



## Citizen Self-Service Portal User Guide

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## Citizen Self-Service Portal User Guide

### OVERVIEW

The Citizen Self-Service Portal provides the Oakland County Water Resources Commissioner’s (WRC) customers with the ability to apply for certain permits, view and pay invoices, access important permit requirements and search for Drain, Sanitary Sewer Extension, Soil Erosion and Water Extension permits.

### REGISTERING FOR A CITIZEN SELF-SERVICE ACCOUNT

In order to apply for a permit, you must create an account.

1. On the home page, click on **Login or Register**



#### Login or Register

To view or apply for a permit, click here to login/create an account.  
Forgot password? [Click Here](#)

2. Click on **Register**

#### Log In

\*Email Address

\*Password

Remember Me

Log In

Register

[Forgot your password?](#)  
[Switch jurisdiction?](#)

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

#### Registration

Step 1 of 3: Email Address

Your e-mail address is your username.

Email

## Citizen Self-Service Portal User Guide

4. Sign into your email and look for the email from *svc.CSSSMTP@tylerhost.net* and click **Confirm** at the bottom of your email. Note: If you do not receive this email, please check your junk folder to make sure the email was not automatically placed there.
5. This will take you back to Citizen Self-Service, where you will click **Register**.

### Registration

#### Step 2 of 3: Email Address

Your e-mail address is your username.

Email

[Back](#)

[Register](#)

6. Enter all required (\*) information in *Personal Info*, *Password* and *Address* sections and any additional information you would like.

### Registration

#### Step 3 of 3: Contact Information

#### PERSONAL INFO

\*REQUIRED

\* First Name

Middle Name

\* Last Name

Company

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

\* Email Address

\* Contact Preference

## Citizen Self-Service Portal User Guide

### PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Password

\* Confirm Password

### ADDRESS

Country Type

Enter Address

\* Street Number

\* Street Name

\* City

State


\* Postal Code

County

Unit or Suite

\* Address Type

7. Check the box next to *I'm not a robot* and then click **Submit**.

I'm not a robot   
reCAPTCHA  
Privacy - Terms

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

**Thank you for registering**

Thank you for registering for an account. Your account is now active and ready to be used.

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### SIGNING INTO THE CITIZEN SELF-SERVICE PORTAL

If you already have a Citizen Self-Service account, logging in will give you access to apply for a permit, pay invoices and view your dashboard.

1. On the home page, click **Login or Register**



#### Login or Register

To view or apply for a permit, click here to login/create an account.  
Forgot password? Click Here

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

**Log In**

\* Email Address

\* Password

Remember Me

[Log In](#)

[Register](#)

[Forgot your password?](#)  
[Switch jurisdiction?](#)

### FORGOT MY PASSWORD

If you forgot your password, you will be able to reset it.

1. On the home page, click **Login or Register**



#### Login or Register

To view or apply for a permit, click here to login/create an account.  
Forgot password? Click Here

## Citizen Self-Service Portal User Guide

2. Click **Forgot your password?**

**Log In**

\* Email Address

\* Password

Remember Me

[Log In](#) [Register](#)

[Forgot your password?](#)  
[Switch jurisdiction?](#)

3. Enter your registered email address and click Submit

**Forgot Password**

\* Email

[Submit](#)

4. Sign into your email and look for the email from `svc.CSSSMTP@tylerhost.net` and click **Reset** at the bottom of your email. Note: If you do not receive this email, please check your junk folder to make sure the email was not automatically placed there.

5. This will take you back to Citizen Self-Service, where you can type in your new password and then click **Reset**.

**Reset Password**

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Email Address

\* Password

\* Confirm Password

[Reset](#)

6. You will receive a message at bottom of screen and will be able to log in by clicking **Click here to log in**.

**Reset Password**

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Email Address

\* Password

\* Confirm Password

[Reset](#)

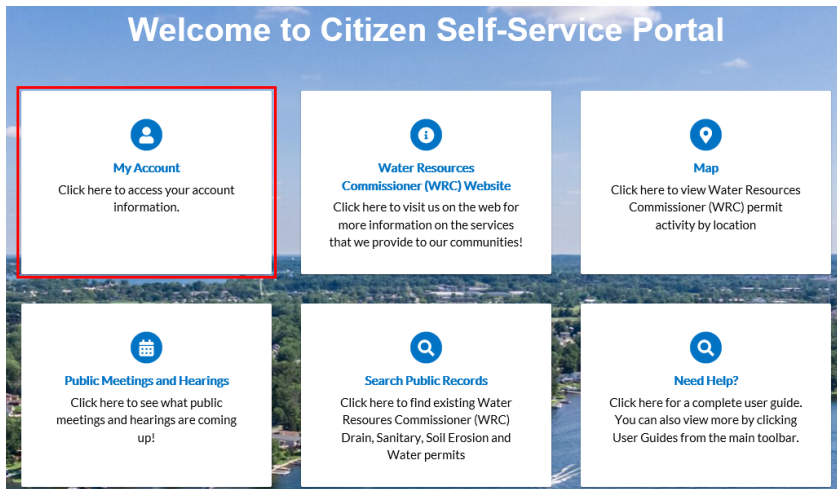
Your password has been reset. [Click here to log in.](#)

## Citizen Self-Service Portal User Guide

### UPDATING PROFILE INFORMATION

If your personal information changed, you can update it on your profile.

1. Log in to Citizen Self-Service
2. Click on **My Account** from the welcome page



3. Update information as needed.
4. Click **Save**.

**PERSONAL INFO** \*REQUIRED

\* First Name:

Middle Name:

\* Last Name:

Company:

Business Phone:

Home Phone:

Mobile Phone:

Fax:

Other Phone:

\* Email Address:

\* Contact Preference:

---

**ADDRESS**

Country Type:

Enter Address:

\* Street Number:

\* Street Name:

\* City:

State:

\* Postal Code:

County:

Unit or Suite:

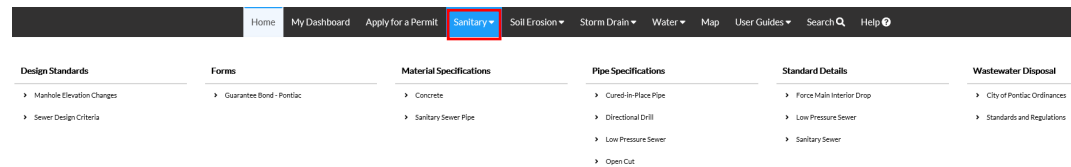
\* Address Type:

## Citizen Self-Service Portal User Guide

### MAIN TOOLBAR OPTIONS

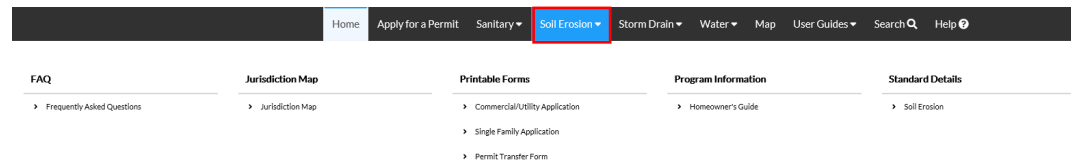
#### SANITARY

- Click on **Sanitary** drop-down to find important design standards, forms, specifications, standard details and wastewater disposals standard for sanitary sewer extension permits.



