



---

***CSS USER GUIDE***  
**CITY OF HAWTHORNE**  
**CITIZEN SELF SERVICE (CSS) USER GUIDE**

---

Version *2021*  
*July 2022*

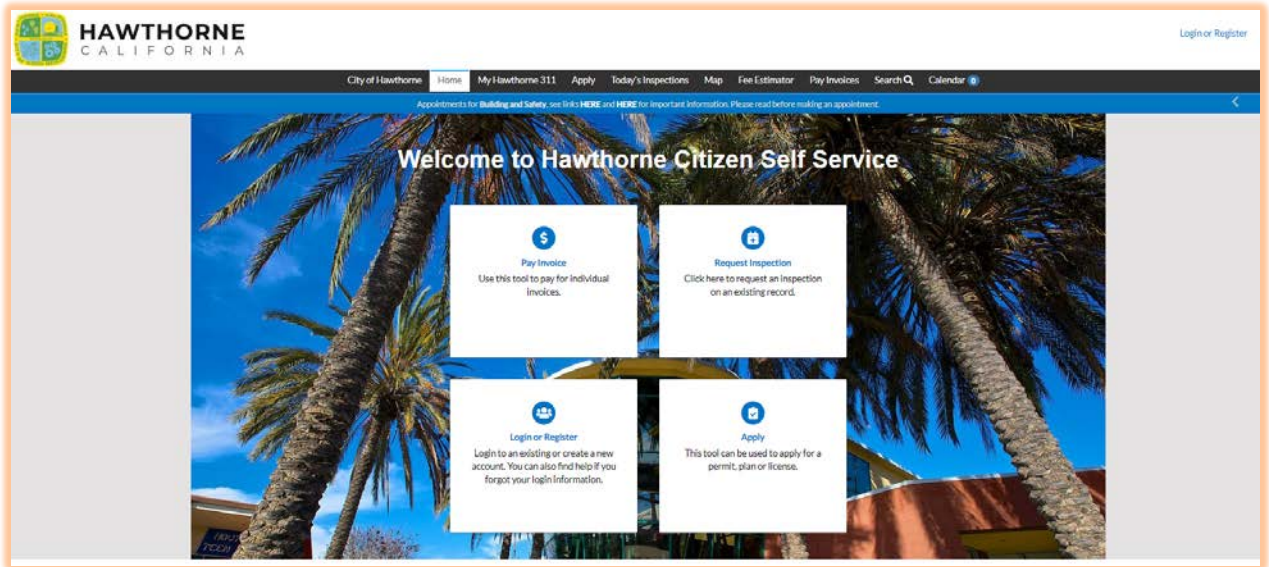
## Table of Contents

1. NEW USER REGISTRATION .....	3
1.1 How to Register .....	3
1.2 Log in Issues .....	6
2. DASHBOARD OVERVIEW .....	8
2.1 Key features .....	8
3. APPLICATION SUBMITTAL PROCESS .....	9
4. VIEWING ATTACHMENTS IN CSS .....	16
5. RESUBMITTING PLAN CHECK CORRECTIONS IN CSS .....	19
6. REQUEST INSPECTIONS IN CSS.....	24
6.1 How to Request Inspection Using Dashboard.....	24
6.2 How to Request Inspection by Clicking Request Inspection Tile.....	27
7. PAY INVOICE IN CSS .....	30
7.1 How to Pay Invoice Using Pay Invoice Menu or Clicking Pay Invoice Tile .....	31
7.2 How to Pay Invoice Using Dashboard .....	32

# 1. NEW USER REGISTRATION

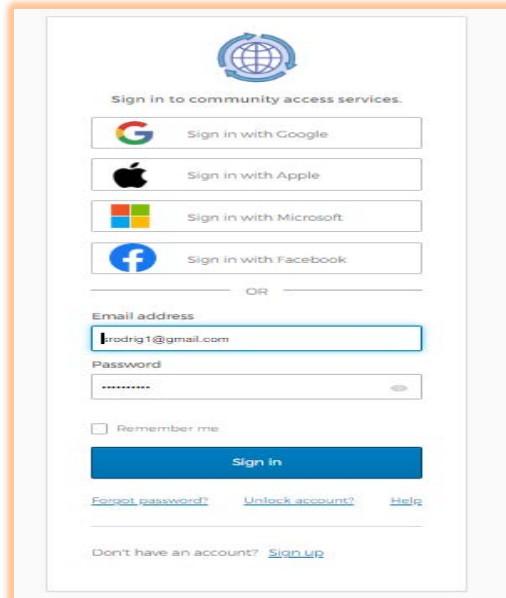
## 1.1 HOW TO REGISTER

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

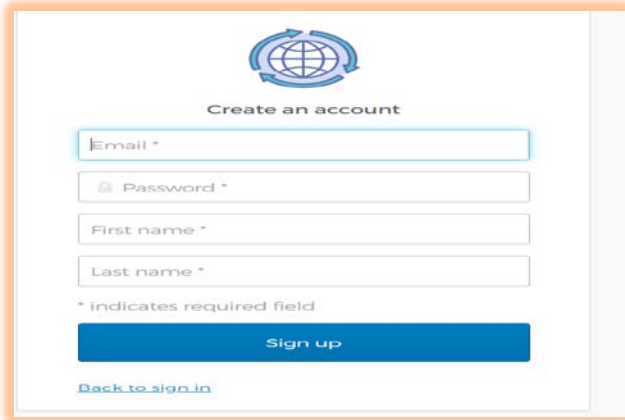


*Login or Register*

- 3) *Click **Sign Up** at the bottom of the screen*

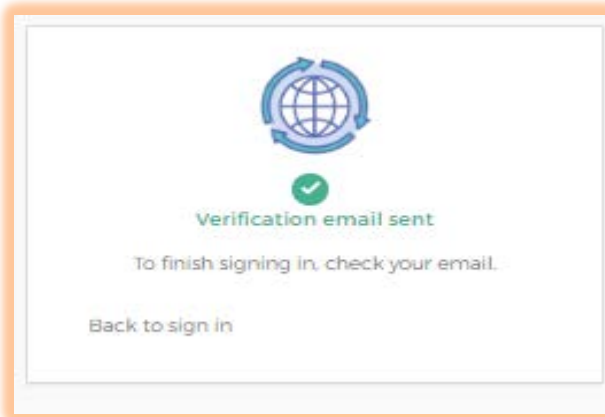


4) Enter a valid email address, password, first and last name, and click **Sign up**.

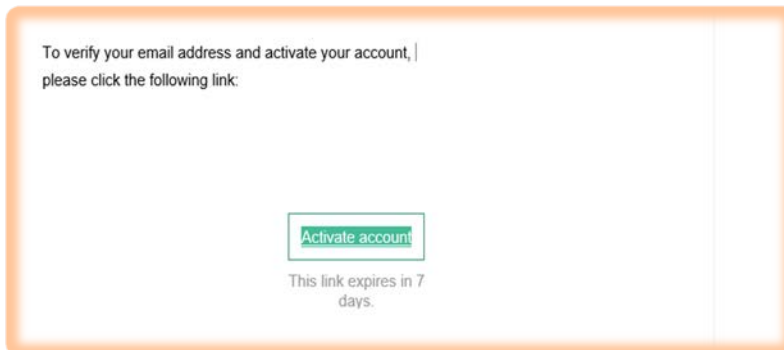


The screenshot shows a registration form titled "Create an account" with a globe icon. It contains four input fields: "Email \*", "Password \*", "First name \*", and "Last name \*". Below the fields is a blue "Sign up" button and a link "Back to sign in". A note states "\* indicates required field".

