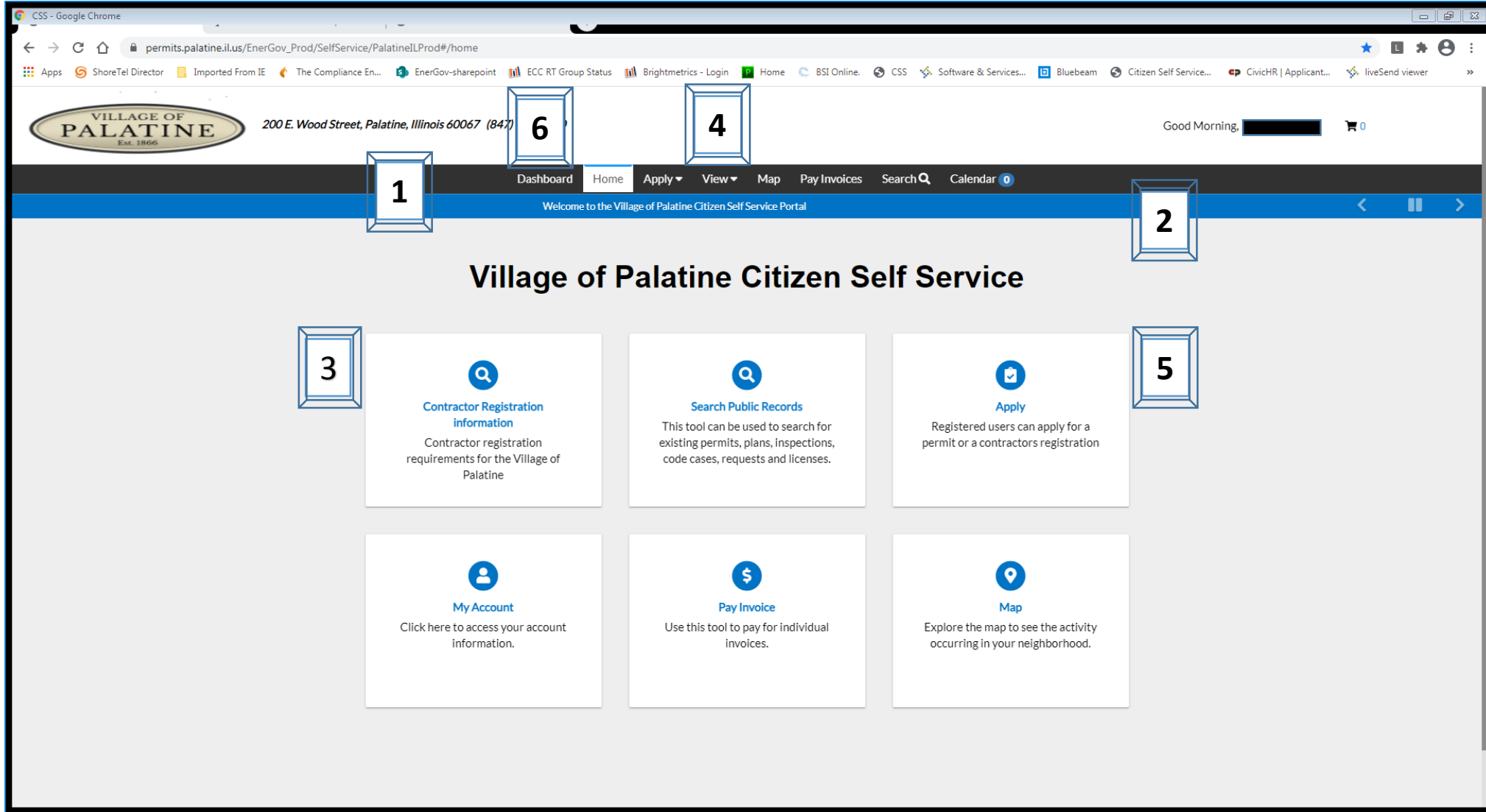




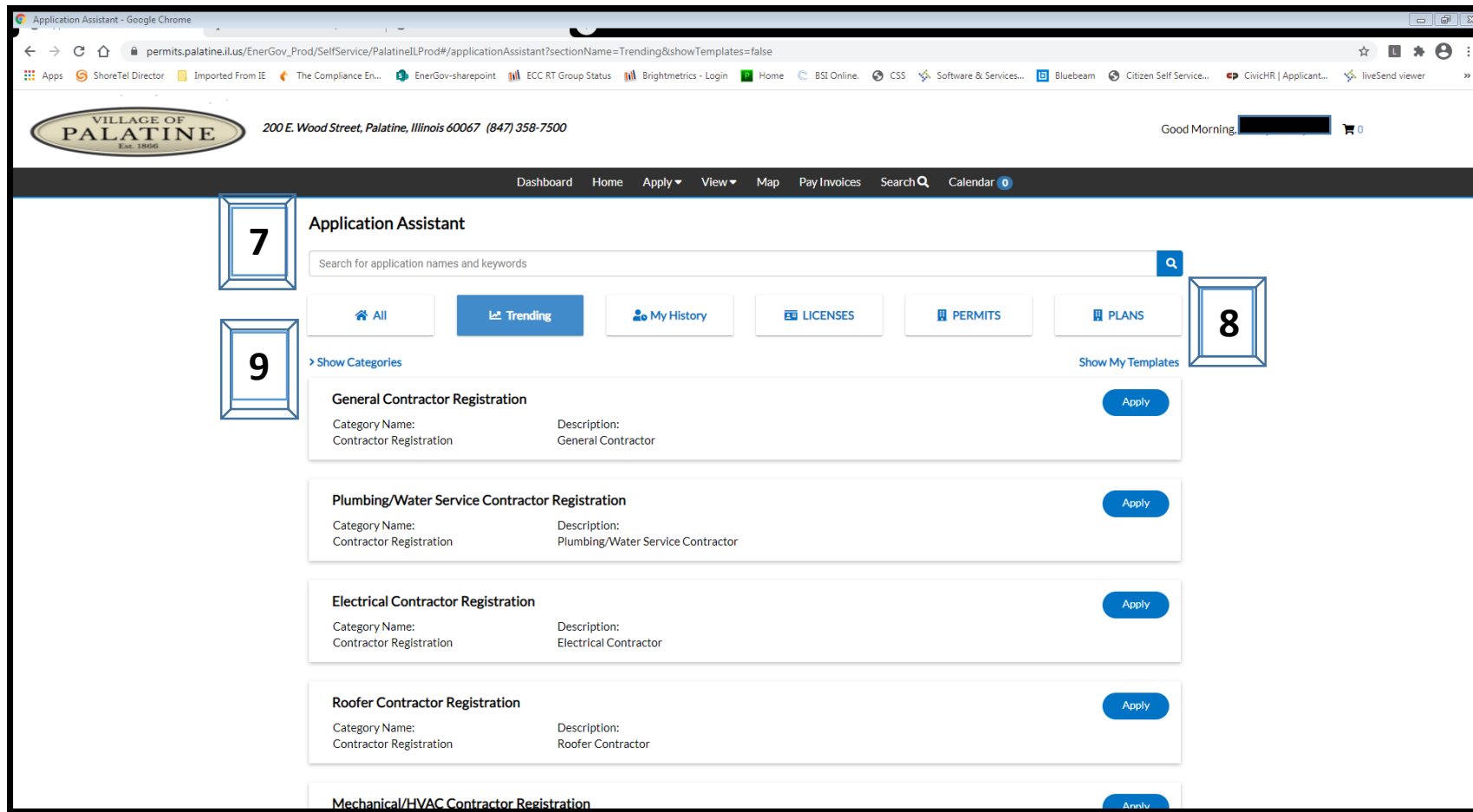
***User Guide to Help You Apply for a Permit, Plan or License in the Village of Palatine's Citizen Self Service Portal (CSS)***

**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 a web browser window with the URL `permits.palatine.il.us/EnerGov_Prod/SelfService/PalatineLLProd#/applicationAssistant?sectionName=All&moduleId=2&categoryName=Express&showTemplates=false`. The page is titled "Application Assistant" and features a navigation bar with links: Dashboard, Home, Apply, View, Map, Pay Invoices, Search, and Calendar. Below the navigation bar is a search bar and a set of tabs: All, Trending, My History, LICENSES, PERMITS (selected), and PLANS. On the left, there is a "Hide Categories" section with a list of categories and their counts: 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 a list of permits, each with a title, category name, description, and an "Apply" button. The permits listed are: A/C Replacement Permit, Above Ground Hot Tub Permit, Above Ground Pool Permit, Asphalt Driveway, and Concrete Permit (driveways, patios, sidewalks, stoops, etc.). A blue arrow points to the "Apply" button for the Asphalt Driveway permit.

