permits and entry fields will appear. Enter information and click "Next." If "More Info" displays without entry fields, click "Next"

Dashboard Apply City of Allen Info View Map Invoices Report Fee Estimator Search Help Calendar

Apply for Permit - Roof - Residential Online *REQUIRED

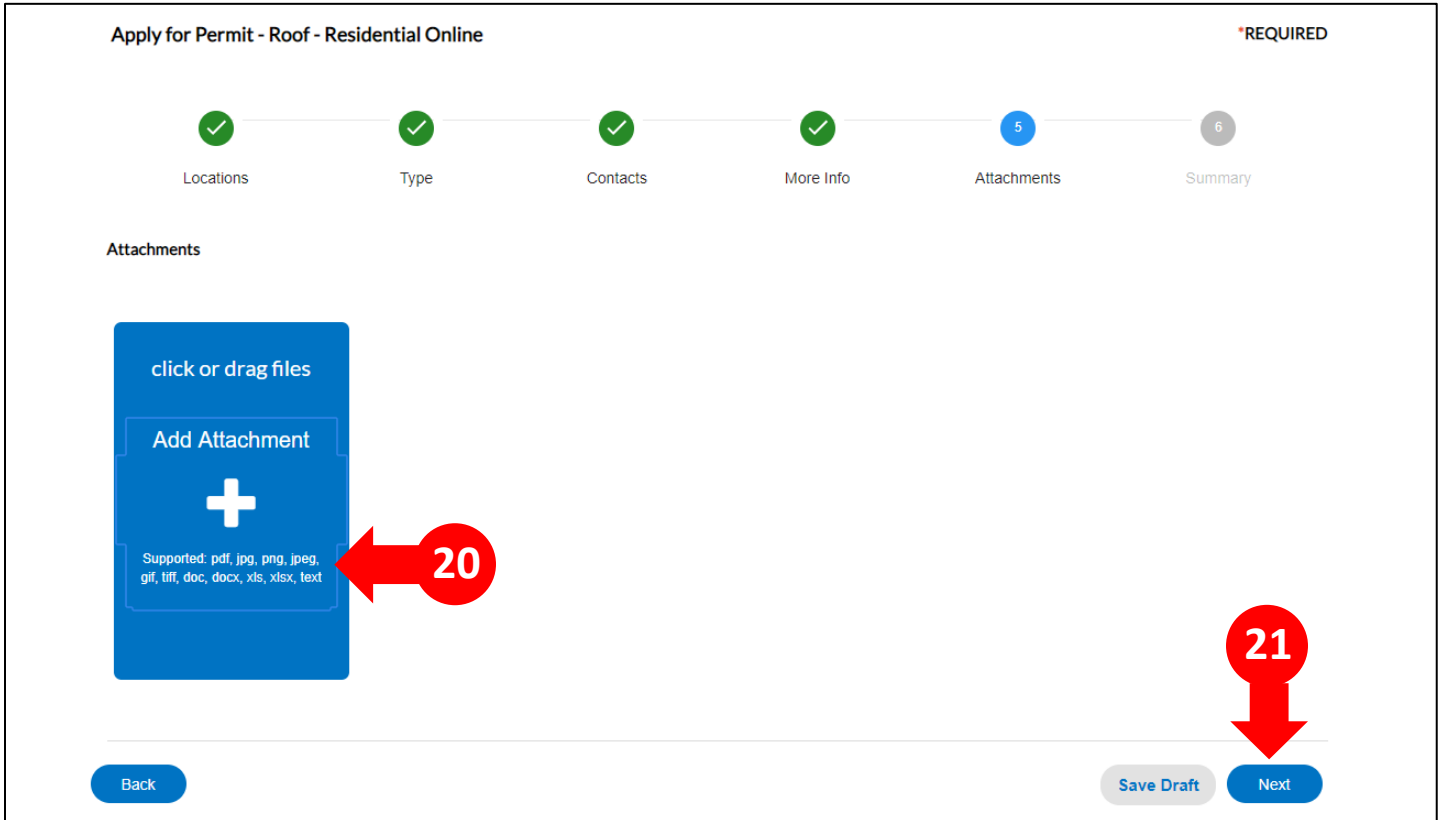
Locations ✓ Type ✓ Contacts ✓ **4** More Info 5 Attachments 6 Summary

