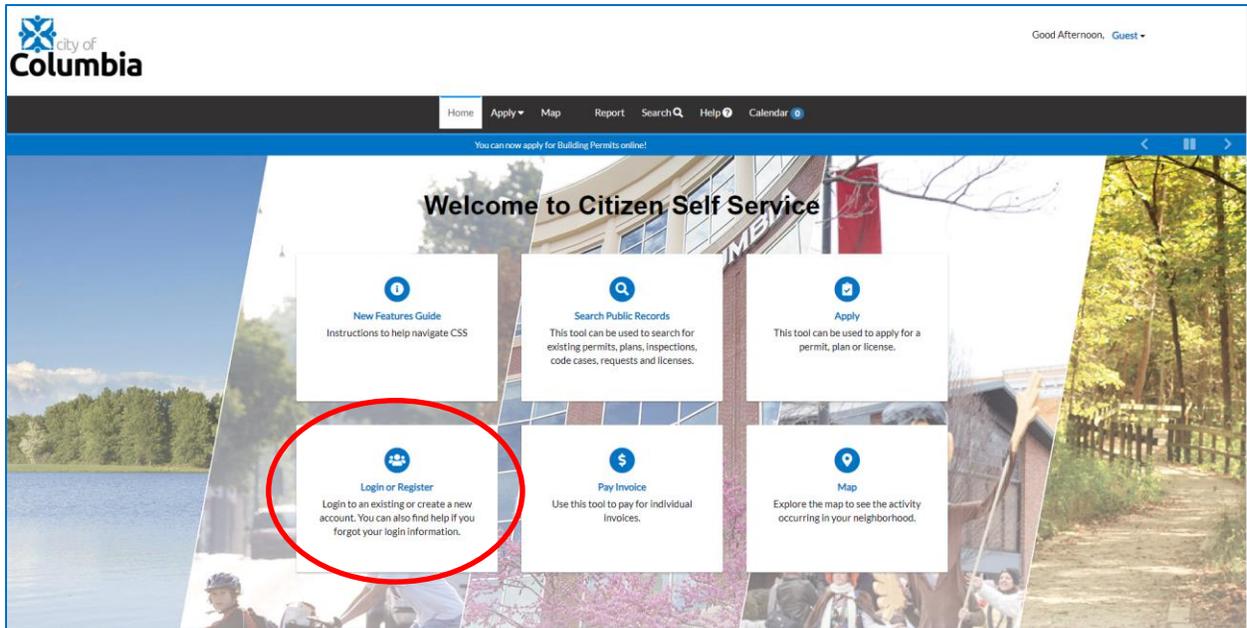


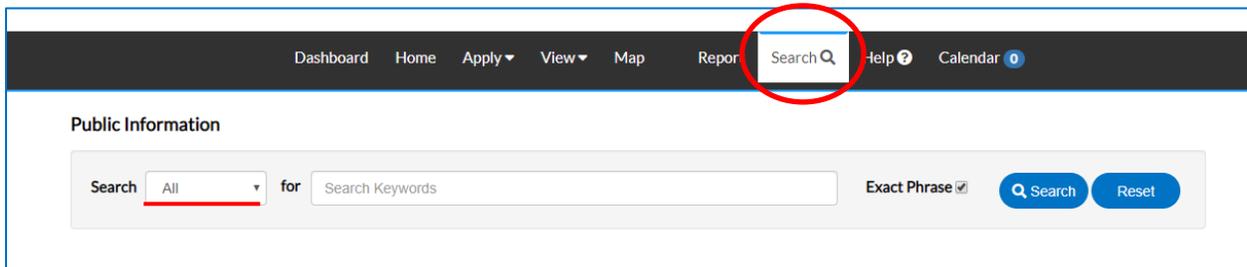
Scheduling Inspections Through the Citizen Self Service (CSS) Portal

Login to your CSS account at the following link:

[Citizen Self Service](#)



You will know you are logged in by seeing your name in the top right corner. Once logged in, you can access your permit through your dashboard, or by doing a search on the permit number or address where the work is being done. To search, click the search icon in the top menu bar, then use the dropdown menu next to "All" and select Permit.



