

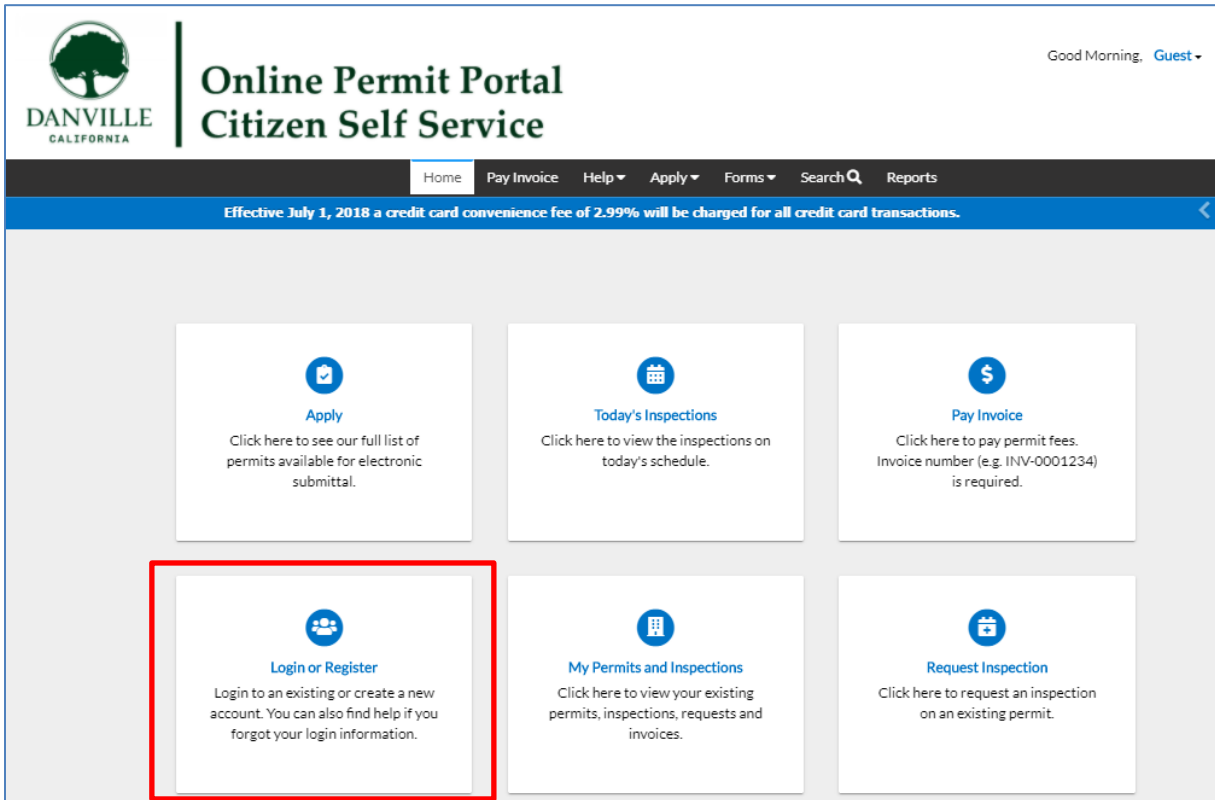


Click Below to Go to Section

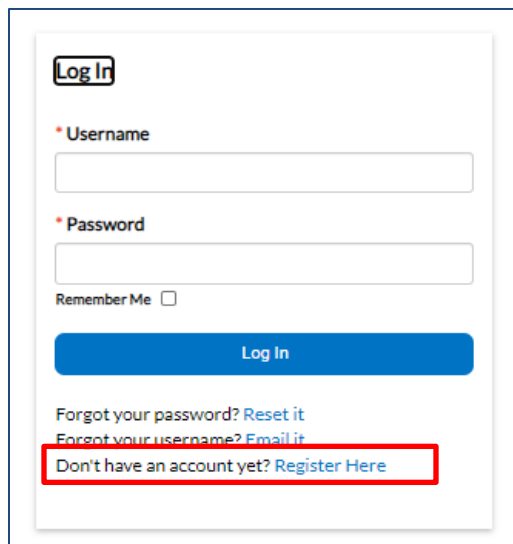
- How to Register for an Account..... 1
- Applying For a Building Permit Online 5

