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***** Screenshots provided in the document are for reference only**

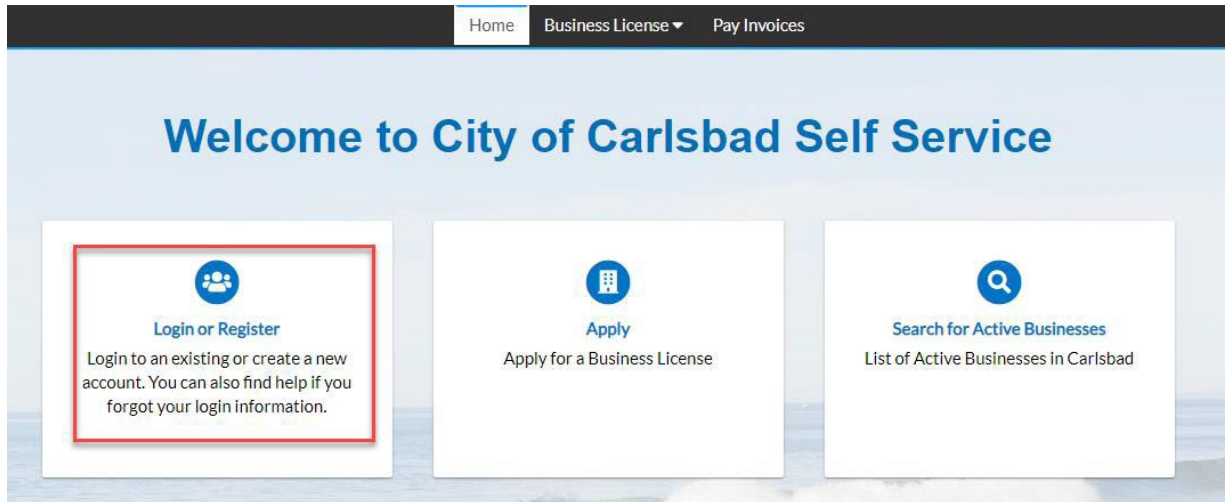
*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

Registering to City of Carlsbad Self Service Account

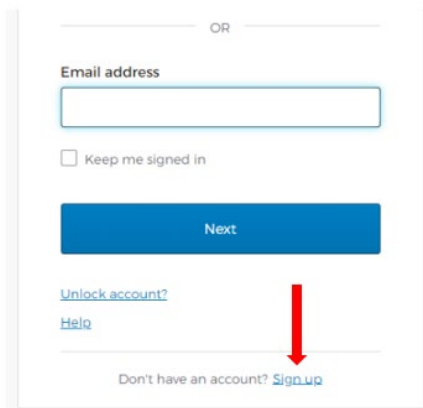
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Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

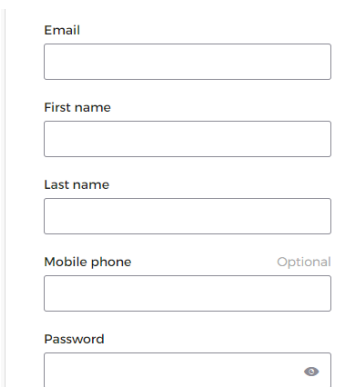
1. Click on the **Login or Register** tile on the Customer Self Service home page: <https://eg.carlsbadca.gov>



2. Click **Sign Up**.



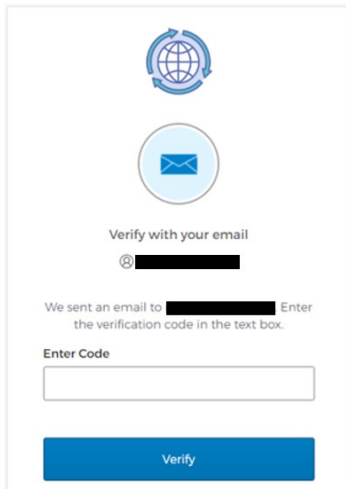
3. Enter Email, First Name, Last Name, Mobile Phone, Password. Click **Sign Up**.



Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Activate Your Account:

1. Check your email account for verification code and enter code to continue registration process.



The image shows a verification screen with a globe icon at the top, followed by an envelope icon. Below the icons, the text reads "Verify with your email" and shows a redacted email address. A message states "We sent an email to [redacted] Enter the verification code in the text box." There is a text input field labeled "Enter Code" and a blue "Verify" button at the bottom.

2. You will be prompted to activate your TID-C account.

Hi [redacted]

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

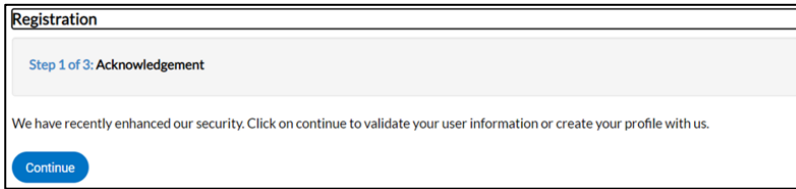
To verify your email address and activate your account click on the link below.

[Activate Community Access account](#)

This link expires in 7 days.

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

3. You will be prompted to enter your personal contact information.

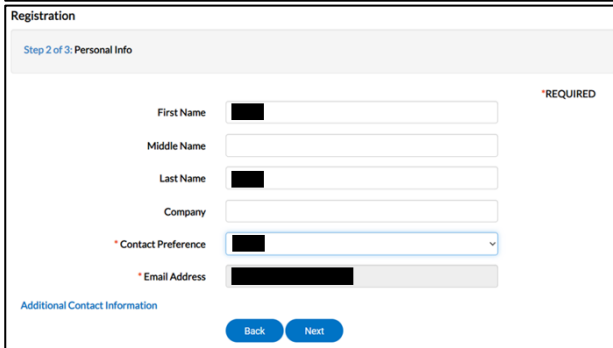


Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

[Continue](#)



Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

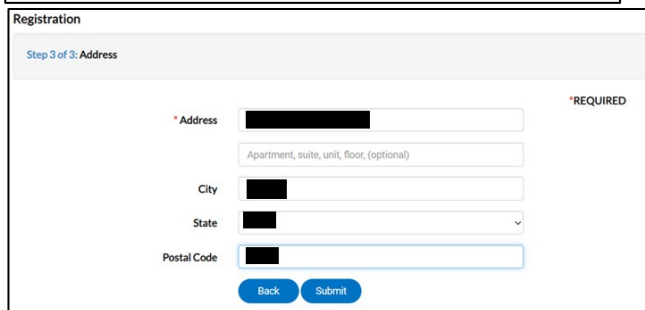
Company

* Contact Preference

* Email Address

Additional Contact Information

[Back](#) [Next](#)



Registration

Step 3 of 3: Address

*REQUIRED

* Address

Apartment, suite, unit, floor, (optional)

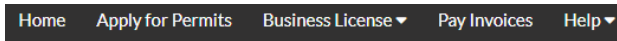
City

State

Postal Code

[Back](#) [Submit](#)

4. You will be redirected back to the Civic Access home page and will see a pending approval notice.



[Home](#) [Apply for Permits](#) [Business License](#) [Pay Invoices](#) [Help](#)

Your account is pending approval.

[Return to Welcome Page](#)

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

- You will receive an email at the registered email address to confirm registration completion. Before you can log in, your Customer Self Service account must be approved by a city staff member. The approval process can take 1-2 business days.

City of Carlsbad Online Services ePortal Account Confirmation

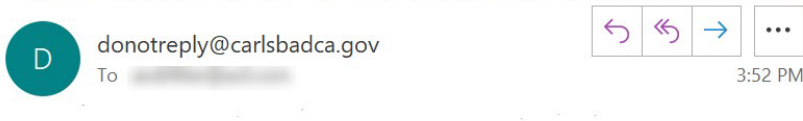


Thank you for submitting a request to gain access to our online services portal. Your request will be reviewed and approved within 1-2 business days. Once approved, you will receive another email confirming access and providing next steps. Thank you again for your interest.

Sincerely,
City of Carlsbad

- Once your account has been approved, you will receive an email at the registered email address.

City of Carlsbad Online Services ePortal Account Approved



Congratulations. Your online services ePortal account has been approved. Please return to the City of Carlsbad Online Services web page and login using the email and password you provided and follow the prompts. We appreciate your interest in doing business with us online.

Sincerely,
City of Carlsbad

- You will then be able to log in to your Civic Access portal to conduct city official business.

Unable to Login

Forgot Your Password

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- On the Customer Self Service home page, click the **Login or Register** tile: <https://eg.carlsbadca.gov>

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

Welcome to City of Carlsbad Self Service



Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Apply
Apply for a Business License

Search for Active Businesses
List of Active Businesses in Carlsbad

2. Click the hyperlink next to **Forget your password**

Log In

* Username

* Password

Remember Me

Log In

Forgot your password? [Reset it](#)

Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

3. Enter your email address and click **Submit**

Forgot Password

* Email

Submit

4. You will receive an email to the Customer Self Service registered email address. Click the **Reset** hyperlink. You will be redirected to the Customer Self Service website

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Password Reset



donotreply@carlsbadca.gov

To



4:11 PM

You are receiving this automated e-mail based on a password reset request that we received for the Citizen Self Service tool for our jurisdiction. To move forward to the next step in the password reset process, please click the link below to confirm that this is your e-mail address. Please only click this link one time, and then complete the fields on the screen as instructed to reset your password.

[Reset](#)

5. Enter your **Password, Confirm Password** and click the **Reset** button

Reset Password

The password must be at least 8 characters long with at least one upper case letter and one number. Allowed special characters are as follows: !@#\$%^&*

* Email Address

* Password

* Confirm Password

[Reset](#)

6. You will receive a message that your *password has been reset*. Click the **Click her to log in** hyperlink to log in

[Reset](#)

Your password has been reset. [Click here to log in.](#)

Your Customer Self Service Account Has Not Been Approved

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1. Upon successful completion of submitting your Customer Self Service online account, you will receive a message: **Thank you for registering** *Thank you for registering a new user account – your account will be activated after it has been reviewed*

Thank you for registering

Thank you for requesting a new user account - your account will be activated after it has been reviewed.

[Return to Home](#)

2. Once your account has been approved, you will receive an email (*Please note that an account can take up to 1-2* **Please note: For optimum performance, we recommend using Google Chrome browser for accessing City of Carlsbad Self Service portal.**

business days to be approved)

City of Carlsbad Online Services ePortal Account Appr...



donotreply@carlsbadca.gov

To [redacted]



3:21 PM

Congratulations. Your online services ePortal account has been approved. Please return to the City of Carlsbad Online Services web page and login using the email and password you provided and follow the prompts. We appreciate your interest in doing business with us online.

