How to Apply for Plans via the Citizen Self Service Portal

Make sure you have a registered account in the Citizen Self Service Portal (CSS). If you are not registered, please refer to the tutorial document “CSS Registration Tutorial”

1. Once registered, login to your account. You will arrive on the “Home” page. Click the link to the Planning Department Applications on the banner, or click the “Find Your Planning Application” button.
2. This will open the “ACC Planning Department Application Forms – Submittal Requirements and Fees” page in a new tab.
   a. You can click The Alphabetical list of applications for descriptions and links for each form.
   b. Choose an application by type and it will scroll directly to that group of applications.
3. Click on Application Type to open pdf application.

4. Print and complete the application. Scan the completed application or use your phone’s camera to capture a digital copy.
   *Note: Any fees associated with plan applications will be added to your case once your application is processed and payment by check will be required before approval. Staff will contact with payment details once your application is accepted.
5. Return to the CSS Portal tab. To apply:
   a. Click “Apply” on the top banner. Go to “PLANS” and click “General Planning Dept Application” for new submittals or “Revisions for Planning Dept Applications” for any revisions or changes to approved plans. Or...
   b. Click the “Apply” button. Click the apply button next to the appropriate application type.
6. Location: Click Add Location. This is the location where the work will take place. Use the search field under Address Information to find the location address. Type in the full address and click the search button. Results will show below, click the add button to select the location address.

7. Clicking Add takes you back to the location page. Here you can add other locations if there are multiple addresses in your project. If not, click Next.
8. Type: For all applications the Plan Type for online submittals will be “General Planning Dept Application”. In the description field, state the application you are submitting for. If you haven’t filled out the application, there are links on this page to all Planning-related pdf applications. Once the description information is filled in, click Next.
9. **Contacts**: You are automatically added as the Applicant. You can add more contacts if appropriate.* Use the dropdown above Add Contact to specify the type of contact. Click Next.

* If the same person performs multiple roles, be sure to add a separate contact with each role specified. For example, the applicant may also be the owner. In that case there would be 2 contacts, both with the same name, but one listed as applicant and the other listed as owner.
10. More Info: Find the application type you are applying for and add detailed description of the work. Be as specific as you can. The more information you can add, the better it will be for staff to process your application.

11. Attachments: Here you will attach the application that was filled out and scanned. (Refer to steps 2-4) **The application attachment is required.** Additional documents may be required depending on the application type that you are submitting. You will use the Add Attachment button, indicating the type of attachment in the drop down menu.
12. Signature: Type your name as consent to electronically sign the application. Click Enable Type Signature and type your full name in the box. Click next.

13. On the Review and Submit page make sure all of the information is correct. If it is, click submit. This may take a few minutes depending on the size of the attached files. When it’s finished, you’ll see a message that your plan was successfully created. Click on Dashboard to see the status of your application.
14. The case will automatically show up under “Pending.” Staff will review the application for completeness. If Planning requires more information, you’ll be notified by email and the case will move from “Pending” to “Attention” on the dashboard. Once your application is complete and accepted by Staff, your case will move from “Pending” or “Attention” to “Recent” as this completes your online submission. A new case with a new Planning case number will appear in “Pending”, or “Attention” if fees are due.

For any questions regarding use of Citizen Self Service Portal, please email cssportal@accgov.com.