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

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

\* Business Phone

\* Home Phone

\* Mobile Phone

Back Next

Registration

Step 3 of 4: Address

\*REQUIRED

\* Address

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


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.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

srodrigl@gmail.com

Password

.....
👁

Remember me

Sign in

[Forgot password?](#)
[Unlock account?](#)
[Help](#)



Reset your password

Email address

Reset via Email

[Back to sign in](#)



Unlock your account

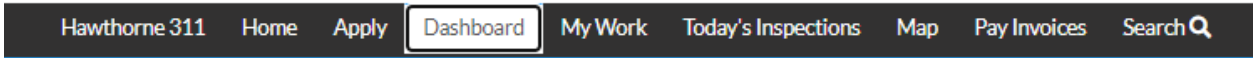
Email address

Send Email

[Back to sign in](#)

## 2. DASHBOARD OVERVIEW

### 2.1 KEY FEATURES



*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 Permits**

Attention	Pending	Active	Recent	Draft
4	9	3	12	1
Commercial Buildin... 1	Commercial Gradin... 2	Residential Building... 2	Residential Building... 3	Residential Building... 1
Commercial Gradin... 1	Residential Building... 2	Commercial Buildin... 1	Commercial Gradin... 2	
Other 2	Other 5		Other 7	

• View My Permits

---

**My Plans**

Attention	Pending	Active	Recent	Draft
2	2	0	2	0
Change of Zone 1	Change of Zone 1		Change of Zone 1	
Conditional Use Per... 1	Conditional Use Per... 1		Conditional Use Per... 1	

• View My Plans

---

**My Inspections**

Requested	Scheduled	Closed
0	11	6
	Ti-Bar Ceiling 1	Interior Dryw... 1
	Brown Coat 1	Rough Framing 1
	Other 9	Other 4

• View My Inspections

---

**My Invoices**

Current	0	\$0.00	
Past Due	1	\$2,601.90	<a href="#">Add To Cart</a>
<b>Total</b>	<b>1</b>	<b>\$2,601.90</b>	<a href="#">Add To Cart</a>

• View My Invoices



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

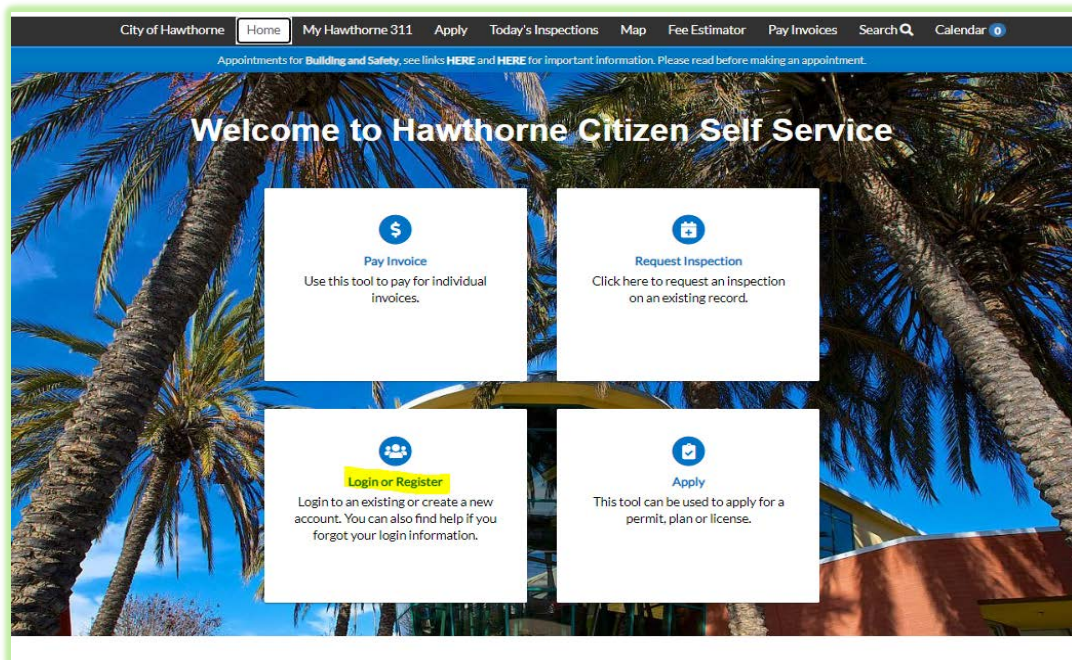
- 1) Requested – Shows all your Inspections that you have requested
- 2) Scheduled – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.
- 3) Closed – Once the Inspection is completed, it will move to this section.

**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

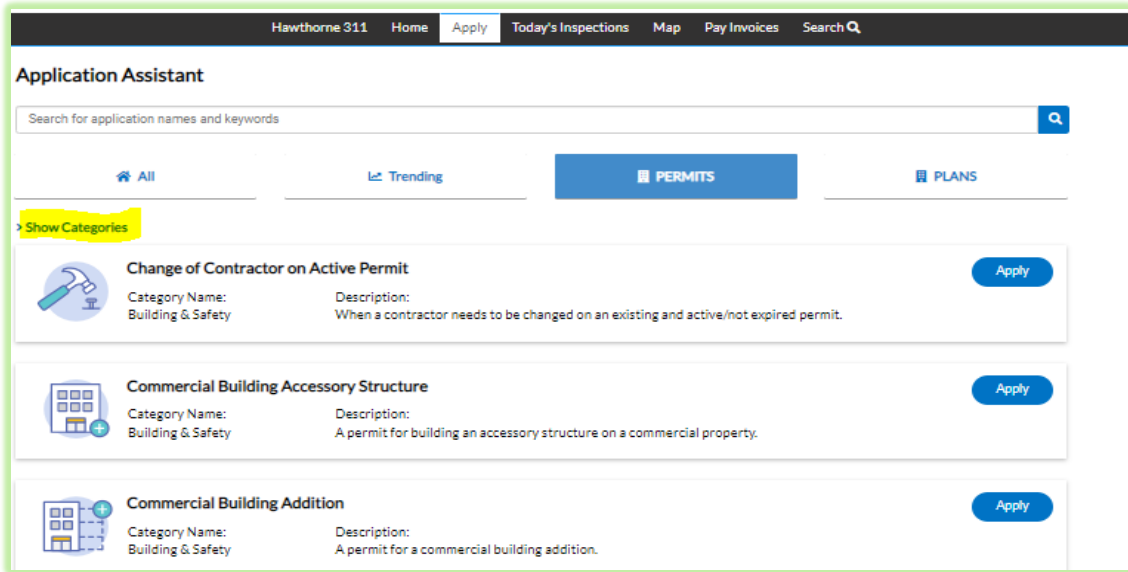
### 3. APPLICATION SUBMITTAL PROCESS

- 1) Begin process by logging into [Hawthorne Citizen Self Service Homepage](#)
- 2) Click on the **Login or Register** tile box

