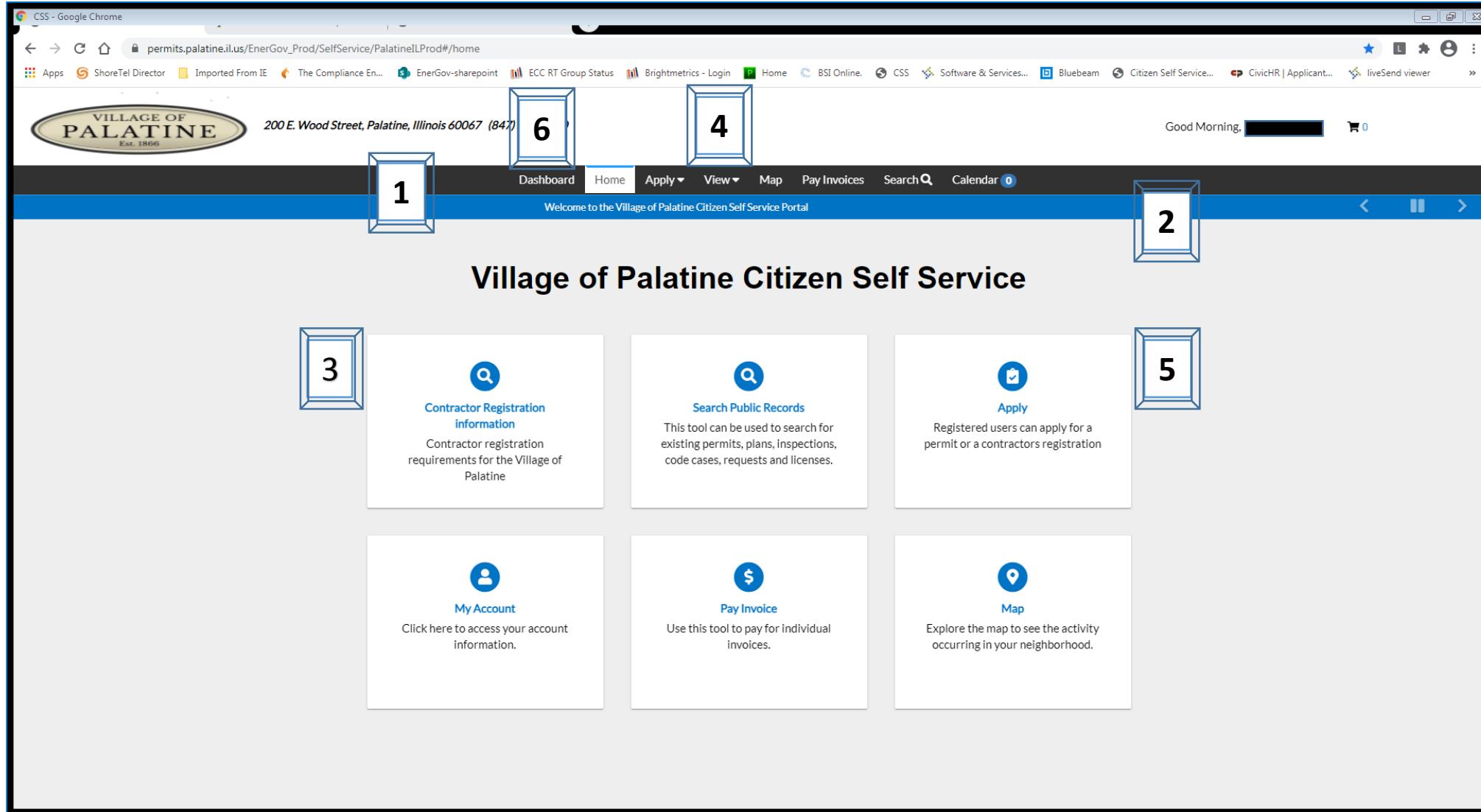




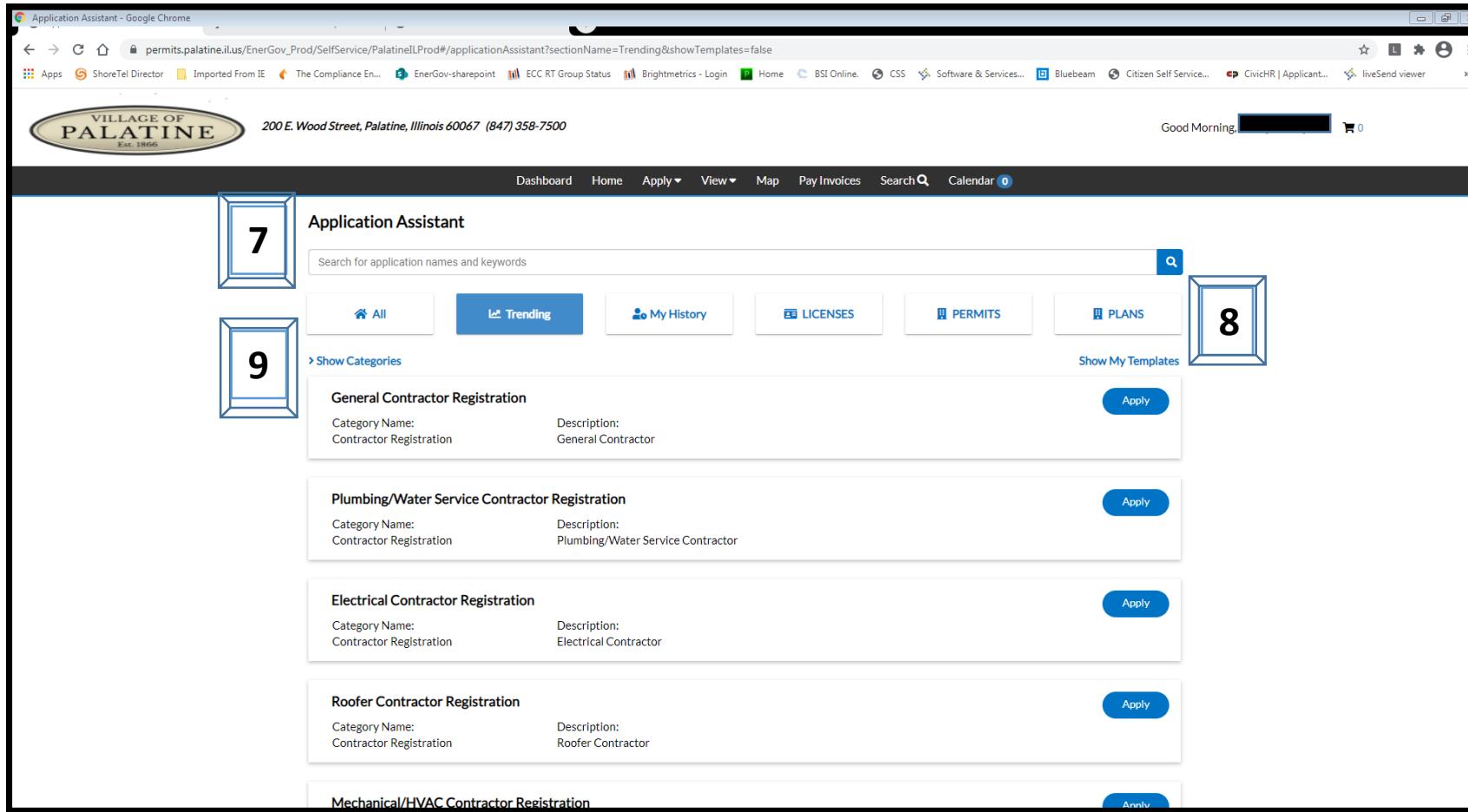
User Guide to Help You Apply for a Permit, Plan or License in the Village of Palatine's Citizen Self Service Portal (CSS)

The following has been designed to help walk you through the steps to apply for a permit in the Village's CSS system

