



***User Guide to Help You Log In or Create a New Account for  
the Village of Palatine's Citizen Self Service Portal (CSS)***

**The following has been designed to help walk you through the steps to  
Create an Account in the Village's CSS system.**

**<https://citizen.palatine.il.us>**



200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500

[Login or Register](#)

# Village of Palatine Citizen Self Service

To Create an Account you can also Click Here



## Contractor Registration information

Contractor registration requirements for the Village of Palatine



## Search Public Records

This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.



## Apply

Registered users can apply for a permit, plan, license, or a contractors registration

To Create an Account You can Click Here



## Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.



## Pay Invoice


Use this tool to pay for individual invoices.





## Permit Resubmittal Guide


Use this Guide to assist you with resubmitting drawings for permits under review

Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

☐ Keep me signed in

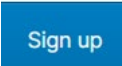
Next

[Unlock account?](#) [Help](#)

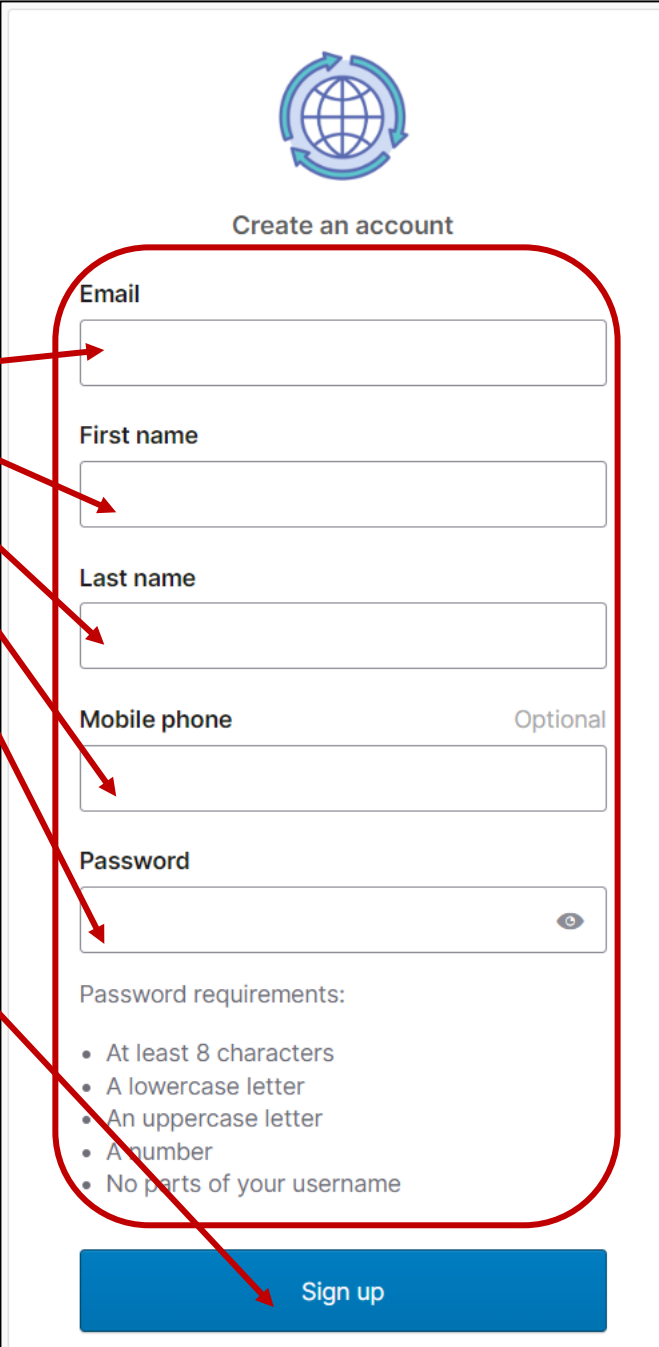
[Create an account](#)

**Do not click on any  
of these options**

To create an  
account click on  
**Create an account**

**Enter all of the requested information (please be sure to remember the e-mail address and password used to create your account) and then click on** 

**Note:** The e-mail selected will be tied to your CSS account and used for all communication purposes. Please ensure the e-mail entered is one that you will have access to on an ongoing basis. If you will be having multiple users accessing your account, be sure the e-mail you use is one you will want to share.



The form is titled "Create an account" and features a globe icon with circular arrows at the top. It contains several input fields: "Email", "First name", "Last name", "Mobile phone" (marked as "Optional"), and "Password". Below the "Password" field, there is a section for "Password requirements:" which lists five bullet points: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username". At the bottom of the form is a blue "Sign up" button. Red arrows point from the instructional text boxes to the "Email" field, the "First name" field, the "Last name" field, the "Password" field, and the "Sign up" button.