Sincerely,
City of Carlsbad

3. Once approved you can return to the Customer Self Service home page to log in: <https://eg.carlsbadca.gov>

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

Your Online Account Request Was Denied

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1. There are a couple reasons why your Customer Self Service account request may be denied
 - a. *You already have an online account under another email address:* The City of Carlsbad only allows one Customer Self Service account per customer. You should be able to see and manage all linked records under a single account. If you feel you are missing records, please contact the Business License department by email at Business.License@carlsbadca.gov or by telephone at (442) 339-2495 so that we may assist.
 - b. *You have requested an account using a generic name:* All requested Customer Self Service online accounts must be submitted by a named, company employee. No generic account names are permitted

2. If your Customer Self Service online account request has been denied, you will receive an email. You must submit a new account request

City of Carlsbad Online Services ePortal Account Denied



CSS_Request@carlsbadca.gov

To [redacted]



Tue 4:05 PM

Dear Online Services Customer:

Your request for an account to perform business activities related to planning, permitting, business licensing and inspection requests through the online ePortal has been denied. Requests are most often denied because the applicant has been identified as already having an online account. If you have previously applied for an online account, please use the 'Forgot your password' or 'Forgot your username' links on the Log In page to resolve.

All requested online accounts must be submitted by a named, company employee. No generic account names are permitted.

If you feel you have received this email in error or need further assistance, please contact the Business License department via email at business.license@carlsbadca.gov or by telephone at (760) 602-2495.

Sincerely,
City of Carlsbad

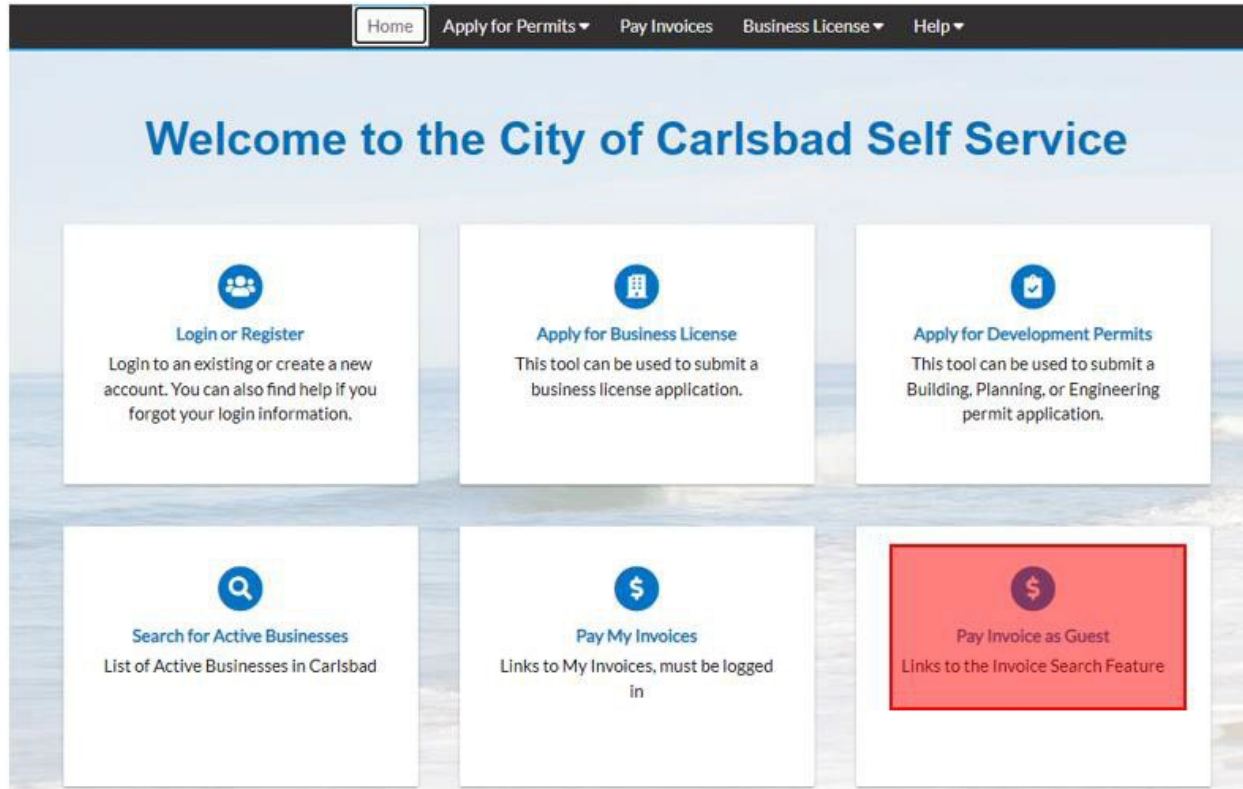
*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

Pay Invoice as a Guest

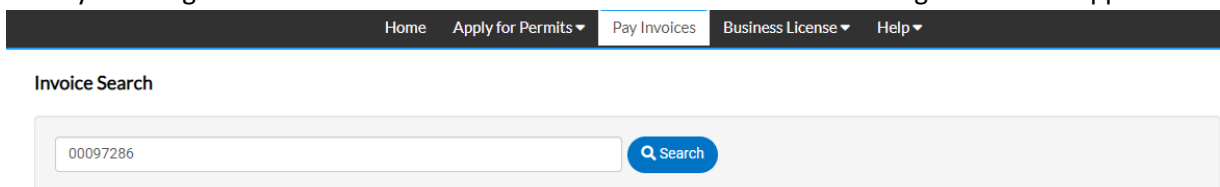
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Paying as a guest allows a user to pay an invoice without logging in to the portal (an invoice number is required). Alternatively you can pay one or several invoices in one transaction, once logged in to CSS. For more, refer to [Pay My Invoices](#). To pay as a guest, below are instructions:

1. On the Customer Self Service home page, click the **Pay Invoice as Guest** tile: <https://eg.carlsbadca.gov>



2. Enter your 8-digit invoice number and click the **Search** button. Include leading zeros when applicable.



*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

3. Click the **Pay Now** button in the upper, right-hand corner

[Back](#)

Invoice Number: 00097286



Invoice Total:	\$253.00	Invoice Date:	04/27/2022	Due Date:	05/27/2022
Status:	Due	Description:	NONE		

- Primary Fees
- Misc Fees
- Payments
- Attachments
- Contacts

Primary Fees

Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
DAYCARE PERMIT (7-14 CHILDREN)	\$253.00	\$253.00	DC2022-0002	Plan	

Results per page 10 1 - 1 of 1 << < 1 > >>

4. Choose your mode of Payment (Credit Card or E-Check)



Carlsbad, CA

Order Number: 236
Tuesday, May 17, 2022

Invoice #	Item Description	Quantity	Unit Price	Total Price
00097286	NONE	1	\$253.00	\$253.00
			Item Total:	\$253.00
			Order Total:	\$253.00

Payment Details

*all fields are required

Pay with Credit Card

Pay with E-Check

[Cancel](#)

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

- Enter the necessary Payment details to process your payment. ***** Please make sure to enter your email**, if left blank you will not receive a Payment receipt after successful Payment.

Payment Details

*all fields are required

Pay with Credit Card

Cardholder Name Billing Street Billing Zip Code

Card Type Card Number Expiration Date Month... Year...

CVV Code Email Address

[Pay Now - \\$253.00](#)

- Upon successful completion of Payment, you'll receive the following message:



Thank You!

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly.

- You will receive a receipt to the email provided during the payment transaction



Carlsbad, CA

Payment Confirmation

Payment Date	Thursday, July 8, 2021			
Order Number	12			
Line Items				
Invoice #	Item Description	Quantity	Unit Price	Total Price
	NONE	1	\$1.00	\$1.00
Item Total				\$1.00
Order Total				\$1.00

Thank you for your payment.
Carlsbad, CA

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

Understanding the Dashboard

Once logged in, a good starting place is to visit is your dashboard on CSS:



From your dashboard you can view an overall summary of your active permits, plans or licenses with the city.

Permits

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Whether you apply for Permits via CSS portal or are simply associated to a permit record as a contact, such as a property owner, architect, contractor, applicant, etc., with a CSS account, you are now able to view permits online and check information or updates on the permit. For permits applied thru CSS, you can also do additional things such as: Check on your permit, Upload new attachments, Paying outstanding fees or access your issued permit and approved plans, if applicable.

Below is a summary of what the dashboard provides on Permits:

My Permits

Attention	Pending	Active	Draft	Recent
1	2	1	1	3
Residential - Deck (... 1	Residential - Solar/C... 1 Engineering - Const... 1	Residential - Deck (... 1	Residential - Misc ... 1	Residential - Solar/C... 1 Residential - Deck (... 1 Engineering - Const... 1

[View My Permits](#)

1. **Attention:** This tile represents permits that may need your attention, such as paying a fee. Outstanding fees are also summarized in the My Invoice section explained further in this document (preferred place to pay fees). By clicking on the *Attention* status from the **Dashboard**, you will be given a list of all Permit Numbers that have been applied for that have a status of Attention, Project name, Address attached to the Permit, Type, Status, and the Reason that the Permit needs attention. Criteria for the Attention status is: Active holds, unpaid fees, re-submittals required, failed inspections, and does not have a completed status.

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NOTE: Properties may have notice (called a Hold), which also brings a permit to Attention. However, notice/holds are internal, and do not require your action. You can disregard these. See sample below.

