WRC
WATER RESOURCES COMMISSIONER
Jim Nash

PERMITTING & SOIL EROSION *Application Portal*

Citizen Self-Service Portal User Guide

TABLE OF CONTENTS

Citizen Self-Service Portal User Guide

OVERVIEW

The Citizen Self-Service Portal provides the Oakland County Water Resources Commissioner's (WRC) customers with the ability to apply for certain permits, view and pay invoices, access important permit requirements and search for Drain, Sanitary Sewer Extension, Soil Erosion and Water Extension permits.

REGISTERING FOR A CITIZEN SELF-SERVICE ACCOUNT

In order to apply for a permit, you must create an account.

1. On the home page, click on **Login or Register**

Login or Register

To view or apply for a permit, click here to login/create an account. Forgot password? Click Here

2. Click on **Register**

Log In

*Email Address	
*Password	
Remember Me	☐

Log In   Register

Forgot your password?
Switch jurisdiction?

3. Enter your email address and then click **Next**

Registration

Step 1 of 3: Email Address

Your e-mail address is your username.

Email [_____] Next

Citizen Self-Service Portal User Guide

4. Sign into your email and look for the email from *svc.CSSSMTP@tylerhost.net* and click **Confirm** at the bottom of your email. Note: If you do not receive this email, please check your junk folder to make sure the email was not automatically placed there.

5. This will take you back to Citizen Self-Service, where you will click **Register**.

Registration

Step 2 of 3: Email Address

Your e-mail address is your username.

Email ▓▓▓▓▓▓▓▓▓▓▓▓

[Back] [Register]

6. Enter all required (*****) information in *Personal Info*, *Password* and *Address* sections and any additional information you would like.

Registration

Step 3 of 3: Contact Information

PERSONAL INFO   *REQUIRED

* First Name	
Middle Name	
* Last Name	
Company	
Business Phone	
Home Phone	
Mobile Phone	
Fax	
Other Phone	
* Email Address	▓▓▓▓▓▓▓▓▓
* Contact Preference	▾

Citizen Self-Service Portal User Guide

PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

* Password	
* Confirm Password	

ADDRESS

Country Type	United States ▾
Enter Address	Enter a location
* Street Number	
* Street Name	
* City	
State	▾
* Postal Code	
County	
Unit or Suite	
* Address Type	Billing ▾

7. Check the box next to *I'm not a robot* and then click **Submit**.

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Back   Submit

8. Your account is created, you may now click **Log In**

Thank you for registering

Thank you for registering for an account. Your account is now active and ready to be used.

Log In

Citizen Self-Service Portal User Guide

If you already have a Citizen Self-Service account, logging in will give you access to apply for a permit, pay invoices and view your dashboard.

1. On the home page, click **Login or Register**

Login or Register

To view or apply for a permit, click here to login/create an account. Forgot password? Click Here

2. Enter your email address and password, then click **Log In**.

FORGOT MY PASSWORD

If you forgot your password, you will be able to reset it.

1. On the home page, click **Login or Register**

Login or Register

To view or apply for a permit, click here to login/create an account. Forgot password? Click Here

Citizen Self-Service Portal User Guide

2. Click **Forgot your password?**

3. Enter your registered email address and click Submit

4. Sign into your email and look for the email from *svc.CSSSMTP@tylerhost.net* and click **Reset** at the bottom of your email. Note: If you do not receive this email, please check your junk folder to make sure the email was not automatically placed there.

5. This will take you back to Citizen Self-Service, where you can type in your new password and then click **Reset.**

6. You will receive a message at bottom of screen and will be able to log in by clicking **Click here to log in**.

Citizen Self-Service Portal User Guide

If your personal information changed, you can update it on your profile.

1. Log in to Citizen Self-Service
2. Click on **My Account** from the welcome page
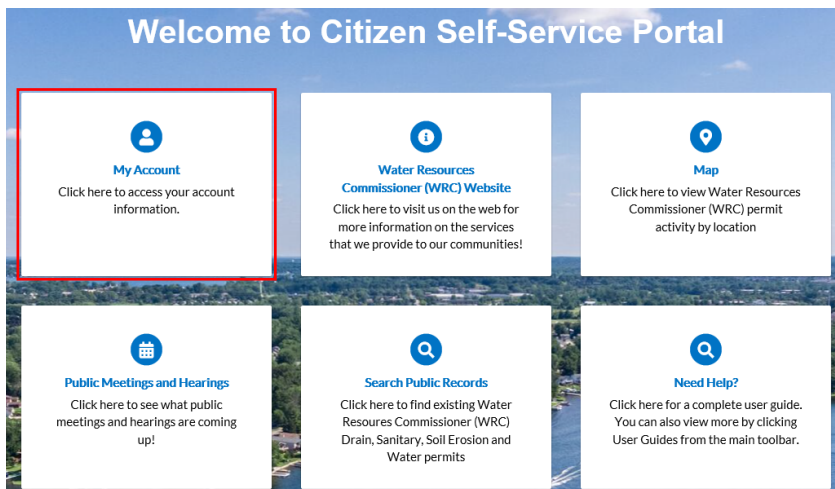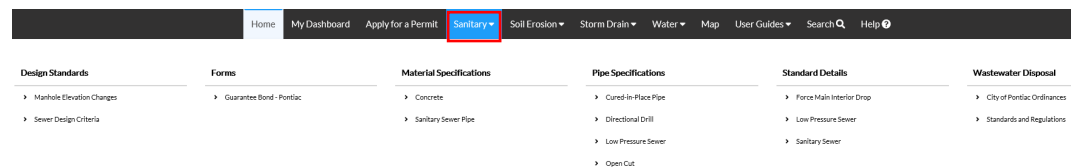

3. Update information as needed.
4. Click **Save**.

Citizen Self-Service Portal User Guide

MAIN TOOLBAR OPTIONS

SANITARY

- Click on **Sanitary** drop-down to find important design standards, forms, specifications, standard details and wastewater disposals standard for sanitary sewer extension permits.
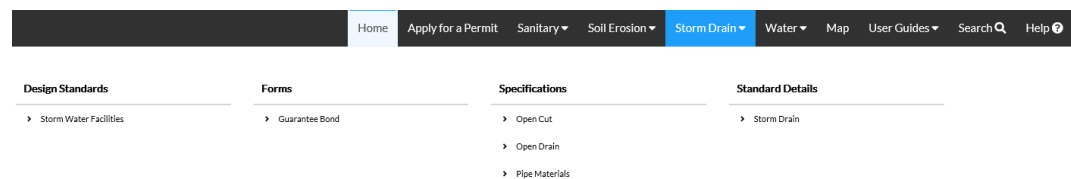