How to Register for an Account

1. Create a new account by clicking “Login or Register” on the Home page of CAP.



2. Click on “Register Here.”



Help Guide: Online Permit Portal, Citizen Self Service



3. Provide Email address and click “Next.”

Home Pay Invoice Online Instructions Apply Forms Search Reports

Registration

Step 1 of 4: Email Address

After you have entered your email and clicked "Next", you will receive a confirmation email from munis@danville.ca.gov. If the email does not appear in your inbox, please check if it was sent to your **spam inbox** or your **junk mail inbox**. Please note, spam inbox and junk mail inbox may be two separate inboxes. In some cases you may need to contact your organization's or internet service provider's email administrator for assistance with your organization's spam filter. For more detailed instructions on how to register please see the Town's [Online Permit Center Instructions](#).

Email

Following message will appear after you have clicked Next, instructing you to check your email.

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

4. You will receive a confirmation email title “**Citizen Self Service New User Account Confirmation**” from munis@danville.ca.gov.
5. Click on “**Confirm**” towards the bottom of the email.
 - If the email does not appear in your inbox, please check if it was sent to your spam inbox or your junk mail inbox. Please note, spam inbox and junk mail inbox may be two separate inboxes.
 - In some cases you may need to contact your organization's or internet service provider's email administrator for assistance with your organization's spam filter.
 - (Note: Citizen Self Service, CSS, is the name of the platform the Town uses for the Town’s online portal.)

Subject: Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

Help Guide: Online Permit Portal, Citizen Self Service



6. You will be redirected back to the registration page in CSS. Provide required information and click on “Next” to continue.

Be sure to complete all required fields indicated with a red asterisk (*)

7. Provide requested information. Be sure to complete all required fields indicated with a red asterisk (*). Click on “Next” when ready.

Help Guide: Online Permit Portal, Citizen Self Service



- 8. Provide requested information. Be sure to complete all required fields indicated with a red asterisk (*). Click on **“Submit”** when ready. Your registration is complete and you can now log into CSS.

Registration

Step 4 of 4: Address

*REQUIRED

Country Type

* Number

Pre Direction

Street

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

* Address Type

[Back](#) [Submit](#)

- 9. After you have clicked **“Submit”** you will be redirected to the **“Dashboard”** page of the portal and you will now be logged in. You can **log out** and **log in** by clicking on your **user name** at the upper left corner.

Good Morning, **John Smith**

My Account
My Invoices
My Drafts
My Templates
Log Out

[Dashboard](#) | [Home](#) | [Pay Invoice](#) | [Help](#) | [View](#) | [Apply](#) | [Forms](#) | [Search](#) | [Reports](#)

Effective July 1, 2018, a credit card convenience fee of 2.99% will be charged for all credit card transactions.

My Permits

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
-----------------------	---------------------	--------------------	-------------------	--------------------

[View My Permits](#)

Help Guide: Online Permit Portal, Citizen Self Service



Applying For a Building Permit Online

1. Log into your Danville CSS account, click on the “Apply”, then choose the appropriate permit type.

The screenshot shows the homepage of the Online Permit Portal. At the top left is the Danville California logo. The main header reads "Online Permit Portal Citizen Self Service". A navigation bar includes links for Home, Pay Invoice, Help, Apply, Forms, Search, and Reports. A blue banner below the navigation bar states: "Effective July 1, 2018 a credit card convenience fee of 2.99% will be charged for all credit card transactions." Below this are three main service tiles: "Apply" (highlighted with a red box), "Today's Inspections", and "Pay Invoice". The "Apply" tile contains the text: "Click here to see our full list of permits available for electronic submittal."

