Guide to Citizen Self Service Portal (CSS)
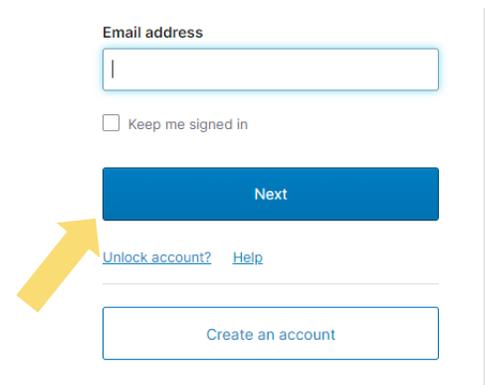
Navigating Your CSS Account

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 navigate your CSS profile.

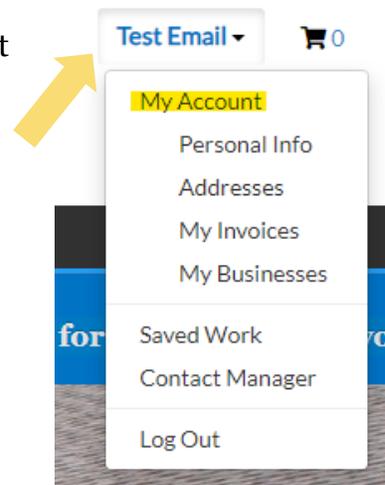1. Navigate to the CSS homepage and click the "Login or Register" link in the top right of the screen.

   Login or Register

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 your account name in the upper right corner of the screen and select "My Account."

   Test Email ▾   🛒 0

   My Account
   Personal Info
   Addresses
   My Invoices
   My Businesses

   Saved Work
   Contact Manager

   Log Out

   There are 4 tabs to navigate within your account

   a. Personal Info
   b. Addresses
   c. My Invoices
   d. My Business

My Account

PERSONAL INFO   ADDRESSES   MY INVOICES   MY BUSINESSES

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

3a. From the "Personal Info" tab, you can modify information such as your name, contact information, business information, and contact preference.

3b. From the "Addresses" tab, you can add additional addresses to your profile as well as modify your main address.

** Please be sure to double check the address before saving to it your profile. **

3c. From the "My Invoices" tab, you will be provided a list of all outstanding and paid invoices generated in the system using your contact information.

- Selecting an unpaid invoice from this list will allow you to add that invoice to the shopping cart for payment.

** During this time, you cannot pay an invoice online until the Planning and Zoning Department reviews and approves your application. **

3d. From the "My Business" tab, you will be provided a list of all businesses linked to your account. If this information is incorrect, please contact the Planning and Zoning Department.

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