



Citizen Self Service Guide

CITY OF NORTH LAS VEGAS



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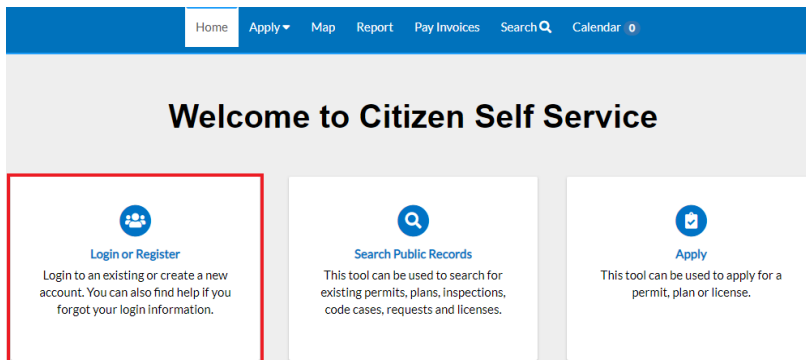
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MANAGE CSS ACCOUNT

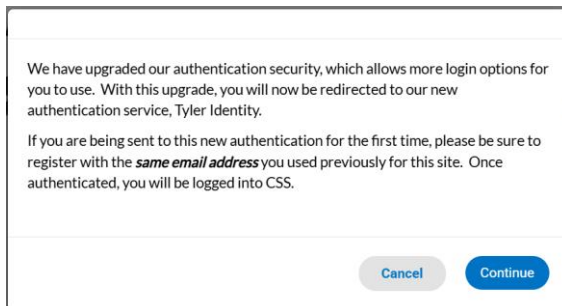
CREATE A NEW ACCOUNT

Since our authentication security has been upgraded to use TID-C, it requires all users with an existing CSS account to re-register their accounts. To do so, follow the steps below using the same email address previously used.

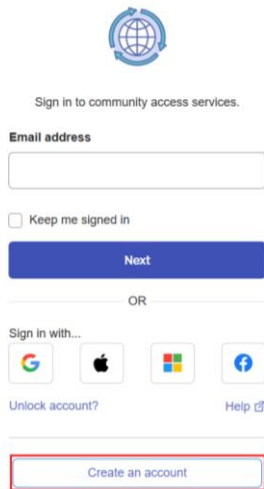
1. Navigate to the CSS portal at <https://eg.cityofnorthlasvegas.com>.
2. Click on the **Login or Register** tile from the Home page.



3. A prompt may appear indicating that we have upgraded our authentication security. Click Continue.



4. Click Create Account toward the bottom of the page.



Sign in to community access services.





Email address

☐ Keep me signed in

Next

OR

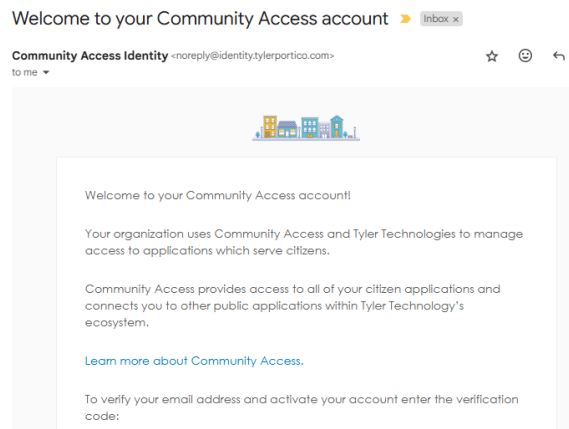
Sign in with...

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

Create an account

5. Fill in all required fields. ***If you had a registered account for our portal, please be sure to use the same email address as you did previously.*** Click Sign Up.
6. You will be prompted to enter the verification code that was sent to your email. Enter the verification code and select Verify.



7. Once verified, additional verification options will be displayed. For enhanced security, we recommend selecting and setting up another authentication method: Google Authenticator, Okta Verify or a mobile device. Click Continue to skip this process.
8. Click Continue to create your account.

Registration

Step 1 of 3: Acknowledgement

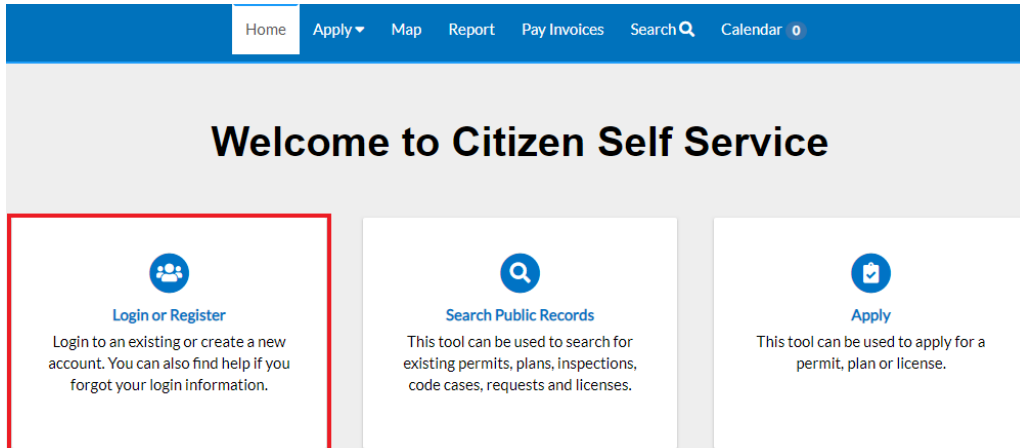
We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

