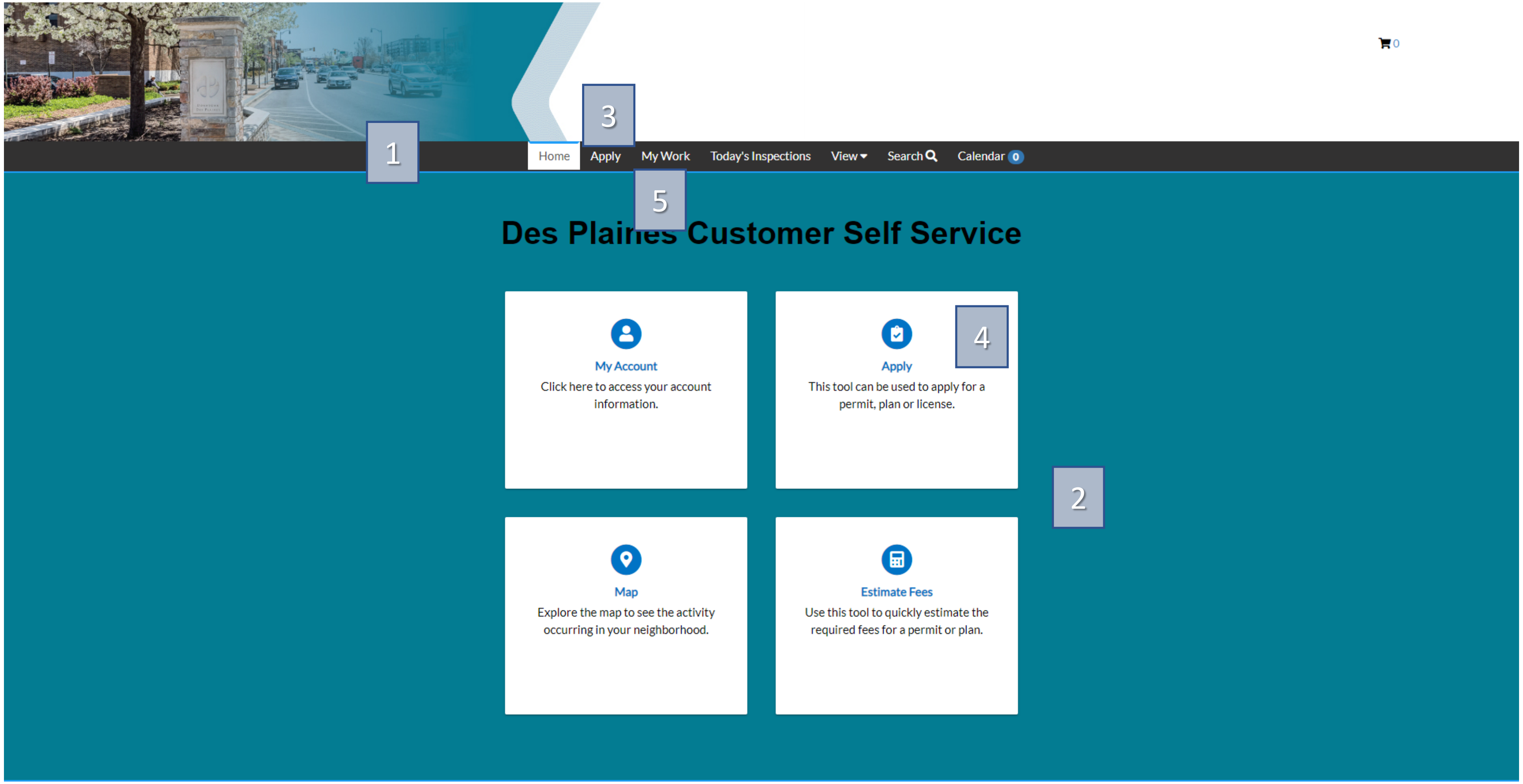
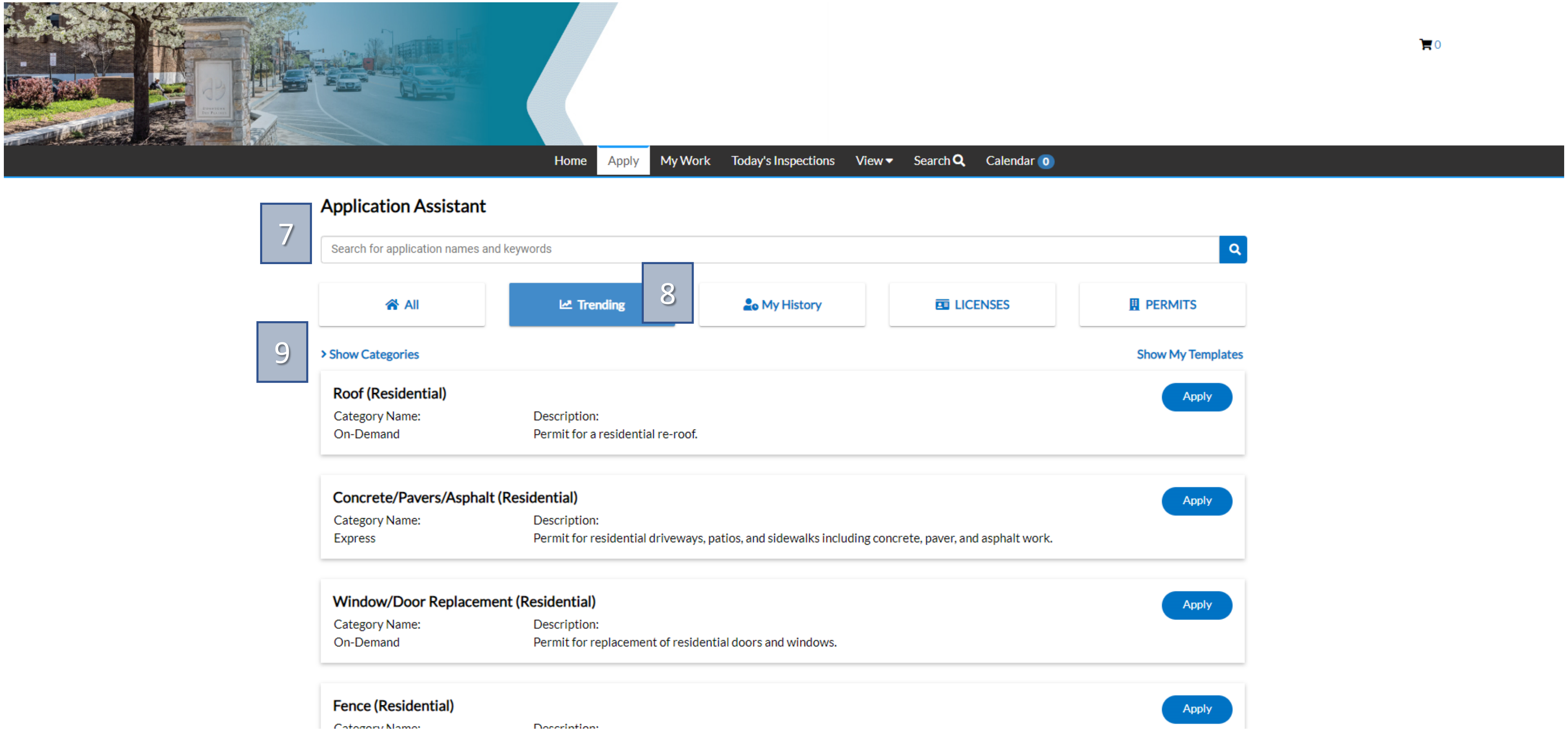
User Guide to Help You Apply for a Permit, Plan or License in the Des Plaines Customer Self Service Portal (CSS)