MORE INFO

Back Save Draft **Next**


20. Add relevant attachments. Required attachments for certain permit types are listed on the [Permit & Contractor Forms web page](#), acceptable file formats are listed


21. Click "Next"





22. Review the summary screen, if correct, hit "Submit"


Apply for Permit - Roof - Residential Online *REQUIRED



Locations


Type


Contacts


More Info


Attachments


Summary

Locations

Location 1	305 CENTURY PKWY, ALLEN, TX, , 75013
Location 2	119249

Basic Info

Type	Roof - Residential Online
Description	This is an example entry.
Applied Date	05/14/2019

Contacts

Contact 1	Teresa Warren 305 Century Parkway , Allen, TX, , 75013
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The following is a fee estimate and totals are subject to change. Additional fees may apply.

Estimated Fees

Fee	Amount
BD - Re-roofing (Residential Only)	\$150.00

Total: \$150.00

More Info

No records to display.


Attachments

Attachment 1	CSS Registration Tutorial.pdf
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[Back](#)

[Save Draft](#)

[Submit](#)



23. The permit submittal screen shows successful application in the system. Now click "Pay Now" to pay for the permit.

NOTE: If permit requires plan check, payment will be available once the plans are approved.

✓ Your permit application was submitted successfully. Please click the Pay Now button to pay for the invoiced fees to complete the process.

Permit Number: 003829-2019-RMISC2

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:	Roof - Residential Online	IVR Number:	118862	Applied Date:	05/14/2019
Status:	Submitted Online	Project Name:		Issue Date:	
District:		Assigned To:		Expire Date:	
Finalized Date:					
Description:	This is an example entry.				

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

Holds

Meetings

More Info

Locations | Parcels | Next Tab | Permit Details | Main Menu

Locations

Main	Address
<input checked="" type="checkbox"/>	305 CENTURY PKWY ALLEN, TX 75013

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Parcels

Main	Parcel	Section	Township	Range
<input checked="" type="checkbox"/>	119249	301 CENTURY PKWY ALLEN, TX 75013		

Results per page 10 ▼ 1 - 1 of 1 << < 1 > >>

A red arrow points upwards from a red circle containing the number '23' to the 'Pay Now' button. The button is a blue pill-shaped button with white text.

24. In Shopping Cart, click "Check Out"

Shopping Cart

Total \$150.00

Check Out

Invoice: 00022008 Description: NONE
Due Date: 05/14/2019 Billing Contact: Warren, Teresa

Case Number	Project	Case Address	Amount Due
003829-2019-RMISC2		305 CENTURY PKWY ALLEN TX 75013	\$150.00

\$150.00

Remove

Top | Main Menu

Total \$150.00

24 → Check Out

25. On the MyGovPay portal, note permit type will not display in the Item Description. It will always display as NONE.

26. Enter Payment Details

27. Click "Pay Now"

MyGovPay
EMPOWERED BY TYLER TECHNOLOGIES

Allen, TX
Order Number: 9396
Tuesday, May 14, 2019

25

Invoice #	Item Description	Quantity	Unit Price	Total Price
00022008	NONE	1	\$150.00	\$150.00
Item Total:				\$150.00
Order Total:				\$150.00