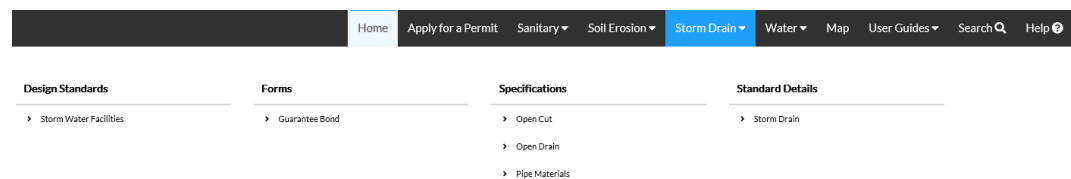
#### SOIL EROSION

- Click on **Soil Erosion** drop-down to find FAQ, jurisdiction map, printable forms, program information and standard details for soil erosion permits.



#### STORM DRAIN

- Click on **Storm Drain** drop-down to find design standards, forms, specification and standard details for drain permits.

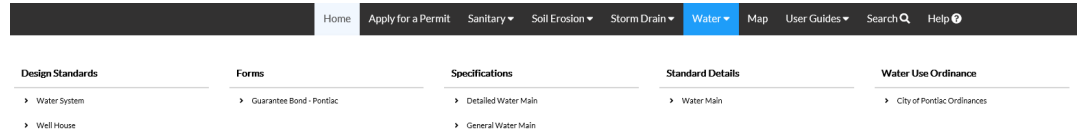


#### WATER

- Click on **Water** drop-down to find design standards, forms, specifications, standard details and water use ordinance.

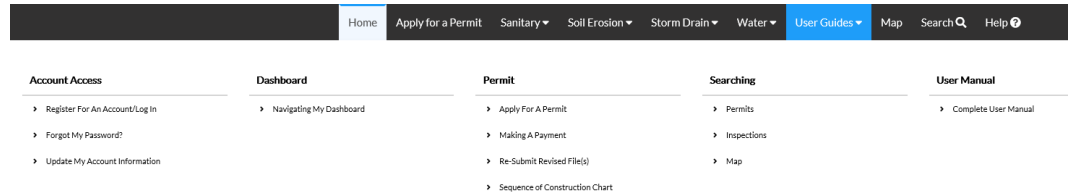


## Citizen Self-Service Portal User Guide



### USER GUIDES

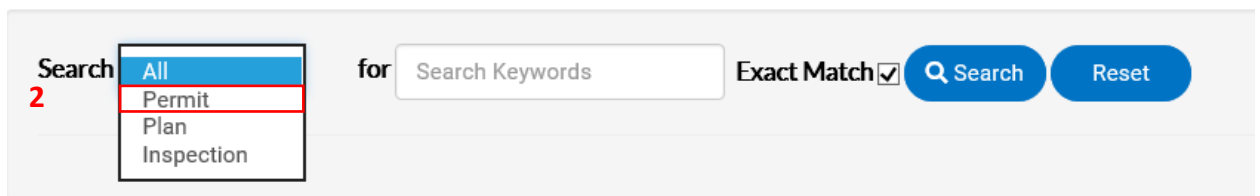
- Click on **User Guides** drop-down to find step by step instructions on a multitude of different topics within Citizen Self-Service Portal.



## SEARCHING PERMITS

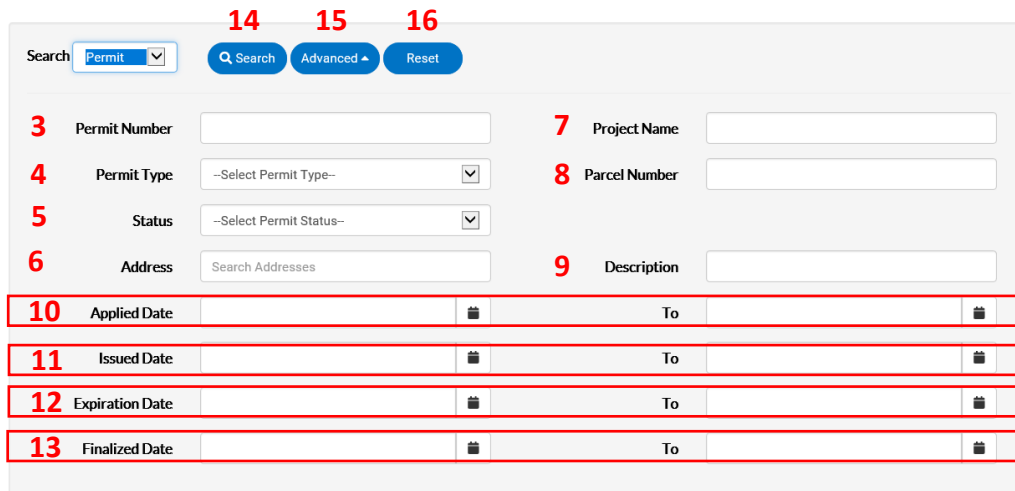
1. Click **Search** on the home screen, which will take you to the following page.
  - ❖ **NOTE: Not all fields need to be filled in to perform search**
2. Select *Permit* from search drop-down.

### Public Information



## Citizen Self-Service Portal User Guide

### Public Information



The screenshot shows a search interface for permits. At the top, there are three callouts: 14 pointing to the Search button, 15 to the Advanced button, and 16 to the Reset button. Below these are several input fields: 3 (Permit Number), 4 (Permit Type dropdown), 5 (Status dropdown), 6 (Address search), 7 (Project Name), 8 (Parcel Number), and 9 (Description). At the bottom, there are four date range filters: 10 (Applied Date), 11 (Issued Date), 12 (Expiration Date), and 13 (Finalized Date), each with a 'To' field and a calendar icon.

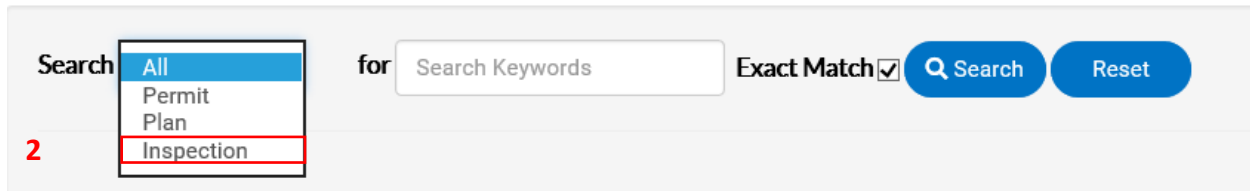
3. Enter the permit number either fully or partially, if desired.
4. Select the appropriate permit type from the drop-down, if desired.
5. Select the current permit status from the drop-down, if desired.
6. Enter the site address either fully or partially, if desired.
7. Enter the project name either fully or partially, if desired.
  - ❖ **NOTE:** Currently only available on Drain, Sewer Extension and Water Extension permits
8. Enter the parcel identification number (PIN) either fully or partially, if desired.
9. Enter the description of the project either fully or partially, if desired.
10. Select a date range of applied dates, if desired.
11. Select a date range of issued dates, if desired.
12. Select a date range of expiration dates, if desired.
13. Select a date range of finalized dates (closed), if desired.
14. The Search button runs a search based on the selected criteria.
15. The Advanced button toggles between hiding and showing search criteria fields.
16. The Reset button clears your all search criteria fields.

## SEARCHING INSPECTIONS

1. Click **Search** on the home screen, which will take you to the following page.
  - ❖ **NOTE:** Not all fields need to be filled in to perform search
2. Select *Inspection* from search drop-down.

