



Online Permitting & Licensing Citizen Self-Service Portal



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CITY OF ELMHURST

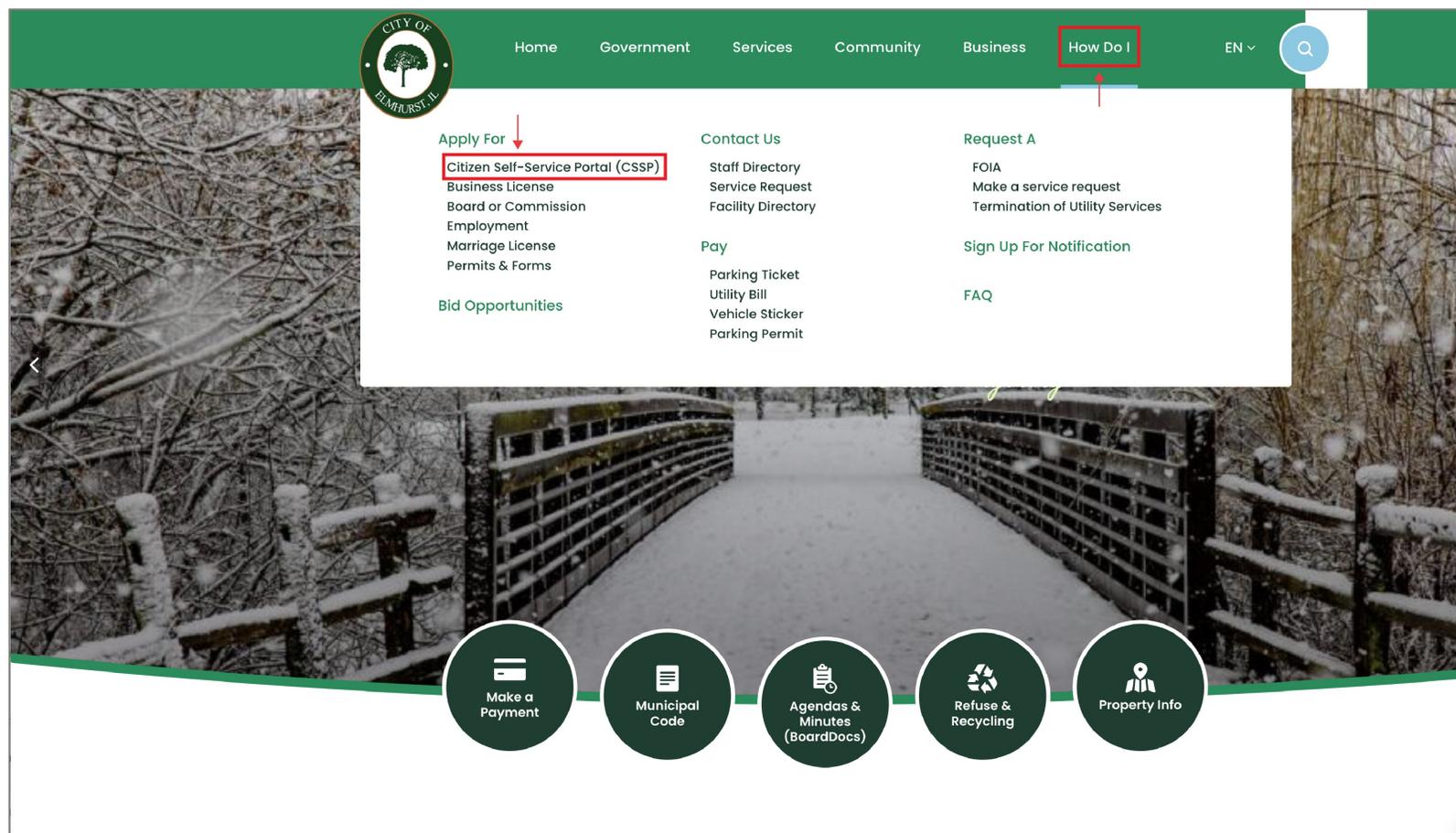
209 N. York Street
Elmhurst, IL 60126

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.