Payment Details ← 26

*all fields are required

Cardholder Name

Billing Street

Billing Zip Code

Card Type

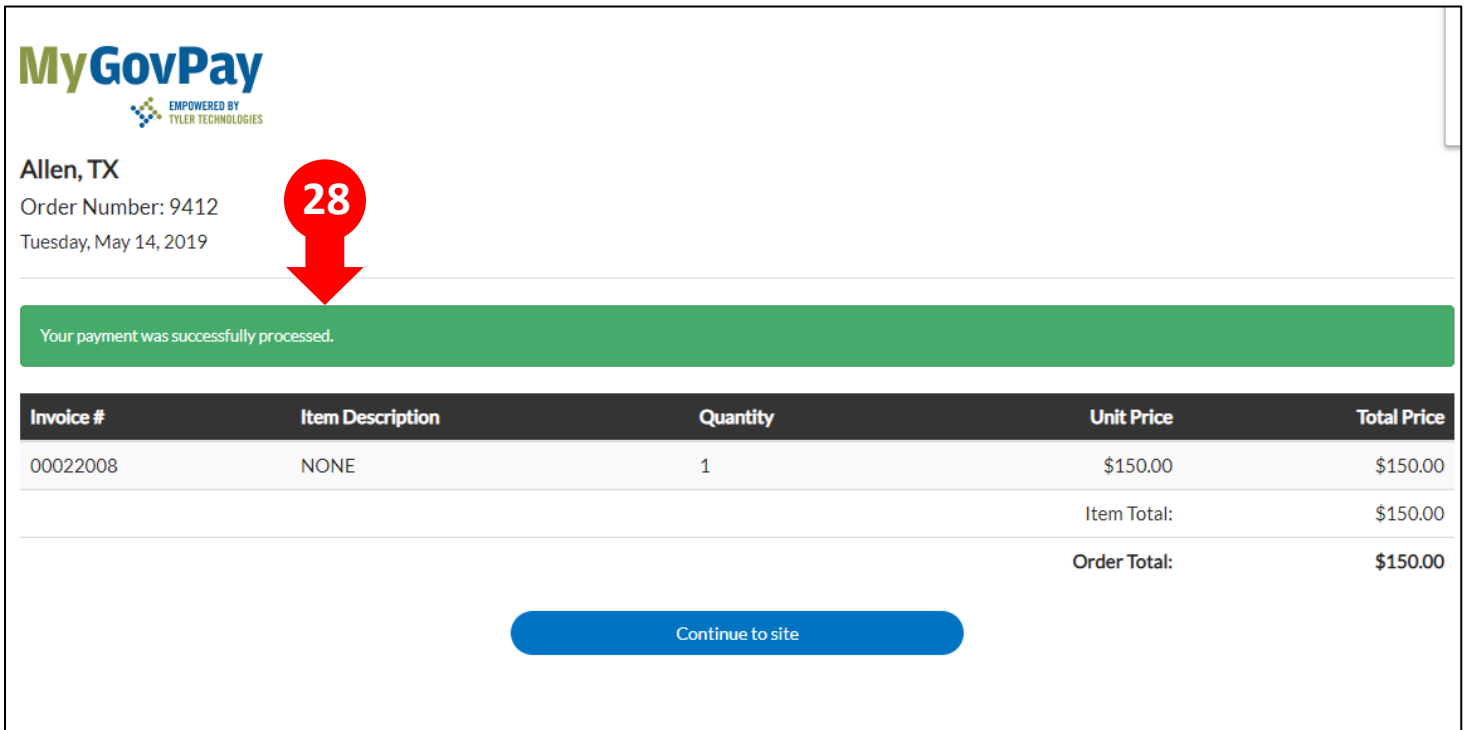
Card Number

Expiration Date

CVV Code

27 → Pay Now - \$150.00

28. You will receive a confirmation screen that your payment was successfully processed.



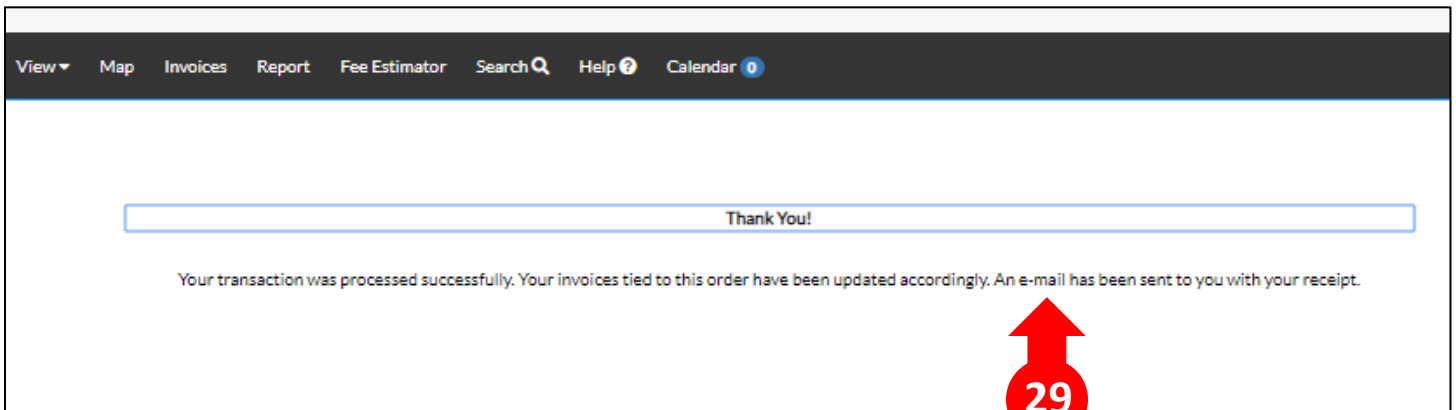
The screenshot shows the MyGovPay website interface. At the top left is the MyGovPay logo with the tagline "EMPOWERED BY TYLER TECHNOLOGIES". Below the logo, the location "Allen, TX" is displayed, followed by "Order Number: 9412" and "Tuesday, May 14, 2019". A red circle with the number "28" and a downward-pointing arrow highlights the "Your payment was successfully processed." message in a green banner. Below this banner is a table with the following data:

Invoice #	Item Description	Quantity	Unit Price	Total Price
00022008	NONE	1	\$150.00	\$150.00
			Item Total:	\$150.00
			Order Total:	\$150.00

At the bottom center of the screen is a blue button labeled "Continue to site".

29. You will receive a follow up email with receipt

30. It takes approximately 48 hours for the permit to be available in the system



The screenshot shows the MyGovPay website interface with a dark navigation bar at the top containing links for "View", "Map", "Invoices", "Report", "Fee Estimator", "Search", "Help", and "Calendar". The main content area features a blue-bordered box with the text "Thank You!". Below this box, a message states: "Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly. An e-mail has been sent to you with your receipt." A red circle with the number "29" and an upward-pointing arrow highlights this message.

