# *CSS USER GUIDE*

# CITY OF HAWTHORNE

# CITIZEN SELF SERVICE (CSS) USER GUIDE

Version *2021*

*July 2022*

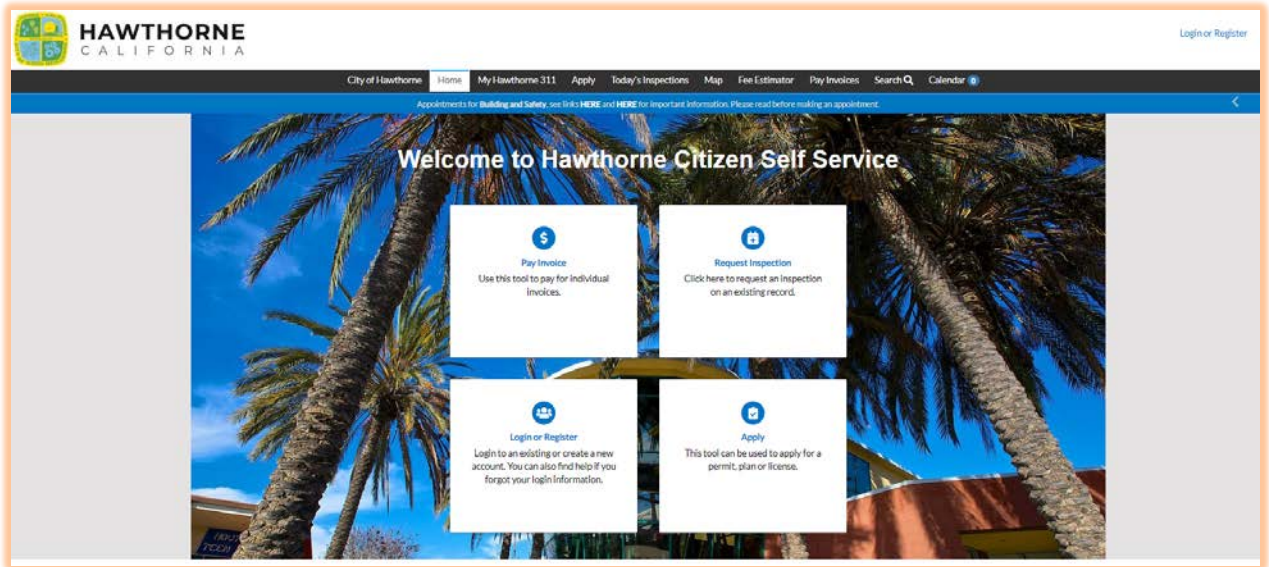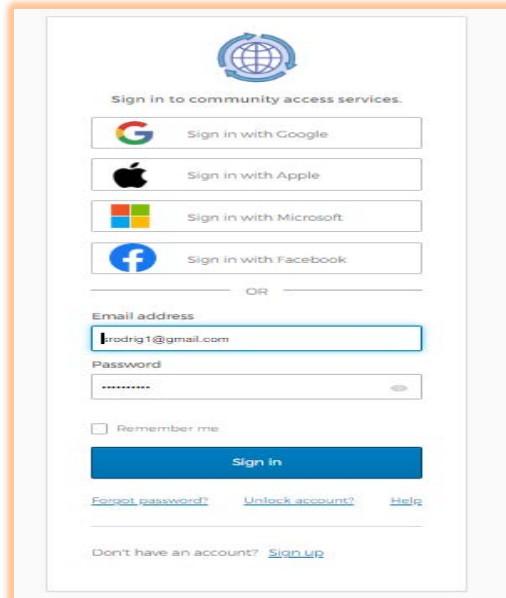# Table of Contents

# 1. NEW USER REGISTRATION

## 1.1 HOW TO REGISTER

1) *Begin process from the Hawthorne Citizen Self Service Homepage*
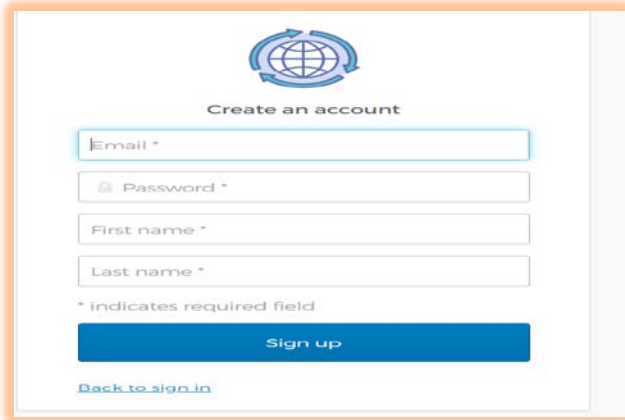
2) *Click on the **Login or Register** tile box*



*Login or Register*
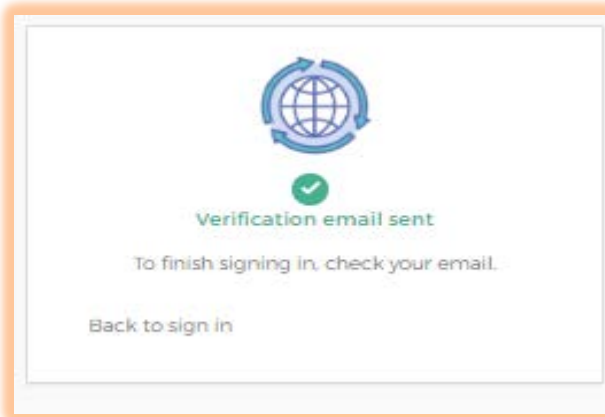
3) *Click **Sign Up** at the bottom of the screen*

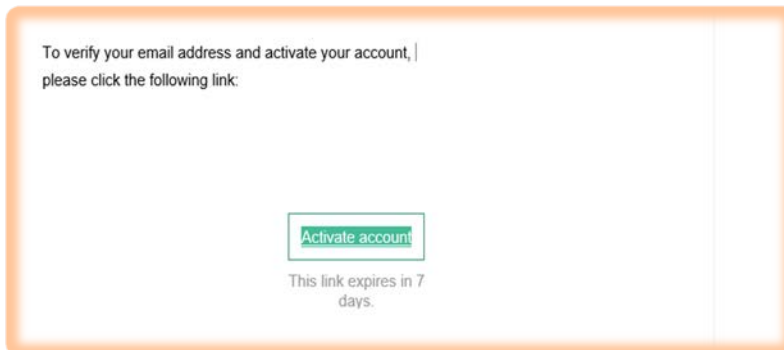4) *Enter a valid email address, password, first and last name, and click **Sign up**.*



5) *This will generate an email to the email address entered.*



6) *Check your email.  You should receive a verification email which includes an Activation account link.  This link will expire in 7 days.*