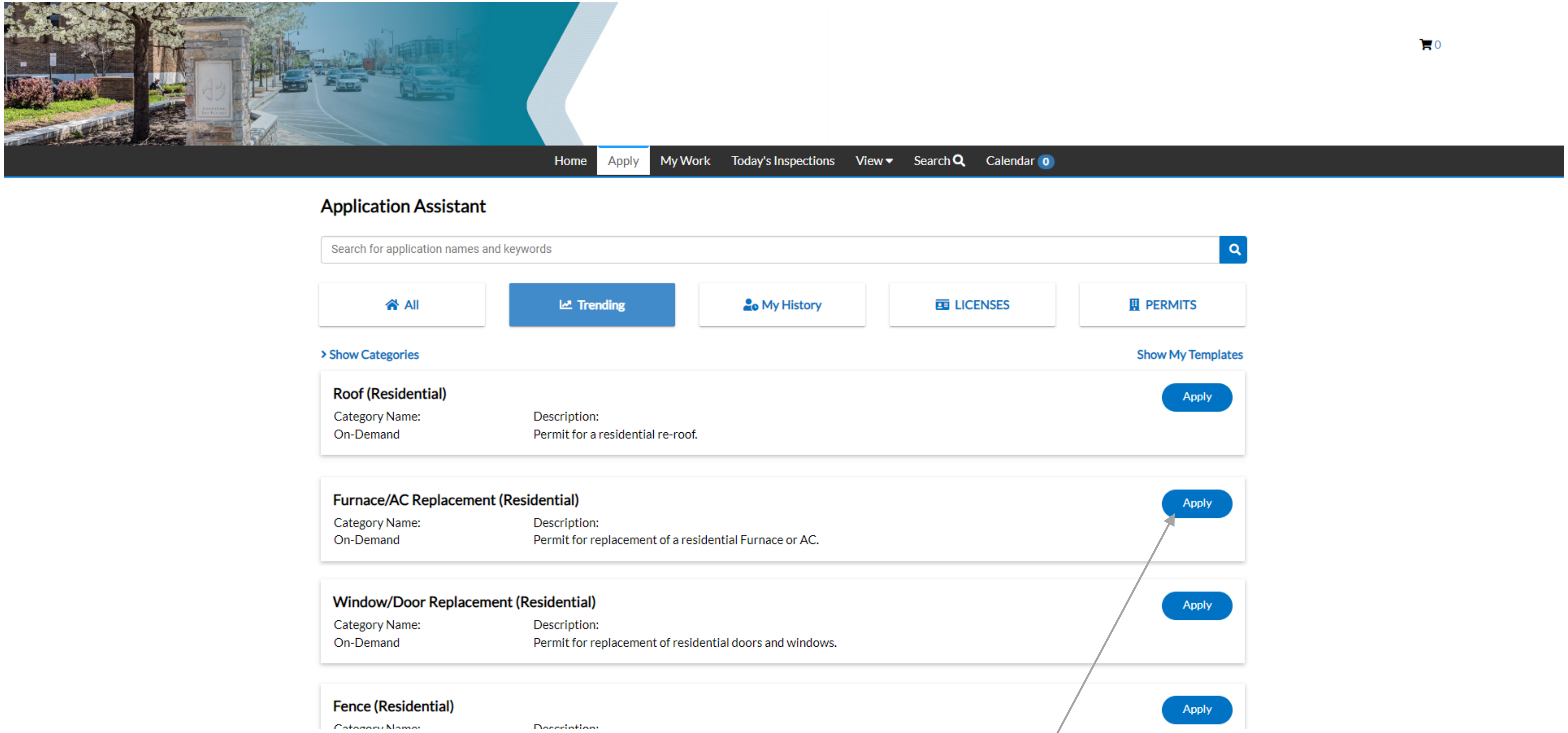
The following has been designed to help walk you through the steps to apply for a permit in the City's CSS system.



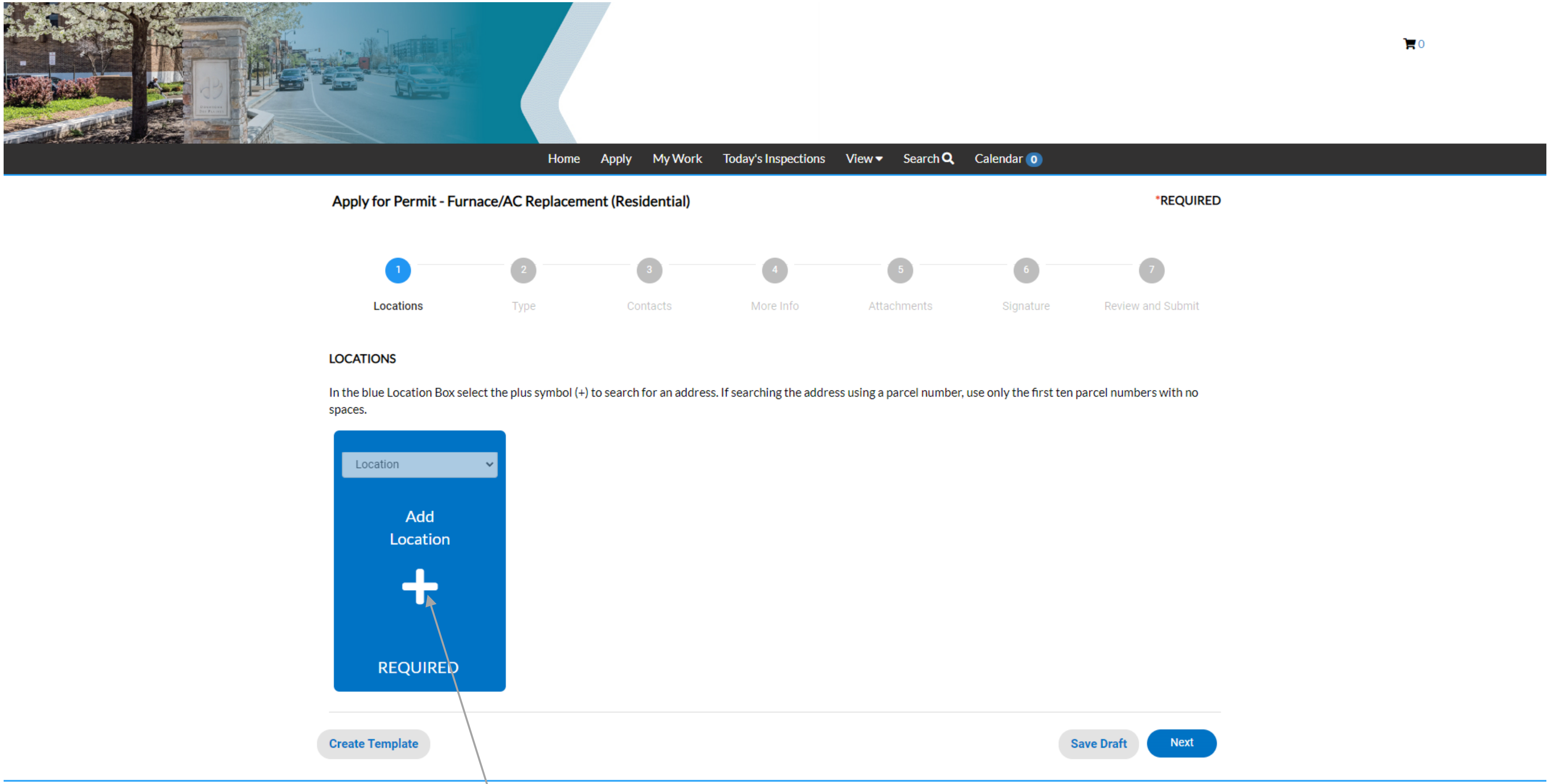
The Customer Self-Service Portal has many features. The top black menu bar (1) can be used to navigate through the system. The center screen cards (2) allow for a secondary search or apply option. Applying for a permit, plan or license can be accessed via "Apply" (3) in the top menu bar or by clicking on the "Apply" card (4). The dashboard link "My Work" (5) can be used as a short cut to your current permits, plans, or invoices.