That will take you to this screen:

Public Information

Search Permit Search Advanced Reset

Permit Number

Permit Type --Select Permit Type--

Status --Select Permit Status--

Address

Applied Date To

Issued Date To

Expiration Date To

Finalized Date To

Project Name

Parcel Number

Here, you can enter the permit number or the address. If searching by permit number, ALL permits containing the number will come up in the search results. If searching by address, ALL permits for that address will come up in the results. **Be sure you are selecting the correct one!**

From the search results, select the permit for which you are scheduling an appointment by clicking on the Permit Number link:

Public Information

Search Permit Search Advanced Reset Export

Permit Number

Permit Type --Select Permit Type--

Status --Select Permit Status--

Address

Applied Date To

Issued Date To

Expiration Date To

Finalized Date To

Project Name

Parcel Number

Found 1 result

Sort Relevance

[Next](#) | [Top](#) | [Paging Options](#) | [Main Menu](#)

Permit Number [BLDR-002090-2019](#)

Type Single Family Detached

Project Name

Status Issued

Applied Date 05/01/2019

Issued Date 05/06/2019

Expiration Date 11/04/2019

Finalized Date

Link to click to access the permit

That will take you to the summary page:

Dashboard Home Apply View Map Report Fee Estimator Pay Invoices Search Help Calendar

Permit Number: BLDR-002090-2019 Add to Cart

Permit Details | Tab Elements | Main Menu

Type: New Residential (1 & 2 Family) Status: Issued Project Name:

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

Progress
60% Completed
● Completed
● In Progress

Workflow

- Issue Permit (Create Report) - Passed
- Add Fuel Gas Contractor - Passed : 05/01/2019
- BSD-One Stop Review (Residential) - Passed : 05/02/2019

Available Actions

- Unpaid Fees \$35.00 07-12-2019 Pay Now

If you have any fees due, the only Available Action through the portal will be to pay the fees. You will not be able to schedule an inspection until those are paid without calling the Building & Site customer service department.

• There are unpaid fees on this permit.

Request Inspections Sort Order

Description	Reinspection	Action
BSD-Electrical Groundwork	No	
BSD-Mechanical Groundwork	No	
Deck Piers	No	
Suspended Garage Floor	No	
BSD-Fuel Gas Groundwork	No	
BSD-Driveway (Residential)	No	
BSD-Sidewalk (Residential)	No	
Final - Building and Trades	No	
Yard Final (Residential)	No	

Results per page 10 1 - 9 of 9

Request Inspection

Once fees are paid, you will click on the Inspections tab:

Permit Number: BLDR-002090-2019

Permit Details | Tab Elements | Main Menu

Type: New Residential (1 & 2 Family) Status: Issued Project Name:

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

Request Inspection

The first section will be inspections that have been done. The second section is where you will “Request Inspections” and will have a list of outstanding inspections still needed:

PLMB-008144-2019	BSD-Plumbing Groundwork	Passed Permit Inspection	05/20/2019	05/20/2019	Hazlett Harlan
PLMB-008145-2019	BSD-Plumbing Sewer Lateral	Passed Permit Inspection	05/20/2019	05/20/2019	Hazlett Harlan
BLDG-007719-2019	Footing	Passed Permit Inspection	05/13/2019	05/13/2019	Hazlett Harlan
BLDG-010695-2019	Framing and Rough In's	Passed Permit Inspection	07/09/2019	07/09/2019	Hazlett Harlan

Results per page 10 1 - 10 of 11 << < 1 2 > >>

Request Inspections Sort Order

Description	Reinspection	Action
BSD-Driveway (Residential)	No	<input type="checkbox"/>
BSD-Sidewalk (Residential)	No	<input type="checkbox"/>
Final - Building and Trades	No	<input type="checkbox"/>
Yard Final (Residential)	No	<input type="checkbox"/>

Results per page 10 1 - 4 of 4 << < 1 > >>

Request Inspection

Optional Inspections

Check the Action box next to the inspection you are requesting, and click Request Inspection. That will bring you to this screen:

Request Inspections (3)

#BLDR-002090-2019
REQUIRED

Inspection Type: BSD-Driveway (Residential)

Case Type: New Residential (1 & 2 Family)

Address: 544 ANGELS REST WAY COLUMBIA, MO 65203

* Requested Date:

Comments/Gate Code:

Use same date for all

In this example, 3 of the 4 inspections were requested. The first screen will be the first inspection requested. If you want them all at the same time, check the box for “Use same date for all”. Otherwise, you will schedule the second after clicking Submit on the first.

