HOW TO APPLY FOR A PERMIT
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.
STEP 1 REGISTER FOR AN ACCOUNT

Both CONTRACTORS and CITIZENS will need to register for an account in the CSS Portal 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.

HELPFUL TIP

NEED HELP REGISTERING FOR A CSS PORTAL ACCOUNT?
Visit CityofAllen.org/CSSAccount to get instructions on how to register for a City of Allen CSS Portal: Permitting & Inspections account.

STEP 2 LOG INTO YOUR ACCOUNT

You will arrive at your home page, or “Dashboard.” Click the “Apply” button (see Figure 1).

STEP 3 CHOOSE YOUR PERMIT TYPE

View the list of permits. If you do not see the permit type you need, click “All” to view all options. (see Figure 2)
When selecting “All”, you will see permit categories listed on the left side of the page (see Figure 3). Brief descriptions of each permit/plan type will appear for the category selected (see Figure 4).

Once you find your permit, click “Apply” (see Figure 5).

DID YOU SELECT THE WRONG PERMIT TYPE? Use the drop-down menu to change your selection (see Figure 6).
STEP 4: COMPLETE YOUR APPLICATION

- **Enter details:** Add details about your project, such as a brief description of the project scope or business name, if applicable (see Figure 7).

  ![Figure 7]

- **Add location:** DO NOT change the drop-down menu labeled “Site Address” (see Figure 8). Click the “+” button to add the location of submittal (see Figure 9).

  ![Figures 8 & 9]

- **Enter address:** Enter your address WITHOUT street suffix (DR, ST, BLVD) or parcel number into the “Search” field (see Figure 10), then click the magnifying glass to search (see Figure 11).

  ![Figures 10 & 11]

**HELPFUL TIP**

Addresses must be added without the street suffix. See examples below.

- **ACCEPTED:** 305 Century, 305 CENTURY, 119249 (if entering by parcel number)
- **NOT ACCEPTED:** 305 Century Parkway, 305 CENTURY PKWY, 305 Century Pkwy.
**STEP 4** COMPLETE YOUR APPLICATION (CONTINUED)

- **Add address/parcel number to submittal**: Click the “Add” button to add your address/parcel number to your submittal (see Figure 12).

![Figure 12](image)

- **View applicant and add additional contacts**: You will automatically be listed as the applicant, but may add additional contacts (see Figure 13).

![Figure 13](image)

**STEP 5** ATTACH REQUIRED DOCUMENTATION

- Attachment options will vary by submittal type. If the attachment is marked “REQUIRED,” the attachment is mandatory (see Fig. 14).

![Figure 14](image)

**HELPFUL TIP**

**UPLOADING REQUIRED DOCUMENTATION?**

**ONLY PDF DOCUMENTS ACCEPTED**

Other file types are not supported.
**STEP 5** ATTACH REQUIRED DOCUMENTATION (CONTINUED)

To upload attachments, click “+” by the corresponding attachment card or drag and drop the file onto the “+” symbol. (see Figure 15) before clicking “Next” (see Figure 16).

**STEP 6** SUBMIT GENERAL INFORMATION

These fields will vary by submittal type (see Figure 17).
After completing general information, you will be taken to the “Application Summary” page. You may “Save as Draft” to save your progress, click “Back” to review your information, or “Submit” to finalize your application (see Figure 18).

After clicking “Submit,” you will be redirected to a confirmation page stating that your application was submitted successfully (see Figure 19). If desired, make note of your Permit/Plan number for your records (see Figure 20). You can check the progress of your application and view changes to your status anytime you log into your CSS account (see Figure 21).

Thank you for your application with the City of Allen, we appreciate your business! For more information or if you need further assistance, please contact Building Services at 214.509.4130 or permits@cityofallen.org.