



Guide to Citizen Self Service Portal (CSS)

How to Submit a Permit

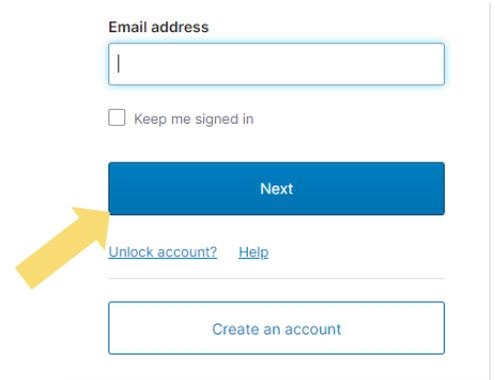
Queen Anne's County Planning & Zoning Department

The Queen Anne’s County’s online Citizen Self Service Portal, CSS, will allow you to submit applications for various county services. In this guide, we will explain how to submit a permit from your CSS Account

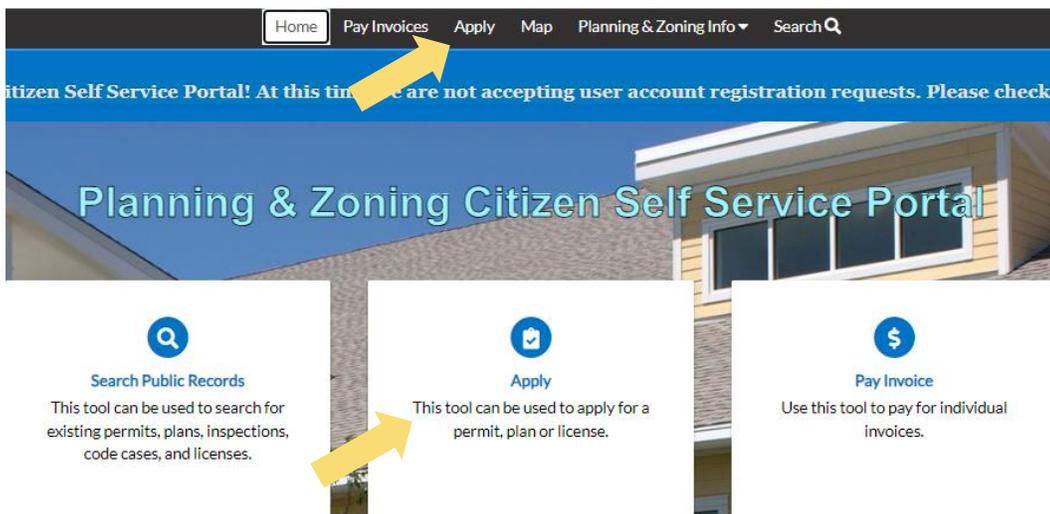
1. Navigate to the [CSS homepage](#) and click the “Login or Register” link in the top right of the screen.



2. Enter your account email address and click Next.



3. Once logged into your CSS profile, click on “Apply” within the black banner or on the “Apply” icon in the center of your screen.



- You will be able to search for your permit using the search bar or you can use the permit icon to scroll through available permit applications.

Application Assistant

Search for application names and keywords

[All](#) [Trending](#) [My History](#) [Permits](#)

- Once you have found the application, click “Apply.”

 **SINGLE FAMILY RESIDENCE PERMIT**

Category Name: RESIDENTIAL	Description: Residential permit for a single family residence.
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[Apply](#)

- Each permit application is organized in 7 steps: Location, Type, Contacts, More Info, Attachments, Signature, and Review and Submit. Each step must include all required information to successfully submit your application for review.



- On the “Location” step, click on the “Add Location” tile.

- The premise address is required to move forward.
- Once you add the premise address, you will have the option to add additional addresses that include a billing, business, and mailing address.