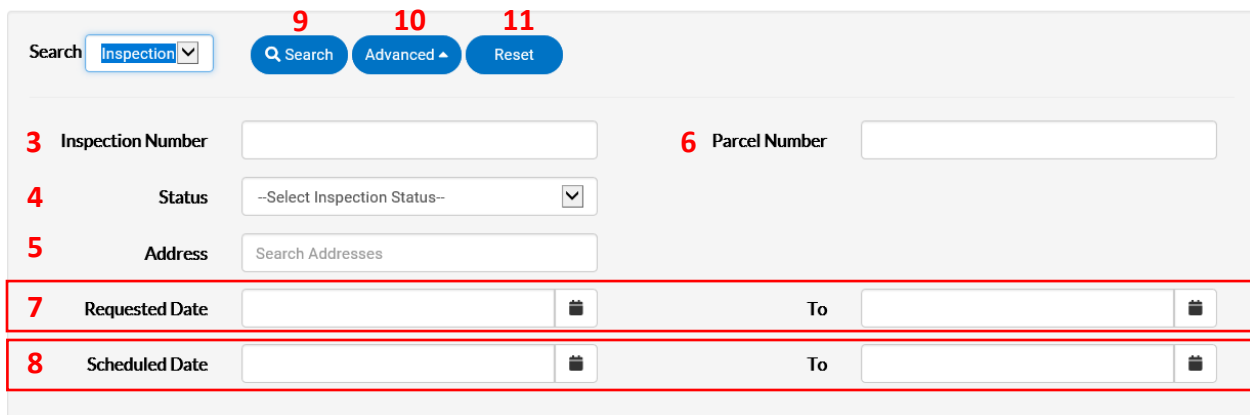
## Citizen Self-Service Portal User Guide

### Public Information



Search **2** All Permit Plan **Inspection** for   Exact Match

### Public Information



**9**  **10**  **11**

**3** Inspection Number  **6** Parcel Number

**4** Status

**5** Address

**7** Requested Date

**8** Scheduled Date

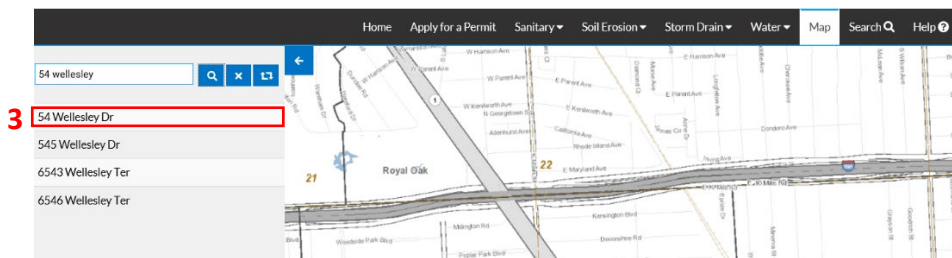
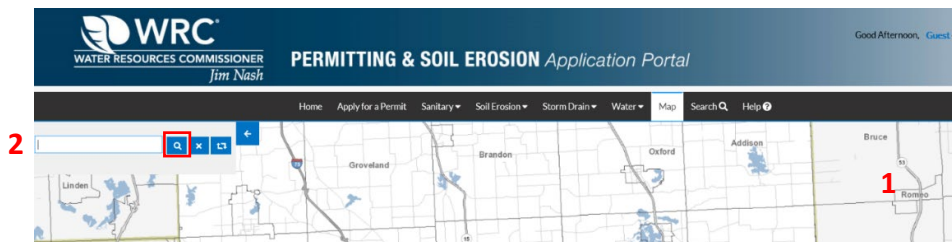
3. Enter the inspection number either fully or partially, if desired.
4. Select the current status of the inspection either fully or partially, if desired.
5. Enter the site address either fully or partially, if desired.
6. Enter the parcel identification number (PIN) either fully or partially, if desired.
7. Select a date range of requested dates, if desired.
8. Select a date range of scheduled dates, if desired.
9. The Search button runs a search based on the selected criteria.
10. The Advanced button toggles between hiding and showing search criteria fields.
11. The Reset button clears your all search criteria fields.

## SEARCHING FROM THE MAP

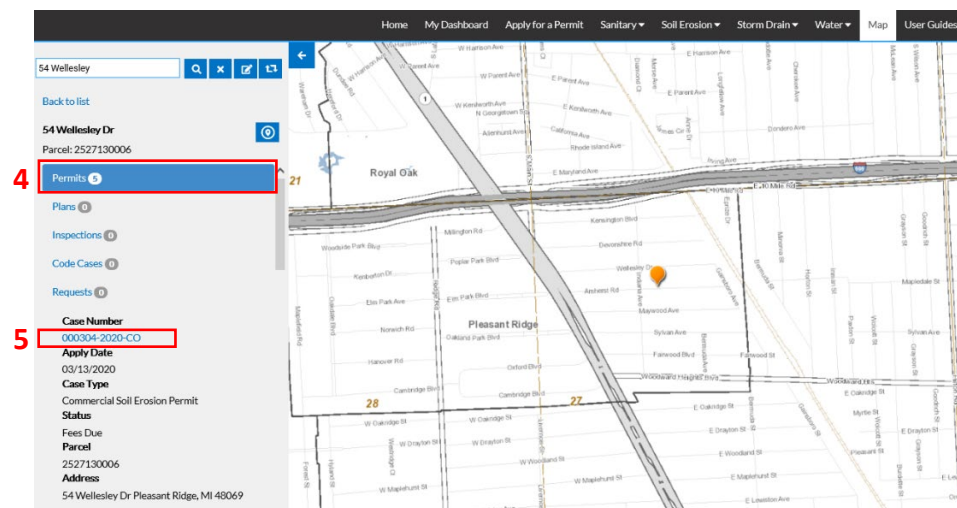
1. Click **Map** on the home screen, which will take you to the following page.

## Citizen Self-Service Portal User Guide

- Click on search bar and type in a site address or parcel identification number (PIN) and hit *Enter* or click on magnifying glass.
  - ❖ **NOTE: Map will zoom to the address at top of list**
- Click on desired address from the search results, if needed.
  - ❖ **NOTE: Search results show all permit activity within a ½ mile of selected address**



- Click on **Permits** to view basic permit information. You can use the scroll bar to move up or down in the list of results.
- Click on **Case Number** hyperlink to view additional information about the permit



- Click on each tab to see more detailed information about the permit.