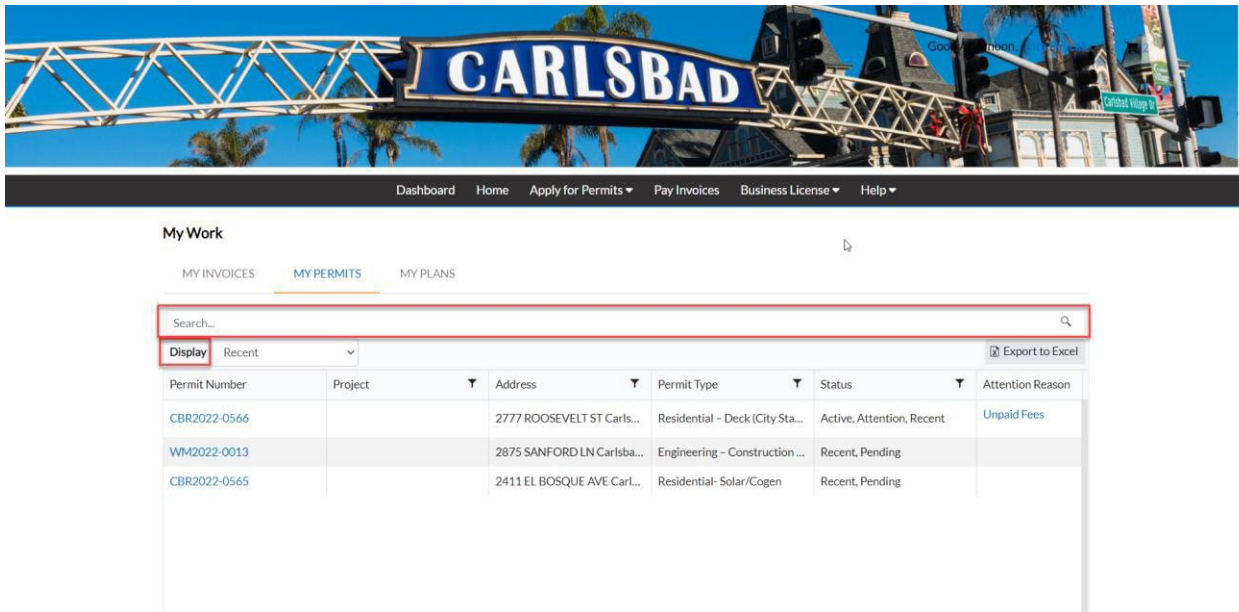
MY INVOICES MY PERMITS

Permit Number	Project	Address	Permit Type	Status	Attention Reason
CBR2022-0551		[REDACTED]	Residential - Misc. Plumbin...	Attention, Recent, Pending	Unpaid Fees
CBR2022-0383		[REDACTED]	BLDG-Residential - Pool	Attention, Pending	On Hold Review Not Approv
CBC2020-0223	[REDACTED]	1635 FARADAY AVE Carlsb...	BLDG-Commercial - Tenant ...	Active, Attention	On Hold

2. **Pending:** By clicking on the *Pending* status from the **Dashboard**, you will be given the list of all permit numbers that have been applied for that have a status of Pending, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Pending status are no issue date, final date, nor an expire date. To explore more on the list, refer to the information in the Attention section above.
3. **Active:** By clicking on the *Active* status from the **Dashboard**, you will be given the list of all permit numbers that have been applied for that have a status of Active, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Active status: either has a status of issued or has an issued date and does not have a completed status. To explore more on the list, refer to the information in the Attention section above.
4. **Draft:** By clicking on the *Draft* status from the **Dashboard**, you will be given the list of all Permits and Plans that have been saved, but not submitted for review. When submitting an application, you may find you don't have all the required attachments to upload or need more information prior to submittal. In these cases, you can save the application as a Draft and come back later when you have the required information. You can resume Drafts Permits at any point in time. You can find more information on how to [Save Drafts and Continue Application here](#). They may also be deleted from this screen if they are no longer needed. To explore more on the list, refer to the information in the Attention section above.
5. **Recent:** By clicking on the *Recent* status from the **Dashboard**, you will be taken to the **My Work** Tab. You will be given the list of all Permit Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Recent status is: is has been applied for in the last 30 days. To explore more, refer to the information in the Attention section above.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

When reviewing a list of permits, you have some options to view/search.



6. **Display:** This dropdown box allows the citizen a way to organize and select one **Status** to view.
7. **Search Box:** This box allows the citizen a way to search by **Permit Number, Project name, or Address** by typing in the information in the box and clicking *Enter* on your keyboard or by clicking the *Search* button.
8. **Permit Details:** To find more details on a permit, click on the hyperlink on the permit you want to explore.

CBR2022-0553			Residential- Solar/Cogen	Attention, Recent, Pending	Unpaid Fees
CBR2022-0549			Residential - Re-Roof	Attention, Recent, Pending	Unpaid Fees

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Selecting a Permit provides you access to more information on the permit. From here you can view the type of permit applied for, description of work, application date, address, permit status, etc. Here's a sample:

Permit Number: CBR2022-0551 Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	Residential - Misc. Plumbing, Mechanical or Electrical	Status:	Submitted Online	Project Name:
IVR Number:	38863	Applied Date:	04/14/2022	Issue Date:
District:	Citywide	Assigned To:		Expire Date:
Square Feet:	0.00	Valuation:	\$0.00	Finalized Date:
Description:	HAWTHORNY; REPAIR WATERLEAK IN 2ND FLOOR BATHROOM (E-REVIEW)			

Summary | Locations | Fees ! | Reviews | Attachments | Contacts

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

- Plan Check - Started - Scheduled for 05/26/2022
- Invoice Fees
- Pre-Issuance Review
- Issue Permit
- File, Scan, and Stamp Approved Plans
- 10 Tilt Panels -
- 11 Foundation/Ftg/Piers (Rebar) -
- 12 Steel/Bond Beam -
- 13 Shear Panels/HD -

Available Actions

! Unpaid Fees

\$108.00

05-14-2022

[Pay Now](#)

Tabs on the permit screen also provide more detail on the permit. The tabs consist of:

Summary. This tab defaults first so this is the view you first see. This shows a progress or your permit, workflow (if applicable), and Actions for you to work on.

Location. Clicking this tab shows the address/assessor's parcel number associated with the permit.

Fees. This tab shows fees both paid and due. Once fees are due, you'll see the red exclamation ! giving you notice to pay fees. Note: Clicking on the pay now button will take you another screen to pay fees via the CSS portal. Once paid this notice will go away and staff can proceed with permit processing.

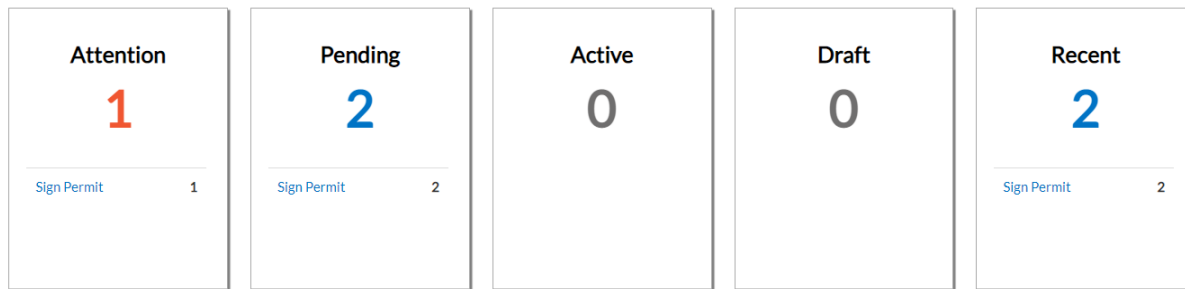
Reviews. Information on this tab is not yet available.

Attachments. Here you can view attachments submitted with the application. These typically have applications, calculations and plans, if applicable. On permits applied thru CSS, plan check comments from other departments will be viewable, once posted. If requested, on this tab you'll upload new/missing attachments or upload updated plans as part of a resubmittal.

Contacts. Here you can view the different contacts attached to the permit. Depending on the permit, the number and type of contacts may vary.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

My Plans



[View My Plans](#)

1. **Attention:** By clicking on the *Attention* status from the **Dashboard**, you will be given a list of all Plan numbers that have been applied for that have a status of Attention, Project name, Address attached to the Plan, Type, Status, and the Reason that the Plan needs the citizen’s attention. Criteria for the Attention status is: Active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and does not have a successful status.
2. **Pending:** By clicking on the *Pending* status from the **Dashboard**, you will be given the list of all Plan Numbers that have been applied for that have a status of Pending, Project name, Address attached to the Plan, Type, Status and Reason. Criteria for the Pending status are: statuses for the case are not success, failures, on hold or cancelled.
3. **Active:** By clicking on the *Active* status from the **Dashboard**, you will be given the list of all plan numbers that have been applied for that have a status of Active, Project name, Address attached to the Plan, Type, Status and Reason. Criteria for the Active status is: the status is successful.
4. **Draft:** By clicking on the *Draft* status from the **Dashboard**, you will be given the list of all Permits and Plans that have been saved, but not submitted for review. These drafts may be incomplete, and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.
5. **Recent:** By clicking on the *Recent* status from the **Dashboard**, you will be given the list of all Plan Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Plan, Type, Status and Reason. Criteria for the Recent status is: has been applied for within the last 30 days.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Invoices

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My Invoices

Current 2	\$1,370.00	Add To Cart
Past Due 0	\$0.00	
Total 2	\$1,370.00	Add To Cart

CSS users can access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart. CSS's integrated electronic shopping cart allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.

The screenshot shows a 'Shopping Cart' page with a 'Back' link. At the top right, the total amount is \$1,370.00 with a 'Check Out' button highlighted in a red box. Below this, two invoice items are listed:

- Invoice 00097322**: Description: CBR2022-0566, Due Date: 06/08/2022. Amount Due: \$99.00. Case Address: 2777 ROOSEVELT ST Carlsbad CA 92008-1617. A 'Remove' button is highlighted in a red box.
- Invoice 00097323**: Description: PS2022-0015, Due Date: 06/08/2022. Amount Due: \$1,271.00. Case Address: 7199 SURFBIRD CIR Carlsbad CA 92011-4020. A 'Remove' button is highlighted in a red box.

At the bottom of the cart, the total is again \$1,370.00 with a 'Check Out' button.

