



Citizen Self Service (EnerGov) Permit Portal User Manual

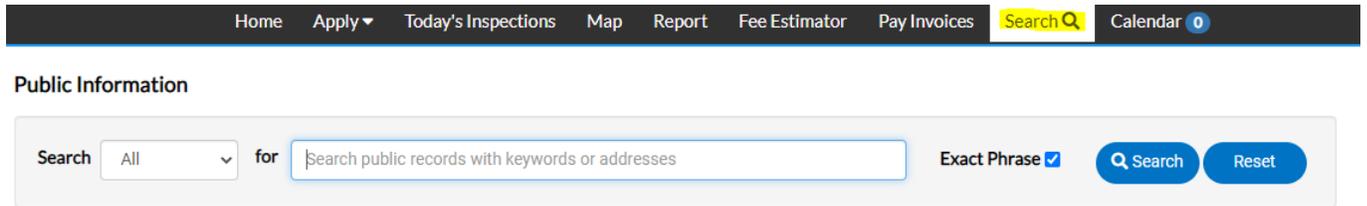
April 2024

Contents

- Searching Without Logging into CSS
- Registering with CSS (required only the first time you use the system)
- Logging into CSS
- Top menu navigation tabs:
 - Dashboard
 - Home
 - Apply
 - My Work
 - Today's Inspections
 - Map
 - Report
 - Fee Estimate
 - Pay Invoices
 - Search
 - Calendar
- Common Tasks
 - Applying for a Permit (apply)
 - Paying Invoices/Fees (Pay your invoice)

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.

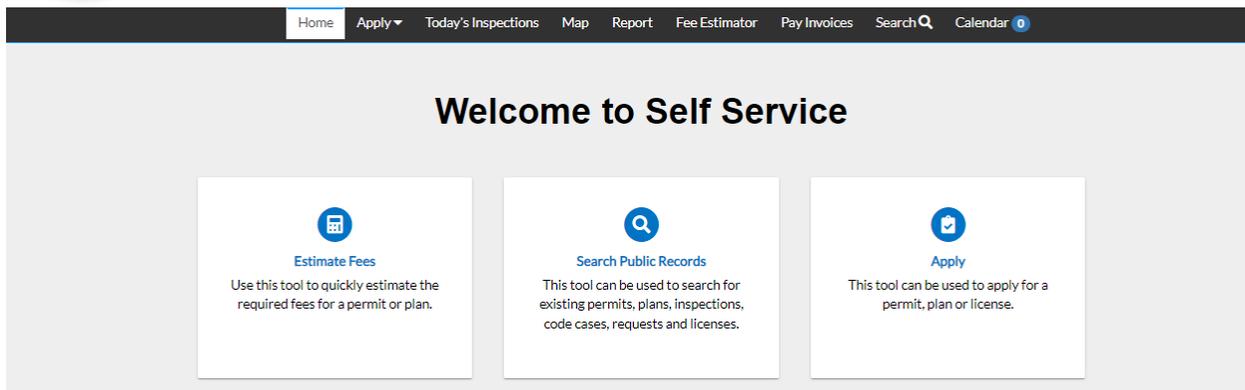
Before using EnerGov (first time only) you must register by creating an account. After you have registered, you can log into the Citizen Self Service Portal (CSS) at any time in the future.

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.



City of Concord
Citizen Self Service

[Login or Register](#)





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

[Already have an account?](#)

Logging into CSS

Visit the portal link:

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.

The dashboard features a top navigation bar with the following items: Dashboard (highlighted), Home, Apply, My Work, Today's Inspections, Map, Report, Fee Estimator, Pay Invoices, Search, and Calendar. Below the navigation bar, there are four main sections:

- My Permits:** A row of five cards showing counts for Attention (0), Pending (0), Active (0), Draft (0), and Recent (0). A button below reads "View My Permits".
- My Plans:** A row of five cards showing counts for Attention (0), Pending (0), Active (0), Draft (0), and Recent (0). A button below reads "View My Plans".
- My Inspections:** A table with three columns: Requested (0), Scheduled (0), and Closed (0). A button below reads "View My Inspections".
- My Invoices:** A table showing invoice status and amounts: Current (0, \$0.00), Past Due (0, \$0.00), and Total (0, \$0.00). A button below reads "View My Invoices".

Requested	Scheduled	Closed
0	0	0

Current	0	\$0.00
Past Due	0	\$0.00
Total	0	\$0.00

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.



City of Concord
Citizen Self Service

[Login or Register](#)

Home Apply Today's Inspections Map Report Fee Estimator Pay Invoices Search Calendar

Welcome to Self Service

Estimate Fees
Use this tool to quickly estimate the required fees for a permit or plan.

Search Public Records
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

Apply
This tool can be used to apply for a permit, plan or license.

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Pay Invoice
Use this tool to pay for individual invoices.

