



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

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



Good Morning, [Guest](#) ▾

Home Apply ▾ Map Pay Invoices Search Calendar

We are working to resolve the issue with payments

## Village of Palatine Citizen Self Service

To Create an Account or Login You can Click Here

**Contractors Start Here**  
A step -by-step contractors guide for using CSS and applying for permits online.

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

Registered user  
permit or a con

**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.

Explore the map  
occurring in y

To Create an Account or Login You can also Click Here and choose from the following drop down options:

Good Morning, [Guest](#) ▾  
[Log In](#)  
[Register](#)

If you already have an account Click Login, otherwise Click Register



Home Apply ▾ Map Pay Invoices Search Calendar

If you already  
have an account  
just enter your  
Username &  
Password and  
then click Log In.  
Click [here](#) to skip  
create account

### Log In

\* Username

\* Password

Remember Me

Log In

Forgot your password? [Reset it](#)

Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

To create an  
account click on  
[Register Here](#)



## Registration

## Step 1 of 5: Email Address

## 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. It is the responsibility of the User to review the Village Code of Ordinances and to comply in all respects with Village Code requirements. Use of the Citizen Portal is at your own risk and the Village takes no responsibility for the accuracy of the information contained in the Citizen Portal. The Village reserves the right to terminate or limit the use of the Citizen Portal if it determines that there is any conflict between these Terms and Conditions, the Citizen Portal, and any terms 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. By using the Citizen Portal, you agree to the Terms and Conditions in this document and to become a Registered User of the Citizen Portal. When using the Citizen Portal, Registered Users are subject to any and all policies and procedures that 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.

## REGISTERING AN ACCOUNT

When registering for an account, you warrant that all information you provide is true and accurate to the best of your knowledge and belief. We reserve the right to refuse to register any user. You are solely responsible for protecting your login details and password and we will not be held liable for any loss or damage that may result from your failure to do so.

## CLOSING AN ACCOUNT

If you wish to close an account you have registered with us, you may do so by contacting the Village at 847-358-7500. We may close your account at any time if we believe you are in breach of these Terms and Conditions or, acting reasonably, we believe it appropriate. Should we close your account, we will provide you notice of such closure.

## HOMEOWNER'S ASSOCIATIONS (HOA) MAY HAVE COVENANTS, CONDITIONS AND RESTRICTIONS

Homeowner's Associations (HOA) may have covenants, conditions and restrictions that are more restrictive than the Village of Palatine's Zoning Ordinance. Therefore, it is the responsibility of the homeowner to acquire approval from their Homeowner's Association for any construction proposed under any building permit issued by the Village. The Village does not require HOA approval prior to issuing a permit, and the issuance of a Village permit does not negate the requirement that you obtain HOA approval.

## Creating an Account: Step 1 of 5

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.

Registered Users are encouraged to consult with appropriate and accredited professional advisors for advice concerning specific matters before making any decision, and the Village, as well as its employees, contractors, agents, and elected officials, disclaim any responsibility for positions taken by individuals or corporations in their individual cases or for any misunderstanding and losses, directly or indirectly, on the part of any Registered User.

## INDEMNIFICATION

To the extent permitted by applicable law, by using the Citizen Portal, the Registered User agrees to indemnify, and hold harmless, the Village of Palatine, its departments, fees, arising out of the Registered User's use of the

it giving effect to any principles of conflict of laws. Cook County, Illinois. Such actions must be filed in the appropriate court, the prevailing party at each level of the legal action will be entitled to recover attorney's fees and all proceedings to resolve claims will be conducted in accordance with the laws of the state in which the action is filed. The jurisdiction of such court for the purposes of this Agreement shall be determined by the laws of the state in which the action is filed. The terms or conditions shall be deemed severable from this Agreement.

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 the Citizen Portal, or five hundred (\$500) dollars.

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.

Email  Next

**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.**

## Creating an Account: Step 1 of 5

You must now check your e-mail for a link from Citizen Self Service (please be sure to check your Junk and Clutter e-mail folders).  
The e-mail will look like this:



The 'Citizen Self Service New User Account Confirmation' e-mail will look like the following e-mail. You must now click on the Confirm link in the e-mail to complete your new account.

