



Citizen Self Service (CSS) Online Permitting Instruction Manual

A Step-By-Step Guide to submit your permit application and documentation online.

No paper required.

Revised

March 16, 2020

Introduction

Welcome to the City of Park Ridge's Citizen Self-Service (CSS) online permitting application process. CSS allows residents, contractors and developers to submit their projects for permits online without the need for paper copies.

This manual will serve as your guide to assist you in the process of applying for your permit online.

Please take some time to review the procedures outlined in this guide prior to applying for your permit as it will answer many of the questions you may have about the process.

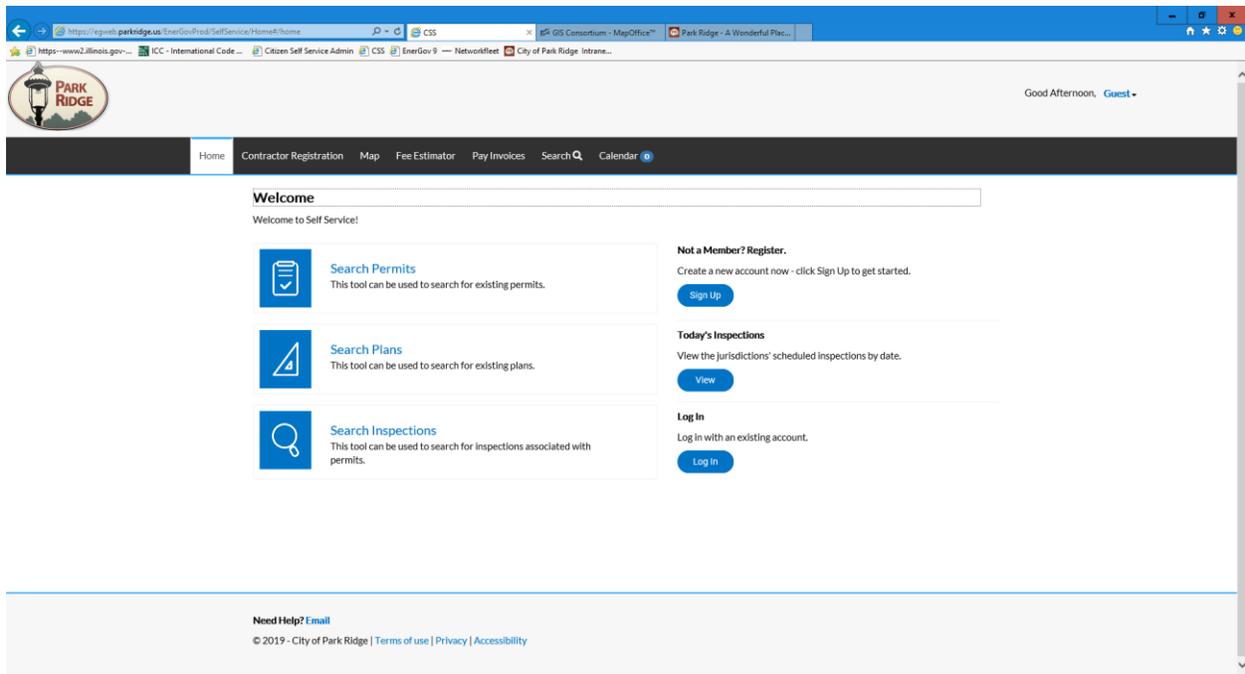
Pay special attention to entries highlighted in **bold, red, underlined text**. These entries explain how to best use the CSS system to avoid time-consuming procedural errors.

When you are ready to submit, follow the steps provided herein and your application will be processed in the order in which it is received.

STEP 1: Create a User Account

Before you can access the CSS web portal, you must register to create a new user account with the City of Park Ridge.

Go to: <https://egweb.parkridge.us/EnerGovProd/SelfService/Home#/home> and follow the 3-step registration process.

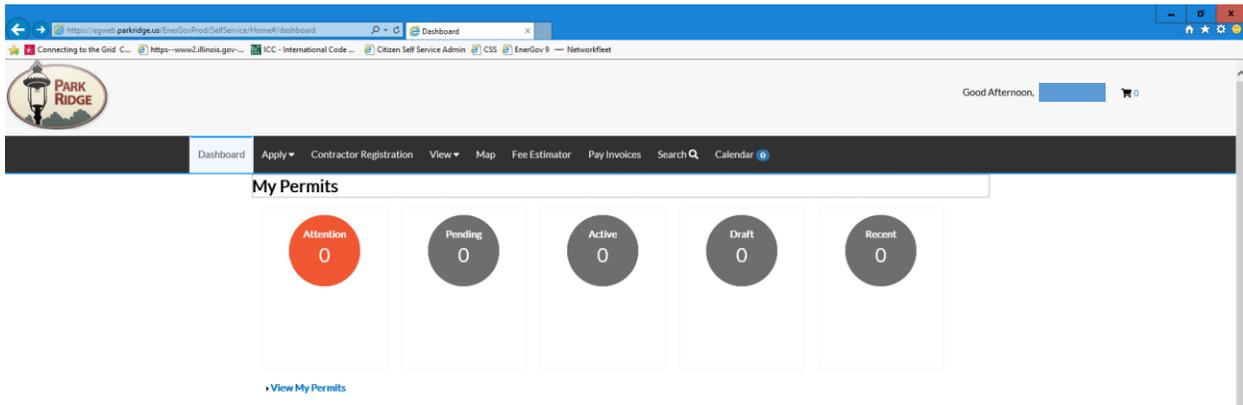
The screenshot shows the City of Park Ridge Citizen Self-Service (CSS) web portal. The browser address bar displays the URL: https://egweb.parkridge.us/EnerGovProd/SelfService/Home#/home. The page features a navigation menu with links for Home, Contractor Registration, Map, Fee Estimator, Pay Invoices, Search, and Calendar. A "Welcome" message is displayed, along with three main service tiles: "Search Permits" (with a checkmark icon), "Search Plans" (with a triangle icon), and "Search Inspections" (with a magnifying glass icon). On the right side, there are sections for "Not a Member? Register." (with a "Sign Up" button), "Today's Inspections" (with a "View" button), and "Log In" (with a "Log In" button). The footer includes a "Need Help? Email" link and copyright information for 2019.