**Note: You will need to create an account the first time you access the system.*

The screenshot shows the City of Elmhurst website's Citizen Self-Service Portal page. The page has a green header with the city logo and navigation links: Home, Government, Services, Community, Business, How Do I, and a search bar. A left sidebar lists 'RELATED PAGES' such as Building, Code Enforcement, Permits & Forms, Planning and Zoning, and Citizen Self-Service Portal (CSSP). The main content area features a breadcrumb trail: HOME > SERVICES > COMMUNITY DEVELOPMENT > CITIZEN SELF-SERVICE PORTAL (CSSP). The main heading is 'CITIZEN SELF-SERVICE PORTAL FOR ONLINE PERMITTING AND LICENSING'. Below this, there are two sections: 'Online Permitting: Citizen Self-Service Portal' which explains that residents, businesses, or contractors seeking a permit must use the portal, and 'Citizen Self-Service Portal' which lists benefits like applying for permits, scheduling inspections, and tracking the process. A red arrow points to a graphic on the right that says 'Click here to access the City of Elmhurst CITIZEN SELF-SERVICE PORTAL'.



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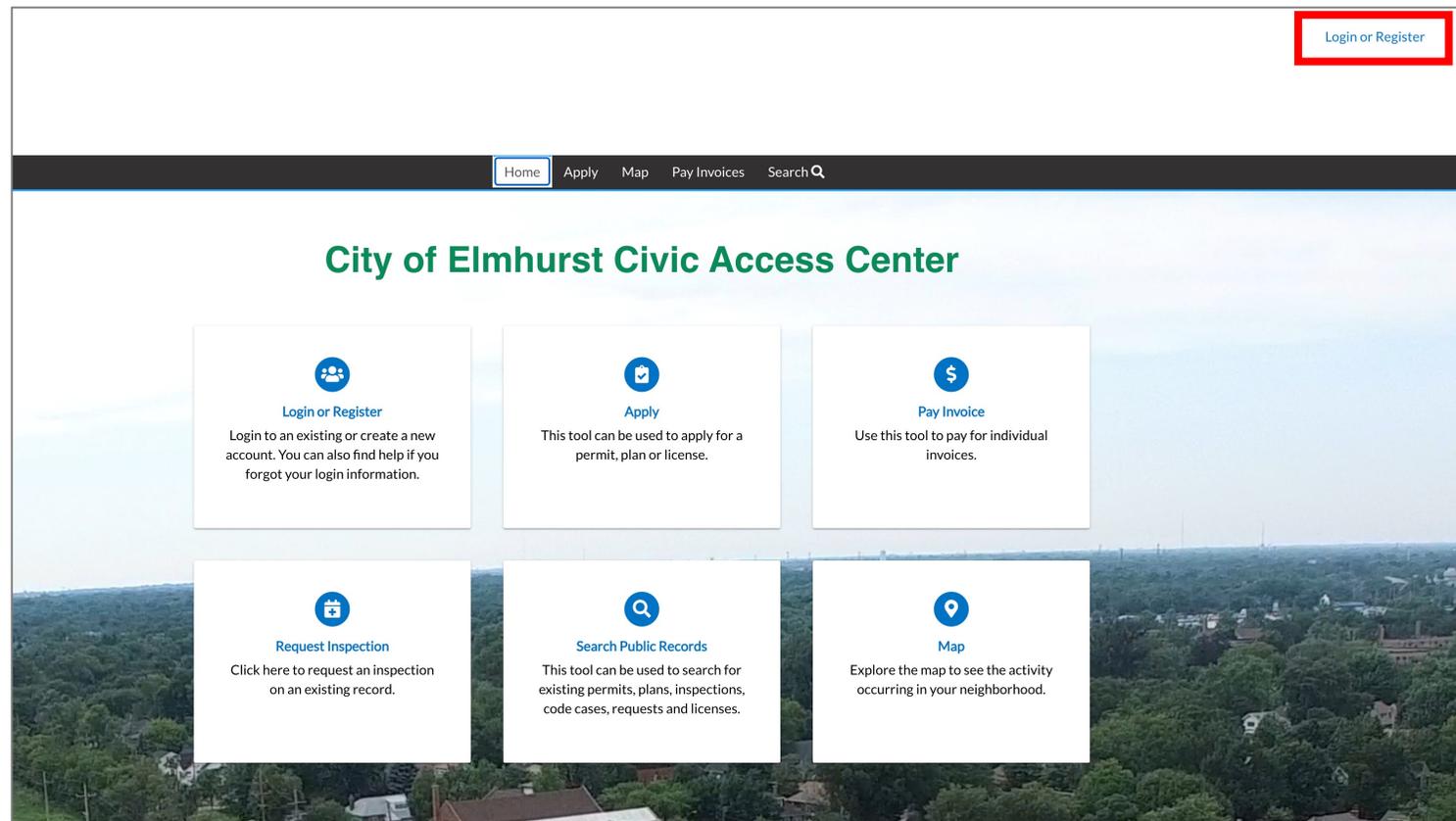
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Citizen Self-Service Portal