Please note that the CSS v.2020 will work best in Chrome or Microsoft Edge

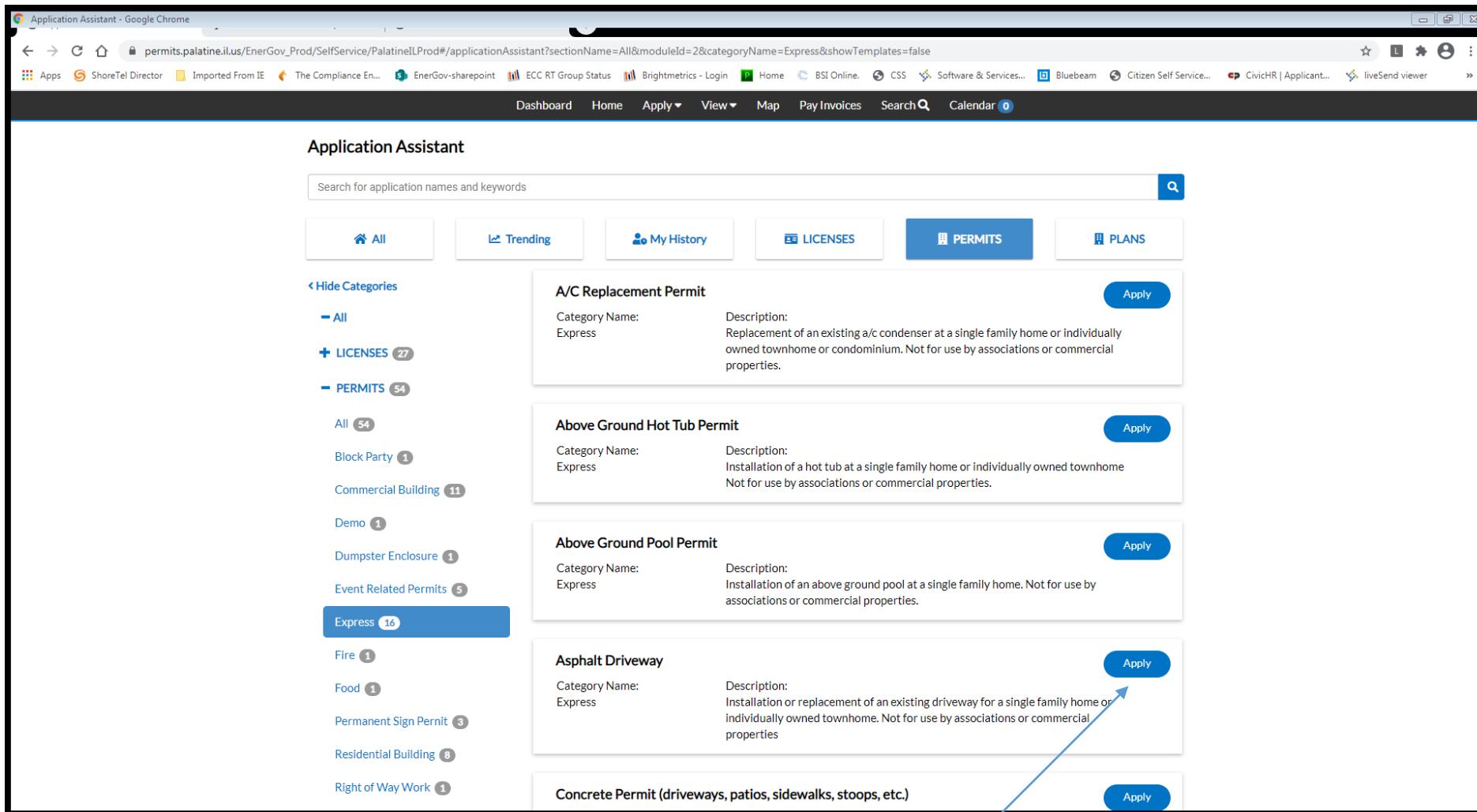


The Citizen Self-Service Portal has a number of features. The top black menu bar (1) can be used to navigate through the system. Important notices (2) will scroll across the blue bar. The center screen cards (3) allow for a secondary search or apply option. Applying for a permit, plan or license can be accessed via “apply” (4) in the top menu bar or by clicking on the “apply” card (5). The dashboard link (6) can be used as a short cut to your current permits, plans, licenses or invoices.



Once inside the application assistant (7), you will be able to search for the permit, plan or license you wish to apply for. There are also additional buttons (8) including “All”, “Trending”, and “My History”, which will display case types for which you have previously applied.

If you are having trouble finding the correct plan, permit or license, you can use the search bar above the buttons (7) or you can expand the “show categories” (9) to display all case types separated by plan, permit or license.



The screenshot shows the Application Assistant interface on a computer screen. The top navigation bar includes links for Dashboard, Home, Apply, View, Map, Pay Invoices, Search, and Calendar. A search bar at the top allows users to "Search for application names and keywords". Below the search bar are six buttons: All, Trending, My History, LICENSES, PERMITS (which is highlighted in blue), and PLANS. A sidebar on the left lists categories under "PERMITS": All (54), LICENSES (27), PERMITS (54), All (54), Block Party (1), Commercial Building (11), Demo (1), Dumpster Enclosure (1), Event Related Permits (5), Express (16), Fire (1), Food (1), Permanent Sign Permit (3), Residential Building (8), and Right of Way Work (1). The main content area displays several permit categories with their descriptions and an "Apply" button. The "Express" category is highlighted with a blue background. The "A/C Replacement Permit" is described as a replacement of an existing a/c condenser at a single family home or individually owned townhome or condominium. The "Above Ground Hot Tub Permit" is described as the installation of a hot tub at a single family home or individually owned townhome. The "Above Ground Pool Permit" is described as the installation of an above ground pool at a single family home. The "Asphalt Driveway" is described as the installation or replacement of an existing driveway for a single family home or individually owned townhome. A blue arrow points from the text "Once you have located the correct permit, plan or license, select the ‘apply’ button." to the "Apply" button for the Asphalt Driveway permit.

Once you have located the correct permit, plan or license, select the “apply” button. If you have questions on the correct application, please contact our office at (847) 359-9042. Once the application has been submitted we are unable to change the selection made.

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

Apps ShoreTel Director Imported From IE The Compliance En... EnerGov-sharepoint ECC RT Group Status Brightmetrics - Login Home BSI Online. CSS Software & Services... Bluebeam Citizen Self Service... CivicHR | Applicant... liveSend viewer

