

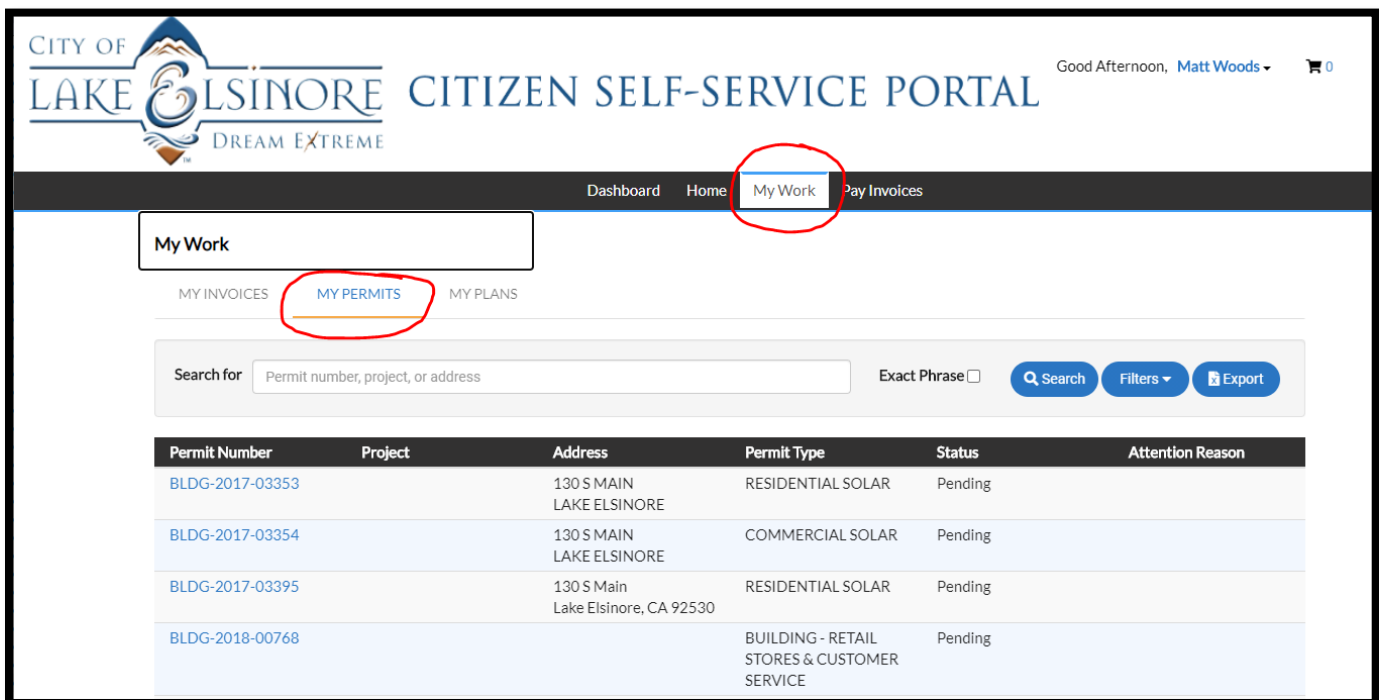
CITY OF LAKE ELSINORE ONLINE CITIZEN SELF-SERVICE PORTAL USER GUIDE

FINDING PERMITS AND ATTACHING FILES

OVERVIEW

When you submit an online application for a permit or planning application, staff will review that submission and create a sub-permit that is linked to your original application. You may need to attach plans or supporting documentation to that sub-permit. This guide will walk you through the simple steps necessary to search for permits and sub-records so you can attach plans or required documentation.

