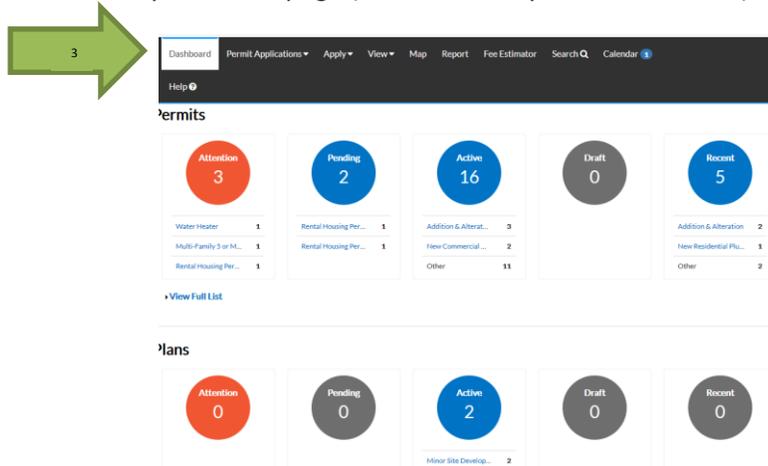


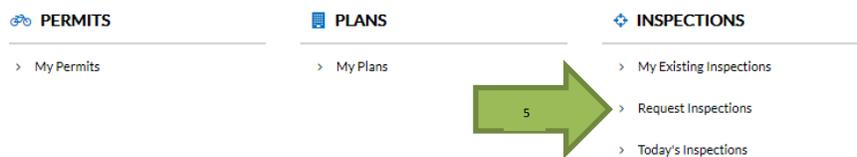
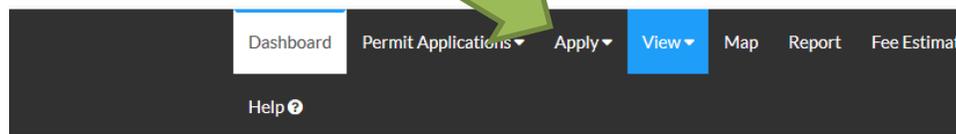
# Scheduling an Inspection in CSS

## Make sure you have a registered account in the Citizen Self Service Portal (CSS)

1. If you are not registered, please refer to the tutorial document or video for “How to Register in CSS”
2. If registered, login to your account
3. You will arrive at your home page (referred to as your “Dashboard”)



4. Click “View” from the top menu selection
5. Click on “Request Inspections”



6. The next screen will show all active permits that you are listed as a contact for. Select the permit(s) you would like to schedule an inspection for by clicking the white box in the corresponding row.

Case Number	Address	Type	Inspection Type	Select All
BLDC-000486-2018	2700 LINCOLN WAY Unit: 442 Ames, IA 50014	Multi-Family 5 or More	Com/Apt Bldg Above Ceiling	<input type="checkbox"/>
RENT-000475-2017		Rental Housing Permits - Single Family	Rental New Inspection - Duplex	<input type="checkbox"/> <span style="color: red;">The permit hasn't been issued.</span>
PLMB-000490-2018	515 CLARK AVE Ames, IA 50010	New Residential Plumbing	Plumb Gas	<input type="checkbox"/>
PLMB-000490-2018	515 CLARK AVE Ames, IA 50010	New Residential Plumbing	Plumb Water Service	<input checked="" type="checkbox"/>
RESBLDG-000498-2018	515 CLARK AVE Ames, IA 50010	Addition & Alteration Residential	SFD Bldg Final	<input type="checkbox"/>

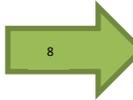
# Scheduling an Inspection in CSS

- Click "Request Inspection" at the bottom of the screen



- If the Inspection Type that you need is not listed for the permit, click the blue permit number on the left of the screen. If you already clicked "Request Inspection", skip to Step 11.

