

# Customer Self Service

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## Overview

The EnerGov Customer Self Service Portal (CSS) provides customers with the ability to interact with their municipality's EnerGov land management system online. These public-facing tools are designed to make participating in the community development process more engaging and convenient. The EnerGov CSS ePortal is designed with the latest software standards, modern aesthetics, and is fully compliant with the Americans with Disabilities Act (ADA).

## Features

<b>Feature</b>	<b>Description</b>
<i>ADA Compliance</i>	CSS is compliant with the Americans with Disabilities Act (ADA) at the WCAG 2.0 AA level and is designed to make the site accessible to people with various impairments.
<i>Application Security</i>	CSS uses powerful security measures including password strength indicators during registration, secure authentication, CAPTCHA, and more.
<i>Draft Saving</i>	Users may resume a previously started application at a later time thanks to the draft saving in CSS.
<i>Exception Handling</i>	In the event that a user encounters an error while using the site, CSS provides the site administrators tools and information to diagnose and resolve the issue.
<i>GIS Maps</i>	CSS now integrates with ESRI map functionality which allows for EnerGov data incorporation, layers, filters, a legend, pinned results, powerful searches, and more.
<i>Global Search</i>	Users of CSS can perform searches across Plans, Permits, Inspections, and Addresses from one convenient location.
<i>Invoice Management</i>	Users may access invoice management tools from their dashboard where they may add unpaid invoices to their shopping cart or view previously paid or voided invoices.
<i>Menu System</i>	CSS offers customizable menu systems for administrators to configure in a way that best suites their user's needs.
<i>Metric Dashboards</i>	The dashboard provides information about the status of the logged in user's plans, permits, inspections, and invoices in a convenient graphical display.
<i>Mobile Capabilities</i>	The CSS ePortal is fully functional in mobile browsers without the need to install any additional applications. The site automatically adjusts to screen size.
<i>Overall Architecture</i>	CSS utilizes robust architecture built on the latest Microsoft technologies and HTML5. APIs are additionally available to extend site functionality.
<i>Permits and Plans</i>	A user may view permits and plans online at any time from anywhere via the EnerGov Customer Self Service Portal.
<i>Printable Reports</i>	CSS allows various reports to be printed or downloaded as a PDF, including permits and invoices.
<i>Public Notifications</i>	CSS allows site administrators to display public notices on the ePortal homepage and individual's dashboards.
<i>Request Inspections</i>	Customers using CSS may request inspections via the online ePortal. Multiple related or unrelated inspections can be scheduled simultaneously.
<i>Shopping Cart</i>	CSS includes an integrated digital shopping cart which allows customers to view, add, pay, or remove invoices.
<i>System Admin Tool</i>	CSS Administration is a separate web tool for administrators to configure the CSS site's layout and information.
<i>User Registration</i>	Users may register for a CSS account which gives them access to all of CSS's features through a secure online platform.

## Searching Permits Without Logging In

The CSS homepage provides several options to users who are not logged in, including several search features and a user registration page. This section will cover searching permits without logging in.

1. Click **Search Permits** on the home screen, which will take you to the following page.
  - NOTE – Not all fields need to be filled. Filling in more fields will yield better results.

The screenshot shows a search form titled "Public Information". At the top, there is a search bar with a dropdown menu set to "Permit" and three buttons: "Search" (with a magnifying glass icon), "Advanced" (with a dropdown arrow), and "Reset". Below this are several input fields: "Permit Number", "Permit Type" (a dropdown menu), "Status" (a dropdown menu), and "Address". To the right of these are "Project Name" and "Parcel Number". At the bottom, there are four date range selectors, each with a "To" field and a calendar icon: "Applied Date", "Issued Date", "Expiration Date", and "Finalized Date". Red circles with numbers 1 through 14 are overlaid on the form to indicate specific elements: 12 on the search bar, 13 on the Advanced button, 14 on the Reset button, 2 on the Permit Number field, 3 on the Permit Type dropdown, 4 on the Status dropdown, 5 on the Address field, 6 on the Project Name field, 7 on the Parcel Number field, 8 on the Applied Date field, 9 on the Issued Date field, 10 on the Expiration Date field, and 11 on the Finalized Date field.

2. Enter the permit number either fully or partially, if desired.
3. Select the appropriate permit type from the drop-down, if desired.
4. Select the current permit status from the drop-down, if desired.
5. Enter some or all of the site address, if desired.
6. Enter some or all of the associated project name, if desired.
7. Enter some or all of the parcel number, if desired.
8. Select a range of applied dates for the search, if desired.
9. Select a range of issued dates for the search, if desired.
10. Select a range of expiration dates for the search, if desired.
11. Select a range of finalized dates for the search, if desired.
12. The search button runs a search based on the filled criteria.
13. Advanced will toggle showing and hiding the search criteria.
14. Reset will clear all of the search fields.

## Searching Plans Without Logging In

The CSS homepage provides several options to users who are not logged in, including several search features and a user registration page. This section will cover searching plans without logging in.

1. Click **Search Plans** on the home screen, which will take you to the following page.
  - NOTE – Not all fields need to be filled. Filling in more fields will yield better results.

The screenshot shows a search interface titled "Public Information". At the top, there is a "Search" dropdown menu with "Plan" selected. To its right are three buttons: "Search" (with a magnifying glass icon), "Advanced" (with a downward arrow icon), and "Reset". Below these are several input fields: "Plan Number", "Plan Type" (a dropdown menu), "Status" (a dropdown menu), "Address", "Project Name", and "Parcel Number". At the bottom, there are three date range selectors: "Applied Date", "Completion Date", and "Expiration Date", each with a "To" field and a calendar icon. Red circles with numbers 1 through 13 are overlaid on the form to indicate specific features: 11 points to the Search button, 12 to the Advanced button, 13 to the Reset button, 2 to the Plan Number field, 3 to the Plan Type dropdown, 4 to the Status dropdown, 5 to the Address field, 6 to the Project Name field, 7 to the Parcel Number field, 8 to the Applied Date field, 9 to the Completion Date field, and 10 to the Expiration Date field.

2. Enter the plan number either fully or partially, if desired.
3. Select the appropriate plan type from the drop-down, if desired.
4. Select the current plan status from the drop-down, if desired.
5. Enter some or all of the site address, if desired.
6. Enter some or all of the associated project name, if desired.
7. Enter some or all of the parcel number, if desired.
8. Select a range of applied dates for the search, if desired.
9. Select a range of completed dates for the search, if desired.
10. Select a range of expiration dates for the search, if desired.
11. The search button runs a search based on the filled criteria.
12. Advanced will toggle showing and hiding the search criteria.
13. Reset will clear all of the search fields.

## Searching Inspections Without Logging In

The CSS homepage provides several options to users who are not logged in, including several search features and a user registration page. This section will cover searching inspections without logging in.

1. Click **Search Inspections** on the home screen, which will take you to the following page.
  - NOTE – Not all fields need to be filled. Filling in more fields will yield better results.

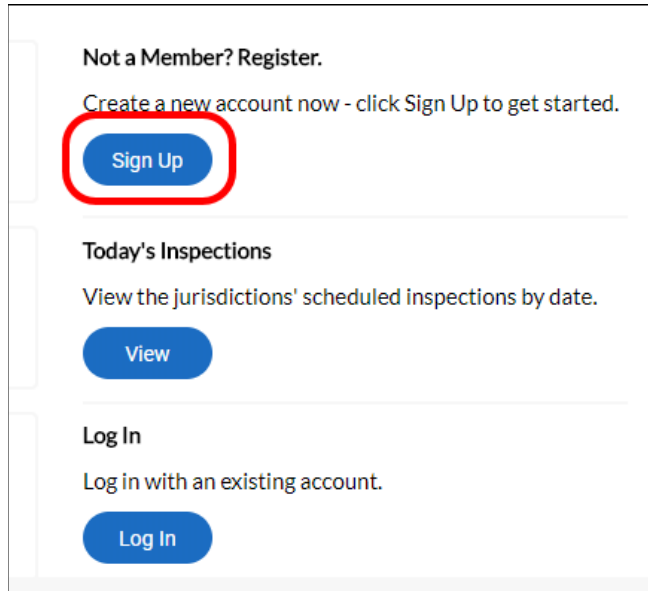
The screenshot shows a search interface titled "Public Information". At the top, there is a search dropdown menu with "Inspection" selected, and three buttons: "Search" (with a magnifying glass icon), "Advanced" (with an upward arrow icon), and "Reset". Below these are several input fields: "Inspection Number", "Status" (a dropdown menu), "Address", "Requested Date" (with a calendar icon), "Scheduled Date" (with a calendar icon), "Parcel Number", and "To" fields for both "Requested Date" and "Scheduled Date". Red circles with numbers 1 through 10 are placed over various elements: 1 is over the search dropdown, 2 is over the "Inspection Number" field, 3 is over the "Status" dropdown, 4 is over the "Address" field, 5 is over the "Parcel Number" field, 6 is over the "Requested Date" field, 7 is over the "Scheduled Date" field, 8 is over the "Search" button, 9 is over the "Advanced" button, and 10 is over the "Reset" button. Red boxes highlight the "Requested Date" and "Scheduled Date" fields and their corresponding "To" fields.

2. Enter the inspection number either fully or partially, if desired.
3. Select the current inspection status from the drop-down, if desired.
4. Enter some or all of the site address, if desired.
5. Enter some or all of the parcel number, if desired.
6. Select a range of requested dates for the search, if desired.
7. Select a range of scheduled dates for the search, if desired.
8. The search button runs a search based on the filled criteria.
9. Advanced will toggle showing and hiding the search criteria.
10. Reset will clear all of the search fields.