VILLAGE OF PALATINE Est. 1866

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

Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

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

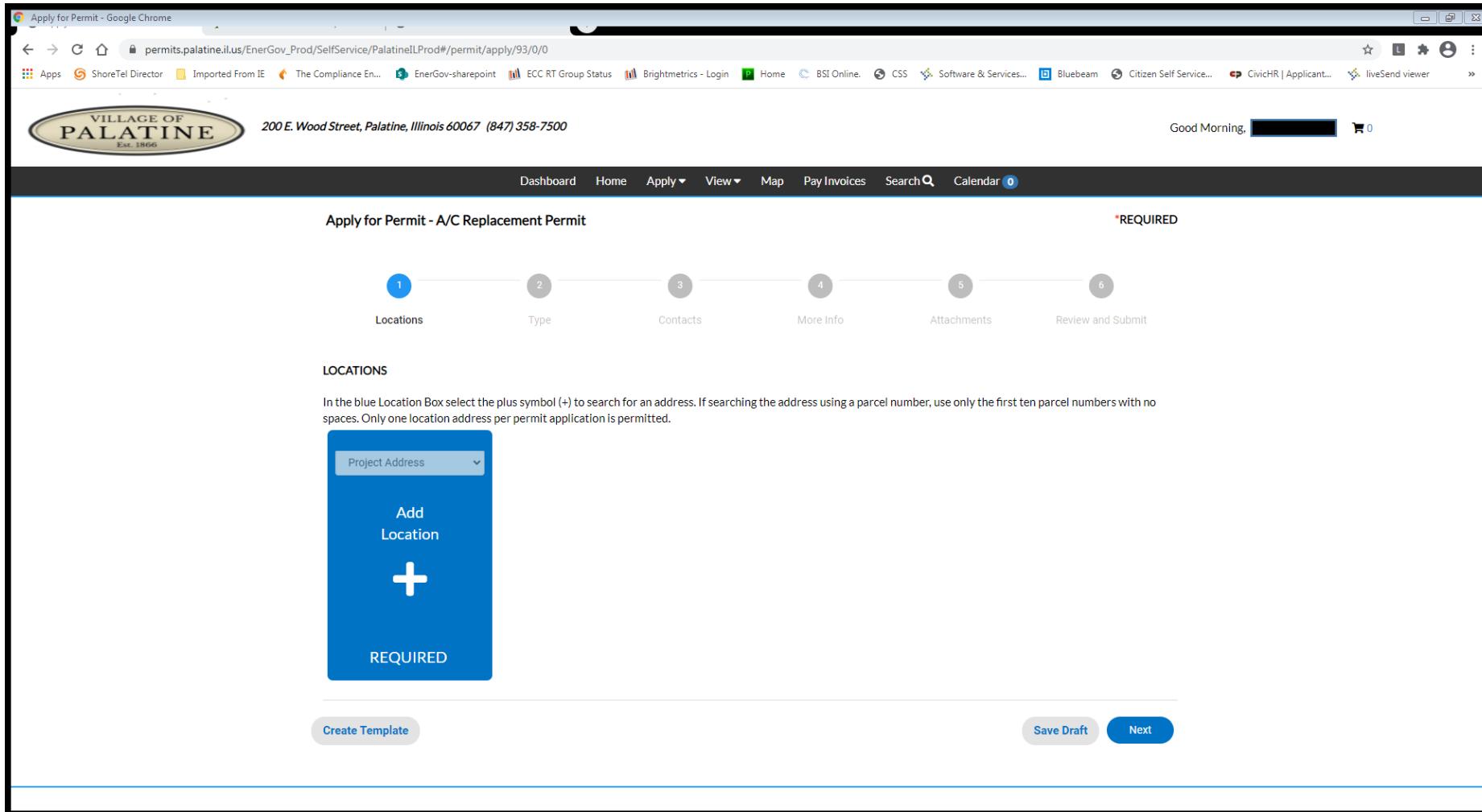
LOCATIONS

In the blue Location Box select the plus symbol (+) to search for an address. If searching the address using a parcel number, use only the first ten parcel numbers with no spaces. Only one location address per permit application is permitted.

