

Citizen Self Service (CSS) Instructions – Permit Application and Construction Document Upload

Energov eReviews for Permits and Construction Document Review City of Columbia, MO - Building & Site Development

The Citizen Self Service web portal (CSS) allows applicants such as design professionals and contractors to apply for permits and upload required documents online, from anywhere with an internet connection, 24 hours a day, 7 days a week. Below is a step-by-step guide. (Note: there are multiple ways to complete some of the steps, and users will find additional functionality in CSS not discussed here.)

Before applying for a permit in CSS, applicants will need to have created a Citizen Self Service account. (Refer to the instructions for creating this account in a separate document.) Applicants will also need to ensure all the required drawings and documents are complete, available for upload, in PDF format, and formatted correctly. (Refer to the City of Columbia PDF document standards, in a separate document.) Applicants will also need access to information specific to the project, similar to that needed to fill out a paper building permit application. For example, the following information will be required to apply for a new commercial building: common name of the project, description of work, valuation, other contacts to be added to the case, number of floors, enclosed and unenclosed area for each floor, number of dwelling units, number of existing water meters, whether or not a sprinkler system is required and provided, type of construction, and predominant occupancy classification. The required information will vary with the type of permit.

Once logged in to Citizen Self Service (CSS), users will see the home page. Click the “Apply” button.

The “Application Assistant” can assist users in selecting the correct permit type. There is a search bar, & several buttons that narrow down the available choices. Note that both permit and plan applications are present. In this example, a New Commercial Building permit will be selected. Using either the search bar, the PERMITS button, or just scrolling through all the available applications, find Commercial Bldg-New, and click the blue Apply button.

Application Assistant

All

Trending

My History

PERMITS

PLANS

[Show Categories](#)[Show My Templates](#)

Commercial Addition

Category Name:
Building (Commercial)

Description:
Select this Permit if you are adding any square footage to an existing building.

Apply

Commercial Alteration

Category Name:
Building (Commercial)

Description:
Select this Permit if you are making an alterations to an existing commercial building.

Apply

Commercial Bldg - New

Category Name:
Building (Commercial)

Description:
Select this Permit if you are building any new commercial building.

Apply

Commercial Infill

Category Name:
Building (Commercial)

Description:
Select this Permit if you are going to infill any existing commercial building.

Apply

Commercial Interior Demolition

Category Name:
Building (Commercial)

Description:
Select this Permit if you are going to demolish any existing commercial building.

Apply

This begins a seven-step process, as indicated in the progress bar at the top of the page. First, add a Location. If the case involves more than one lot or parcel, then all of them will need to be added.

Dashboard Home Apply View Map Report Search Help Calendar

Apply for Permit - Commercial Bldg - New

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

LOCATIONS

If address is known, click "Add Location" card. If address is not known, click "Map" button to open the map and zoom to the land parcel needing to be added. Use the "draw to apply" button to select the parcel(s) on the map.