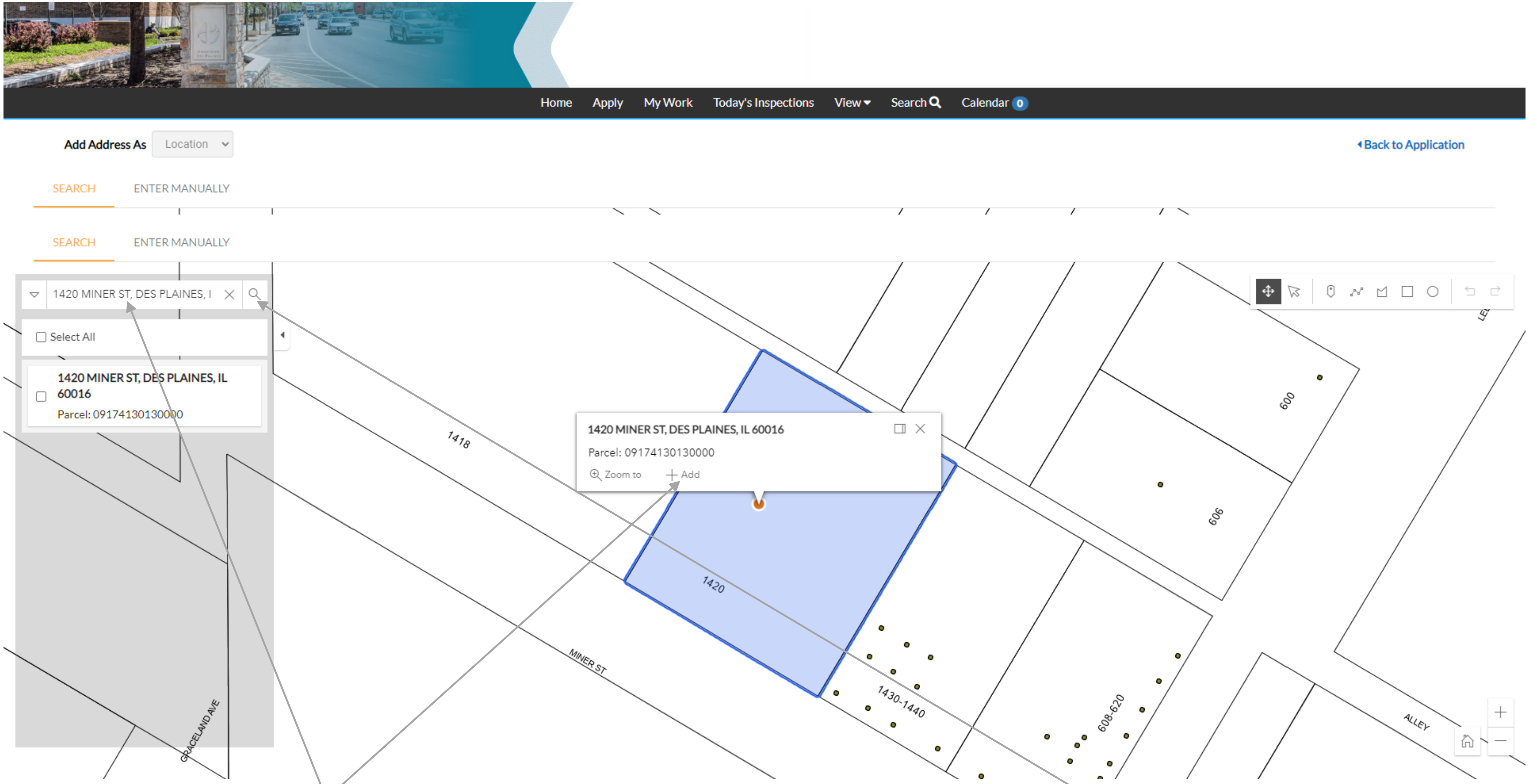
Once inside the application assistant (7), you will be able to search for the permit, plan or license you wish to apply for. There are also additional buttons (8) including “All”, “Trending”, and “My History”, which will display case types for which you have previously applied. If you are having trouble finding the correct plan, permit or license, you can use the search bar above the buttons (7) or you can expand the “Show Categories” (9) to display all case types separated by plan, permit or license.



