Help Guide: Online Permit Portal, Citizen Self Service
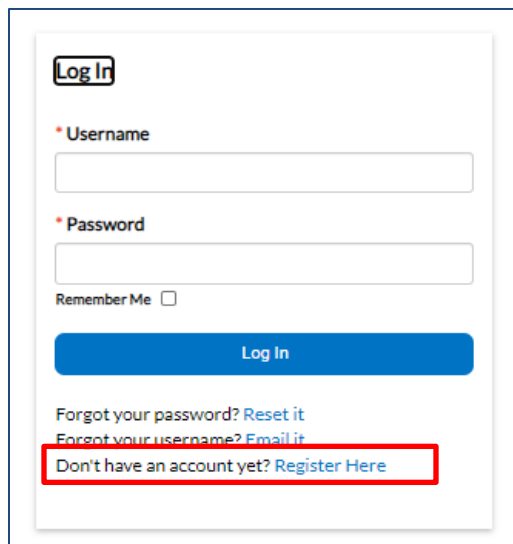
Click Below to Go to Section

How to Register for an Account

1. Create a new account by clicking "**Login or Register**" on the Home page of CAP.
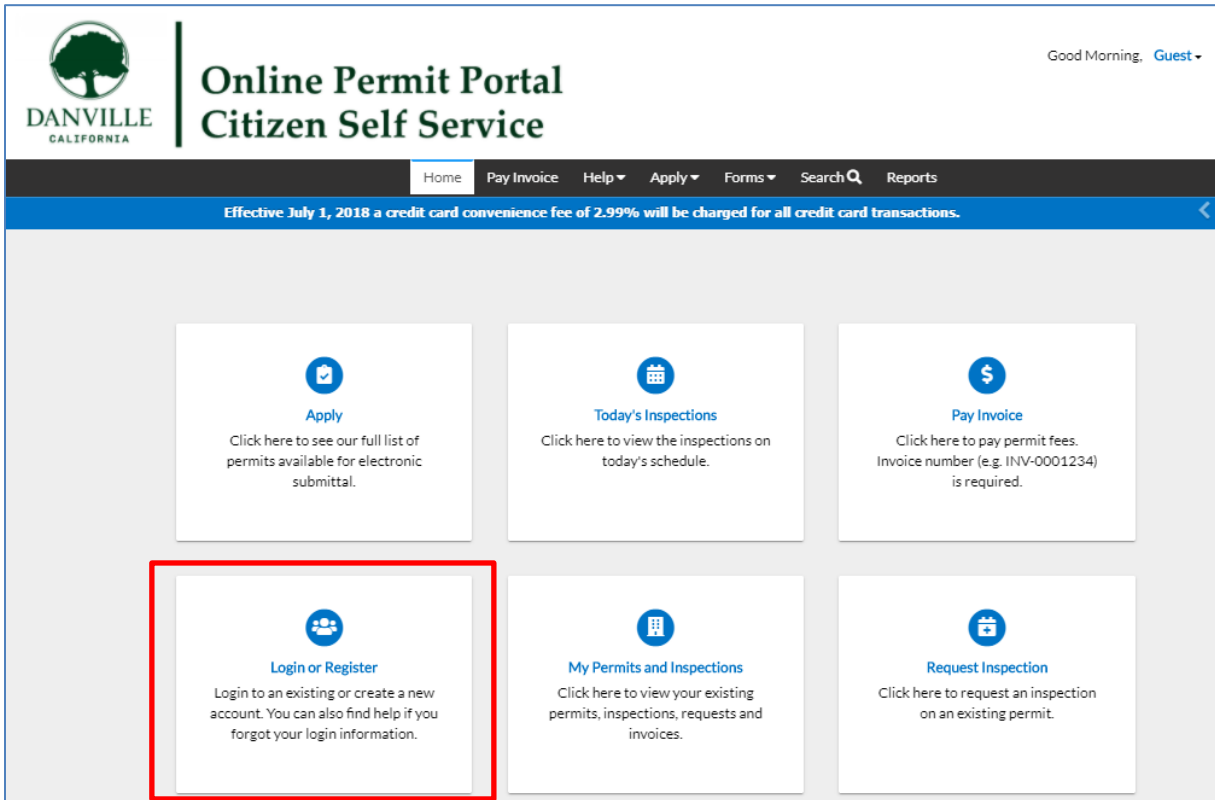
2. Click on **"Register Here."**

3. Provide Email address and click "**Next**."

| Home | Pay Invoice | Online Instructions ▾ | Apply ▾ | Forms ▾ | Search Q | 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 [   ] (Next)

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

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.

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.

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.

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.

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.

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

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

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).

Location ⌄

Add Location

+

REQUIRED

[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** > >>

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.

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.

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

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.

REV 09.04.2020

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925.314.3330 PHONE • 925.552.5448 FAX • WWW.DANVILLE.CA.GOV   Page **8** of **10**

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.

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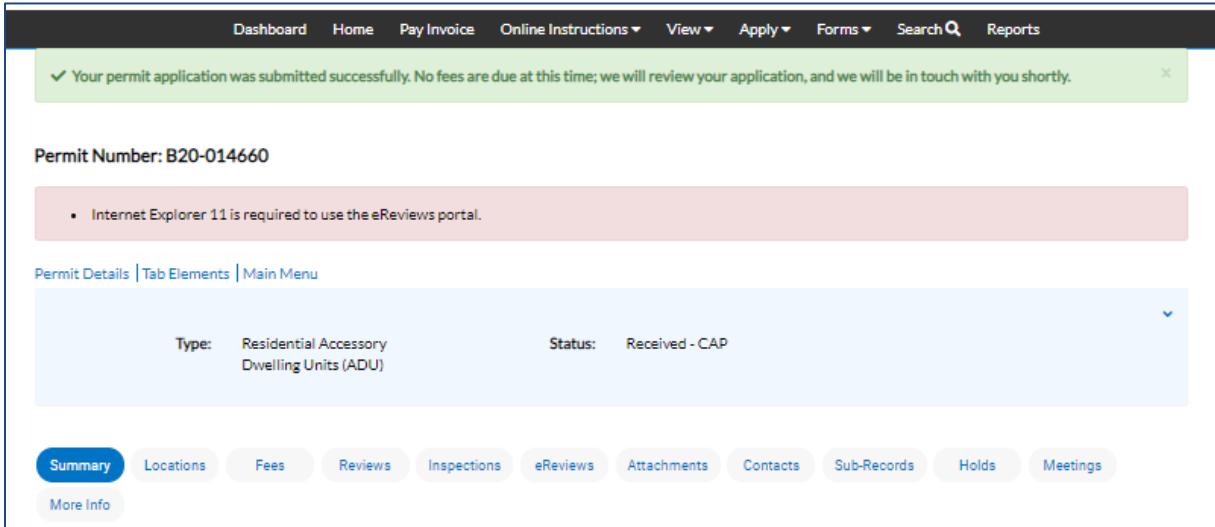
See image below for the general next steps following after you submit your application online. Depending on the permit category you applied for, your project may require plan review.