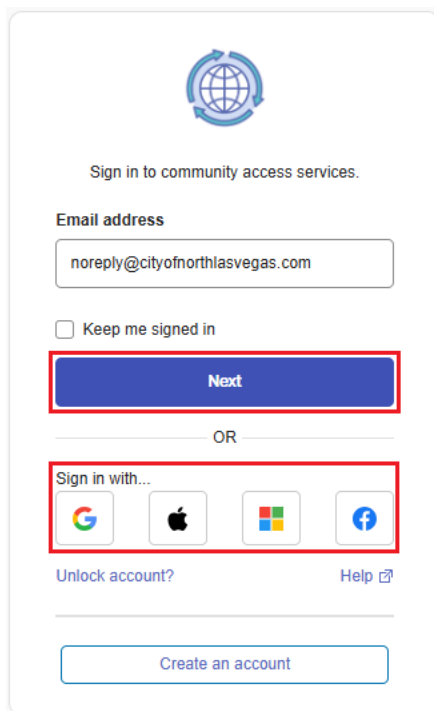
9. Select your Contact Preference and click Next.
10. Enter your Mailing Address and click Submit to finish creating your account. Once complete, you will be logged into the portal and redirected to your dashboard.

LOGIN TO CSS

1. Navigate to the CSS portal at <https://eg.cityofnorthlasvegas.com>.
2. Click on the **Login or Register** tile from the Home page.

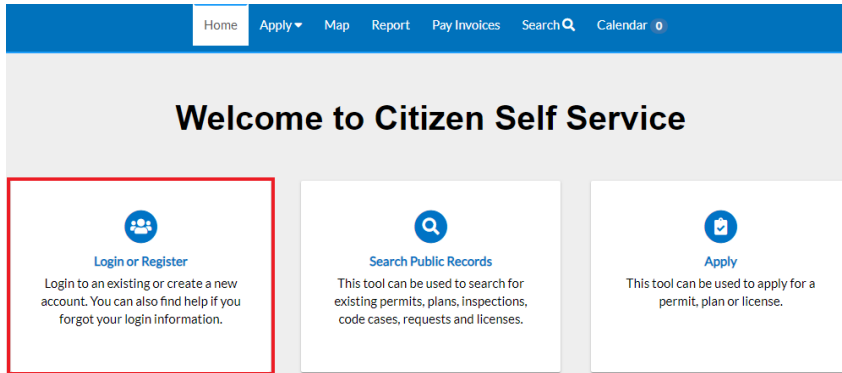


3. Enter your **Email Address**.
 - a. If you do not have an account registered with Citizen Self Service, go back to the **Create an Account** step above.
 - b. If you need to reset password, skip to **Forgot Password** step below
4. Select the **Keep me signed in** checkbox to have the system remember your login credentials on this computer. This is not recommended on a public/shared computer.
5. Click **Next** to continue to enter your password OR select the desired icon to login via social media (Google, Apple, Microsoft or Facebook).

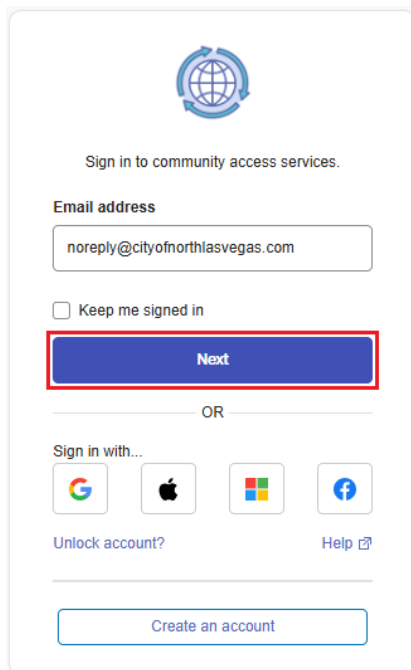


FORGOT PASSWORD

1. Navigate to the CSS portal at <https://eg.cityofnorthlasvegas.com>.
2. Click on the **Login or Register** tile from the Home page.




3. Enter your email address and click Next.



The screenshot shows the login form with the following elements:

- A globe icon at the top.
- The text 'Sign in to community access services.'
- An 'Email address' label and a text input field containing 'noreply@cityofnorthlasvegas.com'.
- A checkbox labeled 'Keep me signed in' which is unchecked.
- A blue 'Next' button, which is highlighted with a red border.
- The word 'OR' centered below the button.
- A 'Sign in with...' section with icons for Google, Apple, Microsoft, and Facebook.
- Links for 'Unlock account?' and 'Help' with an external link icon.
- A 'Create an account' button at the bottom.