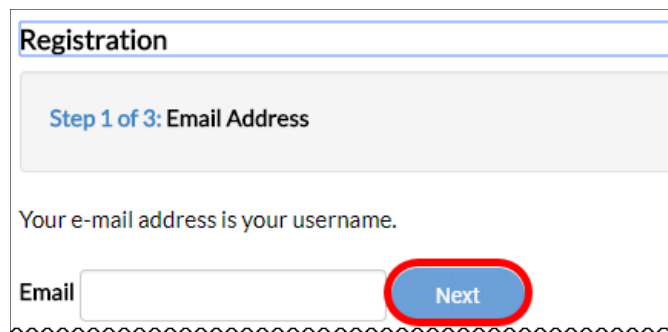
# Registering for a CSS Account

Registering for a CSS account will give you full access to the websites features.

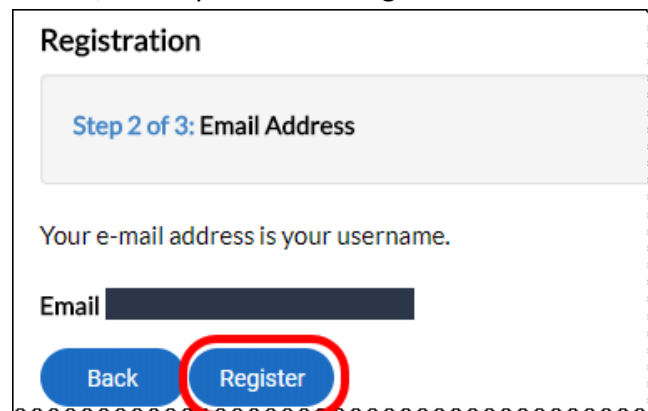
1. On the home page, click **Sign Up**.



2. Enter your email address and then click **Next**.




3. Sign into your email and look for the email from *NoReply-EnerGovSystem@bouldercolorado.gov* and click **Confirm** in the email.
4. This will take you back to CSS, where you will click **Register**.



5. Enter all required information, indicated by a (\*), and any additional info you would like.
6. Check the box next to *I am not a robot*.
7. Click **Submit**.

The image shows a registration form with the following fields and elements:

- Country Type:** A dropdown menu with "United States" selected. A red circle with the number "5" is in the top right corner of this field.
- Enter Address:** A text input field with the placeholder "Enter a location".
- Street Number:** A text input field.
- \* Street Name:** A text input field.
- \* City:** A text input field.
- State:** A dropdown menu.
- \* Postal Code:** A text input field.
- County:** A text input field.
- Unit or Suite:** A text input field.
- \* Address Type:** A dropdown menu with "Billing" selected.
- 6**  I'm not a robot  reCAPTCHA Privacy - Terms
- 7** **Back** **Submit**

8. Your account is created, and you may now click **Log In**.

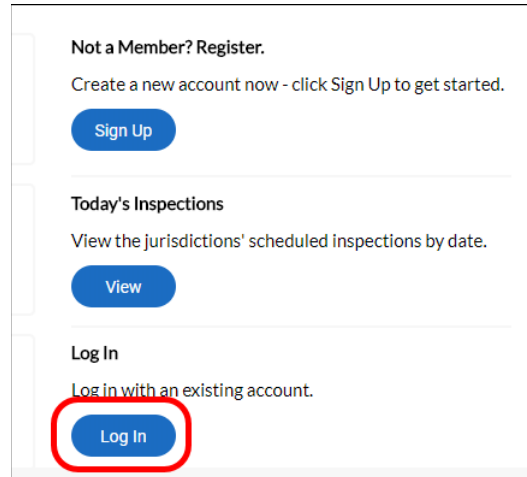
The image shows a confirmation message with the following text and elements:

- Thank you for registering**
- Thank you for registering for an account. Your account is now active and ready to be used.
- Log In** (button)

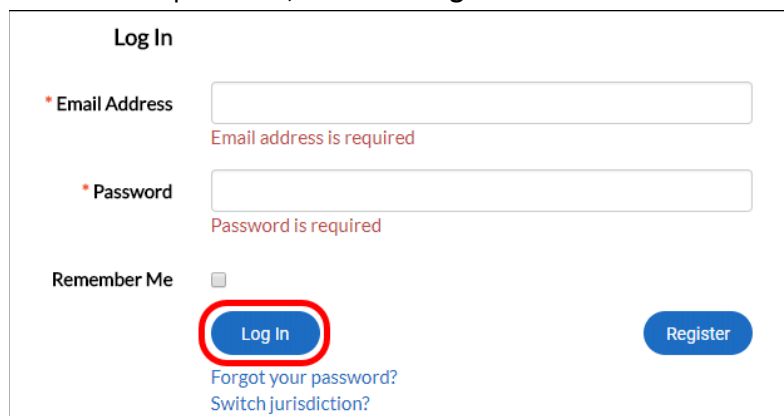
# Logging into the Customer Self Service Portal

If you already have a CSS account, logging in will give you access to all your permit, plan, inspection, and invoice information.

1. On the home page, click **Log In**.

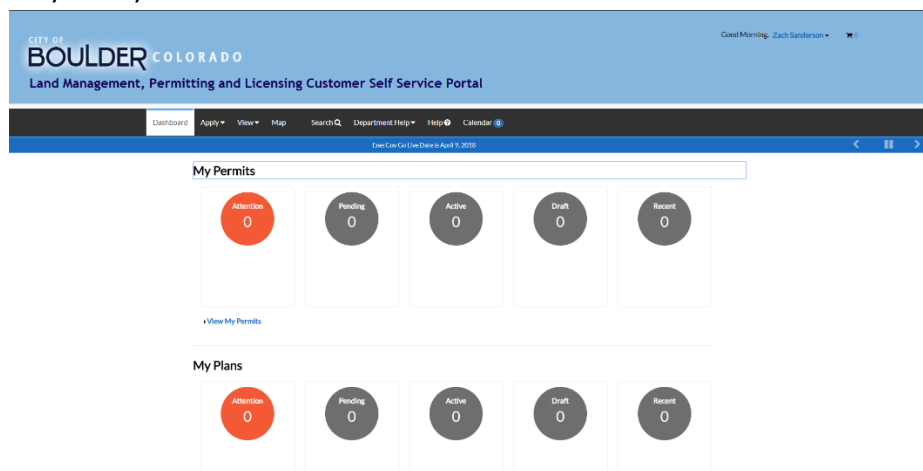


2. Enter your email address and password, then click **Log In**.



The screenshot shows a "Log In" form. It has two input fields: "Email Address" and "Password". Below the "Email Address" field is the text "Email address is required". Below the "Password" field is the text "Password is required". There is a "Remember Me" checkbox which is unchecked. At the bottom of the form, there is a blue "Log In" button circled in red, and a blue "Register" button. Below the "Log In" button are the links "Forgot your password?" and "Switch jurisdiction?".

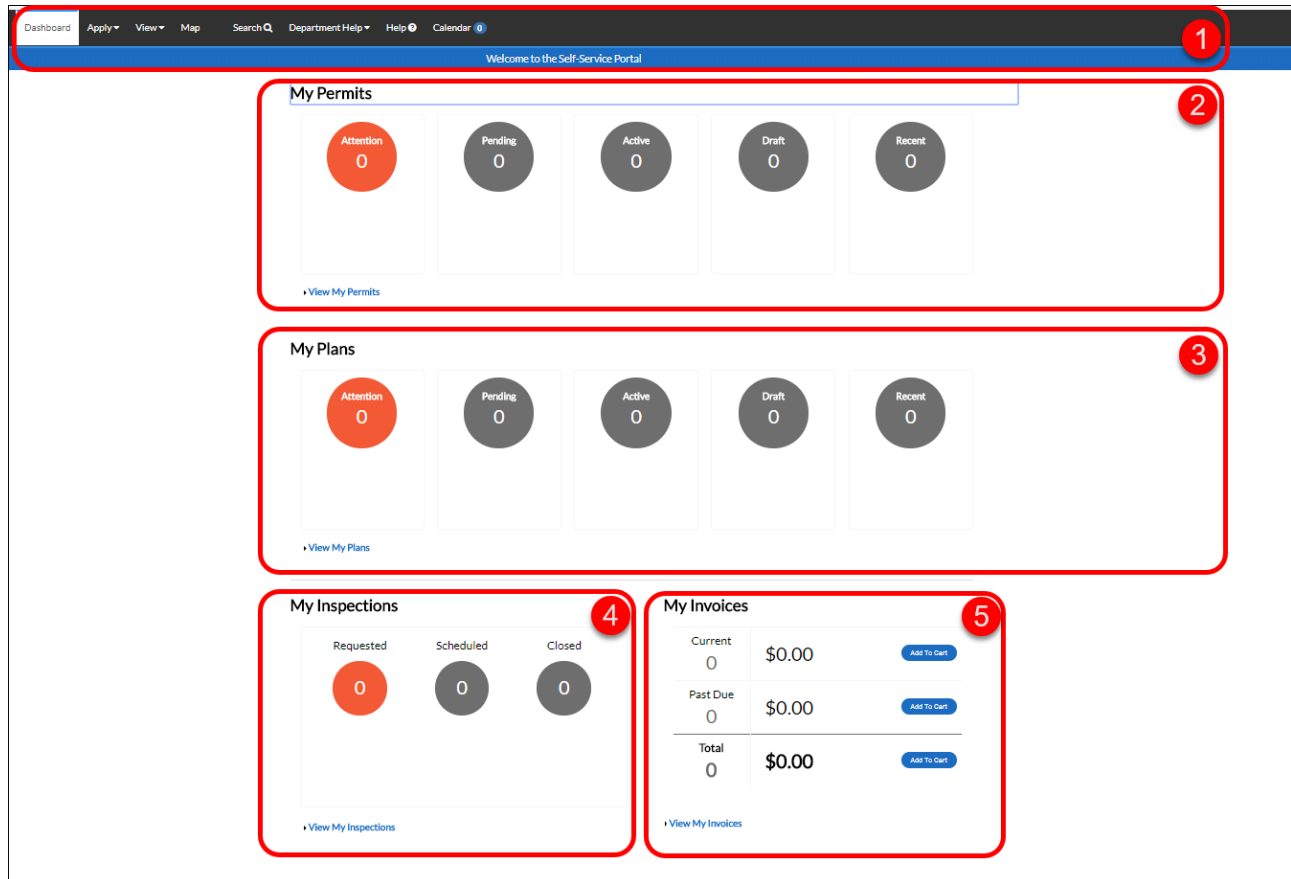
3. This will take you to your dashboard.





