

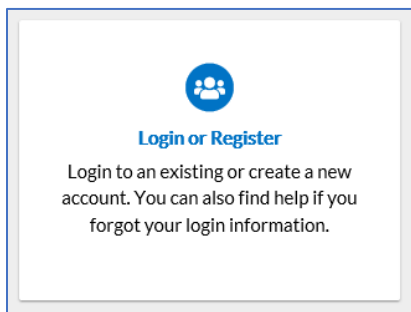


CITY OF SAN MATEO CITIZEN SELF-SERVICE (CSS) PORTAL USER GUIDE

The following guide will help you get started using City of San Mateo's Citizen Self-Service (CSS) portal – learn how to create a new account, schedule an inspection, perform a permit search, and use the mapping feature.

How to Create a New User Account

1. Go to <https://css.cityofsanmateo.org> and click the **“Login or Register”** link on the front page.



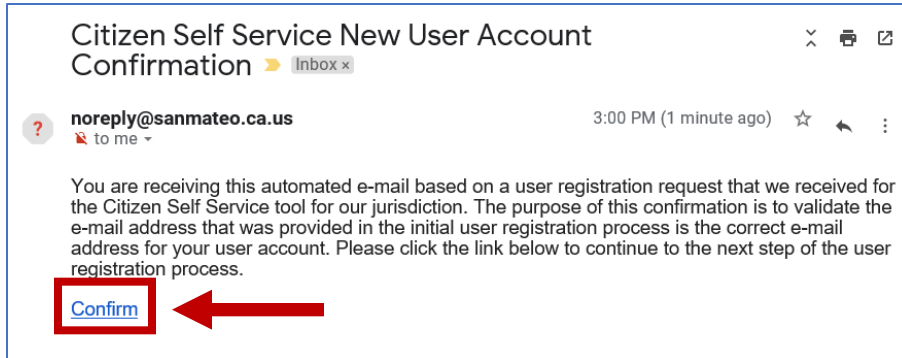
ATTENTION APPLE USERS
Some users are experiencing a problem completing the registration process while using Safari on a Mac, iPad, or iPhone. Switching to either Chrome or Firefox has allowed them to complete the registration process successfully.

2. Click the **“Register”** button to create a New Account.

3. Enter your email address into the **“Email”** field, check the **“acknowledge”** box, and click **“Next”**.

The system will automatically send a confirmation email to the email address you entered – check your Inbox for an email titled **“Citizen Self Service New User Account Confirmation”**.

4. Click the **“Confirm”** link to continue with New Account creation.



CAN'T FIND YOUR CONFIRMATION EMAIL?


1. Check your Spam and Junk Mail folders.
2. Your email service may be inadvertently blocking the email. Ensure your account is set up to allow emails from "noreply@cityofsanmateo.org". Outlook and Microsoft 365 users can find helpful instructions for resolving the issue [here](#).
3. Lastly, if you aren't able to remedy the problem with either of the above steps, you can sign up with a non-work email (eg: Gmail, Att.net, Yahoo) and then change to your preferred email once you have completed registration.

5. Continue the New Account creation process by filling out the form – enter your personal information, set up a password, and enter address information. Click **“Submit”** – you have now created a New Account!

Registration

Step 3 of 3: Contact Information

PERSONAL INFO *REQUIRED

I'm not a robot 

* Username

* First Name

Middle Name

* Last Name

Company

Business Phone

Home Phone

6. **My Dashboard** – You can now login and access **“My Dashboard”** where you can:

- View your Permits
- Schedule Building Inspections and view the Building Inspection Schedule
- View the Map of San Mateo (with address/parcel search functions)
- Search for Permits, Planning Applications, Code Cases, Business/Professional Licenses

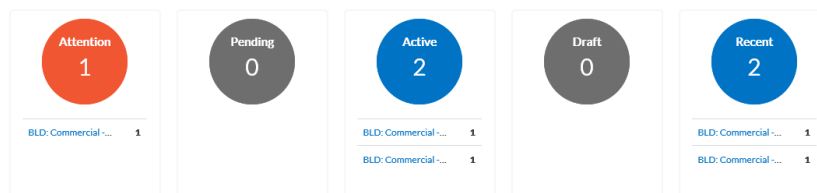
CITY OF **SAN MATEO** **Citizen Self Service**
CALIFORNIA Tracking Permits, Inspections, Planning Applications,
 Code Enforcement Cases, and Business Tax

[RETURN to the City of San Mateo website](#)

My Dashboard View Maps Today's Building Inspections Search Help

NOTICE: In observance of the holidays, City Hall will be CLOSED December 24, 25 & 31 and January 1.

