Guide to Citizen Self Service Portal (CSS)

Managing Your Permit

Queen Anne's County Planning & Zoning Department

In this guide, we will explain how to utilize Citizen Self Service Portal, CSS, to check on the status of and manage your permits.
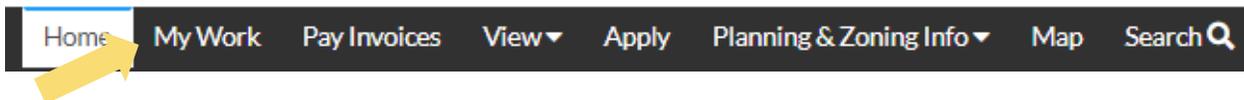
1. Navigate to the CSS homepage and click the "Login or Register" link in the top right of the screen.

2. Enter your account email address and click "Next."

Email address

☐ Keep me signed in

Next

Unlock account?   Help

Create an account
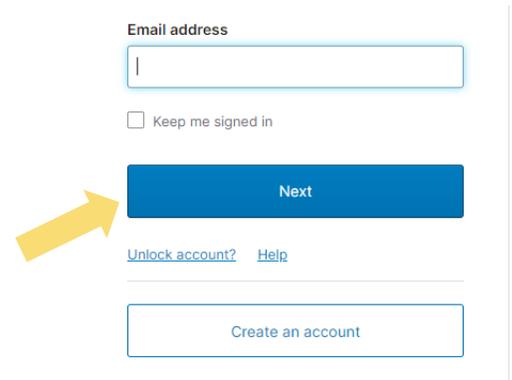
3. Once logged into your CSS profile, select "My Work" within the black banner.

Home   My Work   Pay Invoices   View ▾   Apply   Planning & Zoning Info ▾   Map   Search 🔍

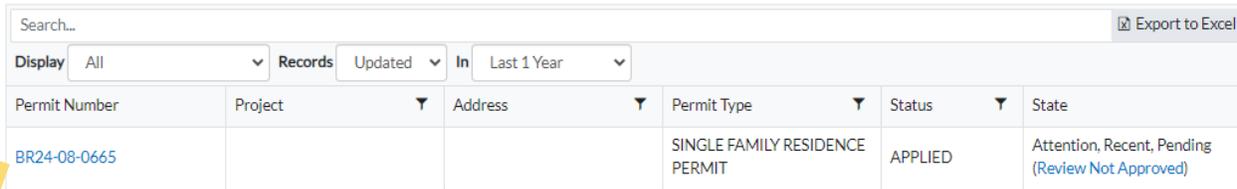4. Select the orange "Permit" tab.

MY INVOICES   MY PERMITS   MY PLANS

Tabs

- My Invoices
- My Permits
- My Plans

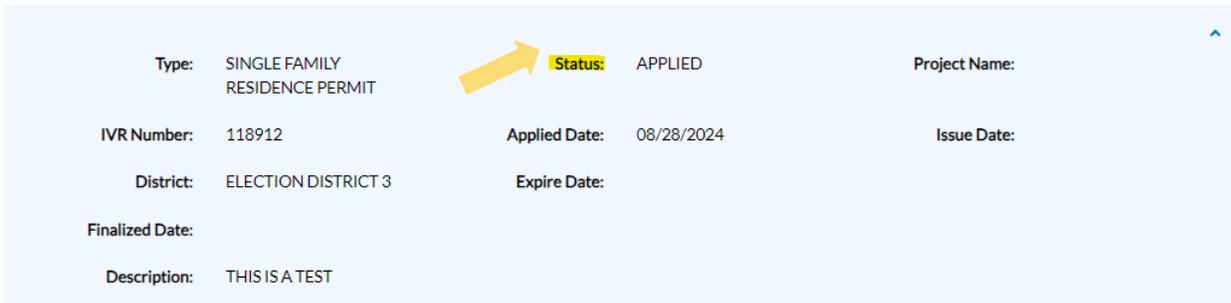5. Once your record is found, click on the link provided under the first column.

6. At the top of the record, there will be various data concerning your permit.
    Note: The "Status" field will provide the stage your permit is in.

- **Applied:** The permit has been applied for online and is awaiting review.
- **Board of Appeals**: The permit is awaiting Board of Appeals approval.
- **Closed:** The permit has successfully passed all necessary inspections and, if applicable, a Certificate of Occupancy has been issued.
- **Expired:** The permit (either submitted of issued) has been expired.
  Please call 410-758-4088 for additional details.
- **Hold:** The permit is temporarily on hold. Please call 410-758-4088 for additional details.
- **Incomplete Submittal:** A permit application was submitted, but the zoning department is waiting for additional documentation or information in order to process.
- **Issued:** The permit has been approved, signed, and the project can begin.
- **Submitted:** The permit application has been received by the permit technician and has moved forward to processing.
- **Void:** The permit has been voided due to a duplicate or unnecessary submission.
- **Withdrawn:** The applicant or property owner no longer wishes to move forward with the permit and has requested to withdraw the permit.

