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For additional assistance: email admin@citymb.info or call 310-802-5544
Log In Issues

Log In Note: Once you have registered, please be aware that you will have five (5) attempts to log in before the system automatically locks you out for five (5) minutes. Staff is unable to change this.

If you are experiencing issues with logging into your account:

1. Begin process from the City of Manhattan Beach CSS Homepage
2. Click on the Login or Register tile box
3. If you attempt to log in and receive one of the following Warning messages, here are the potential meanings behind theses error messages:
   a. User Name Not Found – This message means one of two things:
      i. The Username entered was incorrect, or
      ii. The account was not entirely created/validated

   ![Warning: User Name Not Found]

   ![Warning: Invalid Username and Password]
   b. Invalid Username and Password – This message means one of two things:
      i. The Password entered was incorrectly or;
      ii. The account was not entirely created/validated

4. Click “Close” on whichever warning you have received
5. Below the Log In button, click one of the following options based on the warning message received:
   a. Click “Forgot your password?” Reset it – If you received the User name not found message
      i. Enter your email address and click “Submit”
   b. Click “Forgot your username?” Email it – If you received the Invalid Username and Password message
      i. Enter your email address and click “Submit”
6. If you do not receive an email to reset your password or an email for your username, this can be one of two things:
   a. You did not complete the process of setting up a new account
      i. Review the New User Registration section or;
   b. The email may have went to your junk mail folder

Log In Note: Once you have registered, please be aware that you will have five (5) attempts to log in before the system automatically locks you out for five (5) minutes. Staff is unable to change this.
New User Registration

HOW TO REGISTER
1. Begin process from the City of Manhattan Beach CSS Homepage
2. Click on the Login or Register tile box
3. Click the “Register Here” option at the bottom of the Log In screen
4. Enter a valid email address, and click Next
   a. This will generate an email to the email address entered
Hello and welcome to CSS.

Once you have registered, please be aware that you will have 5 attempts to log in before the system will automatically lock you out for 5 minutes. After 5 minutes, you may attempt to log in again.

Thank you,

City of Manhattan Beach Staff

5. Once you have received the email, click “Confirm”

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. Check the “I am not a Robot” box and complete the CAPTCHA photo verification (required)

a. This may load after entering Username and password information

7. Enter a Username to be utilized for logging into CSS (Note: The Username cannot be changed once you register. The Username can be your email address)

8. Enter a Password and Confirm the Password (Note: The password must be at least 10 total characters; eight (8) characters must be letters with 1 being a capital letter; one (1) number and one (1) special character) Example: Testpass02!

9. Click Next
10. Enter all required fields *(Note: The required fields are marked with a red asterisk *)
11. Click **Next**
12. Enter your Address information and click Submit

You have successfully registered for your CSS account and will be directed to your Dashboard!
Dashboard Overview

1. If you are not logged into your CSS account; begin process by logging in from the City of Manhattan Beach CSS 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
      i. Failed Inspection
      ii. Reviews that require Resubmittal
      iii. Expired Permits/Plans
   b. Pending – Permits/Plans recently been applied for and are still under review by City staff
   c. Active – Permits/Plans that have been issued
      i. You can request inspections on these permits
      ii. Inspections that may have failed could be found here, also
      iii. Find your documents that can be printed
   d. Recent – All recent Permits/Plans that you have applied for
5. **My Inspections** section is broken down in the following order:
   a. **Requested** – Shows all your Inspections that you have requested
   b. **Scheduled** – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.
   c. **Closed** – Once the Inspection is completed, it will move to this section.
6. **My Invoices** section is broken down in the following order:
   a. **Current** – Invoice amounts that are currently due will show here
   b. **Past Due** – Invoice amounts that are past due will show here
   c. **Total** – Invoice amounts for both current and past due will show here

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Add To Cart</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Past Due</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

› View My Invoices
Application Submittal Process

1. If you are not logged into your CSS account; begin process by logging in from the City of Manhattan Beach CSS Homepage

2. Click on the Login or Register tile box

3. Click on Apply

4. On the Application Assistant screen, applications are shown in alphabetical order. You're able to apply or search for permit applications different ways
   a. You can begin your search by typing in a partial application name, and options will begin to appear or;
   b. 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. Type in the **Street Number and all or partial Street Name** and click the magnifying glass to search
8. Once you see your address pop up below, click the **Add** button
9. Your permit **Location** will pop up in a tile on the next screen. Click **Next** on the bottom right corner.

10. Depending on the Type of Permit you are applying for, you may be required to fill out specific information and click **Next**
   a. **Permit Type** – Already identified at the beginning of this process; **do not change**
   b. **Description** – Provide clear description of proposed Scope of Work
   c. **Square Feet** – If applicable, provide effected area
   d. **Valuation** – If applicable, provide total cost of project you are proposing

11. On the next screen, you may add a Contact to this application.
   a. If you choose to **Add Contact**, select the Contact Type from the drop down, then click the plus sign
   b. Once you’re done, or if you do not want to **Add Contact**, click **Next**
Note: Contacts may be added or removed by an existing Contact at any time during the process of an open Permit/Plan.