Map
Explore the map to see the activity occurring in your neighborhood.

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.

The screenshot shows the 'Application Assistant' interface. At the top is a navigation bar with links: Dashboard, Home, Apply, My Work, Today's Inspections, Map, Report, Fee Estimator, Pay Invoices, Search, and Calendar. Below the navigation bar is the 'Application Assistant' title and a search bar with the placeholder text 'Search for application names and keywords'. There are five filter buttons: All, Trending, My History, PERMITS (highlighted in blue), and PLANS. Below the filters are two links: '> Show Categories' and 'Show My Templates'. The main content area displays five permit categories, each with a title, category name, description, and an 'Apply' button:

- Commercial Building Permit**
Category Name: Building
Description: This application is for any commercial building permits.
- Deck**
Category Name: Building
Description: To be used for any residential deck construction.
- Demolition Permit**
Category Name: Building
Description: For use when requesting a permit to demolish a structure. o
- Electrical (Commercial)**
Category Name: Building
Description: For electrical permits on commercial projects
- Electrical (Homeowner)**
Category Name: Building
Description: For electrical permits being pulled by the homeowner of a residential single family, owner occupied building.

At the bottom left of the interface, there is a URL: nh.gov/EnerGov_Test/selfservice#

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

Apply for Permit - Mechanical (Residential)

*REQUIRED



LOCATIONS

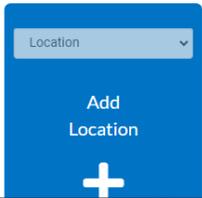
When entering the address, DO NOT USE: St, Rd, Dr, Ave etc.

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.



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.

Today's Inspections

Search for Case Number, Inspection Type, Address 🔍

Exact Match

*Date 03/26/2024 📅

Exclude Completed

[Export](#)

Sort Case Number ▾

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
IFI F-009250-	FP-	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.

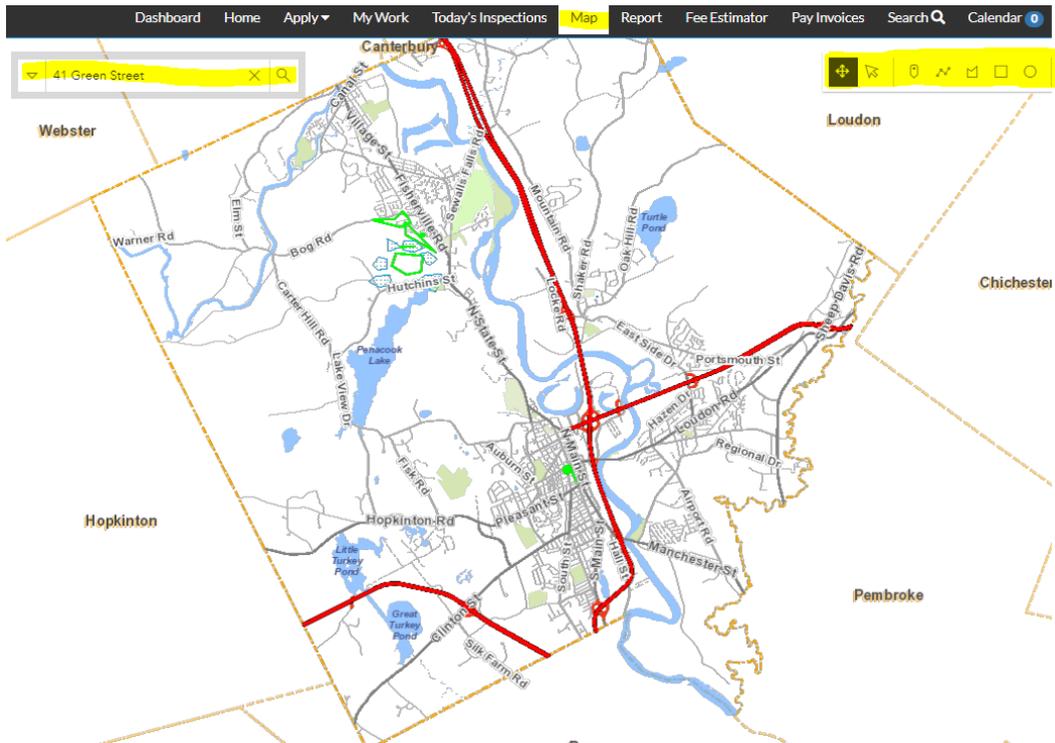
When entering the address, **DO NOT USE: St, Rd, Dr, Ave** etc.