From: DONOTREPLY <[donotreply@palatine.il.us](mailto:donotreply@palatine.il.us)>  
Sent: Wednesday, August 12, 2020 10:17 AM  
To: Your E-mail Address <[Your E-mail Address](mailto:Your E-mail Address)>  
Subject: Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)



Good Morning, Guest▼

Home Apply▼ Map Pay Invoices Search Calendar 0

Registration

Step 2 of 5: Login information

## Creating an Account: Step 2 of 5 Login Information

• REQUIRED

I'm not a robot reCAPTCHA  
[Privacy](#) • [Terms](#)

\* Username

\* Password

\* Confirm Password

Email

Fill in all fields and  
press



Good Morning, Guest▼

Home Apply▼ Map Pay Invoices Search Calendar 0

Registration

Step 3 of 5: Personal Info

## Creating an Account: Step 3 of 5 Personal Info

• REQUIRED

\* First Name

Middle Name

\* Last Name

Company

Contact Preference

\* Email Address

Fill in all fields and  
press

## Registration

## Step 4 of 5: Address

## Creating an Account: Step 4 of 5 Address

\* Address  \*REQUIRED  
Address is required.  
Apartment, suite, unit, floor, (optional)  
City   
State   
Postal Code   
[Back](#) [Next](#)

Fill in all fields and  
press 

## Registration

## Step 5 of 5: Signature

## Creating an Account: Step 5 of 5 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

Bob Builder  
August, 12 2020

X Draw Signature Here

[Clear](#) [Back](#) [Submit](#)

Enter name in  
this box

Draw or Type your  
signature within box  
and press 



**Congratulations! You have now created a new account for the Village of Palatine's Citizen Self Service (CSS) Portal. Now follow the two steps outlined below to log into CSS with your new account.**

**Log In Step 1**

VILLAGE OF PALATINE  
Est. 1866

Home Apply Map Pay Invoices Search Calendar

We are working to resolve the issue with payments

Village of Palatine Citizen Self Service

Contractors Start Here

Search Public Records

Apply

Login or Register

Pay Invoice

Map

Good Morning, Guest

**Log In Step 2**

VILLAGE OF PALATINE  
Est. 1866

Home Apply Map Pay Invoices Search Calendar

Log In

\* Username

\* Password

Remember Me

Log In

Forgot your password? [Reset it](#)  
Forgot your username? [Email it](#)  
Don't have an account yet? [Register Here](#)

# User Guide to Help You Apply for a Special Use or Variation in the CSS System

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

VILLAGE OF  
PALATINE  
Est. 1866

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

Good Afternoon, Lyn Bremanis 0

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

Contractors- Please renew your expired license instead of creating a new one. View your licenses under the "My Work" tab then "My License". Click "Renew" license for the license you wish to renew.

## Village of Palatine Citizen Self Service

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

My Account  
Click here to access your account 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

**Application Assistant**

Special Use

LICENSE /  
REGISTRATION -  
Select ALL to see  
full listPERMITS -  
Select ALL to see  
full listPLANS - Select  
ALL to see full list

Enter type of plan  
applying for and  
search, then click apply  
for selected plan.

Or select plans and  
scroll down until you  
find the desired plan  
type, and click apply.

[Show Categories](#)**Preliminary Planned Development**Category Name:  
BuildingDescription:  
A Planned Development is a land development project, comprehensively planned as an entity via a unitary site plan, which permits flexibility in building, mixture of housing types and land uses, usable open spaces and the preservation of natural features.**Special Use - All Others**Category Name:  
BuildingDescription:  
Special Use - All Others**Special Use - Single Family**Category Name:  
BuildingDescription:  
Special Use - Single Family**Building Permit for Alteration to MultiFamily**Category Name:  
Commercial BuildingDescription:  
MultiFamily Alteration. For use by Associations and individual condo owners-Typical projects include but are not limited to interior remodeling, parking lot, roofs, electrical, plumbing or HVAC work. These permits expire one (1) year from date of issuance.**Tents/Stages/Generator Permit**Category Name:  
Event Related PermitsDescription:  
Temporary Event Use Only



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

Good Afternoon, Lyn Bremanis 1

Create Request Dashboard Home

### Apply for Plan - Special Use - Single Family

1 Locations 2 Type 3 Contact

#### LOCATIONS

Project Address

Add Location

REQUIRED

Back to Application

#### Add Location

Address Parcel

Add Address As Project Address

Search Enter Manually

Address Information

Search

Address	Action
200 E WOOD ST, Palatine, IL 60067-5339	
200 E WOOD 200 ST, Palatine, IL 60067-5346	
200 E WOOD 250 ST, Palatine, IL 60067-5346	
200 E WOOD 265 ST, Palatine, IL 60067-5346	
200 E WOOD 267 ST, Palatine, IL 60067-5346	
200 W BRENTWOOD DR, Palatine, IL 60074-1012	

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

Enter address,  
search and select  
correct one

Create Template

Save Draft

Next



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

Good Afternoon, Lyn Bremanis ▾



Create Request Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Calendar

## Apply for Plan - Special Use - Single Family

\*REQUIRED



Locations

Type

Contacts

More Info

Attachments

Signature

Review and Submit

### PLAN DETAILS

Please provide a description of your proposed request

\* Plan Type

Special Use - Single Family

Description

General Description  
of your request



Back

Create Template

Save Draft

Next



Apply for Plan - Special Use - Single Family



CONTACTS

Please provide the required contacts below. Additional contacts can be added as well. To enter contact done, select "Next".