Case Number	Address	Type	Inspection Type	Select All
BLDC-000486-2018	2700 LINCOLN WAY Unit: 442 Ames, IA 50014	Multi-Family 5 or More	Com/Apt Bldg Above Ceiling	<input type="checkbox"/>
RENT-000475-2017		Rental Housing Permits - Single Family	Rental New Inspection - Duplex	<input type="checkbox"/> <span style="color: red;">The permit hasn't been issued.</span>
PLMB-000490-2018	515 CLARK AVE Ames, IA 50010	New Residential Plumbing	Plumb Gas	<input type="checkbox"/>



- This will open the permit. Click on the "Inspections" tab to open the available inspection types

Permit Number: PLMB-000490-2018

• There was an issue when trying to generate the invoice. Please contact...

Permit Details | Tab Elements | Main Menu

Type: New Residential Plumbing      IVR Num

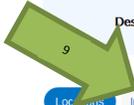
Status: Issued      Project N

District: City of Ames      Assign

Finalized Date:

Description: I'm adding a bathroom.

Locations   Inspections   Fees   Sub-Records   Attachments



- All previous and remaining inspections will be visible. Click the white box in the row corresponding to the inspection type that you need.

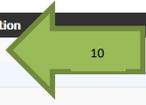
Existing Inspections Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
PSI-000894-2018	Plumb Stub In	Requested	04/06/2018			<input type="checkbox"/> Cancel
PGNDW-000888-2018	Plumbing Underground	Scheduled	02/06/2018	02/05/2018	Van Meeteren Sara	

Results per page: 10    1 - 2 of 2    << < 1 > >>

Remaining Inspections Sort: Order

Description	Reinspection	Action
Plumbing Rough	No	<input checked="" type="checkbox"/>
Plumb Water Service	No	<input type="checkbox"/>
Plumb Water Heater	No	<input type="checkbox"/>
Plumb Gas	No	<input type="checkbox"/>
Plumb Backflow	No	<input type="checkbox"/>



# Scheduling an Inspection in CSS

11. The Inspection Request Screen will appear. Click the calendar icon to choose a date.
12. Click the dropdown box to the right of the calendar to pick an AM or PM inspection. AM inspections are conducted between 9:30 and 11:30 and PM inspections are conducted between 1:30 and 3:30. Specific time requests are not guaranteed, but can be requested in the comments tab.
13. Click "Submit"

The screenshot shows a form for case #PLMB-000490-2018. It includes fields for Inspection Type (Res Plumbing Rough In), Case Type (Residential - Plumbing), and Address (515 CLARK AVE Ames, IA 50010). The Requested Date field is set to 11 and has a calendar icon and a dropdown menu set to AM. The Comments/Gate Code field contains the text "Meet Joe 515-222-3333". A blue Submit button is at the bottom. Green arrows with numbers 11, 12, and 13 point to the calendar icon, the AM dropdown, and the Submit button respectively.

14. A confirmation screen showing the type of inspection and the requested date will appear. Please keep in mind that this is a request. It does not mean that your inspection will automatically be scheduled for this time.

Request Inspections (1)

The confirmation screen shows case #BLDC-000491-2018. It lists the Inspection Type (Com/Apt Footing), Case Type (Commercial - Building), and Address (515 CLARK AVE Ames, IA 50010). The Requested Date is 06/12/2018 and the Comments/Gate Code is "Meet Joe (515-111-2222)". A green checkmark icon is at the bottom.

15. At the bottom of the dashboard, you can track the status of your requested inspections. Once the request has been approved, it will be moved to the Scheduled column on the dashboard where the date and time can be confirmed.

## Inspections

Requested	Scheduled	Closed
3	3	1
<a href="#">Com/Apt Foot...</a> 1	<a href="#">Rental Initial I...</a> 1	<a href="#">Com/Apt Fra...</a> 1
<a href="#">Com/Apt Bldg...</a> 1	<a href="#">Com/Apt Foot...</a> 1	
<a href="#">Plumb Stub In</a> 1	<a href="#">Plumb Groun...</a> 1	