7) *Once activated, you can now log into CSS.  It will ask you to continue registration and provide additional required contact information such as phone number and address.*

**Registration**

Step 1 of 4: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

*8) Enter all required contact phone number and address information (fields with red asterisks)*

Registration

Step 2 of 4: Personal Info

*REQUIRED

| | |
|---|---|
| First Name | applicant first name |
| Middle Name | |
| Last Name | applicant last name |
| Company | |
| * Contact Preference | --Select Contact Preference-- |
| * Email Address | syirodrig1@gmail.com |

Additional Contact Information

| | |
|---|---|
| * Business Phone | |
| * Home Phone | |
| * Mobile Phone | |

Back   Next

Registration

Step 3 of 4: Address

*REQUIRED

| | |
|---|---|
| * Address | Street address, P.O. box. (required) |
| | Apartment, suite, unit, floor, (optional) |
| City | |
| State | |
| Postal Code | |

Back   Next

*9)* *Complete registration by signing your name*

**Registration**

Step 4 of 4: **Signature**

By signing below, I confirm that all information that provided on this Registration Form is true and correct. I confirm that I will inform the City of Hawthorne without undue delay if there are any changes to this information at any time.

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

**Enable Type Signature**

sinyee ip
June, 23 2022

X  **Draw Signature Here**

Clear

Back    Submit

## 1.2   LOG IN ISSUES

*If you attempt to log in and forget your password, you can reset password by clicking the **Forgot password** link, or **Unlock account** if attempted too many times and got locked out.  The links are provided at the bottom of sign in screen.*

Sign in to community access services.

G  Sign in with Google

 Sign in with Apple

Sign in with Microsoft

f  Sign in with Facebook

OR

**Email address**

srodrig1@gmail.com

**Password**

●●●●●●●●●●

☐ Remember me

**Sign in**

Forgot password?    Unlock account?    Help

## 2.  DASHBOARD OVERVIEW

### 2.1 KEY FEATURES

| Hawthorne 311 | Home | Apply | Dashboard | My Work | Today's Inspections | Map | Pay Invoices | Search |
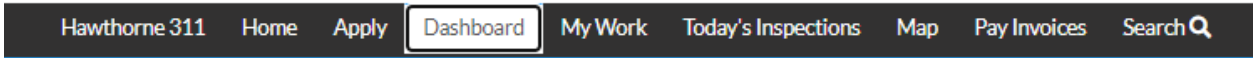
*Dashboard is designed to provide a quick overview of status for your applications.*

*My Permits and My Plans sections are broken down in the same order and essentially perform the same functions for your permits and plans applications.*

1) *Attention - Permits/Plans that require your attention*

   - *Failed inspection*
   - *Reviews that require Resubmittal*
   - *Expired Permits/Plans*

2) *Pending – Your applied Permits/Plans that are under review by City staff*

3) *Active – Permits/Plans that have been issued*

   - *You can request inspections on these permits*
   - *Inspections that may have failed could be found in this category*
   - *Find documents that can be printed*

4) *Draft – Permits/Plans that are saved in draft mode, and not completed/submitted*

5) *Recent – Recent Permits/Plans that you applied*

*My Inspections section is broken down in the following order:*

1) *Requested – Shows all your Inspections that you have requested*

2) *Scheduled – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.*

3) *Closed – Once the Inspection is completed, it will move to this section.*

*My Invoices section is broken down in the following order:*

1) *Current – Shows Invoice amounts that are currently due*

2) *Past Due – Invoice amounts that are past due will show here*

3) *Total – Invoice amounts for both current and past due will show here*

## 3. APPLICATION SUBMITTAL PROCESS

1) *Begin process by logging into* <u>*Hawthorne Citizen Self Service Homepage*</u>

2) *Click on the* **Login or Register** *tile box*
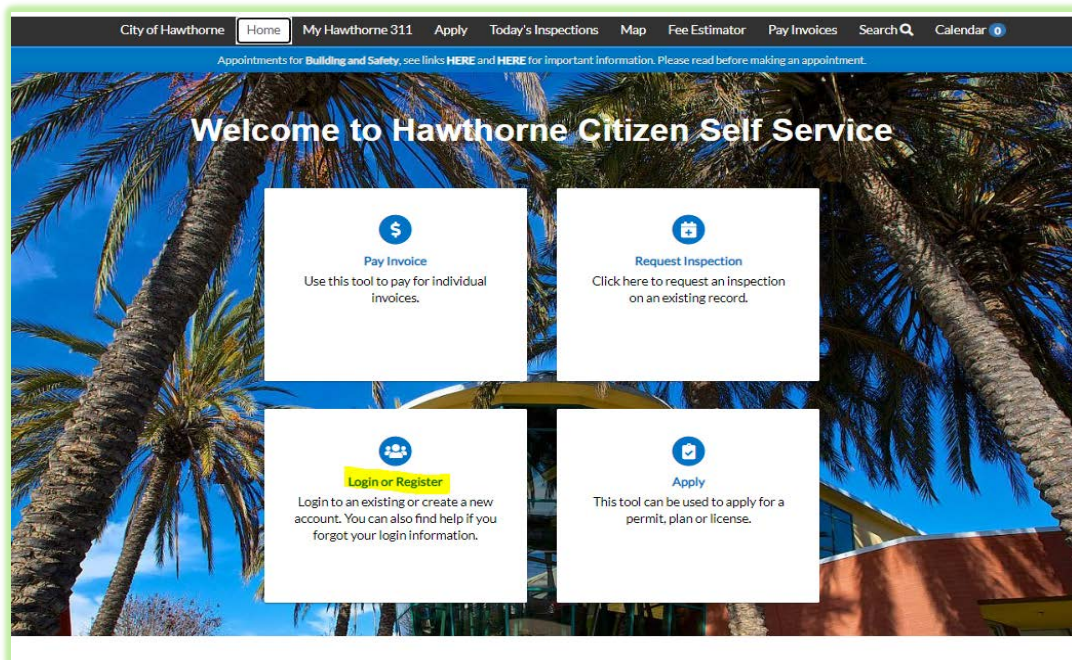


3) *Click* **Apply**

4) *On the Application Assistant screen, applications are shown in alphabetical order. You're able to apply or search for permit applications in different ways:*

- *You can begin your search by typing in a partial application name, and options will begin to appear or;*