4. Select the **Forgot Password?** hyperlink and then click **Send me an email**.



noreply@cityofnorthlasvegas.com


Verify with your password

Password

Verify

[Forgot password?](#)

[Back to sign in](#)



noreply@cityofnorthlasvegas.com


Get a verification email

Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign in](#)

5. Enter the verification code that was sent to the email address entered and select Verify. You will then be prompted to create and re-enter a new password.



noreply@cityofnorthlasvegas.com

Reset your Tyler Portico Citizen password

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- × No parts of your username

New password

Re-enter password

× Passwords must match

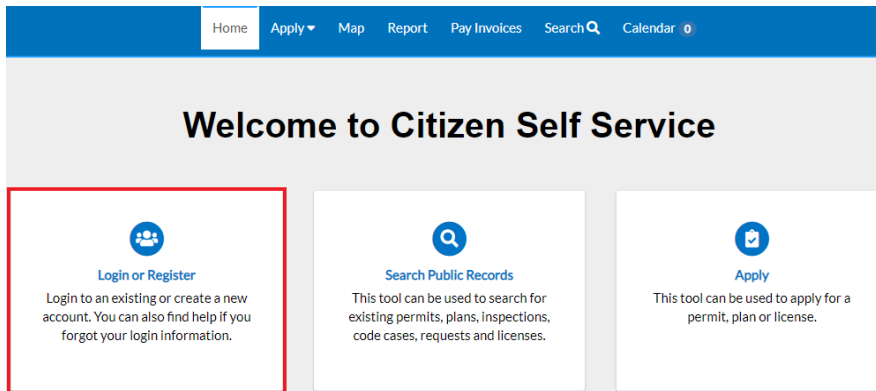
☐ Sign me out of all other devices.

Reset your password

[Back to sign in](#)


UNLOCK ACCOUNT

1. Navigate to the CSS portal at <https://eg.cityofnorthlasvegas.com>.
2. Click on the **Login or Register** tile from the Home page.




Home Apply Map Report Pay Invoices Search Calendar

Welcome to Citizen Self Service




Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.



Search Public Records

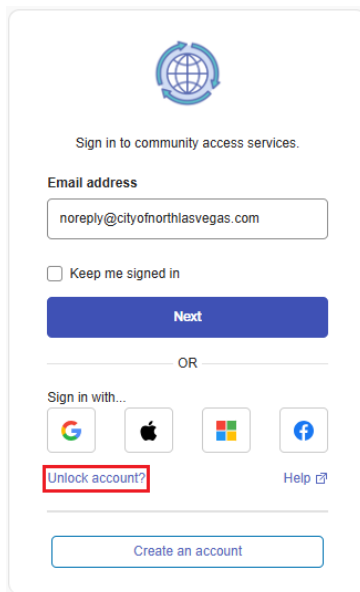
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.



Apply

This tool can be used to apply for a permit, plan or license.

3. Select **Unlock account?**



Sign in to community access services.

Email address





noreply@cityofnorthlasvegas.com

☐ Keep me signed in

Next

OR

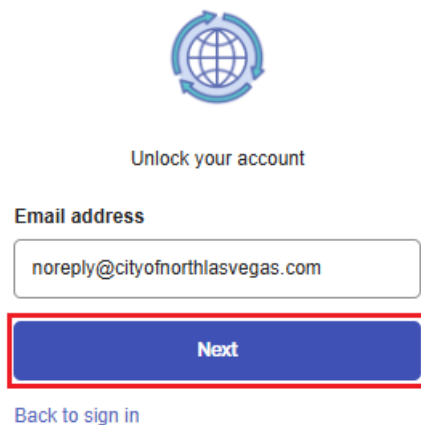
Sign in with...

Unlock account? Help

Create an account

4. Enter your Email Address and click **Next**. Then, click **Send me an email**.



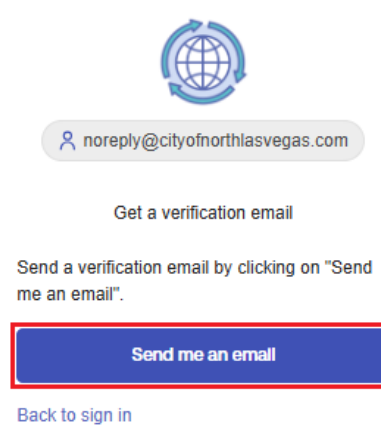
Unlock your account

Email address

noreply@cityofnorthlasvegas.com

Next

[Back to sign in](#)



Get a verification email

noreply@cityofnorthlasvegas.com

Send a verification email by clicking on "Send me an email".

Send me an email

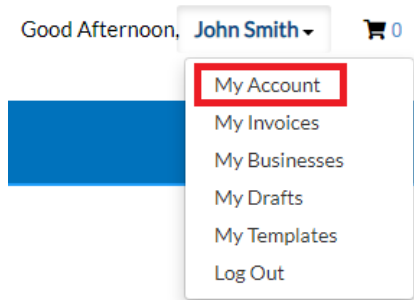
[Back to sign in](#)



5. Enter the verification code that was sent to the email address entered and select Verify. Your account should be unlocked afterwards.

UPDATE ACCOUNT INFORMATION

Under My Account, personal information, addresses, contact favorites and drafts can be accessed and modified. In the top right corner, select your name and then select **My Account**.



Update User Information and Addresses

1. Select **Personal Info** to modify your name, company, phone number, email and contact preference.
2. Select Addresses to associate additional addresses to your account.