To request the inspection, select a date using the calendar dropdown menu

* Requested Date  , and whether you want it in the AM or PM. AM requests must be entered before midnight in order to have the next day, and an inspector will generally be there between 8:30 and 11:30 in the morning. PM requests must be entered before noon in order to have that day, and an inspector will generally be there between 12:30 and 4:00.

In the Comments/Gate Code, you will need to enter the **person who will be the main contact for this inspection, and their phone number**. Any other instructions for the inspector, such as gate codes, should also be entered here. Please see example of full request below:

[←Back](#)

Request Inspections (3)

1 #BLDR-002090-2019 ✕

Inspection Type: BSD-Driveway (Residential)

Case Type New Residential (1 & 2 Family)

Address: 544 ANGELS REST WAY COLUMBIA, MO 65203

* Requested Date  * AM ▼

Comments/Gate Code

Use same date for all

You will then be taken to a confirmation page. The first inspection should appear with a green check mark. Here you will select AM or PM for any additional inspections requested, and enter the comments and instructions for them.

1 Case #BLDR-002090-2019

Inspection Type: BSD-Driveway (Residential)
 Case Type: New Residential (1 & 2 Family)
 Address: 544 ANGELS REST WAY COLUMBIA, MO 65203

Requested Date: 01/13/2020
 Comments/Gate Code: John Doe 573-123-4567 call on way



1st inspection request is confirmed. Second request will need you to select AM or PM if different from the first one. **You will need to complete the Comments/Gate Code field just as you did the first request.** You can copy and paste by using the CTRL C function for copy, and CTRL V to paste.

2 #BLDR-002090-2019

Inspection Type: BSD-Sidewalk (Residential)
 Case Type: New Residential (1 & 2 Family)
 Address: 544 ANGELS REST WAY COLUMBIA, MO 65203

* Requested Date: 01/13/2020 AM

Comments/Gate Code:

Once all requests are confirmed with the green check mark, your “Request Inspections” section on the Inspections tab for the permit should be updated, and the requested inspections should show in the “Existing Inspections” section as requested:

PLMB-008145-2019	BSD-Plumbing Sewer Lateral	Passed Permit Inspection	05/20/2019	05/20/2019	Hazlett Harlan
SITE-011969-2020	BSD-Sidewalk (Residential)	Requested	01/13/2020		Cancel Inspection

Results per page 10 1 - 10 of 14 << < 1 2 > >>

Request Inspections Sort: Order

Description	Reinspection	Action
Yard Final (Residential)	No	<input type="checkbox"/>

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

[Request Inspection](#)

Optional Inspections

Once the inspection has been scheduled, the Requested status will change to scheduled, and once resulted, you will see either Passed Permit Inspection, or Re-inspection Required (with or without fee). To see what happened with failed inspections, click the inspection number link and then “Checklist” for inspector comments:

BLDG-010696-2019	BSD-Insulation	Re-inspection required (with fee)	07/09/2019	07/09/2019	Hazlett Harlan
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Inspection number link

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

Inspection Type:	BSD-Insulation	Requested Date:	07/09/2019	Requested Time:	1:00 PM
Inspection Status:	Re-inspection required (with fee)	Scheduled Date:	07/09/2019	Scheduled Time:	1:00 PM
Permit Number:	BLDR-002090-2019	Completed Date:	07/09/2019	Completed Time:	1:52 PM
Inspector Name:	Harlan Hazlett				
Main Address:	544 ANGELS REST COLUMBIA,MO 65203				

- [Locations](#)
- [Contacts](#)
- [Checklist](#)
- [Fees](#)
- [Attachments](#)
- [Previous](#)
- [More Info](#)

[Checklist](#) | [Next Tab](#) | [Inspection Details](#) | [Main Menu](#)

Checklist Sort: Checklist Item ▼

Checklist Item	Description	Passed	Comments	Order
General Comments	General	No	Draft stopped tub chase	1

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

Once corrections are made, you can request that inspection again, as it will show in your outstanding inspections list again once failed.

As always, if you have issues or questions, please feel free to contact the Building & Site customer service area by calling 573-874-7474, or emailing us at building@como.gov.