- *Expand the blue Show Categories to see all available categories, permit types and plan types*
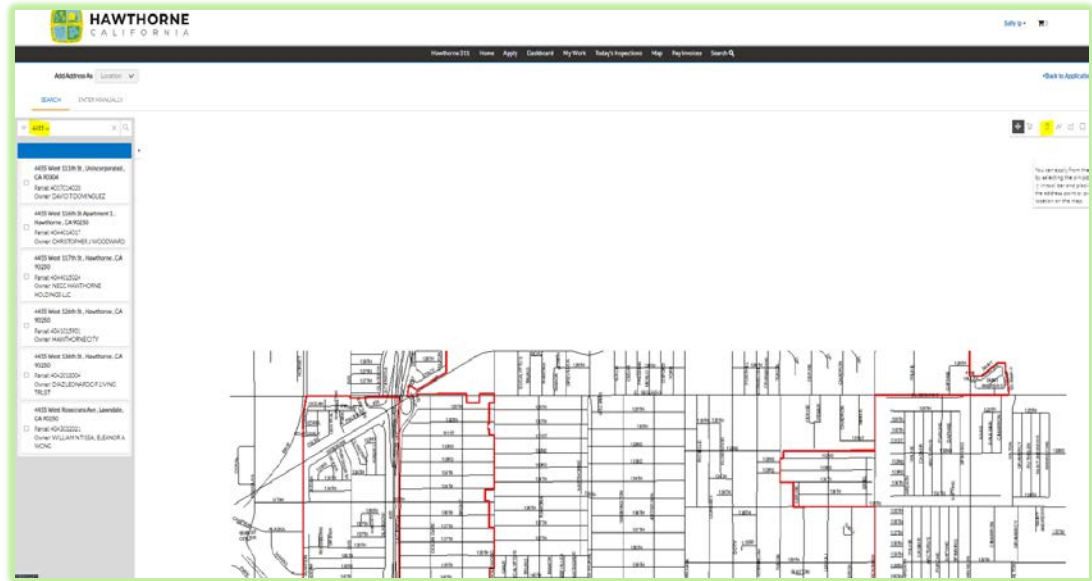
**5)** *Once you choose your application, click* **Apply**
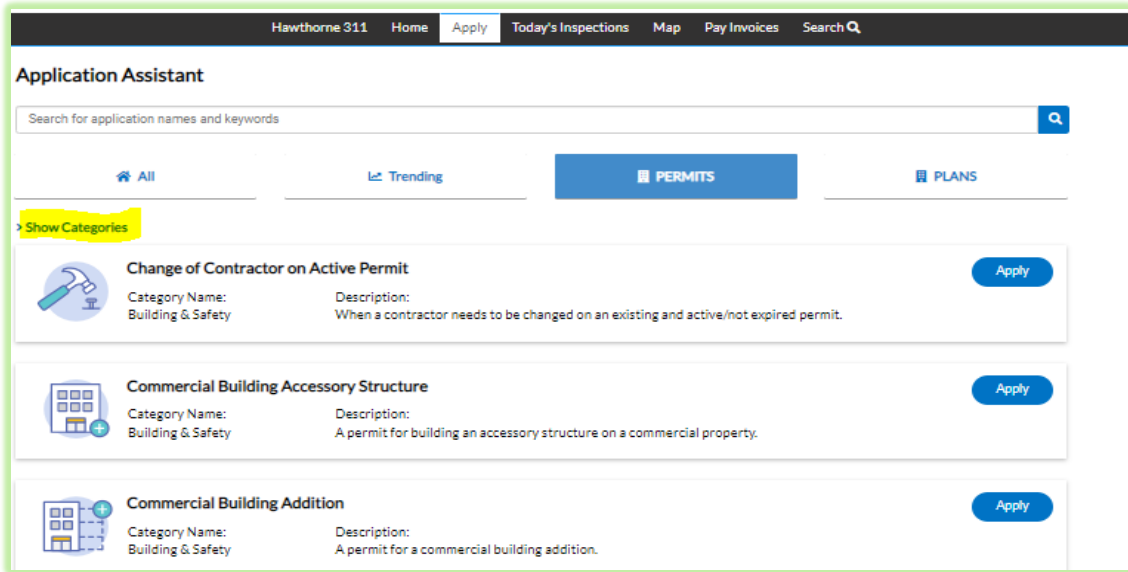


**6)** *Begin the process by clicking* **the plus sign** *to add the Address of the project you are applying for*
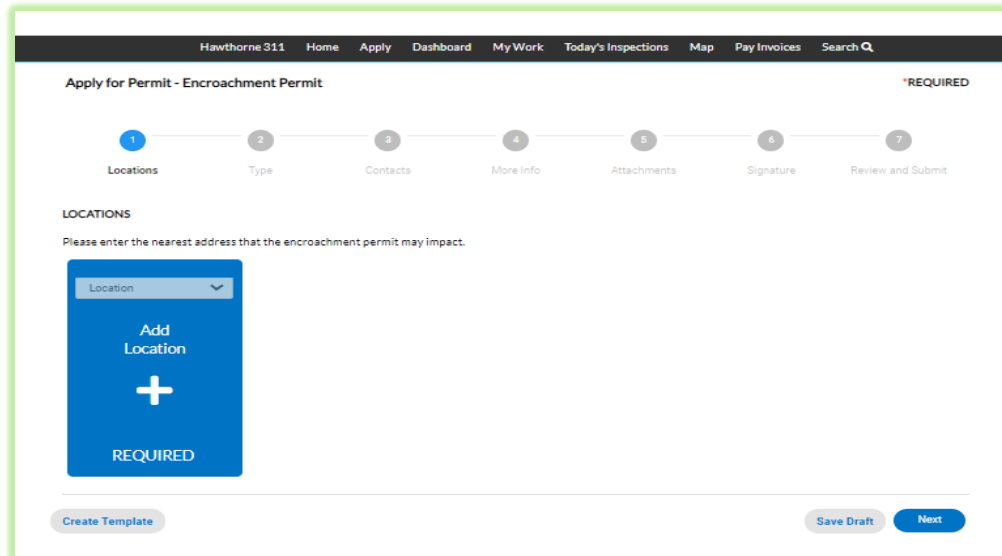
7) *Then you can also type in partial address and click **the magnifying glass** to search, or use the pinpoint tool (3rd one from the left) at the top right corner, to select location on the map*



8) *Your permit Location will pop up in a tile on the next screen. Click the **Checkbox** and **Apply***
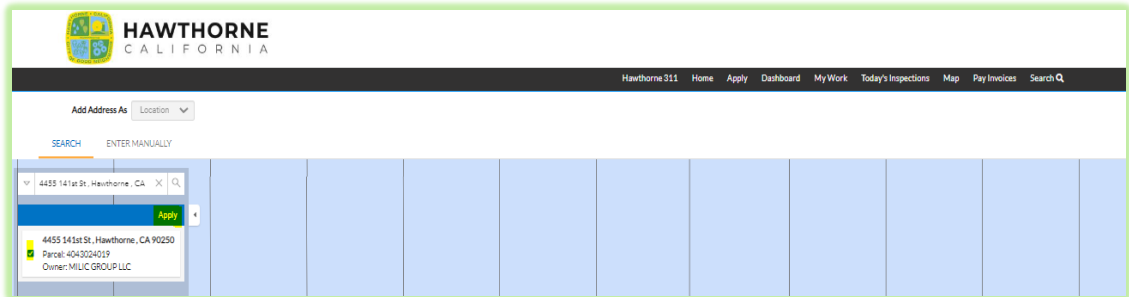


