



Creating an Account

Citizen Self-Service Portal



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CITY OF ELMHURST

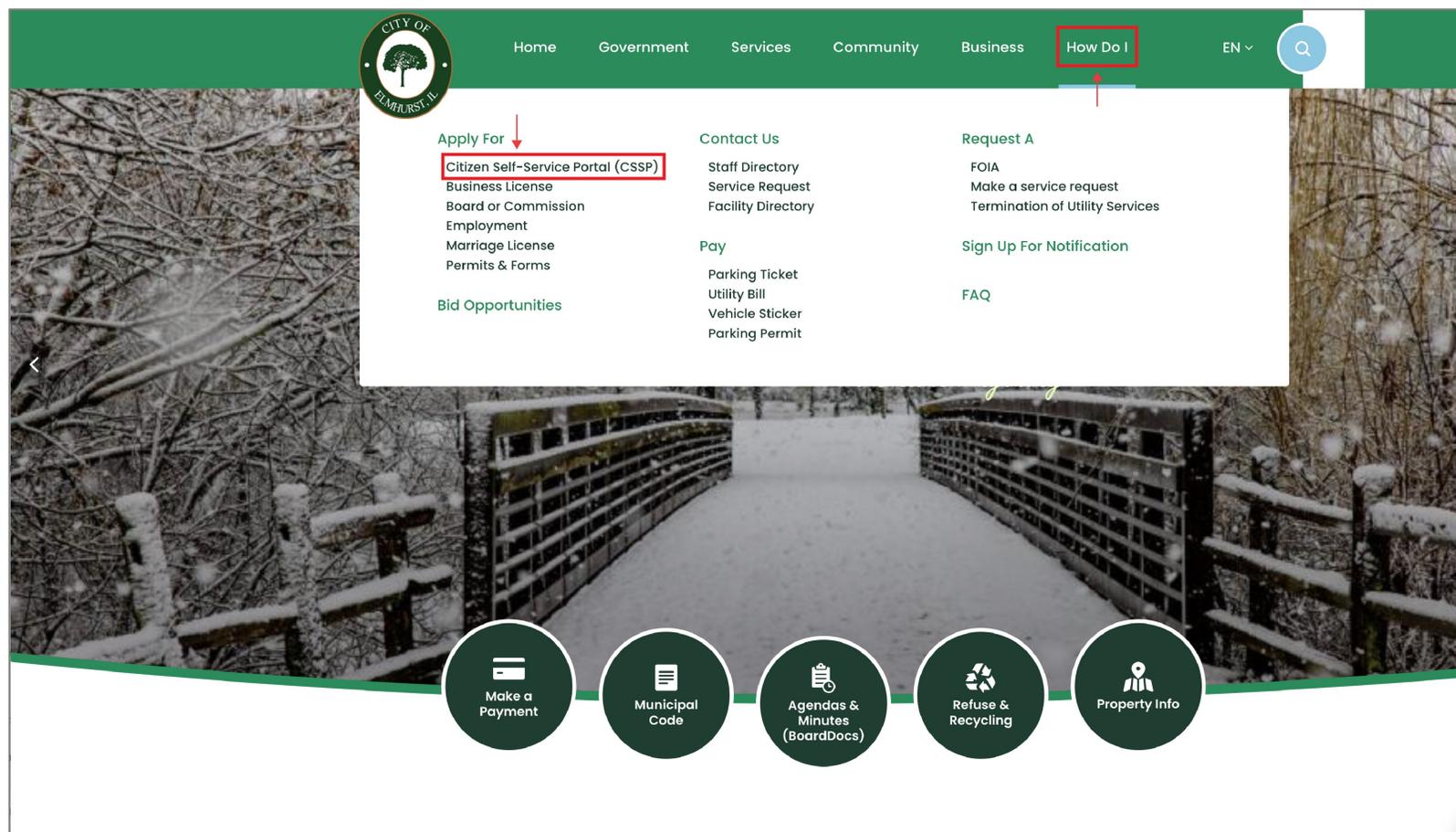
209 N. York Street
Elmhurst, IL 60126

Citizen Self-Service Portal

Step 1: Accessing the Portal

Go to Elmhurst.org go to “How Do I” in the top navigation bar.

From there go to “Apply For” and click on “Citizen Self-Service Portal (CSSP)”



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Citizen Self-Service Portal

Step 2: Accessing the Portal

Review the information provided on the Citizen Self-Service Portal and click the graphic to be taken to the portal login page to register for an account.