Step 3: Create an account or login

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

**Reminder: You will need to create an account the first time you access the system.*



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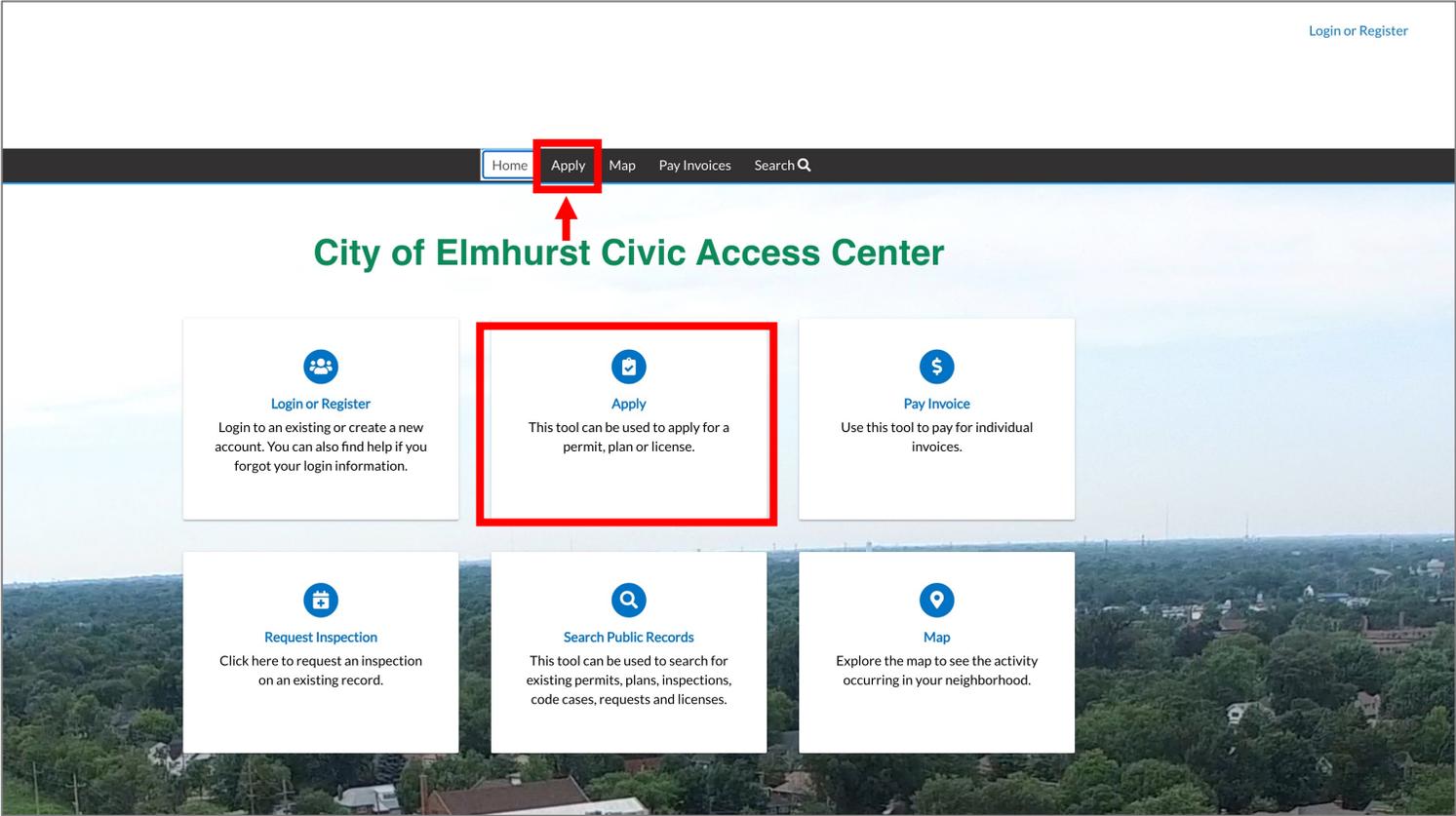
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Citizen Self-Service Portal