- Current:** Click on the *Add To Cart* oval to the right of Current invoices, the citizen will be able to access the Shopping Cart screen where all current invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click *Remove* to the right of the invoice. To checkout, click on the *Check Out* oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

2. **Past Due:** By clicking on the *Add To Cart* oval to the right of Past Due invoices, the citizen will be able to access the Shopping Cart screen where all past due invoices are listed. The citizen may access the Invoice by clicking on the *Invoice Number* or they may access the Case by clicking on the *Case Number*. To remove an Invoice from the Shopping Cart, the citizen may click *Remove* to the right of the invoice. To checkout, click on the *Check Out* oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

Apply for a Permit

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1. To Apply for a Development Permit, you must have a registered Customer Self Service only account. Please check out [Register for a Customer Self Service Account](#) on how to do that.
2. Click on the **Apply for Development Permits** tile on the Customer Self Service home page:



3. Choose the correct permit type and Click on Apply.







Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Application Assistant

Search for application names and keywords Q

All
Trending
My History
PERMITS
PLANNING APPLICATIONS

> Show Categories Show My Templates

	Engineering – Construction Water Meter Category Name: Engineering Permits Description: construction water meter permit	Apply
	Sign Permit Category Name: Plans Description: Planning sign	Apply
	Residential – Deck (City Standard) Category Name: Residential Permits Description: Residential deck permit	Apply
	Residential – Misc. Plumbing, Mechanical or Electrical Category Name: Residential Permits Description: Add or Replace water heater, A/C, FAU, main panel upgrade, etc.	Apply
	Residential – Patio (City Standard) Category Name: Residential Permits Description: Residential patio permit	Apply
	Residential – Re-Roof Category Name: Residential Permits Description: Residential re-roof permit	Apply

- a. If you don't see the permit you wish to apply for, **please visit the front counter at the City of Carlsbad or visit the city website regarding application guidance.**

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

- You'll then be directed to Login to the CSS portal. Enter your Username and Password and click on the Log In button.

Log In

* Username

* Password

Forgot your password? [Reset it](#)

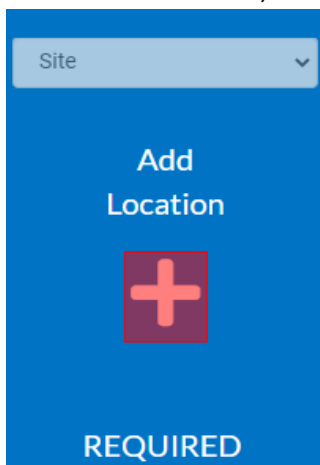
Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

- If you are having trouble logging in, please refer to [Unable to Login](#) instructions
- You will be walked through seven steps to apply for your permit. As you proceed through the process, the corresponding step is highlighted.



- To enter the Location, Click on +



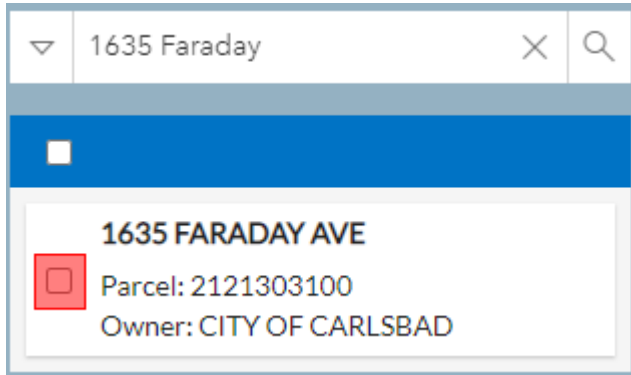
- Type in the Address and click on the magnifying glass.

SEARCH



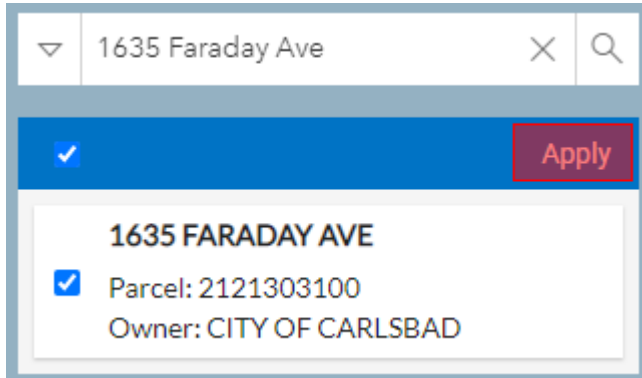
Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

8. Select your address by clicking on the box.



A search interface showing a search bar with the text "1635 Faraday". Below the search bar, a blue header bar contains a white square. Underneath, a white box displays the address "1635 FARADAY AVE", "Parcel: 2121303100", and "Owner: CITY OF CARLSBAD". A red square highlights the address text.

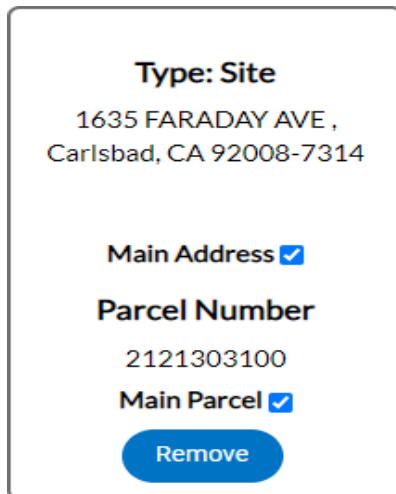
9. Click on the Apply Button



A search interface showing a search bar with the text "1635 Faraday Ave". Below the search bar, a blue header bar contains a white checkmark and a red "Apply" button. Underneath, a white box displays the address "1635 FARADAY AVE", "Parcel: 2121303100", and "Owner: CITY OF CARLSBAD". A blue checkmark is next to the address text.

a. If there are multiple addresses in the search, please review the full address before hitting Apply.

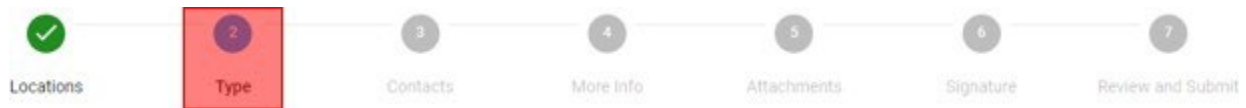
10. This will take you back to the Locations step of Apply for Permit process



A card displaying address details. At the top, it says "Type: Site". Below that, the address "1635 FARADAY AVE , Carlsbad, CA 92008-7314" is listed. Underneath, "Main Address" is checked with a blue checkmark. Below that, "Parcel Number" is listed as "2121303100". "Main Parcel" is also checked with a blue checkmark. At the bottom, there is a blue "Remove" button.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

11. If there are multiple locations on which the permit is required, Click on Add Location and repeat the process from steps 6 to 10. If not Click Next. This will direct you to the next step of the process



12. For each page All the required fields are marked with an asterisk (*).

a. Please note the Permit Type is populated automatically, based on your selection earlier.

* **Permit Type**

* **Description**

Square Feet

Valuation

13. Enter the information and Click Next



14. Please note, **each permit type can have different contact requirements**. As the applicant, you are the default contact.

a. Contact type requirements are included on the page.

Please search/add ALL contacts to your application. To add, click the drop-down on the tile below, select a contact type and click + to search. These are the contacts to add:

1. Property Owner [REQUIRED]
2. Contractor, if applicable

Do you plan to pull permit as an Owner-builder? Skip adding Contractor.
Do your best to add all contacts. Unable to find a match? Move on to next step.

Applicant



(You)

1635 Faraday, Carlsbad, CA,
92008

Select Type

Add Contact

+

Choose contact type

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

b. 'Select Type' of Contact from the options and add their information.



15. Before Adding Contact, you'll be directed to search for existing contacts

Favorite	First Name	Last Name	Company	Email	Action
☆			[REDACTED] PROP SOLUTIONS LLC		Add
☆	[REDACTED]	[REDACTED]	[REDACTED] PROPERTIES - Prop Mgr		Add
☆			[REDACTED] ACQUISITION LLC		Add
☆			[REDACTED] AND COMPANY C/O [REDACTED] RETAIL		Add

a. If the company you are looking for is in the list select Add, if you are unsure with the results **please click "Back to Application" and continue to the next steps.** Staff will research contacts and add them using information provided on your completed/attached application.

16. Select the contact from the list of options available and click on Add. This will add the contact your permit.

CONTACTS

Please search/add ALL contacts to your application. To add, click the drop-down on the tile below, select a contact type and click + to search. These are the contacts to add:

1. Contractor, if applicable

Do you plan to pull permit as an Owner-builder? Skip adding Contractor.

Do your best to add all contacts. Unable to find a match? Move on to next step.

Applicant

1635 Faraday, Carlsbad, CA, 92008

Property Owner

[Remove](#)

Applicant ▼

Add Contact

[Back](#)
[Create Template](#)
[Save Draft](#)
[Next](#)

a. To add additional contacts please repeat steps 14-16

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

17. Click on Next when done, to go to More Info step.
 - a. Please note this step has options specific to the Permit you are applying for.
 - b. All the mandatory fields are highlighted as shown below.
 - c. Please review and update all the applicable fields before clicking on Next.

Reroof Info Next Section | Top | Main Menu

*Number of Existing Roof Covering
Number of Existing Roof Covering is required.

Existing Roof Type

Existing Sheathing

If other selected, please describe:

Reroof Type

Owner-Builder Acknowledgement (if applicable) Previous Section | Top | Main Menu

*Owner-Builder?
Owner-Builder? is required.

Adding a Contractor for construction permits

The contractor will likely be in our digital record system if they have previously applied for a permit and have a valid business license. The following steps show you how to search and add a contractor to a permit when adding contacts on the permit portal.

- a. Click on the drop-down box to select contact type. Select Contractor. Click the + button to add a new contact.
- b. Type the contractor's name in the search field and click search.
- c. Review search results. From here, you can scroll through the options provided and find the contractor.
- d. Select the contractor result with the company name only. See the sample below.
- e. Select add.

Dashboard Home Apply for Permits Business License Pay Invoices Help

Back to Application

Add Contact

Add Contact As

Search My Favorites

Search

THE CITY LINKS A CONTRACTOR LICENSE WITH THE COMPANY, NOT PERSON WORKING FOR A COMPANY.

WHEN ADDING A CONTRACTOR, SEARCH BY CONTRACTOR NAME ASSOCIATED WITH THE LICENSE & SELECT THE RESULT WITH NO FIRST/LAST NAME

Favorite	First Name	Last Name	Company	Email	Action
<input type="checkbox"/>			TOP NOTCH CONSTRUCTION, LP	INFO@TOPNOTCHCO.NET	<input type="button" value="Add"/>
<input type="checkbox"/>	KATIE	BERRY	TOP NOTCH CONSTRUCTION, LP	K.BERRY@TOPNOTCHCO.NET	<input type="button" value="Add"/>
<input type="checkbox"/>	JACK	GOLBERG	TOP NOTCH CONSTRUCTION, LP	JACKG@TOPNOTCHCO.NET	<input type="button" value="Add"/>
<input type="checkbox"/>	FRED	KLIPSCH	TOP NOTCH CONSTRUCTION, LP	F.KLIPSCH@TOPNOTCHCO.NET	<input type="button" value="Add"/>

IF YOU ENCOUNTER CHALLENGES OR ERRORS, IT'S OK TO SKIP THIS STEP AND CONTINUE WITH THE APPLICATION

HINT: If you follow the steps above and do not find the correct result, you can skip adding a contractor and continue on with the application. City staff will add the contractor later in the process if needed.