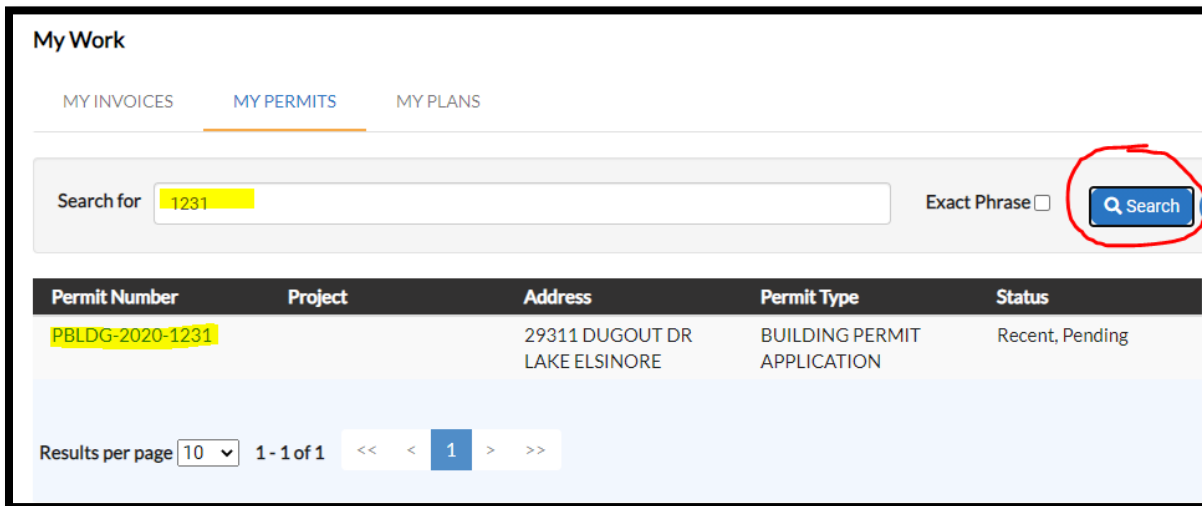
Once you have logged into the portal, click on the “My Work” tab from the menu bar and navigate to the “My Permits” section.



The screenshot shows the City of Lake Elsinore Citizen Self-Service Portal. The navigation bar includes 'Dashboard', 'Home', 'My Work', and 'Pay Invoices'. The 'My Work' section is active, showing sub-tabs for 'MY INVOICES', 'MY PERMITS', and 'MY PLANS'. The 'MY PERMITS' tab is selected and highlighted. Below the tabs is a search bar with the placeholder text 'Permit number, project, or address'. To the right of the search bar are buttons for 'Search', 'Filters', and 'Export'. Below the search bar is a table of permits.

Permit Number	Project	Address	Permit Type	Status	Attention Reason
BLDG-2017-03353		130 S MAIN LAKE ELSINORE	RESIDENTIAL SOLAR	Pending	
BLDG-2017-03354		130 S MAIN LAKE ELSINORE	COMMERCIAL SOLAR	Pending	
BLDG-2017-03395		130 S Main Lake Elsinore, CA 92530	RESIDENTIAL SOLAR	Pending	
BLDG-2018-00768			BUILDING - RETAIL STORES & CUSTOMER SERVICE	Pending	

You can easily search for your permit by typing the permit number (or partial number) in the search bar.



