Citizen Self Service (CSS) Online Portal



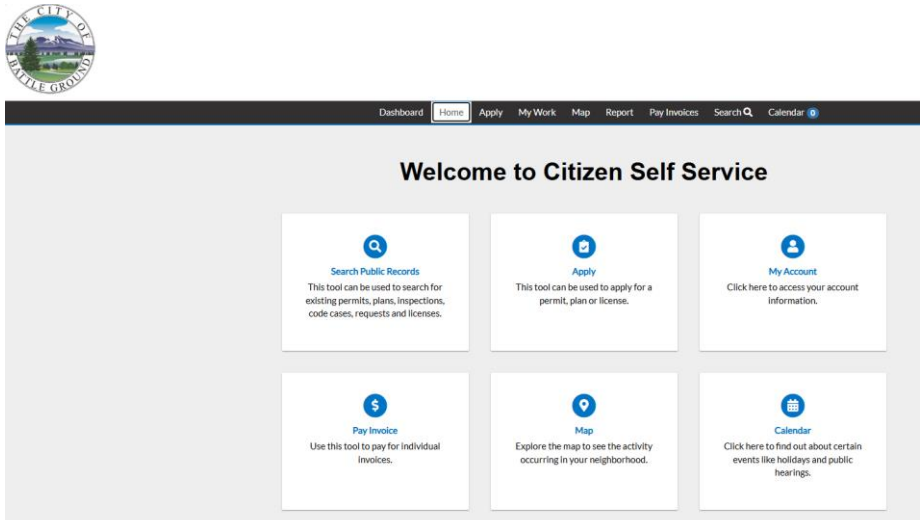
What is CSS? CSS stands for Citizen Self Service portal. It's a web-based portal that allows users to:

- Apply for building permits, planning applications and engineering applications.
- Pay invoices
- Schedule inspections

What is eReview? eReview is a component of our permitting software that allows for electronic plan review. Beginning **December 1, 2025,** the City of Battle Ground will be utilizing eReview for all building, planning and engineering plan review which means that paper submittals will no longer be required to be dropped off to our office for applications submitted after this date. *(There are a few exceptions to the paperless review process, please contact Community Development with questions.)*

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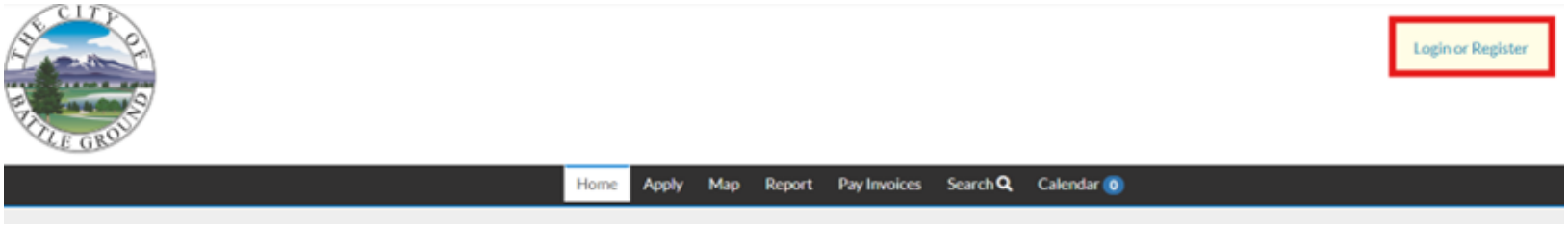
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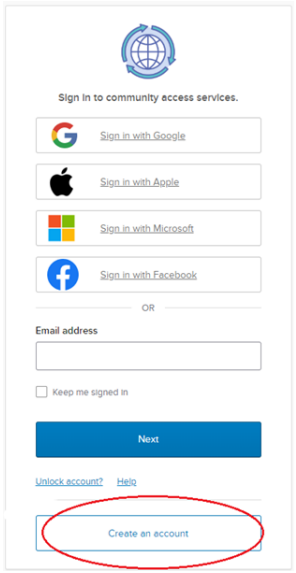
I. | Register for CSS

New users will need to create an account when using CSS for the first time.

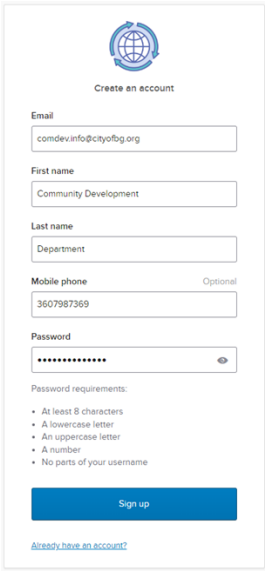
1. Go to the Online Portal at www.cityofbg.org/plan-build-apply
2. Click on the **Login or Register** button in the top right corner of the screen:



3. Select **Create an Account** and complete the required fields:







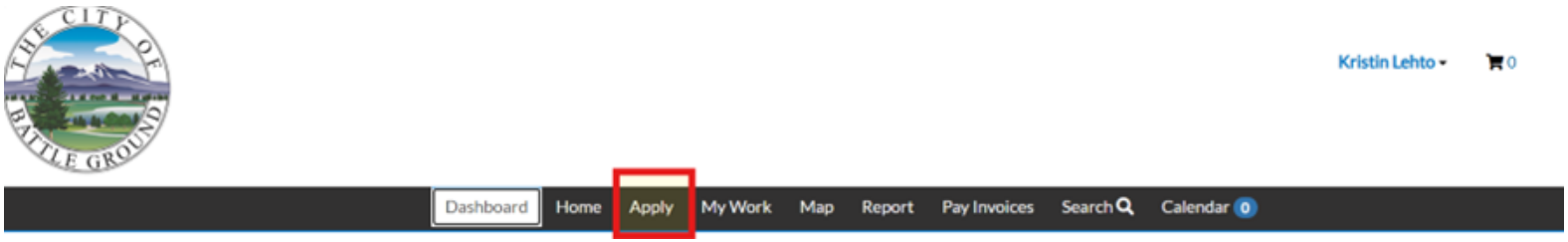
- E-mail
- First Name
- Last Name
- Mobile Phone (Optional)
- Password

A code will be sent to the email provided.