2. You will now be directed to the Application Assistant which lists all the different permit categories that can be applied under. Please review the description of the permit category to determine which permit to apply under. Click “Apply” for the desired permit.

The screenshot shows the "Application Assistant" page. It features a search bar at the top with the placeholder text "Search for application names and keywords". Below the search bar are three buttons: "All", "Trending", and "To apply for a permit, click on the permit type below to begin". A "Show Categories" link is visible. Three permit categories are listed, each with a description and an "Apply" button:

- Residential Accessory Dwelling Units (ADU)**
Category Name: Building
Description: For project that adds an Accessory Dwelling Unit (ADU) to the property.
- Residential Accessory Structure**
Category Name: Building
Description: This category is for projects that adds an Accessory Structures. Examples: sheds, garages, storage buildings, gazebos, outdoor kitchens, cabanas, carports, freestanding masonry fireplace, and other structures that are detached from the main residence. This does not include retaining walls, Accessory Dwelling Units (ADU), or covered porches/decks attached to main residence.
- Residential Additions**
Category Name: Building
Description: This category includes increasing the existing footprint of the building with or without interior alterations/remodels. Examples of an Addition are adding a room, attached covered deck/porch/trellis, attached

Help Guide: Online Permit Portal, Citizen Self Service



3. There are six Steps in total you will complete to submit your application. Follow instructions provided for each step. Be sure to complete all required fields indicated with a red asterisk (*). Click on “Next” to proceed to subsequent step. For Step 1, please provide project Location if it is required.

Dashboard Home Pay Invoice Online Instructions View Apply Forms Search Reports

Apply for Permit - Residential Accessory Dwelling Units (ADU) *REQUIRED

LOCATIONS

1. Please click 'Add Location' below.
2. On the following page, you will be able to search your project address by either Address or Parcel Number.
3. Once you have completed this step, click next to continue.

TIPS, if your address does not appear in the search:

- Try searching your address by entering only a portion of the entire address (Example: "510 La Gonda" versus "510 La Gonda Way").
- When searching by address, use following abbreviations: Blvd, St, Ct, Cir, Ave, Dr, Ln, Pl, Rd, Ln, Dr, N, S, E, W (Example: "123 W Prospect Ave").
- If searching by an Assessors Parcel Number (APN), do not use spaces or dashes (Example: 200123456).

Create Template Save Draft **Next**

Search

Address Information

Search 510 la gonda

Address	Action
510 LA GONDA WAY DANVILLE CA	Add

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

Help Guide: Online Permit Portal, Citizen Self Service



4. For Step 2, please provide a short description of your project and provide square feet of project if required. Lastly, please provide the valuation of the project, which shall include cost of labor and materials. Click “Next” when ready to proceed.

PERMIT DETAILS

Please fill in a short description of your project, then click **Next** to continue.
For more information on ADU please [click here](#).

* **Permit Type** Residential Accessory Dwelling Units

* **Description**

* **Square Feet**

* **Valuation**

Back Create Template Save Draft **Next**

5. For Step 3, please provide required contacts. Click “Next” when ready to proceed.
- All emails provided here will receive status emails on the project.
 - All contacts provided here that have accounts with our site will have access to this permit through their account to view plan review letters, upload resubmittals/revisions, and view documents associated with this permit.

Locations Type **3** Contacts More Info Attachments Review and Submit

CONTACTS

Please provide contacts requested below.

- All emails provided here will receive status emails on the project.
- All contacts provided here that have accounts with our site will have access to this permit through their account to view plan review letters, upload resubmittals/revisions, and view documents associated with this permit.

Applicant
Jane Doe (You)
9253143330 510 La Gonda,
Danville, CA , 94526

Owner
Add Contact
+

Appellant
Add Contact
+

Back Create Template Save Draft **Next**

Help Guide: Online Permit Portal, Citizen Self Service



6. For Step 4, please answer questions and provide additional information requested. Click **“Next”** when ready to proceed.

