



City of Dublin

100 Civic Plaza
Dublin, CA 94568
925-833-6650
www.dublin.ca.gov

Building & Safety Division permits@dublin.ca.gov • Planning Division planningpermits@dublin.ca.gov •
Public Works Department pwpermits@dublin.ca.gov • Business License businesslicense@dublin.ca.gov •
Fire Prevention firepermits@dublin.ca.gov

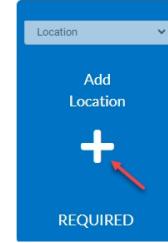
Citizen Self-Service (CSS)—Completing Your Online Application

Once you have found your application, the process is straightforward and includes an easy-to-follow walkthrough. **Please note that different case types in the system (permit, plan, or license) will have unique instructions and required fields.** This guide will explain each step involved without detailing the specifics for each case type.

1. Once you have found the application, click **Apply**.

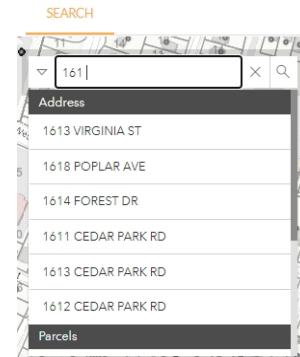


2. On the Location step, click the **Add Location** tile.



3. From the map search page, begin typing the location's address that pertains to the application and select from the auto-populated drop-down.

TIP: Less is more; start with just the number when searching.



4. On the pop-out window displayed from the pin select the **“+Add”** button.



5. Click **Next**

Next

Citizen Self-Service (CSS)—Completing Your Online Application

6. Read all instructions at the top of the Details step. This information is different on each application.
7. Complete all required fields as well as any non-required fields with information you wish to relay to City staff.

* Permit Type

* Description

* Square Feet

* Valuation

8. Click **Next**

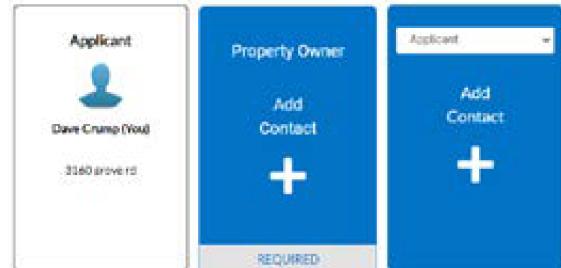
Next

9. Read all instructions at the top of the Contacts step.

IMPORTANT: To ensure that the correct contact information is provided, please search for contacts already in our system before entering the contact manually.

You can search by name (first, last, or both), e-mail address, or company. If you are unsure of the correct spelling, a partial search will return results.

10. Click the tile for any contact type that is required for this case.



11. On the search page, begin typing the name of your contact and click the magnifying glass.

- The contact you wish to add to your application may already exist in our system.

TIP: Less is more; search for a partial last name or first name.

Search Enter Manually My Favorites

- If your contact is found, click the “Add” button from within the result section of the screen and skip to **step 12**.

Favorite	First Name	Last Name	Address	Company	Email	Action
	John	Barry				Add

Citizen Self-Service (CSS)—Completing Your Online Application

c. If your contact was not found, click the **Enter Manually** button.

- Provide all required information on the Enter Manually screen.
- We strongly encourage entering an email address.
- Even though all three phone fields appear to be required, entering one and tabbing to the next field satisfies the requirement**
- Manually entered contacts are reviewed daily and will be deleted if not attached to a submitted application.

d. Click **Submit**

Enter Manually

* First Name	<input type="text"/>
* Last Name	<input type="text"/>
Company Name	<input type="text"/>
Email	<input type="text"/>
* Home Phone	<input type="text"/>
* Mobile Phone	<input type="text"/>
* Business Phone	<input type="text"/>

Submit

12. Click **Next**

Next

13. On the More Info step, read all instructions located at the top of the page. This information is different on each application.

- Required information will have a red asterisk

Building Information

Building Category:	<input type="text"/>
*Lot Size:	<input type="text"/>
Building Size:	<input type="text"/>
*Building Height:	<input type="text"/>
*Number of Stories	<input type="text"/>

14. Click **Next**

Next

15. On the Attachments step, be certain to read all instructions before uploading files.

****Failing to read and follow all instructions could delay the processing of your application****

Instructions for each application type may vary and include requirements pertaining to format, size, settings, orientation, scale, text, etc. For all permit and plan submittals, please note the following file name conventions are REQUIRED. The file name should correspond with the name of the submittal requirement. For example:

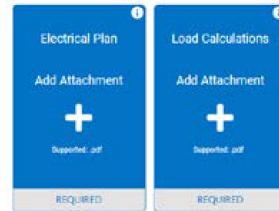
S#_Document_Name.pdf

S# - submission number where S1 = first submittal; S2 = second submittal, etc.

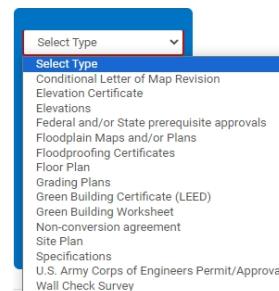
S1_Written_Statement.pdf S1_Project_Plans.pdf S1_Preliminary_Title_Report.pdf

Citizen Self-Service (CSS)—Completing Your Online Application

- a. Click the blue tile icon for all required file types



- b. If you wish to upload additional information for City staff to review, select the appropriate file type from the last blue tile drop-down, and then click the tile again to select your file.



16. Click **Next**

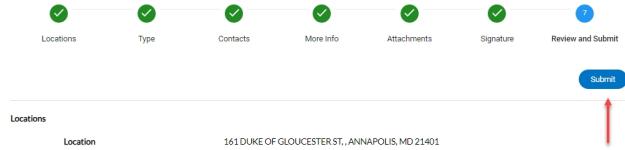
17. At the top of the Signature step, read the consent verbiage, and type your name in the consent box.
 - a. This verbiage is different on each application.

18. Place your signature in the box provided using your mouse or finger if you are using a touchscreen device.
 - a. Alternatively, you can toggle the “**Enable Type Signature**” option and type your name.



19. Click **Next**

20. On the Review and Submit step, review all previously completed items from the application and then click the **Submit** button



IMPORTANT NOTICE REGARDING FEES: There are no fees due by design. City staff will invoice your fees when they review your application for completeness. Once the fees have been invoiced, you will receive an email with a link to pay the application fees online and a copy of the invoice. Additional fees may be invoiced after the submittal has been reviewed.