Add/Manage Contact Favorites

To manage a list of favorite or frequently used contacts, please follow the steps below.

1. Under My Account, select **My Favorites**.
2. Use the search box to enter the desired search criteria and select **Search**.
3. Select the checkbox next to the desired contact and select **Add Selected** to add the contact to your Favorites. Multiple contacts can be added at one time.
4. To remove a contact, select the checkbox next to the desired contact under Favorite Contacts and select **Remove Selected**.

View/Manage Saved Drafts

1. Under My Account, select **My Drafts** to view any saved drafts. Select **Resume** to continue the application.
2. To remove a draft, select Delete.

My Account

[Personal Info](#)
[Addresses](#)
[My Favorites](#)
[My Businesses](#)
[My Templates](#)
[My Drafts](#)
[My Certificates](#)

My Drafts

Module All

Sort Modi

Module	Type	Last Update	Action
Permit	Traffic Control Plan	05/21/2020 08:28:20 AM	Resume Delete

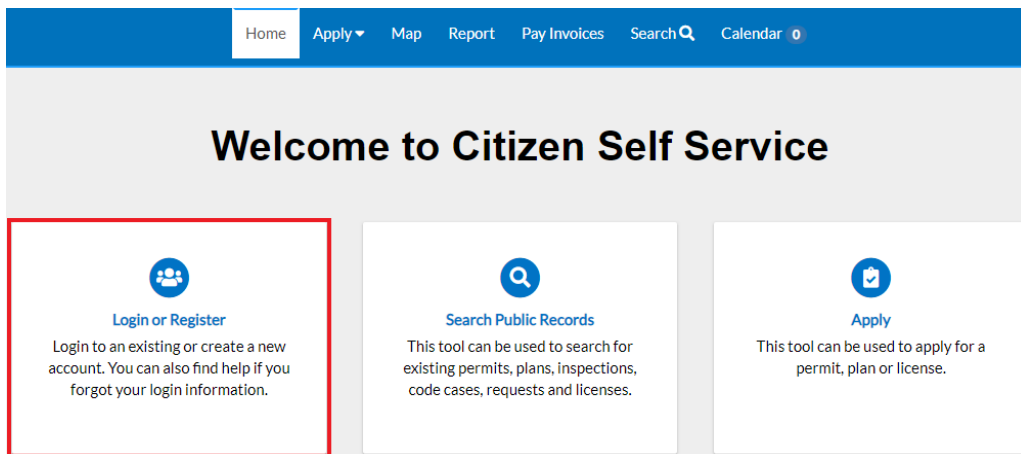
PAY INVOICE

In order to pay an outstanding invoice(s) for a Permit, Plan or Business License, please follow the steps below. You must be a contact on the case and/or have the Invoice Number to pay for an invoice.

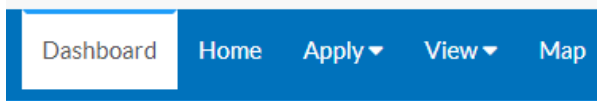
VIEW INVOICE VIA ACCOUNT

If you do not have the Invoice Number, you can view your Invoice(s) by logging into your account.

1. Navigate to the CSS portal at eg.cityofnorthlasvegas.com.
2. Click on the **Login or Register** tile from the Home page and enter your account information to Log In.



3. Select **Dashboard** in the navigation bar.



4. Find **My Invoices** toward the middle of the page.
 - a. To pay all invoices tied to your account directly, either Current, Past Due or both, select the **Add to Cart** button next to the desired option. This will direct you to your Shopping Cart where you can select **Check Out** and proceed to payment.

My Invoices

Current 0	\$0.00	Add To Cart
Past Due 1	\$175.00	Add To Cart
Total 1	\$175.00	Add To Cart

[View My Invoices](#)

- b. To view all invoices and invoice detail, select **View My Invoices**.

My Invoices

Current 0	\$0.00	Add To Cart
Past Due 1	\$175.00	Add To Cart
Total 1	\$175.00	Add To Cart

[View My Invoices](#)

- By default, all **Unpaid** Invoices will be listed. Select **Paid** or **Voided** to view other invoices.
- To view an Invoice's detail, select the *hyperlinked* Invoice Number. (You can also select the checkbox for the specific invoices and click **Add to Cart** to pay the invoice(s) directly without viewing the details).

Display: All Invoices [Export](#) Sort: Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All
INV-0000586	\$175.00	Due	BUILD-000444-2019	2250 N LAS VEGAS BLVD NORTH LAS VEGAS, NV 89030	<input type="checkbox"/>

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

[Add To Cart](#)

- Select **Primary Fees**, **Misc Fees**, **Payments**, **Attachments** or **Contacts** for more information related to the invoice.
- To pay the Invoice, select **Add to Cart**. This will direct you to your **Shopping Cart** where you can select **Check Out** and [proceed to payment](#).

