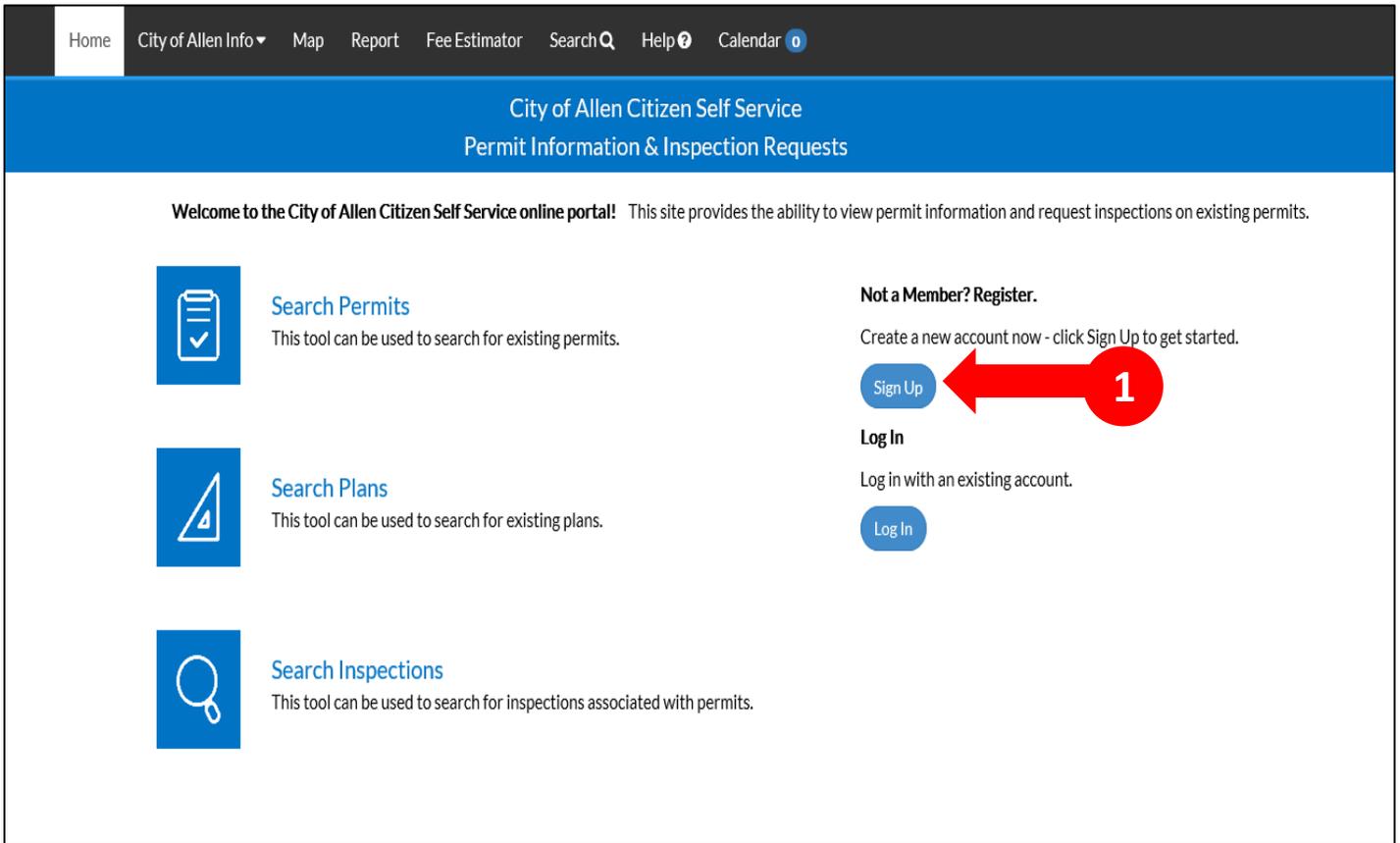# Citizen Self Service (CSS) Portal

How to Register and Create an Account

