



# Customer Self Service Portal (CSS) FAQ

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## General Issues

### Change Email Address on My Account

Log into CSS. In the upper right-hand corner, click on your username > My Account > Personal Info. Change the email address and click the Save button.

### See Cases but Cannot Access Them

Customers can see the case by searching but not access the case to request inspections, pay fees or print attached documents.

This problem is caused by there being several contacts for the customer in EnerGov. Customers should contact the P&DS Service Center for assistance.

### Registration Says Go to Email Box

During registration a message says to “go to my email box.” Customers need to open their email account, find the email sent by our EnerGov system open it and click the confirmation link to complete the registration.

### Request Inspection Screen is Blank

The screen displays (0) for about 20 seconds while loading the inspections to be requested. There is a narrow progress bar near the top of the webpage that shows progress.

### Cannot See My Permits Online

The probable cause is the permit does not have the registered CSS account contact on it. Contact the P&DS Service Center for assistance.

## What is the status of my permit?

The status of a permit can be found by using the “Search Permits” tool located on the CSS homepage. Customers listed as an authorized contact on a permit may see additional details when they are logged-in to their CSS account. These details are found the “Reviews” tab, and include:

- Status of an individual review
- Date an individual review was completed
- Anticipated permit due date

## Account Locked Out

CSS will release the lock after 10 minutes.

## Inspections

### Cannot Request Inspection Due to Error Message

Contact the P&DS Service Center for assistance.

### Can See Inspection but Not Request Inspection

The customer is logged into CSS and sees their permit but cannot request an inspection. This is caused by the customer not being a contact on the permit. Contact the P&DS Service Center for assistance.

### Cannot Request Inspection Due to Prerequisites

Inspections have a priority order for the inspections to be done. Sometimes this order is not applicable to the permit. Contact the P&DS Service Center for assistance.

### When is My Inspection Happening Today

See “Today’s Inspection” link on the CSS home page or under the “View” tab in the black banner menu when logged into CSS. Inspections are in order of when they will be completed. Contact your Primary Inspector (8-4, M-F) for an estimate on when they will be at your property.

- **LaDonna Eubanks** (Supervisor)- 303-441-4207
- **Joe Anderson**- 303-434-1446
- **Ron Burhorn**- 303-434-1448
- **Dan Arvanites**- 303-434-5682
- **Doug Lessig**- 720-355-1671
- **Gabriel Ortiz**- 720-402-0933

### How Do I Know My Inspection Request Has Been Received by the City?

After requesting an inspection, the screen will refresh and now you can see the inspection listed with a “cancel” button next to it. You may cancel the inspection and reschedule using this button any time. Alternatively, click on the Dashboard and scroll down to My Inspections and view the Requested inspections.

## How Do I Cancel/Reschedule My Inspection Request that has not been Scheduled?

To cancel a requested inspection, go to the permit detail screen, click on the inspections button and click on the cancel button to the right of the inspection name.

## Re-scheduling or Canceling Inspection that has been Scheduled

Once a requested inspection has been scheduled, a customer cannot cancel or change the requested inspection date in CSS. Contact the P&DS Service Center for assistance.

## Inspection Results

Inspection results are in the Checklist. Click on *Permit number > Inspections button > Inspection number > Checklist*.

## How to Confirm an Inspection is Requested

Click on Dashboard and scroll down to My Inspections. The red Requested bubble will have a count of requested inspections.

## Sales Tax Questions if Case is Closed

Customer has questions on sales tax calculations or valuations of the property and the case is closed.

Call the Sales Tax & Licensing division at 303-441-4192, or visit their website at

<https://bouldercolorado.gov/tax-license/sales-and-use-tax>

## OSMP Permits for Photography and Other Permits

OSMP Permits can be found at <https://bouldercolorado.gov/osmp/osmp-permits> or by calling 303-441-3440 or emailing [osmppermits@bouldercolorado.gov](mailto:osmppermits@bouldercolorado.gov).