***Note:** Multiple Invoices can be added to the Shopping Cart before Checking Out to pay at once.

Shopping Cart

Invoice: INV-0000586 Due Date: 11/14/2019				Description: NONE Billing Contact: Smith, John	Total \$175.00 Check Out
Case Number	Project	Case Address	Amount Due	\$175.00 Remove	
BUILD-000444-2019		2250 N LAS VEGAS BLVD NORTH LAS VEGAS NV 89030	\$175.00	Top Main Menu	

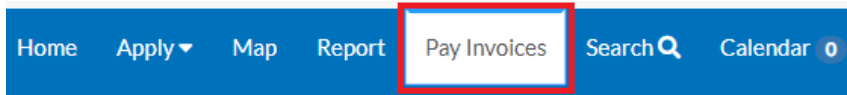
Total \$175.00

[Check Out](#)

VIEW INVOICE WITH INVOICE NUMBER

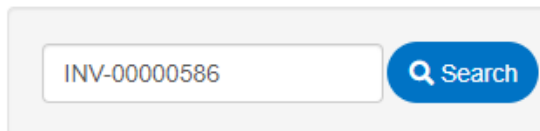
If you have an Invoice Number, you can pay for the invoice directly.

1. Navigate to the CSS portal at eg.cityofnorthlasvegas.com.
2. Select **Pay Invoices** in the navigation bar.



3. Enter the Invoice Number and select **Search**. The Invoice Number must be an exact match.

Invoice Search



A screenshot of the Invoice Search form. It features a light gray background. On the left, there is a white input field containing the text 'INV-00000586'. To the right of the input field is a blue button with a white magnifying glass icon and the text 'Search'.

4. Once the invoice loads, review the various sections and verify the information to ensure it's the correct invoice.
5. Select **Pay Now** to be directed to the Payment Options and proceed to [process the payment](#).



PROCESS PAYMENT

Once you have added invoices to your Shopping Cart and have selected Check Out OR have selected Pay Now directly from the Invoice, please follow the steps below to process a payment.

1. Under Payment Options, review the information and select your payment method.

Payment Options

1. Pay with a debit or credit card (Visa and Mastercard only).
2. Pay via ACH/E-Check.
 - When paying with a credit card you will be charged a **2.85%** non-refundable convenience fee of the total fees.
 - If you are paying your business license renewal via ACH or E-check, you will need to contact your bank in advance to determine whether your bank account has a debit block or filter.
Do this prior to making your payment to prevent any returned ACH or E-Check payments.

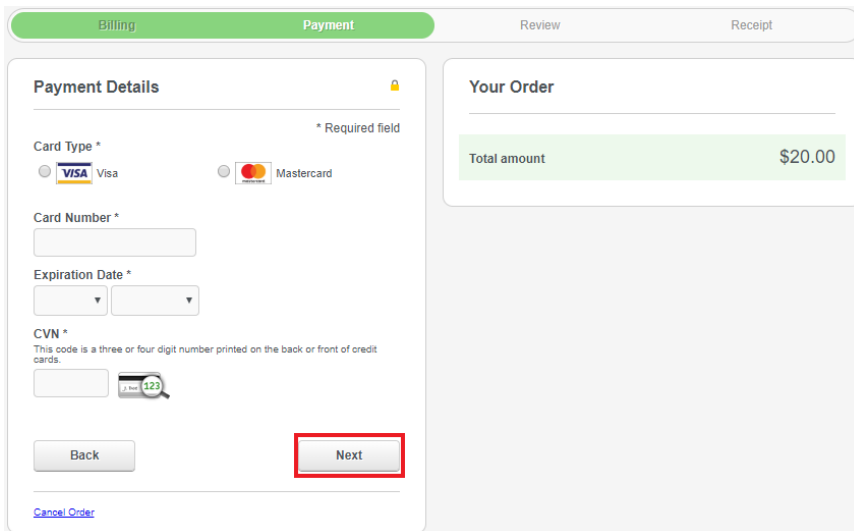
Pay with Credit Card

Pay with E-Check

2. Enter the Billing Information of the credit card holder or the account owner in the corresponding fields and click **Next**.

The screenshot displays the payment interface with four tabs: Billing (active), Payment, Review, and Receipt. The Billing Information form includes fields for First Name (John), Last Name (Smith), Address (2250 Las Vegas Boulevard North), City (North Las Vegas), Country/Region (United States of America), State/Province (Nevada), Zip/Postal Code (89030), and Email (internet@cityofnorthlasvegas.com). A red box highlights the 'Next' button. The Your Order summary shows a Total amount of \$20.00. A 'Cancel Order' link is located at the bottom left of the form.

3. Enter the Payment Details in the corresponding fields and click **Next**.



4. Review the order and click **Pay** to confirm. You should then be directed to the payment confirmation page.

Thank You!

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly. An e-mail has been sent to you with your receipt.

APPLY FOR A PERMIT OR PLAN

To apply for a new permit or plan, please follow the steps below. You must be a registered CSS user in order to apply for any permit or plan.

1. Once logged into CSS, select **Apply** in the top navigation bar.



2. Navigate to the desired Permit or Plan you would like to apply for. Use the search bar or the Categories on the left to help narrow down the results. Select **Apply** to start the application.

A) Traffic Control Plan

Category Name:
Public Works Permits
Description:

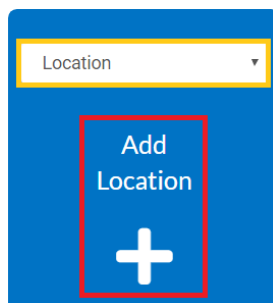
Traffic Control / Barricade Plan (if required, must be approved prior to submitting for an offsite permit)



3. Follow the steps below to complete and submit the application. Please note that the steps may vary depending on the type of permit or plan. Any red asterisk (*) indicates the field is required.