Application Assistant

Search for application names and keywords

Home All Trending My History LICENSES PERMITS PLANS

Hide Categories

- 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
- Right of Way Work 1

A/C Replacement Permit

Category Name: Express

Description: Replacement of an existing a/c condenser at a single family home or individually owned townhome or condominium. Not for use by associations or commercial properties.

Apply

Above Ground Hot Tub Permit

Category Name: Express

Description: Installation of a hot tub at a single family home or individually owned townhome. Not for use by associations or commercial properties.

Apply

Above Ground Pool Permit

Category Name: Express

Description: Installation of an above ground pool at a single family home. Not for use by associations or commercial properties.

Apply

Asphalt Driveway

Category Name: Express

Description: Installation or replacement of an existing driveway for a single family home or individually owned townhome. Not for use by associations or commercial properties.

Apply

Concrete Permit (driveways, patios, sidewalks, stoops, etc.)

Apply

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

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

### 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.

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 (+).

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov\_Prod/SelfService/PalatineLLProd#/permit/apply/address

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Est. 1886

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

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[Back to Application](#)


Add Location

Address Parcel

Add Address As Project Address

Search

Address Information

Search  

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

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov\_Prod/SelfService/PalatineILProd#/permit/apply/address

Address Information

Search 200 e wood

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

Results per page 10 1 - 6 of 6

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

Add Selected Cancel

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

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov\_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

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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

### Apply for Permit - A/C Replacement Permit \*REQUIRED

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LocationsTypeContactsMore InfoAttachmentsReview 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 TemplateSave DraftNext

Select the next button

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov\_Prod/SelfService/PalatineILProd#/permit/apply/93/0/0