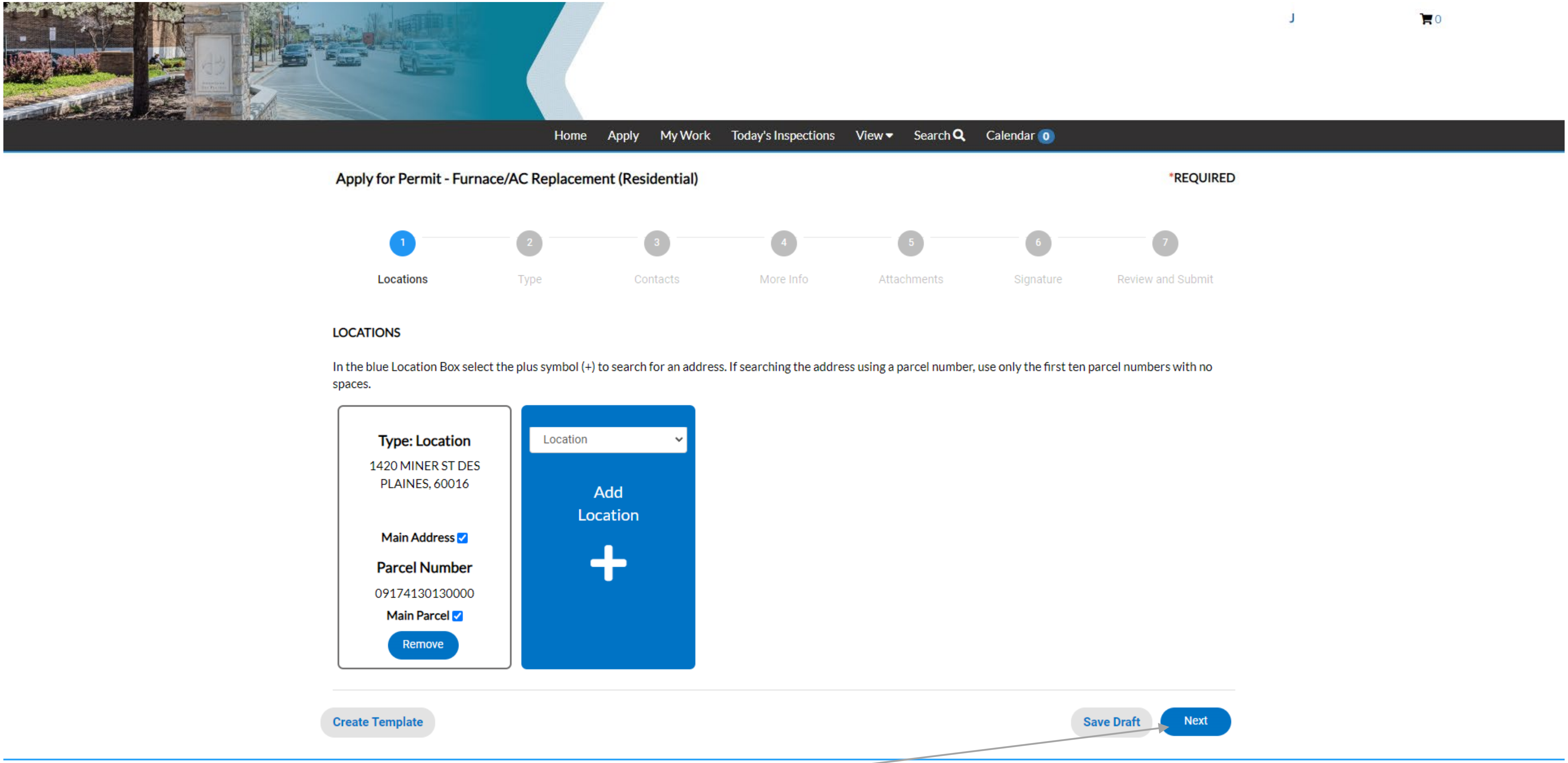
Once you have located the correct permit, plan or license, select the “Apply” button. If you have questions on the correct application, please contact our office at (847) 391-5380. Once the application has been submitted, we are unable to change the selection made.



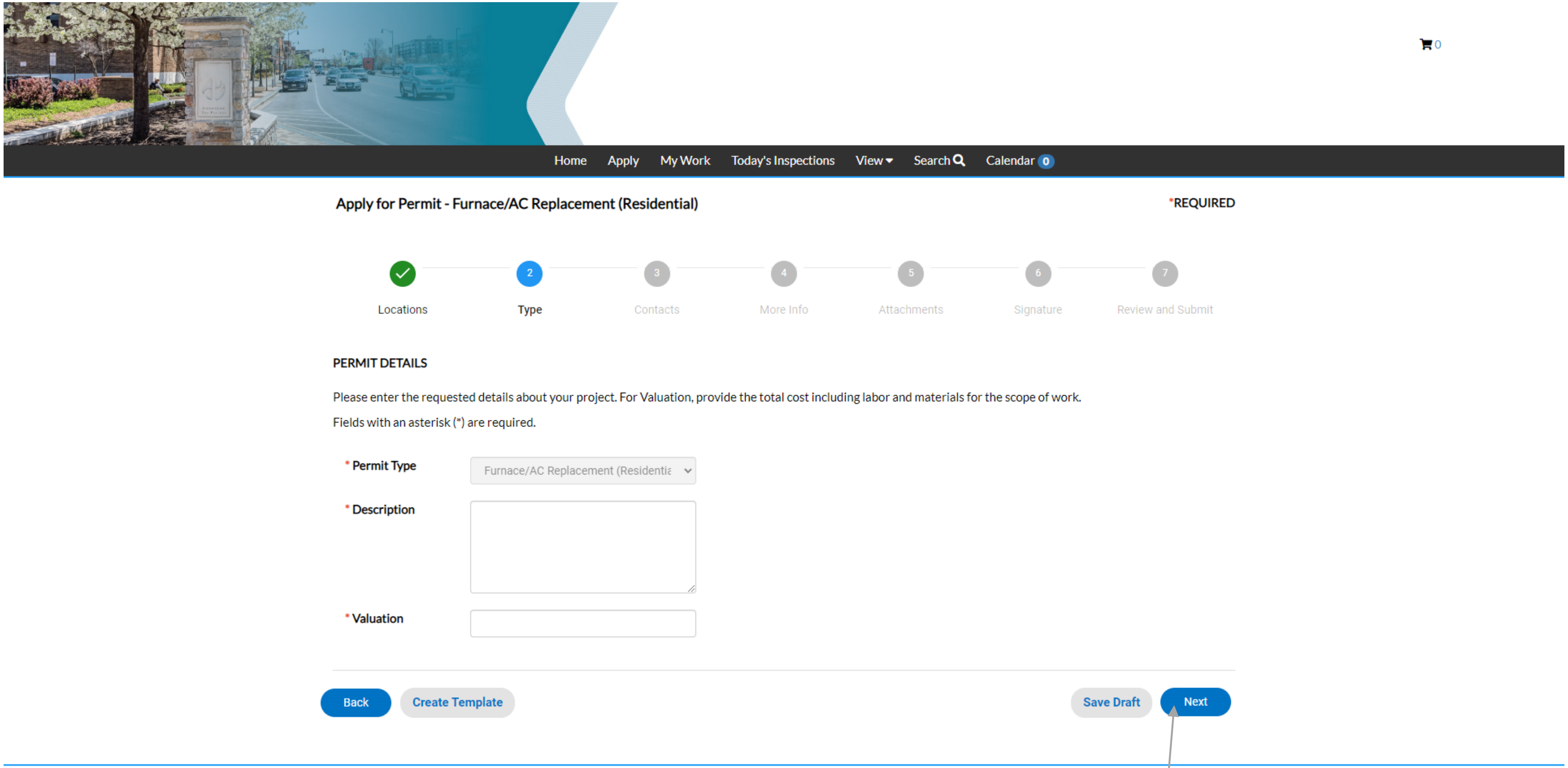
Once you have selected the apply button the system will walk you through the required steps. First add the address of the project by clicking the "+" sign.