1. **From CSS welcome page, click "Sign Up"**
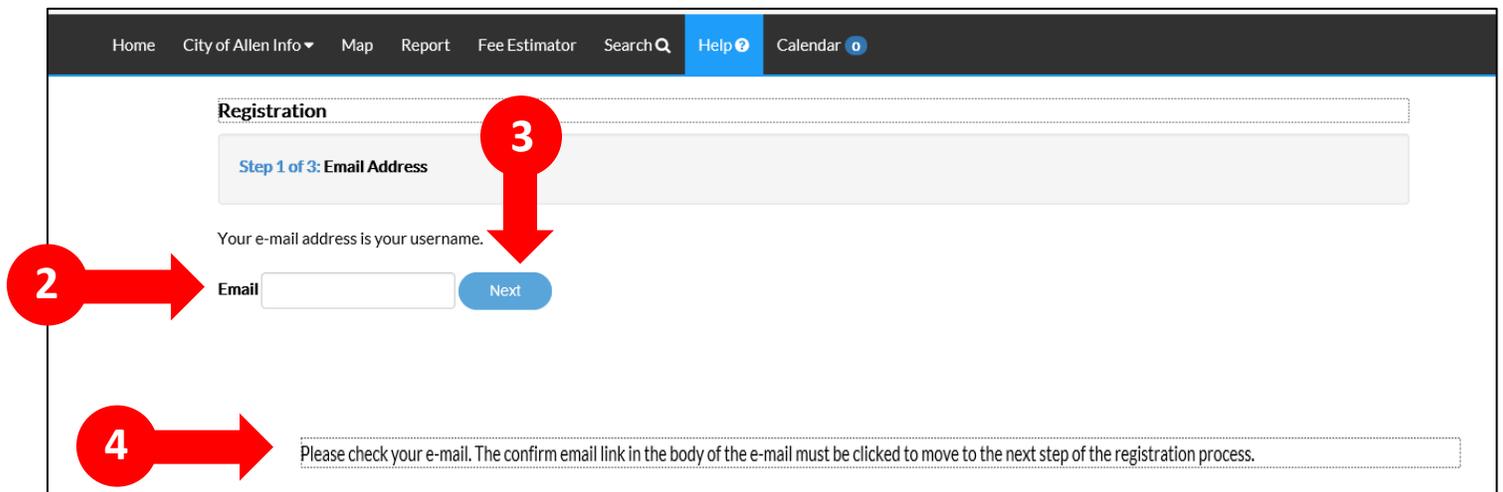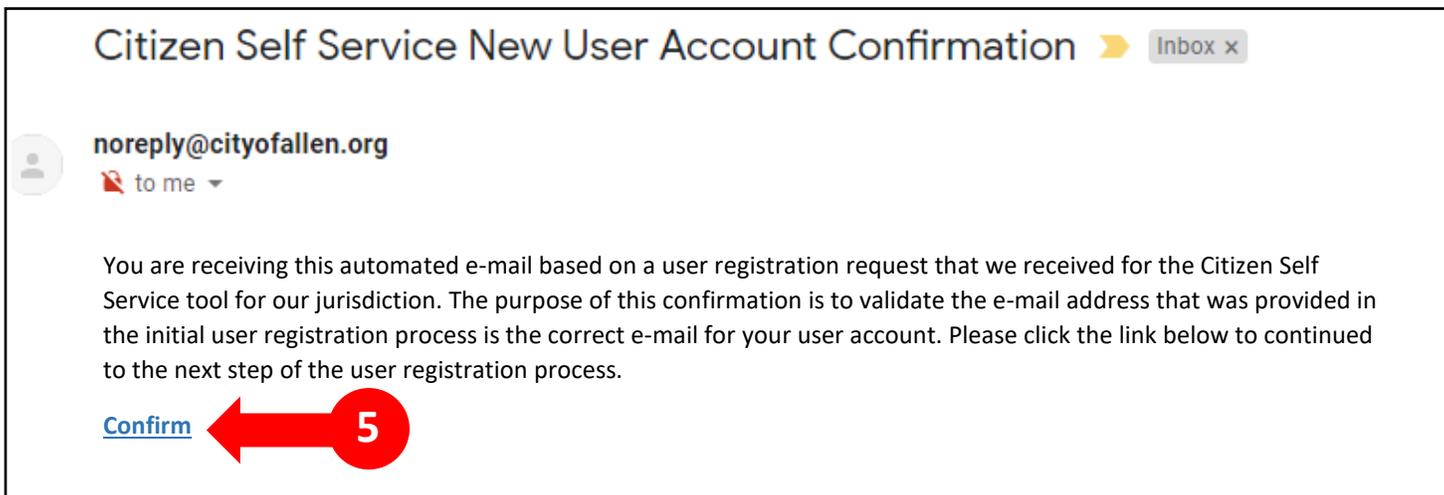