The screenshot displays the City of Elmhurst website's navigation menu with links for Home, Government, Services, Community, Business, and How Do I. A search bar is located in the top right corner. The main content area features a breadcrumb trail: HOME > SERVICES > COMMUNITY DEVELOPMENT > CITIZEN SELF-SERVICE PORTAL (CSSP). The page title is "CITIZEN SELF-SERVICE PORTAL FOR ONLINE PERMITTING AND LICENSING". A sidebar on the left lists "RELATED PAGES" including Building, Code Enforcement, Permits & Forms, Planning and Zoning, and Citizen Self-Service Portal (CSSP). The main text describes the "Online Permitting: Citizen Self-Service Portal" and lists benefits such as applying for permits, scheduling inspections, and tracking the permitting process. A call-to-action box on the right, highlighted with a red arrow, contains the City of Elmhurst logo and the text "Click here to access the City of Elmhurst CITIZEN SELF-SERVICE PORTAL".



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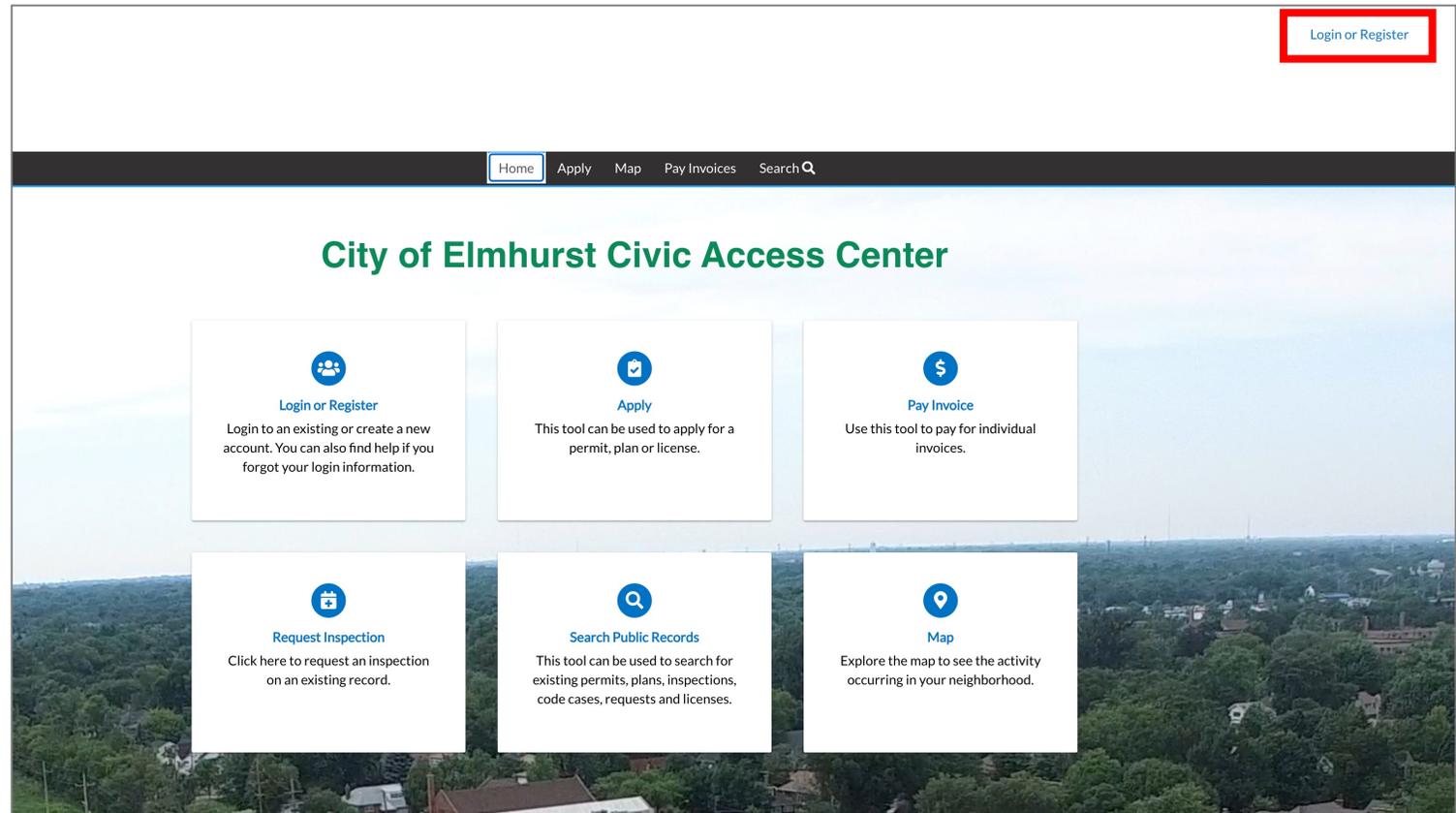
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Step 3: Create an account

Click on "Login or Register" in the top right-hand corner.