## Dashboard Overview

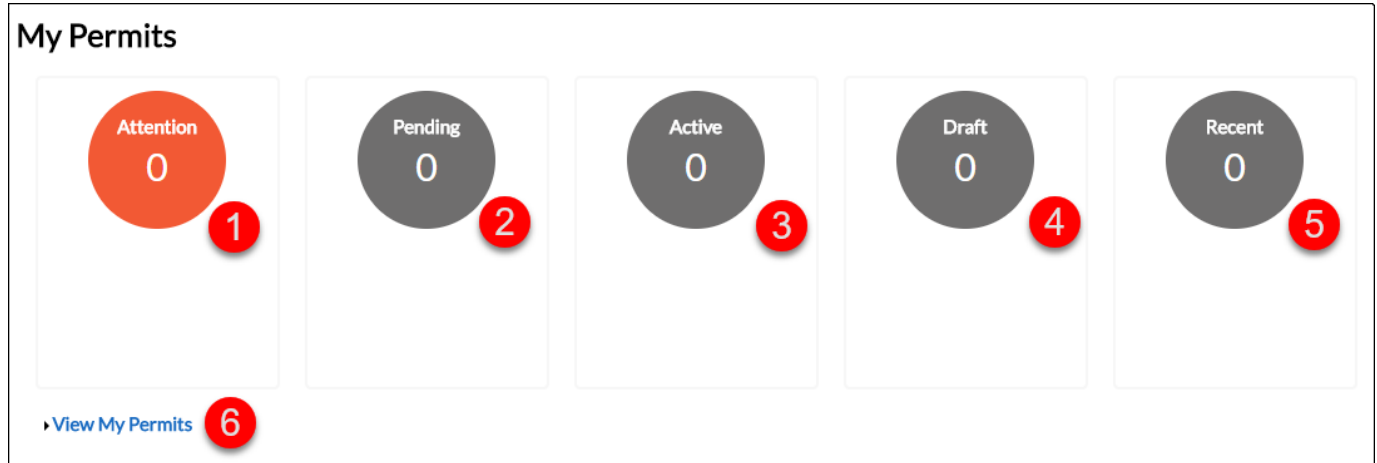
The CSS Dashboard gives the logged in user an overview of the status of all their permits, plans, inspections, and invoices. The Dashboard is the main screen for a logged in CSS user and most functions can be quickly accessed from this screen.



1. Top Bar – This bar is shown in most screens in CSS and allows you to quickly navigate and view notifications no matter which screen you're on.
2. My Permits – This graphical display shows the number of permits sorted by a filter. The available filters are: attention, pending, active, draft, or recent. You may click any of the circles to view which permits are sorted into that category or you may click **View My Permits** to view all your permits.
3. My Plans – This graphical display shows the number of plans sorted by a filter. The available filters are: attention, pending, active, draft, or recent. You may click any of the circles to view which plans are sorted into that category or you may click **View My Plans** to view all your plans.
4. My Inspections – This graphical display shows the number of inspections sorted into either requested, scheduled, or closed categories. You may click on any of the circles to view the inspections in the selected category or click **View My Inspections** to view all your inspections.
5. My Invoices – This graphical display shows the number of invoices and their combined value for currently due and past due fees. You may click add to cart for any of the sections to put pay those fees or you may click **View My Invoices** to view all invoiced fees.

## Permits Overview

This section covers the basic functions and features available to the user when viewing their permits.



1. Attention – By clicking on the circle, the user will be given a list of all permits that have been applied for and are currently marked as needing attention. If there are permits in this category, a list sorted further by permit type will appear below the circle. You may click one of these options to narrow down the results further.
2. Pending – By clicking on the circle, the user will be given a list of all permits that have been applied for and are currently marked with a status of pending. If there are permits in this category, a list sorted further by permit type will appear below the circle. You may click one of these options to narrow down the results further.
3. Active – By clicking on the circle, the user will be given a list of all permits that have been applied for and are currently marked with a status of active. If there are permits in this category, a list sorted further by permit type will appear below the circle. You may click one of these options to narrow down the results further.
4. Draft – By clicking on the circle, the user will be given a list of all permits that have been saved but not submitted yet and are thus marked with a draft status. If there are permits in this category, a list sorted further by permit type will appear below the circle. You may click one of these options to narrow down the results further.
5. Recent – By clicking on the circle, the user will be given a list of the most recently viewed permits. If there are permits in this category, a list sorted further by permit type will appear below the circle. You may click one of these options to narrow down the results further.
6. View My Permits – Clicking on this link will take the user to a list of all their saved permits.

My Permits

3 Search for permit number, project, or address  Exact Match

1 Display All Case Type

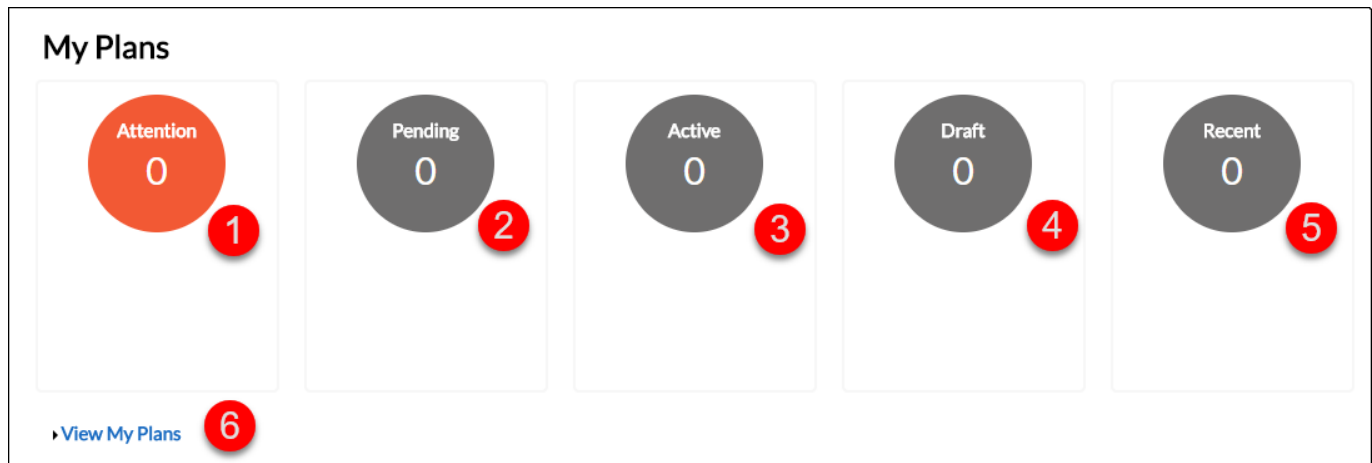
2 Sort Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
No records to display.					

1. Display – This drop-down menu allows the user to show a list of all their permits by the selected status. Simply select the status of the permit(s) you would like to view, and the page will automatically show only those permits.
2. Sort – This drop-down menu allows the user to sort the list of permits by either relevance, permit number, project, or address.
3. Search – This box allows the user to search for a permit by either permit number, project name, or address. The information does not necessarily need to be complete as the search will return partial matches. If the *Exact Match* box is checked, then the information does need to be exactly correct as it will only return results that exactly match the search criteria.

## Plans Overview

This section covers the basic functions and features available to the user when viewing their plans.



1. Attention – By clicking on the circle, the user will be given a list of all plans that that have been applied for and are currently marked as needing attention. If there are plans in this category, a list sorted further by plan type will appear below the circle. You may click one of these options to narrow down the results further.
2. Pending – By clicking on the circle, the user will be given a list of all plans that have been applied for and are currently marked with a status of pending. If there are plans in this category, a list sorted further by plan type will appear below the circle. You may click one of these options to narrow down the results further.
3. Active – By clicking on the circle, the user will be given a list of all plans that have been applied for and are currently marked with a status of active. If there are plans in this category, a list sorted further by plan type will appear below the circle. You may click one of these options to narrow down the results further.
4. Draft – By clicking on the circle, the user will be given a list of all plans that have been saved but not submitted yet and are thus marked with a draft status. If there are plans in this category, a list sorted further by plan type will appear below the circle. You may click one of these options to narrow down the results further.
5. Recent – By clicking on the circle, the user will be given a list of the most recently viewed plans. If there are plans in this category, a list sorted further by plan type will appear below the circle. You may click one of these options to narrow down the results further.
6. View My Plans – Clicking on this link will take the user to a list of all their saved plans.

My Plans

3 Search for plan number, project, or address  Exact Match

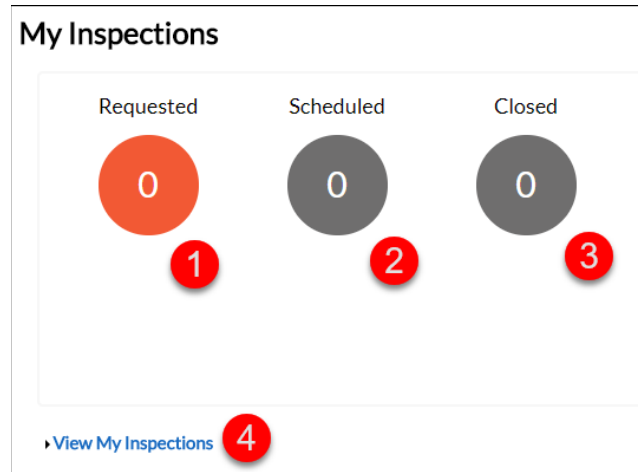
1 Display All Case Type Sort Plan Number

Plan Number	Project	Address	Plan Type	Status	Attention Reason
No records to display.					