HINT: If you find the contact for the contractor click the star to the left of the contractor's name to add them to your favorites. When applying for future permits, they will now appear under the "My Favorites" tab to the right of the "Search tab". Having them as favorite will avoid searching for them on future online applications.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.


Uploading Attachments during New Application for Permit

[Table of Contents](#)

During a permit application process, you can upload attachments (word documents, excel spreadsheets, images etc.). Each permit has certain mandatory attachment requirements, depending on the permit type, contact information etc.

- When adding additional attachments first select the type of file you are adding from the drop-down. Then click on the + to search/add attachments. Alternatively, files may be dragged and dropped from your files into the blue Add Attachment tile.

Apply for Permit - Residential - Re-Roof *REQUIRED




Attachments

Owner-builder? Please read and attach completed/signed Owner Builder Acknowledgement (form B-61).
 Applying on behalf of contractor? Attach authorization letter from Contractor.

B-1 Residential Building Permit...

Add Attachment




Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, dwg, zip, csv, rtf, dxf, dw...

REQUIRED

Select Type ▼

Add Attachment

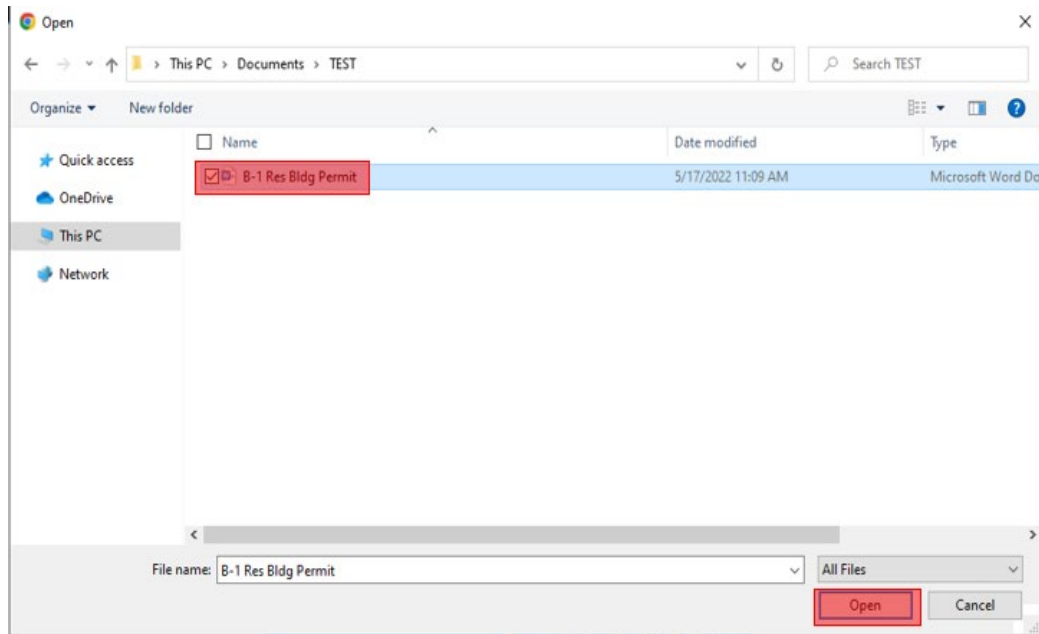


Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, dwg, zip, csv, rtf, dxf, dw...

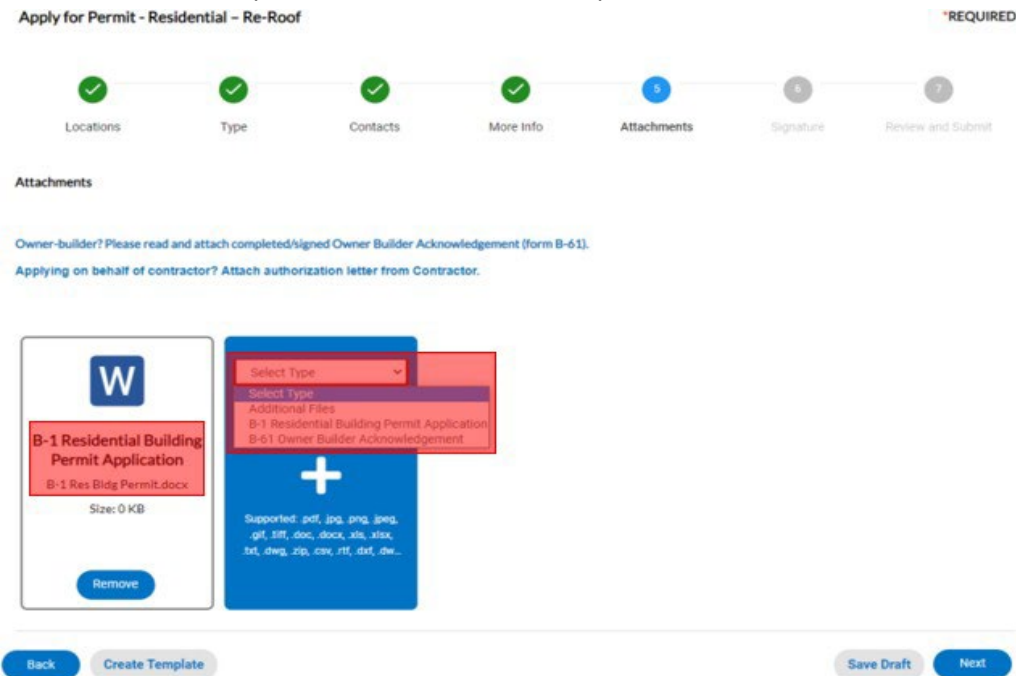
Back
Create Template
Save Draft
Next

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

19. This opens the explorer window, select the right file, and click on Open button.



20. Your file will then be uploaded and attached to the permit.



- a. You may add additional files or additional documents for the same file by choosing the type of attachment under 'Select Type' dropdown and repeat steps 18 and 19.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

21. Click Next after your attachments are successfully uploaded to go to the Signature step. Type in your full-name and draw your signature in the box below.



SIGNATURE

By its signature below, applicant/permittee agrees to indemnify, hold harmless, and defend the City of Carlsbad or its officers or employees from all claims, damage or liability to persons or property arising from or caused by an activity or work done pursuant to this permit unless the damage or liability was caused by the sole active negligence of the city or its officers or employees. Upon issuance of a permit, this agreement is a condition of the applicant/permittee.

* Please type your name as consent to electronically sign this application.

Enable Type Signature

X Draw Signature Here

Clear

Back

Create Template

Save Draft

Next

22. Click on Next after entering your signature to get to Review and Submit page, to review the information pertaining to your permit. Confirm that all the information is accurate and click Submit
- a. At any given point in the application process the applicant (you) may wish to Save and come back at a later point to finish the application.
 - b. Please refer to [Save Draft](#) portion of this document to save and retrieve the application at a later point.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Apply for Permit - Residential - Re-Roof



Submit

Locations

Site: 1635 FARADAY AVE , Carlsbad, CA 92008-7314
Parcel Number: 2121303100

Basic Info

Type: Residential - Re-Roof
Description: TEST
Square Feet:
Valuation:
Applied Date: 05/17/2022

Contacts

Applicant: [Redacted]
1635 Faraday AVE, Carlsbad, CA., 92008
Property Owner: [Redacted]

More Info

Reroof Info

Number of Existing Roof Covering: 1
Existing Roof Type:
Existing Sheathing:
If other selected, please describe:
Reroof Type:
Trade Name/Manufacturer:
No of Roofing Squares:
One of UL Number, ASTM Number, or ICCES Report Number must be filled out
UL Number:
ASTM Number:
ICCES Report Number:
Sufficient Design: NA

[Next Section](#) | [Top](#) | [Main Menu](#)

Owner-Builder Acknowledgement (If applicable)

Owner-Builder? Yes

[Previous Section](#) | [Top](#) | [Main Menu](#)

Attachments

B-1 Residential Building Permit Application | B-1 Res Bldg Permit.docx

Back Create Template Save Draft Submit

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

23. Upon submission, you'll receive a confirmation message indicating your Permit has been submitted successfully. You may note down the permit number for your reference.

Save Draft and Continue Application

[Table of Contents](#)

If you are unsure of a certain step or need more time to finish your application, you can save your application at any step of the Permit application process and continue at a later point using the Save Draft button found at the bottom of every step.

1. If you are unable to complete and submit your permit application, click on the Save Draft button, available on every step of the Permit Application process.

2. You will receive a message stating that your Save was successful. Click on Close.

Success

Save has been successful.

[Close](#)

3. When ready, you can retrieve your application from the [Dashboard](#).
 - a. Under [Permits](#) tab, click on the number in the Draft section as shown below:

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

- This brings you to the My Drafts section of the Permit Module. Click on Resume to continue working on your Saved Work

permit.

- In case you have multiple permits saved under drafts, please be sure to select the right permit type before clicking the Resume button.
- You'll be redirected to the Permit application steps, please confirm the information on each step (click Next) prior to resuming the application process.

- On the Review and Submit step, confirm that all the information is accurate and click Submit. Upon submission, you'll receive a confirmation message indicating your Permit has been submitted successfully. You may note down the permit number for your reference.

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Checking on your Permits

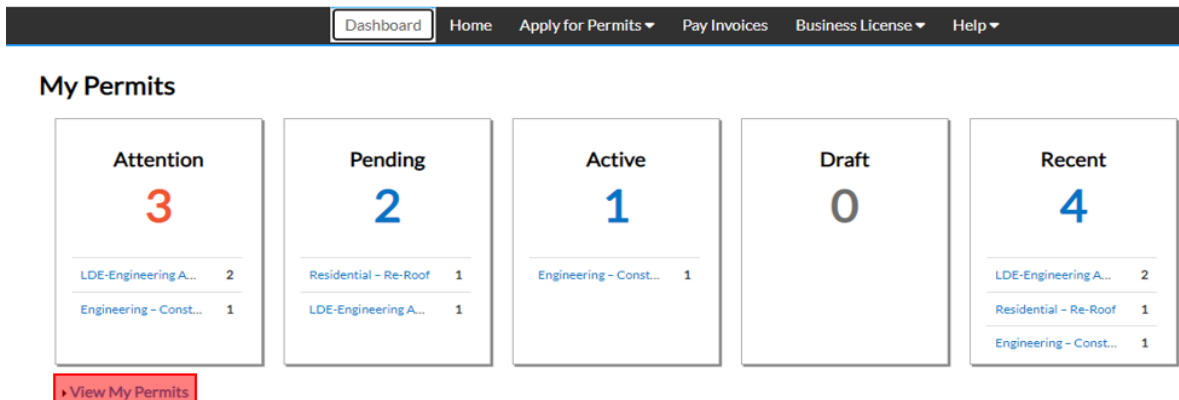
[Table of Contents](#)

Whether you apply for Permits via CSS portal or are simply associated to a permit record as a contact, such as a property owner, architect, contractor, applicant, etc., with a CSS account, you are now able to view permits online and check basic information or updates on the permit. For CSS permits you can also do additional things such as: Check on your permit, upload new attachments, paying outstanding fees or access your issued permit and approved plans, if applicable.