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Step 3: Create an account

Click on “Create an Account”, enter your email address, first and last name, phone number and create a password. Click “Sign up” when you are done.

The image displays two screenshots of the Citizen Self-Service Portal account creation process. The left screenshot shows the 'Sign in to community access services' page, which includes social login options for Google, Apple, Microsoft, and Facebook. Below these options is an 'Email address' field and a 'Next' button. A red box highlights the 'Create an account' button at the bottom of the page. The right screenshot shows the 'Create an account' form, which includes fields for 'Email', 'First name', 'Last name', 'Mobile phone' (with an 'Optional' label), and 'Password'. Below the password field are 'Password requirements' listed as: At least 8 characters, A lowercase letter, An uppercase letter, A number, No parts of your username, and Password can't be the same as your last 10 passwords. A red box highlights the 'Sign up' button at the bottom of the form.



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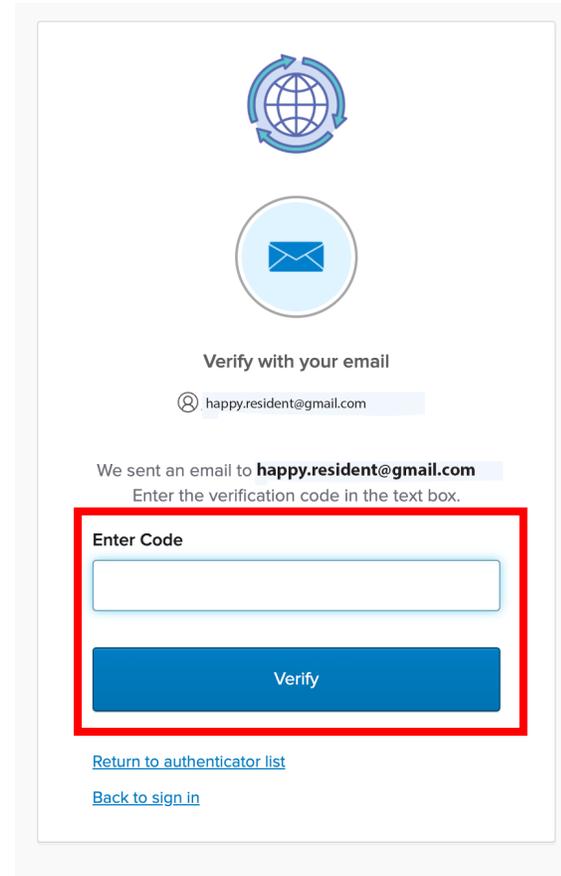
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Step 4: Verify account

After submitting your account information, you will receive a verification code to the email you used to register.

Enter the verification code and click "Verify."



Verify with your email

happy.resident@gmail.com

We sent an email to **happy.resident@gmail.com**
Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)



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Step 5: Account Registration

Complete the account registration information including acknowledging your registration, entering personal information, and entering your address.

Home Apply Map Pay Invoices Search Q

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

Home Apply Map Pay Invoices Search Q

Registration

Step 3 of 3: Address

Home Apply Map Pay Invoices Search Q

Registration

Step 2 of 3: Personal Info

First Name *REQUIRED

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Back Next

* Address *REQUIRED

City

State

Postal Code

Back Submit



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Step 5: Account Dashboard

After your account registration is complete you will see your account Dashboard. This is where all the information applicable to your account can be viewed.

You can now apply for a permit or license.

The screenshot displays the Account Dashboard with a navigation bar at the top containing links for Home, Dashboard (highlighted), Apply, My Work, Map, Pay Invoices, and Search. Below the navigation bar, there are two main sections: "My Permits" and "My Plans". Each section contains five cards representing different permit or plan statuses: Attention, Pending, Active, Recent, and Draft. The "Attention" card in both sections shows a red "0", while the other cards show a grey "0". Below each row of cards is a link to "View My Permits" and "View My Plans" respectively.

Section	Attention	Pending	Active	Recent	Draft
My Permits	0	0	0	0	0
My Plans	0	0	0	0	0



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