My Work

MY INVOICES MY PERMITS MY PLANS

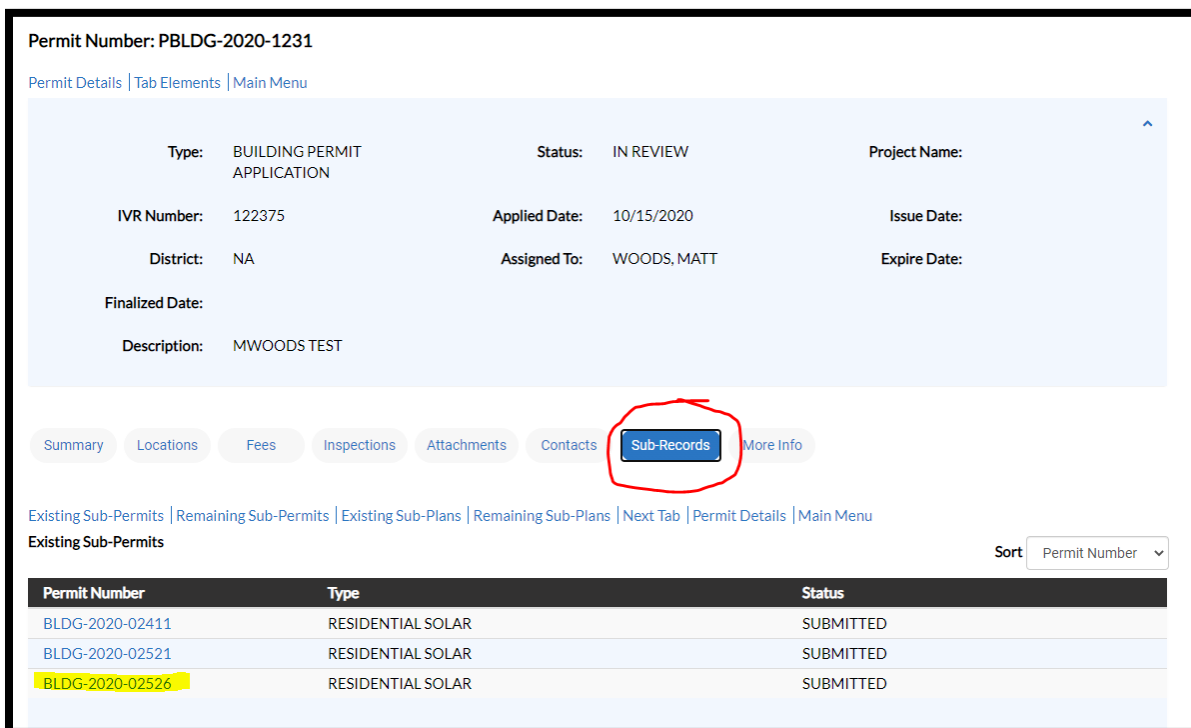
Search for Exact Phrase [Search](#)

Permit Number	Project	Address	Permit Type	Status
PBLDG-2020-1231		29311 DUGOUT DR LAKE ELSINORE	BUILDING PERMIT APPLICATION	Recent, Pending

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

Any records returned are hyperlinked, so you can click directly on the permit number to open the file for viewing or editing.

Once the permit is opened, you can navigate to the Sub-Records tab and you will see any sub-permits that have been created from your original portal application.



Permit Number: PBLDG-2020-1231

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

Type:	BUILDING PERMIT APPLICATION	Status:	IN REVIEW	Project Name:	
IVR Number:	122375	Applied Date:	10/15/2020	Issue Date:	
District:	NA	Assigned To:	WOODS, MATT	Expire Date:	
Finalized Date:					
Description:	MWOODS TEST				

Summary Locations Fees Inspections Attachments Contacts [Sub-Records](#) More Info

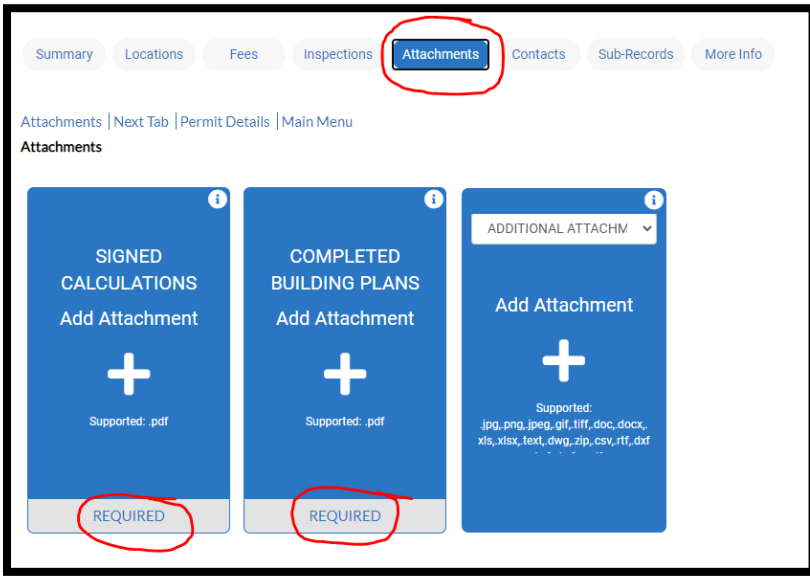
[Existing Sub-Permits](#) | [Remaining Sub-Permits](#) | [Existing Sub-Plans](#) | [Remaining Sub-Plans](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Sub-Permits Sort: Permit Number