Step 4: Apply for a permit or license

Once you are logged in, click “Apply” to start the permit or licensing process.



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Citizen Self-Service Portal

Step 5: Search for the type of permit or license

In the Application Assistant search bar, type in the name of the permit or license (or keywords associated with the permit or license.)

Review the search results and click "Apply" next to the permit or license that you'd like to request.

You can also sort by All, Licenses, Permits, or Plans.

The screenshot displays the 'Application Assistant' search interface. At the top, there is a navigation bar with links for Home, Dashboard, Apply, My Work, Map, Pay Invoices, Search, and Calendar. The main search bar contains the text 'Building'. Below the search bar, there are filter buttons for 'All', 'Trending', 'My History', 'LICENSES', 'PERMITS', and 'PLANS'. A list of search results is shown, including 'Administrative Subdivision - Less than 1 acre', 'Air Conditioning/Furnaces or HVAC - Commercial', and 'Building Addition Over 500 Sq. Ft. - Residential'. The 'Building Addition Over 500 Sq. Ft. - Residential' result is highlighted with a red box, and a red arrow points to its 'Apply' button. On the right side, a sidebar titled 'Application Assistant' shows a list of search results, with 'Building Addition Over 500 Sq. Ft. - Residential' also highlighted with a red box.



Citizen Self-Service Portal

Step 6: Add the location for permit or license

You will need to add the location where the permit or license is being requested.

Click "Add Location", then add the address number in the search bar. From the addresses returned in the search, click the box to select the correct address and click the "add" button.

LOCATIONS

Please select or add the location of your project.

Location ▾

Add Location

+

REQUIRED

SEARCH ENTER MANUALLY

▾ 209 × 🔍

Select All

209 E FREMONT AVE, ELMHURST, IL 60126
Parcel: 033630

SEARCH ENTER MANUALLY

▾ 209 × 🔍

Select All **Add**

209 E FREMONT AVE, ELMHURST, IL 60126
Parcel: 03363090300000



Citizen Self-Service Portal

Step 7: Add the permit details

Complete the information requested in the Permit Details box. All fields with an asterisk are required.

When you are done providing the details requested, click the Next button.

Apply for Permit - Building Addition Over 500 Sq. Ft. - Residential *REQUIRED

Progress: 1. Locations (checked), 2. Type (active), 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, 7. Review and Submit

PERMIT DETAILS

Please enter the requested details about your project.
NOTE: Fields marked with an asterisk (*) are required.

* Permit Type:

* Description:

* Square Feet:

* Valuation:

Buttons: Back, Create Template, Save Draft, Next



Citizen Self-Service Portal

Step 8: Add contacts

Depending on the type of permit or license you are applying for, you may be asked to provide multiple contacts.

Add contacts for each of the categories requested. You can search for a contact name to see if they are already saved in the portal, or you can enter your contacts manually. Once a contact is selected, click the "Add" button to attach them to your application.

CONTACTS

Please select or add any contacts you would like attached to this permit.

Applicant

Happy Resident (You)

209 E Freemont Ave, Elmhurst, IL 60126

Architect Add Contact + REQUIRED

Contractor Add Contact + REQUIRED

Owner Add Contact + REQUIRED

Select Type

Add Contact +

Back Create Template

Add Contact As : Architect

Search Enter Manually My Favorites

Search Unknown

Sort Relevance

Favorite	First Name	Last Name	Address	Company	Action
★	Resident	Unknown		ABC Architect	Add
★	John	Doe			Add



Citizen Self-Service Portal

Step 8: Reviewing contacts

Once all of your contacts have been entered, review the information to be sure it is accurate. If all contacts have been entered, click the “Next” button.