To create the account, you will need a valid email. Upon completion of the first step, you will be asked to check your email for an account verification email that will contain a "Confirm" link.

Click the link and you will automatically be taken to a Registration webpage. Click the blue “Register” button. You will then be asked to fill in required personal information [only fields with red asterisks (*) are required, however the more information you provide, the easier it will be for the City to contact you regarding your permit]. Upon completing your personal information, click on the “I’m not a robot” verification box and select the images requested by the verification program. Upon successful completion of the verification process, the “I’m not a robot” status box will change to a green checkmark. Click the blue “Submit” button.

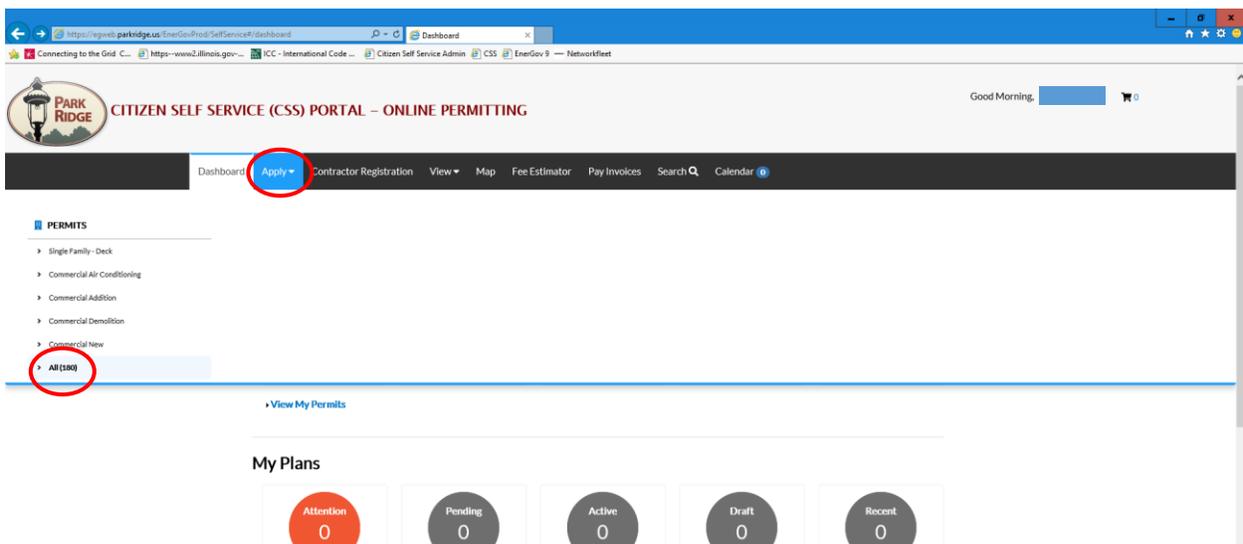
You will then be taken to a “Thank you for registering” webpage. Click on the blue “Log In” button.

Log in to your account by inputting your Email Address and the Password you previously created. Click on the blue “Log In” button and you will be taken to your new personal User Account Dashboard.

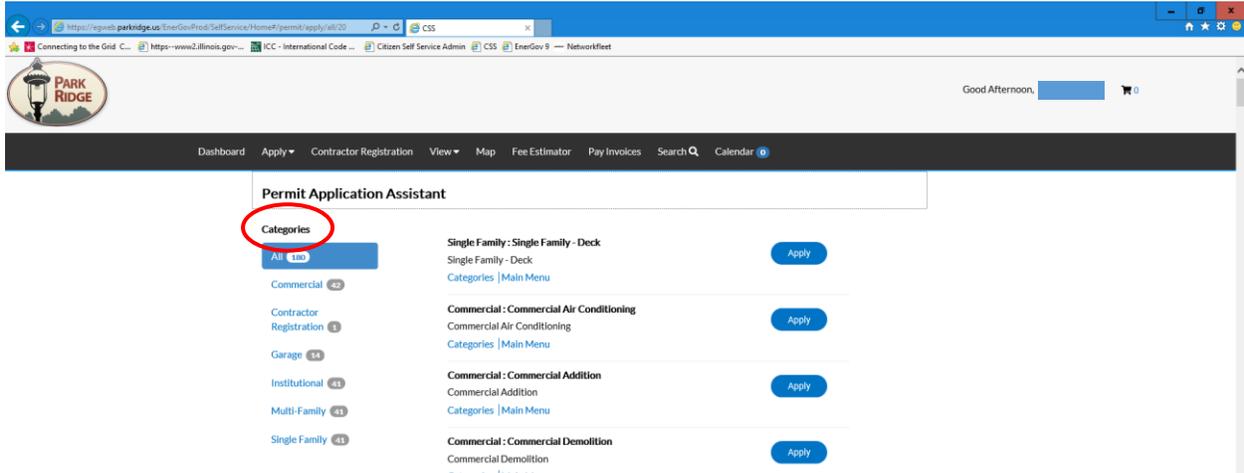


STEP 2: Apply for a Permit

To apply for a permit, select “All (180)” from the “Apply” dropdown menu located on the top left of your dashboard:

