



HOW TO REQUEST AN INSPECTION

Citizen Self-Service (CSS) Portal

For Plan/Plat questions, contact Collin County Engineering at 972-548-3727 or Engineering@collincountytx.gov

For Residential, OSSF/"Septic" and Health permit questions, contact Collin County Development Services at 972-548-5585 or DevelopmentServices@collincountytx.gov

For Commercial permit questions, contact the Collin County Fire Marshal's Office at 972-548-5576 or FMadmin@collincountytx.gov

For culvert/right-of-way questions, contact Collin County Public Works at 972-548-3700 or PubWorks@collincountytx.gov



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CITIZEN SELF-SERVICE ("CSS") PORTAL

HELPFUL TIP

Starting on **NOVEMBER 1, 2023**, both **CONTRACTORS** and **CITIZENS** will need to register for an account in the CSS Portal prior to applying for a **NEW** permit or plan. Use these instructions only for NEW permits initiated in the CSS Portal. For **EXISTING** permits, contact the appropriate Collin County department to request an inspection.

STEP 1

LOGIN TO YOUR CSS PORTAL ACCOUNT

1. Once you arrive at the home page for the CSS Portal website, click **Login or Register** to create a new CSS Portal Account.

Home Apply Today's Inspections Map Report Fee Estimator Search Calendar

Welcome to Collin County Self Service Page

- Search Public Records**
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
- Apply**
This tool can be used to apply for a permit, plan or license.
- Login or Register**
Login to an existing or create a new account. You can also find help if you forgot your login information.
- Pay Invoice**
Use this tool to pay for individual invoices.
- Map**
Explore the map to see the activity occurring in your neighborhood.
- Calendar**
Click here to find out about certain events like holidays and public hearings.

2. Enter your account's email address in the space provided.
3. Click **Next**
4. Enter your password in the space provided.
5. Click **Verify** to complete your log-in.



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STEP 2

REQUEST AN INSPECTION

6. You are now on the Dashboard home page in your account. Click **My Work** at the top of the page.

The screenshot shows the 'My Work' page with the following data:

Category	Attention	Pending	Active	Recent	Draft
My Permits	1	1	0	1	0
My Plans	0	0	0	0	0
My Inspections	Requested: 0	Scheduled: 0	Closed: 0		
My Invoices	Current: 1	\$150.00	Add To Cart		
	Past Due: 0	\$0.00			
	Total: 1	\$150.00	Add To Cart		

7. This displays the My Work page.



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REQUEST THE INSPECTION (CONTINUED)

8. On the My Work page, click **Request Inspections**.

The screenshot shows the 'My Work' page with four tabs: 'MY INVOICES', 'MY PERMITS', 'MY PLANS', and 'REQUEST INSPECTIONS'. The 'REQUEST INSPECTIONS' tab is highlighted with a red box. Below the tabs is a search bar and a table with columns: Invoice Number, Amount Due, Due, Status, Case Number, and Address. The table is currently empty, and the text 'No items to display' is visible at the bottom right.

9. Select the inspection(s) you would like to schedule, and click **Request Inspection**.

The screenshot shows the 'My Work' page with the 'REQUEST INSPECTIONS' tab selected. A 'Request Inspection' button is highlighted with a red box. Below it is a table with columns: Case Number, Address, Type, and Inspection Type. The table contains several rows of inspection data. The row for 'Stormwater - Pre Construction' is highlighted with a red box, and its checkbox is checked.

Case Number	Address	Type	Inspection Type
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway - Final Inspection
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway - Base
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway - Utilities
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway-Subgrade (Pre Stabilization)
<input checked="" type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Stormwater - Pre Construction
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway - Subgrade (post stabilization)
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway - Surface
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Stormwater Final
<input type="checkbox"/> PLAT23-1018-0100	11088 FM 1377 BLUE RIDGE, TX 75424	Re-plat	Roadway - Final Inspection



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REQUEST YOUR INSPECTION (CONTINUED)

10. Click on the **Calendar** button to the right of the Requested Date field and make your preferred date selection. Click **Close** once your date has been selected to close the calendar.

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Request Inspections (1)

*REQUIRED

#PLAT23-1018-0100
✕

Inspection Type: Stormwater - Pre Construction Case Type: Re-plat

Address: 11088 FM 1377 BLUE RIDGE, TX 75424

* Requested Date

Comments/Gate Code

Submit

October 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

Today
Clear
Close

Note: As schedules and staffing allows, all reasonable attempts will be made to honor the preferred inspection date selected. The applicant will need to monitor their account to determine the actual scheduled inspection appointment date. Inspection results following all inspections will also be available through your account.

11. Input any comments in the Comments/Gate Code field, then click **Submit**.

Note: The **Dashboard** and **My Work** tabs in the menu bar at the top of your screen are very useful to view your account content and activity.