My Permits



How to Schedule an Inspection Using Citizen Self-Services (CSS)

This functionality is only available to registered users.

1. Go to <https://css.cityofsanmateo.org> and from the "Home" screen click the "Search Permits and Request Inspections" box.



2. Perform a "Permit search" using the permit number or address. Click the "permit number" in the search results to access the additional permit details and functions. **TIP:** If using a permit number, you can enter just the last 6 digits - BD-2019-**123456**

Found 1 result

Sort Relevance

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

Permit Number **MEP-2018-269952**

Type Electrical, Plumbing & Mechanical - Electrical

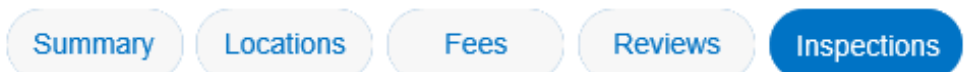
Project Name

Status Issued

Main Parcel 033063060

Address 725 MONTE DIABLO AVE SAN MATEO CA 94401-1914

3. Select the desired inspection and click the "Inspections" button.



4. Check the boxes under the "Action" column to select the desired inspections and then click the "Request Inspection" button.

Description	Reinspection	Action
Other (Building)	No	<input type="checkbox"/>
Electrical Service Upgrade	No	<input type="checkbox"/>
Electrical Sub-Panel	No	<input type="checkbox"/>
Electrical Rough	No	<input type="checkbox"/>
Electrical Underground	No	<input type="checkbox"/>
Electrical Underfloor	No	<input type="checkbox"/>
Electrical Final Inspection	No	<input type="checkbox"/>

Results per page: 10 1 - 7 of 7 << < 1 > >>

5. Enter the "Requested Date", "AM/PM", "Contact Name", and "Contact Phone". Click "Submit" or "Request All" when done. *The cutoff time for next day inspection is 3:30PM and is subject to availability.

Hint: If multiple inspections are being requested, the two boxes at the bottom can be clicked to transfer your inputted information onto the other inspections.

1 #MEP-2018-269952

Inspection Type: 2030 - Electrical Sub-Panel

Case Type: Electrical, Plumbing & Mechanical - Electrical

Address: 725 MONTE DIABLO AVE SAN MATEO, CA 94401-1914

* Requested Date

Comments/Gate Code

* Contact Name

* Contact Phone

- Use same date for all
- Use same field contact for all

Performing a Permit Search

This functionality is available to all users – you do not need an account to perform a Permit Search

1. Click the **"Search"** menu option.
2. Select **"Permit"** from the dropdown box and complete any of the search fields as you desire and click **"Search"** when you are done. **TIP:** If using a permit number, you can enter just the last 6 digits - BD-2019-**123456**
3. Click the Permit Number to view more information of that specific Permit, such as address/APN, inspections, contacts, etc.

The screenshot shows a search interface with the following elements:

- A search bar with a dropdown menu set to "Permit".
- Buttons for "Search", "Advanced", and "Reset".
- Search filters on the left: Permit Number, Permit Type (dropdown), Status (dropdown), Address (text input with "Search Addresses" placeholder), Applied Date, Issued Date, Expiration Date, and Finalized Date (all with calendar icons).
- Search filters on the right: Project Name, Parcel Number, and four "To" date fields (all with calendar icons).

NOTE: You can perform other searches for Plans, Inspections, Code Cases, and Business Licenses.

How to Use the Mapping Feature

CSS integrates with ESRI's map functionality to allow powerful searches, pinned results, case applications, EnerGov Enterprise Server data incorporation, GIS layers, and more.

Follow the steps below to use the CSS map:

NOTE Filter options are different for logged in users than for logged out users.

1. Determine a method of searching for addresses:
 - **Type an address or part of an address** to search for in the Search by address field in the top-left corner of the map and click the search icon.
 - **Click the Draw to apply icon.** Select Point, Line, Polygon, or Circle. Draw on the map, select the appropriate address(es), and click Apply Permit or Apply Plan at the bottom of the search results to apply for a permit or plan in the selected area(s).
 - **Click the Draw to search icon.** Select Point, Line, Polygon, or Circle. Draw on the map to populate the search criteria pane with the addresses that the shape touches.