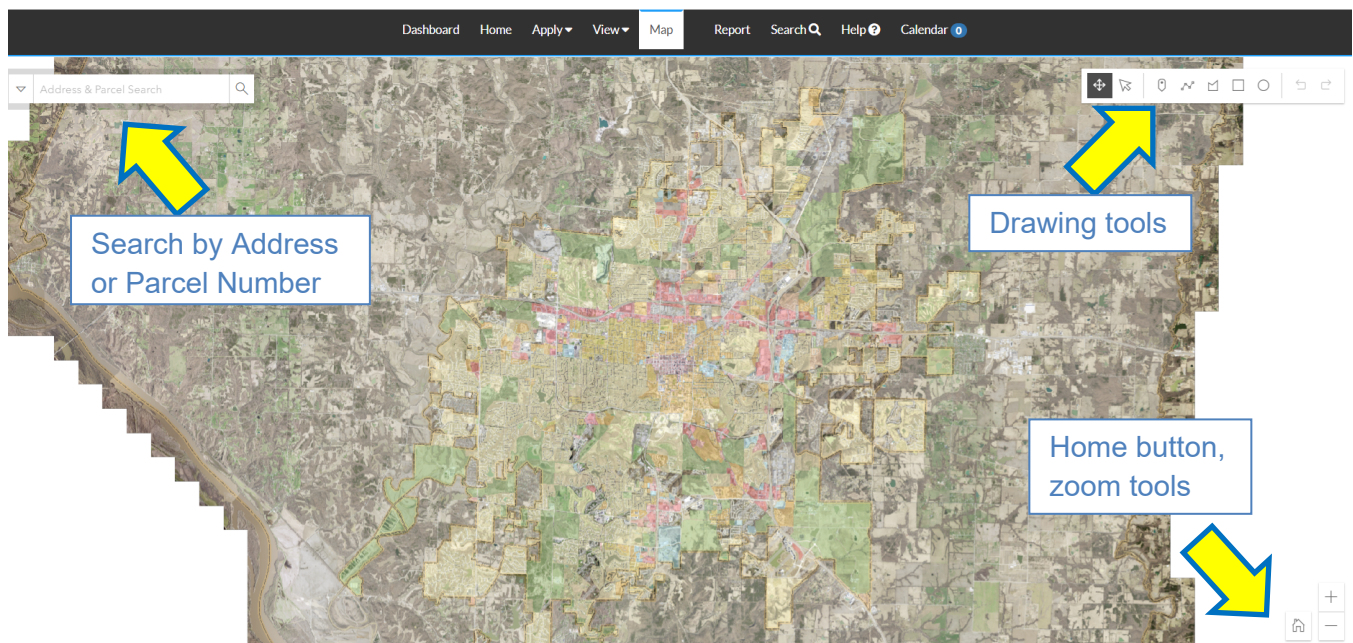
Add Location

REQUIRED

Create Template Save Draft Next

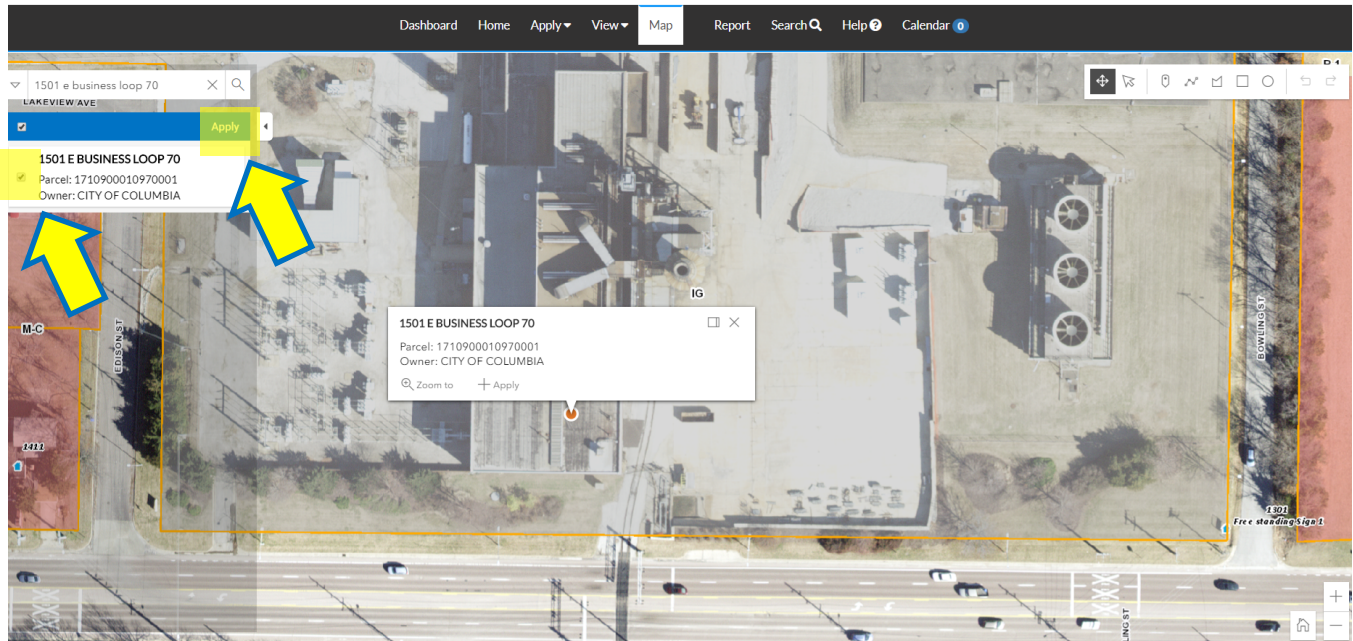
Click the “plus” button in the blue card to search by address. For best results, enter street number, directional, and street name only, leaving off the street type (e.g., 701 E Broadway). If the address of the site is not known or has not been assigned, applicants can use the Map, included in the top menu. On the Map, parcel(s) of land can be selected and associated with a permit or plan case. Again, please select ALL parcels/addresses associated with the case.