Note: If a contractor is not listed, they will need to create a portal account and provide all necessary documents. You can still create the permit without the additional contractors; however, any contractors required will need to complete their registration requirements before the permit can be approved for payment.

CONTACTS

Please select or add any contacts you would like attached to this permit.

<p>Applicant</p>  <p>Happy Resident (You)</p> <p>209 E Freemont Ave, Elmhurst, IL 60126</p>	<p>Architect</p>  <p>Resident Unknown</p> <p>ABC Architect</p>	<p>Contractor</p>  <p>Bob the Builder</p> <p>LMN Builder</p>	<p>Owner</p>  <p>Happy Resident (You)</p> <p>209 E Freemont Ave, Elmhurst...</p>
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Select Type

Add Contact



[Back](#) [Create Template](#) [Save Draft](#) [Next](#)



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Citizen Self-Service Portal

Step 9: Provide additional permit or licensing information

Provide the required details for the specific type of permit or license you are applying for.

This includes specific detailed information for your project.

Progress bar: Locations (✓), Type (✓), Contacts (✓), **More Info** (●), Attachments (●), Signature (●), Review and Submit (●)

MORE INFO
Please provide additional details about your project.
NOTE: Fields marked with an asterisk (*) are required.

Residential Addition [| Top](#) [| Main](#)

*Number of Stories

*Size of Lot (in Sq. Ft.)

*Total Addition Per Floor (in Sq. Ft.)

*Lot Coverage (in Sq. Ft.)

Are you doing any additional work, such as adding/modifying a patio, walk, driveway, steps, deck, pergola, seatwall, grill, fire pit, fire place, outdoor kitchen etc?

If yes, list and detail additional work:

*Amount of Impervious Surface Removed (in Sq. Ft.)

*Amount of Impervious Surface Added (in Sq Ft)

*Amount of Impervious Surface Added (in Sq Ft)

*Net New Impervious Area (in Sq. Ft.)

If any impervious area is added, see below link for stormwater requirements and options. Include details in the permit drawings:

[Storm Water Management Sizing Options](#)

*I have read and understand the above link.

If You Are Adding More Than 500 Sq. Ft. of Impervious Surface Area, Please Attach Engineering Drawings with Application.

*Are you adding plumbing fixtures?

If adding plumbing fixtures, please complete a Sanitary Sewer Lateral Video Application to schedule a Sanitary Sewer Lateral Video Inspection in the link below.

[Lateral Video Permit](#)

*Built prior to 1978?

If Yes, (Click Below) to fill out a Renovate Right Form and attach the Contractor Lead Safe Certification to the next page.

[Renovate Right Form](#)

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)



