



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>

Village of Palatine Citizen Self Service



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 users can search for a permit or a contractor.



Login or Register

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



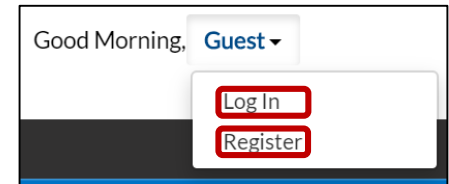
Pay Invoice

Use this tool to pay for individual invoices.

Explore the map to see projects occurring in your area.

To Create an Account or Login You can Click Here

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



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



Home Apply ▼ Map Pay Invoices Search 🔍 Calendar 0

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. The Village is responsible to review the Village Code of Ordinances and to comply in all respects with Village Code. The Village does not warrant that the availability of the Citizen Portal is at your own risk and the Village takes no responsibility for the accuracy of the information available on the Citizen Portal to the extent 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 accessing the Citizen Portal, you agree to the Terms and Conditions in this document and to become a Registered User of the Village of Palatine Citizen Self Service 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, and its employees, contractors, agents, and elected officials, from and against all claims, damages, losses, costs, and expenses, including reasonable attorneys' fees, arising out of the Registered User's use of the Citizen Portal.

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.

To create an account you must:

- ✓ Read the 'Terms and Conditions';
- ✓ Check the acknowledgment box below;
- ✓ Enter the e-mail that will be used for the account (see **Note** below);
- ✓ Click **Next**

By using the Citizen Portal, the Registered User agrees to indemnify, and hold harmless, the Village of Palatine, its departments, and its employees, contractors, agents, and elected officials, from and against all claims, damages, losses, costs, and expenses, including reasonable attorneys' fees, arising out of the Registered User's use of the Citizen Portal.

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:

Your E-mail Address

FW: Citizen Self Service Ne... 10:20 AM

From: DONOTREPLY

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>

Sent: Wednesday, August 12, 2020 10:17 AM

To: Your E-mail Address <[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](#)



Registration

Step 2 of 5: Login Information

Creating an Account:
Step 2 of 5
Login Information

☐ I'm not a robot  reCAPTCHA Privacy Terms

*REQUIRED

*Username

*Password

*Confirm Password

Email BldgInspections@palatine.il.us

Next

Fill in all fields and
press [Next](#)

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 --Select Contact Preference--

*Email Address BldgInspections@palatine.il.us

Back Next

Fill in all fields and
press [Next](#)

[Additional Contact Information](#)

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 [Next](#)

Registration

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](#)

Creating an Account:
Step 5 of 5
Signature

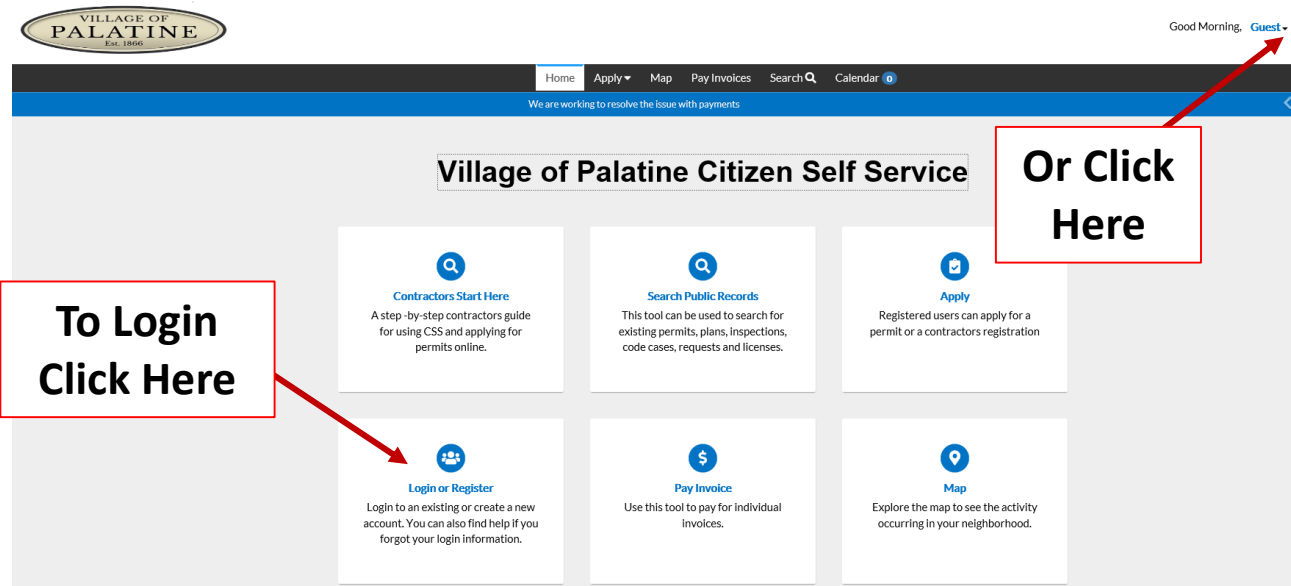
Enter name in
this box

Draw or Type your
signature within box
and press [Submit](#)