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- ❖ **NOTE: Only logged in case contacts on the permit have access to more detailed information. If you are not a case contact on the permit you will see the following message: *This information is not available.***

Permit Number: 000304-2020-CO

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

<b>Type:</b> Commercial Soil Erosion - 12 Month Duration	<b>Status:</b> Submitted - Online	<b>Project Name:</b>
---	-----------------------------------	----------------------

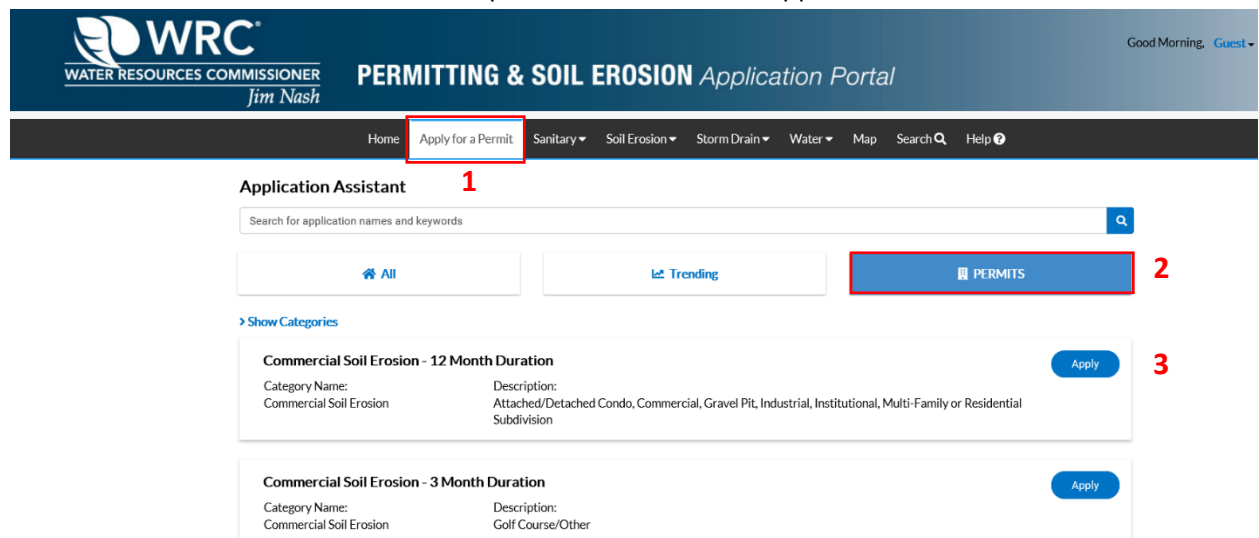
Summary | **Locations** | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | Holds | Meetings | More Info

• This information is not available.

## APPLY FOR A PERMIT

You must be a registered user in order to apply for a permit with the Water Resources Commissioner’s (WRC) office.

1. From the CSS home page, click **Apply for a Permit**.
2. Click on the **Permits** tab to view a list of permits available to be applied for online.



The screenshot shows the WRC Permitting & Soil Erosion Application Portal. At the top, there is a navigation bar with the WRC logo and the text 'PERMITTING & SOIL EROSION Application Portal'. Below the navigation bar, there is a menu with 'Home', 'Apply for a Permit', 'Sanitary', 'Soil Erosion', 'Storm Drain', 'Water', 'Map', 'Search', and 'Help'. The 'Apply for a Permit' tab is highlighted with a red box and a red number '1'. Below the menu, there is a search bar and a 'PERMITS' tab highlighted with a red box and a red number '2'. Underneath, there are two permit categories listed: 'Commercial Soil Erosion - 12 Month Duration' and 'Commercial Soil Erosion - 3 Month Duration'. Each category has an 'Apply' button highlighted with a red box and a red number '3'.

3. Find the permit type that you would like to apply for and click the **Apply** button.
4. Log in to Citizen Self-Service, if needed.

## Citizen Self-Service Portal User Guide

- Your permit application has now begun, at any time during the application process you can save your progress by clicking **Save Draft**.

### ADD LOCATION BY SITE ADDRESS:

#### a. Click **Add Location**

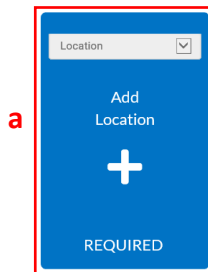
Apply for Permit - Commercial Soil Erosion - 12 Month Duration

\*REQUIRED



#### LOCATIONS

Please add the site address or parcel identification number (PIN) associated with this application.



Save Draft **Next**

- Enter the address you would like to add and click the magnifying glass next to the right of the search bar.

❖ **NOTE:** If you are trying to search an address that is a vacant lot, please skip to Step 9.

- Click **Add** on the appropriate address from the list of search results.

Home My Dashboard Apply for a Permit Sanitary Soil Erosion Storm Drain Water Map Search Help

[Back to Application](#)

**Add Location**

Address Parcel

Add Address As Location

Search

**Address Information**

Search 54 wellesley

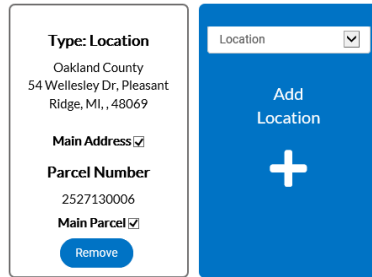
Address	Action
54 Wellesley Dr Pleasant Ridge 48069 MI	<b>Add</b>
545 Wellesley Dr Birmingham 48009 MI	Add
6543 Wellesley Ter Clarkston 48346 MI	Add
6546 Wellesley Ter Clarkston 48346 MI	Add

## Citizen Self-Service Portal User Guide

d. Click **Next**

LOCATIONS

Please add the site address or parcel identification number (PIN) associated with this application.



The screenshot shows a location card on the left with the following details:
 

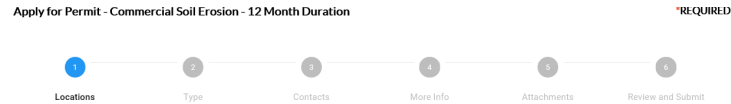
- Type: Location
- Oakland County
- 54 Wellesley Dr, Pleasant Ridge, MI, 48069
- Main Address
- Parcel Number: 2527130006
- Main Parcel
- Remove button

 To the right is a blue 'Add Location' button with a white plus sign. Above the button is a search bar with 'Location' and a dropdown arrow.

Save Draft **Next** **d**

### ADD LOCATION BY PARCEL IDENTIFICATION NUMBER (PIN):

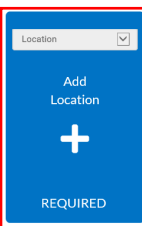
- Click **Add Location**
- Click on the **Parcel** tab.
- Enter the parcel identification number (PIN) without dashes (ex. 2527130006) and click the magnifying glass next to the right of the search bar.
- Click the check box under *Action* and then click **Search Associated Addresses**



LOCATIONS

Please add the site address or parcel identification number (PIN) associated with this application.

**a**



The screenshot shows the 'Add Location' button with a white plus sign, highlighted with a red rectangular box. The word 'REQUIRED' is visible at the bottom of the button.

Save Draft **Next**

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Home My Dashboard Apply for a Permit Sanitary Soil Erosion Storm Drain Water Map Search Help

[Back to Application](#)

Add Location

Address **Parcel** **b**

Parcel Information

**c** Search 0726126020

Parcel Number	Section	Township	Range	Action
0726126020				<input checked="" type="checkbox"/>

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

**d** Search Associated Addresses

e. Click **Add Selected**

Associated Addresses

Associated Addresses for Parcel - #0726126020

Address	Action
No records to display.	

**e** Add Selected Cancel

- If you have more addresses or parcels to add, you can do so by selecting the appropriate type from the **Location** drop-down menu and repeating the steps above for site address or parcel. Otherwise, click **Next**.

Apply for Permit - Commercial Soil Erosion - 12 Month Duration

\*REQUIRED



LOCATIONS

Please add the site address or parcel identification number (PIN) associated with this application.