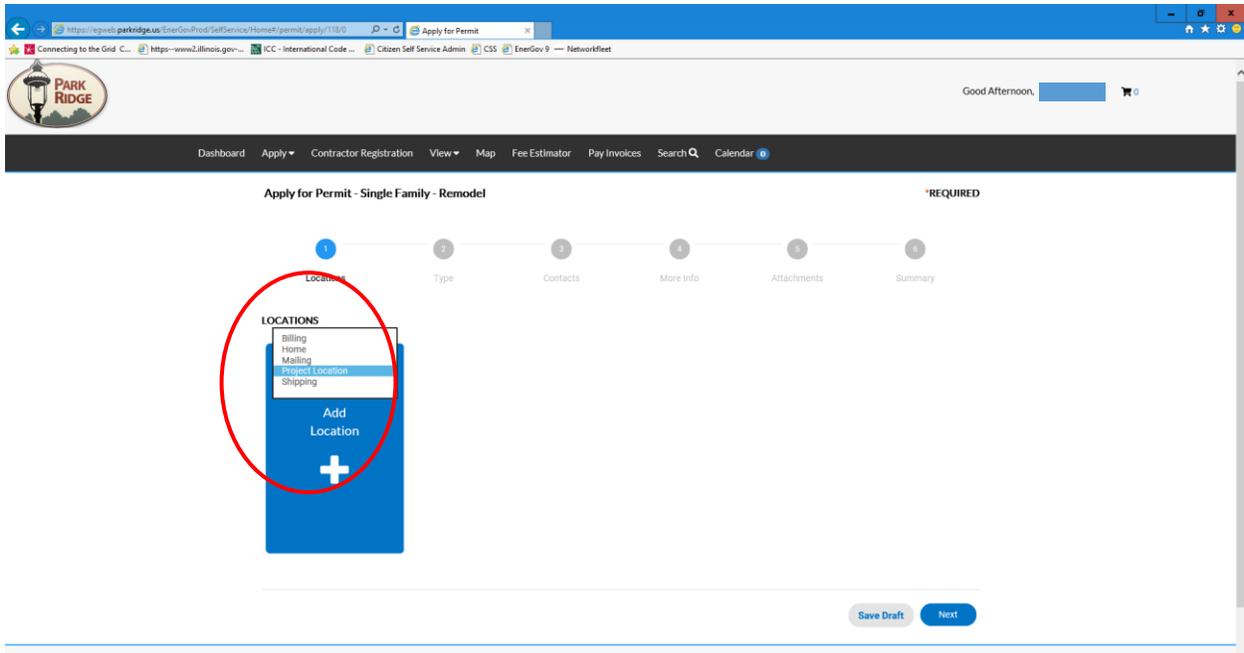


Select the appropriate category for which type of permit you would like to apply for from the “Categories” list on the left side of the page:

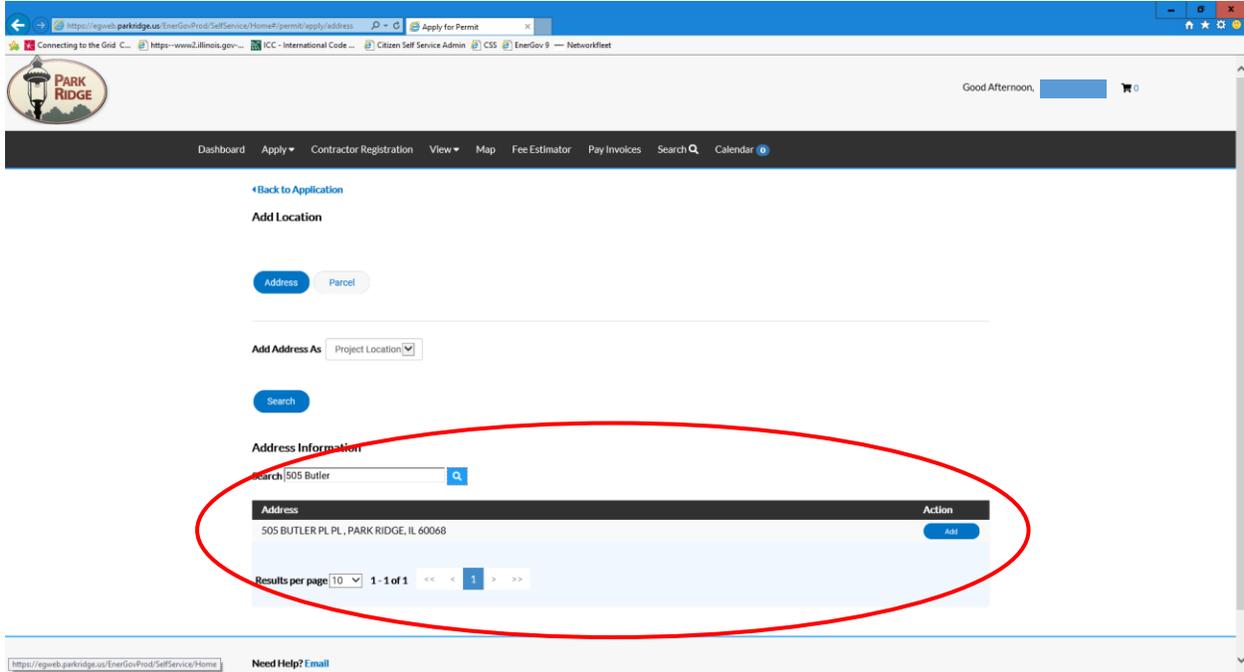


Scroll down the list of permit types in the center of the page and click on the blue “Apply” button located to the right of the permit type for which you want to apply.

You will be taken through a 6-step Permit Application Process. The first step of the process will ask you to provide locations for the project (Billing/Home/Mailing/Project Location/Shipping):



You must add at least one location. If you are unsure which type to select, choose “Project Location” and click on the “+” button. To add the location, input the address of the project location into the Address Information “Search” bar and click on the magnifying glass located to the right of the search bar. Click on the blue “Add” button to add the project location:



If your project has multiple Parcel Numbers (PIN Numbers), you will be asked to select from a list of Parcel Numbers associated with your address. Be sure you know which Parcel Number is associated with your project and click the box next to that number and click on the “Add Selected” button.

You will be taken back to the application 6-step screen where you will see the project location address and parcel number. Click on the blue “Next” button located on the bottom left of the screen (Note that you may also, at any time during the online application process, click the “Save Draft” button and the system will save the information you have inputted. You can come back later and pick up where you left off.):

Apply for Permit - Single Family - Remodel *REQUIRED

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

LOCATIONS

Type: Project Location
505 BUTLER PL, PARK RIDGE, IL., 60068

Main Address
Parcel Number: 09352150440000
Main Parcel

Remove

Add Location

Save Draft Next

Step 2 will ask you to provide basic project information (description, square footage and valuation):

Apply for Permit - Single Family - Remodel *REQUIRED

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

PERMIT DETAILS

* Permit Type: Single Family - Remodel

Description: Remodeling of first floor bathrooms and kitchen with modifications of structural elements.