VILLAGE OF PALATINE  
Est. 1966

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

#### 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

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

### 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

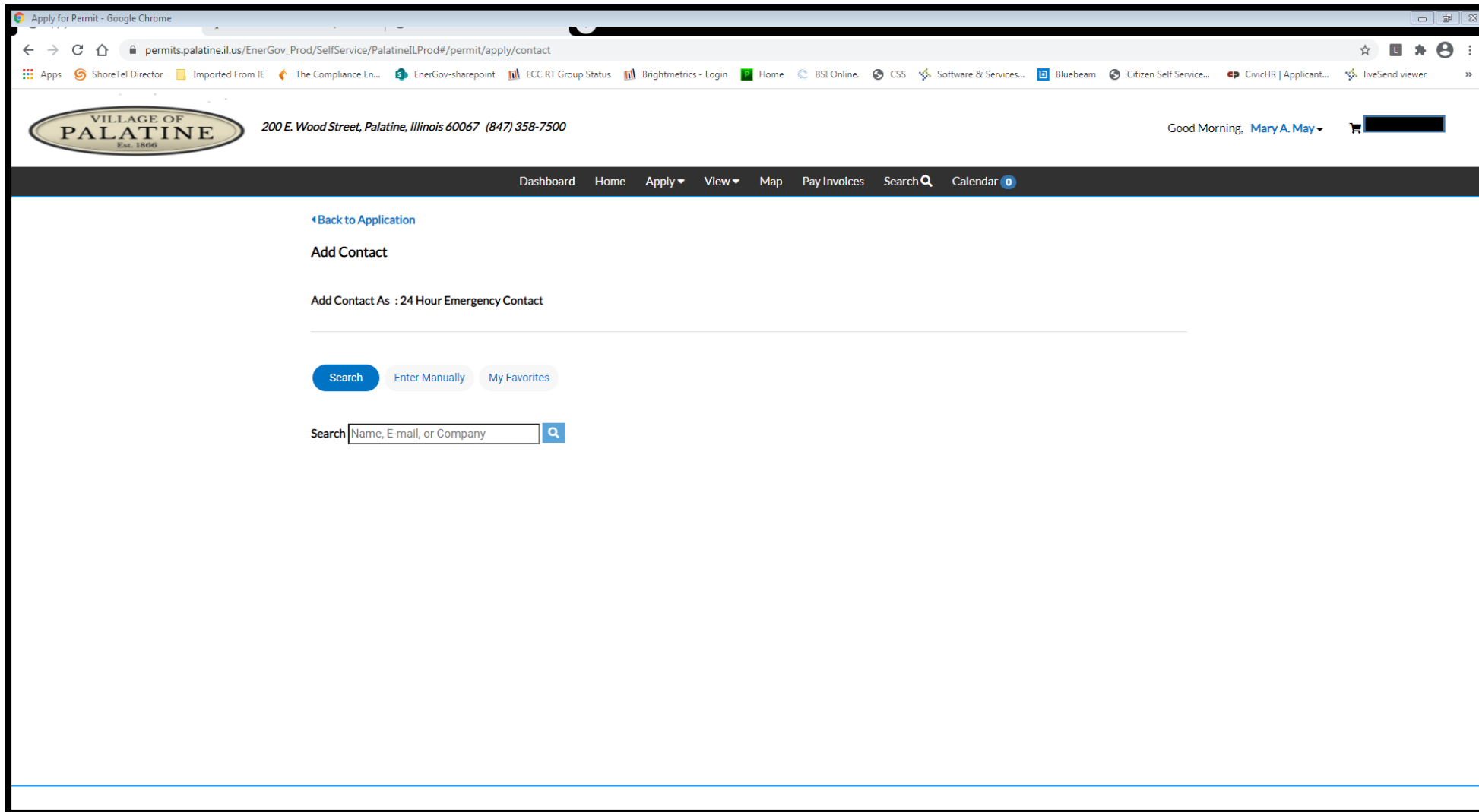
24 Hour Emergency Cor

Add Contact

+

Back Create Template Save Draft Next

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



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/PalatineLLProd#/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

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Est. 1866

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

Good Morning, **Mary A. May**

Dashboard Home **Apply** View Map Pay Invoices Search Calendar


### Apply for Permit - A/C Replacement Permit \*REQUIRED

Locations Type **3** 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

Remove

**Owner (Property)**



VILLAGE OF PALATINE

Remove

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/PalatineLLProd#/permit/apply/93/0/0

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### Apply for Permit - A/C Replacement Permit \*REQUIRED

Locations Type Contacts **More Info** Attachments Review and Submit

**MORE INFO**

Work by Owner [Top](#) [Main Menu](#)

\*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/PalatinellProd#/permit/apply/93/0/0

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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

#### 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.

Apply for Permit - Google Chrome

permits.palatine.il.us/EnerGov\_Prod/SelfService/PalatinellProd#/permit/apply/93/0/0

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Good Morning, [REDACTED] 0

Dashboard Home Apply View Map Pay Invoices Search Calendar

### Apply for Permit - A/C Replacement Permit

\*REQUIRED

✓

✓

✓

✓

✓

6

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
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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

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

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Dashboard Home Apply View Map Pay Invoices Search Calendar

✔ **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.

BLDE-000574-2021 - Google Chrome

permits.palatine.il.us/EnerGov\_Prod/SelfService/PalatinellProd#/permit/c6c497f3-9f6d-47ef-947b-c1b2141af725

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Permit Number: BLDE-000574-2021

Permit Details | Tab Elements | Main Menu

Type: A/C Replacement Permit Status: Submitted - Online Project Name:

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records Holds Meetings More Info

**1** Progress 0% Completed

**3** Fees \$0.00 View Details Add to Cart

**2** Workflow

- ☐ Application Completeness Check
- ☐ Express AC Plan Review
- ☐ Contractor Registration and Bonds
- ☐ Collect Fees (Express Permit)
- ☐ Issue Permit
- ☐ Final Express Permit Inspection -
- ☐ Certificate of Completion

**4** Available Actions

No Actions

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.**