**Parcel Number**  
0726126020

**Main Parcel**

Remove

Location

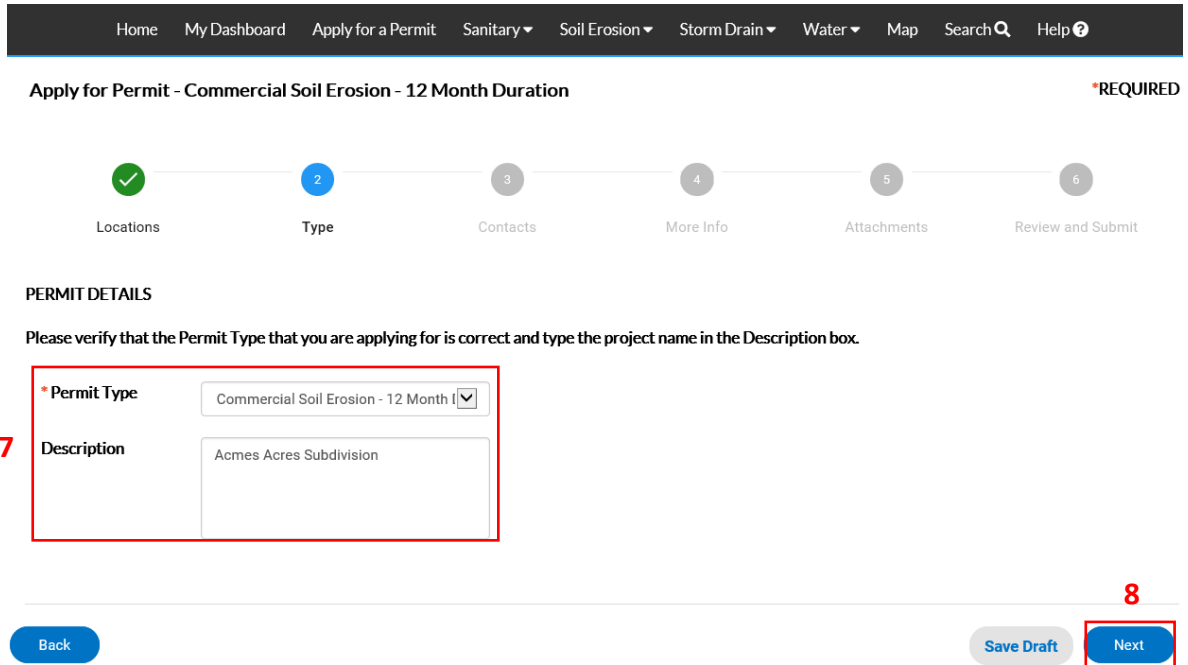
Add Location  
+

Save Draft **Next** **6**



## Citizen Self-Service Portal User Guide

7. Verify that **Permit Type** that you are applying for is correct and type the project name in **Description**.
8. Click **Next**.



Home My Dashboard Apply for a Permit Sanitary Soil Erosion Storm Drain Water Map Search Help

Apply for Permit - Commercial Soil Erosion - 12 Month Duration \*REQUIRED

Locations **2** Type Contacts More Info Attachments Review and Submit

PERMIT DETAILS

Please verify that the Permit Type that you are applying for is correct and type the project name in the Description box.

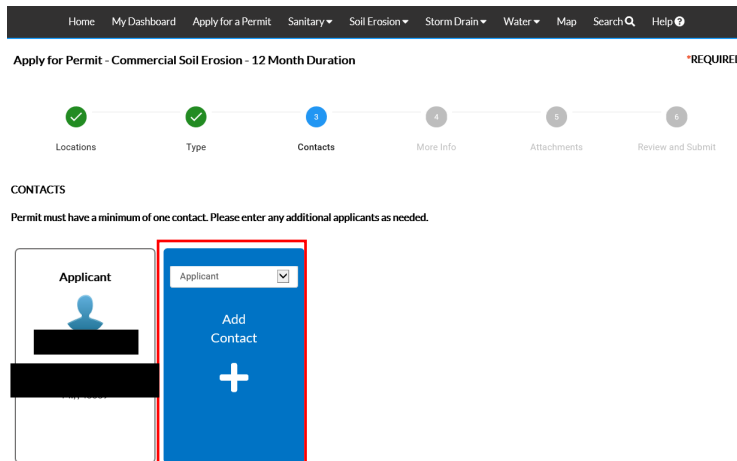
**7** \*Permit Type Commercial Soil Erosion - 12 Month

Description Acmes Acres Subdivision

Back Save Draft **8** Next

### SEARCH AND ADD EXISTING CONTACT(S)

- a. Click **Add Contact** to add additional contacts on the permit



Home My Dashboard Apply for a Permit Sanitary Soil Erosion Storm Drain Water Map Search Help

Apply for Permit - Commercial Soil Erosion - 12 Month Duration \*REQUIRED

Locations Type **3** Contacts More Info Attachments Review and Submit

CONTACTS

Permit must have a minimum of one contact. Please enter any additional applicants as needed.

Applicant

Add Contact

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- b. Enter the contact name, email address or company name, then click the magnifying glass to the right of the search box.
- c. Click on the star to the left of the contact to add them to your Favorites list if you work with this contact on multiple permits that you may apply for in the future.
- d. Locate your desired contact and click **Add**.

Add Contact

Add Contact As

**b**

Sort

Favorite	First Name	Last Name	Address	Company	Email	Action
<input checked="" type="checkbox"/>	[REDACTED]	SMITH	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Add"/>
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Add"/>
<input type="checkbox"/>	[REDACTED]	SMITH	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Add"/>
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Add"/>
<input type="checkbox"/>	[REDACTED]	SMITH	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Add"/>

- e. If additional contacts are needed, you may add them by repeating the steps above. Otherwise, click **Next**.


Apply for Permit - Commercial Soil Erosion - 12 Month Duration \*REQUIRED



CONTACTS


Permit must have a minimum of one contact. Please enter any additional applicants as needed.

Applicant



[REDACTED]

On Site Contact



[REDACTED] SMITH

Applicant

Add Contact

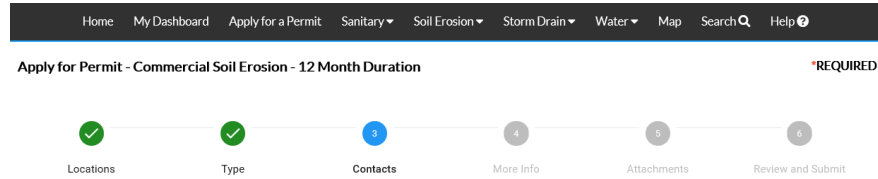
+

**e**

## Citizen Self-Service Portal User Guide

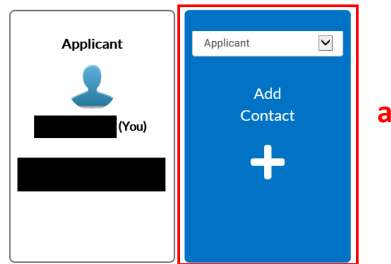
### ADD NEW CONTACT(S)

- a. Click **Add Contact** to add additional contacts on the permit.



#### CONTACTS

Permit must have a minimum of one contact. Please enter any additional applicants as needed.



- b. Click the **Enter Manually** tab.
- c. Select type of contact from the *Add Contact As* drop-down.
- d. Enter the required (\*) information for new contact.
- e. Click **Submit**

**Add Contact**

**c** Add Contact As

---

Search **b**  My Favorites

**Enter Manually**

**d**

First Name	<input type="text" value="John"/>
Last Name	<input type="text" value="Water"/>
Company Name	<input type="text"/>
Email	<input type="text" value="waterj@anywhere.com"/>
Home Phone	<input type="text"/>
Mobile Phone	<input type="text" value="123-456-7890"/>
Business Phone	<input type="text"/>

**e**

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- f. If additional contacts are needed, you may add them by repeating the steps above. Otherwise, click **Next**.