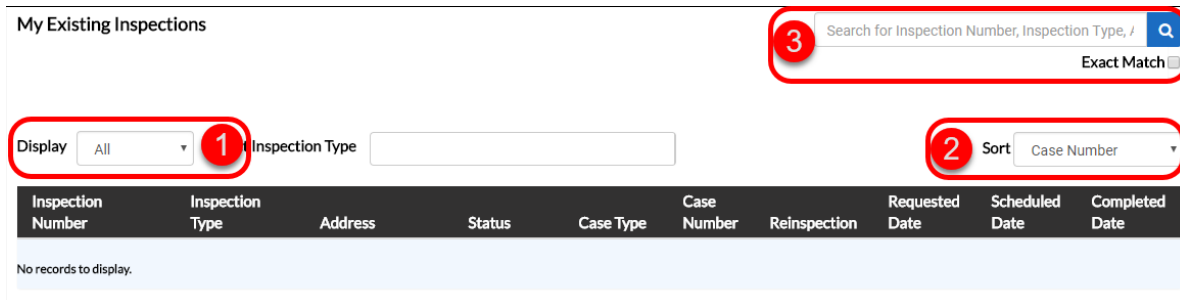
1. Display – This drop-down menu allows the user to show a list of all their plans by the selected status. Simply select the status of the plan(s) you would like to view, and the page will automatically show only those plans.
2. Sort – This drop-down menu allows the user to sort the list of plans by either relevance, plan number, project, or address.
3. Search – This box allows the user to search for a plan by either plan number, project name, or address. The information does not necessarily need to be complete as the search will return partial matches. If the *Exact Match* box is checked, then the information does need to be exactly correct as it will only return results that exactly match the search criteria.

# Inspections Overview

This section covers the basic functions and features available to the user when viewing their Inspections.



1. Requested – By clicking on the circle, the user will be given a list of all inspections that that have been requested. If there are inspections in this category, a list sorted further by inspection type will appear below the circle. You may click one of these options to narrow down the results further.
2. Scheduled – By clicking on the circle, the user will be given a list of all inspections that that have been scheduled. If there are inspections in this category, a list sorted further by inspection type will appear below the circle. You may click one of these options to narrow down the results further.
3. Closed – By clicking on the circle, the user will be given a list of all inspections that that have been closed. If there are inspections in this category, a list sorted further by inspection type will appear below the circle. You may click one of these options to narrow down the results further.
4. View My Inspections – Clicking on this link will take the user to a list of all their inspections.



1. Display – This drop-down menu allows the user to show a list of all their inspections by the selected status. Either requested, scheduled, or closed. Simply select the status of the inspection(s) you would like to view, and the page will automatically show only those inspections.
2. Sort – This drop-down menu allows the user to sort the list of inspections by several categories including relevance, case number, address, and more.
3. Search – This box allows the user to search for an inspection by either inspection number, inspection type, address, etc. The information does not necessarily need to be complete as the search will return partial matches. If the *Exact Match* box is checked, then the information does need to be exactly correct as it will only return results that exactly match the search criteria.

## Invoices Overview

This section covers the basic functions and features available to the user when viewing their Invoices.

My Invoices		
Current 0	\$0.00	<b>1</b> Add To Cart
Past Due 0	\$0.00	<b>2</b> Add To Cart
Total 0	\$0.00	<b>3</b> Add To Cart
<a href="#">View My Invoices</a> <b>4</b>		

1. Current – By clicking **Add to Cart** next to the displayed *Current* balance, the user may access the Shopping Cart screen where all the current invoices are listed.
2. Past Due – By clicking **Add to Cart** next to the displayed *Past Due* balance, the user may access the Shopping Cart screen where all the unpaid and past due invoices are listed.
3. Total – By clicking **Add to Cart** next to the displayed *Total* balance, the user may access the Shopping Cart screen where all the invoices are listed.
4. By clicking **View My Invoices** the user is taken to a screen that list all their invoices.

My Invoices

Unpaid Paid Voided

1 2 3

6 Search for invoice number, case number, or address  Exact Match

4 Display All Invoices

5 Sort Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All
No records to display.					

7 Add To Cart

1. Unpaid – Shows only unpaid invoices.
2. Paid – Shows only paid invoices.
3. Voided – Shows only voided invoices.
4. Display – Further filters the list of invoices to only display the invoices of the type selected from the drop-down menu.
5. Sort – Sorts the list of invoices by the criteria selected from the drop-down menu.
6. Search – This box allows the user to search for an invoice by either invoice number, case number, or address. The information does not necessarily need to be complete as the search will return partial matches. If the *Exact Match* box is checked, then the information does need to be exactly correct as it will only return results that exactly match the search criteria.
7. Add to Cart – This button will add the selected invoice(s) to the shopping cart screen where the user may then pay the selected fee(s).

Shopping Cart

Total \$8.25

2 Check Out

Invoice: [Redacted]  
Due Date: [Redacted]

Description: NONE  
Billing: [Redacted]  
Contact: [Redacted]

Case Number	Project	Case Address	Amount Due
[Redacted]			\$1.65

\$1.65

1 Remove

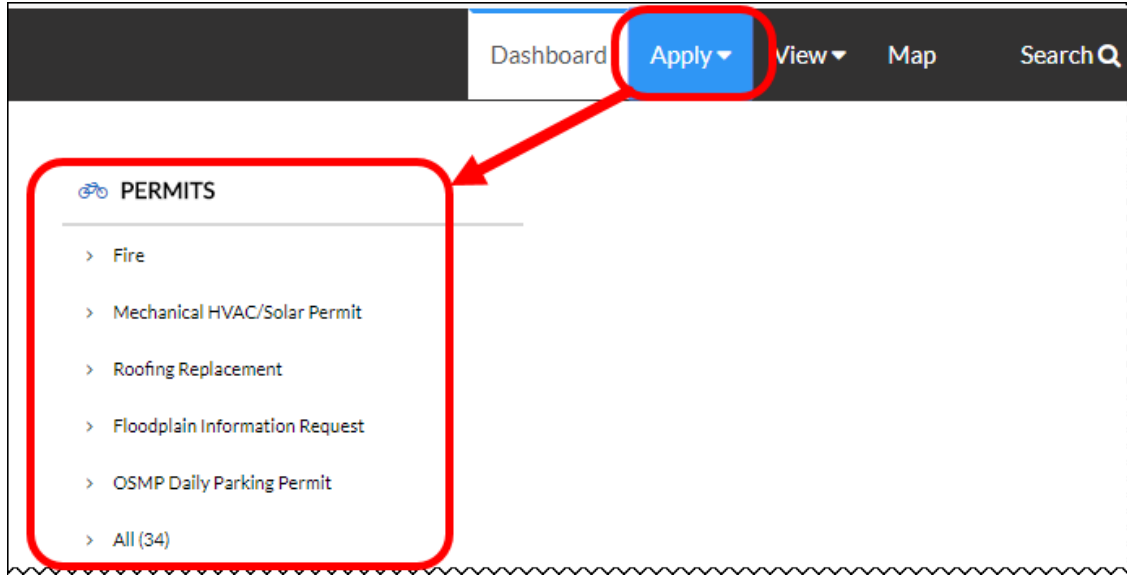
1. Remove – Clicking this button will remove that particular invoiced fee from the list and thus your total cart.
2. Check Out – Takes the user to a payment screen to complete the payment of the invoiced fee(s) selected in the shopping cart.



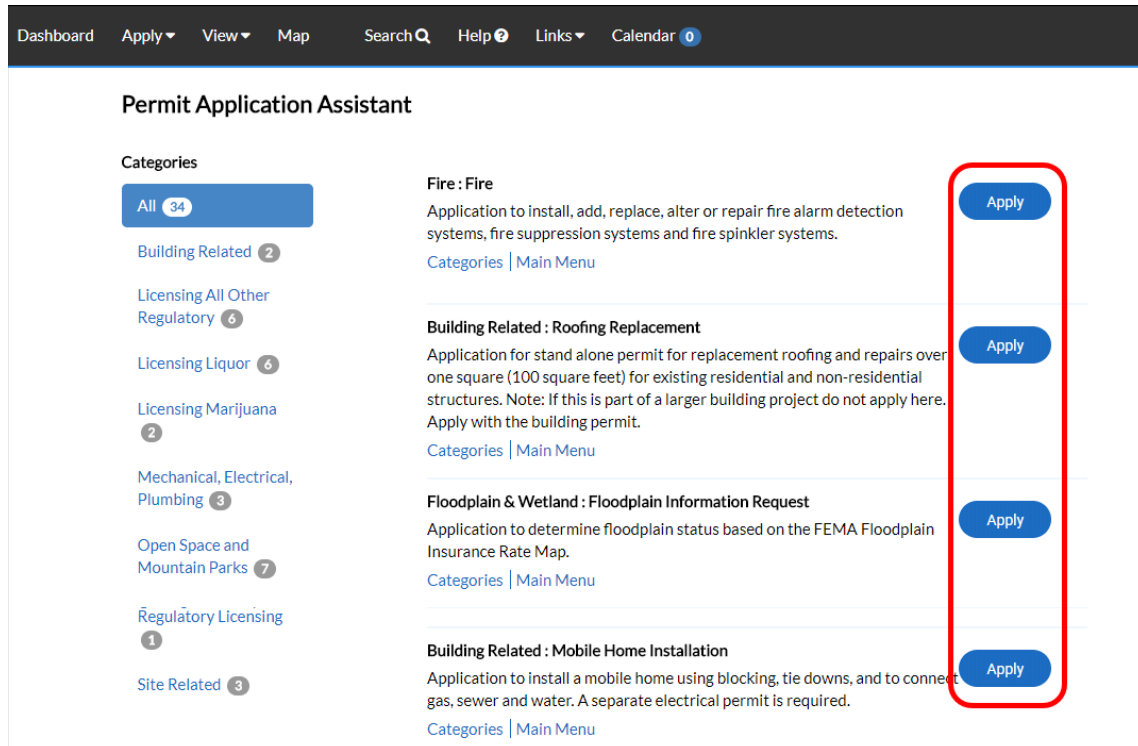
# Apply for a Permit

Applying for a permit online is one of the most important uses of CSS. This section covers the application process.