9) *Then click **Next** at the bottom right corner, after location is selected*
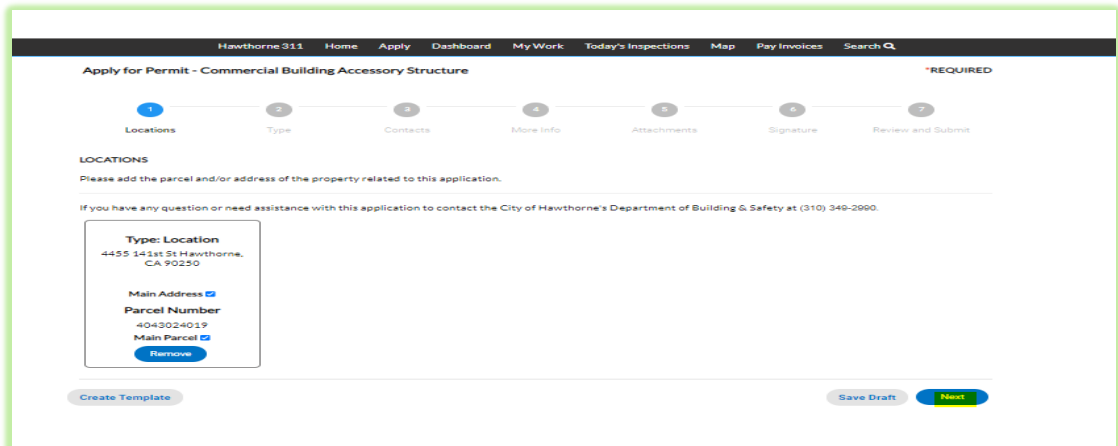
*10) In case you put in an address that is outside of Hawthorne's city limits, you'll encounter a warning message as shown below.*

LOCATIONS

Please add the parcel and/or address of the property related to this application.

If you have any question or need assistance with this application to contact the City of Hawthorne's Department of Building & Safety at (310) 349-2990.

**Type: Location**

11622 Aviation Blvd 445
Unincorporated, CA 90304

Main Address ☑

**Parcel Number**

4140002050

Main Parcel ☑

Remove

The following scenarios are preventing your application:
- Selected location is outside of the Hawthorne's city limits. Please contact your location municipality for this application request.
  - Parcel Number: 4140002050

*11) Depending on the type of permit you are applying for, you may be required to fill out specific information (required for field marked with red asterisk) and click **Next***

Apply for Permit - Commercial Building Accessory Structure                    *REQUIRED

Locations   Type   Contacts   More Info   Attachments   Signature   Review and Submit

PERMIT DETAILS

Please enter the requested details about your project.
- Please provide a detail description of work to be done.
- Square Footage is the entire building footprint.
- Valuation field is not needed on this screen.

Note: Fields with an asterisk(*) are required.

* Permit Type        Commercial Building Accessory St ⌄
* Description
* Square Feet
* Valuation

Back   Create Template                          Save Draft   Next

*a) Permit Type – Already identified at the beginning of this process; not allowed to change at this point. Will have to start over if need to change.*

*b) Description – Provide clear description of proposed Scope of Work*

*c) Square Feet – If applicable and required, provide affected area*

*d) Valuation – If applicable and required, provide value of project proposed*

*12) On the next screen, add Contact to this application. Depending on the type of permit or application you are applying for, you will be asked to add required Contact type (owner, contractor or owner/builder, architect, engineer etc.) and information, click the **plus sign** to add selected contact.*

CONTACTS

**Always search for the contact before manually entering their information**

If manual entry is needed: please provide the contact's full name, full address, contact number, and email.

If the searched contact information needs to be updated, please ask that contact to log into their online account to update their information or have them ca Hawthorne's Department of Building & Safety at (310) 349-2990.

*Optional contacts can be added and are helpful to the application process.*

| Applicant | Owner | Contractor | Owner/Builder |
|---|---|---|---|
| Sally Ip (You) | Sally Ip(You) | Add Contact + | Add Contact + |
| 4455 w 126th , Hawthorne, CA , 90205 | 4455 w 126th , Hawthorne, ... | OR | |
| | Remove | REQUIRED | |

13) *The next section asks for information specific to the Permit/Plan Type you are applying for. Any required field will be marked with a red asterisk.*

Apply for Permit - Residential Building Accessory Structure                    *REQUIRED

Locations — Type — Contacts — **4** More Info — 5 Attachments — 6 Signature — 7 Review and Submit

MORE INFO

If you have any question or need assistance with this application to contact the City of Hawthorne's Department of Building & Safety at (310) 349-2990.

<u>Note:</u> Fields with an asterisk(*) are required. Optional (non-required) fields completion will assist in the timely processing of this application.
*Some circumstances may require additional information to be submitted prior to a development permit being issued.

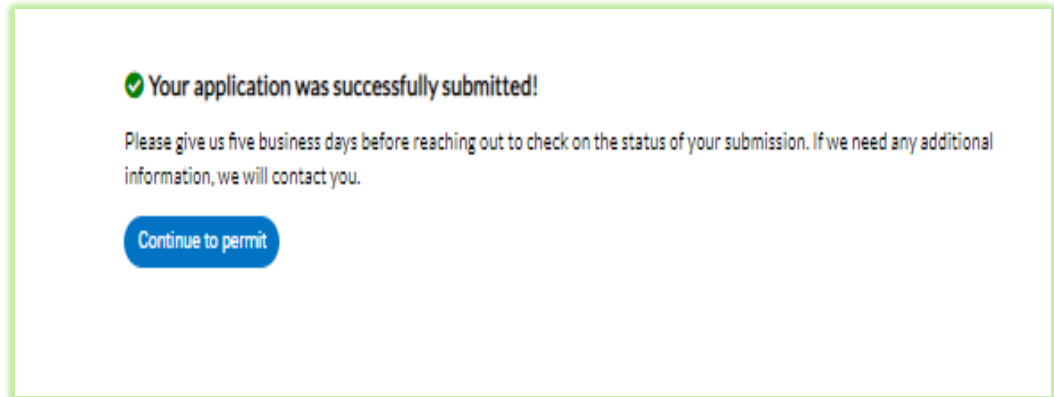**Construction Information**                    Next Section | Top | Main Menu

In the drop down below, please indicate whether or not this project will involve the use of or emission of any chemicals listed as hazardous materials as referenced in Section 65850.2 of the Government Code.

| | |
|---|---|
| Current Building Use, if applicable | |
| *Scope of Work | |
| | Scope of Work is required. |
| *Project Name, if applicable | |
| | Project Name, if applicable is required. |
| *Number of Stories | 0 |
| *Building Height in ft | |
| | Building Height in ft is required. |
| *Proposed Building Use | |
| | Proposed Building Use is required. |

14) *Complete all applicable information and click* **Next**.

