



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



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.



Login or Register

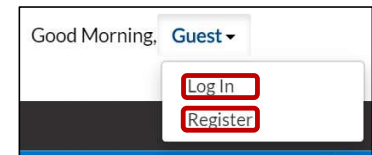
Login to an existing or create a new account. You can also find help if you forgot your login information.



Pay Invoice

Use this tool to pay for individual invoices.

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

To Create an Account or Login You can Click Here



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](#)

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

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



Good Morning, [Guest](#)

[Home](#)
[Apply](#)
[Map](#)
[Pay Invoices](#)
[Search](#)
[Calendar](#)

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 is not responsible to review any use of the Citizen Portal at your own risk and the Village takes no responsibility for the accuracy of the information provided. The Village is not responsible for the accuracy of the information provided, 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. The Village reserves the right to access the Citizen Portal, you agree to the Terms and Conditions in this document and to become a Registered User. The Village reserves the right to use the Citizen Portal at its sole discretion. When using the Citizen Portal, Registered Users are subject to any and all policies, rules, regulations, 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, divisions, and employees, from and against all claims, damages, costs, and expenses, including reasonable attorneys' fees, arising out of the Registered User's use of the

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**

giving effect to any principles of conflict of laws. Cook County, Illinois. Such actions must be filed in the prevailing party at each level of the legal proceedings in court the Registered User and the Village. The Village reserves the right to file suit in any and all proceedings to resolve claims will be the jurisdiction of such court for the purposes of these terms or conditions shall be deemed severable from this policy.

which arises out of or in any way connected with 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

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.

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](#)

Creating an Account: [Step 1 of 5](#)

Registration

Step 2 of 5: Login Information

Creating an Account:
Step 2 of 5
Login Information

☐ I'm not a robot 

*REQUIRED

*Username

*Password

*Confirm Password

Email

[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

*Email Address

[Back](#) [Next](#)

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

Additional Contact Information

Registration

Step 4 of 5: Address

*Address

Address is required.

City

State

Postal Code

Back

Next

*REQUIRED

Creating an Account:
Step 4 of 5
Address

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

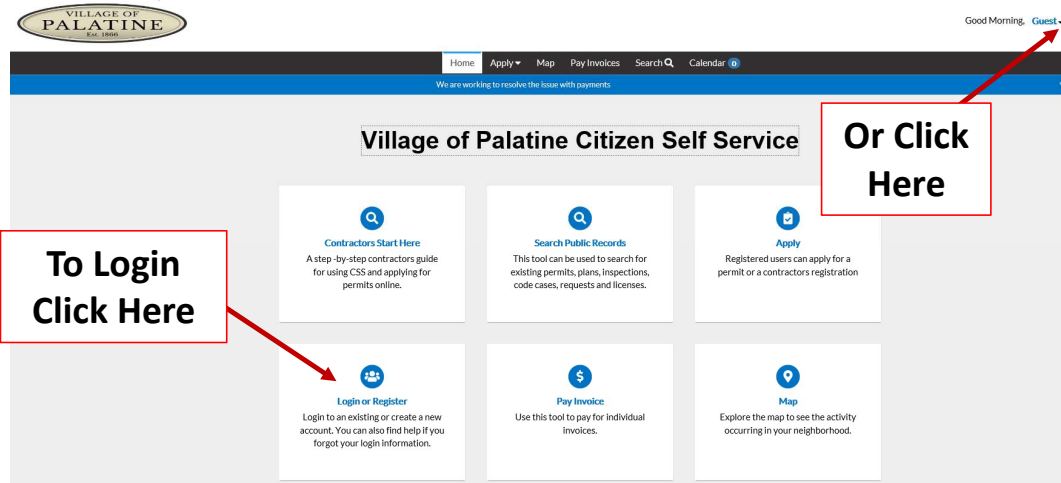
Enter name in
this box

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

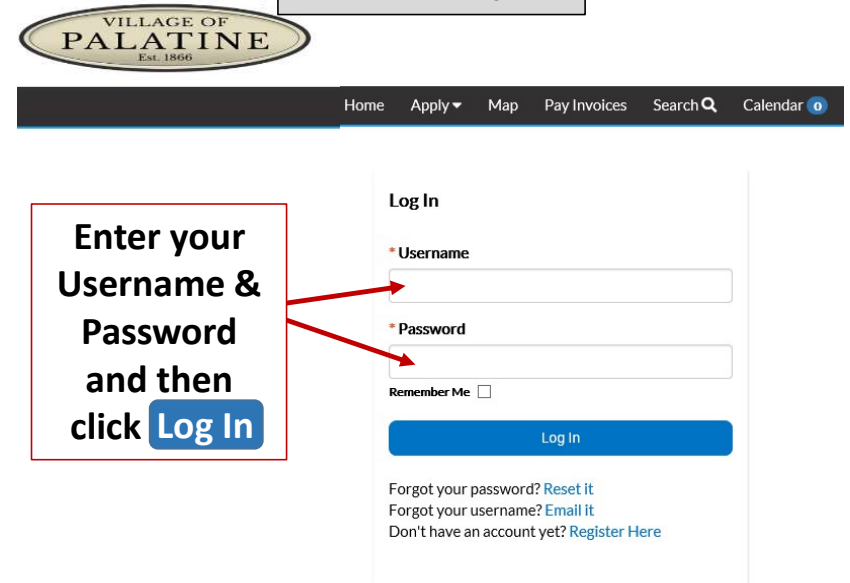


Congratulations! You have now created a new account for the Village of Palatine's Citizen Self Service (CSS) Portal. Now follow the two steps outlined below to log into CSS with your new account.