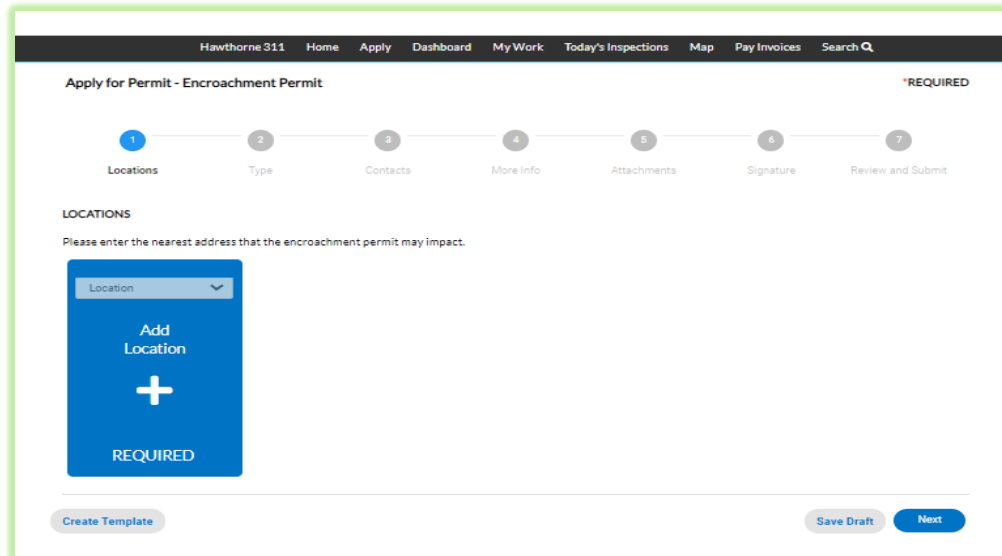


- 3) Click **Apply**
- 4) On the Application Assistant screen, applications are shown in alphabetical order. You're able to apply or search for permit applications in different ways:
  - You can begin your search by typing in a partial application name, and options will begin to appear or;
  - Expand the blue Show Categories to see all available categories, permit types and plan types

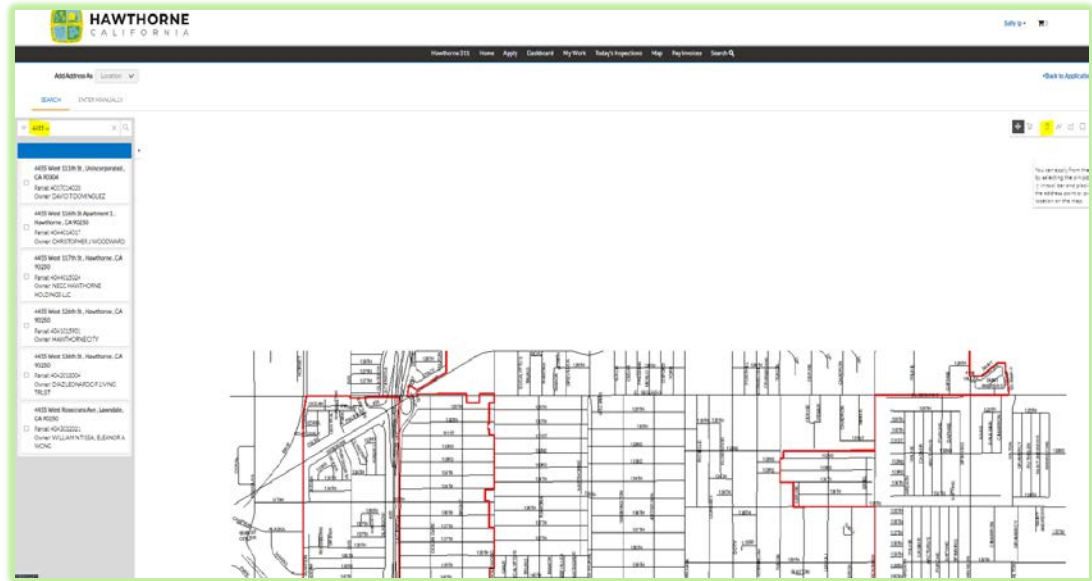
5) Once you choose your application, click **Apply**



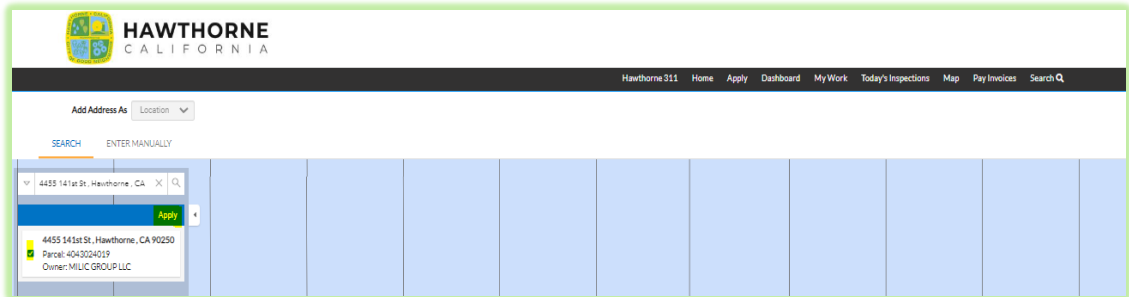
6) Begin the process by clicking **the plus sign** to add the Address of the project you are applying for



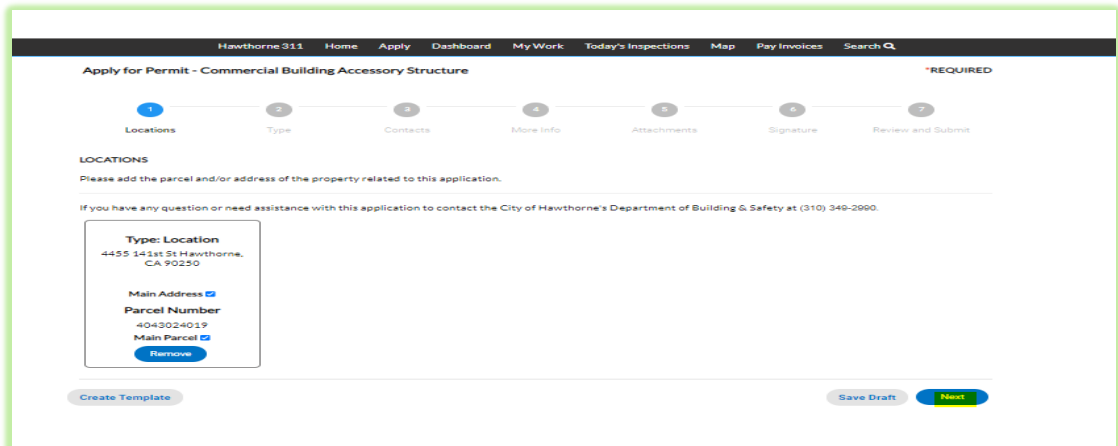
- 7) Then you can also type in partial address and click **the magnifying glass** to search, or use the pinpoint tool (3<sup>rd</sup> one from the left) at the top right corner, to select location on the map



- 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 Avlation Blvd 445  
 Unincorporated, CA 90304

**Main Address**

**Parcel Number**  
 4140002050

**Main Parcel**

**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

Progress: 1. Locations (✓), 2. Type (2), 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, 7. 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:

Buttons: 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 call Hawthorne's Department of Building & Safety at (310) 349-2990.

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

**Applicant**

Sally Ip (You)

4455 w 126th , Hawthorne, CA, 90205

**Owner**

Sally Ip(You)

4455 w 126th , Hawthorne, ...

Remove

Contractor

Add Contact

+

OR

Owner/Builder

Add Contact

+

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

1 Locations
2 Type
3 Contacts
4
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.

**Note:** 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.

[Next Section](#) | [Top](#) | [Main Menu](#)

**Construction Information**

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:

\*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

Apply for Permit - Residential Building Accessory Structure \*REQUIRED

Locations Type Contacts More Info **Attachments** Signature Review and Submit

**Attachments**

A printable version of the Requirements for Plan Check document can be found [here](#).