SOIL EROSION

- Click on **Soil Erosion** drop-down to find FAQ, jurisdiction map, printable forms, program information and standard details for soil erosion permits.
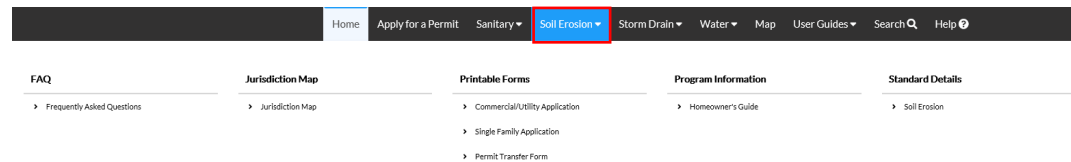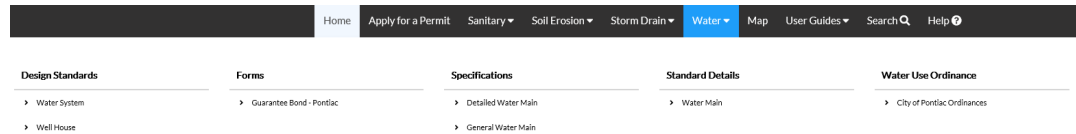

STORM DRAIN

- Click on **Storm Drain** drop-down to find design standards, forms, specification and standard details for drain permits.
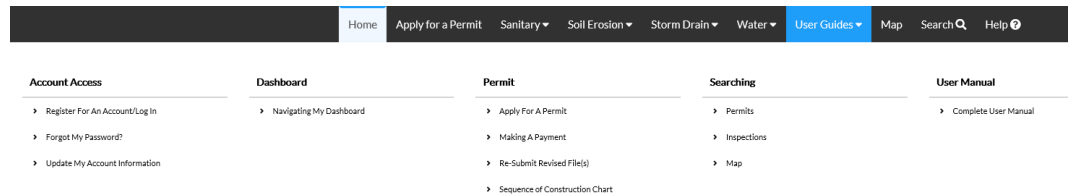

WATER

- Click on **Water** drop-down to find design standards, forms, specifications, standard details and water use ordinance.

Citizen Self-Service Portal User Guide

| Home | Apply for a Permit | Sanitary ▾ | Soil Erosion ▾ | Storm Drain ▾ | Water ▾ | Map | User Guides ▾ | Search Q | Help ❓ |

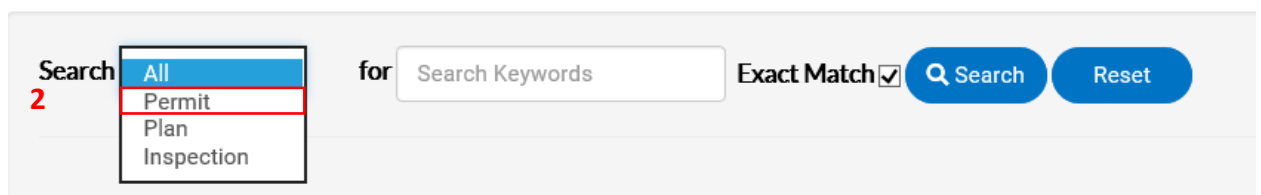| Design Standards	Forms	Specifications	Standard Details	Water Use Ordinance
› Water System	› Guarantee Bond - Pontiac	› Detailed Water Main	› Water Main	› City of Pontiac Ordinances
› Well House		› General Water Main		

USER GUIDES

- Click on **User Guides** drop-down to find step by step instructions on a multitude of different topics within Citizen Self-Service Portal.

| Home | Apply for a Permit | Sanitary ▾ | Soil Erosion ▾ | Storm Drain ▾ | Water ▾ | User Guides ▾ | Map | Search Q | Help ❓ |

Account Access	Dashboard	Permit	Searching	User Manual
› Register For An Account/Log In	› Navigating My Dashboard	› Apply For A Permit	› Permits	› Complete User Manual
› Forgot My Password?		› Making A Payment	› Inspections	
› Update My Account Information		› Re-Submit Revised File(s)	› Map	
		› Sequence of Construction Chart		

SEARCHING PERMITS

1. Click **Search** on the home screen, which will take you to the following page.
   - ❖ **NOTE: Not all fields need to be filled in to perform search**
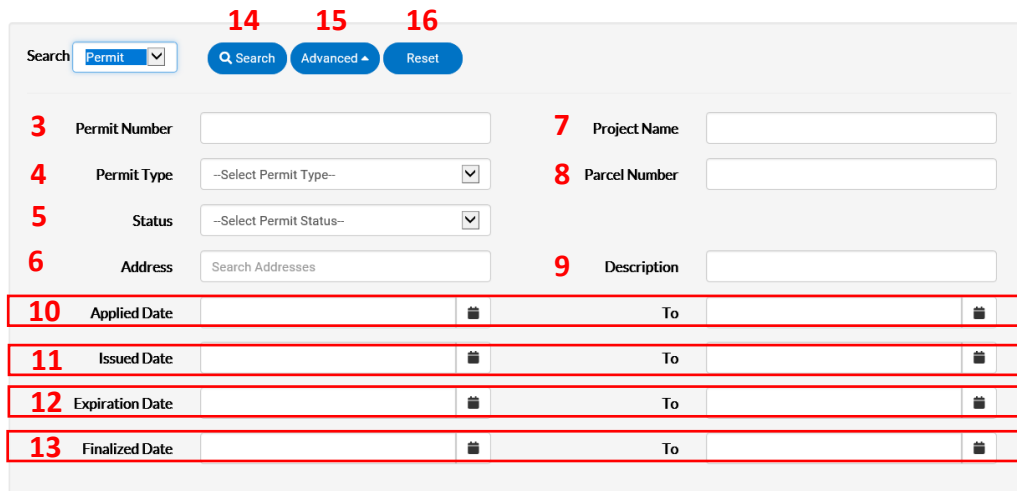2. Select *Permit* from search drop-down.