Apply for Permit - Commercial Soil Erosion - 12 Month Duration

\*REQUIRED



### CONTACTS

Permit must have a minimum of one contact. Please enter any additional applicants as needed.

f

### REVIEW APPLICATION REQUIREMENTS

- a. Please review all information and requirements related to the permit that you are applying for, as well as entering information in the required (\*) fields along with any other information.
- b. After carefully reviewing all information and requirements, click **Next**.









b

### SEQUENCE-OF-CONSTRUCTION CHART (RESIDENTIAL SOIL EROSION PERMIT ONLY)

- a. Click pencil on the line.
- b. Select Item **A. Soil Erosion Control Measures** from *Sequence of Construction Item* dropdown list.
- c. Select Month from dropdown list in which this item will be completed.
- d. Select Week of the Month from the dropdown list in which this item will be completed.
- e. Click Save.
- f. Repeat steps a-e for the remaining items B-F from the *Sequence of Construction Item* dropdown list. (\*\*See below for an example of a *Sequence of Construction Chart* that is filled out correct.)

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Sequence of Construction Details

Sequence of Construction Item	Month	Week	
			 
			 
			 
			 













Sequence of Construction Item:

\*Month:

\*Week:

**\*\*Example of a Sequence of Construction Chart filled out correctly**

Sequence of Construction Chart Details + Add Row

Sequence of Construction Items	Month	Week	
A. Soil Erosion Control Measures	July	Week 1	 
B. Excavate Basement	July	Week 3	 
C. Back fill Basement	August	Week 2	 
D. Stone Access Drive	September	Week 4	 
E. Complete All Earth Movement	October	Week 1	 
F. Seed & Mulch as Required	October	Week 4	 

### ADDING ATTACHMENTS

- Review attachment requirements before uploading any attachments.
- Select the appropriate attachment type from the drop-down.
- Click **Add Attachment**.
- Navigate to the file that you would like to attach, select it.
- Click **Open**.

## Citizen Self-Service Portal User Guide

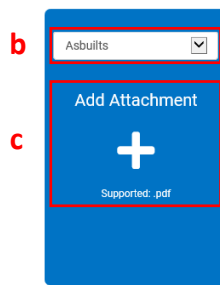
### Apply for Permit - Commercial Soil Erosion - 12 Month Duration

REQUIRED



#### Attachments

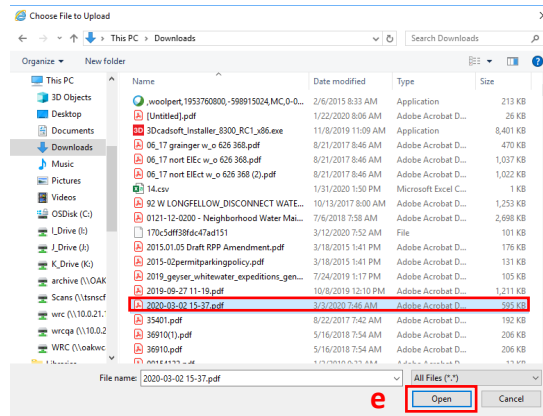
**a** Please upload all permit documents & plans for review. NOTE: Construction and site plans must be in PDF format with layers flattened, optimized and compressed. JPG format is acceptable for documents or letters. Maximum file size for each file should not exceed 50MB.



Back

Save Draft

Next




f. Repeat steps b – e for any additional attachments you want to upload. Otherwise, click **Next**.

## Citizen Self-Service Portal User Guide



### Attachments

Please upload all permit documents & plans for review. NOTE: Construction and site plans must be in PDF format with layers flattened, optimized and compressed. JPG format is acceptable for documents or letters. Maximum file size for each file should not exceed 50MB.



**Construction Plans**

2020-03-02 15-37.pdf  
Size: 594.11 KB

Remove

Construction Plans

Add Attachment

+

Supported: .pdf

[Back](#)

[Save Draft](#)

[Next](#)



## SUBMITTING YOUR APPLICATION

- a. On the final page, please ensure that you have reviewed that all the information is correct.
- b. Click **Submit** at the bottom to submit your application for review.

### Locations

**Location** 54 Wellesley Dr, Pleasant Ridge, MI, 48069

**Parcel Number** 2527130006

### Basic Info

**Type** Commercial Soil Erosion - 12 Month Duration

**Description** Acme Acres Subdivision

**Applied Date** 06/24/2020

### Contacts

**Applicant**



**On Site Contact**



### More Info

#### COMMERCIAL APPLICATION REQUIREMENTS

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

**\*\* ACCEPTABLE TYPES OF PROOF OF OWNERSHIP: Current Tax Bill, Recorded Warranty Deed, Buyers & Sellers Closing Statements or Recorded Land Contract. \*\***

1. Complete permit application.

2. The plan review fee is due with the permit application. The inspection fee is due at the time the soil erosion permit is issued.

3. Submit one (1) full set of the civil engineered plans for the site (24" x 36") that includes a soil erosion and sedimentation control specification sheet on the soil erosion page with the following items listed below under Construction Plan Requirements.

4. The permit may be renewed for a maximum of one (1) year from the date of application if there is no activity on the site.

5. To transfer a permit, a permit transfer information form, or a similar form created by the landowner, must be completed, signed and mailed or delivered to the WRC Soil Erosion Department office. NOTE: A permit cannot be transferred if there are any outstanding balances or violation against the permit.

6. This permit will be renewed every three (3) months after it expires until the site has all permanent soil erosion controls in place.

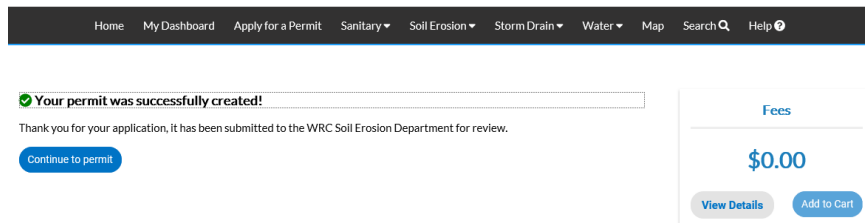
7. Final vegetation is specified as having every square foot of ground disturbance with a density of 90% and at least 1" in height.