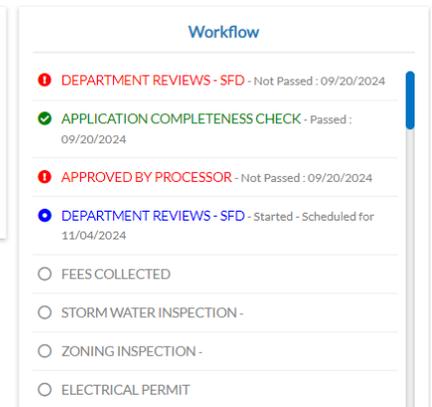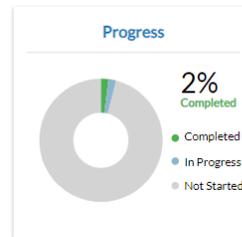7. The tabs below the permit details will reflect the information captured during the application process.

8. Located in the "Summary" tab, you will find a section for "Progress" and "Workflow,"
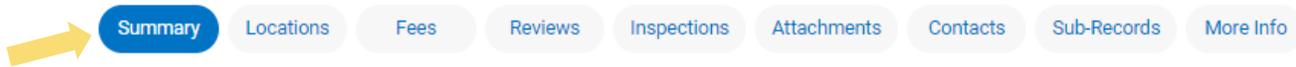
- Progress: Reflects the completeness of the permit in its entirety. All steps of the permit process are listed in the "Workflow."
  - o Green: Percent completed
  - o Blue: Percent in progress
  - o Grey: Percent not started

- Workflow: Reflects all steps to complete for submitted permit.
  - o Green: Passed/ Approved
  - o Blue: In progress / In review
  - o Red: Not passed/ Denied / Revision required
  - o Grey: Not started

*** Note: Each department operates on its own timeline for submission reviews. For the most up-to-date information, please reach out to the relevant department directly. You can find a list of department numbers here. ***

9. Located in the "Locations" tab, you will find the premise address for the permit.

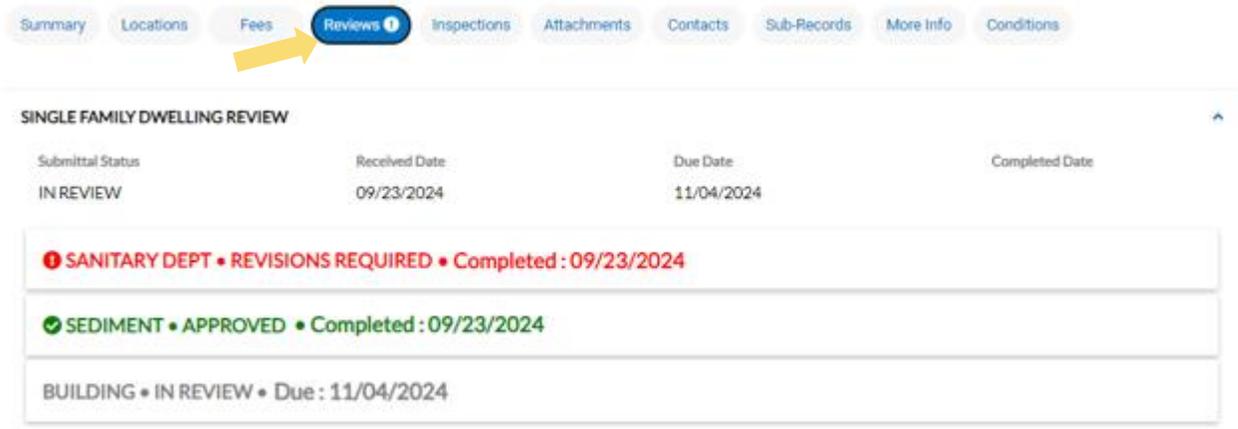For further assistance with online services, please contact staff directly by calling: (410) 758-1255

10. Located in the "Fee" tab, you will find a summary of the total fees invoiced, total fees paid, and total unpaid fees.

| Summary | Locations | **Fees** | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info |

Fee Summary | Remaining Fees | Paid Fees | Next Tab | Permit Details | Main Menu
Fee Summary

| **Total Fees:** $90.00 | **Paid Fees:** $90.00 | **Unpaid Fees:** $0.00 | Add to Cart |

11. Located in the "Reviews" tab, you will find a list of department reviews needed for your permit after it has been reviewed and approved for processing from the Zoning Department. Each department review needs to be approved / completed for your permit to be issued.