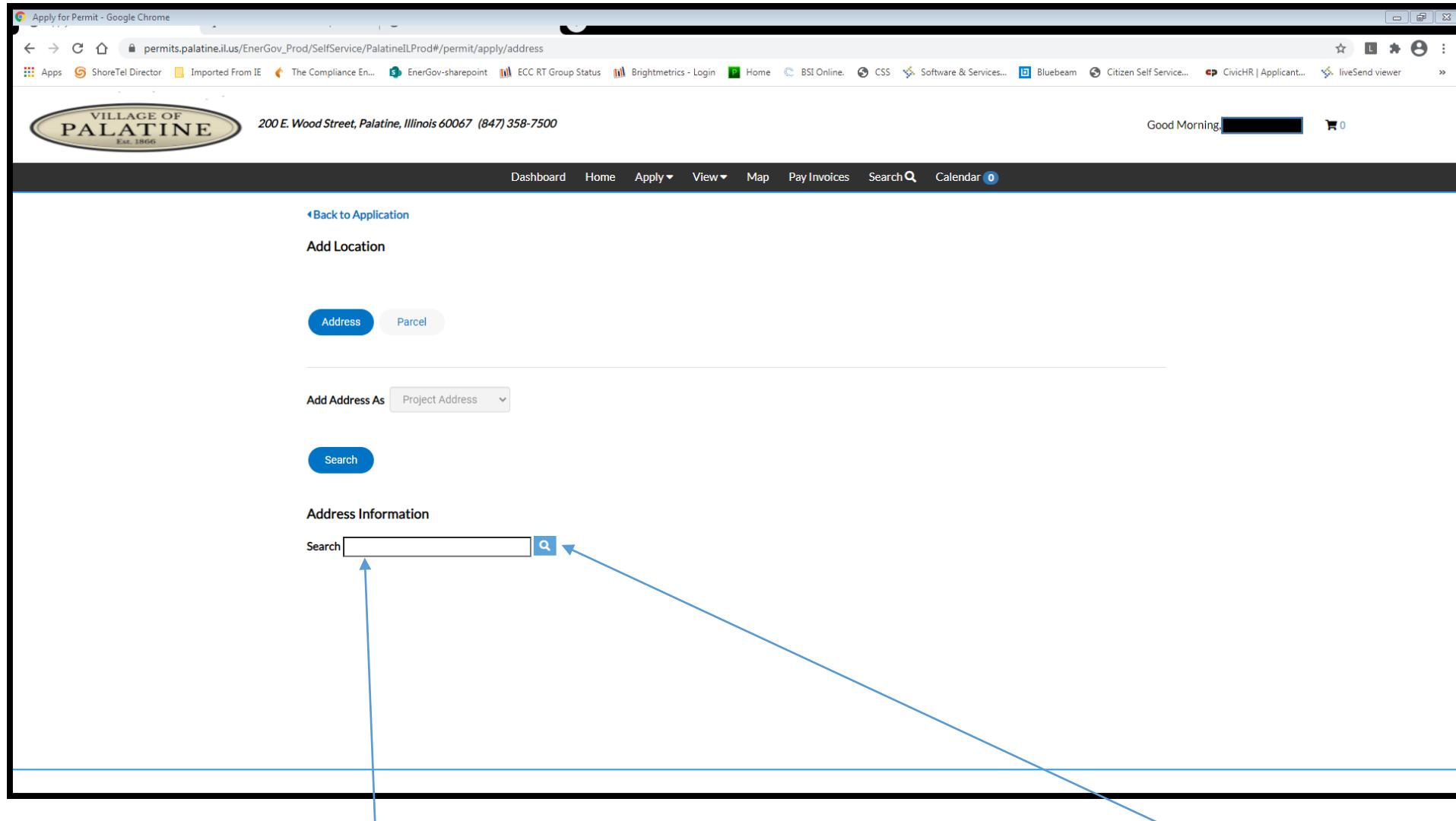
Project Address

Add Location + REQUIRED

Create Template Save Draft Next



Once you have selected the apply button the system will walk you through the required steps. First add the address of the project by clicking the plus sign (+).



Enter the address in the search bar. **Do not use punctuation or directional.** Click the magnifying glass to view the address.

Address Information

Search: 200 e wood

Address	Action
200 E WOOD , Palatine, IL 60067-5339	<input type="button" value="Add"/>
200 E WOOD 200, Palatine, IL 60067-5346	<input type="button" value="Add"/>
200 E WOOD 250, Palatine, IL 60067-5346	<input type="button" value="Add"/>
200 E WOOD 265, Palatine, IL 60067-5346	<input type="button" value="Add"/>
200 E WOOD 267, Palatine, IL 60067-5346	<input type="button" value="Add"/>
200 W BRENTWOOD , Palatine, IL 60074-1012	<input type="button" value="Add"/>

Results per page: 10 1 - 6 of 6 << < 1 > >>

Associated Parcels

Parcel Number	Section	Township	Range	Action
0214317032				<input checked="" type="checkbox"/>
0214317032				<input type="checkbox"/>
0214317032				<input type="checkbox"/>
0214317032				<input type="checkbox"/>
0214317032				<input type="checkbox"/>

Results per page: 10 1 - 5 of 5 << < 1 > >>

Select “add” for the correct address and if necessary the correct parcel.
Select “add selected” when finished.

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permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineLPProd#/permit/apply/93/0/0
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VILLAGE OF PALATINE Est. 1866 200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500 Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

1 2 3 4 5 6

Locations Type Contacts More Info Attachments Review and Submit

LOCATIONS

In the blue Location Box select the plus symbol (+) to search for an address. If searching the address using a parcel number, use only the first ten parcel numbers with no spaces. Only one location address per permit application is permitted.

Type: Project Address
200 E WOOD, Palatine, IL 60067-5339

Main Address
Parcel Number
0214317032
Main Parcel
Remove

Create Template Save Draft Next

Select the next button

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

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VILLAGE OF PALATINE Est. 1866 200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500 Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

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

PERMIT DETAILS

A compressor or condensing unit for an air conditioning system must be located in either a rear or side yard unless such yards abut a street wherein said unit shall be located elsewhere. In any required side yard or required rear yard the compressor or condenser units shall project not more than three (3) feet into the yard.

* Permit Type A/C Replacement Permit

Description

Back Create Template Save Draft Next



Add any required descriptions or fields based on your selected permit type. Select “next” when finished

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permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

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VILLAGE OF PALATINE Est. 1866 200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500 Good Morning, Mary A. May 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

Locations Type Contacts More Info Attachments Review and Submit

CONTACTS

Please provide the required contacts below. To enter contact information, select the plus (+) sign in each blue box to start. If using the "Enter Manually" option, in the "Business Name" field please include the address. When done, select "Next". Homeowners performing their own work must list their contact information under each trade.

Applicant
Mary A. May (You)
Village of Palatine
200 E. Wood St., Palatine, IL, 60067