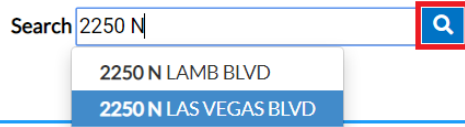
a. Location

- i. Use the dropdown list to indicate the type of Location. Select **Add Location (+)** to add an address or parcel.

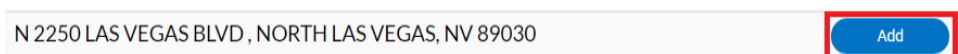


- ii. To add an address, begin typing the address in the Search box and select the magnifying glass to search.

Address Information



- iii. Select **Add** next to the desired address to add it to the application.

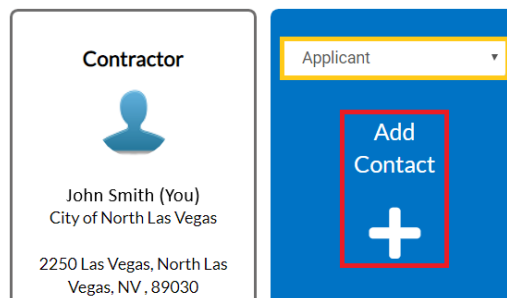


- iv. Select **Next** to Continue. You can select Save Draft at any time to save the application and come back to it at a later time.

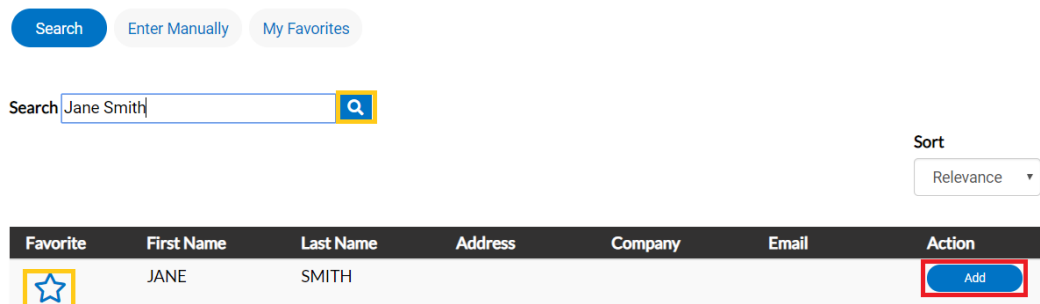


- b. Type
 - i. Verify the Permit or Plan Type you are applying for is accurate. Enter a description, if necessary.
 - ii. Select **Next** to Continue.

- c. Contacts
 - i. Your contact information will automatically be saved as the default contact type on the application. Some contact types may be required and will be indicated in separate Contact cards.
 - ii. Use the dropdown list to indicate the type of Contact for other users you wish to associate to the application. Select **Add Contact (+)** to add an additional contact.



- iii. Type the contact name in the Search box and select the magnifying glass to lookup existing contacts.
- iv. If the contact exists, select **Add** to associate the contact to the permit or plan application. You can add this contact to My Favorites for faster selection in the future by selecting the star under the Favorite column.



- v. If the contact does not exist, select **Enter Manually**, fill out the fields and select **Submit** to create a new contact.
- vi. Select **Next** to continue.

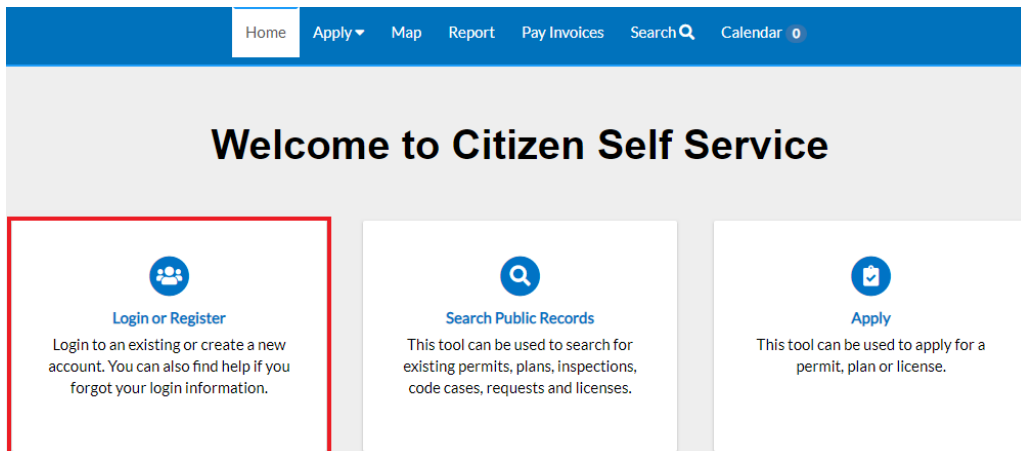


- d. More Info
 - i. Complete the fields listed under this section, if applicable. You will not be able to move forward until all required fields are filled out.
 - ii. Select **Next** to continue.
- e. Attachments
 - i. If applicable, select **Add Attachment (+)** to add a file or drag and drop documents to add to the application. Some documents may be required and will be indicated by separate Attachment cards. In each card, it will indicate the specific file type supported.
 - ii. Select **Next** to continue.
- f. Review and Submit
 - i. All information will be displayed in this final step. Please review and select **Submit** once ready. You can select Back to go to previous sections.