12. The next section asks for information specific to the Permit/Plan Type you are applying for. Any required information will be in red and have a red asterisk.

13. Read and complete all applicable information and click Next.
14. The next section asks for **attachments specific to the Permit/Plan Type** you are applying for.
   a. Do not upload password protected PDF’s
   b. Any **Required** documentation/plans will be listed, but if you have additional supporting documents/plans, you will select from the drop down and click the *plus sign*

**Note:** You cannot upload any attachments after application has been submitted. All resubmittals will be handled via email directly with your Plan Check Reviewer(s)

15. Once all documents/plans are uploaded, click **Next**
16. The next section is a **Review** of everything you just completed. Scroll down and verify all your information is accurate and true, then click the **Submit** button

You have successfully **submitted an application.** Staff will follow up with you for the next steps of the process and you may get status updates through your **Dashboard**!
Viewing Attachments in CSS

1. If you are not logged into your CSS account; begin process by logging in from the City of Manhattan Beach CSS 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
7. After you click on the Permit Number, you will be launched into the permit Summary screen
   a. Click on the Attachments tab

Permit Number: BLDC-20-00010

8. 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
Permit Number: BLDC-20-00010

Permit Details | Tab Elements | Main Menu

<table>
<thead>
<tr>
<th>Type:</th>
<th>Status:</th>
<th>Project Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>Fees Paid</td>
<td></td>
</tr>
<tr>
<td>Addition/Tenant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improvement Permit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Attachments

<table>
<thead>
<tr>
<th>Attachment</th>
<th>Fire Sprinkler plan.pdf</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uploaded</td>
<td>05/10/2020</td>
</tr>
</tbody>
</table>

Click here to get back to Table of Contents
Review Comments in CSS

1. If you are not logged into your CSS account; begin process by logging in from the City of Manhattan Beach CSS 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.
5. Click on the Attention tile from Permits or Plans section that require your attention

My Permits

<table>
<thead>
<tr>
<th>Attention</th>
<th>Pending</th>
<th>Active</th>
<th>Draft</th>
<th>Recent</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

My Plans

<table>
<thead>
<tr>
<th>Attention</th>
<th>Pending</th>
<th>Active</th>
<th>Draft</th>
<th>Recent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

*Attention = Permits/Plans that require your attention; i.e., resubmittal, failed inspection*
6. Once you have located the Permit/Plan, click the Failed Reviews under the Attention Reason

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Project</th>
<th>Address</th>
<th>Permit Type</th>
<th>Status</th>
<th>Attention Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>19-02245</td>
<td>620</td>
<td>MANHATTAN BEACH, CA 90266</td>
<td>Commercial Addition/Remodel Improvement Permit</td>
<td>Attention</td>
<td>Failed Reviews</td>
</tr>
<tr>
<td>19-03379</td>
<td>3009</td>
<td>MANHATTAN BEACH, CA 90266</td>
<td>New Residential Building Permit</td>
<td>Attention, Pending</td>
<td>Unpaid Fees</td>
</tr>
<tr>
<td>BLDR-20-00050</td>
<td>324 52ND ST</td>
<td>MANHATTAN BEACH, CA 90266</td>
<td>Residential Addition/Remodel Permit</td>
<td>Active, Attention</td>
<td>On Hold</td>
</tr>
<tr>
<td>BLDR-20-00059</td>
<td>221 31TH ST</td>
<td>MANHATTAN BEACH, CA 90266</td>
<td>Residential Window/Door Change Out Permit</td>
<td>Attention, Pending</td>
<td>Failed Reviews</td>
</tr>
<tr>
<td>BLDR-20-00144</td>
<td>1144 THE STRAND</td>
<td>Manhattan Beach, CA</td>
<td>Residential Addition/Remodel Permit</td>
<td>Active, Attention, Recent</td>
<td>On Hold</td>
</tr>
<tr>
<td>BLDR-20-00155</td>
<td>MANHATTAN BEACH, CA</td>
<td>MANHATTAN BEACH, CA</td>
<td>Residential Site Wall Permit</td>
<td>Attention, Recent, Pending</td>
<td>Failed Reviews</td>
</tr>
</tbody>
</table>

7. You will be taken to the Reviews tab located on the permit Summary screen, where you will click the Review Type for details

8. Each Review Item (typically different departments and specific reviewers) will have a separate Statuses and may have comments noted under the Review Item column

9. Select the Details button for each Review Type to see any comments from the “Assigned To” Reviewer
10. Review the attachments by clicking the **Attachments** tab located on the permit **Summary**, then open the PDF by clicking the **Blue** label in the tile.
Request Inspection(s) in CSS

1. If you are not logged into your CSS account; begin process by logging in from the City of Manhattan Beach CSS 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.
   c. Attention – Permits/Plans that require your attention
   d. Active – Permits/Plans that have been issued
5. Click on the Active or Attention tile
6. Locate the permit you would like to request an Inspection on, or if an inspection failed, you will see Failed Inspection under the Attention Reason column.