1. From the CSS home page, click **Apply** to view a list of Permits available to be applied for online. You may select from the list if the permit you want is listed or click **All** at the bottom of the list to view all available permits.



2. If you clicked on **All** to view the full list of permits, you will be taken to a page that shows a list of all permits you can apply for online and a description of the permit. You may start the application process to any of these permits by clicking **Apply** to the right of the description.



3. Your permit application will now begin. At any time, you may save your application as a draft by clicking **Save Draft** in the lower right corner. This will allow you to resume the application later.
4. Click **Add Location**.

Apply for Permit - Fire \*REQUIRED

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

LOCATIONS

Site

Add Location

+

REQUIRED

Save Draft Next

5. Enter the address you would like to add, click **Search** next to the right of the search bar, then click **Add** on the appropriate address from the list of search results.

Add Address As Site

Search

Address Information

Search 3065 center green

Address	Action
3065 CENTER GREEN DR BOULDER CO 80301	Add

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

6. If you have more addresses to add, you can do so by selecting the appropriate type from the drop-down menu and repeating steps 4 and 5. Otherwise, click **Next**.

Apply for Permit - Fire \*REQUIRED

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

LOCATIONS

Type: Site  
3065 CENTER GREEN DR,  
BOULDER, CO, , 80301

Main Address

Parcel Number  
146320419008

Main Parcel

Remove

Site

Add Location

Save Draft Next

7. Ensure that the Permit Type is correct, enter a description of your permit application if desired, then click **Next**.

Apply for Permit - Fire \*REQUIRED

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

PERMIT DETAILS

\* Permit Type  
Fire

Description

Back Save Draft Next

8. For any additional REQUIRED contacts, click **Add Contact**.

Apply for Permit - Fire \*REQUIRED

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

CONTACTS

Applicant   
 (You)

Contractor: Fire   
 Add Contact   
 +   
 REQUIRED

Applicant   
 Add Contact   
 +

Back Save Draft Next

9. Enter the contact name or email address, then click **Search** next to the search box. Click **Add** for the appropriate contact from the search results.

Search Enter Manually My Favorites

Search callaway

Sort Relevance

Favorite	First Name	Last Name	Address	Company	Email	Action
☆		Callaway				Add
☆		Callaway		Callaway Crane		Add

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

10. If additional contacts are needed or desired, you may add them by selecting the contact type from the drop-down menu and repeating steps 8 and 9. Otherwise, click **Next**.

Apply for Permit - Fire \*REQUIRED

Locations  Type  **Contacts**  More Info  Attachments  Summary

CONTACTS

Applicant (You)

Contractor: Fire  
Callaway Crane  
Remove

Contractor: Fire  
Add Contact  
+

Back Save Draft **Next**

11. Enter all required additional info, which will vary from permit to permit, as well as any other appropriate fields, then click **Next**.

Apply for Permit - Fire \*REQUIRED

Locations  Type  Contacts  **More Info**  Attachments  Summary

MORE INFO

[Top](#) | [Main Menu](#)

\*System Type

\*Valuation \$

Tenant Finish

New

Fire Alarm System Occupancy

Fire Suppression System Design Standards

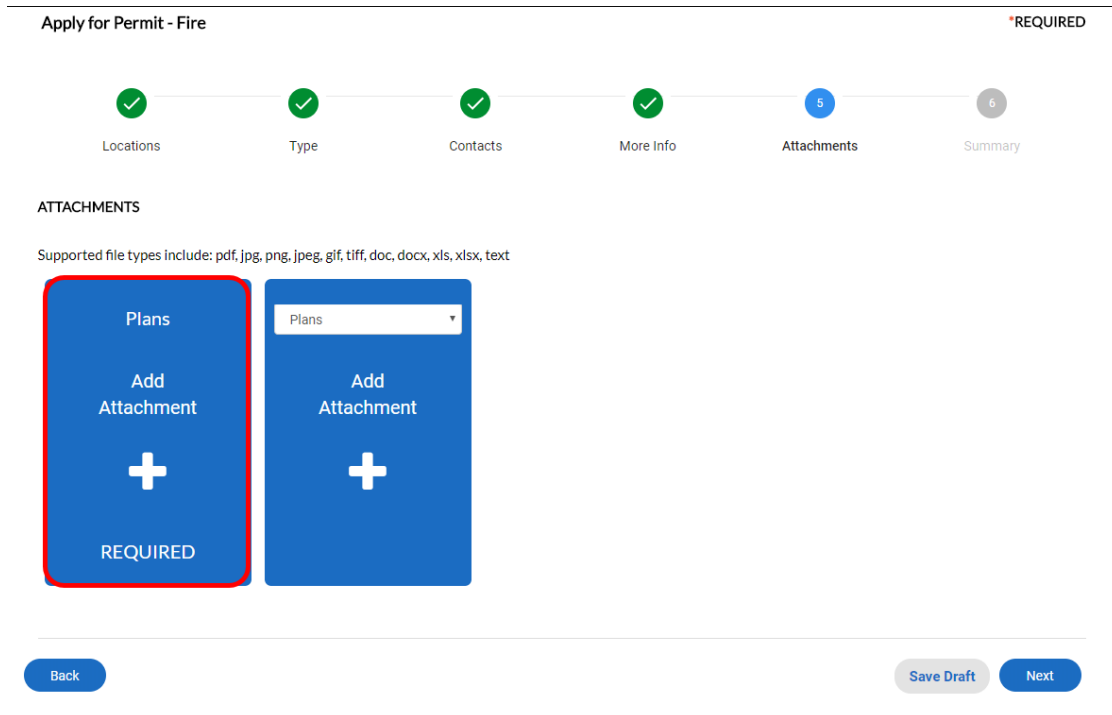
Fire Sprinkler System Type

NFPA

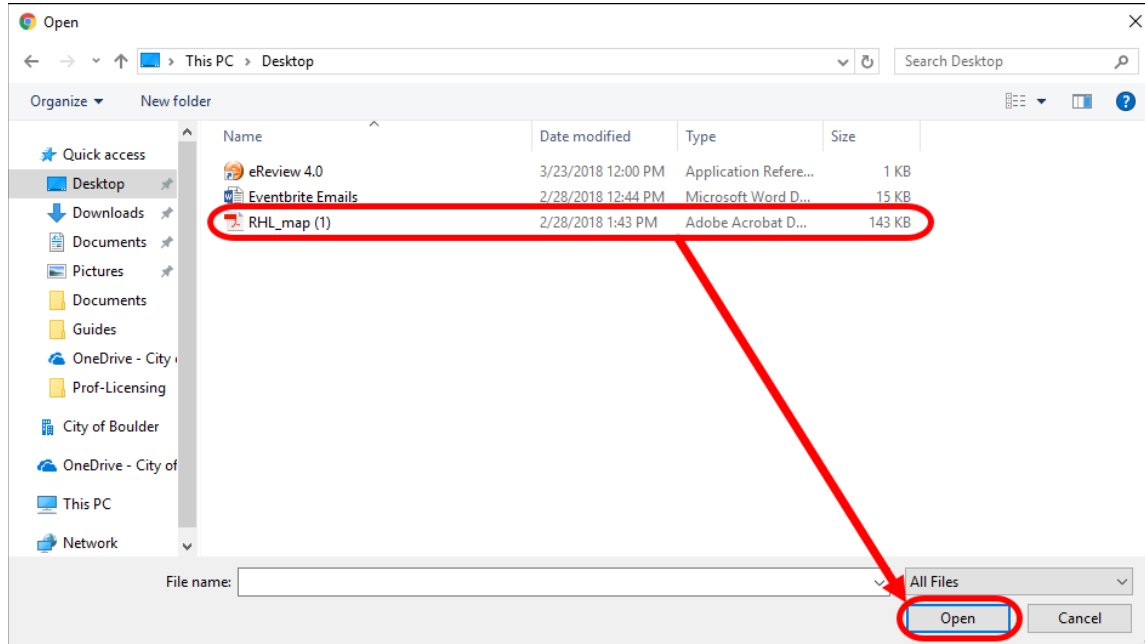
Remarks

Back Save Draft **Next**

12. For any required attachment, click **Add Attachment**.



13. In File Explorer, navigate to the file you wish to upload, select it, then click **Open**.



14. For any additional attachments you want to upload, select the appropriate type from the drop-down menu then repeat steps 12 and 13. Otherwise, click **Next**.

Apply for Permit - Fire \*REQUIRED

Locations Type Contacts More Info Attachments Summary

ATTACHMENTS

Supported file types include: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text

**Plans**

File Name: RHL\_map (1).pdf  
File Size: 142.78 KB

Remove

Plans


Add Attachment

+

Back Save Draft **Next**

15. On the final page, ensure that all the information is correct and click **Submit** to send your permit application in. If you do not want to send your application yet, you may click **Save Draft** so that you may edit and submit your permit application later.