Public Information

Search [All / **Permit** / Plan / Inspection]   **2**   for [Search Keywords]   Exact Match ☑   🔍 Search   Reset

Citizen Self-Service Portal User Guide
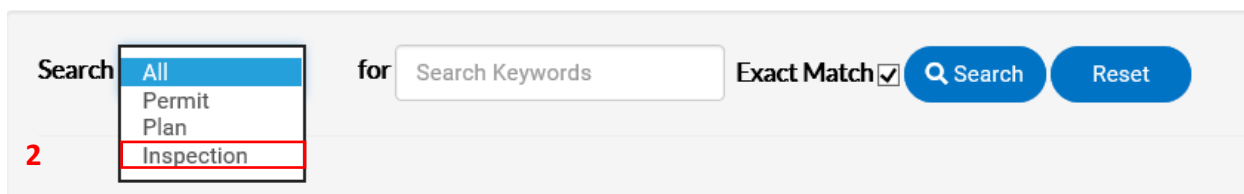
Public Information

3. Enter the permit number either fully or partially, if desired.
4. Select the appropriate permit type from the drop-down, if desired.
5. Select the current permit status from the drop-down, if desired.
6. Enter the site address either fully or partially, if desired.
7. Enter the project name either fully or partially, if desired.
    - ❖ **NOTE: Currently only available on Drain, Sewer Extension and Water Extension permits**
8. Enter the parcel identification number (PIN) either fully or partially, if desired.
9. Enter the description of the project either fully or partially, if desired.
10. Select a date range of applied dates, if desired.
11. Select a date range of issued dates, if desired.
12. Select a date range of expiration dates, if desired.
13. Select a date range of finalized dates (closed), if desired.
14. The Search button runs a search based on the selected criteria.
15. The Advanced button toggles between hiding and showing search criteria fields.
16. The Reset button clears your all search criteria fields.

SEARCHING INSPECTIONS

1. Click **Search** on the home screen, which will take you to the following page.
    - ❖ **NOTE: Not all fields need to be filled in to perform search**
2. Select *Inspection* from search drop-down.

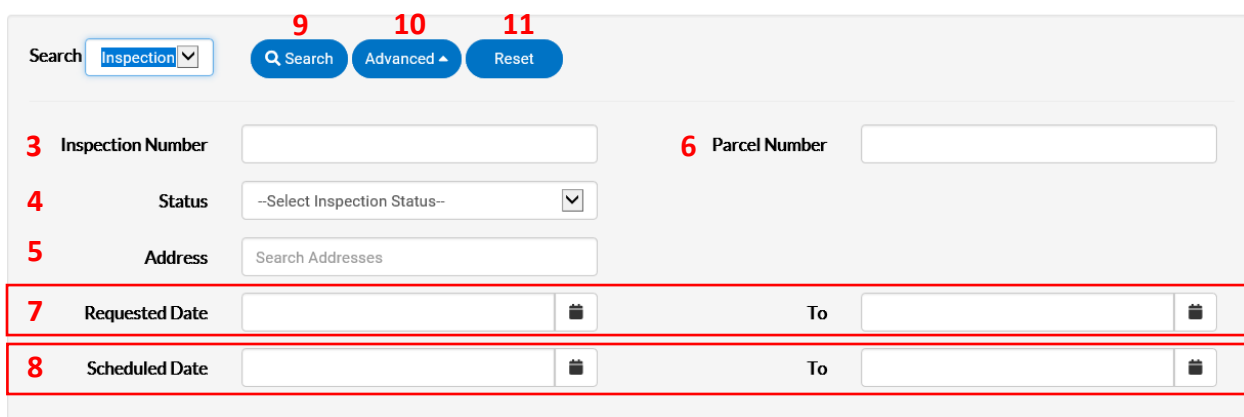![WRC Water Resources Commissioner Jim Nash — PERMITTING & SOIL EROSION Application Portal]

Citizen Self-Service Portal User Guide

Public Information


Public Information

3. Enter the inspection number either fully or partially, if desired.
4. Select the current status of the inspection either fully or partially, if desired.
5. Enter the site address either fully or partially, if desired.
6. Enter the parcel identification number (PIN) either fully or partially, if desired.
7. Select a date range of requested dates, if desired.
8. Select a date range of scheduled dates, if desired.
9. The Search button runs a search based on the selected criteria.
10. The Advanced button toggles between hiding and showing search criteria fields.
11. The Reset button clears your all search criteria fields.

SEARCHING FROM THE MAP

1. Click **Map** on the home screen, which will take you to the following page.

Citizen Self-Service Portal User Guide

2. Click on search bar and type in a site address or parcel identification number (PIN) and hit *Enter* or click on magnifying glass.
   - ❖ **NOTE: Map will zoom to the address at top of list**
3. Click on desired address from the search results, if needed.
   - ❖ **NOTE: Search results show all permit activity within a ½ mile of selected address**
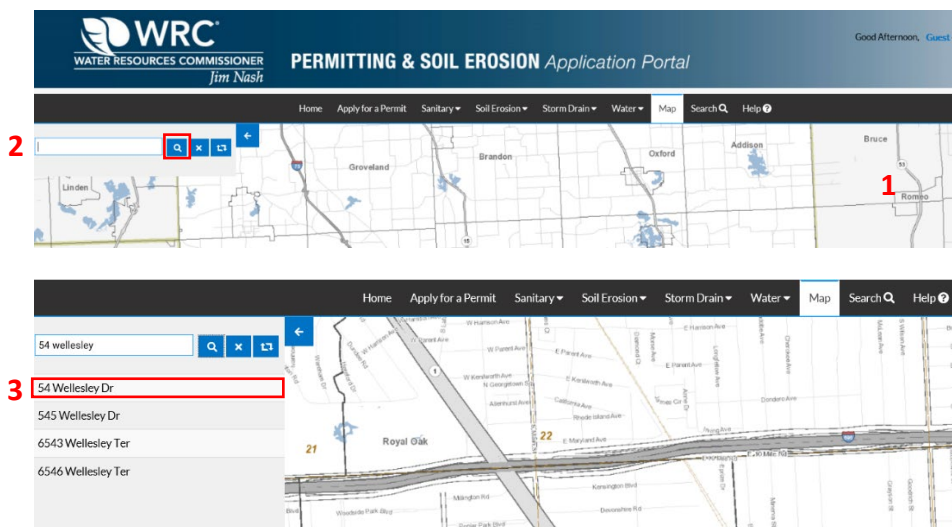
4. Click on **Permits** to view basic permit information. You can use the scroll bar to move up or down in the list of results.
5. Click on **Case Number** hyperlink to view additional information about the permit
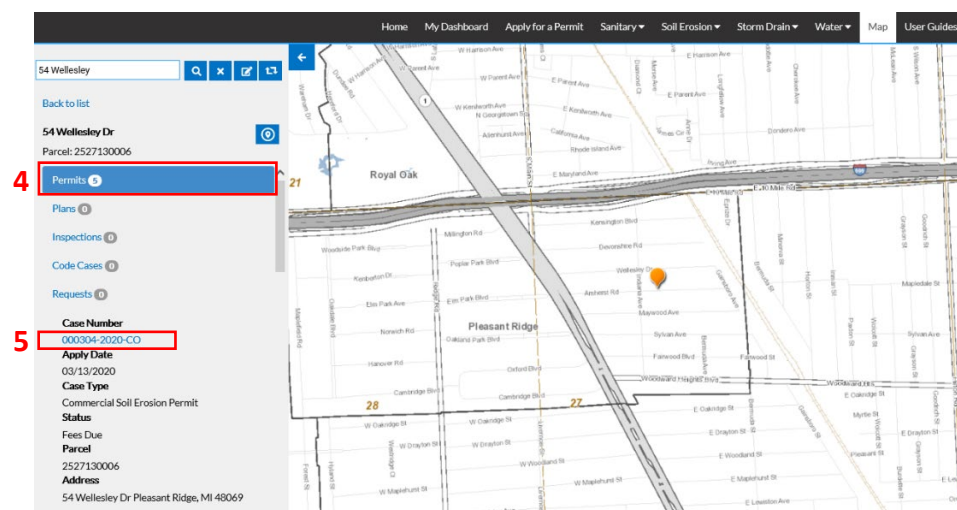
6. Click on each tab to see more detailed information about the permit.