* Square Feet: 1000

* Valuation: 100000

Back Save Draft Next

Note that a good description of your project and accurate project area and valuation amounts will assist City staff with understanding the scope of your project. Once you’ve inputted this information, click the blue “Next” button at the bottom right corner of the screen.

You will be taken to the third step that will ask you to add contacts:

For permit application purposes, you will only need to provide an Applicant contact. The Applicant will serve as the primary point of contact between your project and the City, so be sure to make the Applicant the person you would want the City to contact with any aspects of your project (typical Applicants may include Owner, Architect or General Contractor, and sometimes these people serve multiple roles. If so, you may add the same person multiple times if they perform multiple roles).

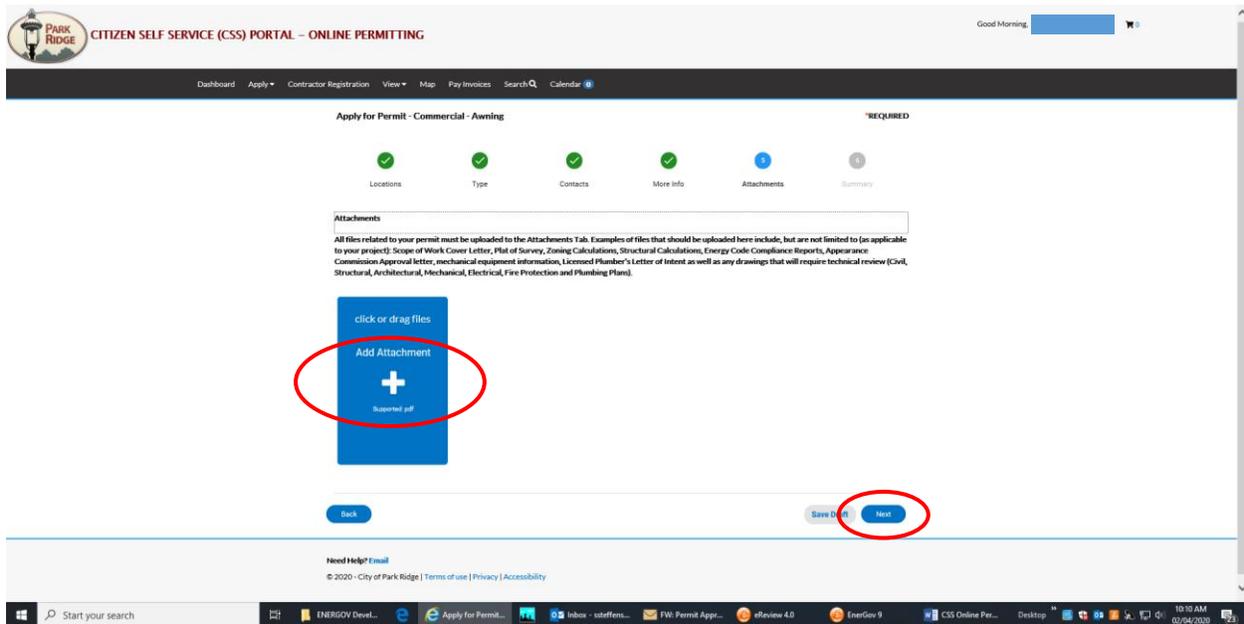
If you are certain of other contacts for your project (plumber, electrician, carpenter, etc.), you may choose to add them at this point in time. If you are unsure of who will be involved in your project at the time of application, only provide the Applicant information (the City will call you prior to issuance of the permit to determine all of the contacts and to verify that all contractors are registered and insured with the City).

Click the blue “Next” button at the bottom right corner of the screen where you will be taken to the fourth step of the application process:

At this point of the application, you will be asked questions related to your project’s scope of work. Answer the questions to the best of your ability. If you are unsure of an answer to a question, leave that field blank and proceed to the next question. At the end of the questionnaire you will see the following Certification:

If you are satisfied with the answers to your questions, click the blue “Next” button to certify your agreement with the City.

You will be taken to the fifth step of the application process, “Attachments”:



All files related to your permit must be uploaded to the Attachments Tab. Examples of files that should be uploaded here include, but are not limited to (as applicable to your project): Scope of Work Cover Letter, Plat of Survey, Zoning Calculations, Structural Calculations, Energy Code Compliance Reports, Appearance Commission Approval letter, mechanical equipment information, Licensed Plumber’s Letter of Intent as well as any drawings that will require technical review (Civil, Structural, Architectural, Mechanical, Electrical, Fire Protection and Plumbing Plans). To add these types of files, click on the blue “Add Attachment +” button. When you have finished adding all the types of files required for your type of permit, click on the blue “Next” button.

You will be taken to the sixth and final step of the permit application process. At this step, you will see the information you have previously inputted in a summary format:

Apply for Permit - Single Family - Remodel *REQUIRED

Locations Type Contacts More Info Attachments **Summary**

Locations

Location 1	505 BUTLER PL PL, PARK RIDGE, IL, 60068
Location 2	09352150440000

Basic Info

Type	Single Family - Remodel
Description	Remodeling of first floor bathrooms and kitchen with modifications of structural elements.
Square Feet	1000
Valuation	100000
Applied Date	08/16/2019

Contacts

And you will be provided with a preliminary estimate of your permit fee:

The following is a fee estimate and totals are subject to change. Additional fees may apply.

Estimated Fees

Fee	Amount
*Electrical Service Panels	\$75.00
*Plumbing fee, Number of Fixtures	\$95.00
*Water Meter Admin Fee, per meter	\$25.00
*Zoning Certificate	\$30.00
[P] Decks, Garage, Acc. Building, Remodel	\$1,200.00
[PR] Residential Remodel	\$70.00
Total:	\$1,495.00

Note that the permit fee provided at this point is only a preliminary estimate based upon the information you have provided and fees that are automatically applied by the system. Be aware that the estimate on CSS may include fees that are non-applicable to your project. Your project's fee information will be backchecked by City staff and all fees will be verified for accuracy prior to the City creating an invoice for payment at the conclusion of the permit application process.