Apply for Permit - Fire \*REQUIRED



**Locations**

Location 1	3065 CENTER GREEN DR, BOULDER, CO., 80301
Location 2	146320419008

**Basic Info**

Type	Fire
Description	
Applied Date	04/05/2018

**Contacts**

Contact 1	Zach Sanderson 1525 Arapahoe Ave, Boulder,
Contact 2	Marisa Callaway Callaway Crane

**More Info**

[Top | Main Menu](#)

System Type	Fire Alarm System
Valuation	\$1,000.00
Tenant Finish	<input type="checkbox"/>
New	<input type="checkbox"/>
Fire Alarm System Occupancy	
Fire Suppression System Design Standards	
Fire Sprinkler System Type	
NFPA	
Remarks	

**Attachments**

Attachment 1	RHL_map (1).pdf
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[Back](#) [Save Draft](#) [Submit](#)



# Payment of Fees

Paying fees online is another major function of CSS. This section covers viewing and paying invoiced fees.

1. While viewing your submitted permit, you can find the fees you have been charged by clicking on the **Fees** tab. Note the invoice number associated with the fees.

Permit Number: FIR2018-00079

• Permit cannot be printed at this time. Permit has unpaid fees.

Permit Details | Tab Elements | Main Menu

Type:	Fire	IVR Number:	105199	Applied Date:	04/05/2018
Status:	Issued	Project Name:		Issue Date:	04/05/2018
District:	Not Applicable	Assigned To:		Expire Date:	04/05/2021
Finalized Date:					
Description:					

Locations: **Fees** | Reviews | Inspections | eReviews | Attachments | Contacts | Sub-Records | Holds | Meetings | More Info

Remaining Fees | Paid Fees | New Tab | Permit Details | Main Menu

Remaining Fees Sort Fee ▾

Fee	Invoice	Computed	Amount Due
City Sales and Use Tax	00002368	\$19.30	\$19.30
County Sales and Use Tax	00002368	\$4.93	\$4.93
Fire Alarm System Permit Fee	00002368	\$41.25	\$41.25

Results per page 10 ▾ 1 - 3 of 3 << < 1 > >>

2. Click **Dashboard**.

CITY OF BOULDER COLORADO  
Land Management, Permitting and Licensing

**Dashboard** | Apply ▾ | View ▾ | Map

3. Click **View My Invoices** at the bottom of the dashboard.

### My Invoices

Current		
1	\$65.48	<a href="#">Add To Cart</a>
Past Due		
0	\$0.00	<a href="#">Add To Cart</a>
Total		
1	\$65.48	<a href="#">Add To Cart</a>

[View My Invoices](#)

4. On this screen, the user may check their unpaid fees, find the invoice corresponding to the fees they would like to pay, check the box next to the invoice to select it, then click **Add to Cart**.

My Invoices

Unpaid Paid Voided

Search for invoice number, case number, or address   Exact Match

Display All Invoices  Sort Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All <input type="checkbox"/>
00002368	\$65.48	Due	FIR2018-00079	3065 CENTER GREEN DR BOULDER, CO 80501	<input checked="" type="checkbox"/>

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

5. Click **Check Out** on the Shopping Cart page.

Shopping Cart

Total \$65.48

Invoice: 00002368 Description: NONE  
Due Date: 05/05/2018 Billing Contact: [REDACTED]

Case Number	Project	Case Address	Amount Due
FIR2018-00079		3065 CENTER GREEN DR BOULDER CO 80301	\$65.48

\$65.48  [Top](#) | [Main Menu](#)

Total \$65.48

6. Fill out all required information on the payment page and click **Process Payment**.

**MyGovPay** [Contact Us](#)

Thursday, April 5, 2018

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**Order Summary**

Agency Name: City of Boulder - EnerGov  
Order Number: 30

Invoice #	Item Description	Quantity	Unit Price	Total Price
00002368	NONE	1	\$65.48	\$65.48

Item Total: \$65.48  
Service Fee: \$0.00  
Tax: \$0.00  
Order Total: \$65.48


---

**Payment Details**

Cardholder Name:  \*      Billing Street:  \*      Billing Zipcode:  \*

Card Type:  \*      Card Number:  \*      Expiration Date:  \*  \*      CVV Code:

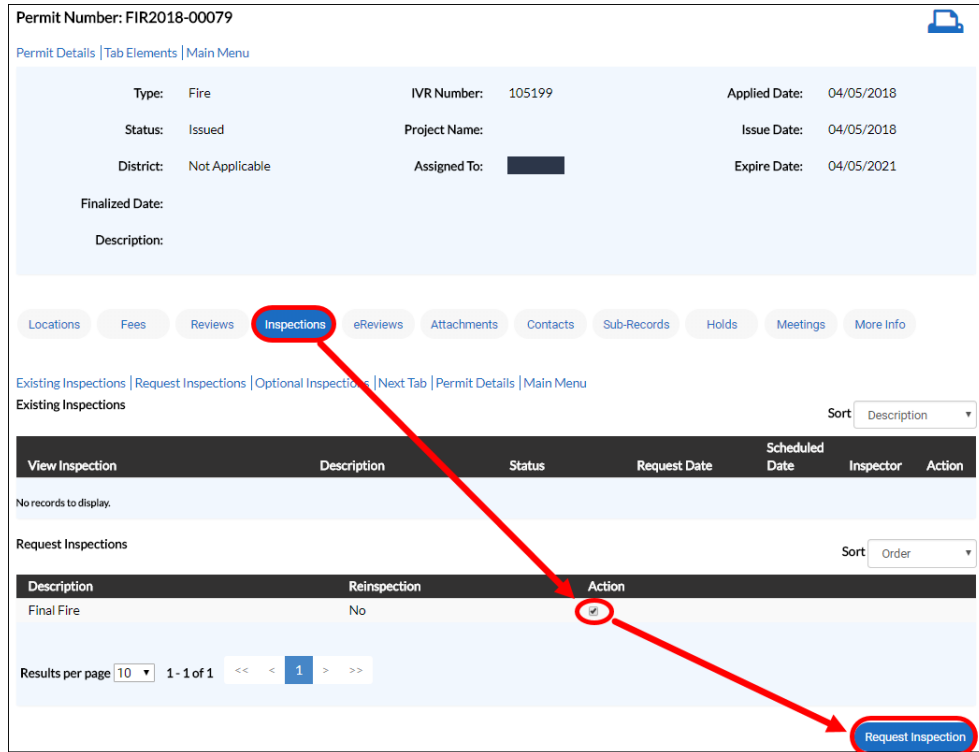
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Copyright © 2015 Persolvent (v: 1.1.20.0, dv: 2.2) powered by 

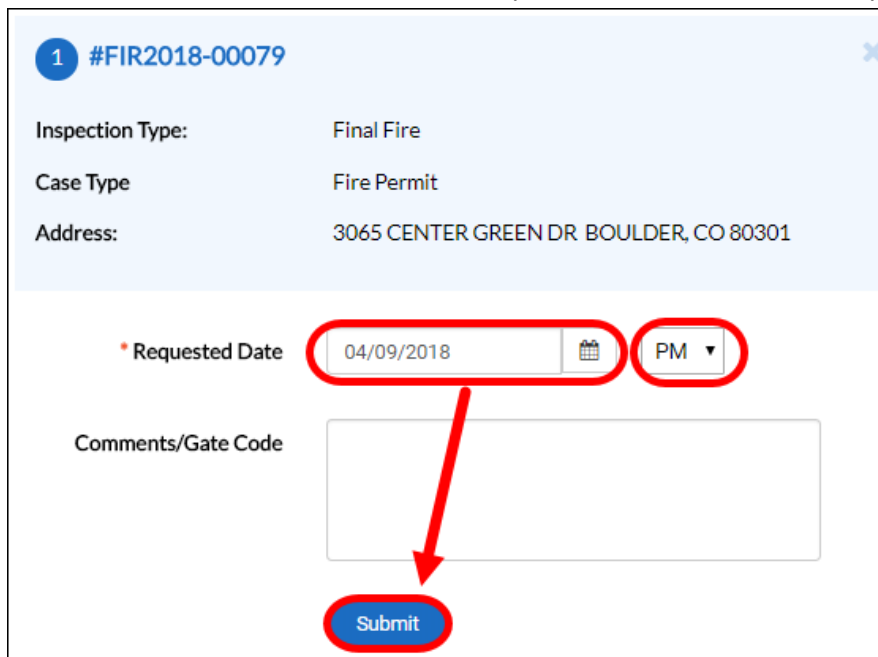
# Requesting Inspections

Requesting inspections through CSS is very convenient. The following steps walk through the process.

1. While viewing your permit, select the **Inspections** tab, select the inspection(s) you would like to request, and then click **Request Inspection**.



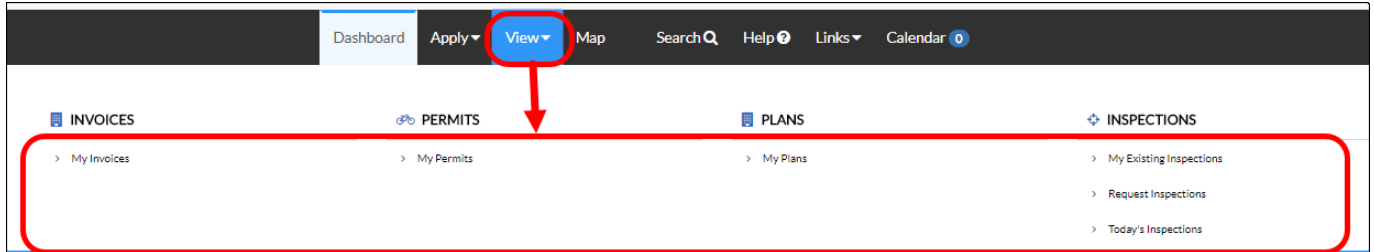
2. Enter the date you would prefer the inspection to take place on, as well as whether you would prefer it in the AM or PM. Enter additional comments as necessary then click **Submit** to finalize your request.



