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](image1.png)

- 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.

![Figure 2](image2.png)

**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 to get instructions on how to apply for a permit online using the City of Allen CSS Portal: Permitting & Inspections website.