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Project</th>
<th>Address</th>
<th>Permit Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDC-20-00030</td>
<td></td>
<td>MANHATTAN BEACH, CA</td>
<td>Commercial Addition/Tenant Improvement Permit</td>
<td>Pending</td>
</tr>
<tr>
<td>BLDC-20-00045</td>
<td></td>
<td></td>
<td>Commercial Addition/Tenant</td>
<td>Recent, Pending</td>
</tr>
</tbody>
</table>
7. After you have clicked on the **Permit Number**, you will be launched into the permits **Summary** screen.

8. Under **Available Actions**, you will see a list of inspection types that are available to **Request**:
   a. **For Single Inspections**: Once you have located the Inspection you need to request, click on the **Request** button to the right of the inspection.

   ![Permit Details Screen]

   **Permit Number**: BLDC-20-00010

   - **Type**: Commercial Addition/Tenant Improvement Permit
   - **Status**: Issued
   - **Project Name**:

   ![Workflow and Available Actions]

   **Workflow**:
   - Issue Permit - Passed
   - Confirm Application Valid - Passed: 05/01/2020
   - Commercial Plan Review - Failed: 05/18/2020
   - Water Meter & Sewer Connection Form - Passed: 06/08/2020
   - School Fees - Passed: 06/08/2020

   **Available Actions**:
   - Request Inspection
     - Poured In Place
   - Request Inspection
     - Slab
b. For Multiple Inspections: Click the Inspections tab, select the check boxes of your available inspection types and click Request Inspection

9. After the page loads, it will launch you into the Request Inspection window
   a. For multiple inspections, you must check the “Use same date for all” checkbox
10. Click on the Calendar to the right of the Requested Date section and choose the available date you want the inspection completed on (*Inspection request cut-off time is 3:00pm for an inspection on the following business day*).

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

12. Click on the Submit button.

13. Once you click Submit, you will receive a confirmation screen that you request was completed.
14. At that point, you can close out or click the Back button at the top of the Request Inspection area.

15. Once you have hit the Back button, it will take you back to the Permit dashboard screen.

16. You can see that the Inspection you requested is no longer in the Available Action section, and in the Workflow, the Inspection is now Blue and says Requested.
Add/Remove Contact on Permit/Plan

1. If you are not logged into your CSS account; begin process by logging in from the City of Manhattan Beach CSS Homepage
2. Click on the Login or Register tile box
3. Click on Dashboard
   ![Dashboard Image]
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
6. Locate the Permit you would like to Add/Remove a Contact from; these will mainly be for those that show an Active status
   - Click on the Permit/Plan Number
7. After you click on the Permit Number, you will be launched into the permit Summary screen
   a. Click on the Contacts tab

8. To Add a Contact, click the Add Contact button
   a. On the next screen you may Search for a Company only, or you may choose to Manually input a Contacts information
   b. Once completed, click the Add or Submit button

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Project</th>
<th>Address</th>
<th>Permit Type</th>
<th>Status</th>
<th>Attention Req</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDC-20-00010</td>
<td></td>
<td>MANHATTAN BEACH, CA</td>
<td>Commercial Addition/Tenant Improvement Permit</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>BLDC-20-00045</td>
<td></td>
<td></td>
<td>Commercial Addition/Tenant Improvement Permit</td>
<td>Recent, Pending</td>
<td></td>
</tr>
<tr>
<td>DEMO-20-00012</td>
<td></td>
<td>HIGHLAND AVE</td>
<td>Complete Demolition</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>
9. To **Remove** a Contact, select the Contact you would like to remove, and click **Remove**

<table>
<thead>
<tr>
<th>Type</th>
<th>Company</th>
<th>First Name</th>
<th>Last Name</th>
<th>Title</th>
<th>Confirmation</th>
<th>Billing</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant</td>
<td></td>
<td>Lorraine</td>
<td></td>
<td>N/A</td>
<td>No</td>
<td>No</td>
<td><img src="remove-btn.png" alt="Remove" /></td>
</tr>
</tbody>
</table>

10. You will be asked to confirm you would like to delete the Contact

   ![Remove Contact](remove-confirm.png)

   **Are you sure you want to delete the following contact?**
   - Ryan

11. Once you click **Ok**, the selected Contact will be removed from the application