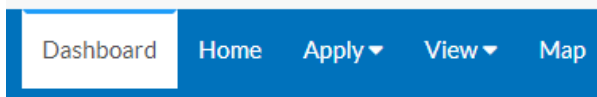
REQUEST AN INSPECTION

In order to request an Inspection on CSS, please follow the steps below. **All applicable fees must be paid and your permit must be Issued and active to do so.**

1. Navigate to the CSS portal at eg.cityofnorthlasvegas.com.
2. Click on the **Login or Register** tile from the Home page and enter your account information to Log In.



3. Select **Dashboard** in the navigation bar.



4. Find **My Permits** in your Dashboard. Select **View My Permits** to see a list of all permits tied to your account.
5. To view a Permit's detail, select the *hyperlinked* Permit Number.

Display All Select Case Type Export Sort Permit Number

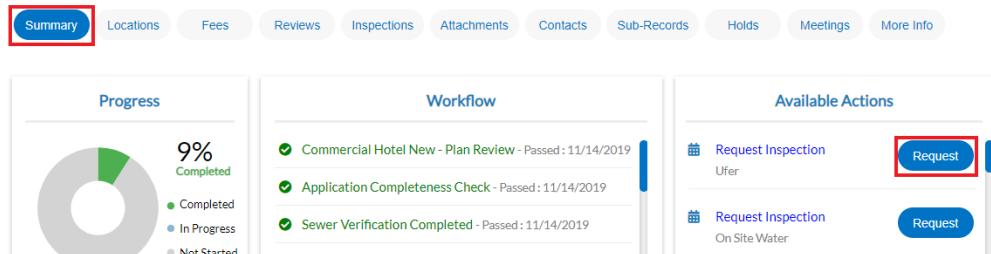
Permit Number	Project	Address	Permit Type	Status	Attention Reason
BUILD-000444-2019		2250 N LAS VEGAS BLVD NORTH LAS VEGAS, NV 89030	Building (Commercial) - Hotel - New	Active, Recent	

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

6. If your permit has been issued and all fees have been paid, you will have the option to request an Inspection(s).

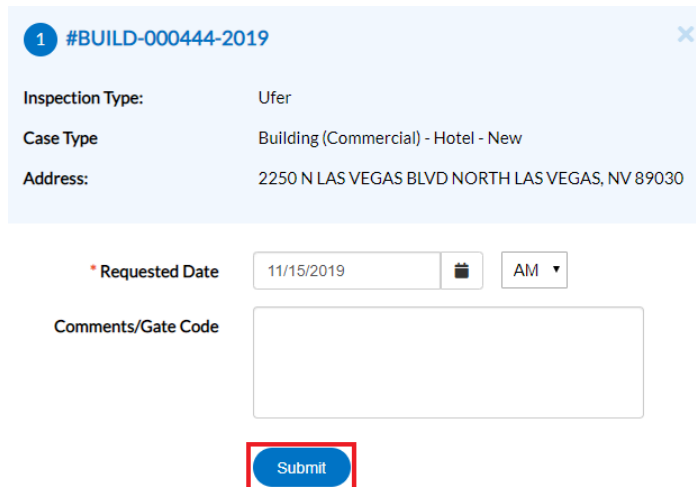
■ To request a single inspection, select **Summary**.

i. Under Available Actions, select **Request** next to the desired Inspection type.



The screenshot shows the 'Summary' tab selected in the top navigation bar. Below the navigation bar, there are three main sections: 'Progress', 'Workflow', and 'Available Actions'. The 'Progress' section shows a donut chart with 9% completed. The 'Workflow' section shows a list of steps: 'Commercial Hotel New - Plan Review - Passed: 11/14/2019', 'Application Completeness Check - Passed: 11/14/2019', and 'Sewer Verification Completed - Passed: 11/14/2019'. The 'Available Actions' section shows two options: 'Request Inspection Ufer' and 'Request Inspection On Site Water'. The 'Request' button next to 'Request Inspection Ufer' is highlighted with a red box.

ii. Enter the Requested Date, time frame and any comments in the corresponding fields. Click **Submit** to send the request.



The screenshot shows the 'Request Inspection' form. At the top, there is a blue header with the text '#BUILD-000444-2019'. Below the header, there are three fields: 'Inspection Type: Ufer', 'Case Type: Building (Commercial) - Hotel - New', and 'Address: 2250 N LAS VEGAS BLVD NORTH LAS VEGAS, NV 89030'. Below these fields, there is a 'Requested Date' field with a calendar icon and a dropdown menu for the time frame (AM/PM). The 'Requested Date' field is set to 11/15/2019. Below the 'Requested Date' field, there is a 'Comments/Gate Code' text area. At the bottom of the form, there is a blue 'Submit' button highlighted with a red box.

- To request multiple Inspections, select **Inspections** to view all available inspections.
 - i. Under Request Inspections, select the checkbox next to the desired Inspection types. Click **Request Inspection**.