Please note, the property owner can also be the Petitioner. If so, enter the same contact information for Attorney, Architect, Real Estate Broker, Engineer, etc.

Required Contacts:

- Owner (Property)
- Petitioner

Optional Contacts:

- Authorized Agent

Owner (Property)

Add Contact



REQUIRED

Petitioner

Add Contact



REQUIRED

Select Type

Add Contact



REQUIRED

\*REQUIRED

[Back to Application](#)

Add Contact

Add Contact As : Owner (Property)

Search

Enter Manually

My Favorites

Search

Search for name if have CSS Account

[Back to Application](#)

Add Contact

Add Contact As : Owner (Property)

Search

Enter Manually

My Favorites

Enter Manually

\* First Name

First name is required.

\* Last Name

Company Name

Email

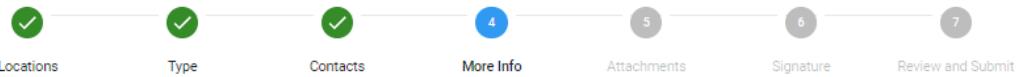
\* Home Phone

\* Mobile Phone

\* Business Phone

Otherwise add your name in here

Submit



## MORE INFO

## General Info

\*Project Description

Project Description is required.

[Next Section](#) | [Top](#) | [Main Menu](#)

Special Uses shall not be granted except on findings based upon the evidence in each specific case. Please address the following standards as these will be used in considering the specific relief you are seeking.

The use is deemed necessary for the public convenience at that location. Explain.

\*

is required.

The use is designed, located, and proposed to be operated that the public health, safety, welfare will be protected. Explain.

\*

is required.

With respect to front yard fencing and fencing in a rear yard/side yard abutting a street, the following additional standards must be met: a. Will meet the following aesthetic criteria: i. Will not destroy existing vistas in the area; ii. Will enhance the appearance of the homes and the streets in the area; and iii. Will not detract from the overall appearance of the community; or b. The fencing is found to be necessary to protect private property or the safety of the inhabitants of the property.

All boxes in red are required. Note all standards listed may not be applicable. If this is the case make note.

With any questions please contact the Planning & Zoning Department by calling (847)359-9042 and dial 5.



## Contacts

[Previous Section](#) | [Top](#) | [Main Menu](#)

## Petitioner Info:

**Insert Petitioner's information**

\*Petitioner Name

Petitioner Name is required.

\*Petitioner Address

Petitioner Address is required.

\*Petitioner Phone #

Petitioner Phone # is required.

\*Petitioner Email

Petitioner Email is required.

## Property Owner Info (if different than Petitioner):

Property Owner Name

Property Owner Address

Property Owner Phone #

Property Owner E-Mail

## Business Owner Details

+ Add Row

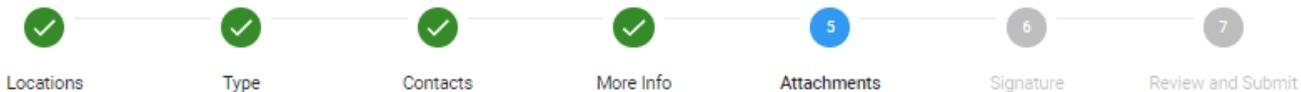
Business Owner Name      Business Owner Address      Business Owner Phone #      Business Owner E-Mail

Back

Create Template

Save Draft

Next

**Attachments**

[Real Estate Disclosure Form](#) (to be completed for all plan types)

[Affidavit of No New Improvements Form](#)

After selecting an attachment type, you may click the "i" symbol in the upper-right of the attachment card for additional description/information.

<b>Plat of Survey and legal description</b> Add Attachment  + Supported: .pdf  REQUIRED	<b>Proof of Ownership</b> Add Attachment  + Supported: .pdf  REQUIRED	<b>Real Estate Interest Disclosure form</b> Add Attachment  + Supported: .pdf  REQUIRED	<b>Add Attachment</b> Select Type ← ↗  + Supported: .pdf  REQUIRED
---	---	---	--

Depending on the project, additional required attachments may include, but are not limited to:

- Plat of Survey
- Proof of Ownership (Warranty Deed, Deed, Lease, Intent to Lease)
- Site Plan
- Floor Plan
- Elevation Plan
- Business Plan
- Real Estate Interest Disclosure Form
- Affidavit of No New Improvements Form

[Back](#)[Create Template](#)[Save Draft](#)[Next](#)



Locations



Type



Contacts



More Info



Attachments



Signature



Review and Submit

## SIGNATURE

Acknowledgement - By signing below, I swear that the information contained in this application and on any accompanying documents are true and correct to the best of my knowledge.

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

Enable Type Signature 

Evelyn Bremanis  
November, 04 2022

X Draw Signature Here