**Requirements for Plan Check:**

The plans submitted for review must have the following information:

- A. Owner's Full Name
- B. Owner's Mailing Address
- C. Address of Project
- D. Name, Address and Phone Number of person(s) preparing plans
- E. Legal Description of the project
- F. Scope of Work
- G. Occupancy/Group or Groups
- H. Construction Type
- I. Existing Square Footage
- J. Demo Square Footage
- K. Remodel Square Footage
- L. New Square Footage
- M. This note must appear on plans in bold letters: "All Work shall comply with the following codes to include local amendments":
  - 2019 CBC/2019CRC
  - 2019 CEC
  - 2019 CMC
  - 2019 CPC
  - 2019 CEC (Energy)

Plan set must include:

- One plot plan showing property as existing
- One plot plan showing new construction.
  - Both plot plans must be fully dimensionalized, to include elevations, architectural and structural details
- Commercial projects must have all specialty trades (Electrical, Mechanical and Plumbing) submitted separate from the structural plans.
  - Trades may be plan checked by the City's outside Plan Checker.
  - Each trade will be given its own sub-permit number.
- The third set of plans for the L.A. County Assessor and is required at final submittal.
- When submitting plans for re-check, return the marked up set along with the new corrected sets and all supporting documents.

\*Some circumstances may require additional documentation to be submitted prior to a permit being issued.

Building Construction Plans Add Attachment **REQUIRED**

Select Type Add Attachment **REQUIRED**

Back Create Template Save Draft Next

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**.

Apply for Permit - Residential Building Accessory Structure \*REQUIRED

✓ Locations   
 ✓ Type   
 ✓ Contacts   
 ✓ More Info   
 ✓ Attachments   
 4 Signature   
 7 Review and Submit

**SIGNATURE**

I certify that I have read this application and state that the information is correct. I agree to comply with all city and county ordinances and state laws relating to building construction, and hereby authorize representatives of this city to enter upon the above mentioned property for inspection purposes.

The work authorized by issuance of this permit is subject to all the rules and regulations set forth in the ordinances and amendments of the City of Hawthorne, and the laws of the State of California in regard to such work, and all amendments thereto.

This permit becomes null and void if work is not commenced within one hundred eighty (180) days from date of issuance, or if work is suspended at any time during construction for the same period of time, or if any work is done in violation of the City Ordinance or State laws governing same.

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

Enable Type Signature

Sally Ip  
July, 07 2022

X Draw Signature Here

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**.

Apply for Permit - Residential Building Accessory Structure \*REQUIRED

✓ Locations   
 ✓ Type   
 ✓ Contacts   
 ✓ More Info   
 ✓ Attachments   
 ✓ Signature   
 7 Review and Submit

**Locations**

Location	4455 141st St Hawthorne, CA 90250
Parcel Number	4043024019

**Basic Info**

Type	Residential Building Accessory Structure
Description	test
Square Feet	1000
Valuation	100000
Applied Date	07/07/2022

**Contacts**

Applicant	Sally Ip 4455 w 126th , Hawthorne, CA , 90205
Owner	Sally Ip 4455 w 126th , Hawthorne, CA , 90205
Contractor	Beth Moonie 123 Main St Apt 101 , Miami, FL , 33186

**More Info**

**Construction Information**

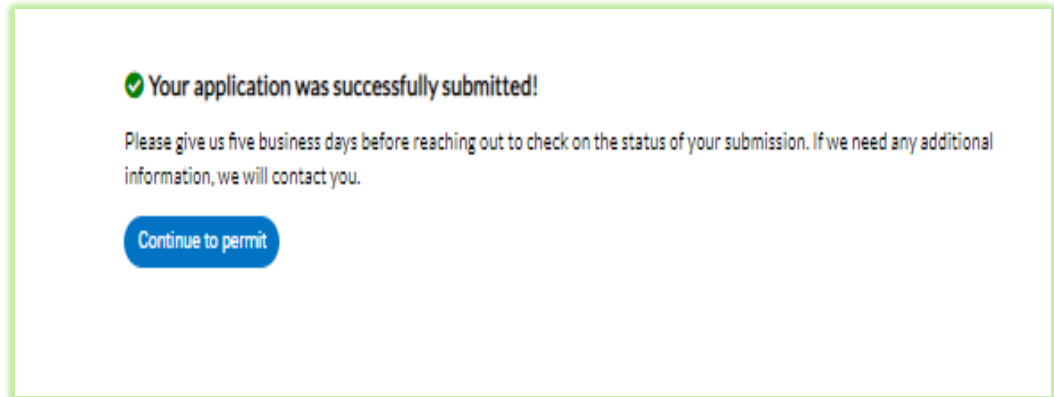
In the drop down below, please indicate whether or not this project will involve the use of or emission of any chemicals listed as hazardous materials as referenced in Section 65850.2 of the Government Code.

Current Building Use, if applicable

Scope of Work	test
---------------	------

[Next Section](#) | [Top](#) | [Main Menu](#)

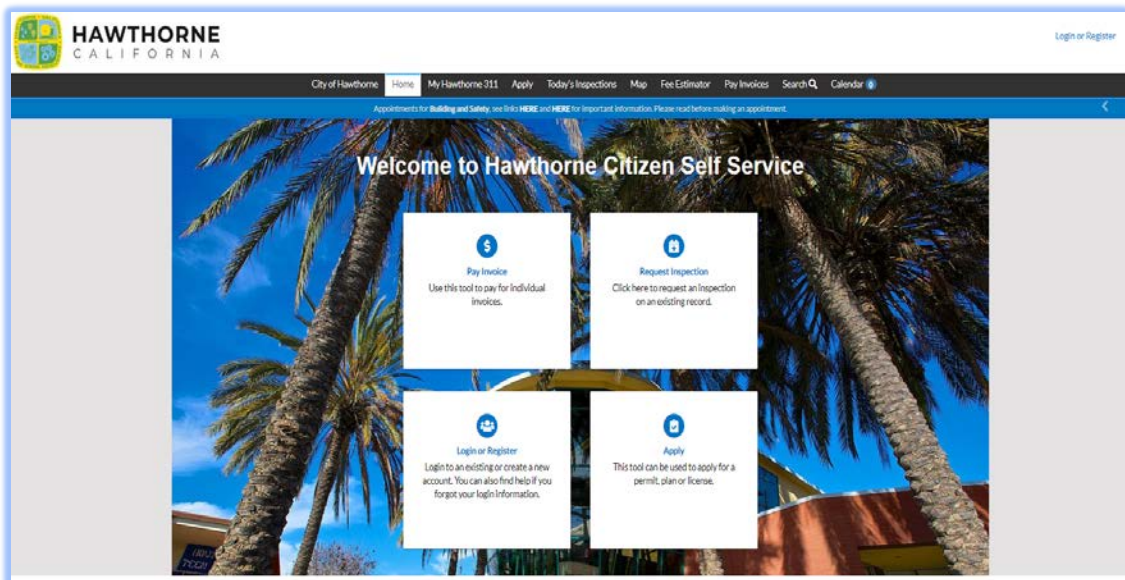
18) You should receive the below message when your application is submitted.



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.