** The Queen Anne’s County Planning and Zoning Department **DOES NOT** accept applications for addresses within the limits of an Incorporated Town. To see if you are within town limits, you can use the [QAC Property View](#). **

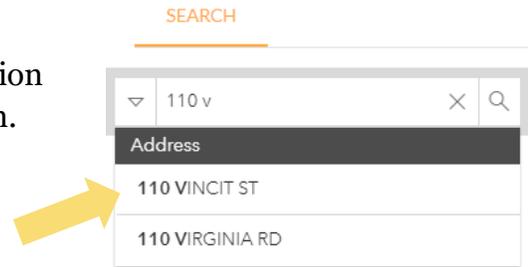
PREMISE ADDRESS

Add Location

+

REQUIRED

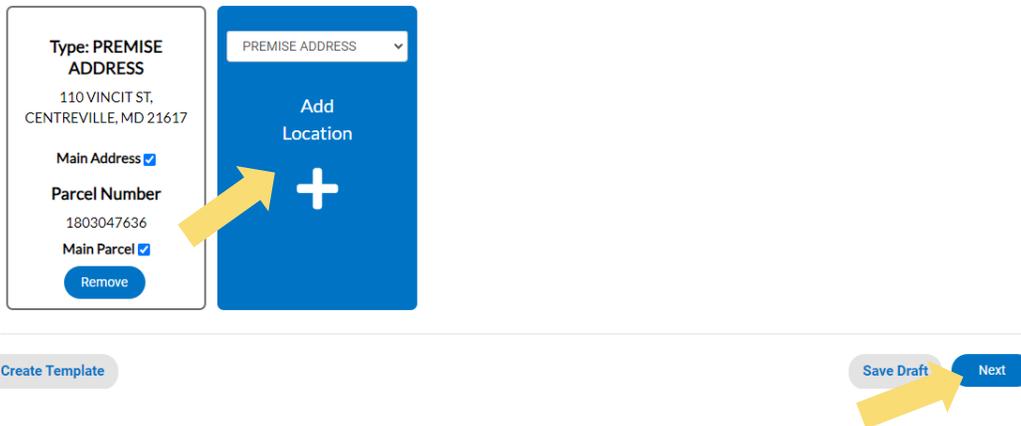
7a. From the map search page, begin typing the location's address that pertains to the application and select from the auto-populated drop-down.



7b. On the pop out window displayed from the pin, select the “+Add” button.



7c. Once you are directed back to the “Locations” step main screen, you can add additional addresses following steps 7-7b. or continue by clicking “Next.”



8. On the “Permit Details” step, complete the description field using ALL CAPS. Click “Next” when complete.

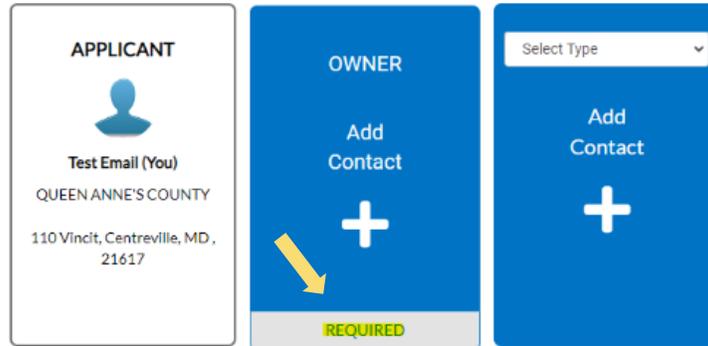
- Be as descriptive as possible and include any information you wish to relay to the Zoning Department regarding the project.

PERMIT DETAILS
Please enter the requested details about your project using ALL CAPS.
Note: Fields with an asterisk(*) are required.

* Permit Type: SINGLE FAMILY RESIDENCE PERMIT
* Description: [Text area]

9. On the “Contacts” step, the Applicant contact information will auto-populate and cannot be edited. Please add the additional contacts that are required by clicking the “Add Contact” tile.

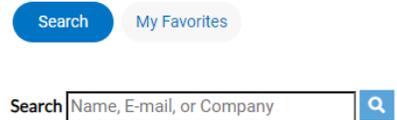
- Each permit type available will have different contact requirements to complete.



9a. On the search page, begin typing the contact’s name, e-mail, or company name and click the magnifying glass.

Add Contact As : OWNER

- If you cannot find the contact for “Owner” (owner of the property), please add yourself (the applicant) as the owner.
- If you cannot find a contractor, please e-mail the Zoning Department at permitapplications@qac.org.
 - Please include the Company Name, Phone Number, and E-mail Address (if applicable).