15) *The next section asks for file attachments specific to the Permit/Plan Type you are applying for.*

a) *Do not upload pdf files that are password protected*

b) *Any Required documentation/plans will be listed, but if you have additional supporting documents/plans, you will select type from the drop down and click the* **plus sign** *to add*

c) *Once all documents/plans are added, click **Next**.*

*Note: Applicant or case contacts cannot upload any attachments after application has been submitted. Any additional submittals will need to be coordinated and requested via email with your Review Coordinator.*

16) *The next section is the signature page. You can either enable type signature or draw your signature. Once complete, click **Next**.*

17) *Next section is a review of everything you just completed. Scroll down and verify all your information is accurate and true, then click **Submit**.*

*18) You should receive the below message when your application is submitted.*



*19) You have successfully submitted an application. Staff will follow up with you for the next steps of the process.  You may also get status updates through your Dashboard.*

## 4.  VIEWING ATTACHMENTS IN CSS

*1)  Begin process by logging into the Hawthorne Citizen Self Service Homepage*



*2)  Click on the **Login or Register** tile box*

*3)  Click on **Dashboard***

4) *My Permits and My Plans sections are broken down in the same order and perform the same.*

   a) *Attention – Permits/Plans that require your attention*

   b) *Active – Permits/Plans that have been issued*

5) *Click on the **Active** or **Attention** tile*



6) *Locate the Permit you would like to view attachments on; these will mainly be for those that show an Active status*

   a) *Click on the Permit/Plan Number*

   b) *After you click on the Permit Number, you will be launched into the permit Summary screen*

*c) Click on the **Attachments** tab to view attachments*



*7) In the **Attachments** tab, you will be able to see all attachments that are available for you to view.*

*a) To open an attachment, click on the blue verbiage on the attachment*

## 5. RESUBMITTING PLAN CHECK CORRECTIONS IN CSS

1) *Begin process by logging into the* *Hawthorne Citizen Self Service Homepage*
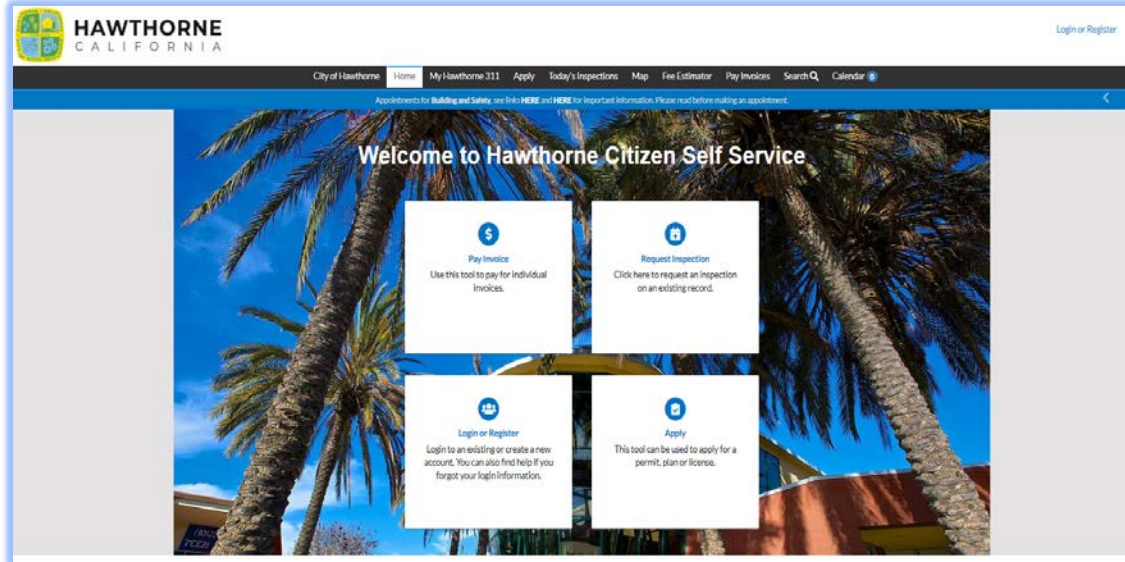


2) *Click on the* **Login** *or* **Register** *tile box*

3) *Click on* **Dashboard**
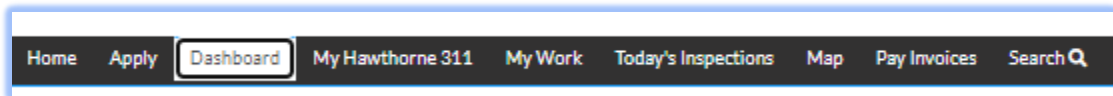


4) *My Permits and My Plans sections are broken down in the same order and perform the same.*

   a) *Attention – Permits/Plans that require your attention*

   b) *Active – Permits/Plans that have been issued*

5) *Click on the* **Attention** *tile from Permits or Plans section that require your attention*

   *\*Attention = Permits/Plans that require your attention;*

   *i.e., resubmittal, failed inspection, Review not approved, unpaid fees etc.*

6) Once you have located the Permit/Plan under the Attention category, click the **"Review Not Approved, Resubmittal File"** state.

7) *You will be taken to the Reviews tab on the permit Summary screen.*

8) *The item that requires attention is in red and marked with Exclamation mark.*

9) *This example shows the Building & Safety review that requires Building Construction Plan resubmittal.*



10) *Click the* **Attachments** *tab on the permit Summary. You must resubmit corrected plans, supporting documentation, and responses*

11) *Proceed to click on* **markups** *to review what the reviewer comments and written corrections are. You can choose to respond (optional) to the comments by clicking* **Response***.*



12) *Then click* **Next***, you will be asked to* **Acknowledge** *(toggle button) for any reviews that are in red to continue with the resubmittal process.*

