



HOW TO REGISTER FOR AN ACCOUNT

Citizen Self-Service (CSS) Portal:
Permits & Inspections Website

For more information or need further assistance,
please contact City of Allen Building Services at
214.509.4130 or permits@cityofallen.org.

HELPFUL TIP

Both **CONTRACTORS*** and **CITIZENS** will need to register for an account in the CSS Portal: Permits & Inspections prior to applying for a permit.

***NOTE FOR CONTRACTORS:** You must complete your **“Contractor Registration”** with the City of Allen prior to creating an account in the CSS Portal. Please contact City of Allen Building Services at 214.509.4130 for more information.

STEP 1 REGISTER FOR AN ACCOUNT

- Once you arrive at the home page for the CSS Portal: Permitting and Inspections website click the **“Login or Register”** button to create a new CSS Portal account (see Figure 1).

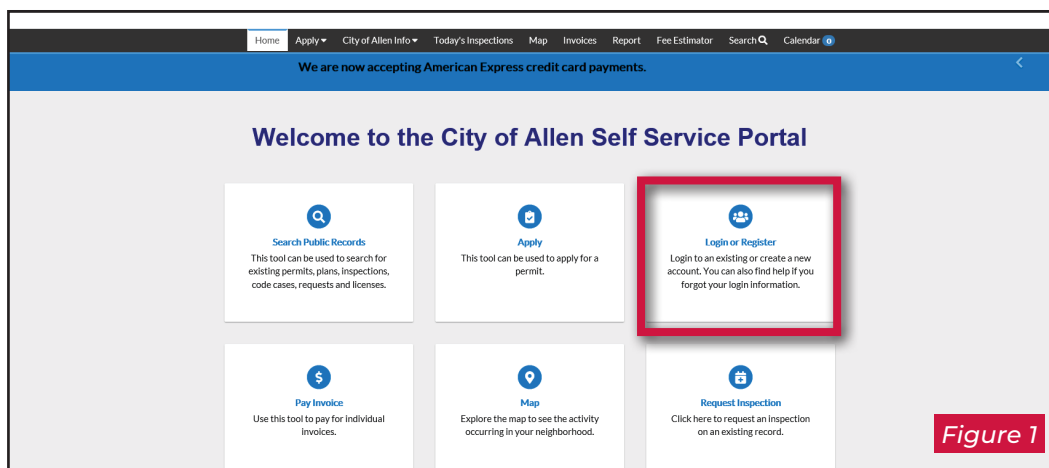
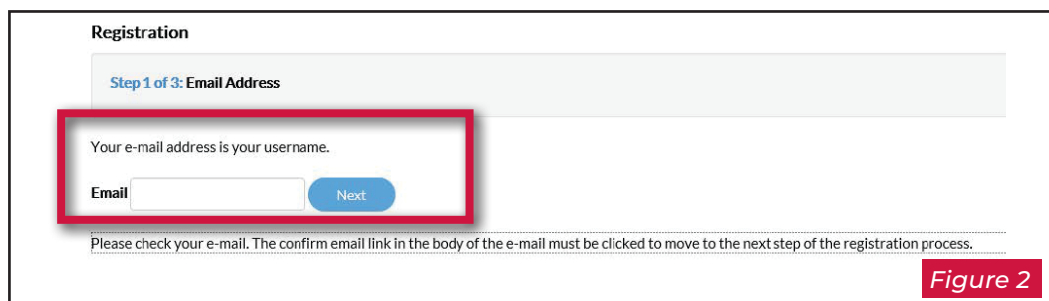


Figure 1

- Enter in your email address you would like to have associated with your account. Click the **“Next”** button to proceed to confirming your email address (see Figure 2).

***NOTE ABOUT EMAIL CONFIRMATION:** You will receive a message telling you to check your email inbox for an email confirmation. Please be sure to check the **SPAM** and **JUNK** folders if you don't see a confirmation email in your inbox.