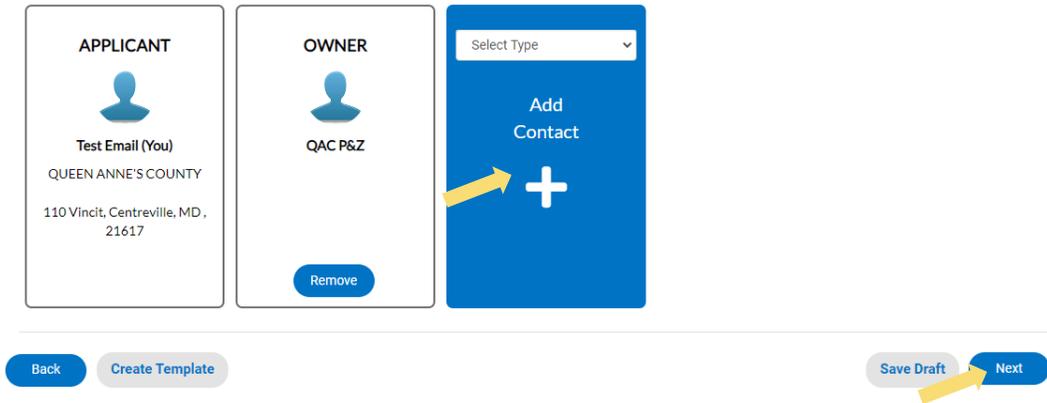


9b. If your contact is found, click “Add” from within the results section of the screen.

- If there is a contact you use frequently, you can click the  to add the contact to your favorites.

Favorite	First Name	Last Name	Company	Action
			QAC P&Z	

- 9c. Once you are directed back to the “Contacts” step main screen, you can add additional contacts following steps 9-9b. or continue by clicking “Next.”



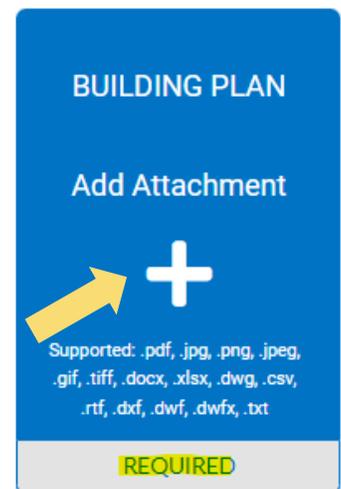
10. On the “More Info” step, provide additional details about your project using ALL CAPS. If unsure or if a field is not applicable, please leave blank and click “Next.”

- The “More Info” step will vary greatly from one permit to another.

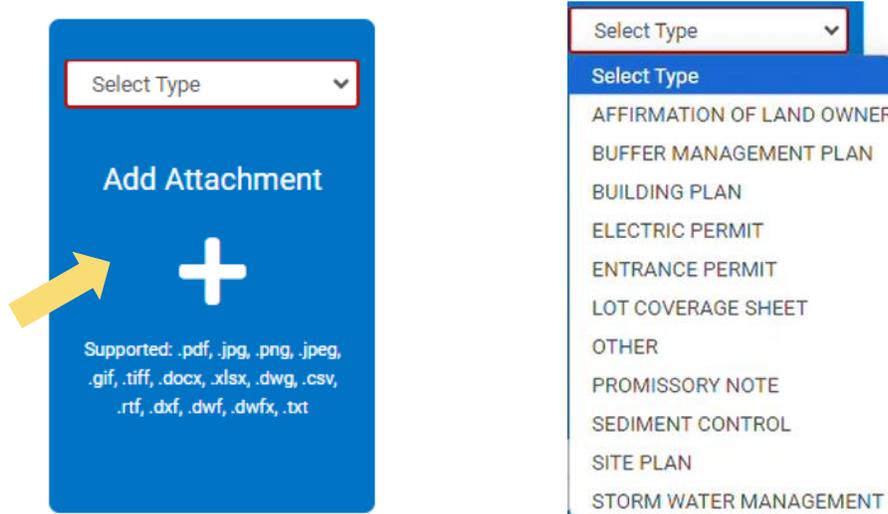
11. On the “Attachments” step, provide all required documents. You will not be able to move forward until all required documents have been uploaded.