After you have reviewed the summary of your permit application and are ready to submit, click on the blue “Submit” button to certify that you agree to conform to all applicable laws of the City of Park Ridge:

Certification [Previous Section](#) | [Top](#) | [Main Menu](#)

By clicking “Submit” below, I certify that the provided information is correct to the best of my knowledge and I agree, in consideration of and upon issuance of a building permit, to do or allow to be done only such work as herewith applied for. I further declare that I am the property owner or otherwise authorized by the property owner to apply for this permit. I agree to conform to all applicable laws of this jurisdiction.

Attachments

Attachment 1	AWC-SpanTables2012-1111.pdf
Attachment 2	225 Plat of Survey.pdf

[Back](#) [Save Draft](#) [Submit](#)

You will next see the following screen verifying that your application has been submitted successfully:

Good Afternoon, [User Name]

Dashboard [Apply](#) [Contractor Registration](#) [View](#) [Map](#) [Fee Estimator](#) [Pay Invoices](#) [Search](#) [Calendar](#)

✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.

Permit Number: SF-19-1220

• Permit cannot be printed at this time. Permit has not been issued.

Permit Details | Tab Elements | Main Menu

Type:	Single Family - Remodel	Applied Date:	08/16/2019
Status:	Submitted - Online	Project Name:	
District:		Issue Date:	
Square Feet:	1,000.00	Expire Date:	
Valuation:	\$100,000.00	Finalized Date:	
Description:	Remodeling of first floor bathrooms and kitchen with modifications of structural elements.		

[Locations](#) [Fees](#) [Reviews](#) [Inspections](#) [eReviews](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [Holds](#) [Meetings](#) [More Info](#)

Locations | Parcels | Next Tab | Permit Details | Main Menu

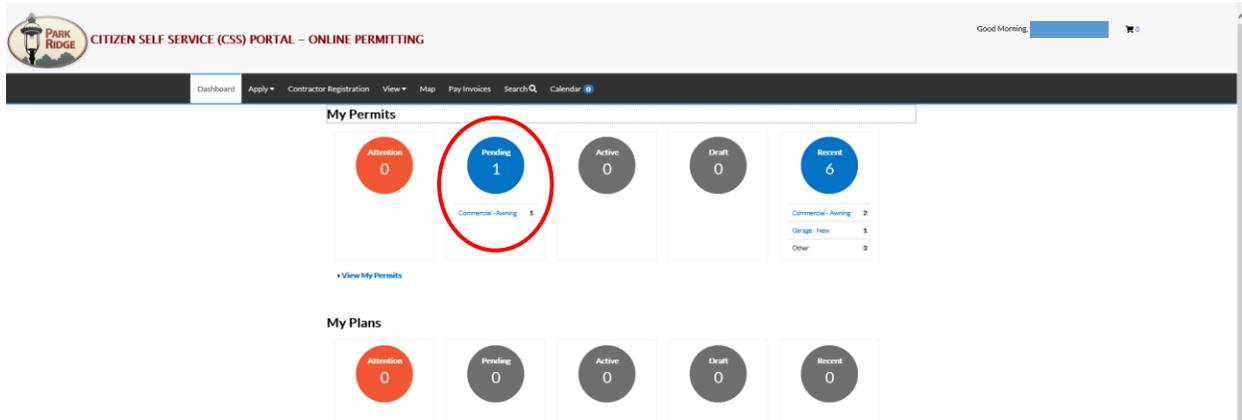
Main	Address
☑	505 BUTLER PL PL PARK RIDGE, IL 60068

Permit technicians in CP&D will perform a preliminary review of your permit to determine if all required documents have been submitted for review. If you are missing information, CP&D will contact you by phone and/or email to discuss what else is needed.

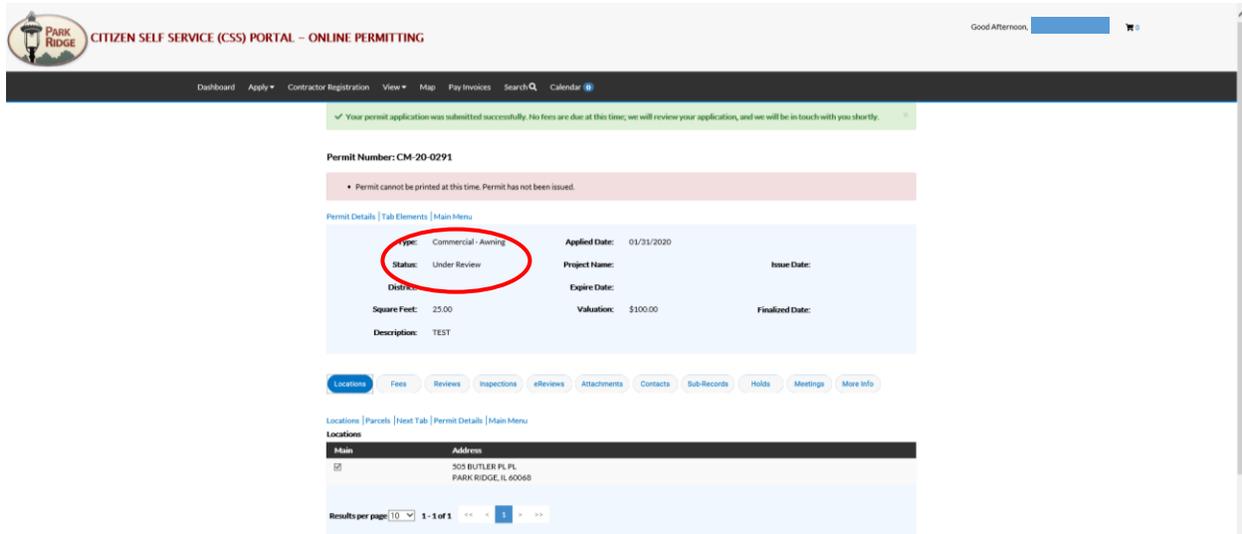
Any additional information required for review must be transmitted to CP&D permit technicians by PDF attachments uploaded to the Attachments Tab on the CSS Portal. Please note that you must notify CP&D Permit Techs by email at any time that you upload revised and/or additional information to the CSS Portal.