Citizen Self-Service Portal User Guide

❖ **NOTE: Only logged in case contacts on the permit have access to more detailed information. If you are not a case contact on the permit you will see the following message:** *This information is not available.*

Permit Number: 000304-2020-CO

Permit Details | Tab Elements | Main Menu

| **Type:** | Commercial Soil Erosion - 12 Month Duration | **Status:** | Submitted - Online | **Project Name:** | |
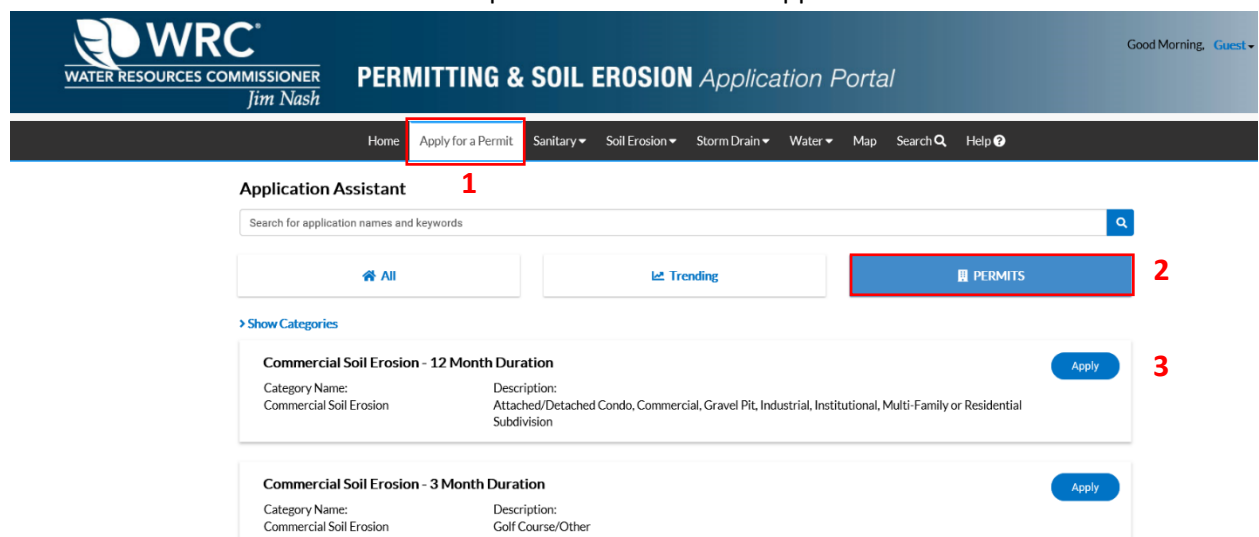
Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | Holds | Meetings | More Info

• This information is not available.

APPLY FOR A PERMIT

You must be a registered user in order to apply for a permit with the Water Resources Commissioner's (WRC) office.

1. From the CSS home page, click **Apply for a Permit**.
2. Click on the **Permits** tab to view a list of permits available to be applied for online.

3. Find the permit type that you would like to apply for and click the **Apply** button.
4. Log in to Citizen Self-Service, if needed.

Citizen Self-Service Portal User Guide

5. Your permit application has now begun, at any time during the application process you can save your progress by clicking **Save Draft**.
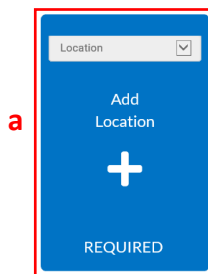
ADD LOCATION BY SITE ADDRESS:

a. Click **Add Location**

Apply for Permit - Commercial Soil Erosion - 12 Month Duration   *REQUIRED

①	②	③	④	⑤	⑥
Locations	Type	Contacts	More Info	Attachments	Review and Submit

LOCATIONS

Please add the site address or parcel identification number (PIN) associated with this application.

a

Location

Add
Location

+

REQUIRED

Save Draft   Next

b. Enter the address you would like to add and click the magnifying glass next to the right of the search bar.
    - ❖ **NOTE: If you are trying to search an address that is a vacant lot, please skip to Step 9.**
c. Click **Add** on the appropriate address from the list of search results.

Home   My Dashboard   Apply for a Permit   Sanitary ▾   Soil Erosion ▾   Storm Drain ▾   Water ▾   Map   Search 🔍   Help ❓

◀ Back to Application

Add Location

Address   Parcel

Add Address As   Location ▾

Search

Address Information

b   Search 54 wellesley   🔍

Address	Action
54 Wellesley Dr Pleasant Ridge 48069 MI	Add **c**
545 Wellesley Dr Birmingham 48009 MI	Add
6543 Wellesley Ter Clarkston 48346 MI	Add
6546 Wellesley Ter Clarkston 48346 MI	Add

Citizen Self-Service Portal User Guide

d. Click **Next**

LOCATIONS

Please add the site address or parcel identification number (PIN) associated with this application.

ADD LOCATION BY PARCEL IDENTIFICATION NUMBER (PIN):

a. Click **Add Location**
b. Click on the **Parcel** tab.
c. Enter the parcel identification number (PIN) without dashes (ex. 2527130006) and click the magnifying glass next to the right of the search bar.
d. Click the check box under *Action* and then click **Search Associated Addresses**

Citizen Self-Service Portal User Guide

e. Click **Add Selected**

6. If you have more addresses or parcels to add, you can do so by selecting the appropriate type from the **Location** drop-down menu and repeating the steps above for site address or parcel. Otherwise, click **Next**.

Citizen Self-Service Portal User Guide

7. Verify that **Permit Type** that you are applying for is correct and type the project name in **Description**.
8. Click **Next**.

SEARCH AND ADD EXISTING CONTACT(S)

a. Click **Add Contact** to add additional contacts on the permit

Citizen Self-Service Portal User Guide

b. Enter the contact name, email address or company name, then click the magnifying glass to the right of the search box.
c. Click on the star to the left of the contact to add them to your Favorites list if you work with this contact on multiple permits that you may apply for in the future.
d. Locate your desired contact and click **Add**.