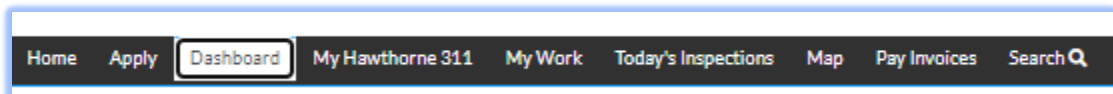
#### 4. VIEWING ATTACHMENTS IN CSS

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*

The screenshot displays a dashboard with the following sections:

- My Permits:**
  - Attention:** 4 (Commercial Buildin... 1, Commercial Gradin... 1, Other 2)
  - Pending:** 9 (Commercial Gradin... 2, Residential Building... 2, Other 5)
  - Active:** 3 (Residential Building... 2, Commercial Buildin... 1)
  - Recent:** 12 (Residential Building... 3, Commercial Gradin... 2, Other 7)
  - Draft:** 1 (Residential Building... 1)
- My Plans:**
  - Attention:** 2 (Change of Zone 1, Conditional Use Per... 1)
  - Pending:** 2 (Change of Zone 1, Conditional Use Per... 1)
  - Active:** 0
  - Recent:** 2 (Change of Zone 1, Conditional Use Per... 1)
  - Draft:** 0
- My Inspections:**
  - Requested:** 0
  - Scheduled:** 11 (T-Bar Ceiling 1, Brown Coat 1, Other 9)
  - Closed:** 6 (Interior Dryw... 1, Rough Framing 1, Other 4)
- My Invoices:**
  - Current:** 0 (\$0.00)
  - Past Due:** 1 (\$2,601.90) [Add To Cart]
  - Total:** 1 (\$2,601.90) [Add To Cart]

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

Permit Number: BLDR-2022-0002

Permit Details | Tab Elements | Main Menu

Type: Residential Building Addition	Status: Issued	Project Name:
IVR Number: 100014	Applied Date: 06/16/2022	Issue Date: 06/16/2022
District: City of Hawthorne	Assigned To: Franco, German	Expire Date: 12/13/2022
Square Feet: 1,500.00	Valuation: \$100,000.00	Finalized Date:
Description:		

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

**Progress**  
19% Completed  
● Completed  
● In Progress  
● Not Started

**Fees**  
\$0.00  
View Details

**Workflow**

- ✓ Building Review (Residential) - Passed : 06/16/2022
- ✓ Confirm application complete - Passed : 06/16/2022
- ✓ Assess Plan Check Fees - Passed : 06/16/2022
- ✓ Issue Permit - Passed : 06/16/2022
- ✓ Assess Permit Fees - Passed : 06/16/2022
- Building Review (Residential)
- Locations/Setback -
- Foundation/Footing -
- Floor Slab & Steel -

**Available Actions**  
No Actions


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

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

Attachments | Next Tab | Permit Details | Main Menu

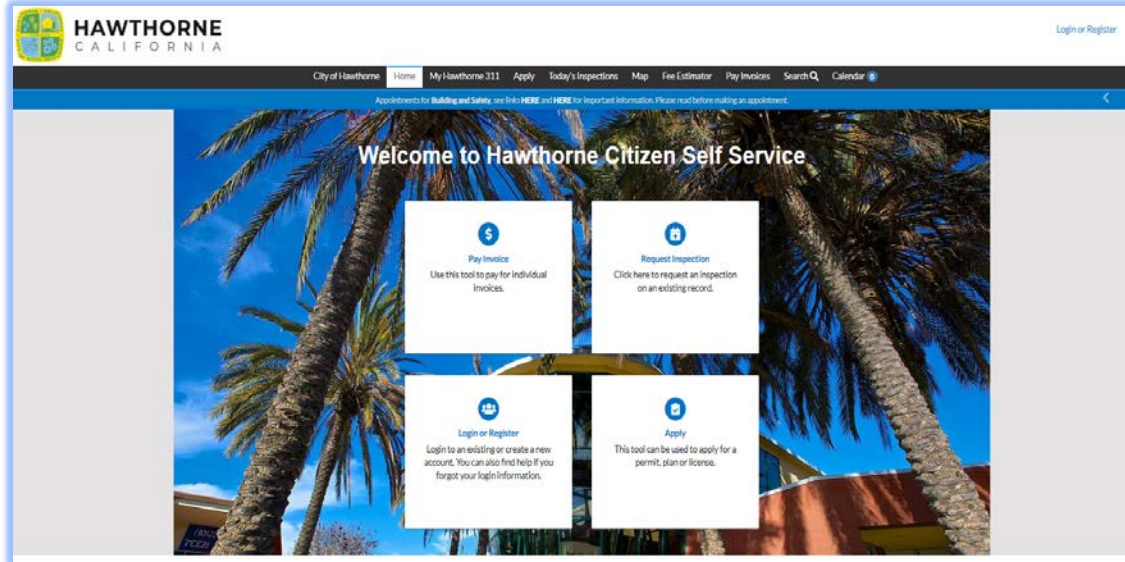
Attachments Sort Needs Action ▼

 Building Construction Plans

Bldg and Safety  
Letterhead\_v1.pdf  
Version: 1  
Status: Corrections Added

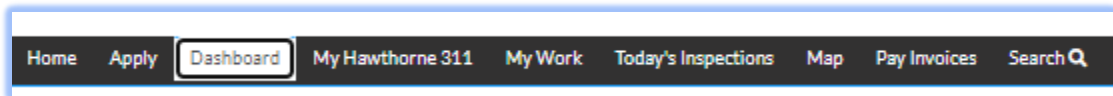
## 5. RESUBMITTING PLAN CHECK CORRECTIONS IN CSS

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.*

**My Permits**

<b>Attention</b> 4	<b>Pending</b> 9	<b>Active</b> 3	<b>Recent</b> 12	<b>Draft</b> 1
Commercial Buildin... 1 Commercial Gradin... 1 Other 2	Commercial Gradin... 2 Residential Building... 2 Other 5	Residential Building... 2 Commercial Buildin... 1	Residential Building... 3 Commercial Gradin... 2 Other 7	Residential Building... 1

• View My Permits

---

**My Plans**

<b>Attention</b> 2	<b>Pending</b> 2	<b>Active</b> 0	<b>Recent</b> 2	<b>Draft</b> 0
Change of Zone 1 Conditional Use Per... 1	Change of Zone 1 Conditional Use Per... 1		Change of Zone 1 Conditional Use Per... 1	

• View My Plans

---

**My Inspections**

<b>Requested</b> 0	<b>Scheduled</b> 11	<b>Closed</b> 6
	T-Bar Ceiling 1 Brown Coat 1 Other 9	Interior Dryw... 1 Rough Framing 1 Other 4

• View My Inspections

**My Invoices**

Current 0	\$0.00	
Past Due 1	\$2,601.90	<a href="#">Add To Cart</a>
<b>Total</b> 1	<b>\$2,601.90</b>	<a href="#">Add To Cart</a>

• View My Invoices

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

**My Work**

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search... [Export to Excel](#)

Display: Attention (All) ▾

Permit Number	Project	Address	Permit Type	Status	State
BLDC-2022-0008		4455 141st St Hawthorne, ...	Commercial Grading Permit	In Review	Attention, Recent, Pending (Resubmit File)
BLDC-2022-0007		4455 W 136th St Hawthorn...	Commercial Building Addition	In Review	Active, Attention, Recent (Inspection Not Passed)
BLDR-2022-0005		4455 W 136th St Hawthorn...	Residential Patio Permit	In Review	Attention, Recent, Pending (Review Not Approved, Resubmittal File)
BLDR-2022-0001		3905 W 119th St Hawthorn...	Residential Building Accessory Structure	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees)

Showing 4 records.

- 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.

