



# Guide to Citizen Self Service Portal (CSS)

Creating Your 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 create your account so you can begin submitting your electronic applications for permits, plans, or licenses.

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

Login or Register



2. Click “Create an Account” located at the bottom of the page.

Create an account



3. In the “Create an Account” window, provide your email address, first and last name, mobile number, and create a password.

- Please be sure your password meets the minimum requirements.



Create an account

Email

First name

Last name

Mobile phone

Optional

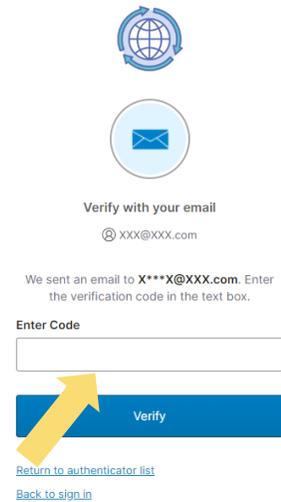
Password

4. When all required fields are filled in and specifications met, click “Sign-Up.”

Sign up



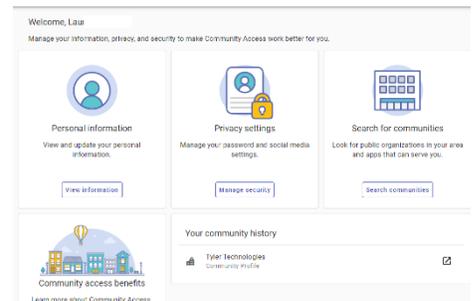
- The following screen will be displayed requesting you to enter a code sent to the email you provided on the previous registration screen.
  - The verification code will be located at the bottom of the welcome email.



- Once you enter the verification code in the designated field, click “Verify.”



- NOTE:** After clicking Verify, if a User Profile screen in the TylerPortico site is displayed, close this screen, and navigate to the county’s [CSS homepage](#) and login again:



- Upon initial login, you will be required to connect to the Queen Anne’s County Planning and Zoning system. This will allow you to connect to previously submitted applications.

Click “Continue.”

9. Complete step 2 of the registration process. Provide all information that is required or additional information you wish Planning and Zoning to be aware of and click “Next.”

\*Your email address cannot be changed\*

\*\*Even though all 3 phone number fields will appear to be required, after filling in one, the other requirements will disappear\*\*

Registration  
Step 2 of 3: Personal Info

\* First Name  \*REQUIRED

Middle Name

\* Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

\* Business Phone

\* Home Phone

\* Mobile Phone

10. Complete step 3 of the registration process. Provide all information that is required and click “Submit.”

\*If you are a business, please provide your business address.\*

Registration  
Step 3 of 3: Address

Country Type  US \*REQUIRED

\* STREET NUMBER

STREET PREFIX

STREET NAME

STREET TYPE

STREET SUFFIX

UNIT OR SUITE

CITY

STATE

ZIP CODE

\* Address Type  PREMISE ADDRESS

You have completed registration and can now submit electronic applications for permits!