Citizen Self Service (EnerGov) Permit Portal User Manual
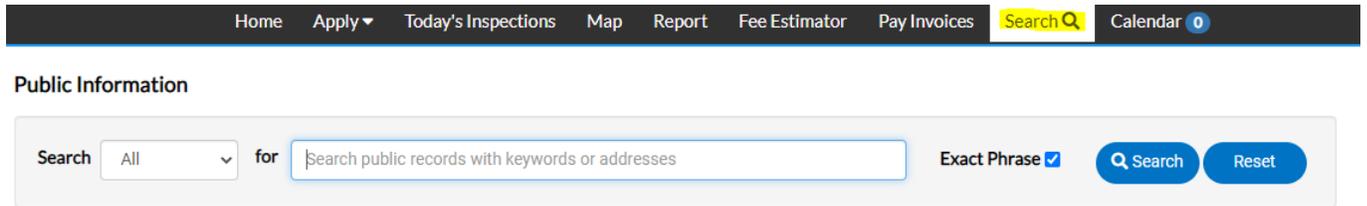
April 2024

Contents

Searching Without Logging into CSS

CSS provides a home page Search option to allow users to access public information without logging in. Users can access the GIS map, Global Search, User Registration, and Today's Inspections.

Registering with CSS to CREATE AN ACCOUNT

This step is only required the first time you use the system.

Before using EnerGov (first time only) you must register by creating an account. After you have registered, you can log into the Citizen Self Service Portal (CSS) at any time in the future.

From the home screen, click on the Login or Register tile. After creating an account, an email will be sent to the email address entered.
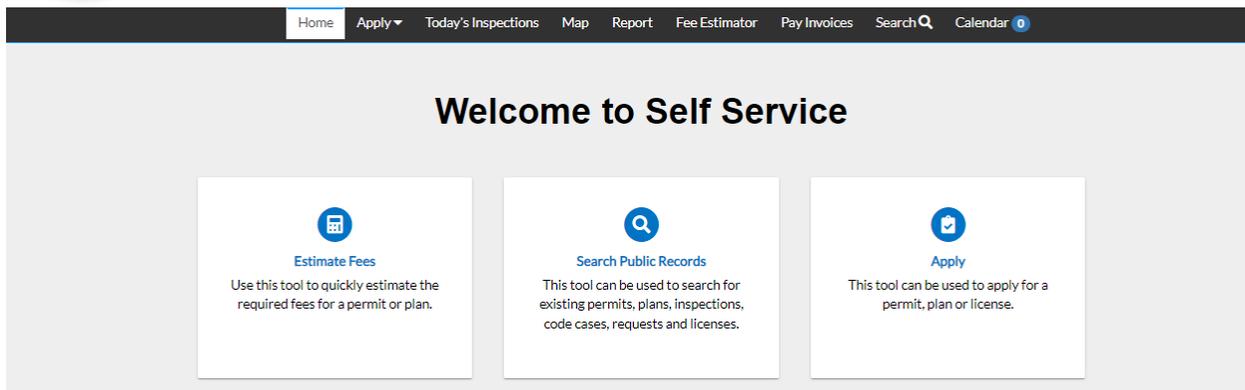
Create an account

Email

> [   ]

🛑 This field cannot be left blank

First name

> [   ]

Last name

> [   ]

Mobile phone   Optional

> [   ]

Password

> [👁]

🛑 This field cannot be left blank

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

> **Sign up**

Already have an account?

Logging into CSS

Enter your username and password in the fields provided.

Mark the "Remember Me" box if you'd like the system to remember your credentials.

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

Top Menu Navigation Tabs

DASHBOARD

The Dashboard contains an overview of any current permits, plans, inspections, and invoices.

HOME

The home screen is the starting point in the CSS system. It contains links to search for public records, apply for a permit, access account information, pay invoices, use the GIS map feature, and access the calendar.

APPLY

Search and apply for permit types and plans. Start typing the permit type in the 'Application Assistant' field i.e. Build… or Plumb…it will populate all permits with that type associated for you to select from.

CREATE & complete each page until you have continued to your permit submission and the number has been assigned.

Apply for Permit - Mechanical (Residential)   ***REQUIRED**

1	2	3	4	5	6	7
Locations	Type	Contacts	More Info	Attachments	Signature	Review and Submit

LOCATIONS

When entering the address, DO NOT USE: St, Rd, Dr, Ave etc.

Enter the project address below. Click the "+" sign to search for the site address. Enter the address number and street name only.

Helpful Tips:

If your search results did not include the property entered, check for typos in the address or misspellings of the street name, remember not to use St, Rd, Dr, Ave, etc. (Example: enter 37 Green, not 37 Green St).

Also, use N for North, S for South, W for West, E for East.

Location ⌄
Add Location
+
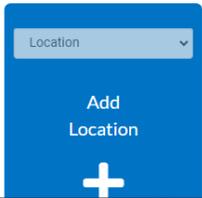
MY WORK

Search and access all of your invoices, permits, plans, inspection history, licenses, or request an inspection.