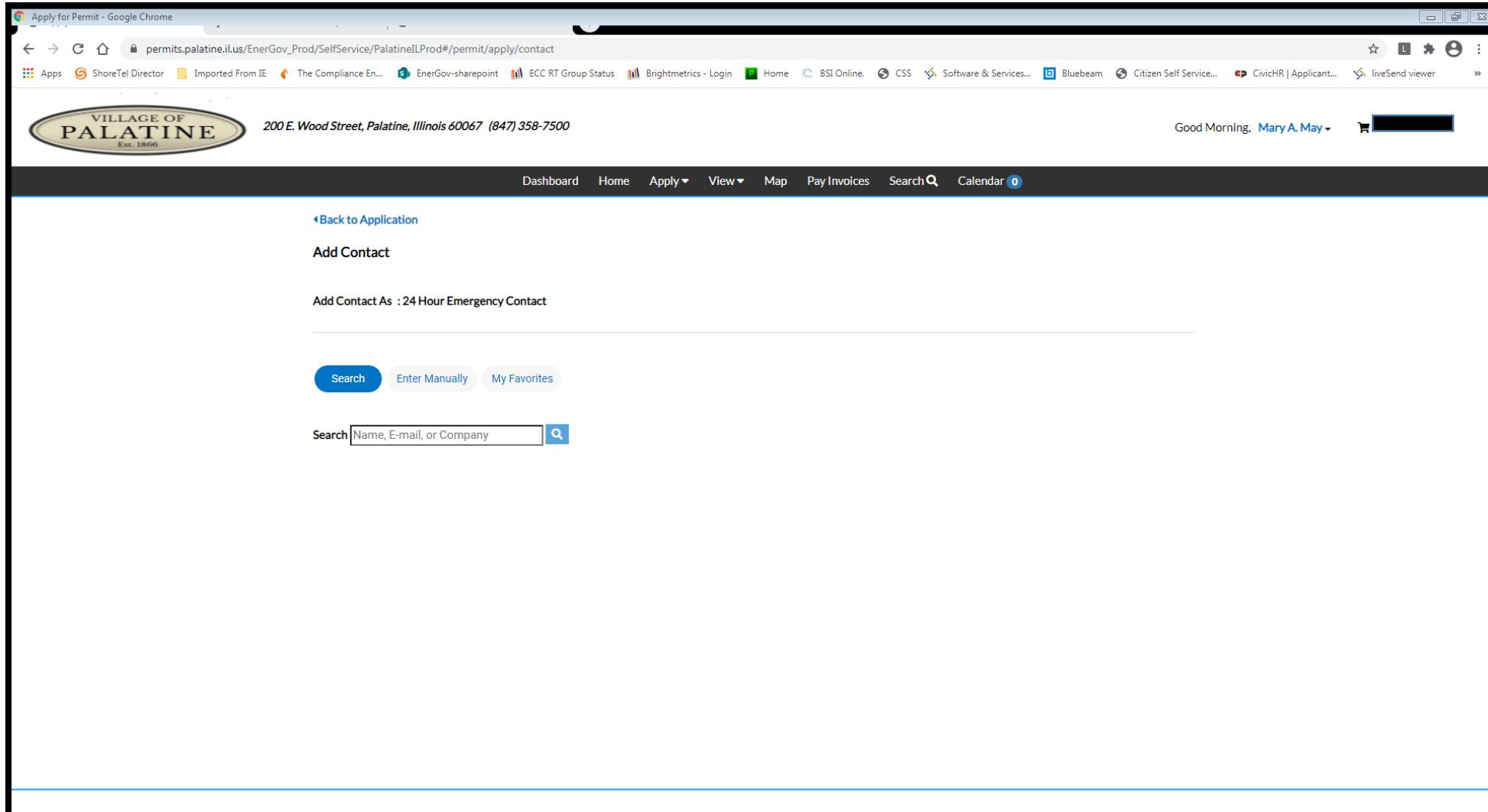
24 Hour Emergency Contact
Add Contact + REQUIRED

Owner (Property)
Add Contact + REQUIRED

24 Hour Emergency Cor
Add Contact +

Back Create Template Save Draft Next

Add the required contacts by selecting the "+" sign.



The screenshot shows a web browser window for the 'Village of Palatine' website. The URL is permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/contact. The page title is 'Apply for Permit - Google Chrome'. The top navigation bar includes links for 'Dashboard', 'Home', 'Apply', 'View', 'Map', 'Pay Invoices', 'Search', and 'Calendar'. The user is logged in as 'Mary A. May'. The main content area is titled 'Add Contact' and shows a sub-section for 'Add Contact As : 24 Hour Emergency Contact'. Below this, there are three buttons: 'Search' (highlighted in blue), 'Enter Manually', and 'My Favorites'. A search bar with the placeholder 'Name, E-mail, or Company' and a magnifying glass icon is also present.

You can search for an existing contact, add one manually or search “my favorites” for contacts you have used in the past. As a best practice, we do recommend searching for an existing contact before adding a new one. Using the contacts email address is the best search option if you have it.

Apply for Permit - Google Chrome
permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

VILLAGE OF PALATINE
200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500
Good Morning, Mary A. May

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

Locations Type Contacts More Info Attachments Review and Submit

CONTACTS

Please provide the required contacts below. To enter contact information, select the plus (+) sign in each blue box to start. If using the "Enter Manually" option, in the "Business Name" field please include the address. When done, select "Next". Homeowners performing their own work must list their contact information under each trade.

Applicant
Mary A. May (You)
Village of Palatine
200 E. Wood St., Palatine, IL, 60067

24 Hour Emergency Contact
VILLAGE OF PALATINE

Owner (Property)
VILLAGE OF PALATINE

24 Hour Emergency Cor
Add Contact +

Back Create Template Save Draft Next

Select “next” when finished

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

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VILLAGE OF PALATINE Est. 1866

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

Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

Locations (Green checkmark) Type (Green checkmark) Contacts (Green checkmark) More Info (Blue circle with 4) Attachments (Grey circle with 5) Review and Submit (Grey circle with 6)