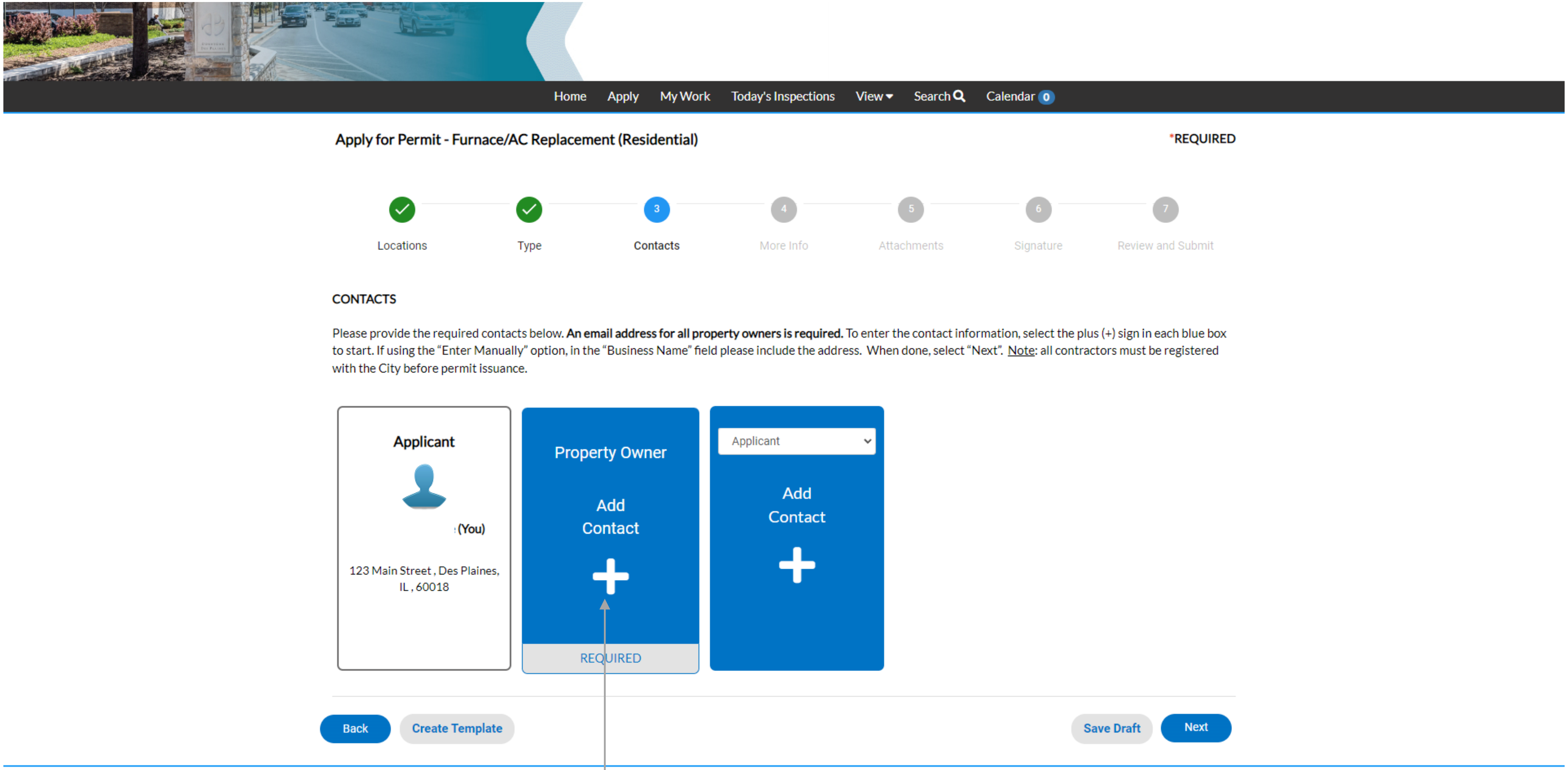
Enter the address in the search bar. Do not use punctuation or directional. Click the magnifying glass to view the address. Select “Add” for the correct address and if necessary, the correct parcel.



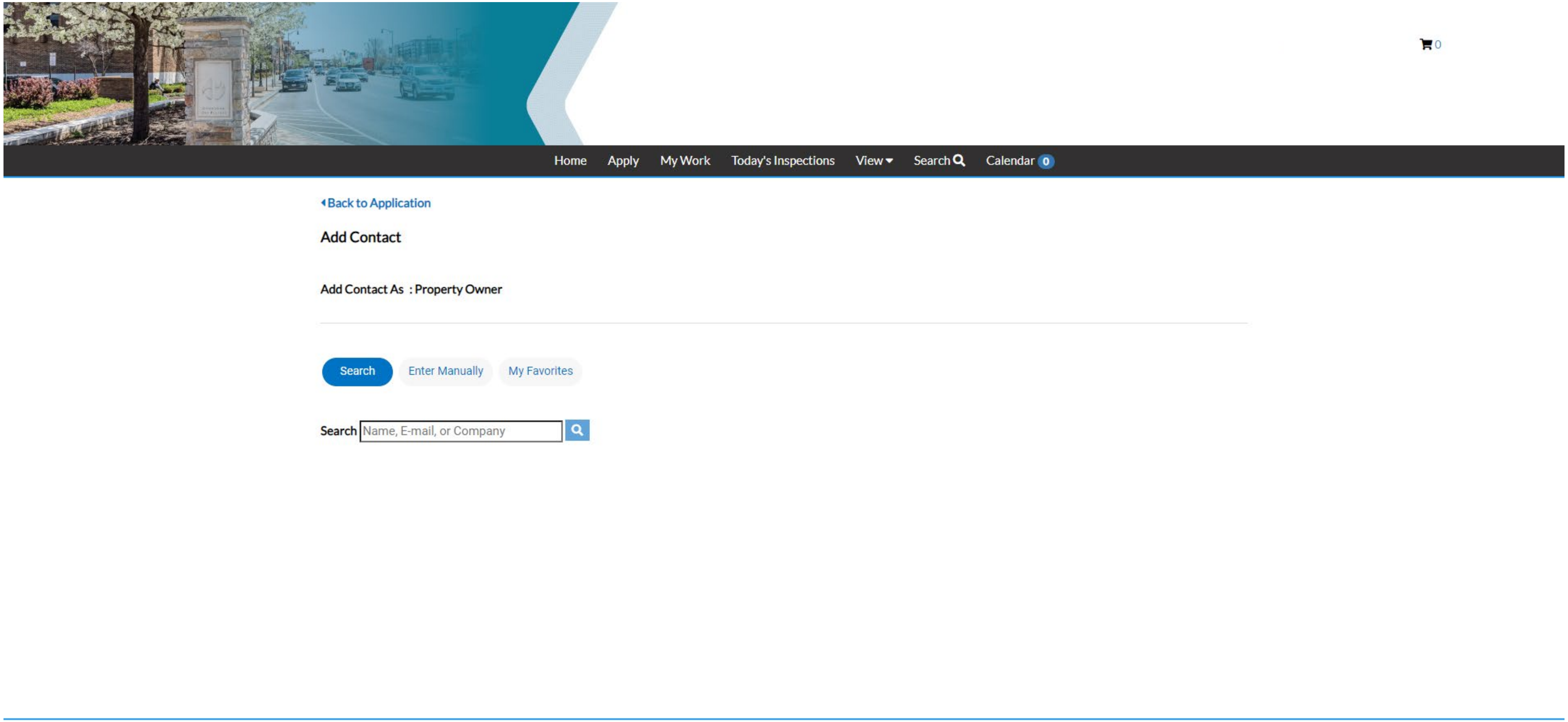
Select the “Next” button.