- Click the “Add Attachment” tile to upload a document to your permit.
- Please note the supported file types

**Your attachments will not be viewable after submission. If you would like to view your attachments, please contact the Zoning Department at 410-758-4088 **



- 11a. If you wish to upload additional documents for the Zoning Department staff to review, select the applicable file type from the drop-down list and then clicking the “Add Attachment” tile again to select your file. Otherwise, click “Next.”



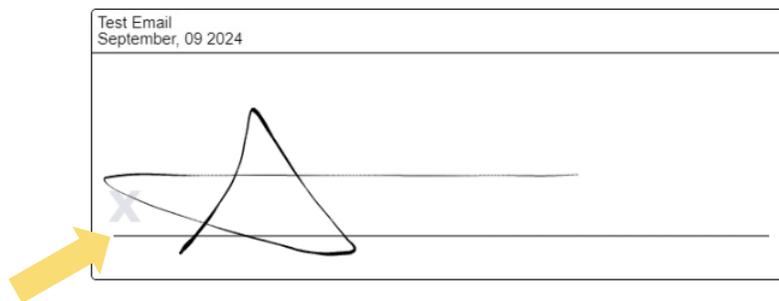
12. On the “Signature” step you are giving your consent to sign the application with an electronic signature. Type your name in the provided field.

SIGNATURE

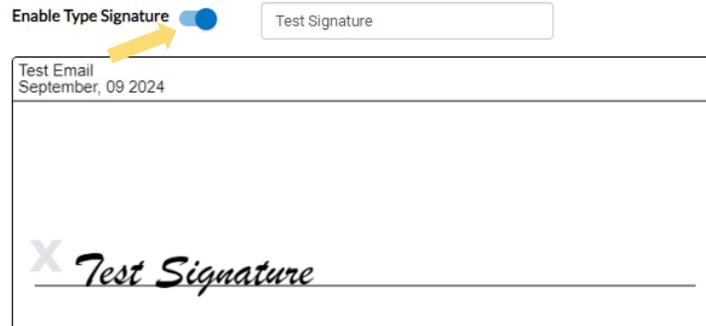
* Please type your name as consent to electronically sign this application.



- 12a. Then, use your mouse or finger (if you’re using a touch screen device) to Provide your signature in the designated field and click “Next.”

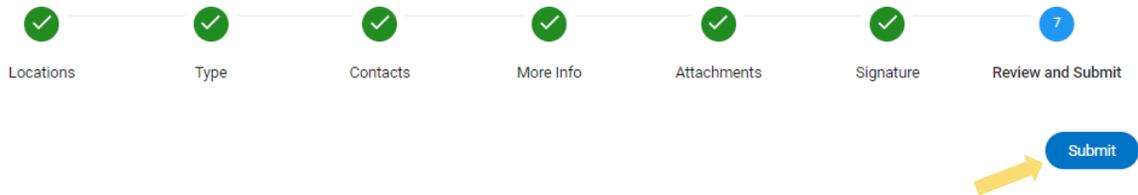


- 12b. Alternatively, you can toggle the “Enable Type Signature” option, enter your name in the designated field, and then click “Next.”



The screenshot shows a user interface for enabling a type signature. At the top, there is a toggle switch labeled "Enable Type Signature" which is currently turned on (blue). To its right is a text input field containing "Test Signature". Below this is a larger rectangular area representing the signature field. Inside this area, the text "Test Email" and "September, 09 2024" is visible at the top. In the center, there is a large, stylized signature that reads "X Test Signature". A yellow arrow points from the "Enable Type Signature" toggle towards the signature field.

13. On the “Review and Submit” step, review all previously completed items from the application and then click “Submit.”



You have now completed the process of submitting a permit online. Please allow the Zoning Department 10-14 business days to review and process your application.

If there are any errors with your submission or if the Zoning Department has additional questions, they will reach out to you.

If you are uncertain about which permit you need to submit for your project, please contact the Zoning Department at 410-758-4088 for assistance.