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 Transfer 


 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

Alcoholic Beverage Seller and Server Permit

Category Name:
Alcoholic Beverage Server Seller
Permit

Description:
Every 3 years, personnel engaged with alcohol serving, selling, ID checking at an establishment must pass State Basset training and obtain an Alcoholic Beverage Seller and Server Permit from the Village of Palatine.

Apply

Building Permit for Addition to MultiFamily

Category Name:
Commercial Building

Description:
MultiFamily Addition-Typical projects include but are not limited to additions that add square footage to an existing multifamily space.
These permits expire one (1) year from date of issuance.

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

Building Permit for Commercial Addition

Category Name:
Commercial Building

Description:
Commercial Addition Construction-Typical projects include but are not limited to additions that add square footage to an existing commercial space.
These permits expire one (1) year from date of issuance.

Apply

Building Permit for Commercial Alteration

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.



Dashboard

Home

Apply

Back to Application

Add Location

Address

Parcel

Add Address As

Project Address

Search

Enter Manually

Address Information

Search

200 E WOOD ST

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

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

1

2

Locations

Type

Co

Project Address

Add Location

REQUIRED

Create Template

Save Draft

Next

Enter address, search and select correct one



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

Evelyn Bremanis ▾



[Dashboard](#) [Home](#) [Apply](#) [My Work](#) [Today's Inspections](#) [Map](#) [Pay Invoices](#) [Search](#) [Calendar](#) 0

Apply for Plan - Special Use Transfer

*REQUIRED



PLAN DETAILS

* Plan Type

* Description

General Description
of your request

[Back](#)

[Create Template](#)

[Save Draft](#)

[Next](#)



Apply for Plan - Special Use Transfer

*REQUIRED



CONTACTS


Please provide the required contacts below. Additional contacts can be added as well. Select the (+) sign to add a contact. Select "next" to proceed.

Please note that the property owner can also be the Petitioner. If so, enter the same contact information. Attorneys, Architects, Real Estate Brokers, Engineers, etc.

Required Contacts:

- Owner (Property)
- Petitioner
- Business Owner (if different from petitioner)

Optional Contacts:

- Authorized Agent 

Owner (Property)

Add Contact

+

REQUIRED

Petitioner

Add Contact

+

REQUIRED

Select Type ▾

Add Contact

+


[Back](#) [Create Template](#)

[Back to Application](#)

Add Contact

Add Contact As : Owner (Property)

[Search](#) [Enter Manually](#) [My Favorites](#)

Search 

Search for name if
have CSS Account

Otherwise add your
name in here

[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](#)

13



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

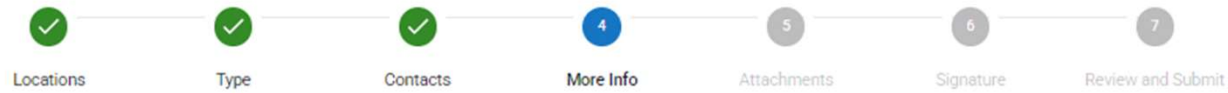
Evelyn Bremanis ▾

0

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

Apply for Plan - Special Use Transfer

*REQUIRED



MORE INFO

Select Next

Back

Create Template

Save Draft

Next

Select Next



Apply for Plan - Special Use Transfer

*REQUIRED



Attachments

Required:

1. Existing Approved Ordinance
2. [Transfer Form](#)
3. Business Plan - including but not limited to the nature of business, hours of operation, number of employees, menu, and any proposed changes

Additional attachments, if any changes are proposed:

1. Floor Plan if any changes
2. Site Plan if any changes

- Contact Planning and Zoning Department at 847-359-9047 if you need a copy of the Ordinance.
- Note all attachments must be in PDF format

Business Plan Add Attachment Supported: .pdf REQUIRED	Existing Approved Ordinance Add Attachment Supported: .pdf REQUIRED	Transfer Form Add Attachment Supported: .pdf REQUIRED	Select Type Add Attachment Supported: .pdf
---	---	---	---

Back

Create Template



Save Draft

Next



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

Evelyn Bremanis ▾  0

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

Apply for Plan - Special Use Transfer

*REQUIRED



SIGNATURE

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

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

Consent name is required.

Enable Type Signature ☐

Evelyn Bremanis
March, 05 2025

X Draw Signature Here

Clear

Back

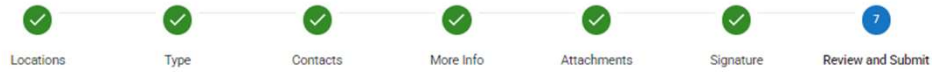
Create Template

Save Draft

Next

Apply for Plan - Special Use Transfer

*REQUIRED



Submit

Locations

Project Address 200 E WOOD ST 200, Palatine, IL 60067

Parcel Number 02143170320000

Basic Info

Type Special Use Transfer
Description Transfer Restaurant Special Use
Applied Date 03/05/2025

Contacts

Owner (Property) Lyn Bremanis

Petitioner Lyn Bremanis

More Info

No records to display.

Attachments

Business Plan Business Plan_v1_v1.pdf
Existing Approved Ordinance O-41-19_v1.pdf
Transfer Form Transfer Form_v1.pdf

Back

Create Template

Save Draft

Submit

Review information and submit