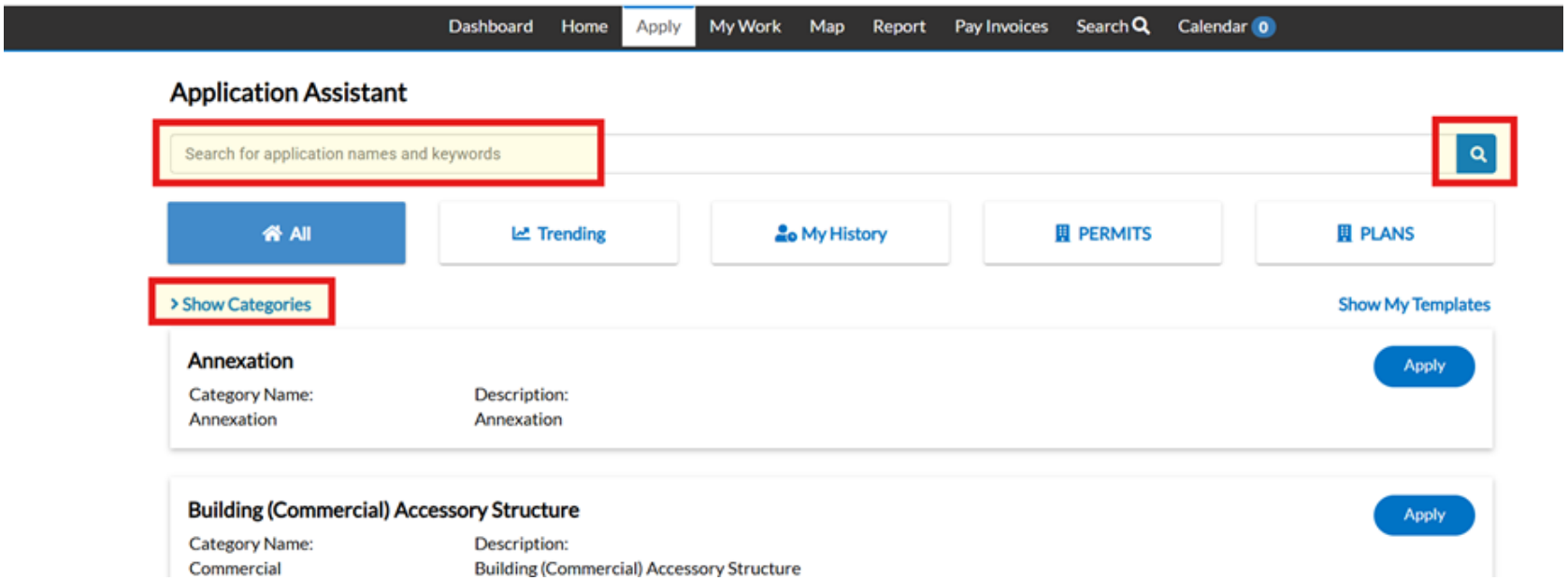
Enter this code in the field provided and click **Verify**. This completes your CSS registration.

II. | Applying for a Permit

1. From your Dashboard in CSS, click **Apply**:

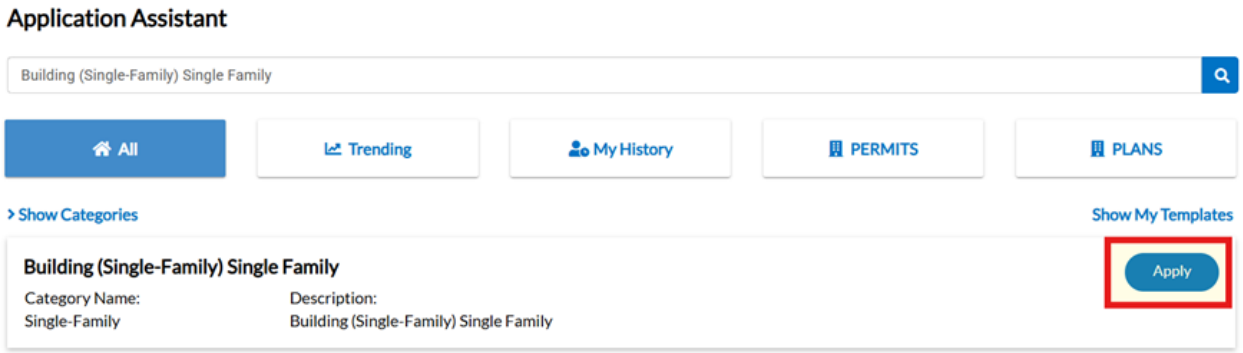


2. **Enter keywords** to search for the permit or use the filters to select by category. *If you have any questions about the type of permit or application you should be applying for, contact Community Development using the contact information displayed above.*