Add Contact

Add Contact As   Applicant

[Search]   [Enter Manually]   [My Favorites]

b Search smith 🔍

Sort Relevance

Favorite	First Name	Last Name	Address	Company	Email	Action
c ☆		SMITH				Add **d**
☆						Add
☆		SMITH				Add
☆						Add
☆		SMITH				Add

e. If additional contacts are needed, you may add them by repeating the steps above. Otherwise, click **Next.**

Apply for Permit - Commercial Soil Erosion - 12 Month Duration   *REQUIRED

✓ Locations   ✓ Type   ③ Contacts   ④ More Info   ⑤ Attachments   ⑥ Review and Submit

CONTACTS

Permit must have a minimum of one contact. Please enter any additional applicants as needed.

Applicant

On Site Contact
SMITH
Remove

Applicant
Add Contact
+

[Back]   [Save Draft] [Next] **e**

Citizen Self-Service Portal User Guide

ADD NEW CONTACT(S)

a. Click **Add Contact** to add additional contacts on the permit.

| Home | My Dashboard | Apply for a Permit | Sanitary ▾ | Soil Erosion ▾ | Storm Drain ▾ | Water ▾ | Map | Search 🔍 | Help �+ |

Apply for Permit - Commercial Soil Erosion - 12 Month Duration   *REQUIRED

| ✓ Locations | ✓ Type | ③ Contacts | ④ More Info | ⑤ Attachments | ⑥ Review and Submit |

CONTACTS

Permit must have a minimum of one contact. Please enter any additional applicants as needed.

Applicant
(You)

Applicant ▾
Add Contact
＋   **a**

b. Click the **Enter Manually** tab.
c. Select type of contact from the *Add Contact As* drop-down.
d. Enter the required (*) information for new contact.
e. Click **Submit**

Add Contact

c Add Contact As [On Site Contact ▾]

[Search] [Enter Manually] [My Favorites]
b

Enter Manually

First Name	John
Last Name	Water
Company Name	
Email	waterj@anywhere.com
Home Phone	
Mobile Phone	123-456-7890
Business Phone	

d

[Submit]   **e**

Citizen Self-Service Portal User Guide

f.   If additional contacts are needed, you may add them by repeating the steps above. Otherwise, click **Next.**

Apply for Permit - Commercial Soil Erosion - 12 Month Duration   *REQUIRED
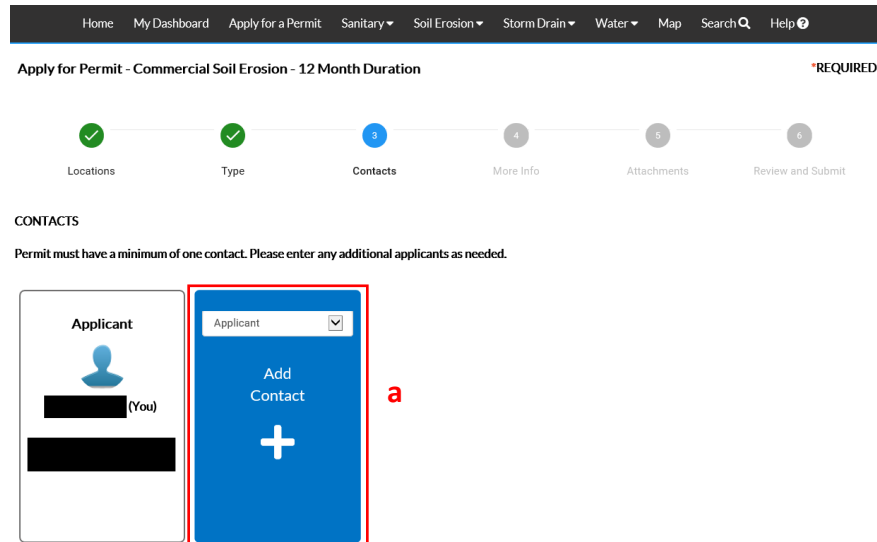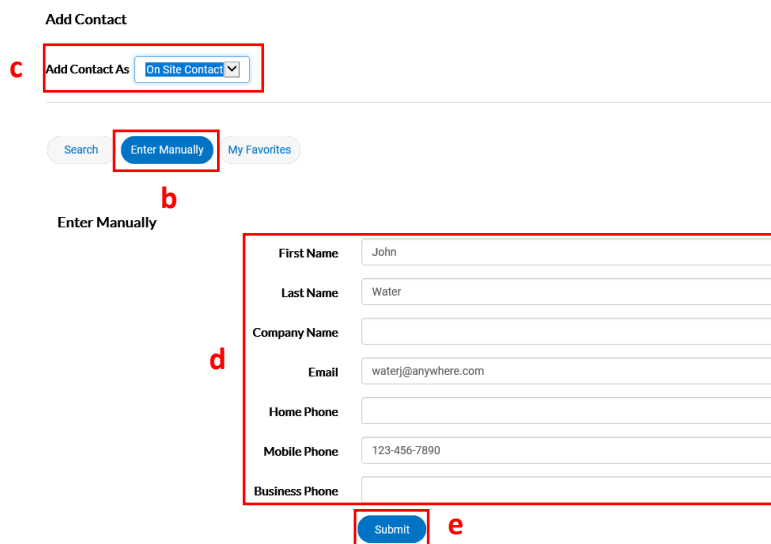

CONTACTS

Permit must have a minimum of one contact. Please enter any additional applicants as needed.

REVIEW APPLICATION REQUIREMENTS

a.   Please review all information and requirements related to the permit that you are applying for, as well as entering information in the required (*) fields along with any other information.
b.   After carefully reviewing all information and requirements, click **Next**.

SEQUENCE-OF-CONSTRUCTION CHART (RESIDENTIAL SOIL EROSION PERMIT ONLY)

a.   Click pencil on the line.
b.   Select Item **A. Soil Erosion Control Measures** from *Sequence of Construction Item* dropdown list.
c.   Select Month from dropdown list in which this item will be completed.
d.   Select Week of the Month from the dropdown list in which this item will be completed.
e.   Click Save.
f.   Repeat steps a-e for the remaining items B-F from the *Sequence of Construction Item* dropdown list. **(**See below for an example of a *Sequence of Construction Chart* that is filled out correct.)**

Citizen Self-Service Portal User Guide

Sequence of Construction Details

Sequence of Construction Item	Month	Week		
			✏️	🗑️
			✏️	🗑️
			✏️	🗑️
			✏️	🗑️
			✏️	🗑️

*Sequence of Construction Item	A. Soil Erosion Control Measures ▾
*Month	July ▾
*Week	Week 1 ▾

Save   Cancel

**Example of a *Sequence of Construction Chart* filled out correctly

Sequence of Construction Chart Details   + Add Row

Sequence of Construction Items	Month	Week		
A. Soil Erosion Control Measures	July	Week 1	✏️	🗑️
B. Excavate Basement	July	Week 3	✏️	🗑️
C. Back fill Basement	August	Week 2	✏️	🗑️
D. Stone Access Drive	September	Week 4	✏️	🗑️
E. Complete All Earth Movement	October	Week 1	✏️	🗑️
F. Seed & Mulch as Required	October	Week 4	✏️	🗑️

ADDING ATTACHMENTS

a. Review attachment requirements before uploading any attachments.
b. Select the appropriate attachment type from the drop-down.
c. Click **Add Attachment**.
d. Navigate to the file that you would like to attach, select it.
e. Click **Open**.