Create an account

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up

From: **Community Access Identity** <noreply@identity.tylerportico.com>  
Date: Fri, Jul 12, 2024 at 2:29 PM  
Subject: Welcome to your Community Access account  
To: <you@youremail.com>

Hi You,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **123456**

This is an automatically generated message from Community Access. Replies are not monitored or answered.

**You will receive an automated e-mail from *Community Access Identity* with a 6 digit verification code. Enter the verification code here**



Verify with your email  
@ you@youremail.com

We sent an email to y\*\*\*u@youremail.com  
Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

# Creating an Account: Step 1 of 4: Acknowledgement

Home Apply Today's Inspections Map Pay Invoices Search Q Calendar 0

Registration

Step 1 of 4: Acknowledgement

INITIAL REGISTRATION

Thank you for registering to use the Citizen Self Service Portal ("Citizen Portal") for the Village of Palatine, Illinois ("Village"). Initial registration to use the Citizen Portal requires that you read the terms and conditions ("Terms and Conditions") listed here and indicate your approval to the Terms and Conditions in the Acknowledgement section at the end of this document.

PURPOSE

The Village of Palatine ("Village") created this Citizen Portal, to provide convenient access to many Village services. Users of the Citizen Portal ("Registered Users") are responsible to review the Village Code of Ordinances and to comply in all respects with Village Code requirements if different from what is stated herein. Your choice to avail yourself of the Citizen Portal is at your own risk and the Village takes no responsibility for the accuracy, security and/or completeness of the information provided. To the extent that there is any conflict between these Terms and Conditions, the Citizen Portal, and any terms and conditions or provisions of the Code of Ordinances of the Village of Palatine shall control.

ACCEPTANCE OF TERMS

The Village makes available for Registered Users on the Citizen Portal information, applications and documents subject to the Terms and Conditions. By accessing the Citizen Portal, you agree to the Terms and Conditions in this document and to become a Registered User. The Village reserves the right to modify the terms and conditions of use at its sole discretion. When using the Citizen Portal, Registered Users are subject to any and all posted guidelines or rules applicable to such use. The Citizen Portal may contain terms and conditions in addition to these Terms and Conditions.

Registered Users agree to the following terms:

- You agree that you will not violate or attempt to violate the security of this Citizen Portal or the Village website by hacking, sending viruses, or any other similar malicious or careless conduct.
- You agree that you will not utilize the communication methods found within the Citizen Portal for the communication of any material that may reasonably be considered scurrilous or offensive.
- Offensive materials are defined as sexual content or images and slurs against race, religious or political beliefs, age, gender, sexual orientation, national origin or physical attributes.
- Scurrilous materials are defined as defamatory, rude, cruel, and possibly damaging to someone's reputation without regard to whether or not that person is a Village official or employee.
- You agree not to upload, or attempt to upload any content of any type except for a Registered User's submission of information, documentation and plans available through the Citizen Portal for that purpose.
- You acknowledge that you have no right to the intellectual property associated with the Citizen Portal and that you have only a limited right to use the Citizen Portal.
- You acknowledge that the Village does not warrant the accuracy or availability of the contents on the Citizen Portal.
- You acknowledge that the Village is not responsible for any loss, damage, or injury that you may have as a result of your use of the Citizen Portal.
- You agree to be bound by the laws applicable in Village of Palatine with respect to your use of the Citizen Portal.

## DISCLAIMER OF WARRANTIES

The materials on the Citizen Portal are provided "as is" and without warranties of any kind express or implied. To the fullest extent permissible under applicable law, the Village disclaims all warranties, expressed or implied, including but not limited to, implied warranties of merchantability, fitness for a particular purpose and title to any of the materials provided on this Citizen Portal. The Village does not represent or warrant that the functions contained in the materials will be uninterrupted or error-free, that defects will be corrected, or that this Citizen Portal or the server that makes it are free of viruses or other harmful components.

## DISCLAIMER OF LIABILITY

The Village, as well as its employees, contractors, agents, and elected officials, shall not be held liable for any improper or incorrect use of the materials or information contained on the Citizen Portal and assumes no responsibility for any Registered User's use of them. In no event shall the Village or its employees, contractors, agents, and elected officials, be liable for any damages, whether direct, indirect, incidental, special, exemplary or consequential (including, but not limited to, business interruption or loss of use, data, or profits) regardless of cause, and on any theory of liability, whether in contract, statute, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of the Citizen Portal or the materials and information contained on the Citizen Portal, even if advised of the possibility of such damage. This disclaimer of liability applies to any damages or injury, including but not limited to those caused by any failure of performance, error, omission, interruption, deletion, defect, delay, computer virus, communication line failure, theft, or destruction of data, whether for breach of contract, tortious behavior, statutory liability negligence, or under any other cause of action.