Permit Number: BLDR-2022-0005  
 Permit Details | Tab Elements | Main Menu

Type:	Residential Patio Permit	Status:	In Review	Project Name:	
IVR Number:	100018	Applied Date:	06/22/2022	Issue Date:	
District:	City of Hawthorne	Assigned To:	Rodriguez, Sally	Expire Date:	
Square Feet:	1,000.00	Valuation:	\$9,000.00	Finalized Date:	
Description:					

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

**Building Review (Residential)**

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	06/22/2022	08/03/2022	06/22/2022

- Building & Safety • Requires Re-submit • Wu Paul • Completed : 06/22/2022**
- Third Party Consultant - Mechanical/Plumbing Review • Not Required • Completed : 06/22/2022
- Third Party Consultant - Electrical Review • Not Required • Completed : 06/22/2022
- Public Works • Not Required • Completed : 06/22/2022
- Planning & Community Development • Not Required • Completed : 06/22/2022

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

Permit Number: BLDR-2022-0005  
 Permit Details | Tab Elements | Main Menu

Type:	Residential Patio Permit	Status:	In Review	Project Name:	
IVR Number:	100018	Applied Date:	06/22/2022	Issue Date:	
District:	City of Hawthorne	Assigned To:	Rodriguez, Sally	Expire Date:	
Square Feet:	1,000.00	Valuation:	\$9,000.00	Finalized Date:	
Description:					

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

Attachments | Next Tab | Permit Details | Main Menu

Attachments Sort Needs Action

At least one file needs to be resubmitted.

**Building Construction Plans**

Sample Site Plan 2\_v1.pdf

Version: 1

Status: Corrections Added

Resubmit Instructions: Paul Wu:

[Resubmit](#) [Markups](#)

Click on link to view plans and mark ups

Click on Markups to see the written remarks and respond (not required)

Click on Resubmit when you are ready to resubmit file

- 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**.

**Resubmit File(s)**

1 Files — 2 Reviews — 3 Resubmit

**Files**

Building Construction Plans Supported: .pdf

File	Version	Resubmit Instructions
Sample Site Plan 2_v1.pdf	1	Paul Wu:

**Markups**

Text	Added By	Page
good job	Paul Wu	1

Type response here

Next

- 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.

Back to Record

**Resubmit File(s)**

1 Files — 2 Reviews — 3 Resubmit

**Reviews**

All reviews in red must be acknowledged before continuing.

**Building Review (Residential)**

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	06/22/2022	08/03/2022	06/22/2022

**Building & Safety • Requires Re-submit • Wu Paul • Completed : 06/22/2022**

Due Date	Completed Date
08/03/2022	06/22/2022

Acknowledge

Third Party Consultant - Mechanical/Plumbing Review • Not Required • Completed : 06/22/2022

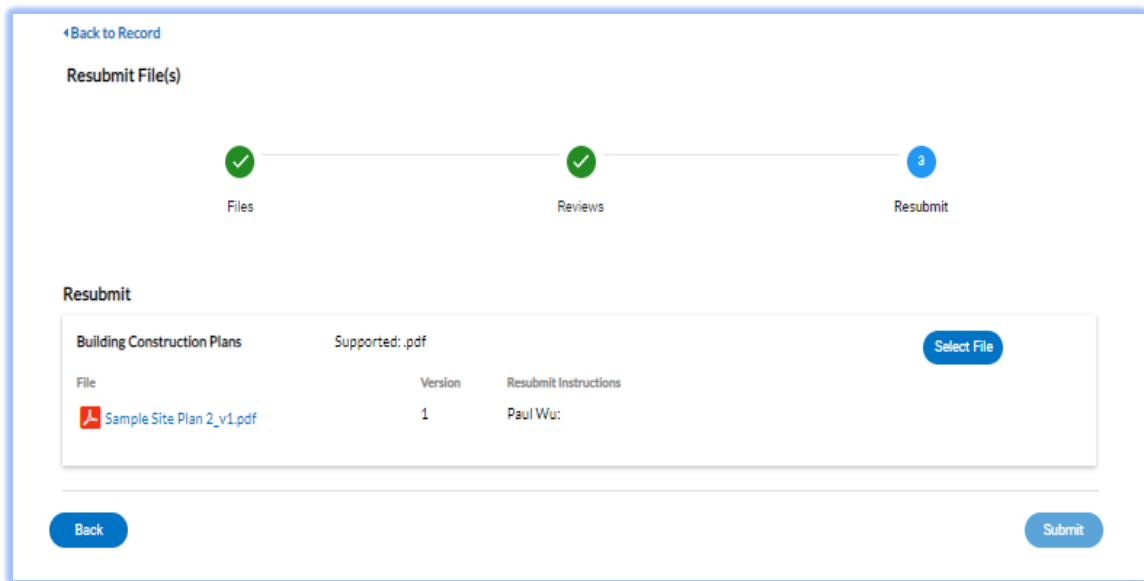
Third Party Consultant - Electrical Review • Not Required • Completed : 06/22/2022

Public Works • Not Required • Completed : 06/22/2022

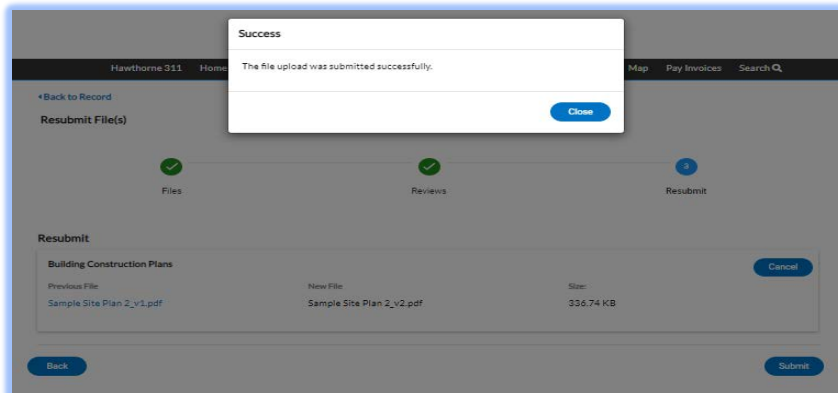
Planning & Community Development • Not Required • Completed : 06/22/2022

Back Next

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



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



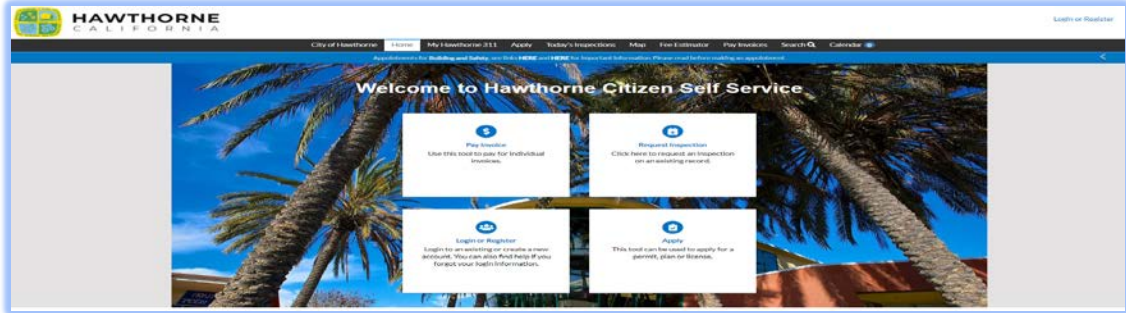
15) Here are some of the notes regarding files required:

- 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

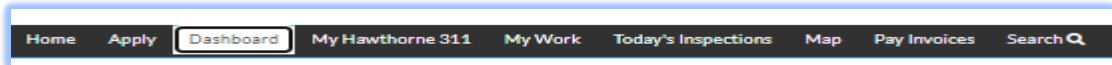
### 6.1 HOW TO REQUEST INSPECTION USING DASHBOARD

1) Begin process by logging into the [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.

- 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

Hawthorne 311 Home Apply Dashboard My Hawthorne 311 My Work Today's Inspections Map Pay Invoices Search						
My Work						
MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS						
Permit Number	Project	Address	Permit Type	Status	State	
BLDC-2022-0007		4455 W 136th St Hawthorn...	Commercial Building Addition	In Review	Active, Attention, Recent (Inspection Not Passed)	
BLDC-2022-0008		4455 141st St Hawthorne,...	Commercial Grading Permit	In Review	Attention, Recent, Pending (Resubmit File)	
BLDR-2022-0005		4455 W 136th St Hawthorn...	Residential Patio Permit	In Review	Attention, Recent, Pending (Review Not Approved)	
BLDR-2022-0001		3905 W 119th St Hawthorn...	Residential Building Accessory Structure	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees)	

Showing 4 records.