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

Helpful Tips:

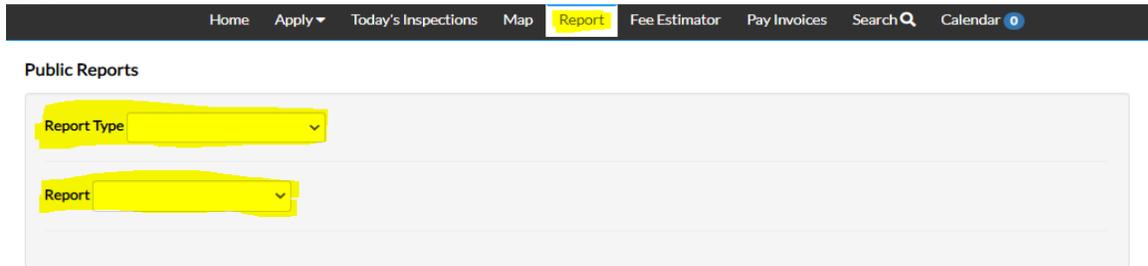
If your search results did not include the property entered, check for typos in the address or misspellings of the street name, remember not to use St, Rd, Dr, Ave, etc. (Example: enter 37 Green, not 37 Green St).

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



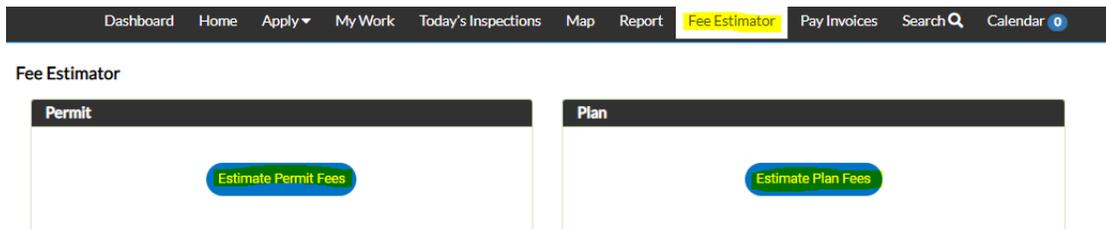
REPORT

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

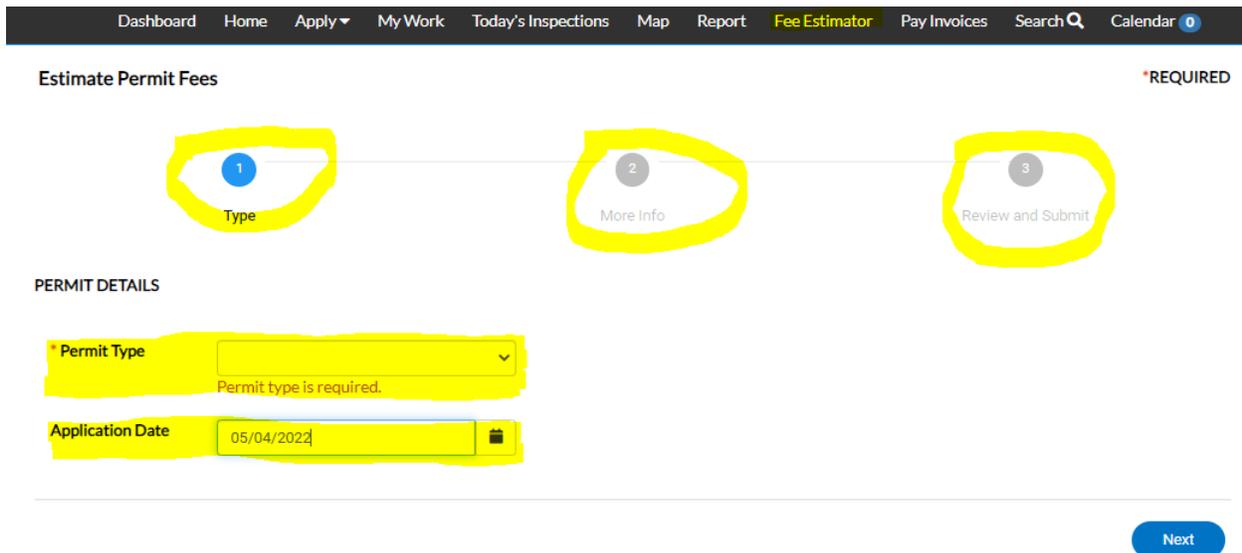


FEE ESTIMATOR

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.

Dashboard Home Apply MyWork Today's Inspections Map Report Fee Estimator **Pay Invoices** Search  Calendar 

Invoice Search

Search for invoices using entire invoice number, including any prefixes or suffixes  Search

SEARCH

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

Dashboard Home Apply MyWork Today's Inspections Map Report Fee Estimator Pay Invoices **Search**  Calendar 

Public Information

Search **All**  for Exact Phrase  Search 

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.

Calendar Events

May 2022

Month Week Day

< Today >

Filter By

- Public Hearings
- Public Meetings
- Holidays Closed
- Inspections Scheduled
- Plans Expired
- Permits Expired
- Invoices Due

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28