## View

The view option in the top bar allows users to quickly access much of their most important information.

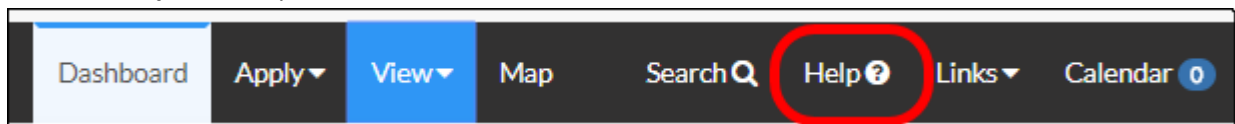
1. Select **View** in the top menu bar and then pick which category you would like to look at from the resulting list.



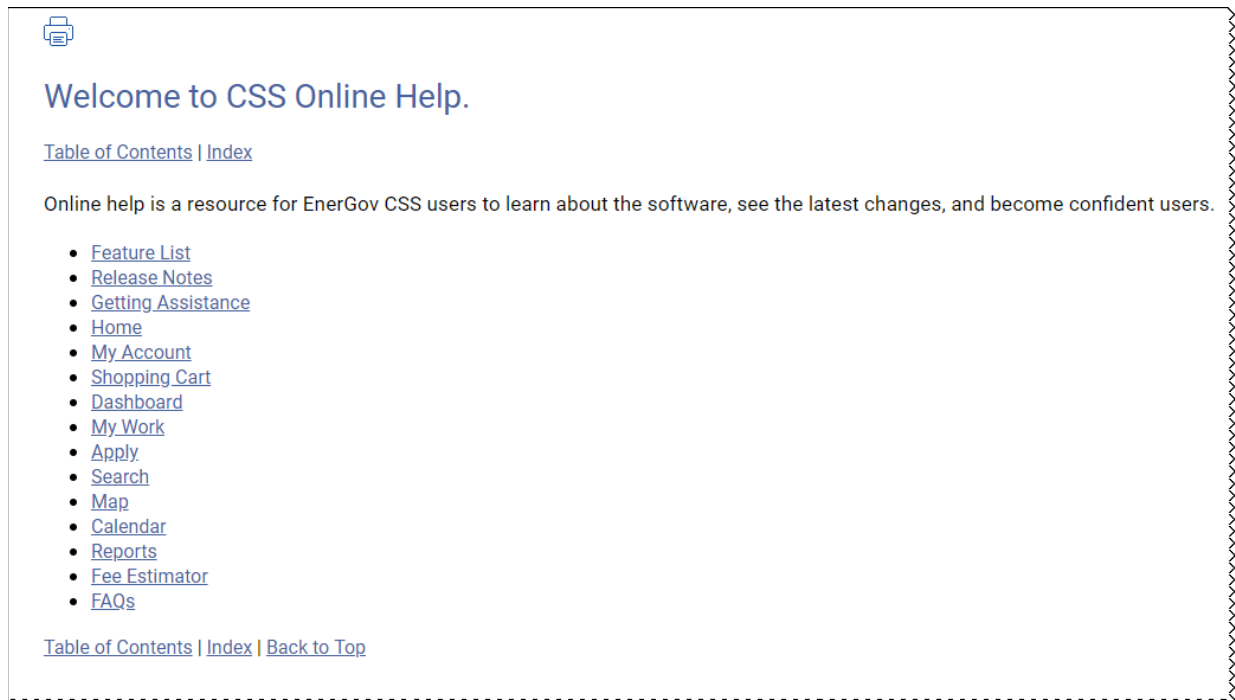
## Help

The help option will take the user to a reference site with information to help with whatever problem may be occurring.

1. Select **Help** in the top menu bar.



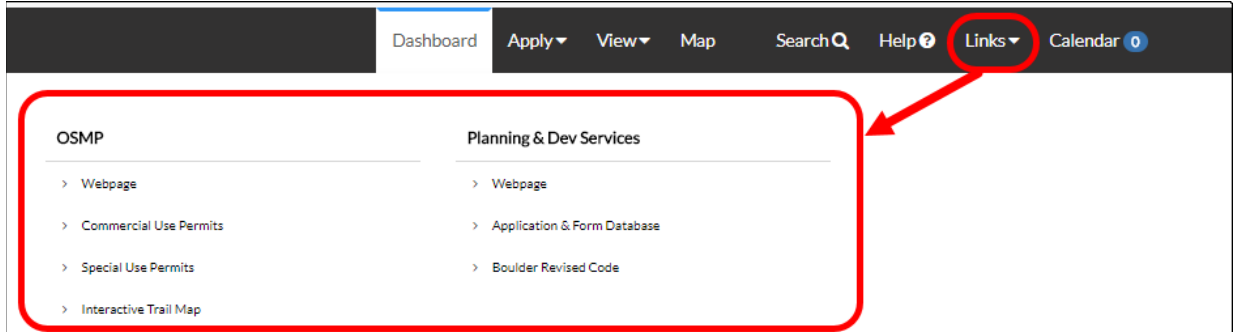
2. Browse through this site to find helpful information regarding many of the CSS systems.



# Links

The links tab gives numerous links to other City of Boulder webpages that a CSS user may find useful.

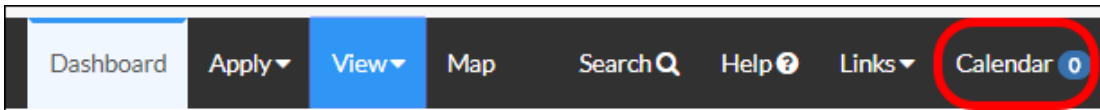
1. Select **Links** in the top menu bar and then pick which link you would like to look at from the resulting list.



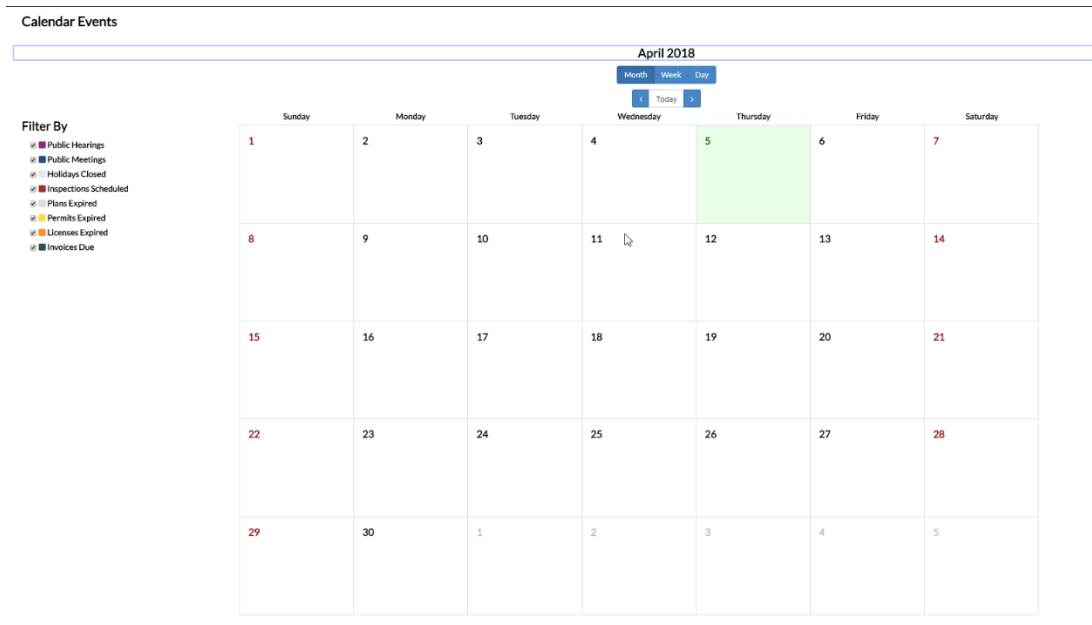
# Calendar

The calendar lets the user see city events as well as the dates of their inspections, invoice due dates, plan/permit/license expiration dates, and holidays.

1. Select **Calendar** in the top menu bar.



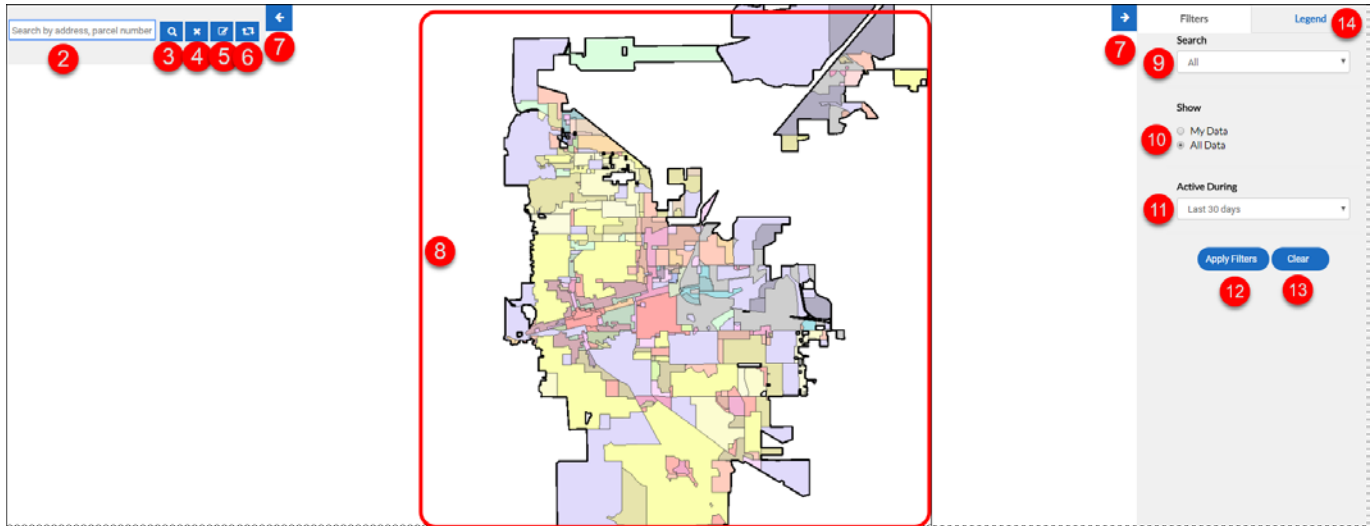
2. A calendar will be displayed. The user can choose what type of items they want to see on the calendar by selecting the filters on the left.