- 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

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

Fees

\$0.00

View Details

**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**

District: City of Hawthorne      Assigned To: Franco, German      Expire Date: 12/23/2022  
 Square Feet: 2,000.00      Valuation: \$1,000,000.00      Finalized Date:  
 Description:

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

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000014-2022	Locations/Setback Inspection	Scheduled	06/16/2022	06/24/2022	Shih Matthew	
IBLD-000016-2022	Roof Covering	Scheduled	06/16/2022	06/24/2022	Shih Matthew	
IBLD-000017-2022	Roof Sheathing Inspection	Scheduled	06/16/2022	06/24/2022	Shih Matthew	
IBLD-000019-2022	Rough Framing	Partial Pass	06/16/2022	06/17/2022	Shahryari Kris	
IBLD-000018-2022	Scratch Coat	Scheduled	06/16/2022	06/24/2022	Shih Matthew	
IBLD-000012-2022	Shear Wall	Scheduled	06/16/2022	06/24/2022	Shih Matthew	
IBLD-000007-2022	T-Bar Ceiling Inspection	Scheduled	06/16/2022	06/24/2022	Shih Matthew	

Results per page 10   11 - 17 of 17   << < 1 2 > >>

Request Inspections Sort Order

Description	Reinspection	Action
Floor Slab & Steel Inspection	Yes	<input type="checkbox"/>
Rough Framing	Yes	<input checked="" type="checkbox"/>
Insulation	Yes	<input type="checkbox"/>
Interior Drywall Inspection	Yes	<input type="checkbox"/>
Final Planning & Community Development Inspection	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Final Public Works	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Final Building	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.

Results per page 10   1 - 7 of 7   << < 1 > >>

**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

Request Inspections (2) \*REQUIRED

1 #BLDC-2022-0007 ✕

Inspection Type: Rough Framing      Case Type: Commercial Building Addition

Address: 4455 W 136th St Hawthorne, CA 90250

\* Requested Date  📅

Comments/Gate Code

Use same date for all

**Submit**

2 #BLDC-2022-0007 ✕

Inspection Type: Insulation      Case Type: Commercial Building Addition

Address: 4455 W 136th St Hawthorne, CA 90250

\* Requested Date  📅

Comments/Gate Code

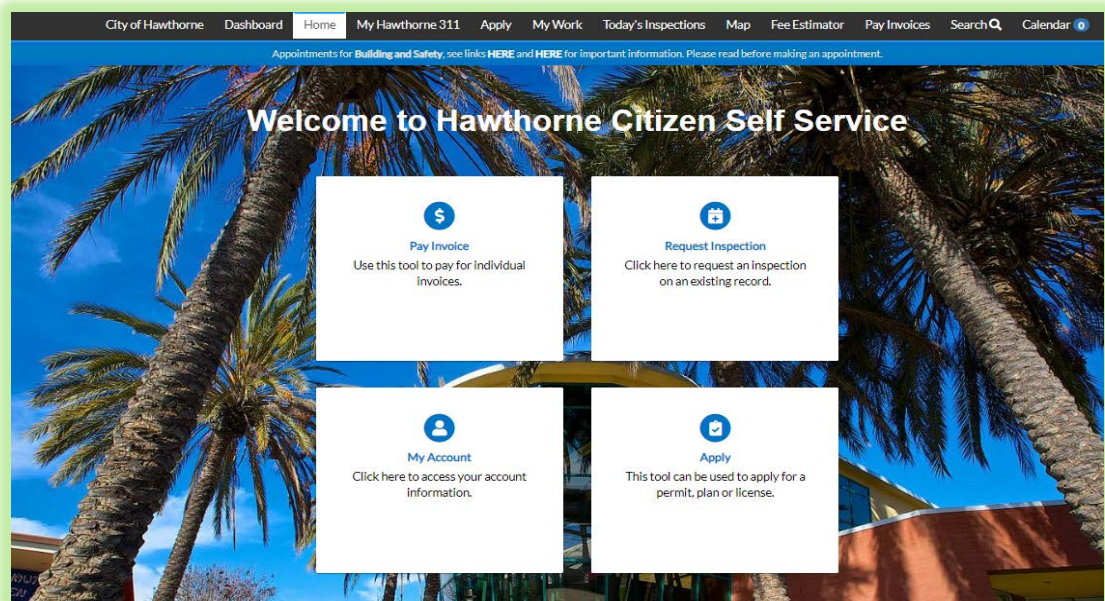
**Submit**

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

The screenshot shows the 'Request Inspections' interface. At the top, there is a navigation bar with links: Hawthorne 311, Home, Apply, Dashboard, My Hawthorne 311, My Work, Today's Inspections, Map, Pay Invoices, and Search. Below the navigation bar is a search bar and an 'Export to Excel' button. The main content is a table with the following columns: Case Number, Address, Type, and Inspection Type. The table contains 14 rows of data, each with a checkbox in the first column. The data is as follows:

Case Number	Address	Type	Inspection Type
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Floor Slab & Steel
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Interior Drywall
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Final Public Works
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Final Planning & Community Development
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Final Building
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Insulation
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Rough Framing
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Scratch Coat
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Locations/Setback
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Foundation/Footing
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Exterior Lath
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Roof Covering
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Interior Drywall

Showing 43 records.

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

This screenshot is identical to the one above, but the second row is selected. The 'Request Inspection' button is highlighted in blue, and the second row of the table is also highlighted in blue. The checkbox in the first column of the second row is checked.

Case Number	Address	Type	Inspection Type
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Floor Slab & Steel
<input checked="" type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Interior Drywall
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Final Public Works
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Final Planning & Community Development
<input type="checkbox"/> BLDC-2022-0007	4455 W 136th St Hawthorne, CA 90250	Commercial Building Addition	Final Building
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Insulation
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Rough Framing
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Scratch Coat
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Locations/Setback
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Foundation/Footing
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Exterior Lath
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Roof Covering
<input type="checkbox"/> BLDR-2022-0002	13514 Lemoli Ave Hawthorne, CA 90250	Residential Building Addition	Interior Drywall

Showing 43 records.

Request Inspections (2)

\*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:

Use same date for all

Submit

2 #BLDC-2022-0007

Inspection Type: Interior Drywall Case Type: Commercial Building Addition  
 Address: 4455 W 136th St Hawthorne, CA 90250

Requested Date:

Comments/Gate Code:

Submit

- 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

Request Inspections (2)

1 Case #BLDC-2022-0007

Inspection Type: Rough Framing  
 Case Type: Commercial Building Addition  
 Address: 4455 W 136th St Hawthorne, CA 90250