II. | Applying for a Permit *(continued)*

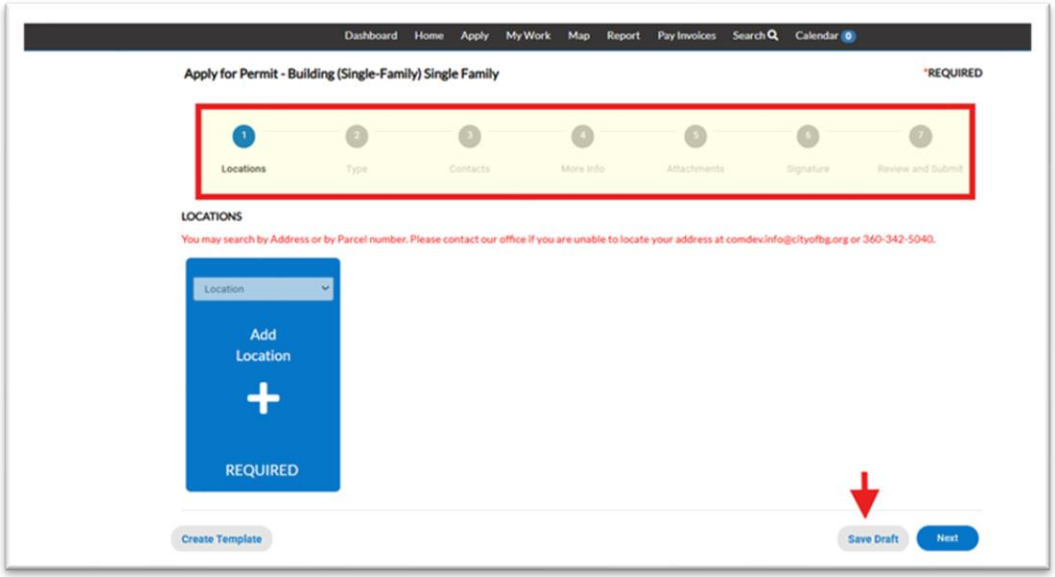
3. Once the correct application is located, click **Apply**



4. **Complete your application**. There are multiple steps to applying for a permit or application. Depending on the permit or plan type certain fields will be required.

   You can click the **Save Draft** button at any time to save your work and come back later to complete the application.

   Use the Next button to navigate through the application steps.



II. | Applying for a Permit *(continued)*

Learn more about each part of the online application:

a. **Locations:** Click on the Add Location + to search for and select the site address (or parcel) for the application. *Please note that only valid parcels/addresses located within City of Battle Ground limits will appear in the search results.*

b. **Type:** Add a description of the proposed project/scope. (Please include business name for commercial applications or subdivision and lot for residential applications.) Add square feet and/or valuation if those fields are required.

c. **Contacts**: Add additional required contacts using the Add Contact + *(Tip: search by email to see if the Contact already exists in our database to avoid creating duplicates.)*

d. **More Info**: Complete the additional fields *(Note: Additional fields are based on application type)*

e. **Attachments**: This is where plans, documents, applications, etc. will be added for review. Select file type using drop down arrow then click on the Add Attachment + to select file(s).
Supported file type = PDF
(Please note that specific file types are required and must be provided to proceed with the application submittal.)

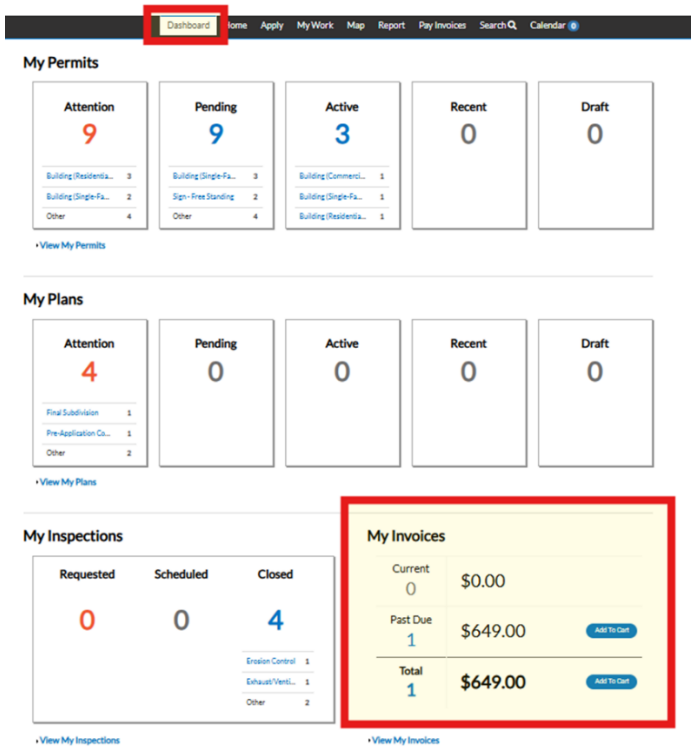
f. **Signature**

g. **Review and Submit:** Review the information entered and if everything is correct complete your application steps by clicking the Submit button.