13) Click **Select File**, *and proceed to select file, then click* **Submit**
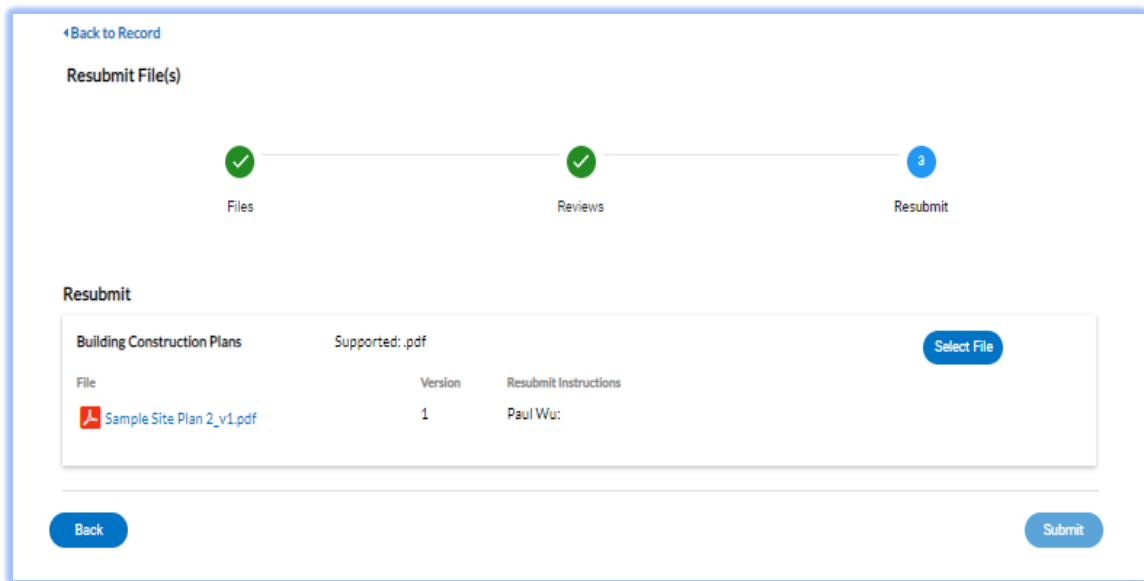


14) *You should receive a successful file upload message when completed.*
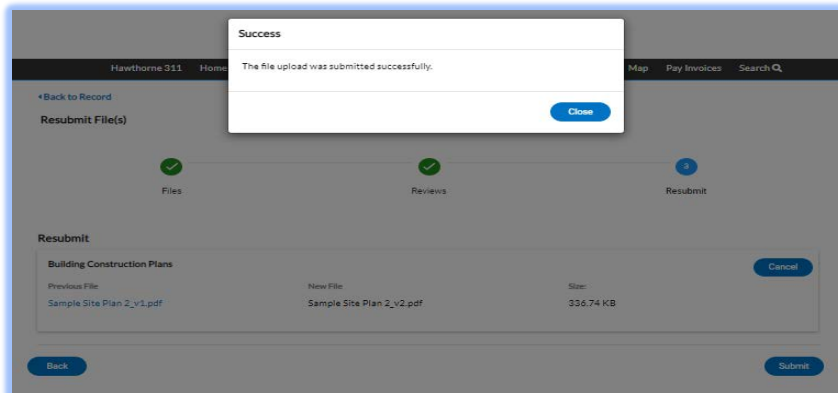


15) *Here are some of the notes regarding files required:*

a) *Upload complete Building construction plans in a combined file in PDF format (Architectural, Structural, Civil, Energy)*

b) *Upload Mechanical, Electrical, Plumbing files separately from the Building construction plans*

c) *Upload supporting documents (Structural calculations, Energy Reports, Geotechnical reports, Hydrology Reports, etc.) as individual PDF files*

d) *Upload Response Letters addressing all plan check corrections as separate PDF files (For example Building corrections, Planning corrections, Grading corrections, Public Works corrections, etc.)*
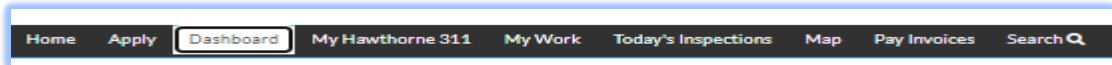
## 6. REQUEST INSPECTIONS IN CSS

### 6.1 HOW TO REQUEST INSPECTION USING DASHBOARD

1) *Begin process by logging into the* <u>*Hawthorne Citizen Self Service Homepage*</u>
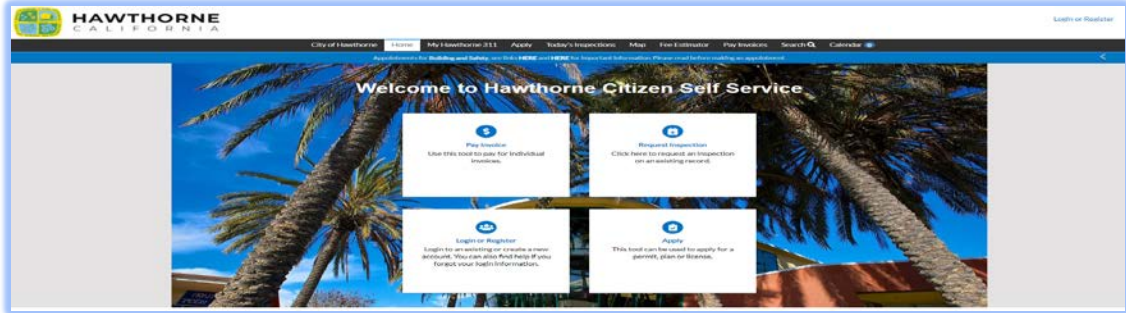


2) *Click on the* **Login or Register** *tile box*

3) *Click on* **Dashboard**



4) *My Permits and My Plans sections are broken down in the same order and perform the same.*

- *Attention – Permits/Plans that require your attention*

- *Active – Permits/Plans that have been issued*

5) *Click on the* **Active** *or* **Attention** *tile from Permits or Plans section*

6) *Locate the permit you would like to request an Inspection on, or if an inspection failed, you will see "Inspection Not passed" under the State of Attention category*

7) *Click on the Permit/Plan Number*

8) *After clicking on the Permit Number, you will be launched into the permit Summary screen*

9) *Under Available Actions, you will see a list of inspections that are available for Scheduling Request*

---

**Permit Number: BLDC-2022-0007**

Permit Details | Tab Elements | Main Menu

| | | | | | |
|---|---|---|---|---|---|
| **Type:** | Commercial Building Addition | **Status:** | In Review | **Project Name:** | |
| **IVR Number:** | 100015 | **Applied Date:** | 06/16/2022 | **Issue Date:** | 06/16/2022 |
| **District:** | City of Hawthorne | **Assigned To:** | Franco, German | **Expire Date:** | 12/21/2022 |
| **Square Feet:** | 2,000.00 | **Valuation:** | $1,000,000.00 | **Finalized Date:** | |
| **Description:** | | | | | |