Citizen Self-Service Portal User Guide

Apply for Permit - Commercial Soil Erosion - 12 Month Duration   *REQUIRED

✓ Locations   ✓ Type   ✓ Contacts   ✓ More Info   ⑤ Attachments   ⑥ Review and Submit

Attachments

a Please upload all permit documents & plans for review. NOTE: Construction and site plans must be in PDF format with layers flattened, optimized and compressed. JPG format is acceptable for documents or letters. Maximum file size for each file should not exceed 50MB.

b [Asbuilts ▼]

c **Add Attachment**
   +
   Supported: .pdf

Back   Save Draft   Next
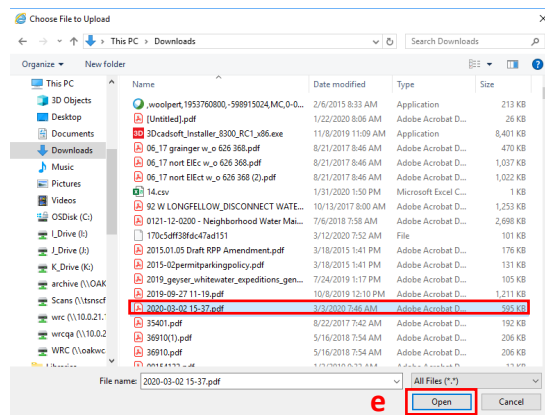
f. Repeat steps b – e for any additional attachments you want to upload. Otherwise, click **Next**.

Citizen Self-Service Portal User Guide

Attachments

Please upload all permit documents & plans for review. NOTE: Construction and site plans must be in PDF format with layers flattened, optimized and compressed. JPG format is acceptable for documents or letters. Maximum file size for each file should not exceed 50MB.


f

SUBMITTING YOUR APPLICATION

a. On the final page, please ensure that you have reviewed that all the information is correct.
b. Click **Submit** at the bottom to submit your application for review.

Locations

	Location	54 Wellesley Dr, Pleasant Ridge, MI, , 48069
	Parcel Number	2527130006

Basic Info

	Type	Commercial Soil Erosion - 12 Month Duration
	Description	Acme Acres Subdivision
	Applied Date	06/24/2020

Contacts

Applicant	████████████████
On Site Contact	████████████████

More Info

COMMERCIAL APPLICATION REQUIREMENTS   Next Section | Top | Main Menu

** ACCEPTABLE TYPES OF PROOF OF OWNERSHIP: Current Tax Bill, Recorded Warranty Deed, Buyers & Sellers Closing Statements or Recorded Land Contract. **

1. Complete permit application.

2. The plan review fee is due with the permit application. The inspection fee is due at the time the soil erosion permit is issued.

3. Submit one (1) full set of the civil engineered plans for the site (24" x 36") that includes a soil erosion and sedimentation control specification sheet on the soil erosion page with the following items listed below under Construction Plan Requirements.

4. The permit may be renewed for a maximum of one (1) year from the date of application if there is no activity on the site.

5. To transfer a permit, a permit transfer information form, or a similar form created by the landowner, must be completed, signed and mailed or delivered to the WRC Soil Erosion Department office. NOTE: A permit cannot be transferred if there are any outstanding balances or violation against the permit.

6. This permit will be renewed every three (3) months after it expires until the site has all permanent soil erosion controls in place.

7. Final vegetation is specified as having every square foot of ground disturbance with a density of 90% and at least 1" in height.

▪ NOTE: Permits not picked up within 30 days after notification of approval will be terminated. NO REFUNDS WILL BE ISSUED ▪

Attachments

Construction Plans   2020-03-02 15-37.pdf

[Back]   Save Draft   [Submit]   **b**

c. Congratulations, you have successfully submitted your application and should receive a confirmation message.

| Home | My Dashboard | Apply for a Permit | Sanitary ▾ | Soil Erosion ▾ | Storm Drain ▾ | Water ▾ | Map | Search Q | Help ❓ |

✓ **Your permit was successfully created!**

Thank you for your application, it has been submitted to the WRC Soil Erosion Department for review.
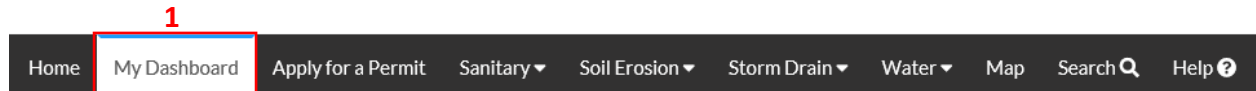
[Continue to permit]

Fees

$0.00

[View Details] [Add to Cart]

NAVIGATING YOUR DASHBOARD (REGISTERED USERS ONLY)

As a registered user, you have access to an easy to use dashboard to view permits, inspections (if applicable) and view/pay invoices.
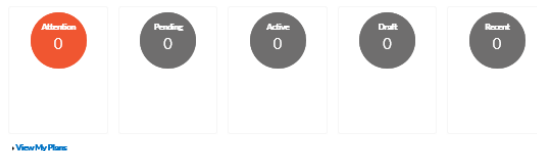
1. On the home page, click **My Dashboard.**

1

| Home | My Dashboard | Apply for a Permit | Sanitary ▾ | Soil Erosion ▾ | Storm Drain ▾ | Water ▾ | Map | Search Q | Help ❓ |

My Permits

| Attention 3 | Pending 4 | Active 1 | Draft 3 | Recent 2 |

▸ View My Permits

My Plans

| Attention 0 | Pending 0 | Active 0 | Draft 0 | Recent 0 |

▸ View My Plans

My Inspections

Requested	Scheduled	Closed
0	1	2

▸ View My Inspections
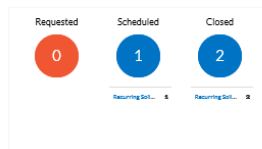
My Invoices

| Current | 2 | $7,750.00 | Add To Cart |
| Past Due | 1 | $250.00 | Add To Cart |
| Total | 3 | $8,000.00 | Add To Cart |