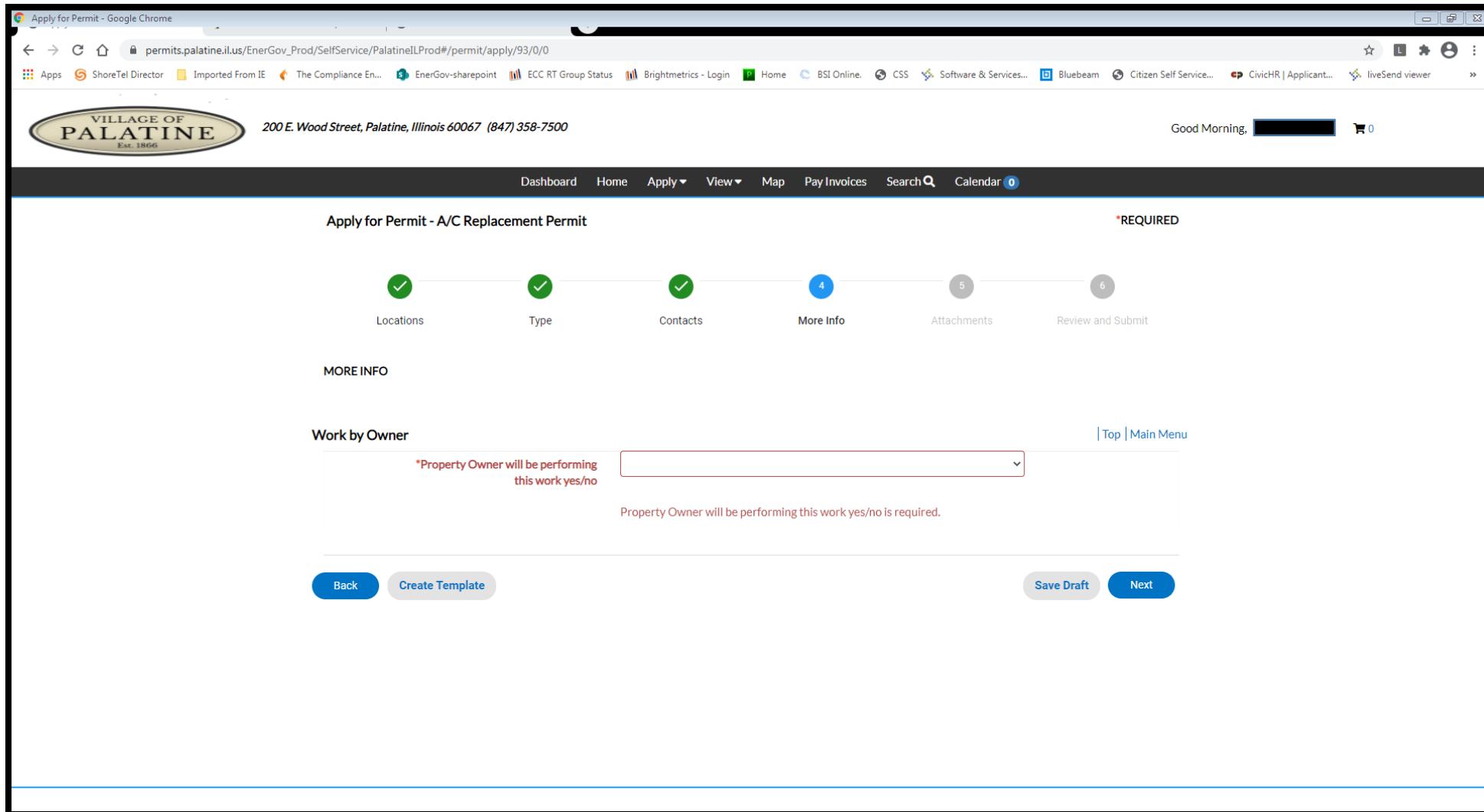
MORE INFO

Work by Owner

*Property Owner will be performing this work yes/no

Property Owner will be performing this work yes/no is required.

Back Create Template Save Draft Next



Answer any questions required for your permit type. These will vary depending on permit type chosen. Select “Next” when finished.

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permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

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VILLAGE OF PALATINE Est. 1866 200 E. Wood Street, Palatine, Illinois 60067 (847) 358-7500 Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

Locations (checkmark) Type (checkmark) Contacts (checkmark) More Info (checkmark) Attachments (5) Review and Submit (6)

Attachments

Please upload a plat of survey indicating the location of the condenser and the manufacturer specification sheet. If the Owner is not doing the work upload a copy of the signed contract.

Manufactures Specifications Add Attachment + Supported: .pdf REQUIRED

Current Plat of Survey with A/C Add Attachment + Supported: .pdf REQUIRED

Signed Contract with Scope of Work Add Attachment + Supported: .pdf REQUIRED

Current Plat of Survey w Add Attachment + Supported: .pdf

Back Create Template Save Draft Next

Attach the required documents by clicking the plus sign (+). All documents must be in PDF format. Required documents will vary by permit type. Select “next” when finished.

