

Citizen Self Service (CSS) Portal

How to schedule an inspection

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”
2. If registered, login to your account.
3. You will arrive at your home page (referred to as your “Dashboard”)
4. Click on “Active” Permits

The screenshot displays the City of Allen Citizen Self Service Dashboard. At the top, there is a navigation bar with the following items: Dashboard, City of Allen Info, View, Map, Report, Fee Estimator, Search, Help, and Calendar. Below this is a blue header with the text "City of Allen Citizen Self Service Permit Information & Inspection Requests". The main content area is divided into two sections: "My Permits" and "My Plans".

My Permits

Attention	Pending	Active	Draft	Recent
0	0	2	0	2
		Roof - Residential 2		Roof - Residential 2

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

Red arrows and numbers 3 and 4 are overlaid on the image. Arrow 3 points to the "Dashboard" link in the top navigation bar. Arrow 4 points to the "Active" permit category in the "My Permits" section.

5. Choose the permit you want to schedule for inspection.

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

My Permits Search for permit number, project, or address Exact Match

Display Active Select Case Type Export Sort Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
013073-2018-RMISC		305 CENTURY PKWY ALLEN, TX 75013	Roof - Residential	Active, Recent	
013074-2018-RMISC		301 CENTURY PKWY ALLEN, TX 75013	Roof - Residential	Active, Recent	

Results per page 10 1 - 2 of 2 << < 1 > >>

6. Click the inspection tab

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

Permit Number: 013073-2018-RMISC

Permit Details | Tab Elements | Main Menu

Type:	Roof - Residential	IVR Number:	113373	Applied Date:	10/17/2018
Status:	Permit Issued	Project Name:		Issue Date:	10/17/2018
District:		Assigned To:		Expire Date:	04/15/2019
Square Feet:	0.00	Valuation:	\$15,000.00	Finalized Date:	
Description:	Re Roof				

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

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

7. On the Inspection page, click the “Action” check box.

8. Then click “Request Inspection”

The screenshot shows the 'Inspections' page with a navigation bar at the top containing buttons for Locations, Fees, Reviews, Inspections (selected), Attachments, Contacts, Sub-Records, Holds, Meetings, and More Info. Below the navigation bar are links for Existing Inspections, Request Inspections, Optional Inspections, Next Tab, Permit Details, and Main Menu. The 'Existing Inspections' section has a 'Sort' dropdown set to 'Description' and a table with columns: View Inspection, Description, Status, Request Date, Scheduled Date, Inspector, and Action. Below this table is a 'Request Inspections' section with a 'Sort' dropdown set to 'Order' and a table with columns: Description, Reinspection, and Action. The table contains one row: 'Roof - Final', 'No', and a checked checkbox. Below the table is a pagination control showing 'Results per page: 10', '1 - 1 of 1', and navigation arrows. A red arrow labeled '7' points to the checked checkbox. A red arrow labeled '8' points to a blue 'Request Inspection' button. Below the 'Request Inspections' section is an 'Optional Inspections' section with a 'Description' column and 'No records to display'.

9. Complete request fields and be sure to add any relevant comments related to access

10. Hit “Submit”

The screenshot shows the 'Request Inspections (1)' form. At the top is a navigation bar with links for Dashboard, City of Allen Info, View, Map, Report, Fee Estimator, Search, Help, and Calendar. Below the navigation bar is a 'Back' link and the title 'Request Inspections (1)'. The form contains a card for inspection #013073-2018-RMISC with details: Inspection Type: BD-Roof - Final, Case Type: BD - Residential Misc., and Address: 305 CENTURY PKWY ALLEN, TX 75013. Below the card are fields for: * Requested Date (10/19/2018), Comments/Gate Code (DOG IN BACKYARD), * Contact Name (Kathy), and * Contact Phone (555-555-5555). A blue 'Submit' button is at the bottom. A red arrow labeled '9' points to the 'Comments/Gate Code' field. A red arrow labeled '10' points to the 'Submit' button. A yellow '*REQUIRED' label is in the top right corner.

11. You will receive a confirmation notice on the screen

12. Need Assistance? Contact information is displayed in the footer of the portal at all times. Please call if you need help.



[Back](#)


Request Inspections (1)

1 Case #013073-2018-RMISC *REQUIRED

Inspection Type:	BD-Roof - Final
Case Type	BD - Residential Misc.
Address:	305 CENTURY PKWY ALLEN, TX 75013

Requested Date	10/19/2018
Comments/Gate Code	DOG IN BACKYARD
Contact Name	Kathy
Contact Phone	555-555-5555

12  **Need Assistance?** Please contact the appropriate City of Allen Department regarding a specific permit or inspection.

Building Department: [Email](#) or (214) 509-4130
Fire Department: [Email](#) or (214) 509-4400
CSS Technical Support: [Email](#)