- Green: Approved
- Gray: In review
- Red: Revision required / Not passed

| Summary | Locations | Fees | **Reviews ❶** | Inspections | Attachments | Contacts | Sub-Records | More Info | Conditions |

SINGLE FAMILY DWELLING REVIEW

Submittal Status	Received Date	Due Date	Completed Date
IN REVIEW	09/23/2024	11/04/2024	

🛈 SANITARY DEPT • REVISIONS REQUIRED • Completed : 09/23/2024

✅ SEDIMENT • APPROVED • Completed : 09/23/2024

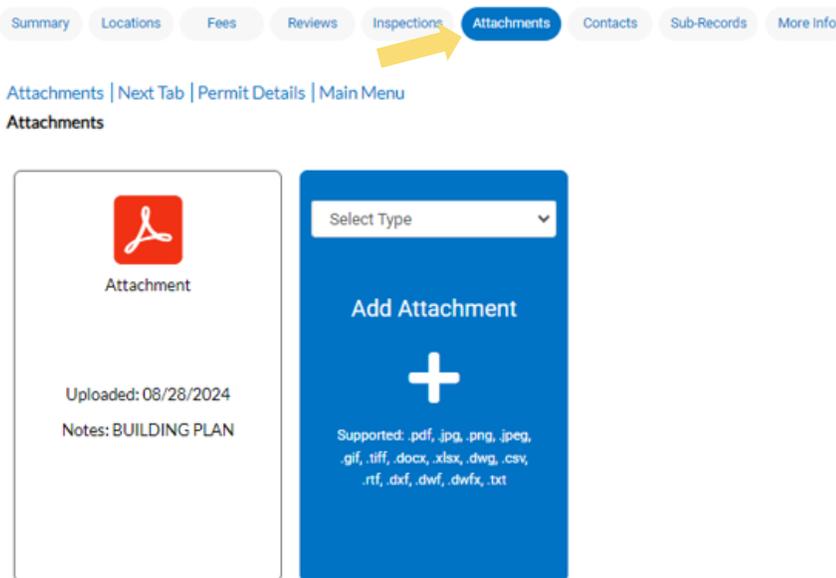BUILDING • IN REVIEW • Due : 11/04/2024

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12. Located in the "Inspections" tab, you will find a list of inspections needed after the project has been completed.

- At this time, you cannot request or schedule inspections online.
    - For building inspections, please call the [Middle Department Inspection Agency (MDIA)](#) at 410-822-8300.
    - For zoning inspections, please call the Zoning Department at 410-758-4088.
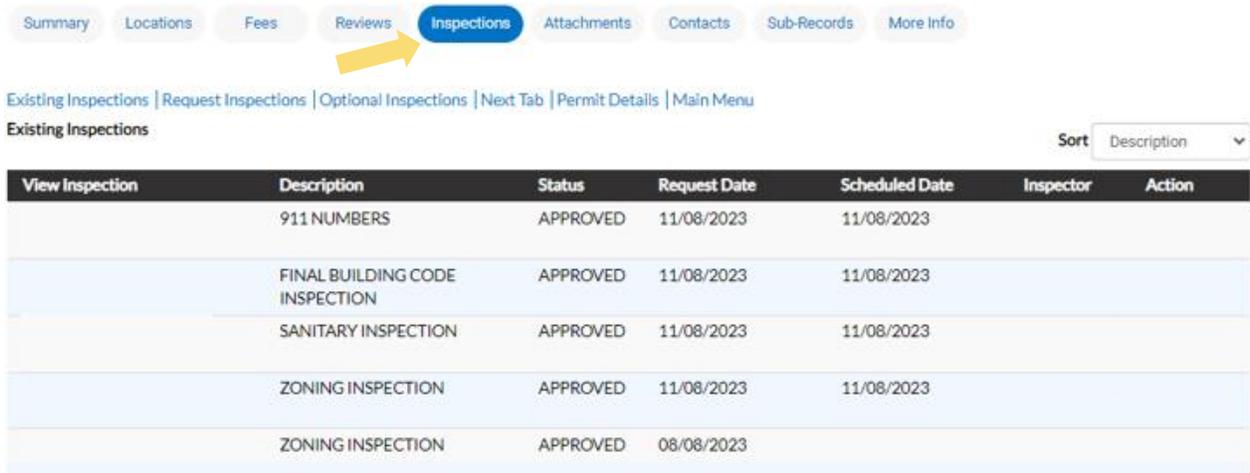
13. Located in the "Attachments" tab, you will find all files uploaded to your permit.

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14. Located in the "Contact" tab, you will find a list of all contacts attached to your permit.

| Summary | Locations | Fees | Reviews | Inspections | Attachments | **Contacts** | Sub-Records | More Info |

Contacts | Next Tab | Permit Details | Main Menu
Contacts

Sort [Type ▾]

Type	Company	First Name	Last Name	Title	Confirmation	Billing
APPLICANT					N/A	Yes
OWNER					N/A	No

15. Located in the "Sub-Records" tab, you will find a list of any linked records to your permit. This can include a Storm Water Management Plan, Forest Conservation Plan, etc.

| Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | **Sub-Records** | More Info |

Existing Sub-Records | Remaining Sub-Records | Next Tab | Permit Details | Main Menu
Existing Sub-Records

Sort [Record Number ▾]

Record Number	Type	Status
	STORM WATER	APPROVED

16. Located in the "More Info" tab, you will find all the information you input in your application. Once an application is submitted, this information can only be changed by the Zoning Department.

| Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | **More Info** |

More Info | First Tab | Permit Details | Main Menu
More Info

17. Located in the "Conditions" tab, you will find a list of conditions that are attached to your permit.

** Note: If there are no conditions on your permit, you will not have a "Conditions" tab. **

| Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info | **Conditions** |

Conditions | Next Tab | Permit Details | Main Menu

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