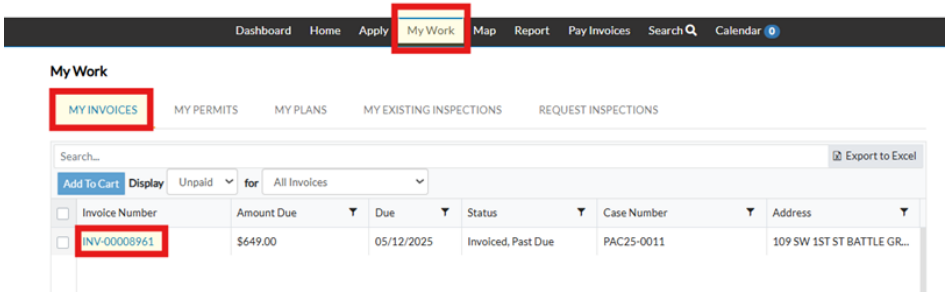
III. | Paying Invoices

There are <u>multiple ways to navigate to Invoices</u> in CSS. *(Please note that you'll need to be signed into your CSS account and associated with the application to access invoices.)*

Option 1: From your Dashboard in CSS there is a **My Invoices** section in the bottom right corner:



Option 2: From your Dashboard, click in **My Work** and select the **My Invoices** tab, then click on the invoice number you would like to pay:

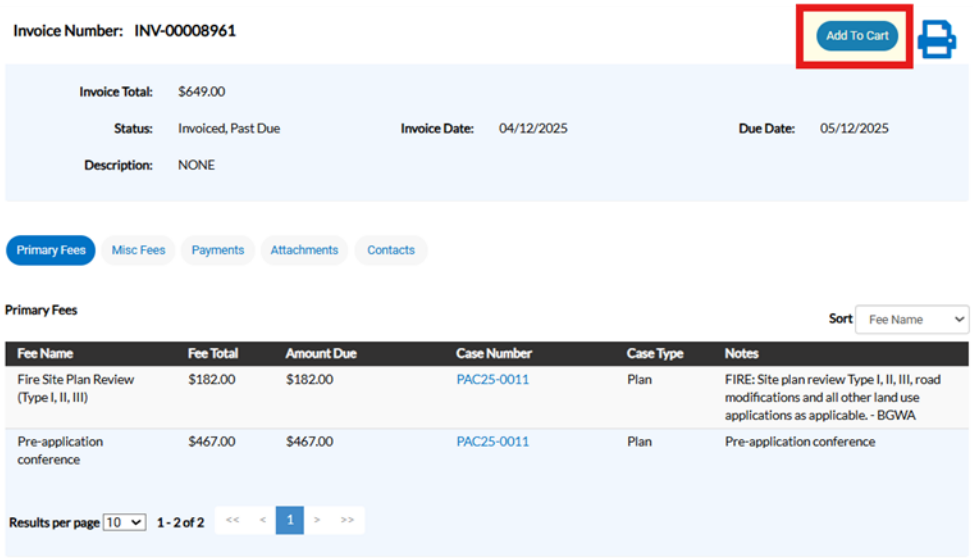


(See next page for instructions on completing payment)

III. | Paying Invoices *(continued)*

Once you have accessed your invoice, complete the following steps to complete payment.

1. With your invoice open, select the **Add to Cart:**



2. Once the item(s) has been added to your cart, click the **Check Out** button to proceed to the payment window.



Please note that a convenience fee(s) will be applied for e-check payments and credit card payments.

If paying in person or by mail, please include the invoice and permit number. Please contact the Community Development staff for more information.

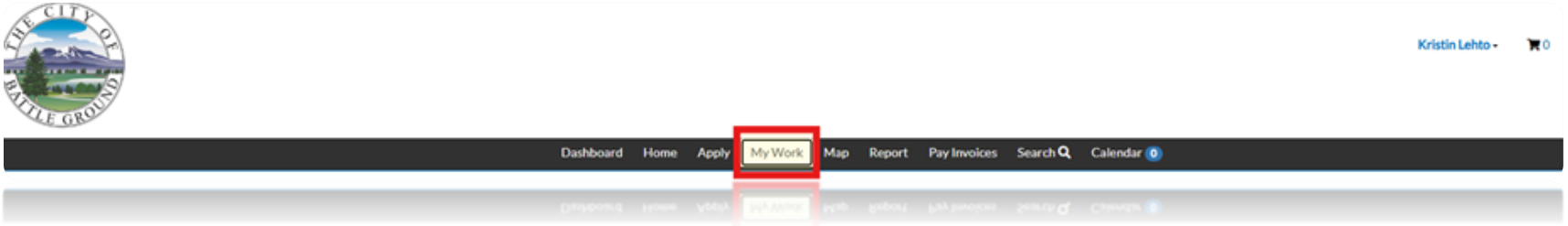
IV. | My Work

The **My Work** tab allows you to search for and access all your:

- Invoices
- Permits
- Plans
- Inspection history

Please note: You must be logged in to view your active cases and associated information.

When your project is complete, you may **request an inspection through the My Work tab.** *(See following page for instructions.)*