Permit Number	Type	Status
BLDG-2020-02411	RESIDENTIAL SOLAR	SUBMITTED
BLDG-2020-02521	RESIDENTIAL SOLAR	SUBMITTED
BLDG-2020-02526	RESIDENTIAL SOLAR	SUBMITTED

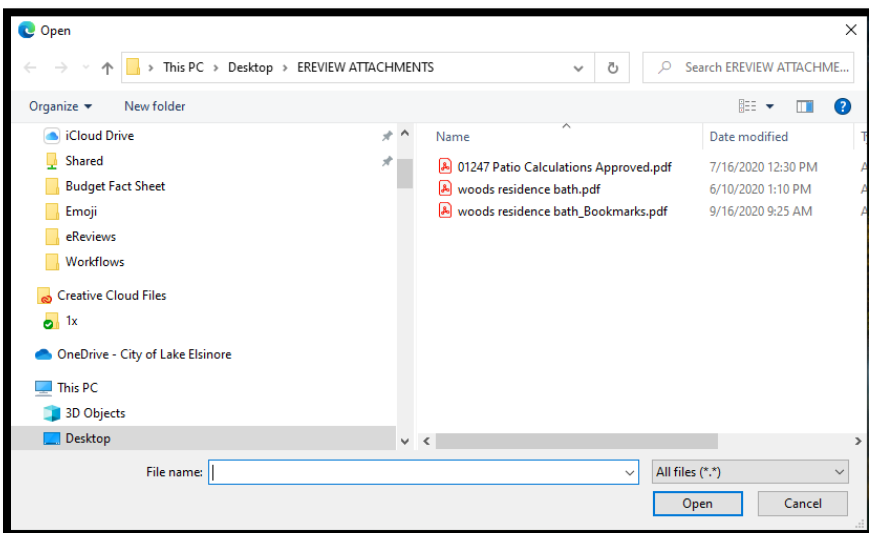
You can click on the hyperlinked permit number to open the permit that you need to attach your plans/documents to.

Once you open the correct permit, navigate to the Attachments tab and you can attach the appropriate items to the defined tiles.

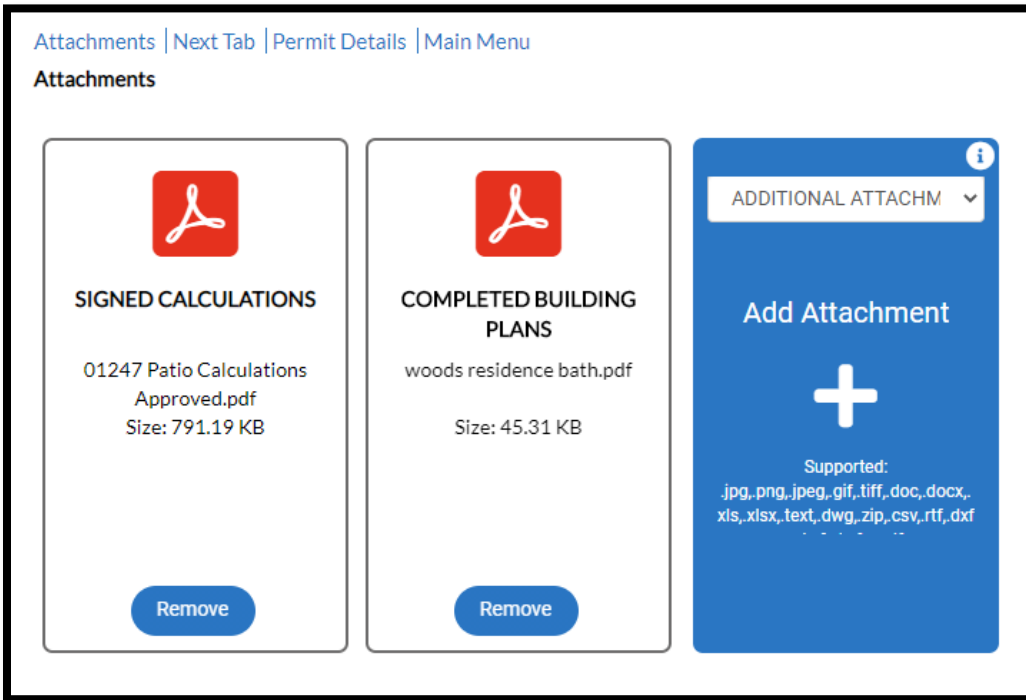


NOTE* YOU CAN ONLY ATTACH ONE FILE TO EACH TILE AND YOU MUST ATTACH PDF FILES TO ANY TILES THAT ARE LISTED AS “REQUIRED”. YOU CAN ATTACH ANY FILE TYPE TO A TILE THAT ISN’T LISTED AS REQUIRED.