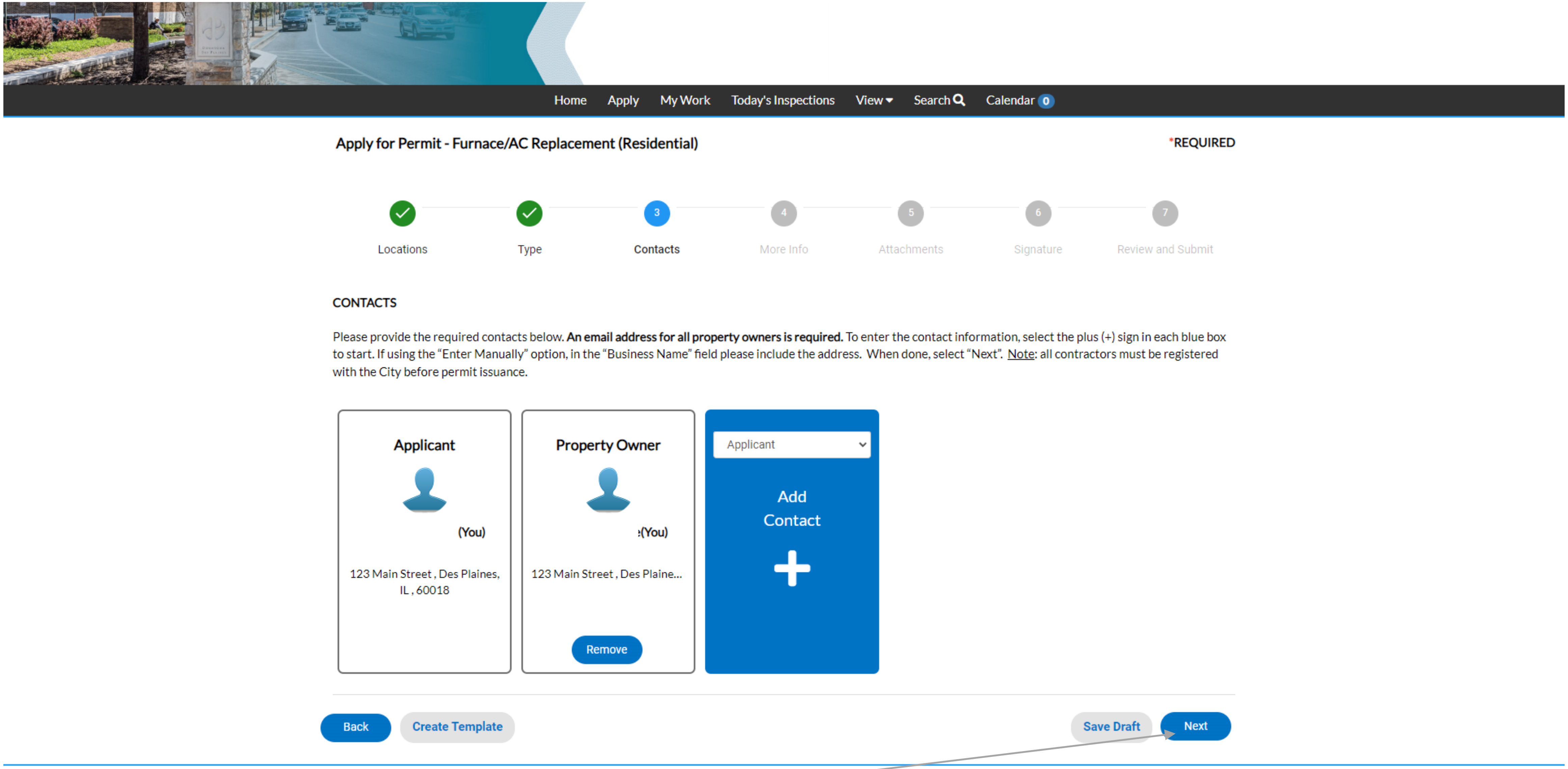
Add any required descriptions or fields based on your selected permit type. Select “Next” when finished.



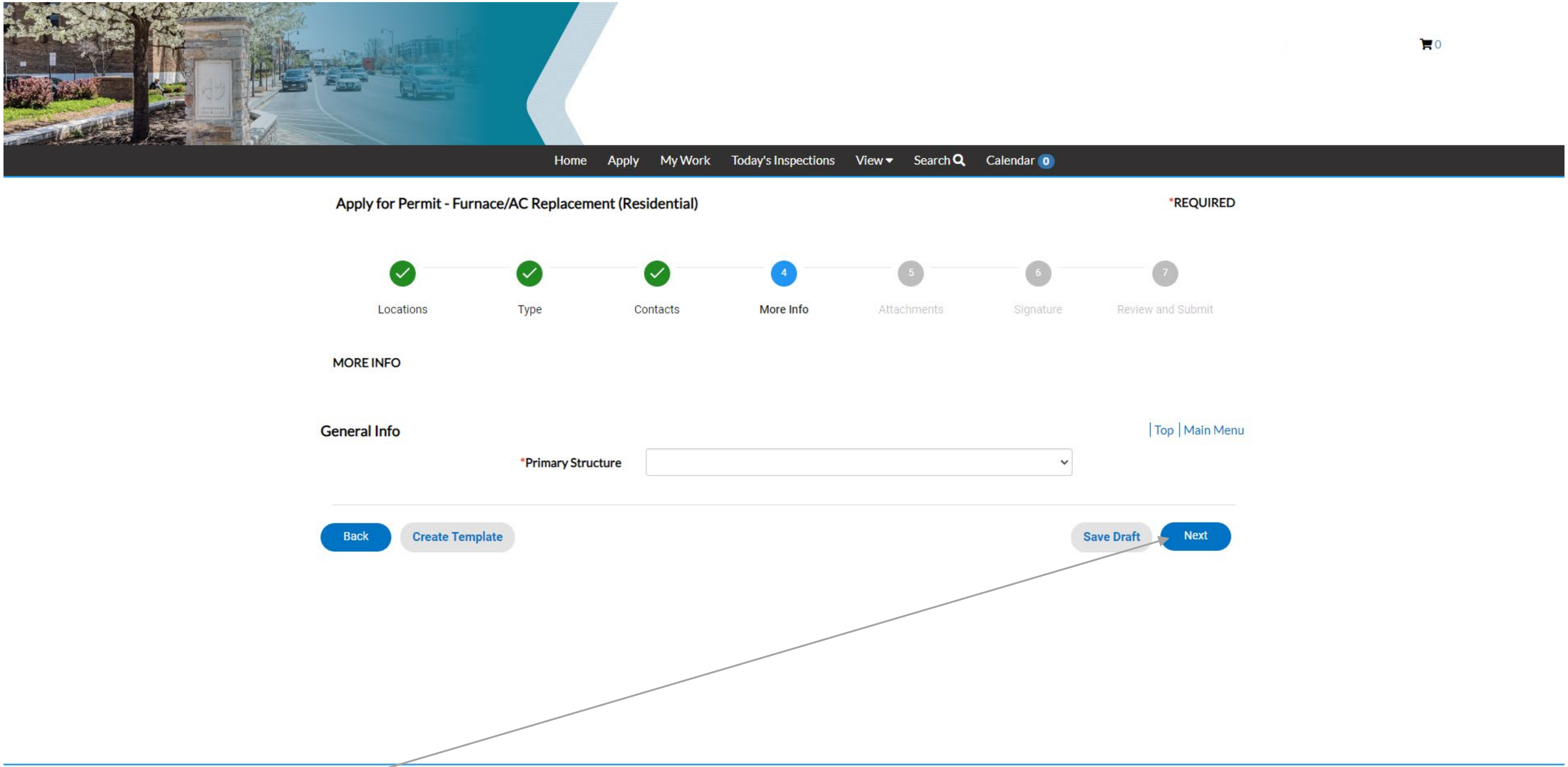
Add the required contacts by selecting the "+" sign.