1. After logging into CSS, click on Dashboard.



2. For more information on the definitions and details of each status of permit, please review the [Permits Section of this document](#).

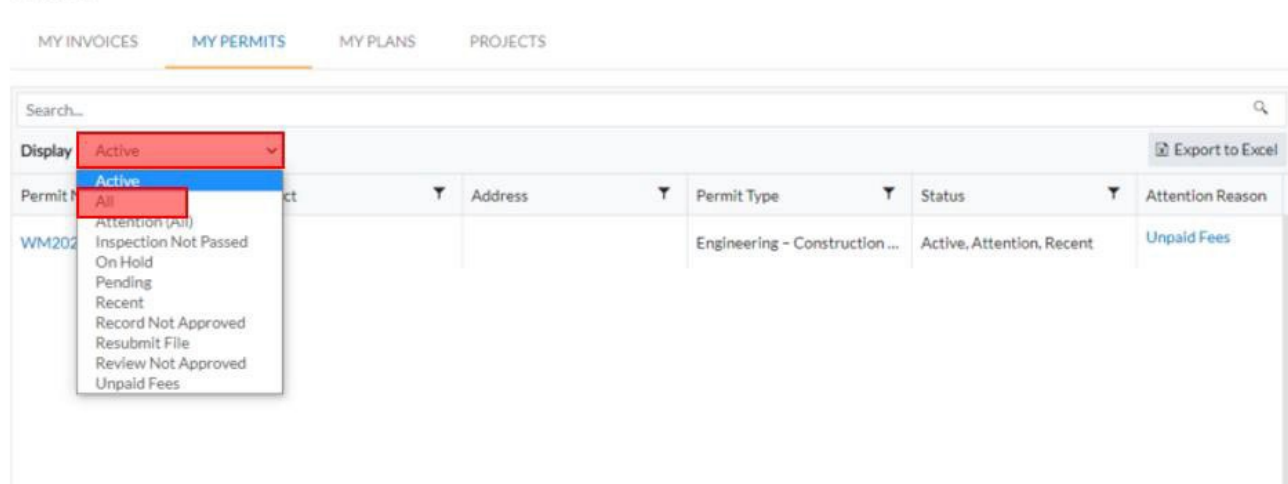


Attention	Pending	Active	Draft	Recent
3	2	1	0	4
LDE-Engineering A... 2 Engineering - Const... 1	Residential - Re-Roof 1 LDE-Engineering A... 1	Engineering - Const... 1		LDE-Engineering A... 2 Residential - Re-Roof 1 Engineering - Const... 1

[View My Permits](#)

3. To View the permits associated with your account, Click on View My Permits. Toggle between the Display option to find your permits.
 - a. Select 'All' to view all permits associated to your account.

My Work



MY INVOICES MY PERMITS MY PLANS PROJECTS

Search...

Display: Active (dropdown menu open with options: Active, All, Attention (All), Inspection Not Passed, On Hold, Pending, Recent, Record Not Approved, Resubmit File, Review Not Approved, Unpaid Fees)

Permit ID	Address	Permit Type	Status	Attention Reason
WM202		Engineering - Construction ...	Active, Attention, Recent	Unpaid Fees

Export to Excel

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

4. Pick the permit you like to view and click on the corresponding Permit# hyperlink (In blue)

My Work

MY INVOICES MY PERMITS

Search... [Export to Excel](#)

Display Pending

Permit Number	Project	Address	Permit Type	Status	State
CBR2022-0605		1635 FARADAY AVE Carlsb...	Mechanical or Electrical	Under Review - ...	(Unpaid Fees)
CBR2022-0604		BACCHARIS AVE Carl...	Residential - Deck (City Standard)	Approved - Read...	Attention, Recent, Pending (Unpaid Fees)
CBR2022-0603		RANCHO MILAGRO ...	Residential - Patio (City Standard)	Approved - Read...	Attention, Recent, Pending (Unpaid Fees)
CBR2022-0602		1635 FARADAY AVE Carlsb...	Residential - Solar/Cogen	Approved - Read...	Attention, Recent, Pending (Unpaid Fees)
CBR2022-0602		1635 FARADAY AVE Carlsb...	Residential - Re-Roof	Approved - Read...	Attention, Recent, Pending (Unpaid Fees)

5. This opens the Permit page with options to view permit details such as:

- Summary: Progress, Workflow, Available Actions
- Locations
- Fees
- Reviews
- Attachments
- Contacts

Permit Number: [Add to Cart](#)

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Residential - Re-Roof	Status:	Approved - Ready to Issue	Project Name:	
IVR Number:	39036	Applied Date:	06/27/2022	Issue Date:	
District:	NW	Assigned To:		Expire Date:	
Square Feet:	0.00	Valuation:	\$0.00	Finalized Date:	
Description:	RODRIGUEZ RE-ROOF (E-REVIEW)				

[Summary](#)
[Locations](#)
[Fees](#)
[Attachments](#)
[Contacts](#)

<p>Progress</p> <p>0% Completed</p> <ul style="list-style-type: none"> Completed In Progress Not Started 	<p>Workflow</p>	<p>Available Actions</p> <p>Unpaid Fees</p> <p>\$90.00</p> <p>07-27-2022</p> <p>Pay Now</p>
--	------------------------	---

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

Uploading Attachments after submitting Permits

[Table of Contents](#)

6. If you wish to add additional attachments to your permit, select the file from your folder and drag them over the blue tile. Alternatively, you may click on the Attachments tab and browse select file(s).

Permit Number: EAGREE2022-0008

Add to Cart

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	LDE-Engineering Agreements - Encroachment	Status:	Under Review - Active	Project Name:	
IVR Number:	38907	Applied Date:	05/09/2022	Issue Date:	
District:	NW	Assigned To:		Expire Date:	
Finalized Date:					
Description:					

Summary

Locations

Fees

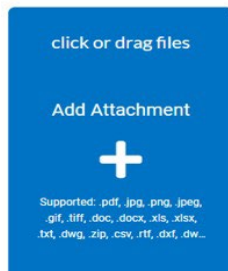
Reviews

Attachments

Contacts

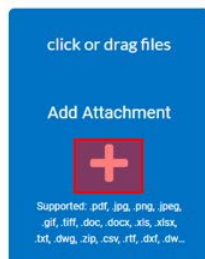
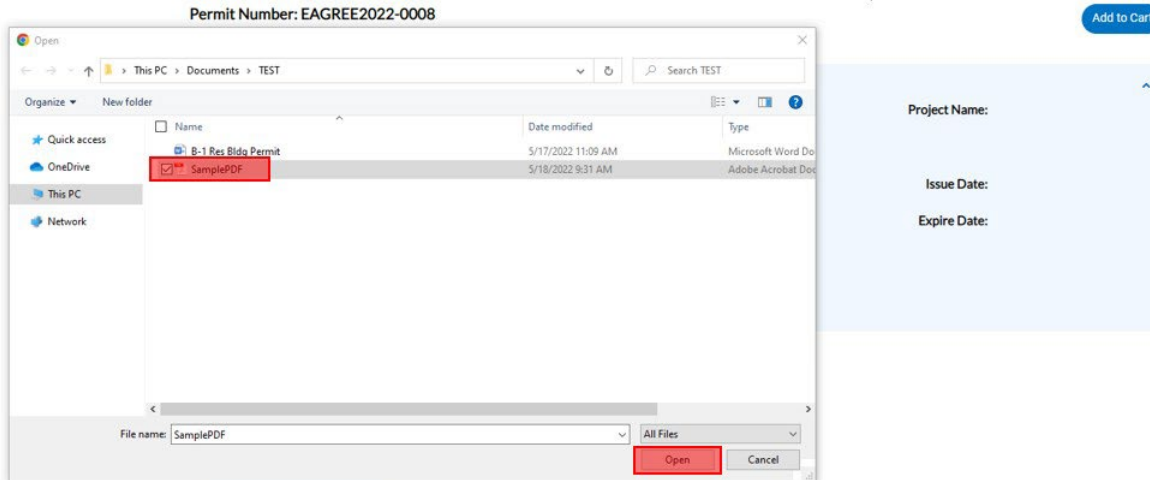
[Attachments](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Attachments