• NOTE: Permits not picked up within 30 days after notification of approval will be terminated. NO REFUNDS WILL BE ISSUED •

## Citizen Self-Service Portal User Guide



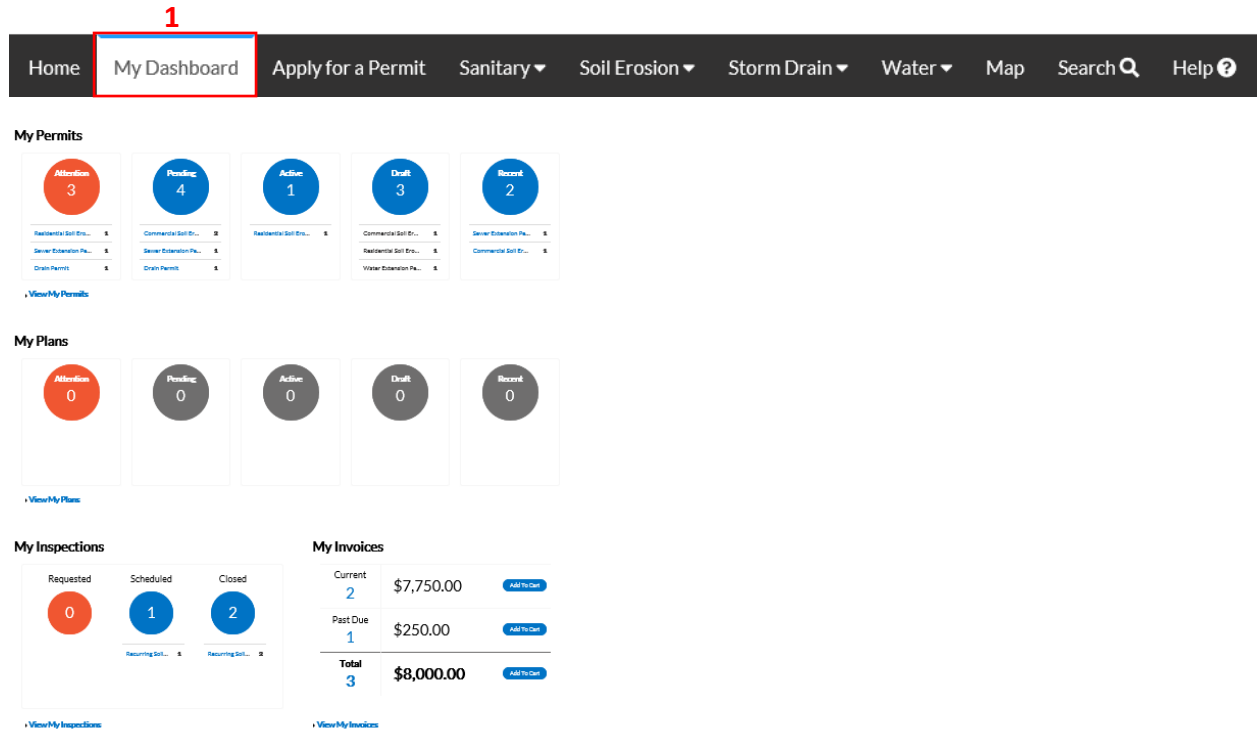
- c. Congratulations, you have successfully submitted your application and should receive a confirmation message.



## NAVIGATING YOUR DASHBOARD (REGISTERED USERS ONLY)

As a registered user, you have access to an easy to use dashboard to view permits, inspections (if applicable) and view/pay invoices.

- On the home page, click **My Dashboard**.





## Citizen Self-Service Portal User Guide

### MY PERMITS DASHBOARD

- Attention** – Shows number of permits that require an action.
- Pending** – Shows number of permits that have been submitted for review.
- Active** – Shows number of active permits that have been approved.
- Draft** – Shows number of applications you have saved but have not been submitted.
- Recent** – Shows permits with recent activity.
- View My Permits** – Shows list of your open permits.

#### My Permits

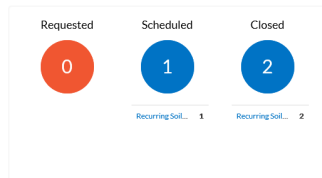


[View My Permits](#)

### MY INSPECTIONS DASHBOARD

- Requested** – Shows inspections that have been requested but has not been scheduled.
- Scheduled** – Shows inspections that have been scheduled.
- Closed** – Shows inspections that have been closed.
- View My Inspections** – Shows list of your inspections.

#### My Inspections



[View My Inspections](#)

### MY INVOICES DASHBOARD

- Current** – Shows number of invoices with due dates that are current.
- Past Due** – Shows number of invoices that are past due.
- Total** – Shows total number of current and past due invoices.
- View My Invoices** – Shows list of all unpaid invoices.

#### My Invoices

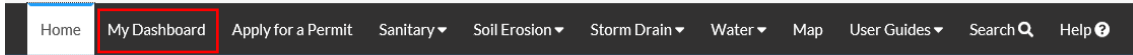
Current	9	\$9,502.00	<a href="#">Add To Cart</a>
Past Due	0	\$0.00	<a href="#">Add To Cart</a>
<b>Total</b>	<b>9</b>	<b>\$9,502.00</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)

## Citizen Self-Service Portal User Guide

### MAKING A PAYMENT

1. Click on **My Dashboard** from the top menu bar



2. Navigate to your My Invoices dashboard and click **View My Invoices**

#### My Invoices

Current 9	\$9,502.00	<a href="#">Add To Cart</a>
Past Due 0	\$0.00	<a href="#">Add To Cart</a>
<b>Total</b> 9	<b>\$9,502.00</b>	<a href="#">Add To Cart</a>

- 2 [View My Invoices](#)

3. Select one or more invoices by clicking the check box on the right-hand side or click **Select All** to select all invoices.

Invoice Number	Amount Due	Status	Case Number	Address	Select All <input type="checkbox"/>
INV-00001147	\$1.00	Due	000304-2020-CO	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001148	\$1.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001150	\$250.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001145	\$250.00	Partial Payment	0016-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001153	\$250.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001151	\$250.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001149	\$500.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001152	\$500.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>
INV-00001146	\$7,500.00	Invoiced	0016-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	<input type="checkbox"/>

Results per page: 10 | 1 - 9 of 9 | << < 1 > >>

[Add To Cart](#)

4. Click **Add to Cart**.
5. Review list of selected invoices and click **Check Out**



## Citizen Self-Service Portal User Guide

### RE-SUBMIT REVISED FILE(S)

If you received notification that a plan review failed on any of the permits that you applied for, you can revise the plans and re-submit them for approval.

1. From the CSS home page, click **My Dashboard**.
2. Click **Attention** from your My Permits dashboard.

**My Permits**

Status	Count
Attention	4
Pending	12
Active	1
Draft	0
Recent	10

Residential Soil Ero... 1  
Sewer Extension Pe... 1  
Other 2

Commercial/Utility... 5  
Sewer Extension Pe... 4  
Other 3

Residential Soil Ero... 1

Sewer Extension Pe... 4  
Commercial/Utility... 4  
Residential Soil Ero... 2

[View My Permits](#)

3. Locate permit(s) that has *Resubmit File* as an attention reason.
4. Click Permit Number hyperlink.

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">000304-2020-CO</a>		54 Wellesley Dr Pleasant Ridge, MI 48069	Commercial/Utility Soil Erosion Permit	Attention, Pending	On Hold <a href="#">Unpaid Fees</a>
<a href="#">000636-2019-SF</a>		60 Guanonocque St Auburn Hills, MI 48326	Residential Soil Erosion - Legacy	Active, Attention	On Hold <a href="#">Unpaid Fees</a> <a href="#">Resubmit File</a>
<a href="#">0014-2020</a>		54 Wellesley Dr Pleasant Ridge, MI 48069	Drain Permit	Attention, Pending	On Hold <a href="#">Unpaid Fees</a>
<a href="#">0016-2020</a>		54 Wellesley Dr Pleasant Ridge, MI 48069	Sewer Extension Permit	Attention, Recent, Pending	On Hold <a href="#">Unpaid Fees</a> Failed Reviews

5. Click the **eReviews** tab.
6. Click eReview Number hyperlink.

## Citizen Self-Service Portal User Guide

Permit Number: 000636-2019-SF

Add to Cart

Permit Details | Tab Elements | Main Menu

Type: Residential Soil Erosion - Legacy      Status: Fees Due      Project Name:

5

Summary | Locations | Fees | Reviews | Inspections | **eReviews** | Attachments | Contacts | Sub-Records | Holds | Meetings

More Info

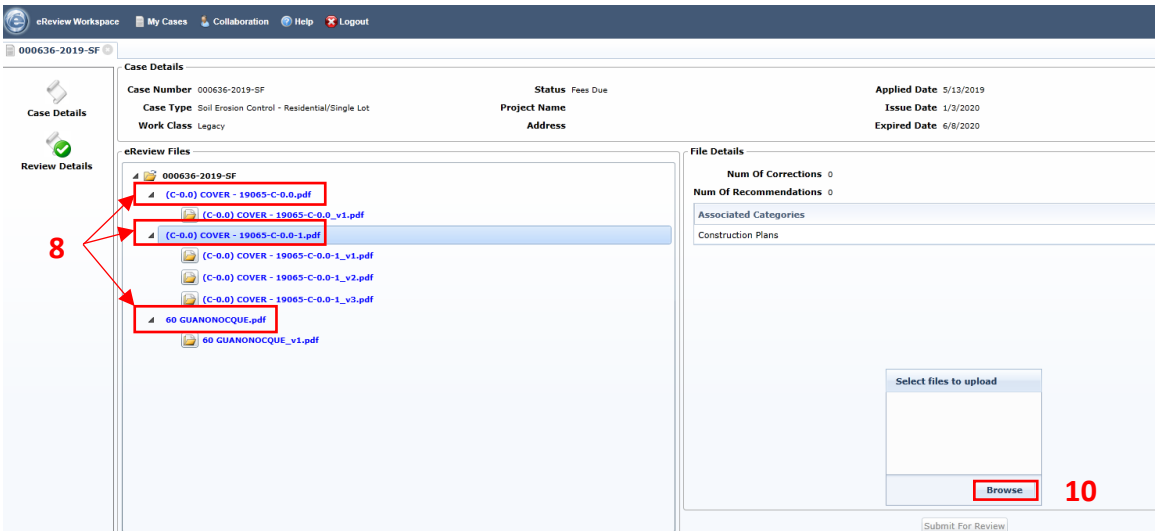
eReviews | Next Tab | Permit Details | Main Menu

eReviews

Sort: eReview Number

eReview Number	Status	Permit
6 000636-2019-SF	Waiting for Files	000636-2019-SF

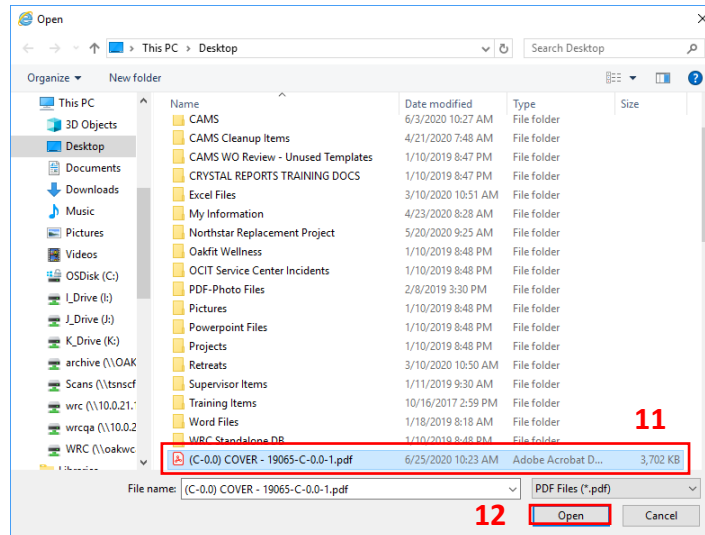
- If prompted, enter User Name and Password and click Login (Note: Login Information is the same as when applying for a permit). If not prompted, it will open the permit review documents.
- Click Headers of each file to determine what file needs to be revised and re-submitted.
- Make necessary revisions on file(s) as requested and save a new copy to your desired location on your computer. **(NOTE: Construction and site plans must be in PDF format with layers flattened, optimized and compressed. JPG format is acceptable for documents or letters. Maximum file size for each file should not exceed 50MB.)**



The screenshot shows the 'eReview Workpace' interface. The 'Case Details' section includes Case Number 000636-2019-SF, Case Type Soil Erosion Control - Residential/Single Lot, Work Class Legacy, Status Fees Due, Project Name, Issue Date 1/3/2020, and Expired Date 6/8/2020. The 'eReview Files' section lists several PDF files, with red boxes highlighting the file headers and the '60 GUANONOCQUE.pdf' file. The 'File Details' section shows 'Num Of Corrections' and 'Num Of Recommendations' sections, with a 'Browse' button highlighted in red. A red number '8' points to the file headers, and a red number '10' points to the 'Browse' button.

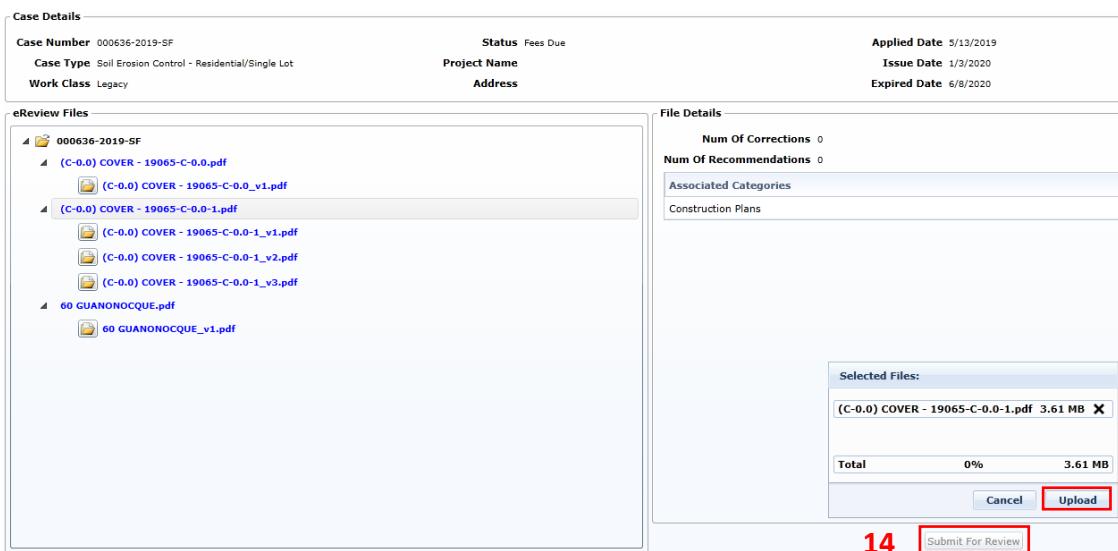
- Click **Browse**.
- Locate and select revised file to upload.
- Click **Open**.

## Citizen Self-Service Portal User Guide

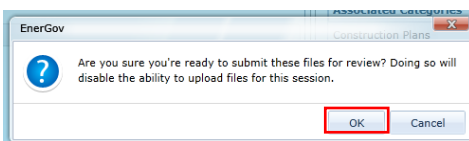


13. Click **Upload**.

14. Click **Submit for Review**



15. Click **OK**



16. You have successfully re-submitted a file for review. You can now close out of the EReview Portal web browser tab.