Dashboard Home Pay Invoice Online Instructions View Apply Forms Search Reports

Apply for Permit - Residential Accessory Dwelling Units (ADU) *REQUIRED

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

MORE INFO

Please provide information requested below.

If you are unsure what type of your ADU is please consult your designer or see the Town's [ADU webpage](#) for additional information on the types of ADU.

***Existing main residence has Fire Sprinklers** Yes

***Type of ADU** Detached ADU

Back Create Template Save Draft **Next**

7. For Step 5, please add requested attachments. Items required are noted as required. Depending on the permit category additional instructions maybe provided. In this example, this permit category provides additional information regarding CCCSD stamped sheets. Click on the **blue boxes** to add attachments. Click **“Next”** when ready to proceed.

When ready to proceed, click **Next** to continue.

CCCSD Approval Add Attachment Supported: pdf **REQUIRED**

Energy Forms Add Attachment Supported: pdf **REQUIRED**

Plans Compiled Add Attachment Supported: pdf **REQUIRED**

CalGreen Residential A Add Attachment Supported: pdf

Back Create Template Save Draft **Next**

Help Guide: Online Permit Portal, Citizen Self Service



8. After you have added your attachments, click “Next” when ready to proceed.

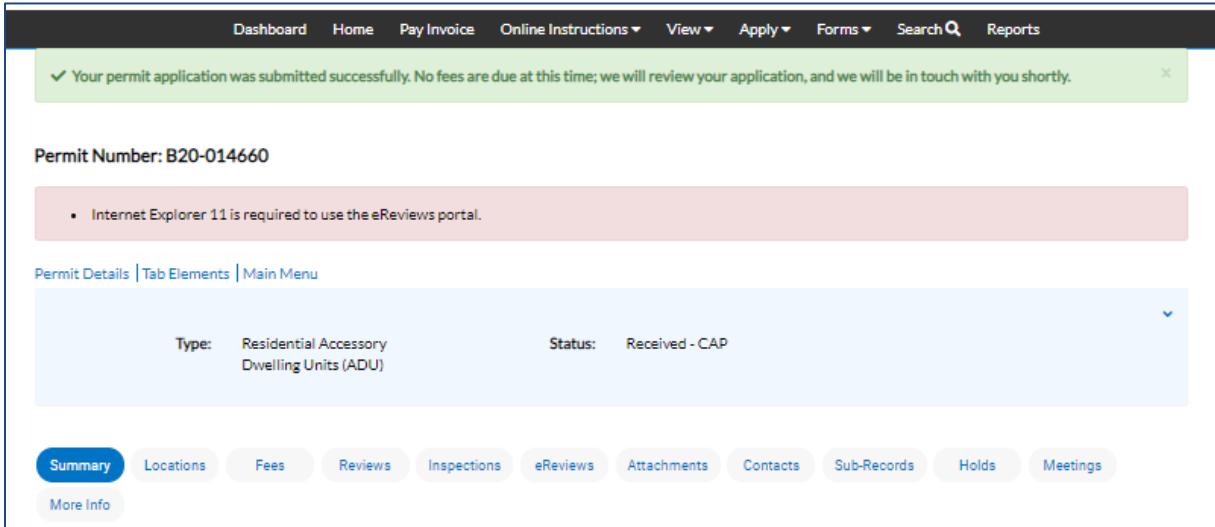
9. For Step 6, review your application. If there is an error, click on the “Back” button and make the necessary edits/changes. When ready click “Submit.”

Note: Clicking the Save Draft button allows the application to be saved as is without submitting. If you are ready to submit your application, click the Submit button to submit your permit application for processing.

Help Guide: Online Permit Portal, Citizen Self Service



10. Your permit application has been successfully submitted if you see the confirmation page shown below. After staff in our Building Division have reviewed your application, you will receive an email with further instructions for payment of fees, plan review comments (if plan review is required and results in comments), and issuance of your permit.



See image below for the general next steps following after you submit your application online. Depending on the permit category you applied for, your project may require plan review.