Technical reviews cannot begin until all required documents have been received.

If you return to your CSS dashboard, you will notice that the “My Permits” Pending balloon has changed from 0 to 1, alerting you that the permit you have just submitted is pending verification that all required documentaion has been received:



If you have submitted all the required documents, the permit techs will initilize your permit and route it to the appropriate plan reviewers for review and comments. Once this has occurred, the CSS Portal will update the status of your permit from “Submitted Online” to “Under Review” alerting you that your application is accepted and under review:

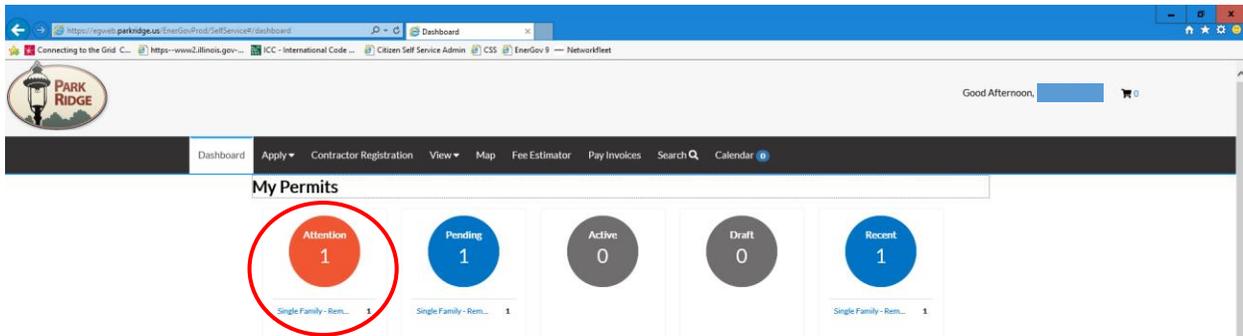


Please be advised that the initial review of your project will be conducted in the order in which it is received and turnaround time for reviews depends upon the volume of applications received. Our reviewers typically turnaround initial reviews within two weeks of receipt and revisions within one week of receipt.

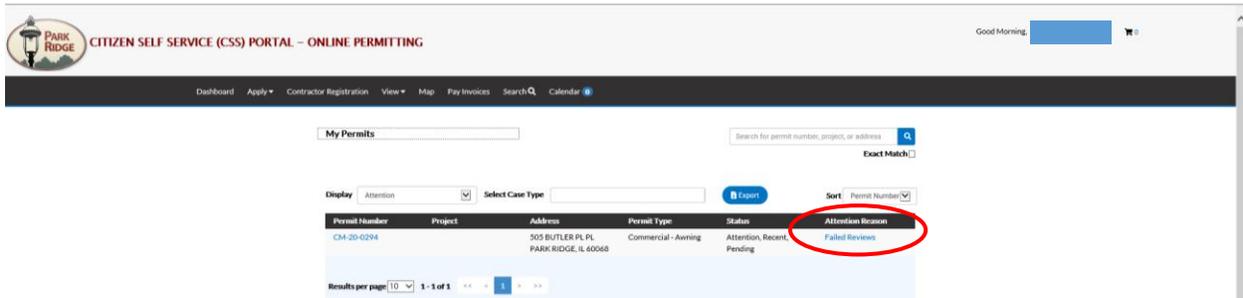
STEP 3: Receiving and Responding to Comments (Review Denied)

Once all reviews have been completed and one or more of the reviews are denied, you will receive an email from the City with all comments requiring resolution. Additionally, the CSS portal will automatically update to alert you that your project has been reviewed, is denied and requires resubmission. You may want to check back on your CSS portal periodically to determine if your project's status has changed.

Go to your CSS dashboard. Once all reviews are completed, notice that the orange "Attention" balloon has changed from "0" to "1". This alerts you that a permit requires your attention. Click on it:



You will be taken to the following screen that provides updated status information and the Attention Reason. In this example, the project has A blue hyperlink (Failed Reviews). To view all the reviews, click on the "Failed Review" hyperlink:



You will be taken to the following screen that summarizes the Status, Version and relevant dates. Click on the blue “Review Type” hyperlink:

Permit Number: SF-19-1220 Location: 505 BUTLER PL PARK RIDGE, IL 60068 Status: Under Review Type: Single Family - Remodel

REVISIONS | FEES | INSPECTIONS

Failed Reviews

Review Type	Status	Version	Received Date	Due Date	Completed Date
[N] Single Family Remodel Plan Review	Denied	1	08/28/2019	09/11/2019	08/29/2019

You will be taken to the following screen that summarizes all Review Types and their Statuses. Click on each Review Item’s “Details” button to open each reviewer’s comments. In this example, we will begin with the Structural denial:

Permit Number: SF-19-1220

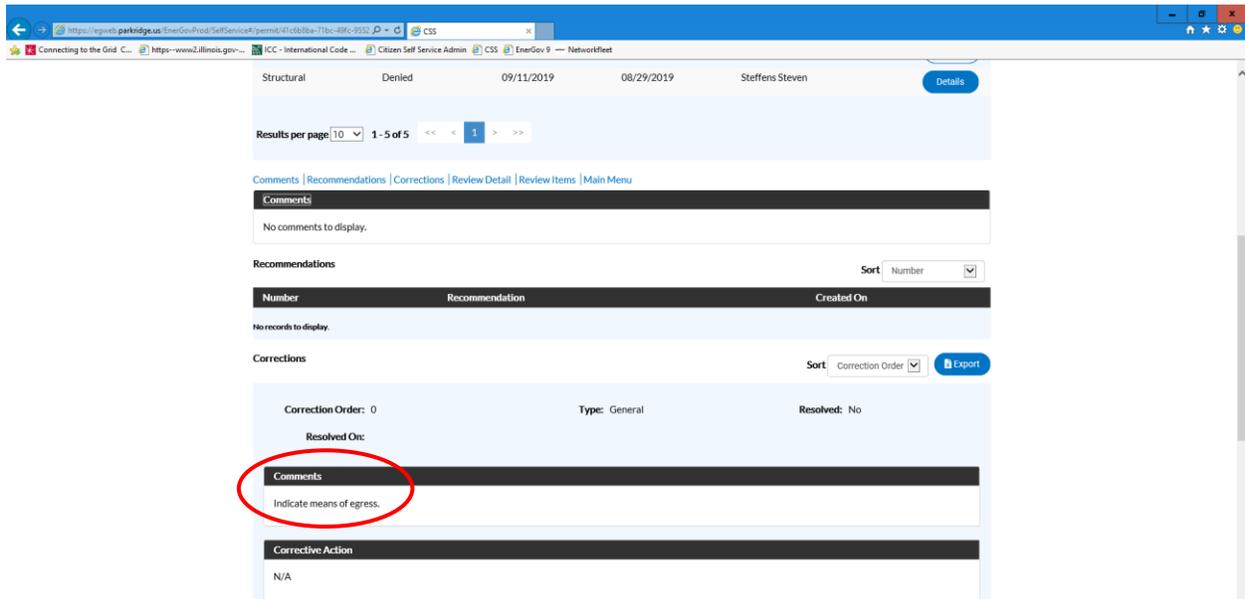
Review Type: [N] Single Family Remodel Plan Review Status: Denied Version: 1

Received Date: 08/28/2019 Due Date: 09/11/2019 Completed Date: 08/29/2019

Review Items

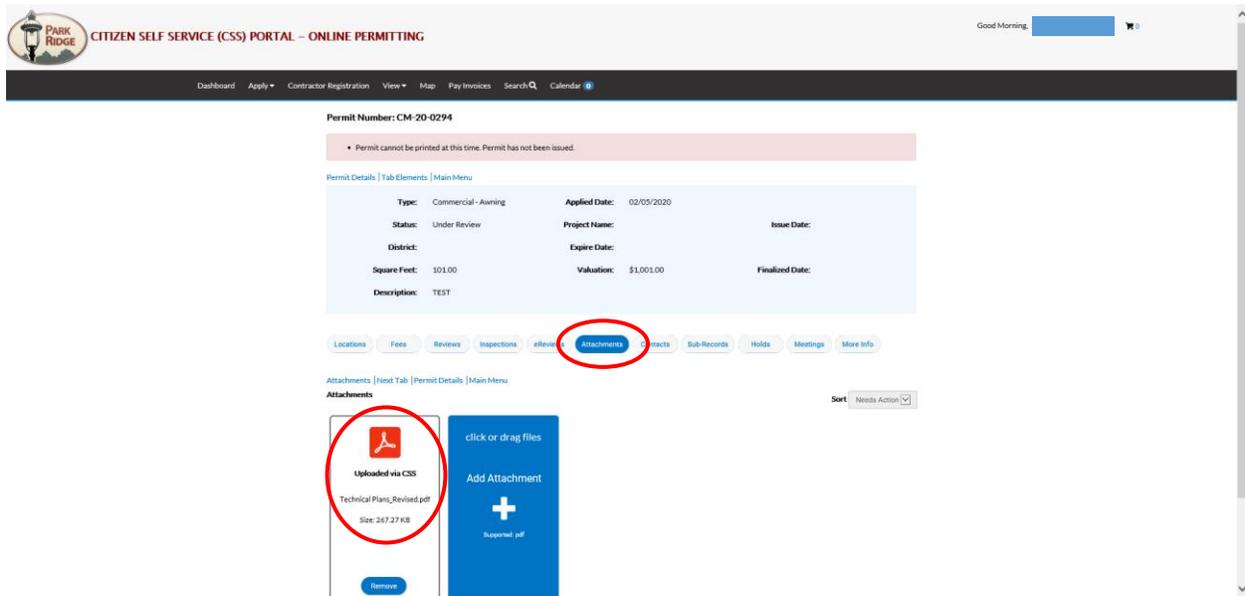
Review Type	Status	Due Date	Completed Date	Assigned To	Review Item
Electrical	Approved As Noted	09/11/2019	08/29/2019	Steffens Steven	Details
Fire	Approved	09/11/2019	08/29/2019	Steffens Steven	Details
HVAC	Denied	09/11/2019	08/29/2019	Mondelli Ric	Details
Plumbing	Denied	09/11/2019	08/29/2019	Mondelli Ric	Details
Structural	Denied	09/11/2019	08/29/2019	Steffens Steven	Details

By clicking on the “Details” button, the Structural comments will drop down below the summary:

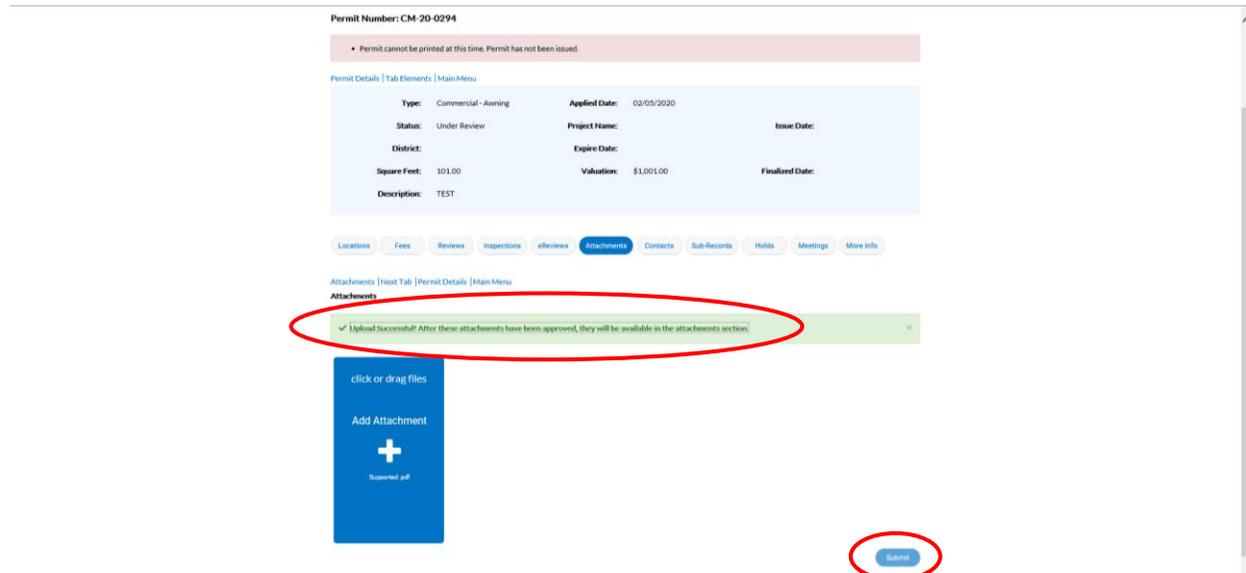


Note that you will be able to view all of the reviewer’s comments here, and that they will reflect the comments you received by email.