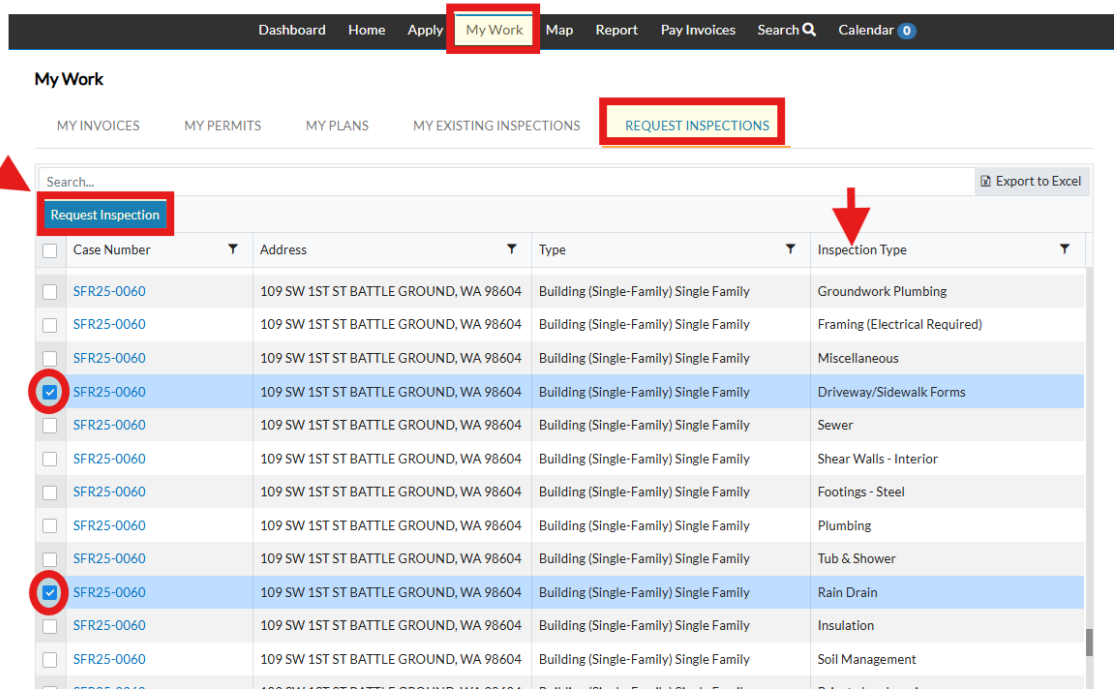


V. | Inspections

There are <u>multiple ways to access inspection requests</u> in CSS. *(Please note, you must be logged into your CSS account to request an inspection on a permit that you're associated with.)*

Option 1: From the Dashboard in CSS, click on **My Work** and select the **Request Inspections** tab.

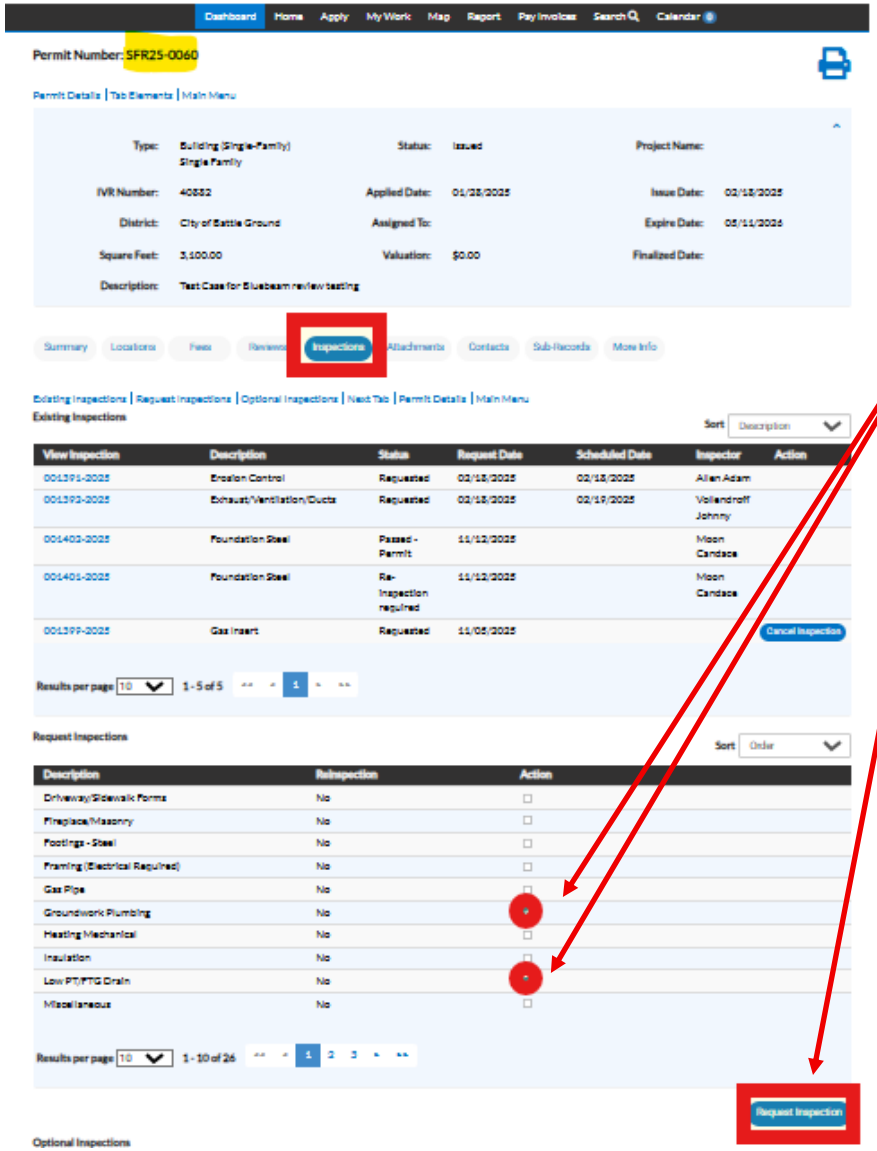
If you have multiple active permits, you may utilize the **Search** field to help find the case number corresponding to inspection you will be requesting. Next, you will select the checkbox next to the permit number for each Inspection Type you wish to schedule for inspection *(you may make multiple selections).* Then you will click the **Request Inspection** button to proceed.