Nothing contained in this Agreement shall constitute a waiver by the Village of any right, privilege or defense available to the Village under statutory or common law, including, but not limited to, the Illinois Local Governmental and Governmental Employees Tort Immunity Act, 745 ILCS 10/1-101 et seq., as amended.

For advice concerning specific matters before making any decision, and for liability for positions taken by individuals or corporations in their capacity as a Registered User.

Indemnify, and hold harmless, the Village of Palatine, its departments, and its employees, contractors, agents, and elected officials, including attorneys' fees, arising out of the Registered User's use of the Citizen Portal.

Village of Illinois, without giving effect to any principles of conflict of laws. Any action brought by a Registered User shall be filed in the Circuit Court of Cook County, Illinois. Such actions must be filed in the County of Cook, Illinois. In the event of a legal challenge, the prevailing party at each level of the legal proceedings shall be reimbursed all of its legal costs and expenses prior to having the right to appeal any such decision. Any and all proceedings to resolve claims will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a claim proceeds in court the Registered User and the Village each waive any right to a jury trial. By using the Citizen Portal, Registered Users consent and submit to the personal jurisdiction of such court for the purposes of litigation. If any of these terms or conditions shall be deemed unlawful, void or for any reason unenforceable, then such terms or conditions shall be deemed severable from the remaining terms and conditions and shall not affect the validity and enforceability of any remaining portion of this policy.

If, despite the limitations above, the Village is found liable by a court of competent jurisdiction for any loss or damage which arises out of or in any way connected with the use of the Citizen Portal, then the liability of the Village will in no event exceed, in the aggregate, the greater of the application fees paid to the Village in connection with the use of this Citizen Portal, or five hundred (\$500) dollars.

proceedings shall be reimbursed all of its legal costs and expenses prior to having the right to appeal any such decision. Any and all proceedings to resolve claims will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a claim proceeds in court the Registered User and the Village each waive any right to a jury trial. By using the Citizen Portal, Registered Users consent and submit to the personal jurisdiction of such court for the purposes of litigation. If any of these terms or conditions shall be deemed unlawful, void or for any reason unenforceable, then such terms or conditions shall be deemed severable from the remaining terms and conditions and shall not affect the validity and enforceability of any remaining portion of this policy.

☐ Clicking on the tab below is deemed to be your acknowledgment to the Village that you have read and have approved of all of the Terms and Conditions required to gain access to the Village of Palatine Citizen Self Service Portal. I accept and agree to all of the Terms and Conditions stated above.

Continue

## Step 1 of 4:

- ✓ Read the 'Terms and Conditions' by scrolling through to the bottom;
- ✓ Check the acknowledgment box;
- ✓ Click **Continue**

## Creating an Account: Step 2 of 4: Personal Info

Registration

Step 2 of 4: Personal Info

Home Apply Today's Inspections Map Pay Invoices Search Calendar 0

**\*REQUIRED**

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

\* Business Phone

\* Home Phone

\* Mobile Phone

Select Email as your  
Contact Preference  
and enter your Email  
address

Enter at least one  
phone number  
and then click on

Next

## Creating an Account: Step 3 of 4: Address

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Registration

Step 3 of 4: Address

\* Address

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

Back

Next

\*REQUIRED

Fill in all fields and press 

Next



# Creating an Account: Step 4 of 4: Signature

[Home](#) [Apply](#) [Today's Inspections](#) [Map](#) [Pay Invoices](#) [Search](#) [Calendar](#)

### Registration

Step 4 of 4: Signature

Electronically signing your name is deemed to be your agreement with the Village to abide by the Terms and Conditions of this Citizen Portal. You affirmatively confirm that you reviewed all information, documentation, and plans prior to its submitted to the Village through the Citizen Portal, and that to the best of your knowledge and belief, all information, documentation and plans being submitted are accurate.

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

Enable Type Signature

Dave Daigle  
July, 12 2024

X Draw Signature Here

Clear

Back

Submit


Enter name in this box

Draw or Type your signature within box and press 

Submit



***Congratulations! You have now created a new account for the Village of Palatine's Citizen Self Service (CSS) Portal and will be redirected to your Account Dashboard.***

200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500

Dashboard

Home

Apply

My Work

Today's Inspections

Map

Pay Invoices

Search

Calendar

### My Permits

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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[View My Permits](#)

### My Inspections

Requested 0	Scheduled 0	Closed 0
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[View My Inspections](#)

### My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

[View My Invoices](#)