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

Good Morning, [REDACTED] 0

Dashboard Home Apply ▾ View ▾ Map Pay Invoices Search Calendar 0

Apply for Permit - A/C Replacement Permit *REQUIRED

Locations Type Contacts More Info Attachments Review and Submit

Submit

Locations

Project Address 200 E WOOD, Palatine, IL 60067-5339

Parcel Number 0214317032

Basic Info

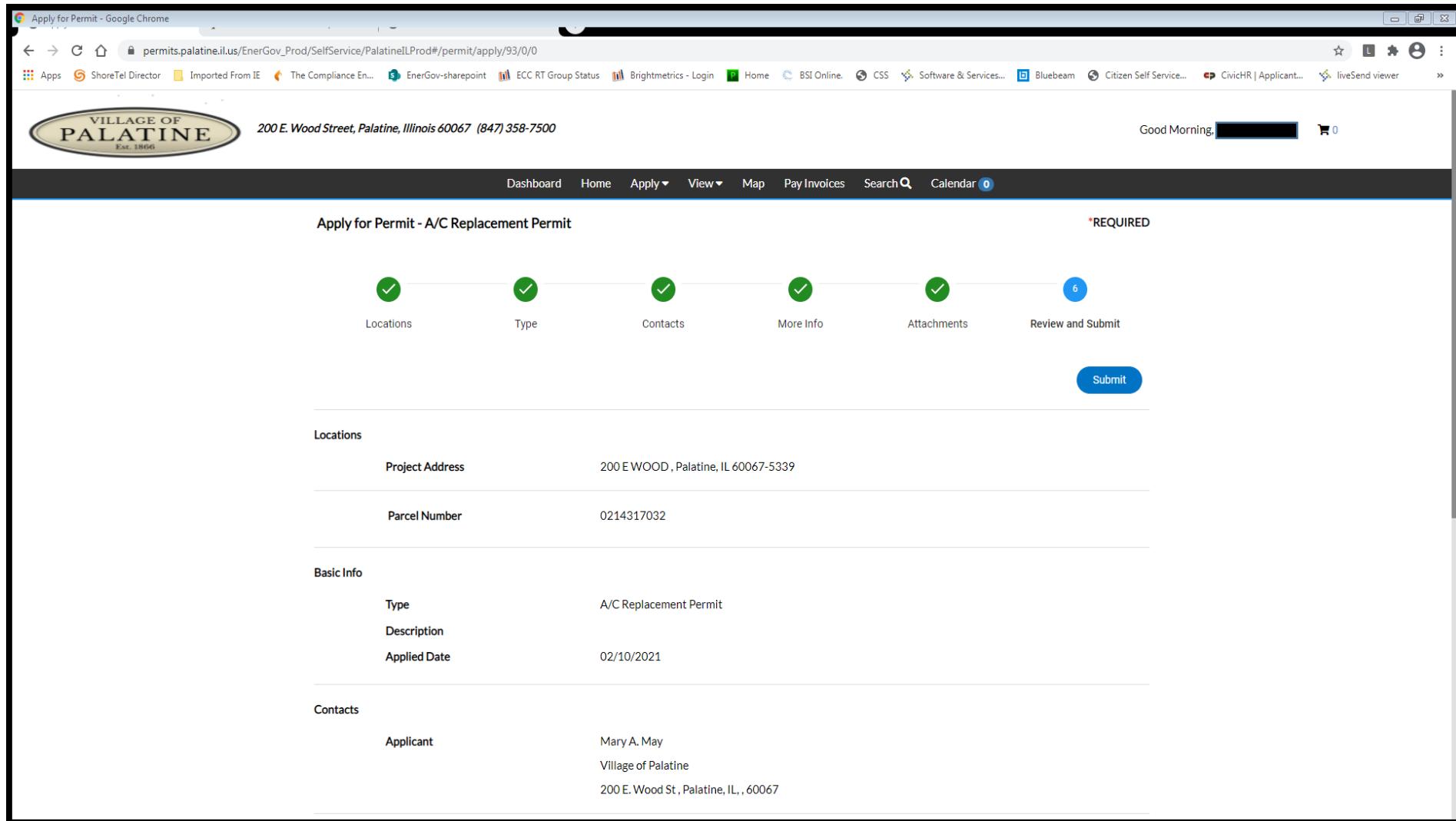
Type A/C Replacement Permit

Description

Applied Date 02/10/2021

Contacts

Applicant Mary A. May
Village of Palatine
200 E. Wood St, Palatine, IL, 60067



Review the final information by scrolling down the review page. If all information is correct, select “submit”

BLDE-000574-2021 - Google Chrome

permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineILProd#/permit/apply/93/success/c6c497f3-9f6d-47ef-947b-c1b2141af725

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VILLAGE OF PALATINE Est. 1866

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

Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar 0

✓ Your permit was successfully created!

Thank you for your permit submittal. Our goal is to review express permit applications within 5 business days. As a reminder, all contractors must be registered and bonded with the Village for the permit to be issued. Please click the "continue to permit" button below to complete the submittal.

[Continue to permit](#)

Fees

\$0.00

[View Details](#) [Add to Cart](#)

A success message will be display when the permit has been submitted successfully. Select "continue to permit" to view progress.

The screenshot shows the Palatine IL Permit System dashboard. At the top, there is a banner with the Village of Palatine logo, address (200 E. Wood Street, Palatine, Illinois 60067), phone number (847) 358-7500, and a greeting (Good Morning, [REDACTED]). The top navigation bar includes links for Dashboard, Home, Apply, View, Map, Pay Invoices, Search, and Calendar. The main content area displays a permit summary for Permit Number BLDE-000574-2021. Key details shown are Type: A/C Replacement Permit, Status: Submitted - Online, and Project Name: (dropdown menu). Below this, a navigation bar includes Summary (highlighted in blue), Locations, Fees, Reviews, Inspections, Attachments, Contacts, Sub-Records, Holds, Meetings, and More Info. The main content area is divided into four sections: 1. Progress: A donut chart showing 0% Completed (green), In Progress (blue), and Not Started (grey). 2. Workflow: A list of tasks including Application Completeness Check, Express AC Plan Review, Contractor Registration and Bonds, Collect Fees (Express Permit), Issue Permit, Final Express Permit Inspection, and Certificate of Completion. 3. Fees: Displays \$0.00 with buttons for View Details and Add to Cart. 4. Available Actions: A card showing 'No Actions' with an info icon.

This permit summary screen will provide you with updates and details of the permit as it moves through the review cycle. The progress bar (1) will show how far along in the workflow your project is. To its right, is a view of the workflow (2) and the steps. You will be able to see if a step has begun (Blue), passed (Green), or failed (Red). Fees (3) are displayed prominently on the front page as well. Lastly, the available action card(4) will show any tasks that you need to complete. This could be submitting revised plans, paying a fee or scheduling an inspection. **Submittal of revised plans cannot occur until all departments have completed their respective reviews.**