Guide Note:

Please contact our Community Development staff if you have questions about your project's inspection requirements.

V. | Inspections *(continued)*

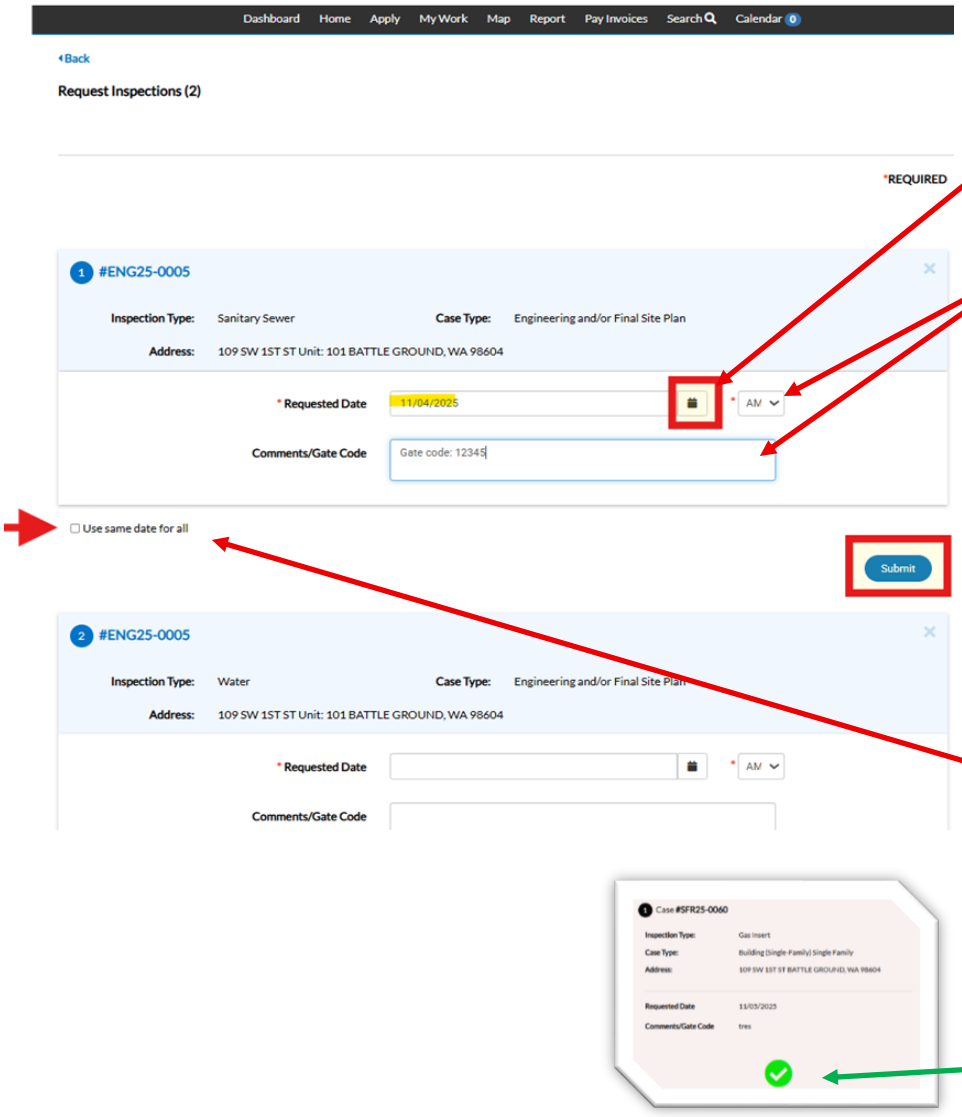


Requesting an Inspection

Option 2: Within a specific permit, you can select the inspection(s) you would like to request by checking the corresponding check box under the **Action** field, then click **Request Inspection**.

> ***Guide Note:***
>
> *Please contact our Community Development staff if you have questions about your project's inspection requirements.*

V. | Inspections *(continued)*



Inspection Request Details

1. Use the **calendar icon** to choose your requested inspection date.
2. Next, select if you prefer an **AM or PM** inspection time. Use the "Comments/Gate Code" field to request a specific time (if applicable). *Please note, staff will do their best to accommodate specific time requests, as the schedule allows. However, requested time(s) should not be considered as a guarantee of the inspector's arrival time.*
3. Then you may enter any relevant comments in location access information the inspector may need upon arrival at the location.
4. The ***"Use same date for all"*** checkbox may be used to populate these inspection details for any additional inspections you may be requesting under this permit.
5. Click **Submit,** to complete your inspection request.
6. A **green check** confirms that your inspection has been scheduled.