My Work

No records to display.

TODAY'S INSPECTIONS

View inspections scheduled for the day. The search function allows you to search or sort by case number, case type, inspection type, inspection status, address, primary inspection, or inspection order.

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Inspector Phone Number	Status	Order
ICODE-009364-2024		NONE	Health General Site Visit	146 Pleasant St Concord	Lee, Zachary	07:48 AM	07:48 AM		Scheduled	0
HEALTHRFS-009370-2024		NONE	Health - Routine Food Safety	250 South St Concord	Lee, Zachary	09:19 AM	09:19 AM		Scheduled	0
ICODE-009371-2024		NONE	Health General Site Visit	214 Fisherville Rd Penacook	Lee, Zachary	08:08 AM	08:08 AM		Scheduled	0
IBLD-009368-2024	BP-0444-2023	Permit	CD - Final Building-WCL	61 Dunklee St Concord NH	Fife, Rose	02:00 PM	02:00 PM	603-225-8580	Scheduled	0
IELE-009359-2024	EP-0875-2023	Permit	CD - Electrical Rough	197 Pembroke Rd Concord NH	Bahr, Mark	11:30 AM	11:30 AM	603-230-3644	Scheduled	0
IELE-009257-2024	EP-1477-2024	Permit	CD - Electrical Final-WCL	84 Branch Tpke Unit 19-26 Concord NH	Bahr, Mark	01:30 PM	01:30 PM	603-230-3644	Scheduled	0
IELE-009369-2024	EP-1495-2024	Permit	CD - Electrical Final-WCL	236 Hopkinton Rd Concord NH	Fife, Rose	09:30 AM	09:30 AM	603-225-8580	Scheduled	0
IELE-009250-	EP-	Permit	CD -	236	Bahr, Mark	09:30 AM	09:30 AM	603-230-	Passed	0

MAP

Access the GIS mapping system. Type in a specific address in the search bar to obtain permitting history, apply for a new permit for a particular parcel, and more within this screen.

When entering the address, DO NOT USE: St, Rd, Dr, Ave etc.

Enter the project address below. Click the "+" sign to search for the site address. Enter the address number and street name only.
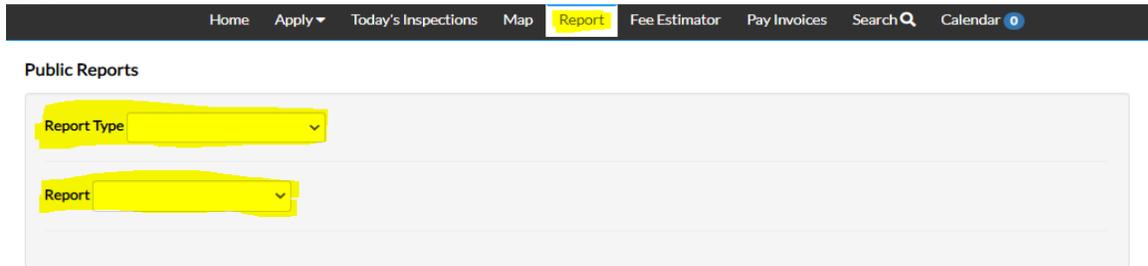
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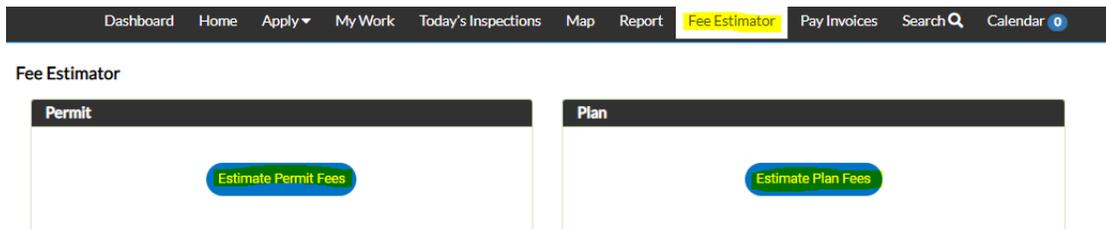**Also, use N for North, S for South, W for West, E for East.**
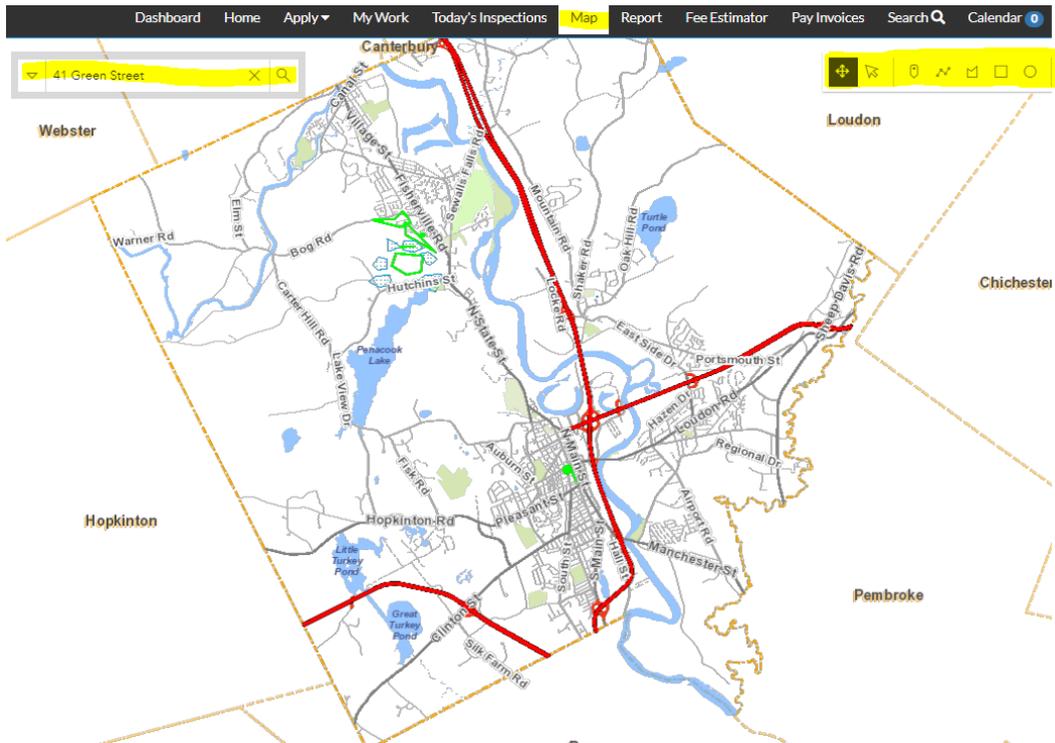
REPORT