## CSS Online Account is Locked

If a customer enters the incorrect login credentials, they will receive an “account locked” error message. Wait 10 minute and log in again. The system resets itself, city staff is not able to reset the system.

## Closed Cases Displaying

Customers may see many closed records in their permit list. Customer can use the ‘Sort’ engine and Dashboard short-cuts to organize the cases in ways that make it easier to find. City staff will go back and remove old cases as time permits.

## Why am I getting an error “invalid ... email is already in use” when I try to add a contact while applying for a permit online?

When applying online, applicants will need to add other contacts to the application. This requires them to use either an email address or company name to find that contact. If they search by the email address and that generates an error, then as a work around, customers should search for their company name instead of their email address.

## Is my address in the city limits?

Customers applying online may not know definitively if their parcel is incorporated into the city since the City has several enclaves that are un-incorporated and thereby under the jurisdiction of Boulder County for all permitting requirements. The EnerGov CSS system is aware of most of these enclaves and will show an error if a customer tries to apply for a permit that is on a parcel which is not incorporated into the city. Boulder County hosts a property search tool at <http://maps.boco.solutions/propertysearch/>. Users can enter the parcel address and if they get a message that the parcel is unincorporated, the customer should work with the county for all permitting.

## Customer’s Project is in Boulder County

The Boulder County Building Department is at 303-441-3930.

## Apply for Permit

The address is not found. Try to enter only the street number and the name of the street without the street modifier or unit number, e.g. enter 1650 30, not 1650 30<sup>th</sup> Street. If your address is still not found contact the P&DS Service Center for assistance.

## Permit Holds

In the CSS portal, “Holds” are alerts or actual holds. To see hold details click on the Holds button on the permit detail page. Example:

Existing Holds				
Hold Type Name	Hold Type	Hold Reason	Hold Date	Status
Grandfathered 2012 Energy Code	Alert Message Only	This hold was placed on permits submitted to P&DS Service Center prior to the 05/08/2017 effective date for the new 2017 City of Boulder Energy Conservation Code.	06/26/2017	Active

## Printouts

CSS doesn’t have a print function. The printer icon on the Permit Details screen does not work at this time. This will be fixed by the vendor in a future version (2019). If a customer needs printout, they can

do a screen snip of the page they are view. If this does not meet your needs, contact the P&DS Service Center for assistance.

## Browser Settings

### eReview

The eReview function in CSS requires Internet Explorer. Apple Mac users can use Safari to access eReview. The instructions are on <https://www.imore.com/how-view-websites-your-mac-require-internet-explorer-or-pc>.

### Internet Explorer

The message about Internet Explorer being required is only about eReview. All other CSS functions work on any browser, e.g. Chrome, Firefox, Safari.

## CSS Navigation

- The message that Internet Explorer is required for eReviews. This confuses everyone, it is only required for eReviews. All other functionality can used be in any browser.
- Knowing which “bubble” to use to access their permit. View My Permits is the recommended bubble.
- The big printer icon in the upper right hand corner has no functionality.
- Drilling down to the permit details page to access Attachments for their permit documents to print.
- Drilling down to the permit details page to request inspections.
- Inspection Request page takes at least 20 seconds to load regardless of whether or not one or many inspections are being requested.

## Home Owners Requesting Inspections

The mechanical contractors tell homeowners to request the inspections for water heater and furnace replacements. Homeowners will need to create a CSS account and call the P&DS Service Center. For those that do have a CSS account, contacts need to be placed on the permit. Contact the P&DS Service Center for assistance.

## Cannot Pay Fees

A customer is logged into CSS and sees the invoice but cannot pay it. The CSS/Contact is not on the invoice as a billable contact. Contact the P&DS Service Center for assistance.

## Cannot Find Approval Documents

Approval comments or permit placard documents are in Attachments on the permit detail page.