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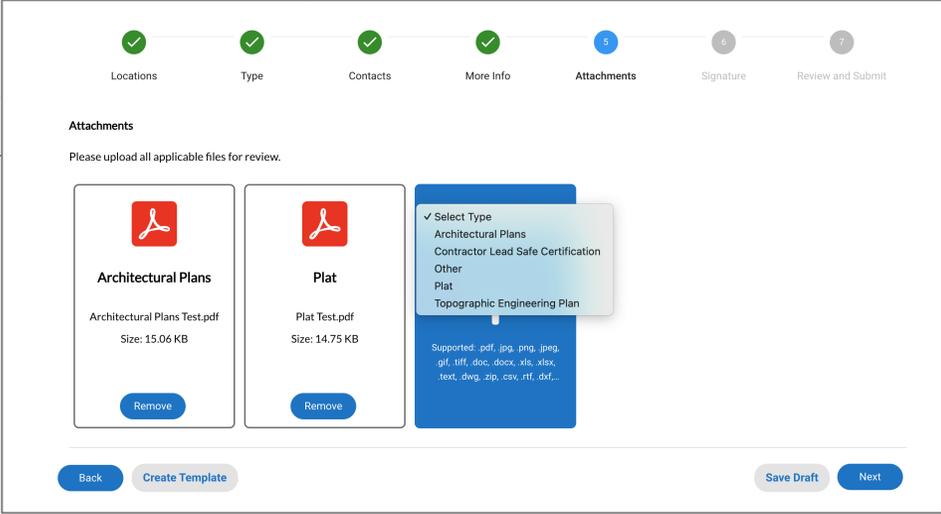
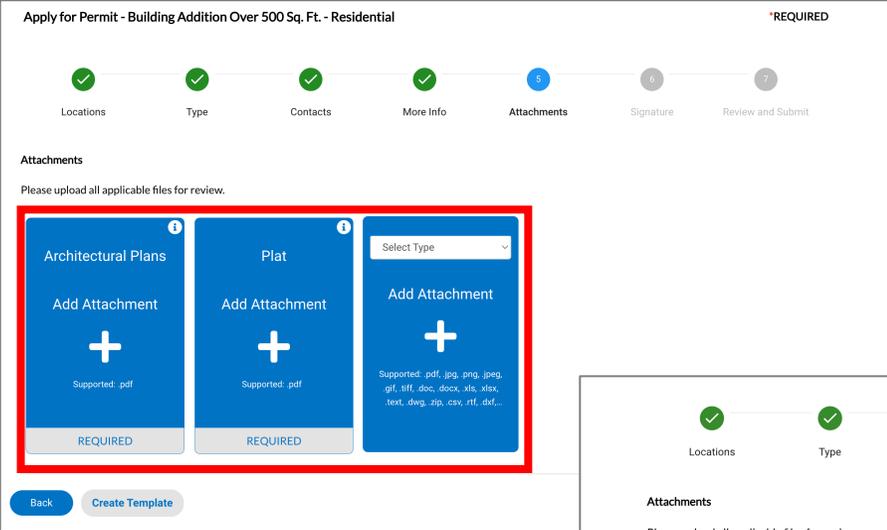
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Step 10: Upload required attachments

Upload the required project plans, plat of survey, or any other pertinent documents.

When you have finished uploading all required documents, click "Next."



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Step 11: Final review and signature page

Review all of the information submitted and provide your name and signature to submit the application.

Click "Next" to submit.

Apply for Permit - Building Addition Over 500 Sq. Ft. - Residential *REQUIRED

Progress: Locations ✓ Type ✓ Contacts ✓ More Info ✓ Attachments ✓ Signature ✓ Review and Submit 7

Locations

Location	209 E FREMONT AVE AVE, ELMHURST, (State) 60126
Parcel Number	03363090300000

Basic Info

Type	Building Addition Over 500 Sq. Ft. - Residential
Description	Building an a second story addition.
Square Feet	2000
Valuation	150000
Applied Date	02/23/2024

Contacts

Applicant	Jana Krausfeldt 448 N Maple Ave., Elmhurst, IL., 60126
Architect	unknown unknown Doherty Custom Homes
Contractor	unknown unknown Doherty Custom Homes

SIGNATURE

The applicant hereby certifies as to the correctness of the above building permit application and that it is in strict compliance with all provisions of the Zoning Ordinance, Building Code, and other authorities having jurisdiction, and amendments thereto. All contractors shall furnish bonds as required by City Ordinance.

By typing your name below you are certifying that you have read the above agreement.

* Please type your name as consent to electronically sign this application.