▸ View My Invoices

Citizen Self-Service Portal User Guide

MY PERMITS DASHBOARD

a. **Attention** – Shows number of permits that require an action.
b. **Pending** – Shows number of permits that have been submitted for review.
c. **Active** – Shows number of active permits that have been approved.
d. **Draft** – Shows number of applications you have saved but have not been submitted.
e. **Recent** – Shows permits with recent activity.
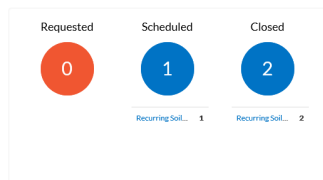f. **View My Permits** – Shows list of your open permits.
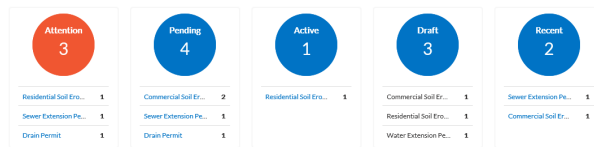
MY INSPECTIONS DASHBOARD

a. **Requested** – Shows inspections that have been requested but has not been scheduled.
b. **Scheduled** – Shows inspections that have been scheduled.
c. **Closed** – Shows inspections that have been closed.
d. **View My Inspections** – Shows list of your inspections.

MY INVOICES DASHBOARD

a. **Current** – Shows number of invoices with due dates that are current.
b. **Past Due** – Shows number of invoices that are past due.
c. **Total** – Shows total number of current and past due invoices.
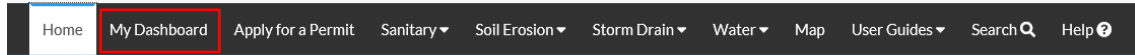d. **View My Invoices** – Shows list of all unpaid invoices.

Citizen Self-Service Portal User Guide

MAKING A PAYMENT

1. Click on **My Dashboard** from the top menu bar

2. Navigate to your My Invoices dashboard and click **View My Invoices**

My Invoices

Current 9	$9,502.00	Add To Cart
Past Due 0	$0.00	Add To Cart
Total 9	$9,502.00	Add To Cart

2 ▸ **View My Invoices**

3. Select one or more invoices by clicking the check box on the right-hand side or click **Select All** to select all invoices.

Invoice Number	Amount Due	Status	Case Number	Address	Select All ■
INV-00001147	$1.00	Due	000304-2020-CO	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001148	$1.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001150	$250.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001145	$250.00	Partial Payment	0016-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001153	$250.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001151	$250.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001149	$500.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001152	$500.00	Due	0014-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐
INV-00001146	$7,500.00	Invoiced	0016-2020	54 Wellesley Dr Pleasant Ridge, MI 48069	☐

3

Results per page 10 ⌄   1 - 9 of 9   << < 1 > >>

Add To Cart   **4**

4. Click **Add to Cart**.
5. Review list of selected invoices and click **Check Out**

Citizen Self-Service Portal User Guide

Shopping Cart

Total $500.00

Check Out

Invoice: INV-00001153		Description: NONE		
Due Date: 08/09/2020		Billing Contact: Sundwall, Dave		
				$250.00

Case Number	Project	Case Address	Amount Due	Remove
0014-2020		54 Wellesley Dr Pleasant Ridge MI 48069	$250.00	Top | Main Menu

Invoice: INV-00001151		Description: NONE		
Due Date: 08/09/2020		Billing Contact: Sundwall, Dave		
				$250.00

Case Number	Project	Case Address	Amount Due	Remove
0014-2020		54 Wellesley Dr Pleasant Ridge MI 48069	$250.00	Top | Main Menu

Total $500.00

Check Out   **5**

6. Enter in payment information and click **Pay Now.**

MyGovPay
EMPOWERED BY TYLER TECHNOLOGIES

THIS SITE IS CURRENTLY IN **DEMO MODE.**

Oakland County, MI
Order Number: 12
Monday, June 29, 2020

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00001153	NONE	1	$250.00	$250.00
INV-00001151	NONE	1	$250.00	$250.00
			Item Total:	$500.00
			Order Total:	$500.00

Payment Details

*all fields are required

Cardholder Name	Billing Street	Billing Zip Code

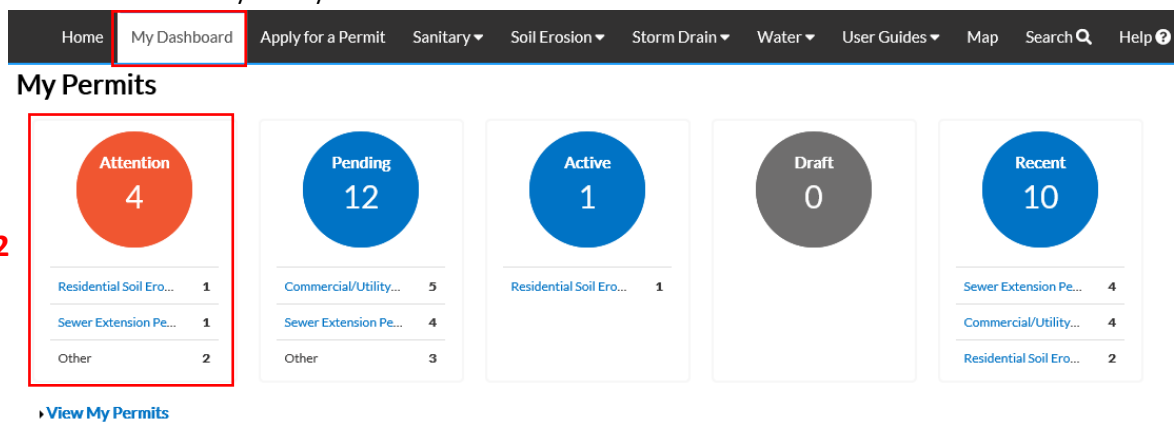| Card Type	Card Number	Expiration Date
Select one...		Month... Year...

CVV Code

Pay Now - $500.00   **6**

Citizen Self-Service Portal User Guide

RE-SUBMIT REVISED FILE(S)

If you received notification that a plan review failed on any of the permits that you applied for, you can revise the plans and re-submit them for approval.

