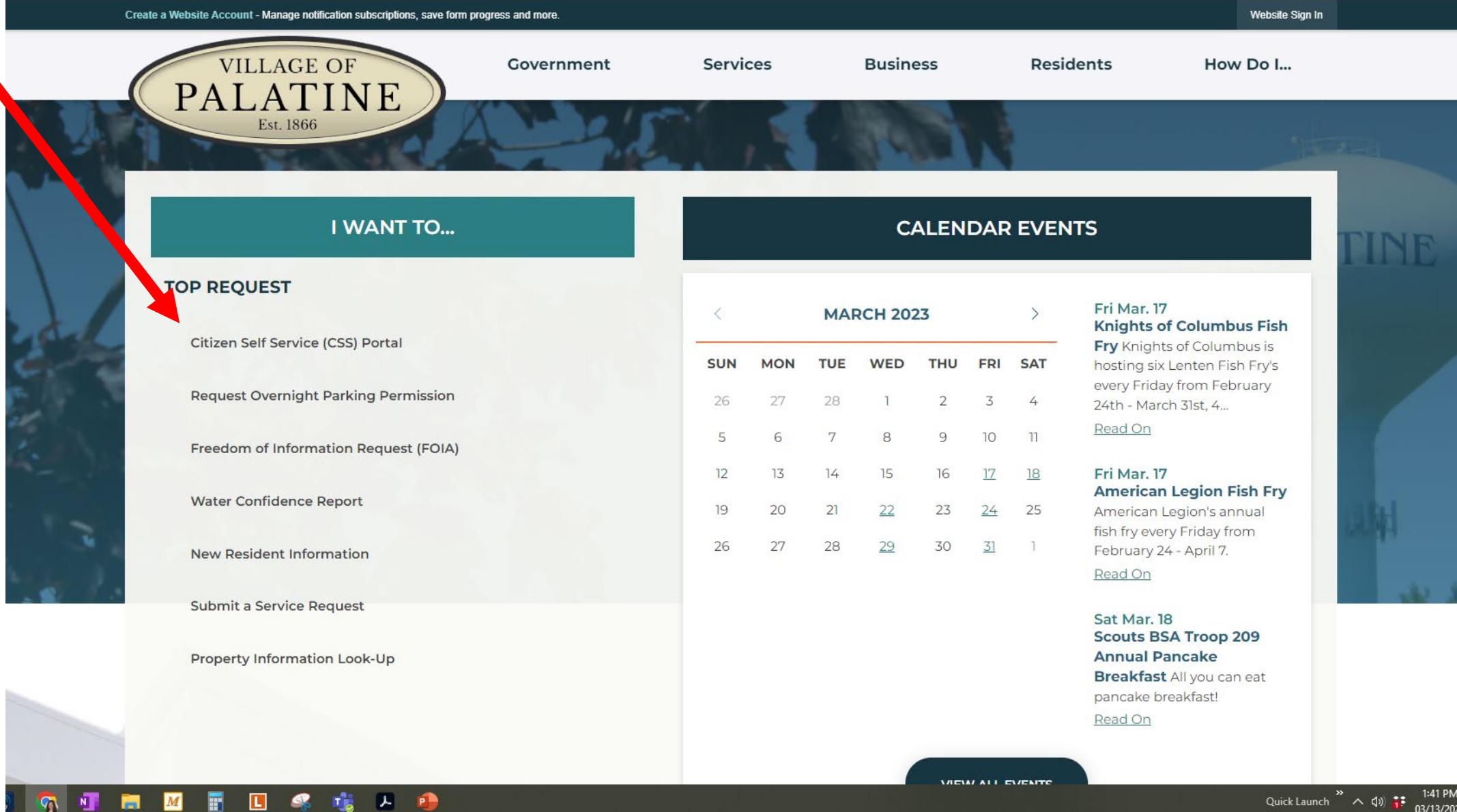




***User Guide to Help You Log In or Create a New Account for
the Village of Palatine's Citizen Self Service Portal (CSS)***

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

On the Village website, www.palatine.il.us,
search for Citizen Self Service Portal (CSS)



Create a Website Account - Manage notification subscriptions, save form progress and more.

Website Sign In

VILLAGE OF
PALATINE
Est. 1866

Government Services Business Residents How Do I...

I WANT TO...

TOP REQUEST

- [Citizen Self Service \(CSS\) Portal](#)
- [Request Overnight Parking Permission](#)
- [Freedom of Information Request \(FOIA\)](#)
- [Water Confidence Report](#)
- [New Resident Information](#)
- [Submit a Service Request](#)
- [Property Information Look-Up](#)

CALENDAR EVENTS

MARCH 2023

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Fri Mar. 17
Knights of Columbus Fish Fry
Knights of Columbus is hosting six Lenten Fish Fry's every Friday from February 24th - March 31st, 4...

[Read On](#)

Fri Mar. 17
American Legion Fish Fry
American Legion's annual fish fry every Friday from February 24 - April 7.

[Read On](#)

Sat Mar. 18
Scouts BSA Troop 209 Annual Pancake Breakfast
All you can eat pancake breakfast!

[Read On](#)

VIEW ALL EVENTS

Quick Launch 1:41 PM 03/13/2022

To create an account or login, you can click here

VILLAGE OF PALATINE
Est. 1866

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

Good Afternoon, Hadley Vos 1

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

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

Good Morning, Guest

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



Home Apply▼ Map Pay Invoices Search Q Calendar 0

If you already
have an account
just enter your
Username &
Password and
then click **Log In**

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

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 Citizen Portal. When using the Citizen Portal, Registered Users are subject to any and all policies 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, the prevailing party at each level of the legal and all proceedings to resolve claims will be proceeds in court the Registered User and the natural jurisdiction of such court for the purposes of terms or conditions shall be deemed severable from policy.

which arises out of or in any way connected with the application fees paid to the Village in connection with

use of the Citizen Portal, then the liability of the Village will in the use of this 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

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.

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>
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](#)



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



Good Morning, Guest ▾

Home Apply ▾ Map Pay Invoices Search Calendar 0

Registration

Step 4 of 5: Address

Creating an Account: Step 4 of 5 Address

*Address
Address is required.

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

*REQUIRED

Fill in all fields and
press

*Use your personal
address

Creating an Account: Step 5 of 5 Signature

Good Morning, Guest ▾

Home Apply ▾ Map Pay Invoices Search Calendar 0

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

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](#)