FAQs

To visit CSS, click here.

LOGIN/REGISTERING

1. <u>General - What is CSS?</u>

   CSS stands for Citizen Self Service portal, and is part of our new online software system that allows applications, payments, and inspection requests to be made online.

   Permit applicants can access the CSS portal from a computer, tablet or smart phone to create a new account, apply for permits, make payments online, request inspections, and view real-time data.

   Residents can access the CSS portal without an account to view limited information regarding permit activity.

2. <u>General - Can I use any web browser with CSS?</u>

   Yes, you can use any web browser to access CSS.

3. <u>General - How do I register in CSS?</u>

   Once on the CSS website, you can go to the "Login or Register" tile on the home page or click the drop down arrow on "Guest" and click on Register. Before you complete the registration, you will have to confirm your email address. After you complete your registration, the department will have to approve your account. This may take a couple days to approve.

4. <u>General - CSS says my account has been locked out because I entered the wrong password. What do I do?</u>

   Wait ten minutes and try again. As long as you remember your password and are entering it correctly, it will let you in after it resets. If you need to reset your password, click the Forgot Password link and you will receive an email to reset your password.

PERMIT RECORDS

5. <u>General – When I searched for my permit history, some of my permits don't populate or don't have any information filled out. How do I get this permit information?</u>
   If you are interested in your permit history or want to view closed permits, please click on the "Public Records Request" header and complete the records request. You should hear back from the Building Department within 1-3 business days.

PERMIT APPLICATION

6. <u>General - How will I know if the permit I am applying for is within the city limits?</u>

Zoning and city limit information is available through the CSS "Boulder County Property Search" header. Once you enter the address, you can see the jurisdiction for that property.

7. General - Why can't I find the address I'm entering when I search for it?

    Make sure you only type in the street number and street name when searching for the address. Do not include the suffix when searching for your address (i.e. exclude Drive, Road, Street etc.). Also, make sure you click the magnifying glass to conduct the search.

    If you still cannot find the address, the address may either not be within Louisville's jurisdiction or it may be a new address that is not in the permit's database yet.

8. General - How will I know if my permit application was received?

    The applicant will receive an email confirmation.

PERMIT CONTACTS

9. General - How do I add a contact to my permit application?

    You can first search for that contact. If you are not finding any results while searching for them, that means they are not in the permitting system. You would then manually add them as a new contact to the permit.

    To manually add the contact to your application, just click on Enter Manually and fill out the required fields. Please note that because you manually added this new contact to the permitting system, that contact most likely does not have a contractor license.

10. General - How do I add or remove additional contacts to my permit that is under review?

    In the permit record, click on the "Contacts" tab. Please note that you must first add the contact before you remove the existing contact. Click on "Add Contact." Make sure you are selecting the appropriate contact type before searching/adding them.

    If you are not finding any results while searching for them, that means they are not in the permitting system. You would then manually add them as a new contact to the permit.

    To manually add the contact to your application, just click on Enter Manually and fill out the required fields. Please note that because you manually added this new contact to the permitting system, that contact most likely does not have a contractor license.

    The Building Department will be notified when you remove/add a contact to your permit.

INVOICES / PAYMENTS

11. General - I'm the owner / co-applicant / etc. Why can't I see any invoices for my submittals?

The original applicant (whoever was logged in when applying) will automatically be assigned as the billing contact. If you need to change the billing contact, please either [email](#) or call us at 303-335-4592, 303-335-4584 and we can change it for you.

12. General - How do I know when I need to make a payment?

You will receive an email when your invoice has been created and is ready for payment. Once payment is ready, you can find a copy of your invoice in your "My Invoices/Payments" under the "View" header.

13. General - How do I pay my fees?

Fees can be paid online or in person. If you are paying with a credit card (Visa, MasterCard, American Express or Discover), you can navigate to your invoices by selecting "My Invoices/Payments" under the "View" header. If you would like to pay by cash or check, please visit our office at City Hall, 749 Main St, Louisville, CO 80027.

14. General – How can I print my Invoice?

Click on the "View" header and select the "My Invoices/Payments" drop down option. When you have opened your invoice, click on the printer icon to view it.

Please note that you cannot print your invoice once you have paid for that invoice number.

15. General- How can I print my Receipt?

You will receive a payment confirmation email once you have paid. Please note that you cannot access your receipt via CSS. You will only have that payment confirmation email as a copy of your receipt. If you need to request another copy, please either [email](#) or call us at 303-335-4592, 303-335-4584.

VIEWING / ACCESSING DOCUMENTS

16. General - How can I print my building permit?

Click on the "View" header and select the "My Permits" drop down option. When you have opened your permit number, click on the printer icon to view your building permit.

17. General - How can I print my inspection card?

Click on the "View" header and select the "My Permits" drop down option. Open your permit record and click on the attachments tab to view your inspection card.

18. General - How can I print my building plans?

Click on the "View" header and select the "My Permits" drop down option. Open your permit record and click on the attachments tab to view your building plans.

BUILDING INSPECTIONS

19. <u>Building Inspections - My sub-contractors have changed. How do I change them on my permit?</u>

    Navigate to the permit you would like to add contacts to, go to the Contact tab and then Add Contact. Type in the name and conduct a search to add a contact.

    Please note that as of right now you cannot manually add a new contact in a permit or license that is not in the department's permitting software system. You can only search for a contact that already exists in the system.