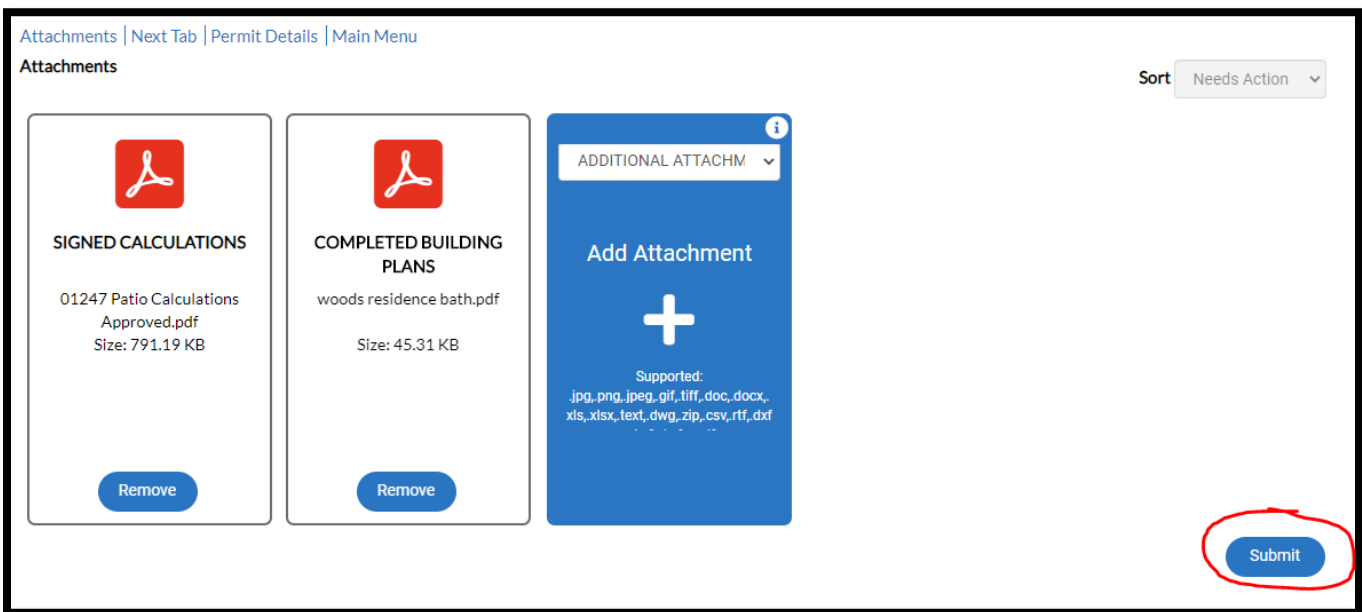
You can click on a tile to attach the required item to that tile.



You can also drag and drop files to the tiles. Once attached, your tiles should look like this:



Once you have attached all required (and any optional) files, click the submit button in the lower-right corner of the screen to upload your attachments.



Once uploaded, staff will be notified that your plans are ready to review.



NOTE* THE CITY CHARGES A 2.75% CONVENIENCE FEE FOR ALL CREDIT CARD CHARGES. THIS FEE APPLIES TO ALL ONLINE TRANSACTIONS AND ANY TRANSACTIONS CONDUCTED IN PERSON AT ANY CITY LOCATION.

THERE IS AN ADDITIONAL 0.54% PROCESSING FEE APPLIED BY THE ONLINE PORTAL PAYMENT GATEWAY VENDOR. THAT FEE IS ONLY CHARGED TO TRANSACTIONS PROCESSED ON THE PORTAL.

You can call City CSS Portal support staff with any questions you have concerning the registration or use of the CSS Portal site. That number is (951) 674-3124 x 321