2. **Enter your email address**
3. **Click "Next"**
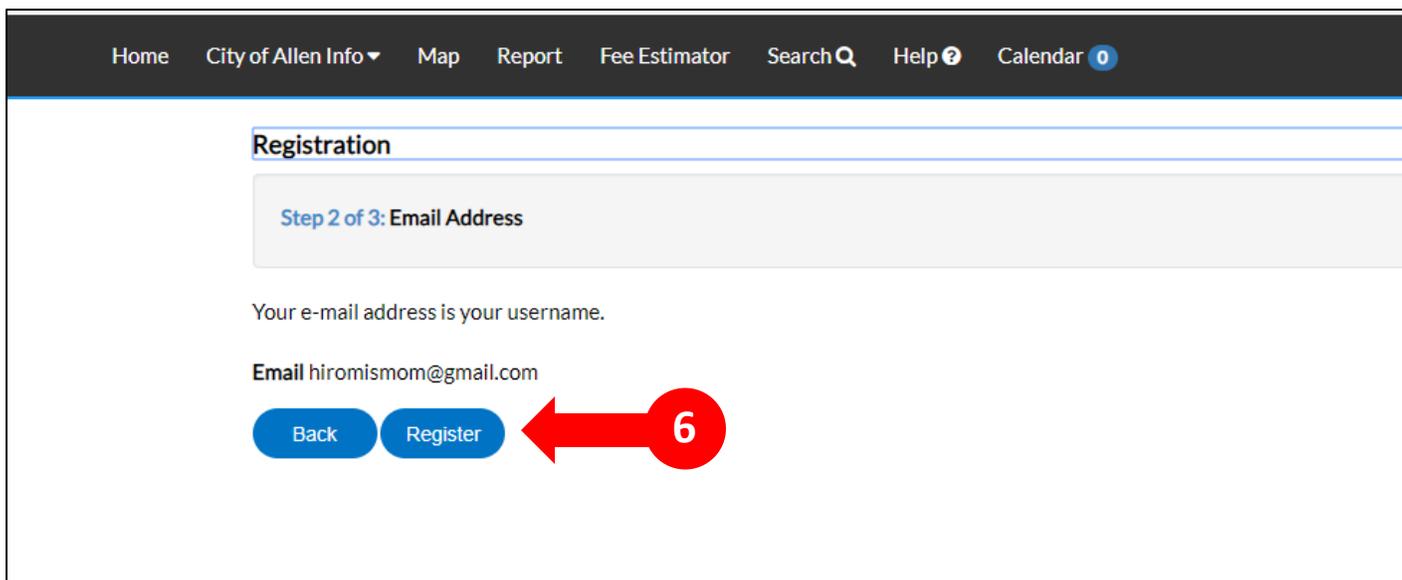4. **You will receive a message telling you to check your email**

   *Be sure to check SPAM and JUNK folders if you don't see a confirmation email in your inbox

5. Open the email you received and click "Confirm"

Citizen Self Service New User Account Confirmation ▸ Inbox ×

noreply@cityofallen.org
to me ▾

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 for your user account. Please click the link below to continued to the next step of the user registration process.

Confirm

6. When you arrive back in the CSS portal, click "Register"

Home   City of Allen Info ▾   Map   Report   Fee Estimator   Search 🔍   Help ❓   Calendar 0

Registration

Step 2 of 3: Email Address

Your e-mail address is your username.

Email hiromismom@gmail.com

[Back]   [Register]

7. **While only the fields with asterisks are required, we encourage you to fill out as much additional information as you can to help us in contacting you when needed.**

8. **Please choose the way you prefer to be contacted**
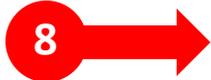
9. **Choose a password. Your password must be a minimum of six characters with at least one digit and one uppercase letter.**

PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

* Password [•••••••••••]

7 ➡️

[Strong]

* Confirm Password [•••••••••••]

10. **Please fill out your address in the final section. Remember – 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 when needed.**

11. **If your robot, don't click here!**

12. **Click "Submit"**

ADDRESS

Country Type	United States ▾
Enter Address	**LEAVE THIS FIELD BLANK**
* Street Number	1234
* Street Name	Main St.
* City	Allen
State	TX ▾
* Postal Code	75013
County	Collin
Unit or Suite	
* Address Type	Mailing Address ▾

8 ➡️

9 ➡️ ✓ I'm not a robot   reCAPTCHA
Privacy - Terms

[Back] [Submit] ⬅️ **10**

11. **You will arrive at a confirmation page and you can login it you are ready to proceed with a permit request or inspection scheduling**

12. **Need Assistance? Contact information is displayed in the footer of the portal at all times. Please call if you need help.**

Home   City of Allen Info ▾   Map   Report   Fee Estimator   Search 🔍   Help ❓   Calendar 0

Thank you for registering

11

Thank you for registering for an account. Your account is now active and ready to be used.

Log In

12

Need Assistance?   Please contact the appropriate City of Allen Department regarding a specific permit or inspection.

Building Department: Email or (214) 509-4130
Fire Department: Email or (214) 509-4400
CSS Technical Support: Email