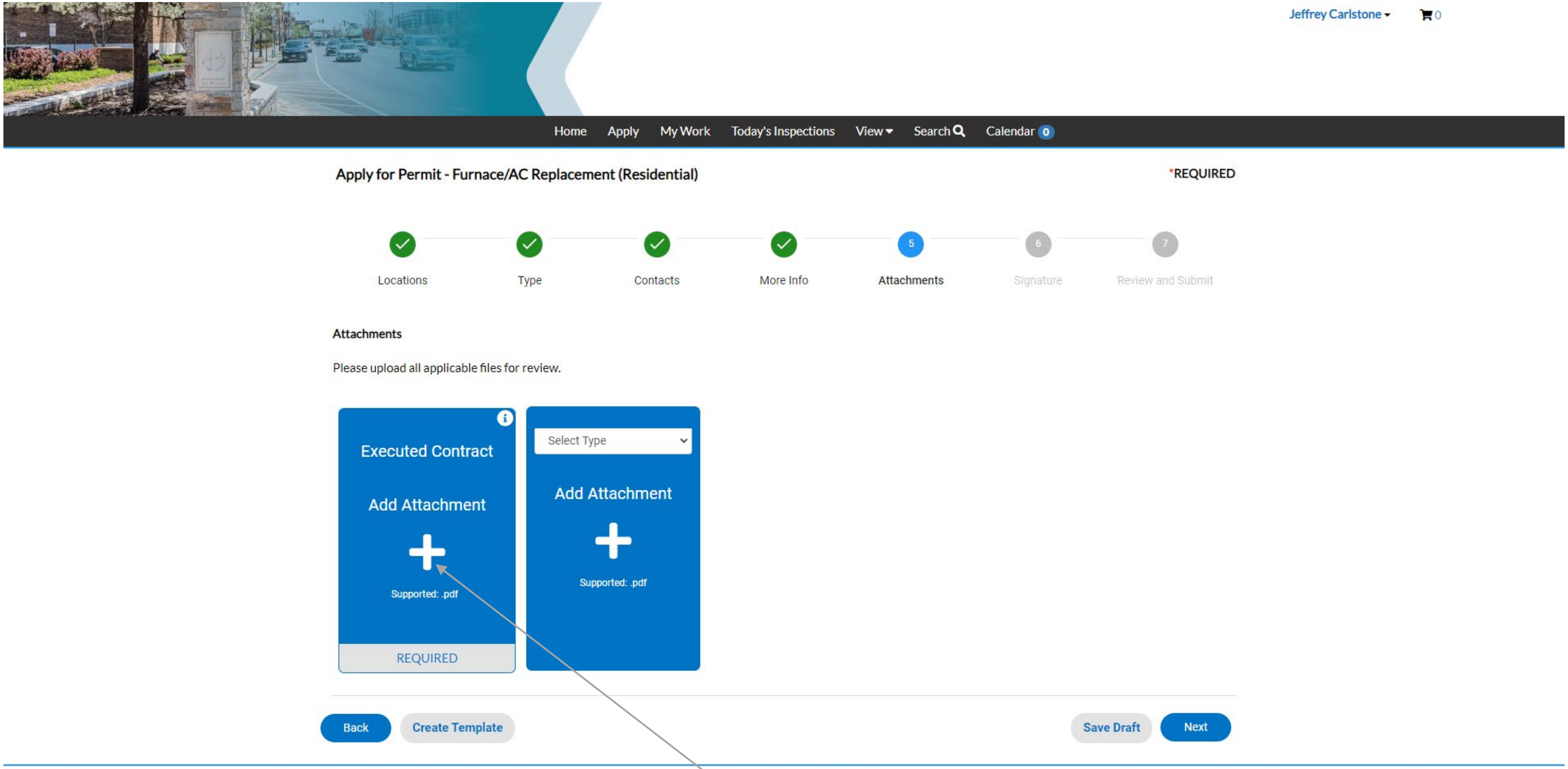
You can search for an existing contact, add one manually or search “My Favorites” for contacts you have used in the past. As a best practice, we do recommend searching for an existing contact before adding a new one. Using the contacts email address is the best search option if you have it.



Select “Next” when finished.



Answer any questions required for your permit type. These will vary depending on permit type chosen. Select “Next” when finished.



Attach the required documents by clicking the plus sign (+). All documents must be in PDF format. Required documents will vary by permit type. Select "Next" when finished.

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Home | Apply | My Work | Today's Inspections | View | Search | Calendar 0

Apply for Permit - Furnace/AC Replacement (Residential)

*REQUIRED

Locations — Type — Contacts — More Info — Attachments — 6 Signature — 7 Review and Submit

SIGNATURE

By signing below, I certify and affirm that al information contained in the permit application and submittal documents is true and correct. I understand and agree that a misrepresentation of a material fact or false statement on the application is ground for denial of the application or revocation of the permit. I understand that I may not engage in construction activities until the application is approved, and the permit is issued. I also understand that my construction project must comply with all applicable state, federal, and local laws, ordinances and regulations.

*** Please type your name as consent to electronically sign this application.**

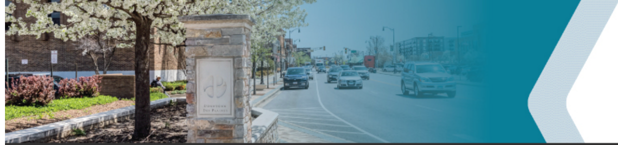
Enable Type Signature

X Draw Signature Here

Clear

Back | Create Template | Save Draft | Next

Complete the signature page by either drawing your signature or enabling the “Type Signature” and typing your name.



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Home Apply My Work Today's Inspections View Search Calendar 0

Apply for Permit - Furnace/AC Replacement (Residential)

*REQUIRED

Locations Type Contacts More Info Attachments Signature 7 Review and Submit

Submit

Locations

Location	1420 MINER ST DES PLAINES, 60016
Parcel Number	09174130130000

Basic Info

Type	Furnace/AC Replacement (Residential)
Description	New AC unit
Valuation	3000
Applied Date	04/28/2023