# Map

CSS is integrated with powerful GIS software to provide access to mapping tools. Users may view permits, plans, inspections, etc. for properties found using the map, view GIS data layers, select addresses based on geographic location, and more.

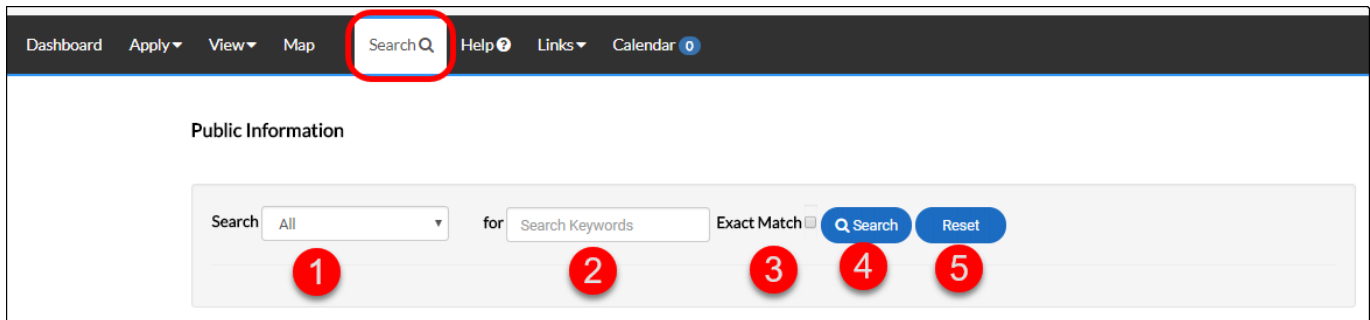
1. Click **Map** in the top menu bar to access the map screen shown below.



2. Search Box – enter some or all of an address, parcel number, etc. to generate a list of addresses with dropped pins showing their location on the map.
3. Search Button – Click this button to execute your search.
4. Clear Button – Click this button to clear any search results and dropped pins.
5. Draw to Apply – Select from Point, Line, Polygon, or Circle to select regions on the map where you would like to apply for permits or plans.
6. Draw to Search - Select from Point, Line, Polygon, or Circle to select regions on the map where you would like to search for information regarding an address, including how many permits, plans, and inspections are associated with the parcel and who owns the parcel.
7. Hide Menu – This button can be clicked to toggle whether the menu is visible or not.
8. Map – This shows a map of the city, where properties are, and where your search results and dropped pins are. If you select any of the drawing options, this is where you can draw to select things.
9. Filter Type – Select from Permits, Plans, Inspections, or All to filter what is visible when looking at the map.
10. Show – Choose to either show only data associated with your CSS account or all data.
11. Active During – Select to show data that was active from either the last 30, 60, or 90 days.
12. Apply Filters – applies currently selected filter options to the map.
13. Clear – Clears filter options and resets them to default values.
14. Legend – A legend for the map showing what all of the colors indicate.

## Searching While Logged In

A suite of powerful search functions can be accessed by clicking **Search** in the top menu bar. This section and the following sections cover the search functions in detail.

A screenshot of a web application's search interface. The top navigation bar includes 'Dashboard', 'Apply', 'View', 'Map', 'Search', 'Help', 'Links', and 'Calendar'. The 'Search' button is highlighted with a red circle. Below the navigation bar, the 'Public Information' section contains a search form. The form has a 'Search' label, a dropdown menu set to 'All' (marked with a red circle '1'), a 'for' label, a text input field for 'Search Keywords' (marked with a red circle '2'), an 'Exact Match' checkbox (marked with a red circle '3'), a blue 'Search' button (marked with a red circle '4'), and a blue 'Reset' button (marked with a red circle '5').

1. Search Category – Select from this drop-down menu to limit what types of items will be searched. Choose from permits, plans, inspections, requests, business licenses, and professional licenses.
2. Search Keywords – Allows you to enter some or all a name, number, etc. associated with what you are looking for.
3. Exact Match – Check this box if you only want to find results that exactly match your search criteria.
4. Search – Click this button to execute your search and return a list of results.
5. Reset – Click this button to revert all the search criteria to their default state.

## Searching Permits While Logged In

Click **Search** in the top menu bar and select **Permit** from the Search Category drop-down. See *Searching Permits Without Logging In* for a detailed view of the search options.

## Searching Plans While Logged In

Click **Search** in the top menu bar and select **Plan** from the Search Category drop-down. See *Searching Plans Without Logging In* for a detailed view of the search options.

## Searching Inspections While Logged In

Click **Search** in the top menu bar and select **Inspection** from the Search Category drop-down. See *Searching Inspections Without Logging In* for a detailed view of the search options.



## Searching Requests While Logged In

Click **Search** in the top menu bar and select **Request** from the Search Category drop-down.

**Public Information**

Search  1 2 3

Request Number  4 Project Name  8

Address  5 Parcel Number  9

Type  6

Status  7

10 To

11 To

12 To

1. The search button runs a search based on the filled criteria.
2. Advanced will toggle showing and hiding the search criteria.
3. Reset will clear all of the search fields.
4. Enter the request number either fully or partially, if desired.
5. Enter some or all of the site address, if desired.
6. Select the appropriate request type from the drop-down, if desired.
7. Select the current request status from the drop-down, if desired.
8. Enter some or all of the associated project name, if desired.
9. Enter some or all of the parcel number, if desired.
10. Select a range of entered dates for the search, if desired.
11. Select a range of deadline dates for the search, if desired.
12. Select a range of completion dates for the search, if desired.

# Searching Business Licenses While Logged In

Click **Search** in the top menu bar and select **Business Licenses** from the Search Category drop-down.

The screenshot shows a search interface titled "Public Information". At the top, there is a search bar with a dropdown menu set to "Business License". To the right of the search bar are three buttons: "Search" (with a magnifying glass icon), "Advanced" (with a dropdown arrow), and "Reset". Below the search bar, the form is organized into several rows of input fields. Each field is accompanied by a red circle containing a number from 1 to 19. The fields are: License Number (4), License Type (5), License Status (7), DBA (6), Applied Date (8) and To (8), Period Start Date (9) and To (9), Expiration Date (10) and To (10), Company Name (11), Company Type (13), Business Type (12), Business Status (14), Opened Date (15) and To (15), Closed Date (16) and To (16), Last Audit Date (17) and To (17), Address (18), and Parcel Number (19). The date fields (8, 9, 10, 15, 16, 17) have calendar icons and are grouped with red boxes.

1. The search button runs a search based on the filled criteria.
2. Advanced will toggle showing and hiding the search criteria.
3. Reset will clear all of the search fields.
4. Enter the license number either partially or fully, if desired.
5. Select the license type from the drop-down, if desired.
6. Enter the DBA, if desired.
7. Select the license status from the drop-down, if desired.
8. Select a date range for the applied date, if desired.
9. Select a date range for the period start date, if desired.
10. Select a date range for the expiration date, if desired.
11. Enter the company name partially or fully if desired.
12. Select a business type from the drop-down, if desired.
13. Select a company type from the drop-down, if desired.
14. Select a business status from the drop-down, if desired.
15. Select a date range for the opened date, if desired.
16. Select a date range for the closed date if desired.
17. Select a date range for the last audit date, if desired.
18. Enter the address either partially or fully if desired.
19. Enter the parcel number either partially or fully if desired.

## Searching Professional Licenses While Logged In

Click **Search** in the top menu bar and select **Professional Licenses** from the Search Category drop-down.

Public Information

Search Professional License ▾ **1** **2** **3**  
Q Search Advanced ▲ Reset

Company Name  **4** License Number  **7**  
Status --Select Status-- ▾ **5** License Type --Select License Type-- ▾ **8**  
Address  **6**

Applied Date   **9** To

Period Start Date   **10** To

Expiration Date   **11** To

1. The search button runs a search based on the filled criteria.
2. Advanced will toggle showing and hiding the search criteria.
3. Reset will clear all of the search fields.
4. Enter the company name either fully or partially, if desired.
5. Select the current status from the drop-down, if desired.
6. Enter some or all of the site address, if desired.
7. Enter some or all of the license number, if desired.
8. Select the license type from the drop-down, if desired.
9. Select a range of applied dates for the search, if desired.
10. Select a range of period start dates for the search, if desired.
11. Select a range of expiration dates for the search, if desired.

## ADA Compliance

CSS is compliant with the Americans with Disabilities Act (ADA) at the WCAG 2.0 AA level. The site is designed to provide numerous features to make use of the site easier for those with impairments. The site includes a “Speak to Read” feature which can be utilized by installing the extension for Chrome, ChromeVox. The plugin is capable of reading the webpage to the user, provides ways for the user to navigate the webpage from the keyboard, and plays audio indicators for various page elements.

The extension is available here: <http://www.chromevox.com/installing.html>