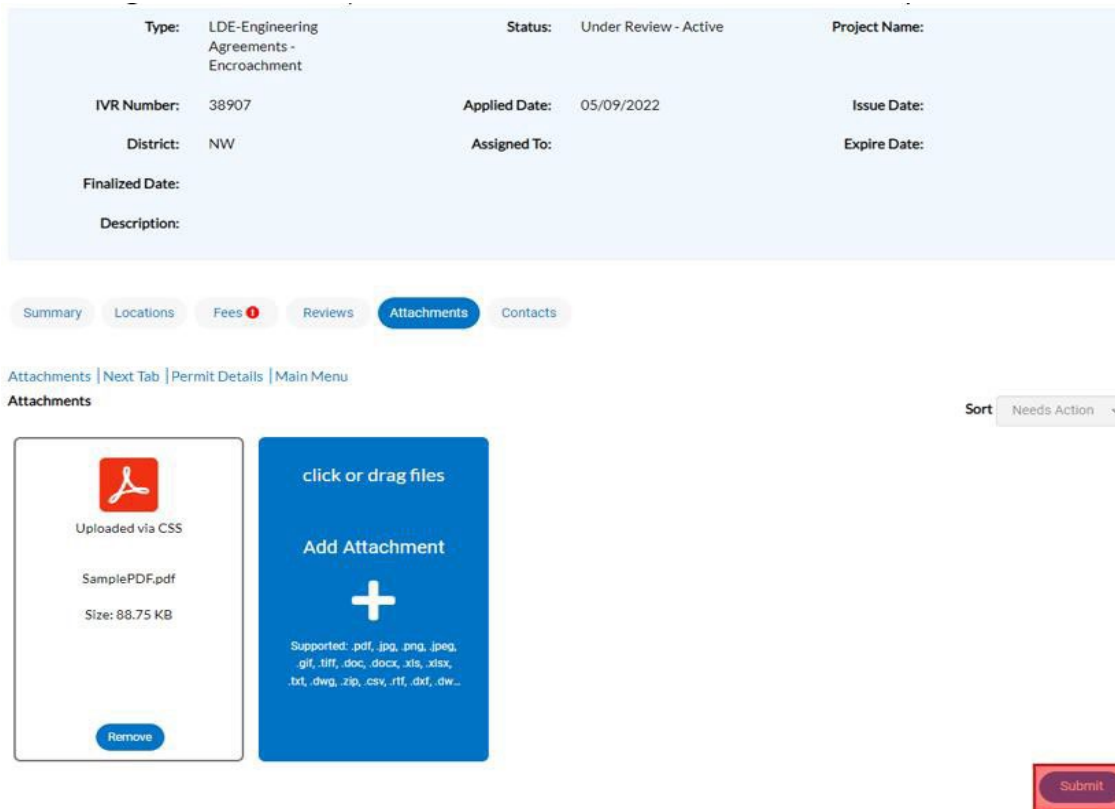
Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

7. Click on the + to add an attachment. Browse the explorer window, select your file, and click on Open.



a. If you wish to add more files, please repeat this step.

8. After adding the attachments, click on the Submit button at the bottom of your screen.



Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

9. You'll get a message indicating that your upload is successful.

Permit Number: EAGREE2022-0008

Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	LDE-Engineering Agreements - Encroachment	Status:	Under Review - Active	Project Name:	
IVR Number:	38907	Applied Date:	05/09/2022	Issue Date:	
District:	NW	Assigned To:		Expire Date:	
Finalized Date:					
Description:					

Summary | Locations | Fees ! | Reviews | **Attachments** | Contacts

Attachments | Next Tab | Permit Details | Main Menu

Attachments

✓ Upload Successful! After these attachments have been approved, they will be available in the attachments section.
✕

10. Once submitted thru CSS, you'll be able to view them on the same screen. As we develop the system, you may need to email staff that new attachments have been added to ensure continued timely processing of your permit.

Permit Number: EAGREE2022-0008

Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	LDE-Engineering Agreements - Encroachment	Status:	Under Review - Active	Project Name:	
IVR Number:	38907	Applied Date:	05/09/2022	Issue Date:	
District:	NW	Assigned To:		Expire Date:	
Finalized Date:					
Description:					

Summary | Locations | Fees ! | Reviews | **Attachments** | Contacts

Attachments | Next Tab | Permit Details | Main Menu

Attachments

Sort Needs Action ▾

Attachment

SamplePDF.pdf

Uploaded: 05/18/2022

Notes: Uploaded via CSS

click or drag files

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, dwg, zip, csv, rtf, dxf, dw...

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

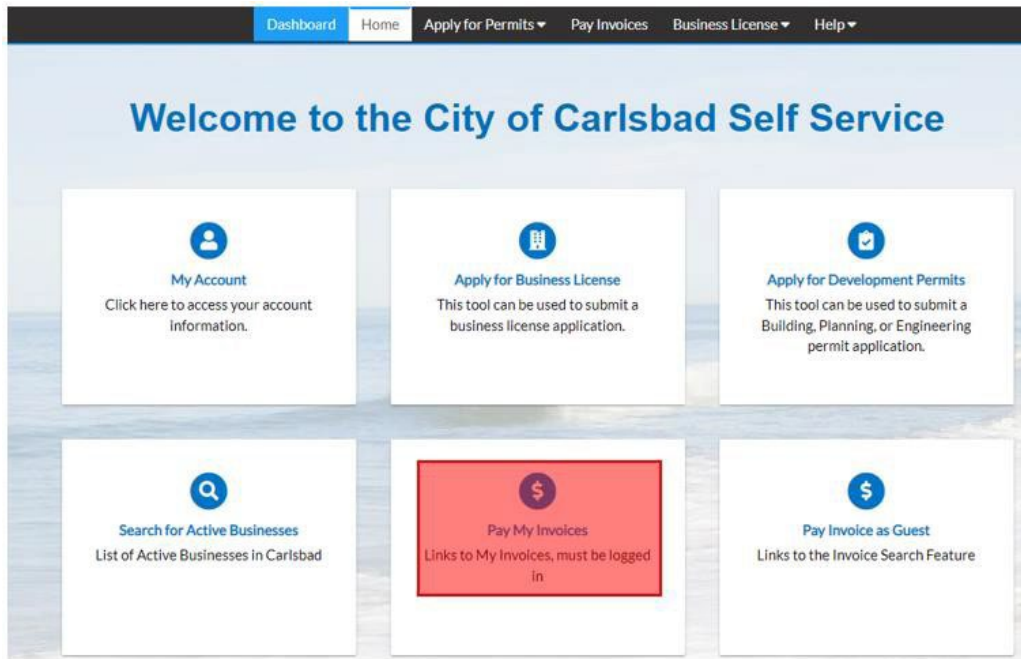
Pay My Invoices

[Table of Contents](#)

Note: If someone wishes to pay an invoice and does not have a CSS account, you may send them the invoice number and ask they [Pay as a Guest](#).

After logging into CSS, there are multiple ways (shown above) of making a payment on invoice(s). To review all unpaid invoices:

1. On the Home page, click on the Pay My Invoices tile.



2. You are directed to the My Invoices tab on My Work page. By default, the Display filters to show all Unpaid Invoices.

MY INVOICES							
MY PERMITS							
MY PLANS							
PROJECTS							
Search...							
Add To Cart		Display		Unpaid		for All Invoices	
<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address	
<input type="checkbox"/>	00097262	\$1,111.00	05/12/2022	Invoiced, Past Due	WM2022-0012		
<input type="checkbox"/>	00097273	\$1,551.00	05/15/2022	Invoiced, Past Due	WM2022-0012		
<input type="checkbox"/>	00097313	\$1,246.00	06/08/2022	Due	EAGREE2022-0007	1635 FARADAY AVE Carlsb...	
<input type="checkbox"/>	00097315	\$406.00	06/08/2022	Due	EAGREE2022-0008	1635 FARADAY AVE Carlsb...	

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

- a. You can click on the Invoice Number hyperlink (In blue) to view the details of the invoice. Click back to return to the previous screen.

[← Back](#)

Invoice Number: 00097262 [Add To Cart](#)

Invoice Total: \$1,111.00

Status: Invoiced, Past Due Invoice Date: 04/12/2022 Due Date: 05/12/2022

Description: NONE

[Primary Fees](#) [Misc Fees](#) [Payments](#) [Attachments](#) [Contacts](#)

Primary Fees Sort: Fee Name ▾

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
CONSTRUCTION METER DEPOSIT	\$900.00	\$900.00	WM2022-0012	Permit	Test Payment
WATER METER FEE - CONSTRUCTION METER RENTAL	\$211.00	\$211.00	WM2022-0012	Permit	Test Payment

Results per page: 10 ▾ 1 - 2 of 2 << < 1 > >>

3. Select one or more invoices you wish to make the payment for by clicking on the checkbox next to the invoice number. Click on the Add to Cart button.

My Work

[MY INVOICES](#) [MY PERMITS](#) [MY PLANS](#) [PROJECTS](#)

Search... Q

[Add To Cart](#) [Display](#) Unpaid ▾ for All Invoices ▾ [Export to Excel](#)

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input checked="" type="checkbox"/>	00097262	\$1,111.00	05/12/2022	Invoiced, Past Due	WM2022-0012	
<input checked="" type="checkbox"/>	00097273	\$1,551.00	05/15/2022	Invoiced, Past Due	WM2022-0012	
<input type="checkbox"/>	00097313	\$1,246.00	06/08/2022	Due	EAGREE2022-0007	1635 FARADAY AVE Carlsb...
<input type="checkbox"/>	00097315	\$406.00	06/08/2022	Due	EAGREE2022-0008	1635 FARADAY AVE Carlsb...

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

- This will display the Shopping Cart page with high-level details of the invoices you wish to pay. Click on the Check Out button when ready.

[← Back](#)

Shopping Cart

Total **\$2,662.00**

[Check Out](#)

Invoice: 00097273 Description: WM2022-0012
 Due Date: 05/15/2022

Case Number	Project	Case Address	Amount Due
WM2022-0012			\$1,551.00

\$1,551.00

[Remove](#)

[Top | Main Menu](#)

Invoice: 00097262 Description: WM2022-0012
 Due Date: 05/12/2022

Case Number	Project	Case Address	Amount Due
WM2022-0012			\$1,111.00

\$1,111.00

[Remove](#)

[Top | Main Menu](#)

Total **\$2,662.00**

[Check Out](#)

- You'll be redirected to the Payment vendor screen.



Carlsbad, CA

Order Number: 237

Wednesday, May 18, 2022

Invoice #	Item Description	Quantity	Unit Price	Total Price
00097273	WM2022-0012	1	\$1,551.00	\$1,551.00
00097262	WM2022-0012	1	\$1,111.00	\$1,111.00
			Item Total:	\$2,662.00
			Order Total:	\$2,662.00

Payment Details

*all fields are required

Pay with Credit Card

Pay with E-Check

[Cancel](#)

- Please follow the [instructions to Pay your Invoice](#) in this document (steps 4 thru 7).

Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

- Once the Payment is made, you can go back to the My Invoices tab on My Work page (by clicking on Pay My Invoices tile on Home page). Please note the invoices paid will have the Status: Pending.

MY INVOICES MY PERMITS MY PLANS PROJECTS

Search...

Add To Cart Display Unpaid for All Invoices Export to Excel

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input type="checkbox"/>	00097262	\$1,111.00	05/12/2022	Pending	WM2022-0012	
<input type="checkbox"/>	00097273	\$1,551.00	05/15/2022	Pending	WM2022-0012	
<input type="checkbox"/>	00097313	\$1,246.00	06/08/2022	Due	EAGREE2022-0007	1635 FARADAY AVE Carlsb...
<input type="checkbox"/>	00097315	\$406.00	06/08/2022	Due	EAGREE2022-0008	1635 FARADAY AVE Carlsb...