Contacts

Applicant

123 Main Street , Des Plaines, IL, , 60018

Property Owner

123 Main Street , Des Plaines, IL, , 60018

More Info

General Info

Primary Structure Single Family

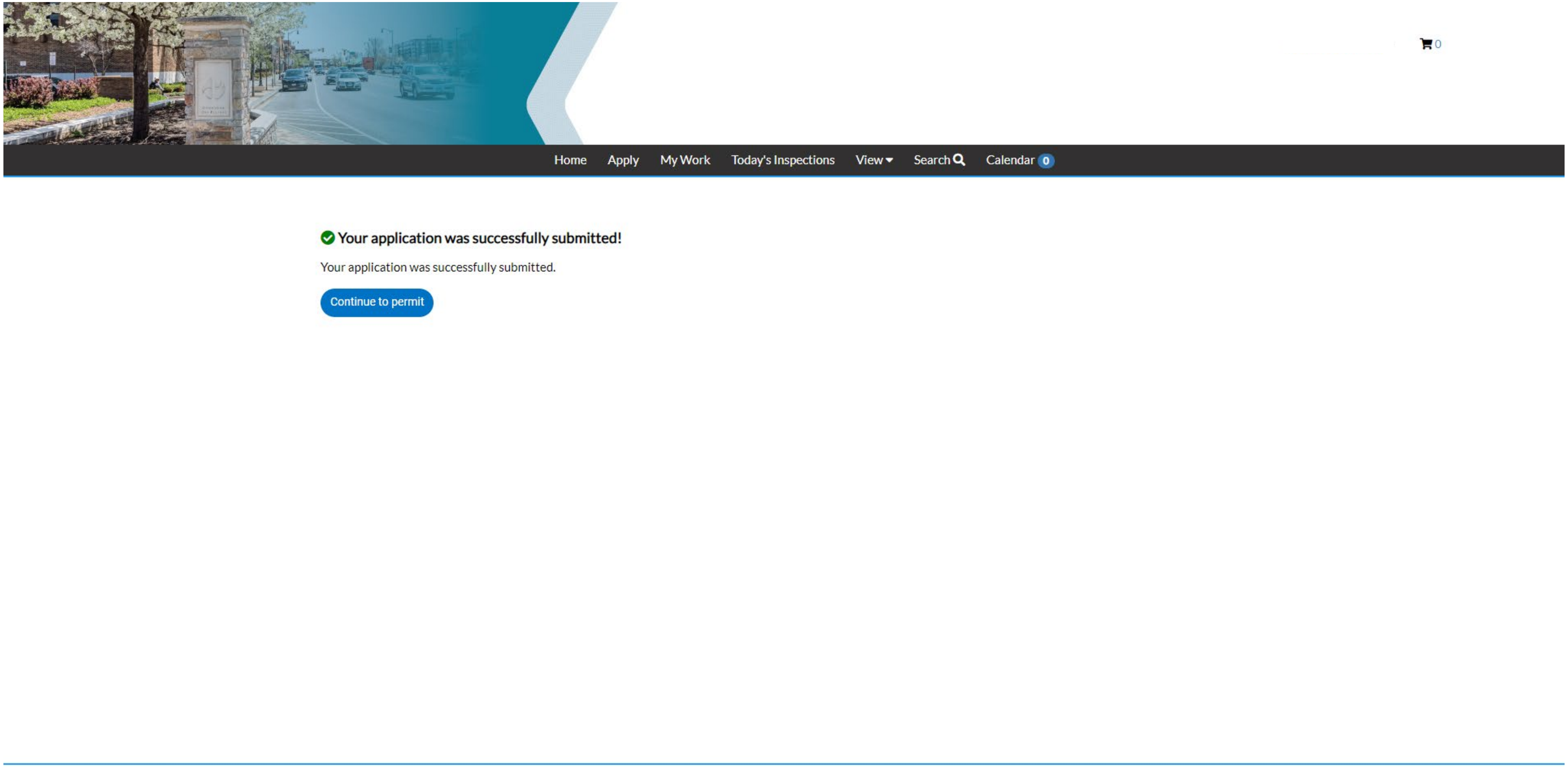
Top| Main Menu

Attachments

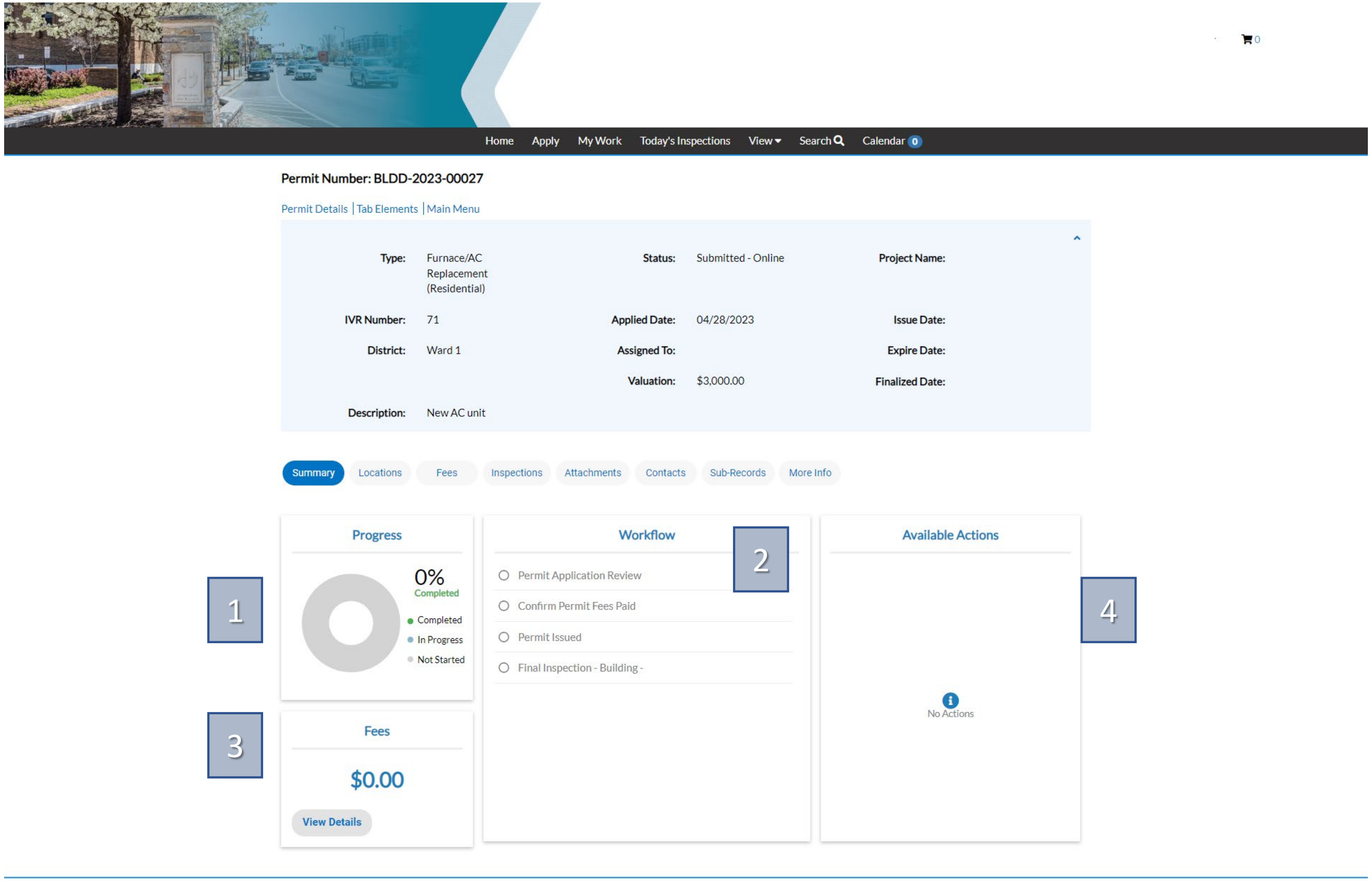
Executed Contract	CED EnerGov Launch_Full Page Sign_v1.pdf

Back Create Template Save Draft Submit

Review the final information by scrolling down the review page. If all information is correct, select “Submit”



A success message will be display when the permit has been submitted successfully. Select “Continue to permit” to view progress.



This permit summary screen will provide you with updates and details of the permit as it moves through the review cycle. The progress bar (1) will show how far along in the workflow your project is. To its right, is a view of the workflow (2) and the steps. You will be able to see if a step has begun (Blue), passed (Green), or failed (Red). Fees (3) are displayed prominently on the front page as well. Lastly, the available action card (4) will show any tasks that you need to complete. This could be submitting revised plans, paying a fee or scheduling an inspection. Submittal of revised plans cannot occur until all departments have completed their respective reviews.