The screenshot shows the "Registration" form, specifically "Step 1 of 3: Email Address". The form includes a text input field for the email address, a "Next" button (highlighted with a red box), and a "Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process." instruction.

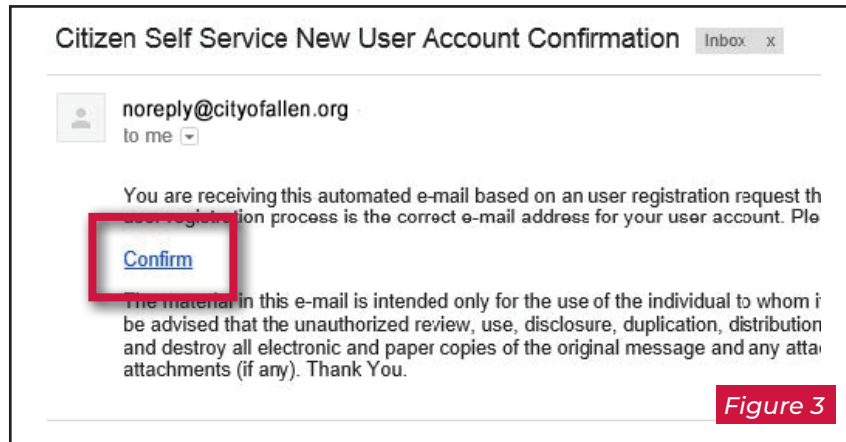
Figure 2

HELPFUL TIP FOR CONTRACTORS

When registering for a CSS Portal account: It is preferred that Contractors enter the same email address used when completing the “City of Allen Contractor Registration” process.

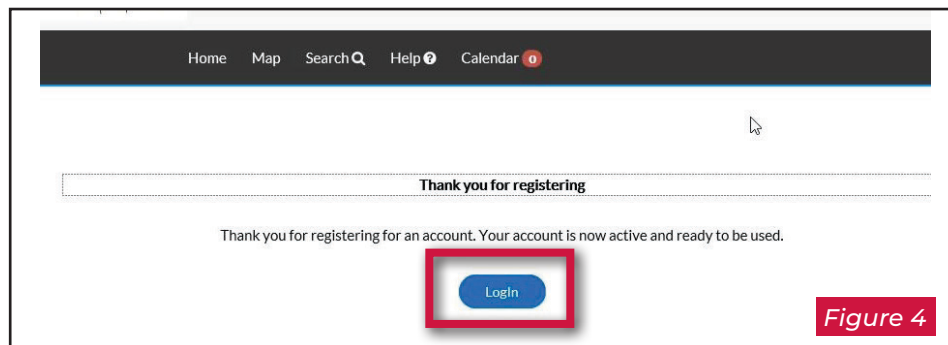
STEP 2 EMAIL CONFIRMATION

You will get an email from the City of Allen, open the email and click the **“Confirm”** link to create a new CSS Portal account (see *Figure 3*).



STEP 3 FINALIZE YOUR ACCOUNT REGISTRATION

- Once you arrive back at the CSS Portal, click the **“Register”** button to finalize your new CSS Portal account.
- While only some of the fields are **“Required”** we encourage you to fill out as much additional information as you can, as it will help us in contacting you during the process.
- Your password must be **a minimum of six characters** with at least **one numerical digit** and **one uppercase letter**.
- In the Address Information section, leave the **“Enter Address”** field blank when filling out the form.
- After submitting the final piece of the account registration, you will arrive at a confirmation page. If you are ready to proceed with applying for a permit, you can **“Login”** button.



HELPFUL TIP

NEED HELP APPLYING FOR A PERMIT ONLINE USING THE CSS PORTAL?
Visit [CityofAllen.org/CSSApplication](https://www.cityofallen.org/CSSApplication) to get instructions on how to apply for a permit online using the City of Allen CSS Portal: Permitting & Inspections website.