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

**Progress**

36% Completed

● Completed
● In Progress
● Not Started

**Fees**

$0.00

View Details

**Workflow**

- ✔ Soil Report Received (3rd Party) - Passed : 06/16/2022
- ❗ Insulation - Re-inspection required : 06/20/2022
- ✔ Foundation/Footing - Passed : 06/20/2022
- ✔ Rough Framing - Partial Pass : 06/20/2022
- ❗ Floor Slab & Steel - Re-inspection required : 06/20/2022
- ✔ Floor Joist/Sheathing - Re-inspection required : 06/24/2022
- ✔ Interior Drywall - Partial Pass : 06/24/2022
- ⬤ Shear Wall - Scheduled
- ⬤ Interior Lath - Scheduled

**Available Actions**

| | | |
|---|---|---|
| ⚠ | Re-inspection required Inspec Floor Slab & Steel Inspection | Reschedule |
| ⚠ | Partial Pass Inspection Rough Framing | Reschedule |
| ⚠ | Re-inspection required Inspec Insulation | Reschedule |
| ⚠ | Partial Pass Inspection Interior Drywall Inspection | Reschedule |

---

**Request Inspections (1)**

*REQUIRED

① **#BLDC-2022-0007**                                                        ✕

| | | | |
|---|---|---|---|
| **Inspection Type:** | Floor Slab & Steel | **Case Type:** | Commercial Building Addition |
| **Address:** | 4455 W 136th St Hawthorne, CA 90250 | | |

\* **Requested Date**    [                    📅]

**Comments/Gate Code**    [                    ]

Submit

10) For Multiple Inspections; Click the **Inspections** tab, select the check box from available inspection types and click **Request Inspection**



11) After the page loads, it will launch you into the Request Inspection window.

12) Click on the **Calendar** to the right of the Requested Date section and choose the available date you want the inspection completed. Then click **Submit**.

13) If you have any Comments/Gate Code, please place those in the comment section, these fields are not required

*14) Once you click **Submit**, you will receive a confirmation checkmark screen that you request was completed.*



## 6.2 HOW TO REQUEST INSPECTION BY CLICKING REQUEST INSPECTION TILE

*Alternatively, you can also request inspection by clicking on the **Request Inspection** tile on the Hawthorne Citizen Self Service Homepage*
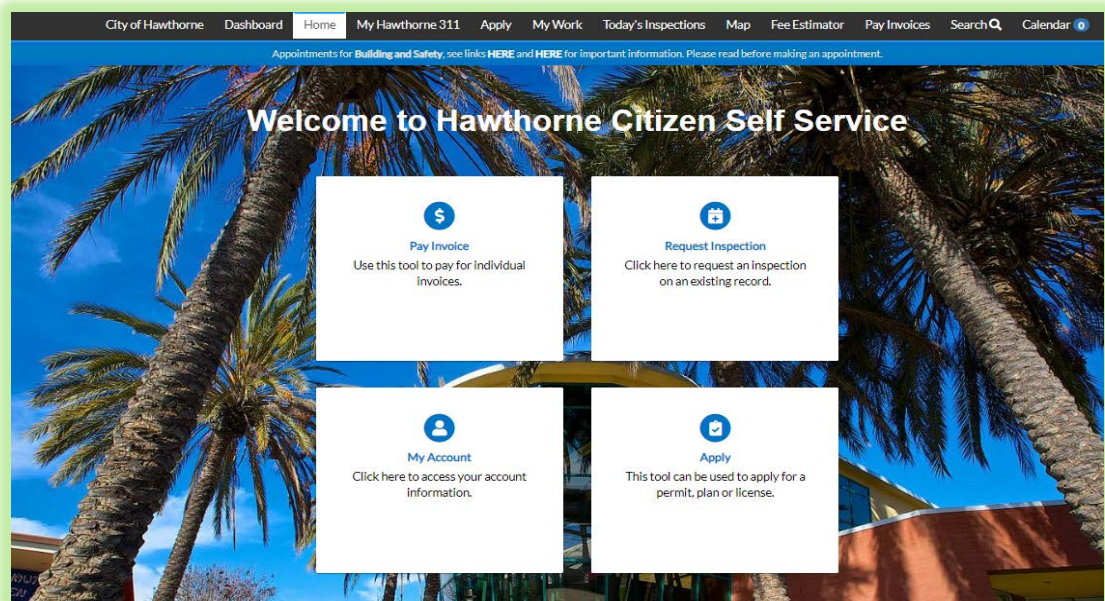
1) *You would come to a screen that lists all the permit numbers and their respective inspections available for request.   You can either search by the permit/plan number or just scroll down to locate the one you are looking for*



2) **You can click on the** **checkboxes** **and** **Request Inspection**

3) *After the page loads, it will launch you into the Request Inspection window.*

4) *Click on the **Calendar** to the right of the Requested Date section and choose the available date you want the inspection completed. Then click **Submit**.*

5) *If you have any Comments/Gate Code, please place those in the comment section, these fields are not required.*

6) *Once you click **Submit**, you will receive a confirmation checkmark screen that you request is completed*

# 7. PAY INVOICE IN CSS

## 7.1 PAY INVOICE FROM THE PAY INVOICE MENU OR TILE
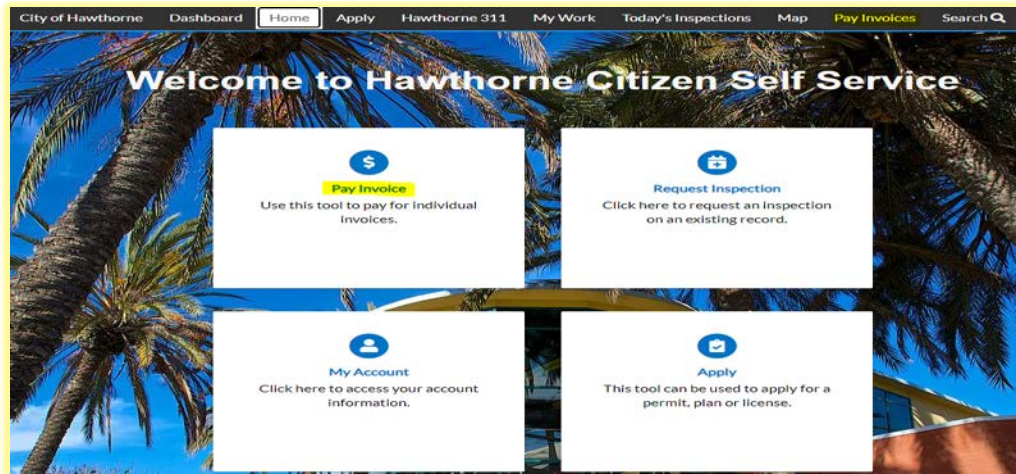


1) *Begin process by logging into the* <u>*Hawthorne Citizen Self Service Homepage*</u>

