Customer Self Service (CSS)

Before applying for a permit/license online, you first need to have an account registered with the City of Cedar Rapids Customer Self-Service (CSS) portal. If you've already created a CSS account for other City licenses or permits, you can skip this guide and login to your existing account.

CSS registration is a one-time process. Once you have created your CSS account, you can apply for multiple permits/licenses under that same account. For the best experience through this process, we recommend using **Google Chrome** or **Firefox** as your web browser.

To Register:

To get started, please go to:
https://cedarrapidsia-energovpub.tylerhost.net/apps/selfservice#/home

1. In the upper right-hand corner of the screen, click on the "Login or Register" link.
2. At the bottom of the box that appears, is the option to "Sign up." Click on that link.
3. Enter an email and password for this general account.
4. Enter in your first name.
5. Enter in your last name.
6. Click on the Sign-Up button.
7. Within a minute or two, you will receive an email asking you to activate your account. Click on the "Activate Account" option and complete the registration process.
8. Log back in and review the account for accuracy.

To Apply for A Permit/License:

To get started applying for a permit/license, please go to:
https://cedarrapidsia-energovpub.tylerhost.net/apps/selfservice#/home

1. Click on Login, add email and password, click sign in.
2. On the top of the page, click the Apply drop down button.
3. Click on the permit you would like to apply for.
4. In the blue box, choose the location for the permit you are applying for.
5. Click the "Add Location".

- On the next page, enter your address, then click the search icon .
  Note: clicking enter will not bring you to the correct page.
- Choose the correct parcel, on the left side of the page, by checkin the appropriate box.
- Select **Add** button.
- Verify that the information is correct

Click **Next**.

Add a complete description in the box provided that includes:

- If it is "New" or Replace"
- Brief Description
- Add the total Valuation if known.

Click **Next**.

6. Verify that You, as the applicant, has populated.
   Note: You must have a contact for property owner and applicant, even if you as the property owner are doing the work.
   Click **Next**.
7. Fill in all the applicable information for length, height, and material.
   Note: the items with a red * are required.
   Click **Next**.
8. A site plan showing your property and where the fence will be located is required.
   Need a Site Plan?
   You may either print out an aerial view of your property to mark up a site plan, or, you may draw the plan out on a piece of paper, being sure to include existing buildings such as a house or garage, measurements, property lines, and the proposed location of the structure in question.
   To obtain an aerial view of the property you are applying for, please go to:
   https://gis.linncountyiowa.gov/apps/real-estate/land-records/
   and follow the instructions below:
   Follow the steps below to print out a copy of your aerial view to mark up your site plan.

   1. Type the address of the subject property in the blank field in the upper left-hand corner of the page and hit ENTER.
   2. Zoom in on your property.
   3. Use the Snipping Tool to copy the area of your property.
   4. Go to a new/blank document, and paste the aerial image onto the blank page

5. Mark the page up with the placement of your structure and pertinent measurements. This can either be done electronically, or you may print the page out and manually make the markings.
6. Save the marked-up site plan.
7. Once you saved the marked-up site plan, click “Add Attachment” in CSS.
8. Locate your site plan file and double click it.

**Our staff is happy to help you with this process if you do not have the ability to obtain an aerial view of your property. Please call 319-286-5836 for assistance.

Click **Next**.

9. Review all information and press **Submit**. Coming

Payments For Permits And Review Fees

Payment is required before your application will be processed by the City of Cedar Rapids. You have three options to pay:

- You may visit our office at 500 15th Ave. SW (second floor) in person and provide cash, checks, credit cards (Visa, MasterCard & Discover), money orders and certified checks. Please make checks payable to City Treasurer.
- You may also mail in a check, money order, or certified check to the same address, please indicate the permit number and address for which the payment is to be applied. Please make checks payable to City Treasurer.
- You may also use our online payment system, Tyler Pay, for credit card payments and e-checks by logging in to your Customer Self Service account (CSS Portal).

Need Assistance?

Please contact:

For questions regarding permits/licenses:
Development Services
developmentservices@cedar-rapids.org
319-286-5780

For questions regarding payments:
Building Services
bldgsrvs@cedar-rapids.org
319-286-5831