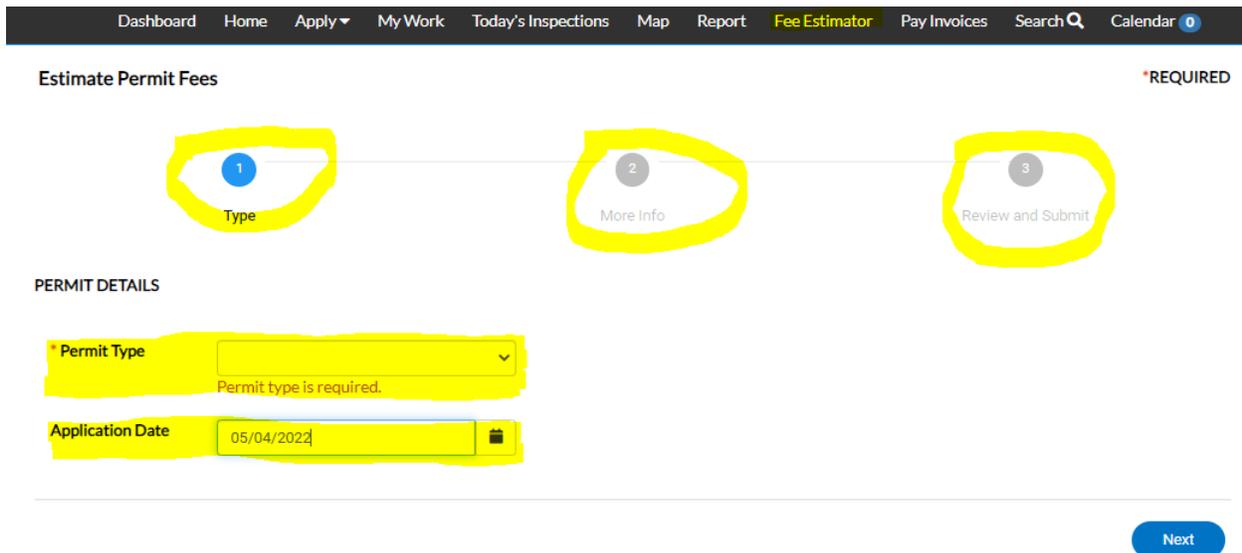Access and view reports through this tab. Function isn't setup for customers.

FEE ESTIMATOR

Estimate fees for permits or plans.

The drop-down menu on the permits screen provides a list of options.

The next screen asks for additional information related to the permit. The next screen provides an estimated cost for the permit using the parameters entered into the fields.

The "Estimate Plan Fees" pages provide a similar process.

PAY INVOICES

Search for an invoice using the entire invoice number, including any prefixes or suffixes.

SEARCH

Search for public information by permit number, plan number, inspection, code case, request, or license.

CALENDAR

View upcoming events by month, week, or day. Filter results by public hearings and meetings, City holidays, inspections scheduled, plans expired, permits expired, licenses expired, and invoices due.