To use the Map, pan and zoom to the land parcels needing to be added to the permit case. The “Home” button can be used anytime to zoom out to the full extent of the map. Use the drawing tools to select a parcel or parcels. They may be selected using points, lines, polygons or circles. A search box is also present with the map.



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Once selected, the map will auto-zoom to the selected location, and one or more parcels appear in the left panel. Select one or more applicable choices, then click “Apply.”



This system now goes to the Application Assistant screen, and the permit type will need to be selected, even if it was selected previously. (Using the map starts the application process over again.) Back on the “Locations” step of the Commercial Bldg-New application process, click “Next” once applicable locations are added.

Note that progress on the application can be saved anytime using the “Save Draft” button. This will allow users to pick up the application process where they left off, if it cannot be completed in one sitting.

The next step in the process involves entering permit details such as a description of the work. Simply fill out the fields following the on-screen instructions. Required fields will be starred. When completed, click “Next.”

A screenshot of the 'Apply for Permit - Commercial Bldg - New' application form. The top navigation bar is the same as the previous screenshot. Below the navigation bar, the title 'Apply for Permit - Commercial Bldg - New' is displayed, followed by a red asterisk and the word 'REQUIRED'. A progress bar shows seven steps: 1. Locations (checked), 2. Type (active), 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, and 7. Review and Submit. The 'PERMIT DETAILS' section contains instructions for the description box. Below this, there are four fields: 'Permit Type' (dropdown menu set to 'Commercial Bldg - New'), 'Description' (text area with 'Joe's Pizza Place - new single story restaurant'), 'Square Feet' (text input with '6500'), and 'Valuation' (text input with '100000'). A yellow box highlights these four fields. To the right of the form, a blue box contains the text 'Optional: Save a draft of the application if it cannot be completed in one sitting.' with a yellow arrow pointing to the 'Save Draft' button at the bottom right of the form. The bottom navigation bar includes 'Back', 'Create Template', 'Save Draft', and 'Next' buttons.

Step 3 involves adding contacts to the permit case. Adding additional contacts, such as the Architect, Engineer, Property Owner or General Contractor will allow them to access the permit to submit documents, pay invoices, schedule inspections, etc. Follow the on-screen instructions. Important: Please do not enter new contacts manually during this step. (Note: additional contacts can be added anytime, even after the application is submitted.) Frequently-used contacts can be added to the “My Favorites” list by clicking the star by their name in the search results.

Dashboard
Home
Apply
View
Map
Report
Fee Estimator
Search
Help
Calendar

Apply for Permit - Commercial Bldg - New
*REQUIRED

✓

Locations

✓

Type

3

Contacts

4

More Info

5

Attachments

6

Review and Submit

CONTACTS

Add all known contacts for the permit. Choose "contact type" from drop down before adding contact. If unable to "Add Contact" when searching, please add the new contact in the "additional contacts" table on the MORE INFO step by clicking "next". PLEASE DO NOT ENTER THE CONTACT MANUALLY.

Applicant

John Doe (You)
John Doe LLC
701 E Broadway 701 E
Broadway, Columbia

Applicant

Add Contact

+

To add a contact, first select their role from the dropdown menu.

Then click “+”

Back
Create Template
Save Draft
Next

Search

My Favorites

Search

John Doe

Q

Search for the contact.

Sort

Relevance

| Favorite | First Name | Last Name | Address | Company | Email | Action |
|----------|------------|-----------|---------|--|------------|--------|
| ☆ | John | Doe | | Contact For Converted Permits Missing Contacts | | Add |
| ☆ | John | Doe | | | @gmail.com | Add |
| ☆ | JOHN | DOE | | | | Add |

Optional: Identify contact as a “Favorite” for future cases.

Add the contact to the case.

When Contacts step is complete, click “Next.”

Applicants will enter more specific details about the project in Step 4, More Info. This includes number of floors, enclosed and unenclosed area for each floor, number of dwelling units, number of existing water meters, whether

or not a sprinkler system is required and provided, type of construction, and predominant occupancy classification. Follow the on-screen instructions and enter all required information, then click “Next,”

Step 5, Attachments, involves uploading construction plans and documents. One or more blue “cards” will appear, representing different file categories. Attachments labeled as “Required” must be submitted for all cases. To add an attachment, click the “plus” button, and navigate to the location where the file is stored. Additional information can be found by clicking the information “i” icon in the upper right corner of each card (highlighted below).