1. From the CSS home page, click **My Dashboard**.
2. Click **Attention** from your My Permits dashboard.

3. Locate permit(s) that has *Resubmit File* as an attention reason.
4. Click Permit Number hyperlink.

Permit Number	Project	Address	Permit Type	Status	Attention Reason
000304-2020-CO		54 Wellesley Dr Pleasant Ridge, MI 48069	Commercial/Utility Soil Erosion Permit	Attention, Pending	On Hold Unpaid Fees
000636-2019-SF		60 Guanonocque St Auburn Hills, MI 48326	Residential Soil Erosion - Legacy	Active, Attention	On Hold Unpaid Fees Resubmit File
0014-2020		54 Wellesley Dr Pleasant Ridge, MI 48069	Drain Permit	Attention, Pending	On Hold Unpaid Fees
0016-2020		54 Wellesley Dr Pleasant Ridge, MI 48069	Sewer Extension Permit	Attention, Recent, Pending	On Hold Unpaid Fees Failed Reviews

5. Click the **eReviews** tab.
6. Click eReview Number hyperlink.

Citizen Self-Service Portal User Guide
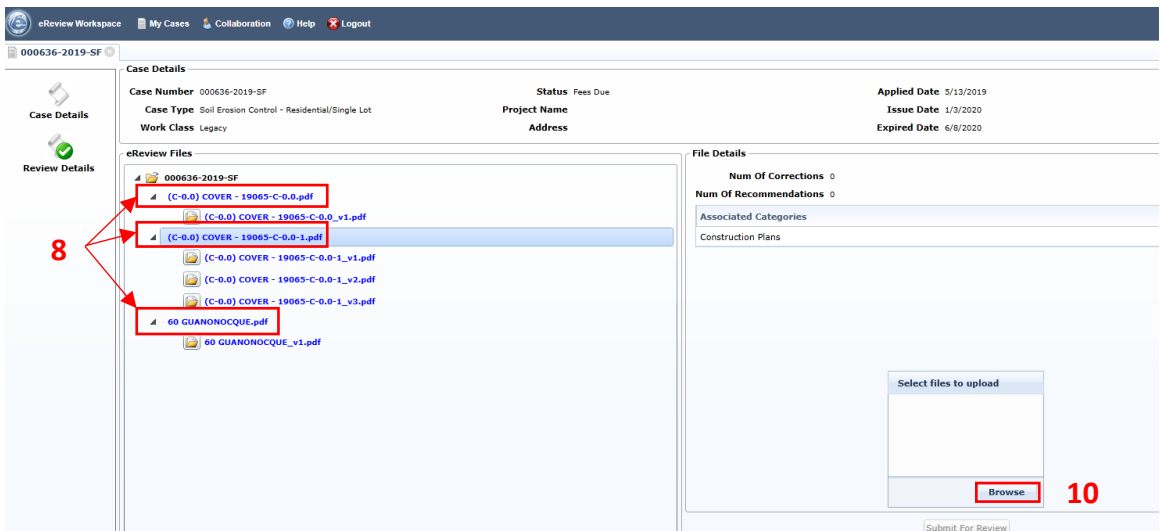
7. If prompted, enter User Name and Password and click Login (Note: Login Information is the same as when applying for a permit). If not prompted, it will open the permit review documents.
8. Click Headers of each file to determine what file needs to be revised and re-submitted.
9. Make necessary revisions on file(s) as requested and save a new copy to your desired location on your computer. **(NOTE: Construction and site plans must be in PDF format with layers flattened, optimized and compressed. JPG format is acceptable for documents or letters. Maximum file size for each file should not exceed 50MB.)**

10. Click **Browse**.
11. Locate and select revised file to upload.
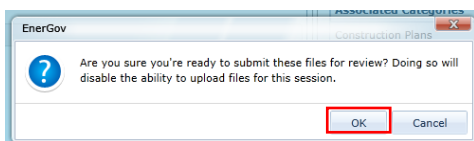12. Click **Open**.
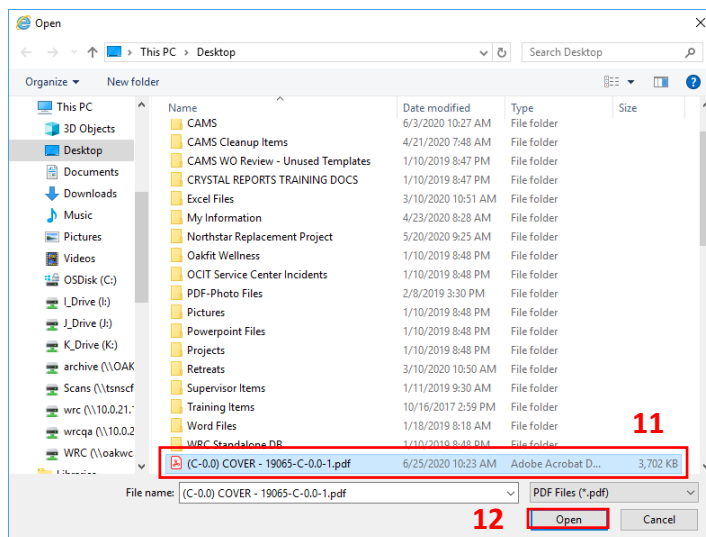
13. Click **Upload.**
14. Click **Submit for Review**
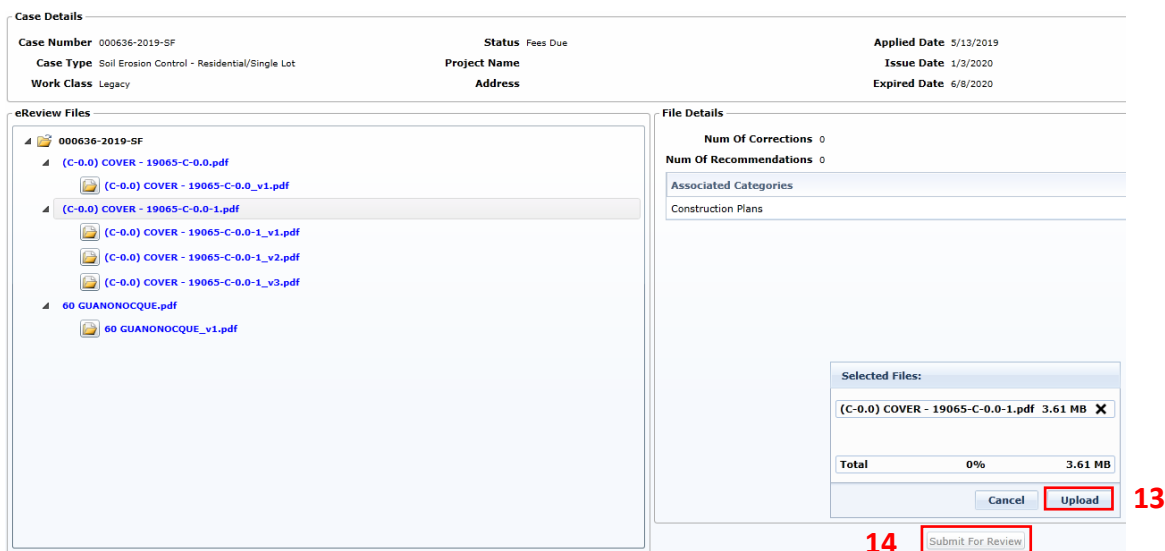
15. Click **OK**

16. You have successfully re-submitted a file for review. You can now close out of the EReview Portal web browser tab.