Revise your drawings and provide any information requested by the reviewers. Upload the revised information to the Attachments Tab on the CSS Portal. Revisions to the plans must be clouded and noted with the appropriate comment number for clarity. Failure to do so will result in a longer time for response and/or approval. Be sure to include a file with a cover letter with your revised plans that succinctly describes each response to every comment and on which page the response can be found:



After attaching all required documents, click on the blue “Submit” button and the webpage will update to alert you that your files were uploaded successfully:



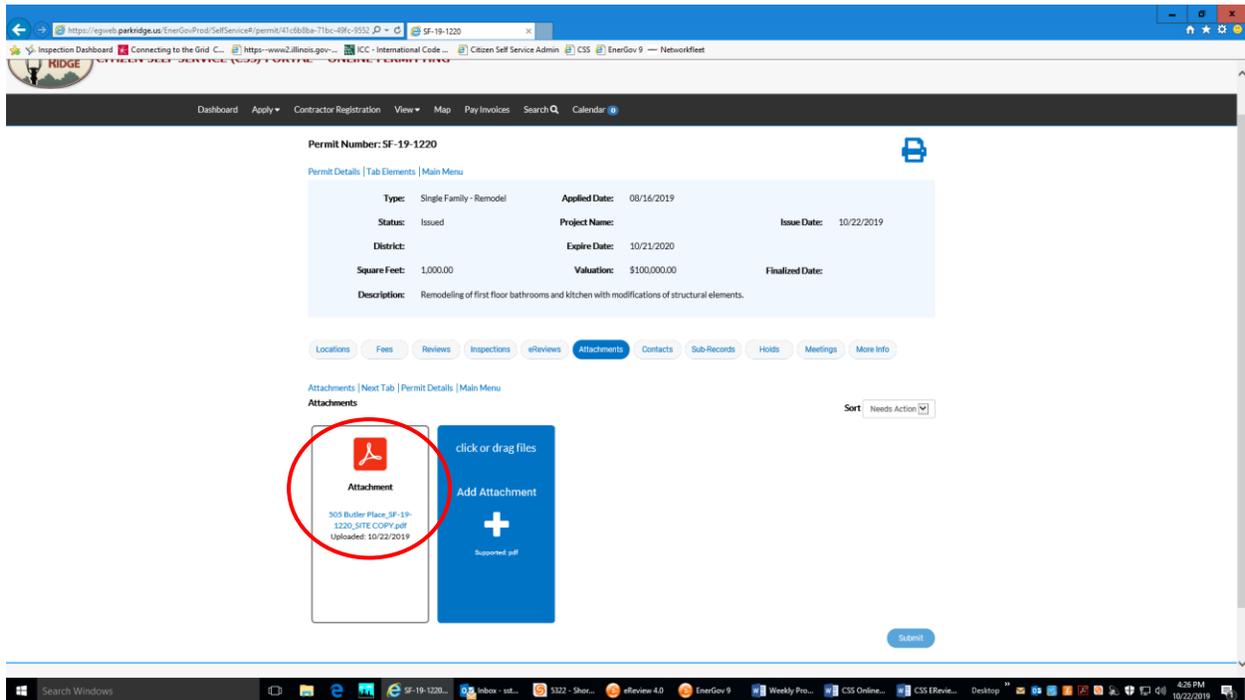
Upon completion of upload of your information, send a reply/response to the email you received from the City alerting the reviewers that you have acknowledged receipt of the City's comments and that you have uploaded your revised information. Failure to do so may result in a delay in the review of your revised information.

STEP 4: Receive Email with Invoice for Permit Fee

After your documents have been reviewed and approved by the City, you will receive an email notifying you that your permit is approved and ready for payment. An invoice will be attached to the email. You may print a copy of the invoice and bring it to the Finance Department located on the first floor of City Hall or, if you prefer, you can show the electronic copy of your invoice on your phone to the Finance cashier and they can print a copy of the invoice for you.

After you have paid the permit fee, bring the invoice stamped “Paid” by Finance up to the the second floor of City Hall to the Department of Community Preservation & Development (CP&D). CP&D staff will update the permit system to indicate your payment has been received and release an electronic PDF copy of your approved Site Copy drawings and documents to the CSS Portal. At this time, you will also be provided with hardcopies of your permit placard, your Inspection Record Card and a list of basic requirements applicable to all projects performed in the City of Park Ridge.

You will find your Site Copies located in the Attachments tab of the CSS Portal:



Please be sure to have full-size, scaled hardcopy prints of your drawings on-site available for all inspections. Failure to do so will result in a failure of your inspection.

Display the permit placard in a location that is readily visible from the public way. The placard must be displayed for the entire duration of your project.

Please Remember: Do not conceal any framing, structure, fireblocking and/or insulation with drywall and/or other finish materials until your Rough Framing/Structural Inspection and Firestop/ Insulation Inspections have been scheduled, inspected and approved.

Conclusion

The City wishes you the best of luck with your project. While you will likely face a learning curve inherent with the evolution from a paper-based method to a fully electronic system, we expect that when the transition is complete it will result in greater access to information about your project, faster turn-around times for your permits and a vast reduction in paper waste. If you have any questions related to your online permitting experience, please call CP&D at (847) 318-5291.