Requested Date: 07/11/2022  
 Comments/Gate Code

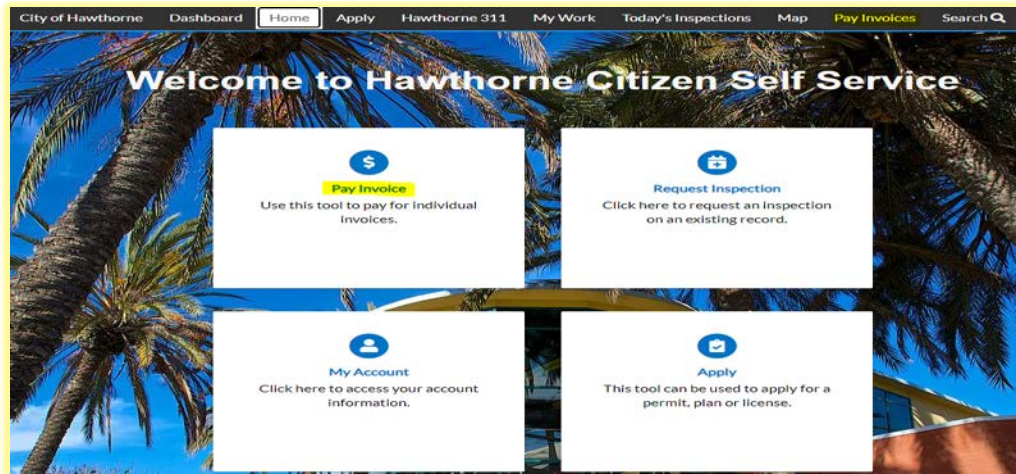
2 Case #BLDC-2022-0007

Inspection Type: Insulation  
 Case Type: Commercial Building Addition  
 Address: 4455 W 136th St Hawthorne, CA 90250

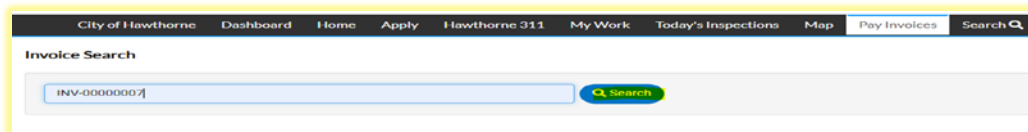
Requested Date: 07/11/2022  
 Comments/Gate Code

## 7. PAY INVOICE IN CSS

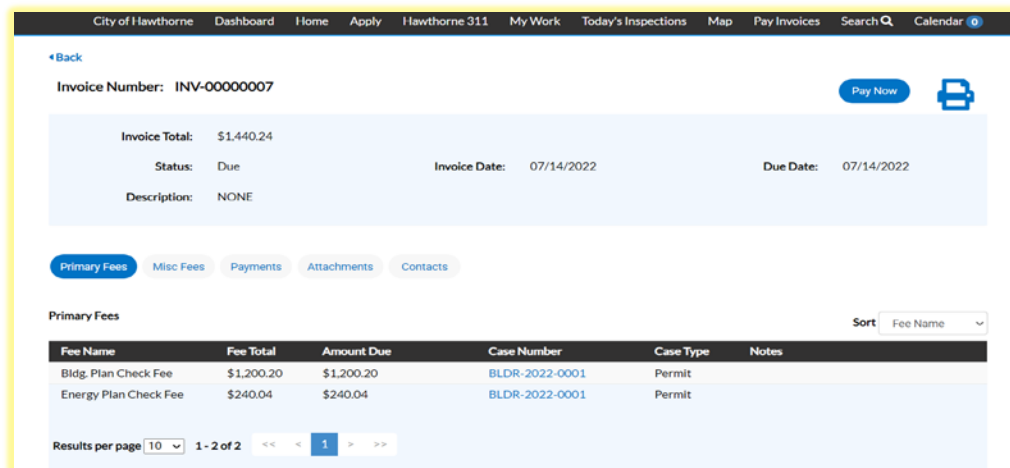
### 7.1 PAY INVOICE FROM THE PAY INVOICE MENU OR TILE



- 1) Begin process by logging into the [Hawthorne Citizen Self Service Homepage](#)
- 2) Click **Pay Invoice** tile or the **Pay Invoice Menu**.
- 3) Type the Unpaid Invoice number in the Search field. Example: INV-00000007



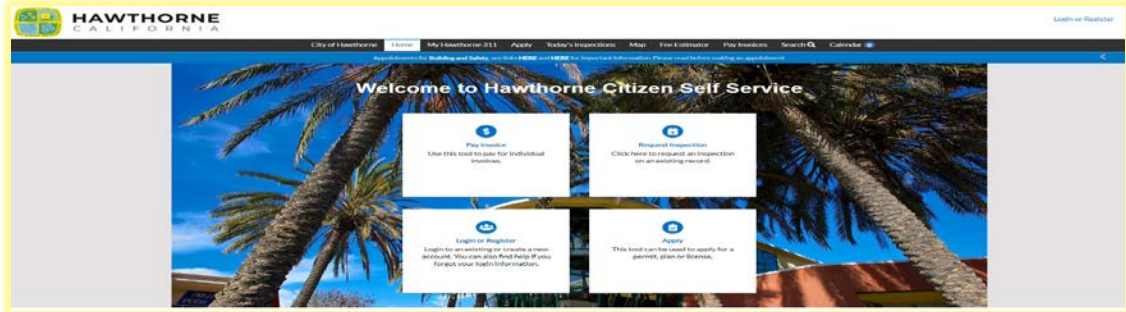
- 4) Click **Search**.
- 5) The Invoice Number page displays.



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

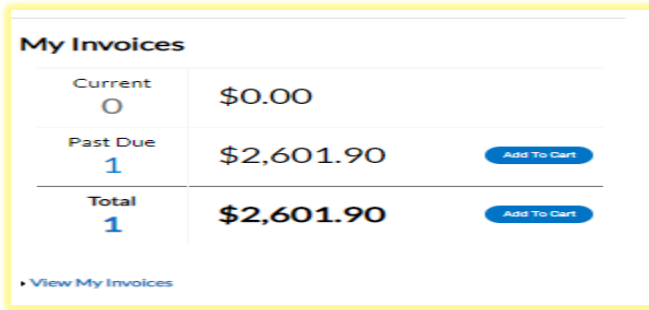
## 7.2 PAY INVOICE FROM DASHBOARD

1) *Begin process by logging into the [Hawthorne Citizen Self Service Homepage](#)*



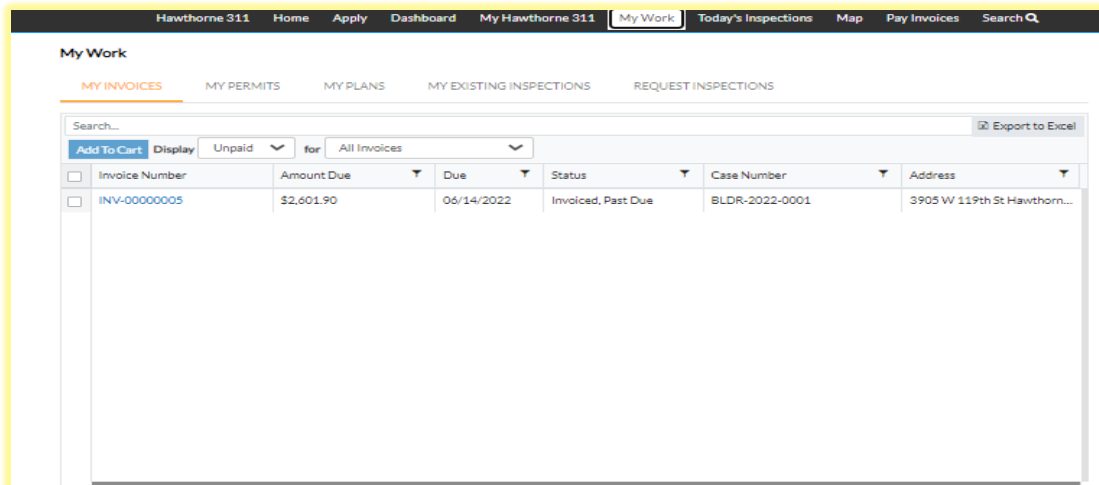
2) *Click on the **Login or Register** tile box*

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).