SEARCH CRITERIA PANE

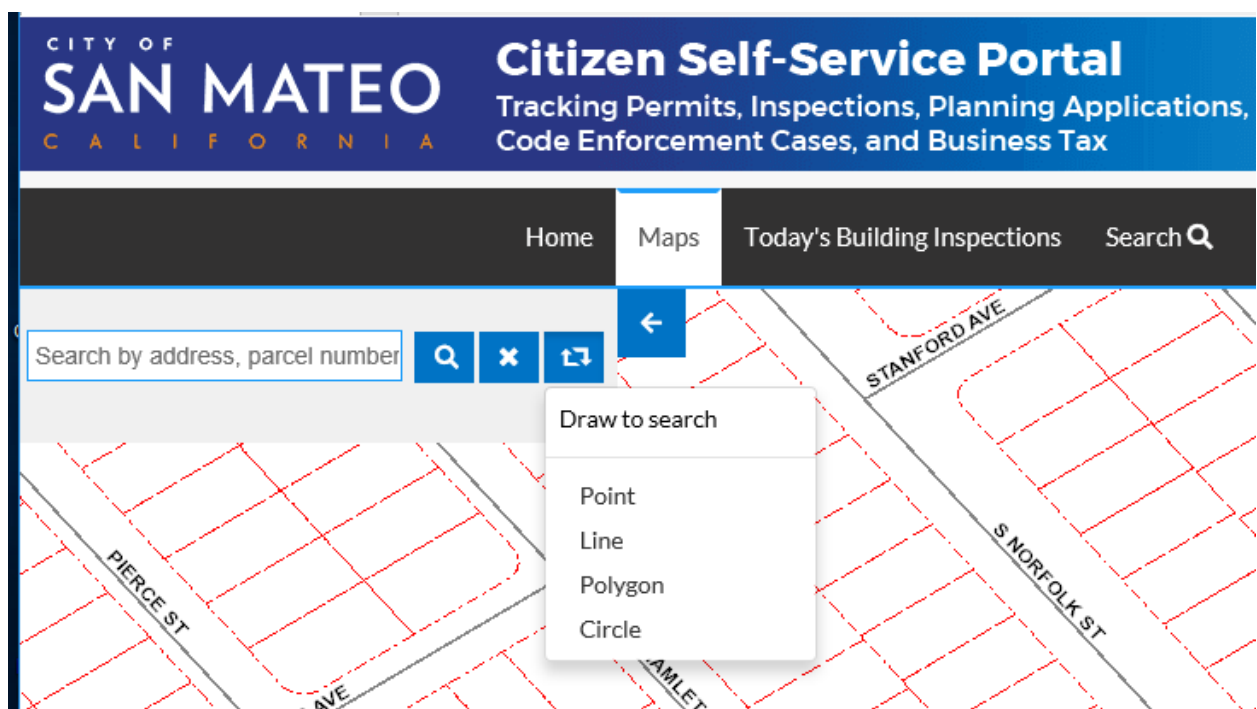
NOTE Click the arrow icon at the top-left corner of the window to collapse or expand the search criteria pane.

1. Locate the appropriate search result in the pane.
2. Click one of the listed search results or the appropriate yellow pin on the map to view the associated Parcel, Parcel Owner, Permits, Plans, and Inspections, as well as the Case Number, Apply Date, Case Type, Status, Parcel, and Address for each permit/plan/inspection record. If only one search result returns, simply view the information.
3. Follow the Case Number hyperlink to open the associated record.
4. Click Back to list to return to the list of search results.

FILTERS/LEGEND PANE

NOTE Click the arrow icon at the top-right corner of the window to collapse or expand the filters and legends pane.

1. Choose the Legend tab to view the significance of icons that display on the map, or choose the Filters tab to enter information to narrow search results. Follow the steps below if choosing the Filters tab.
2. Select whether to search by Permits, Plans, Inspections, or All from the Search dropdown.
3. Select the appropriate option in the Show field. Available selections depend on the selection made from the Search dropdown.
4. Select the appropriate active time span (Last 30 days, Last 60 days, or Last 90 days) from the Active During dropdown.
5. Select the appropriate applied for time span (Last 30 days, Last 60 days, or Last 90 days) from the Applied During dropdown if available.
6. Click Apply Filters to filter the search results according to the filters selected. Click Clear to remove the selections.



How to Submit a Building Permit Application

As of May 2020, the City of San Mateo is accepting building permit applications for both residential and commercial projects through CSS. To walk you through this process, we have created a tutorial video that can be viewed [here](#).

How to Submit a Planning Application

As of May 2020, the City of San Mateo is accepting planning applications through CSS, as well as applications for Neighborhood Informational Meetings. To walk you through this process, we have created a tutorial video that can be viewed [here](#).

How to Submit a Payment

As of May 2020, users are able to pay fees for a permit or planning application through CSS. To walk you through this process, we have created a step-by-step guide that can be viewed [here](#).