- 31. On dashboard, the permit remains pending until it has been issued in the system.
- 32. Once issued, you will see it listed as "Active"
- 33. Click on the "Active" permit button to access the online permit
- 34. Print permit and display while work is taking place. If you cannot print the permit at home, visit Building Services, first floor of Allen City Hall, 305 Century Parkway. Staff can print a permit for your use.

The dashboard features a top navigation bar with the following items: Dashboard, Apply, City of Allen Info, View, Map, Invoices, Report, Fee Estimator, Search, Help, and Calendar. Below the navigation bar, the dashboard is divided into three main sections:

- My Permits:** A row of five circular status indicators: Attention (0), Pending (1), Active (0), Draft (0), and Recent (1). A red circle with the number '31' and an arrow points to the 'Pending' indicator. Below this row is a link: [View My Permits](#).
- My Plans:** A row of five circular status indicators: Attention (0), Pending (0), Active (0), Draft (0), and Recent (0). Below this row is a link: [View My Plans](#).
- My Inspections:** A row of three circular status indicators: Requested (0), Scheduled (0), and Closed (0). Below this row is a link: [View My Inspections](#).
- My Invoices:** A table with three rows and two columns. The first column lists the invoice type, and the second column shows the amount. Each row has an 'Add To Cart' button.

Current	0	\$0.00	Add To Cart
Past Due	0	\$0.00	Add To Cart
Total	0	\$0.00	Add To Cart

Below this table is a link: [View My Invoices](#).