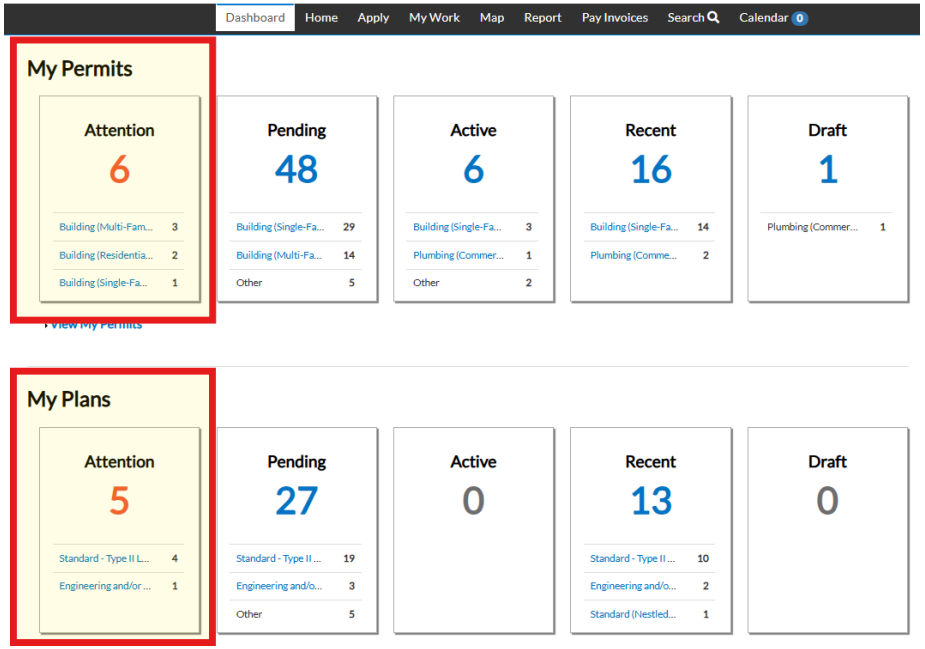
VI. | Submitting Revisions

During the plan review process reviewers may have review comments that require revisions to be provided for additional review(s) prior to approval. When all reviewers have completed their reviews in a series, the applicant will receive email notification that revisions are required.

Important: The CSS system does not allow applicants to add new files or revisions while the application is in an active plan review cycle. Modifications to an application may only be made once prompted by the reviewer(s) comments.

Please follow these steps to acknowledge and provide revised files:

1. To access the application, you can navigate to the **Attention** card from *My Permits* or *My Plans* tabs on your CSS dashboard, then **select the corresponding Permit or Plan Number** requiring your attention.



VI. | Submitting Revisions *(continued)*

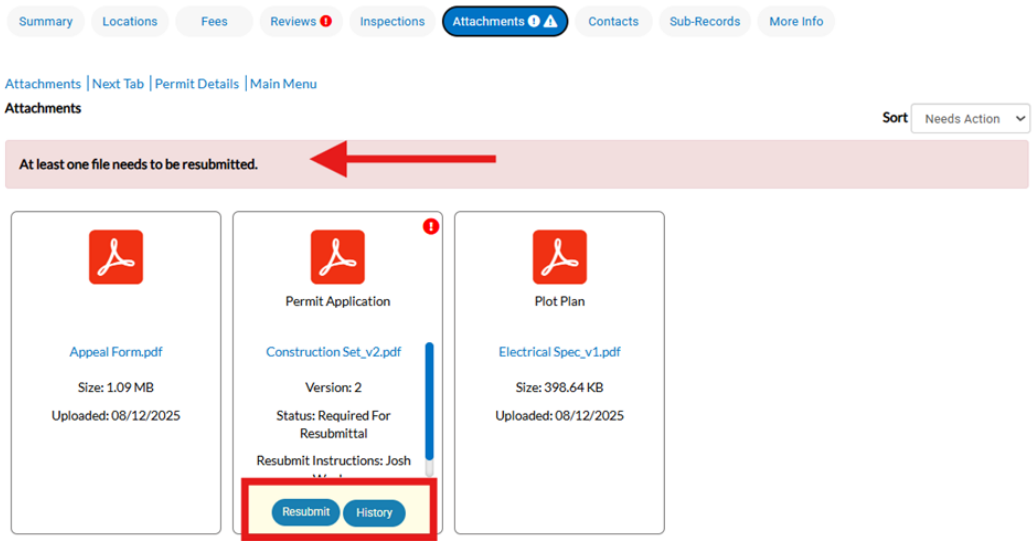
1. Once the permit is open, the applicant can see the indicators at the bottom of the screen to identify the action needed:

   - The (!) symbol on the **Reviews** tab indicates that at least one of the reviews was not passed.
   - The (!) symbol on the **Attachments** tab indicates that attention/action is needed from the applicant.

2. Click on the **Attachments** tab. This will show details on the files that were not approved and/or need to be resubmitted.