    You can also manually add a new contact in a permit or license that is not in the department's permitting software system. Please be aware that that contact type might need a contractor license since they were not already in the software system.

    The Building Department will be notified when you remove / add a contact to your permit.

20. <u>Building Inspections – I've received my permit and plans, now what do I do with them?</u>

    You will need to keep the building permit and approved field set plans on the project site at all times. The building permit should be posted somewhere visible for the inspector to see (i.e. front window). If the permit card and/or approved stamped plans are not available, the inspector will not conduct the inspection and a re-inspection fee may be charged. The inspector will review the plans if applicable and verify that all required codes are met and the project is ready to continue or is completed.

21. <u>Building Inspections - How do I request a building inspection through CSS?</u>

    By going to "Request an Inspection" found under the "View" dashboard, you will select the inspection type as well as make sure the inspection you chose is for the right permit number. Choose your requested date, leave your name and phone number in the comments section as well as any code needed to get on site. For the AM/PM option, if you are a homeowner, you may choose an AM/PM time frame. If you are not a homeowner or a commercial permit, you will NOT be given a time frame, only a day of inspection.

22. <u>Building Inspections - Does someone need to be at the project site for the inspections?</u>

    There must be someone over the age of 18 at the project address to provide access for the inspector. Inspectors will not enter into an occupied home without the homeowner or homeowner representative present. Do not request an inspection if someone is not available to be on site.

    You do not have to be at the job site during the inspection if the inspection is for any exterior work (residential or commercial) or if the space is not occupied yet.

23. <u>Building Inspections - How do I request a building inspection through the inspection request line?</u>

Call the inspection request line at 303-335-4583 before 4:00PM to receive the next business day inspection. Do not request an inspection for a later date. All inspections requested will automatically be scheduled for the next business day unless otherwise specified.

Please give us the following in this order:
- Permit Number
  - Please give us the entire permit number. Example: RES-0123-2017
- Project Address
- Inspection Type (type listed on the inspection card)
  - Multiple inspection types may be called in at once. Please make sure that you clearly state what address/permit number the inspections are for.
- Name / Phone Number
- AM/PM Time Frame (For Homeowners Permits Only)
  - Residential or Commercial Permits: You will receive only a day of inspection, no time frame.

Please note that if you are a homeowner and do not request a time frame, you will receive only a day of inspection. You will not receive a time frame at all.

24. Building Inspections - How do I cancel a Building Inspection through CSS?

You cannot cancel an inspection digitally through CSS once the inspection has been scheduled. If the inspection status still says requested, you can cancel it then.

Please call the Building front desk at 303-335-4584 before 8:30am for your cancellation. If there is no answer, please leave a voicemail and we will cancel the inspection. Calling after 8:30am may result in a re-inspection fee.

25. Building Inspections - How do I cancel a Building Inspection via the inspection request line?

Do not cancel an inspection through the inspection request line. Please call the Building front desk at 303-335-4584 before 8:30am for your cancellation. If there is no answer, please leave a voicemail and we will cancel the inspection. Calling after 8:30am may result in a re-inspection fee.

26. Building Inspections - How do I know if my requested inspection got scheduled?

If you don't have a login for CSS:
On the home screen, you can go to "Today's Inspections' and click on view.

You can then search for your permit number or address in the search bar to see if you are on that day's inspection list.

If you do have a login for CSS:
You can go to your "My Dashboard" header and scroll to bottom until you see "Inspections" and then click on the "Scheduled" circle. You can also go to "Today's Inspections" under the "View" dashboard and search until you see your project address and/or permit number.

Please note that the Estimated Start Times and Estimated End Times are understood as this:
- ❖ 9:00AM (Start Time) – 1:00PM (End Time) = AM Time Frame Scheduled
- ❖ 1:00PM (Start Time) – 5:00PM (End Time) = PM Time Frame Scheduled
- ❖ 12:00AM (Start Time) – 12:00AM (End Time) = No time frame (You only received a day of inspection)

Again, these are time windows, not specific scheduled start and end times.

27. Building Inspections - How do I view my inspection results in CSS?

You can review your inspection results in two ways. You can go to "My Permits" under the "View" dashboard, find your permit number, go to the "Inspections" tab and click on the inspection you would like to view. You can also view it by "My Inspection History" under the "View" dashboard. You can search by permit number or scroll until you find the inspection type that correlates with your permit number and then click on the inspection number.

You will also receive an inspection worksheet via email from the inspector as well. If you'd like this email to be changed to another, please email or call us at 303-335-4584.

28. Building Inspections – How can I print my approved / failed inspection worksheet?

The inspection worksheet that is emailed to you will not be available in CSS. If you would like another copy of that, please email or call us at 303-335-4584.

29. Building Inspections - How do I receive my Certificate of Occupancy or Certificate of Completion?

Once your building final inspection has been approved, your inspector will notify the Building front desk that your project has been finaled and needs a Certificate of Occupancy or Certificate of Completion. The City has up to three business days to complete this request. The front desk will email a copy of the certificate to either the owner or general contractor. A copy of the certificate will also be available in CSS under the "Attachments" tab when viewing the permit record.

Projects that don't need either of these certificates will not receive any other documentation stating the project has been finaled. You will need to use your inspection worksheet that lists the approved building final inspection as documentation that the project has been finaled by the City.

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