2) *Click **Pay Invoice** tile or the **Pay Invoice** Menu.*

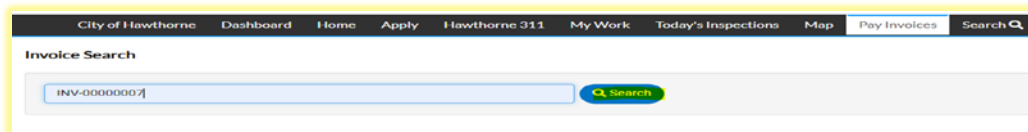3) *Type the Unpaid Invoice number in the Search field. Example: INV-00000007*



4) *Click **Search.***

5) *The Invoice Number page displays.*
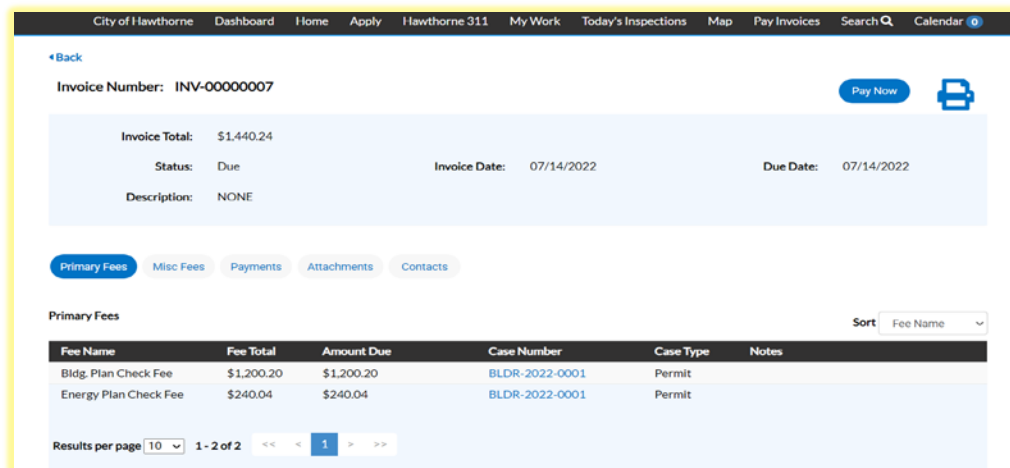


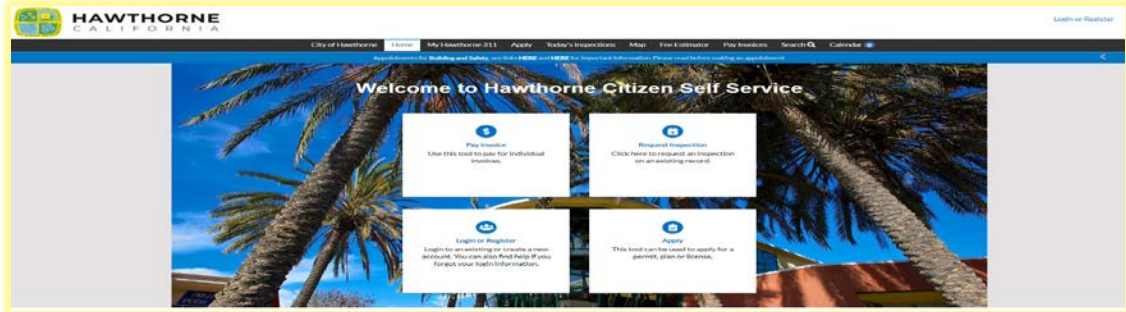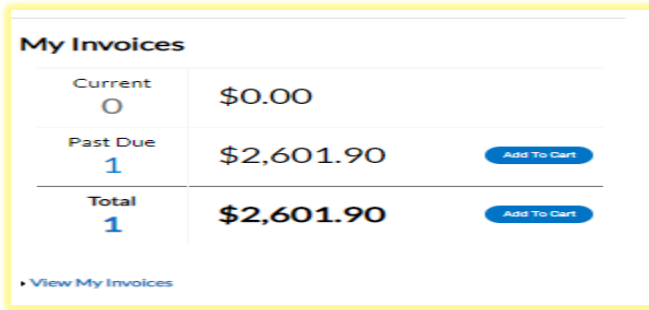6) *Click **Pay Now** to proceed to a payment page to complete the payment for the invoice(s).*

## 7.2 PAY INVOICE FROM DASHBOARD

1) *Begin process by logging into the <u>Hawthorne Citizen Self Service Homepage</u>*
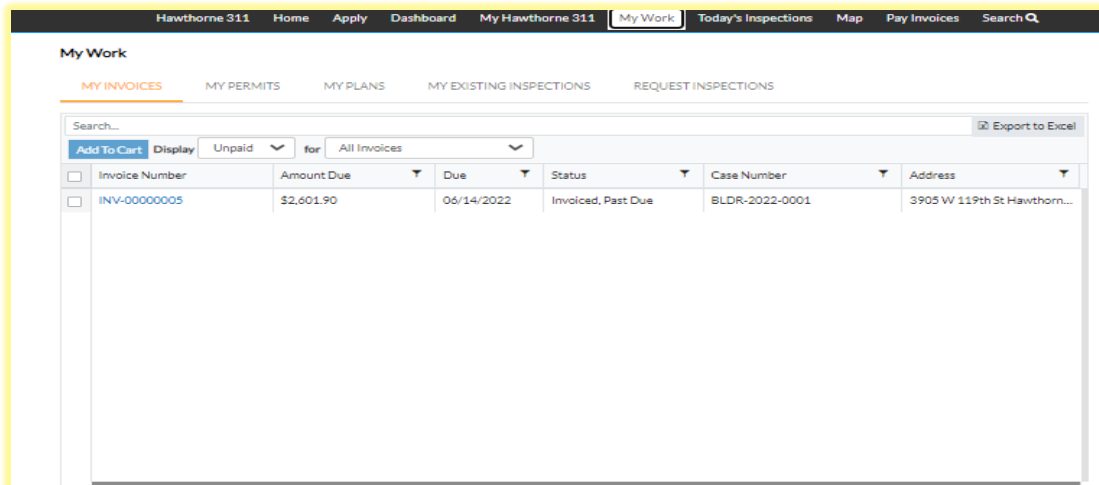


2) *Click on the **Login or Register** tile box*

3) *Click on **Dashboard***



4) *Contacts on the permit record can access invoices that are paid, voided, or unpaid. Invoices are accessible from the Dashboard and can be added to the electronic shopping cart.*

5) *When "**View My Invoices**" is clicked, the screen below displays*

6) *Current/Past Due/Total Invoices: By clicking **Add to Cart** on dashboard, you can access the Shopping Cart page where all current or past due or total invoices are listed. You may access the Invoice by clicking the Invoice Number or the case by clicking the Case Number. To remove an Invoice from the Shopping Cart, you may click **Remove** to the right of the invoice.*

7) *To checkout, you may click **Check Out** to the right of the page. This takes you to a payment page to complete the payment for the invoice(s).*