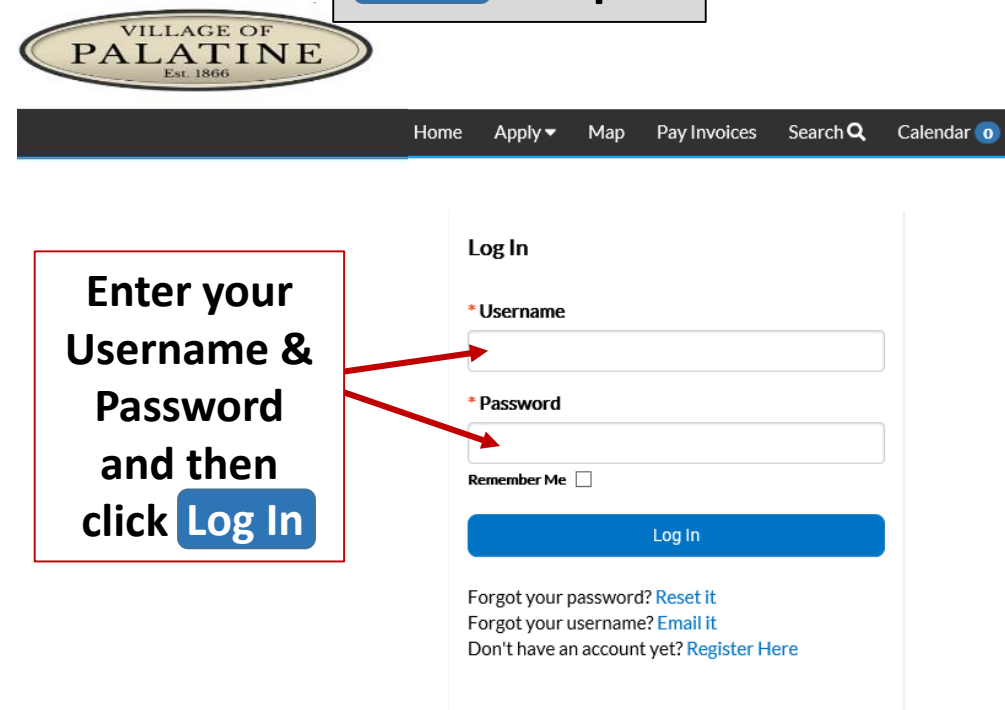


Congratulations! You have now created a new account for the Village of Palatine's Citizen Self Service (CSS) Portal. Now follow the two steps outlined below to log into CSS with your new account.

Log In Step 1



Log In Step 2



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

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



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

Good Afternoon, [Lyn Bremanis](#)



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

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

All

Trending

My History

LICENSE /
REGISTRATION -
Select ALL to see
full list

PERMITS -
Select ALL to see
full list

PLANS - Select
ALL to see full list

[Show Categories](#)

[Show My Templates](#)

Preliminary Planned Development

Category Name:
Building

Description:
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.

[Apply](#)

Special Use - All Others

Category Name:
Building

Description:
Special Use - All Others

[Apply](#)

Special Use - Single Family

Category Name:
Building

Description:
Special Use - Single Family

[Apply](#)

Building Permit for Alteration to MultiFamily

Category Name:
Commercial Building

Description:
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.

[Apply](#)

Tents/Stages/Generator Permit

Category Name:
Event Related Permits

Description:
Temporary Event Use Only

[Apply](#)

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.



[Create Request](#) [Dashboard](#) [Home](#)

Apply for Plan - Special Use - Single Family



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

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

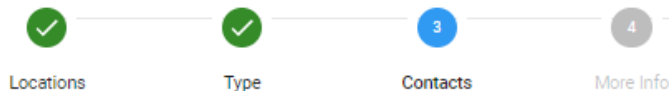
Save Draft

Next



Apply for Plan - Special Use - Single Family

*REQUIRED



CONTACTS

Please provide the required contacts below. Additional contacts can be added as well. To enter contact information, select "Add Contact". Once all required contacts are entered, select "Next".

Please note, the property owner can also be the Petitioner. If so, enter the same contact information for both roles. 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

+

[Back to Application](#)

Add Contact

Add Contact As : Owner (Property)

Search

Enter Manually

My Favorites

Search Name, E-mail, or Company

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

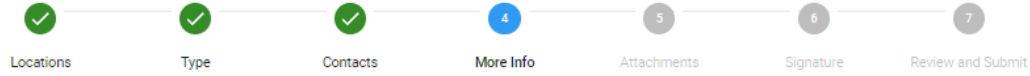
* Home Phone

* Mobile Phone

* Business Phone

Submit

Otherwise add your
name in here



MORE INFO

General Info

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

*Project Description

Project Description is required.

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.

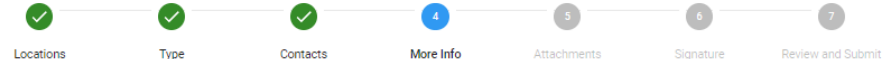
•

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:

*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](#)

Insert Petitioner's information

Apply for Plan - Special Use - Single Family

*REQUIRED



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.

i
Plat of Survey and legal description
Add Attachment
+
Supported: .pdf
REQUIRED

i
Proof of Ownership
Add Attachment
+
Supported: .pdf
REQUIRED

i
Real Estate Interest Disclosure form
Add Attachment
+
Supported: .pdf
REQUIRED

Select Type
Add Attachment
+
Supported: .pdf

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

Apply for Plan - Special Use - Single Family

*REQUIRED



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

Clear

Back

Create Template

Save Draft

Next