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

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

Request Inspections Sort: Order ▼

Description	Reinspection	Action
Pre-Con Meeting	No	<input checked="" type="checkbox"/>
Construction Services	No	<input checked="" type="checkbox"/>
Soil Inspection	No	<input checked="" type="checkbox"/>
Fire Department	No	<input type="checkbox"/>
Footing Rebar Layout	No	<input type="checkbox"/>
Pre Slab	No	<input type="checkbox"/>
Underground Electric	No	<input type="checkbox"/>
Light Pole Base	No	<input type="checkbox"/>
Underground Plumbing	No	<input type="checkbox"/>
On Site Sewer	No	<input type="checkbox"/>

Results per page: 10 ▼ 1 - 10 of 51 << < 1 2 3 4 5 > >>

Request Inspection

- ii. Enter the Requested Date, time frame and any comments in the corresponding fields for each Inspection type. You can select **Use same date for all** checkbox to copy the date and time frame to all inspections. Click **Submit** to send the request.

1 #BUILD-000444-2019 ✕

Inspection Type: Soil Inspection

Case Type: Building (Commercial) - Hotel - New

Address: 2250 N LAS VEGAS BLVD NORTH LAS VEGAS, NV 89030

* Requested Date: 11/18/2019 📅 AM ▼

Comments/Gate Code:

☒ Use same date for all

Submit

- To request an Optional Inspection, select **Inspections** to view all available inspections.
 - i. Under Optional Inspections, change the Results per Page to 50 to ensure all available inspections are displaying.
 - ii. Select the checkbox next to the desired Inspection types. Multiple Optional Inspections can be requested at one time. Click **Request Inspection**.

Optional Inspections

Description	Action
Asphalt Patch	<input type="checkbox"/>
Collars	<input type="checkbox"/>
Concrete, Forms and Rebar	<input type="checkbox"/>
Finished Grade	<input type="checkbox"/>
GPS	<input type="checkbox"/>
Pipe Zone & Compaction	<input checked="" type="checkbox"/>
St Light/Traffic Signal/Fiber	<input type="checkbox"/>
Subgrade	<input type="checkbox"/>
Trench Backfill - Offsite	<input checked="" type="checkbox"/>
Warranty Walk (PW)	<input type="checkbox"/>

Results per page 50

1 - 10 of 10 << < 1 > >>

Request Inspection

- iii. Enter the Requested Date, time frame and any comments in the corresponding fields for each Inspection type. You can select **Use same date for all** checkbox to copy the date and time frame to all inspections. Click **Submit** to send the request.

#BUILD-000444-2019
×

Inspection Type: Soil Inspection

Case Type: Building (Commercial) - Hotel - New

Address: 2250 N LAS VEGAS BLVD NORTH LAS VEGAS, NV 89030

* Requested Date: 11/18/2019 AM

Comments/Gate Code:

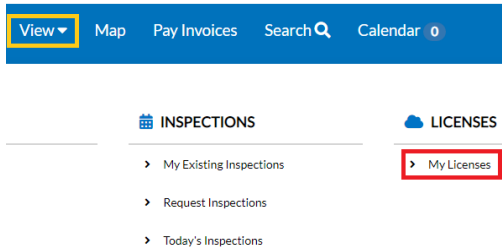
☒ Use same date for all

Submit

RENEW A BUSINESS LICENSE

In order to initiate a business license renewal, your registered CSS account must be associated to the business license. Business licenses cannot be renewed prior to 30 days before the license's expiration date.

- Once logged into CSS, select **View** in the top navigation bar and select **My Licenses** under Licenses.



- If your license is available for online renewal, select **Renew**. The Renew column will be blank if the license is not available for online renewal or it is not with the license renewal window.

License Number	DBA	Address	Status	License Type	Company	Applied Date	Period Start Date	Expiration Date	Renew
GS-000245-2020	ABC CONVENIENT STORE		Active	Convenient Store	ABC, LLC	12/31/2019	12/31/2019	05/31/2020	Renew

- Enter the Reported Receipts. Click **Next** to continue.

RECEIPT DETAILS

Original Estimated Receipts

Reported Receipts

Allowed Deductions

- If applicable, select **Add Attachment (+)** to add a file or drag and drop documents to add to the application. Some documents may be required and will be indicated by separate Attachment cards. In each card, it will indicate the specific file type supported. Click **Next** to continue.
- Review all information and select **Submit**.
- Once submitted, you will be redirected to the License detail and you can continue to pay any renewal fees. To view renewal fee detail, select **Fees**. Select **Add to Cart** to add the invoice to your Shopping Cart.

✓ Your license application was submitted successfully. ✕

License Number: GS-000245-2020

[Add to Cart](#)

ABC CONVENIENT STORE

- License cannot be printed at this time. License has unpaid fees.
- License cannot be printed at this time. License has not been issued.



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Fee Summary

Total Fees:	\$90.00	Paid Fees:	\$0.00	Unpaid Fees:	\$90.00	Add to Cart
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Remaining Fees

Sort

Fee	Invoice	Computed	Amount Due
License Fee	INV-00005731	\$90.00	\$90.00

7. Select **Checkout** to [proceed to payment](#). ***Note:** Multiple Invoices can be added to the Shopping Cart before Checking Out to pay at once.