Apply for Permit - Commercial Bldg - New *REQUIRED

✓

✓

✓

✓

5

6

7

LocationsTypeContactsMore InfoAttachmentsSignatureReview and Submit

Attachments

Click information icon in top right corner of each 'card' for additional instructions.

Building Plan (Arch, Struct, MEP's, etc)

Add Attachment

+

Supported: .pdf

REQUIRED

Energy Code Compliance

Add Attachment

+

Supporte

REQUIRED

Request for Deferred Submittal Form

Add Attachment

+

Supported: .pdf

REQUIRED

Building Plan (Arch, Stru

Add Attachment

+

Supported: .pdf

REQUIRED

Back

Create Template

Save Draft

Next

To add a required attachment, click “+”

To add an additional document not labeled “Required”, first select the appropriate file category from the dropdown menu.

Then add the attachment by clicking “+”

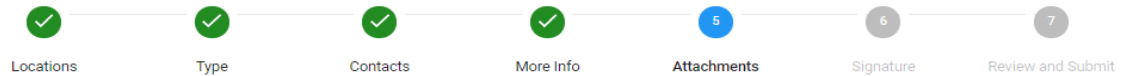
Add as many documents as needed.

Depending on the particulars of the project, additional documents not labeled as “Required” will also need to be submitted. To submit these, use the card “Add Attachment” with a dropdown menu. This menu contains various categories of documents that may need to be included with this type of permit. These categories include Easement Documents, Floodplain Permit Application, Geotechnical Report, Landscape Plan, various Stormwater forms and reports, and a Miscellaneous category. Select the appropriate category before adding the attachment. After uploading with this card, it will re-appear, so add as many additional documents as needed; please ensure each is labeled with the appropriate file category.

In the following screenshot, all required files for a new Commercial Building were attached, as well as Site Plans and a few stormwater-related documents. This was needed because the design professional is submitting the site documents at the same time as the building plans. In other words, because of the scope of this project, the additional documents were also necessary to submit.

Apply for Permit - Commercial Bldg - New

*REQUIRED



Attachments

Click information icon in top right corner of each 'card' for additional instructions.

| | | | |
|--|--|--|--|
| Building Plan (Arch, Struct, MEP's, etc) full building set_Example.pdf Size: 24.77 MB Remove | Energy Code Compliance Documents _Example Energy Code Compliance.pdf Size: 14.11 KB Remove | Request for Deferred Submittal Form _Example Deferred Submittal Form.pdf Size: 14.1 KB Remove | Site/Civil Plans _Example Site_Civil_plan.pdf Size: 1.29 MB Remove |
| Stormwater-Drainage Calculations _Example Storm Drainage Calc.pdf Size: 1.08 MB Remove | Stormwater-Detention Calculations _Example Detention Calc.pdf Size: 5.84 MB Remove | Stormwater-Water Quality Calculations _Example Water Quality LOS Calc.pdf Size: 441.67 KB Remove | <div> Easement Dedication Fi </div> <div> Add Attachment </div> <div> Supported: .pdf, </div> |

[Back](#)

[Create Template](#)

[Save Draft](#)

[Next](#)

When all necessary documents have been attached, click “Next.”

Step 6, Signature, is where the applicant signs the application. “Type signature” may be enabled, which will allow the applicant's name to be typed onto the signature line.

Apply for Permit - Commercial Bldg - New

*REQUIRED



SIGNATURE

* Please type your name as consent to electronically sign this application.

Enable Type Signature

☒

John Doe

John Doe

[Back](#)

[Create Template](#)

[Save Draft](#)

[Next](#)

The final step, Review and Submit, simply lists the information that has been entered in all previous steps, and the attached documents. It gives applicants the chance to review this information to ensure everything is correct before submitting the application. When ready, click “Submit”.

When the permit application has been submitted, a success message will appear. The permit application process is now complete.

Click “Continue to permit” to enter the permit case, where responses and review information from city staff will be accessed.

In this example, the process to apply for a New Commercial Building permit was demonstrated. Note that the process will vary for other permit types, however, the general principles will be applicable.