Happy Resident

Enable Type Signature

February, 23 2024

X Draw Signature Here

Clear

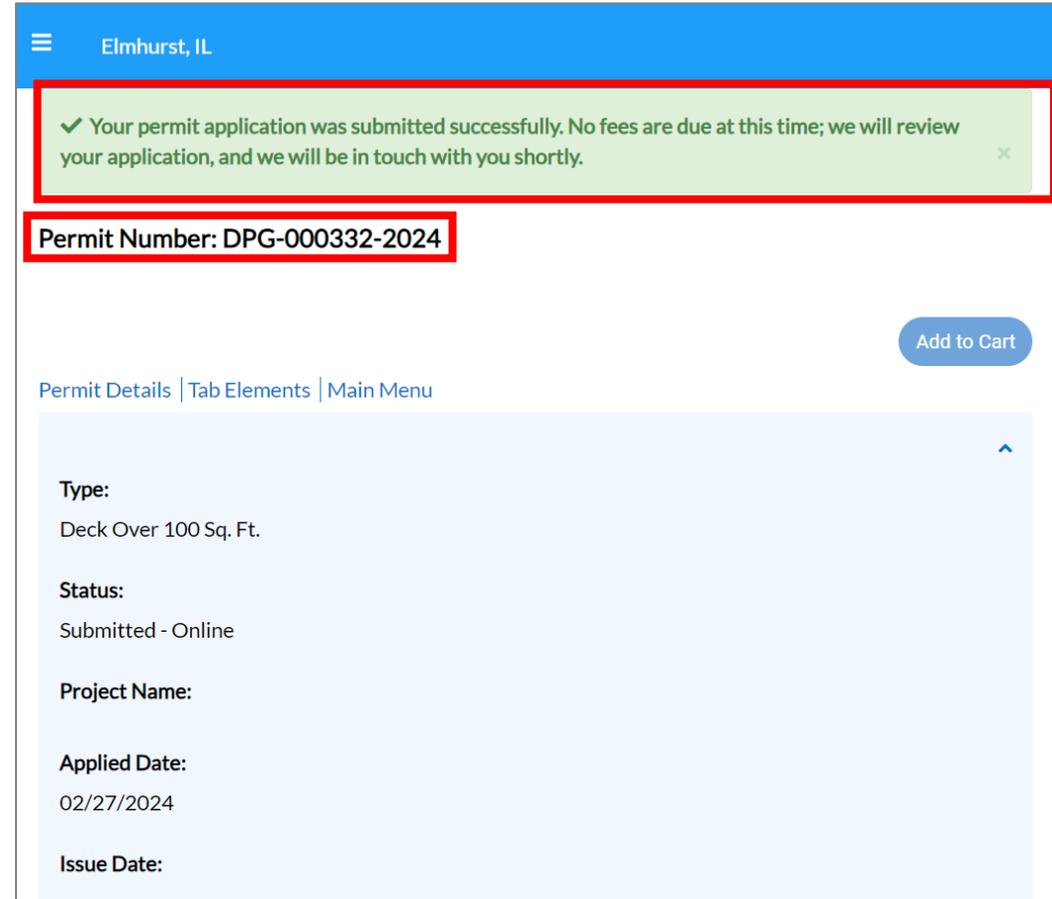
Back Create Template Save Draft Next



Citizen Self-Service Portal

Step 12: Submit Permit

After submitting the permit you will see a confirmation that the permit / license has been submitted with a permit number to reference.



The screenshot displays the 'Elmhurst, IL' header. A green confirmation message is highlighted with a red border: '✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.' Below this, the permit number 'DPG-000332-2024' is also highlighted with a red border. A blue 'Add to Cart' button is visible in the top right. The main content area shows permit details: Type: Deck Over 100 Sq. Ft., Status: Submitted - Online, Project Name, Applied Date: 02/27/2024, and Issue Date.

Elmhurst, IL

✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.

Permit Number: DPG-000332-2024

Add to Cart

Permit Details | Tab Elements | Main Menu

Type:
Deck Over 100 Sq. Ft.

Status:
Submitted - Online

Project Name:

Applied Date:
02/27/2024

Issue Date:



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Step 13: Access Dashboard

Access the Dashboard to see all the permits and licenses linked to your account.

The screenshot displays the user interface of the Citizen Self-Service Portal. At the top, a dark navigation bar contains several menu items: Home, Dashboard, Apply, My Work, Map, Pay Invoices, Search (with a magnifying glass icon), and Calendar (with a notification badge showing '0'). The 'Dashboard' link is highlighted with a red rectangular box, and a red arrow points upwards from below the box to the 'Dashboard' text. Below the navigation bar, the main content area is titled 'My Permits'. It features five white cards representing different permit statuses: 'Attention' with a red '0', 'Pending' with a grey '0', 'Active' with a grey '0', 'Recent' with a grey '0', and 'Draft' with a blue '1'. Under the 'Draft' card, there is a sub-item 'Deck Over 100 Sq. Ft.' with a count of '1'. At the bottom left of the 'My Permits' section, there is a blue link that says 'View My Permits'.



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