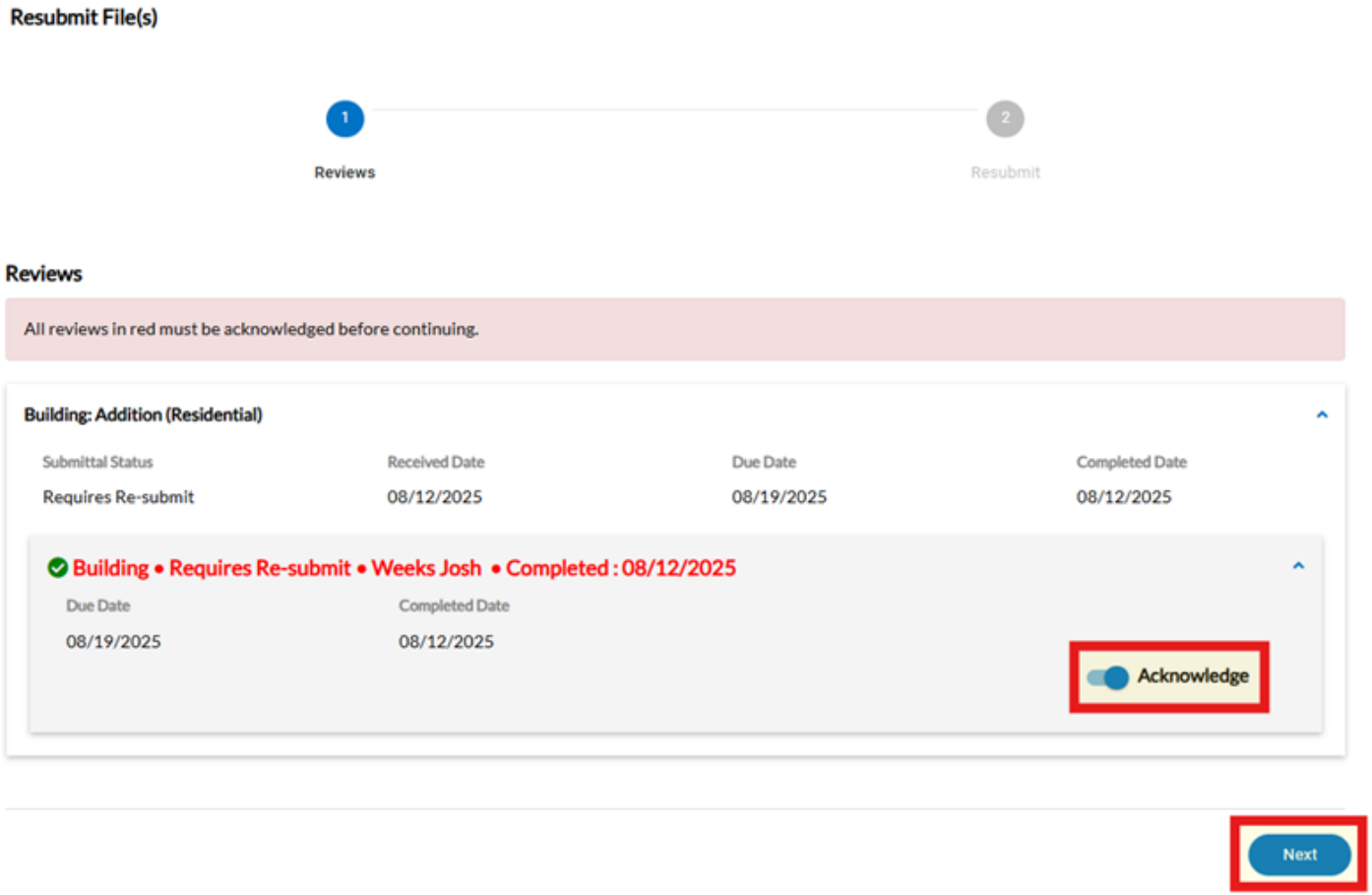
   Please note, the reviewer may have added a Plan Review Comment Letter to the Attachment tab that can be accessed here, providing detailed plan review comments.

3. To replace the file needing attention, click on the **Resubmit** button.



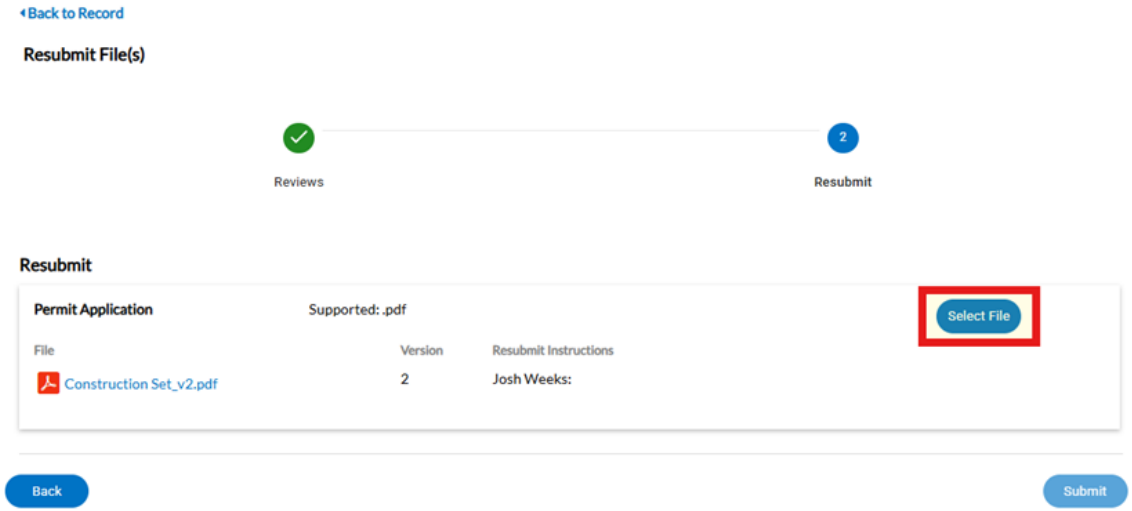
VI. | Submitting Revisions *(continued)*

4. Toggle that you **Acknowledge** each of the Reviews that require resubmittal, then click **Next**.



VI. | Submitting Revisions *(continued)*

5. Click on **Select File** to choose an updated file that will replace the originally submitted document.



6. A **Success** message will appear once the file has been uploaded successfully.



Please contact Community Development staff, if you:

- Need to add a new file in response to a reviewer comment after a review series has been completed, or
- Need to submit revisions after permit or plan has been approved.

Our staff is here to help you Monday – Friday, from 8:00am – 5:00pm at comdev.info@cityofbg.org - 360-342-5040