Go back to the [Table of Contents](#)

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Plan Check (Building Permits only)

On permits subject to plan check, a Reviews tab will show up on the permit summary section of a permit. By selecting the Reviews tab provides details on the plan check/status. This tab is a resource that you can access during the plan check to obtain the review status for each plan check reviewer.

Permit Number: CBR2022-0643 Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	Residential - Misc. Plumbing, Mechanical or Electrical	Status:	Submitted Online	Project Name:	
IVR Number:	39148	Applied Date:	08/24/2022	Issue Date:	
District:	SE	Assigned To:		Expire Date:	
Square Feet:	0.00	Valuation:	\$0.00	Finalized Date:	
Description:	COPPER REPIPE OVERHEAD (E-REVIEW)				

Summary | Locations | Fees | **Reviews** | Attachments | Contacts

Under Review. In the permit summary, on permits subject to plan check, a plan check progress snapshot will be presented in workflow section. Active Plan Checks, those plan checks that are with the City and under review, will be reflected in **blue** font in the Workflow section.

Summary | Locations | Fees | **Reviews** | Attachments | Contacts

Progress

3% Completed

- Completed
- In Progress
- Not Started

Workflow

- Plan Check - Started - Scheduled for 12/21/2022

Available Actions

No Actions

Reviewing Departments (In Review).

The Plan Review tab provides a plan check status summary of the departments assigned to your plan check. Plan checks will be reflected in a **grey** font until complete. Note the status of each reviewer initially show a status of 'In Review' and with an estimated due date.

Summary | Locations | Fees | **Reviews** | Attachments | Contacts

BLDG-Plan Review

Submittal Status	Received Date	Due Date	Completed Date
Under Review	12/06/2022	12/21/2022	
<ul style="list-style-type: none"> BLDG- Planning Review • In Review • ced ced • Due : 12/21/2022 BLDG- Plan Check- True North • In Review • north true • Due : 12/21/2022 BLDG- LDE Review • In Review • Ontiveros Linda • Due : 12/21/2022 BLDG- Fire Review • In Review • Ruiz Gina • Due : 12/21/2022 			

Reviewing departments

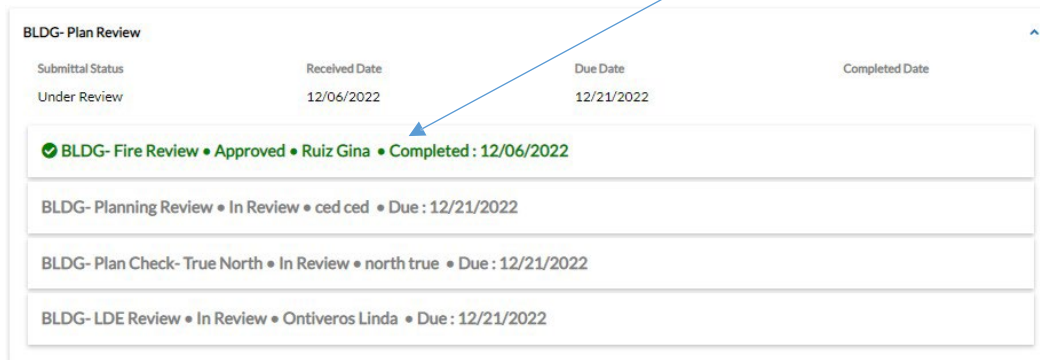
Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.

As departments complete their plan check reviews, the respective department status will update accordingly. All plan checks and related comments are viewable in CSS.

Plan Check Status – at a Glance

Although you will receive email updates during the plan check, during the plan check process, using CSS, you may view the status of plan check status for building permits at any time.

Reviewing Departments (Approved). Select Review tab. This tab presents a list of reviewing departments assigned to the plan check. Once a department has approved the plan check, status will show ‘Approved’, the date it was approved. The department review will also show in **green font**.

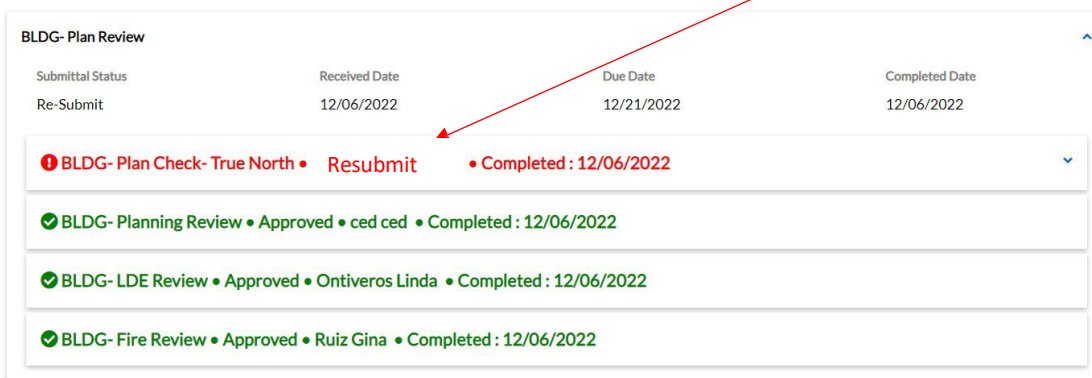


Submittal Status	Received Date	Due Date	Completed Date
Under Review	12/06/2022	12/21/2022	
✔ BLDG- Fire Review • Approved • Ruiz Gina • Completed : 12/06/2022			
BLDG- Planning Review • In Review • ced ced • Due : 12/21/2022			
BLDG- Plan Check- True North • In Review • north true • Due : 12/21/2022			
BLDG- LDE Review • In Review • Ontiveros Linda • Due : 12/21/2022			

Reviewing Departments (Re-submit).

Once all reviewers have completed the review, and a resubmittal is required, the Applicant on the permit application will receive a resubmittal email directing them to CSS to access plan check comments. To access/review plan check comments, using your Dashboard, select pending permits and find/select the permit #.

Select Review tab. This tab presents a list of reviewing departments that completed the plan check. If a department has comments on the plan check, status will show in **red font** with a status of ‘Resubmit’ and the date their review was completed. In the sample below, Building 3rd party reviewer requires a resubmittal.



Submittal Status	Received Date	Due Date	Completed Date
Re-Submit	12/06/2022	12/21/2022	12/06/2022
❗ BLDG- Plan Check- True North • Resubmit • Completed : 12/06/2022			
✔ BLDG- Planning Review • Approved • ced ced • Completed : 12/06/2022			
✔ BLDG- LDE Review • Approved • Ontiveros Linda • Completed : 12/06/2022			
✔ BLDG- Fire Review • Approved • Ruiz Gina • Completed : 12/06/2022			

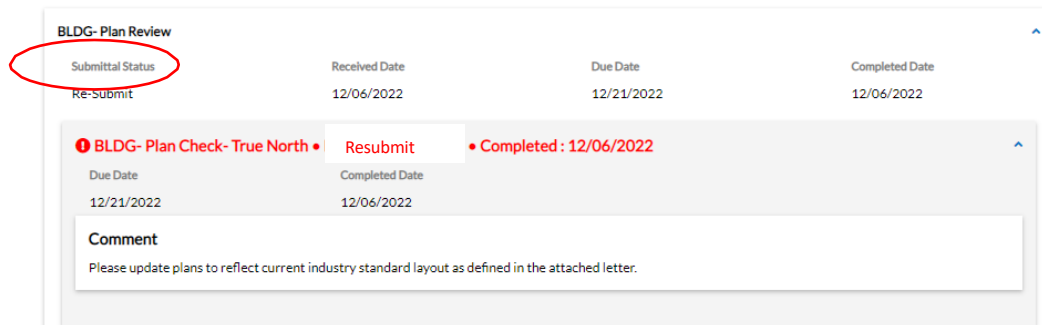
The department/reviewer with comments/corrections may add:

1. Plan Check Notes and/or
2. Attached Plan Check Comments.

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

Plan Check Notes.

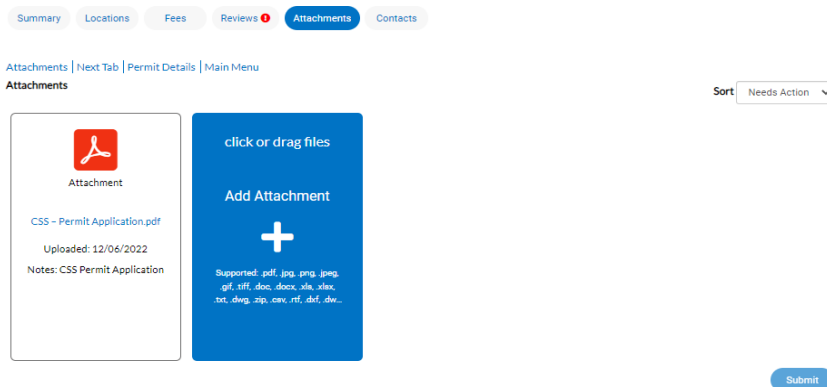
To view any notes, an arrow will show to the right of the department review. Selecting this will expand information related to the resubmittal. It is important to review notes as they may be helpful you addressing/responding to plan check comments. If there no notes are present, proceed to next section.



Attached Plan Check comments

With the permit is open in CSS, select to the Attachments tab to access plan check comments the department posted.

The Attachments tab presents documents/attachments on the permit. If the plan check cycle is complete and more than one department has comments, you will find all department comments under Attachments. Here you can access plan check comments and make plan corrections or respond prior to re-submittal. Take note of the file name as it indicates the reviewing department and the review cycle. For example, if you are searching for comments with the 2nd submittal, look for review comments associated with the 2nd submittal. To open a file, click on file. The file/comments will open in a separate tab in your browser.



Once comments are opened, you can review, download or print the comments.

Resubmittals

Once comments are address and you are ready to resubmit, follow resubmittal instructions.

Hard Copy

*Please note: For optimum performance, we recommend using **Google Chrome** browser for accessing City of Carlsbad Self Service portal.*

For hard copy submittals, all resubmittals must be made with the department following hard-copy instructions you receive. Refer instructions in the resubmittal instructions in the email or contact the departments with any questions.

Digital

Only permits applied thru CSS may be resubmitted digitally thru CSS at this time. Follow resubmittal instructions received in the resubmittal email. When you are ready to resubmit, upload updated plans and associated documents via the Attachment tab of the permit. Refer to the Attachment section.