**Citizen Self Service Portal (CSS)
Instructions**

City of Colleyville
100 Main Street
Colleyville, TX 76034
817.503.1090

Welcome to the City of Colleyville Citizen Self Service Portal (CSS) for contractors performing work in the Right of Way. Below are the following instructions:

- How to Register for a CSS Account
- How to Register your Company
- How to Apply for a Permit

Prior to creating your account review the following information:

- Determine what email address your company will utilize to create your account. You will utilize one (1) email for your log-in account for **ALL** activity associated with your business (recommend creating a group email rather than utilizing an individual email)
- **Utilize Franchise Utility Contractor Type for contractors performing work in the right of way**

How to Register for a CSS Account

1. Navigate to the CSS portal at: https://colleyville.com/css

2. From the Home Screen Create your login account
   ➢ Click the "Login or Register" card

Welcome to the City of Colleyville Citizen Self Service Portal

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

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

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

🖩
Estimate Fees
Use this tool to quickly estimate the required fees for a permit or plan.

💲
Pay Invoice
Use this tool to pay for individual invoices.

📍
Map
Explore the map to see the activity occurring in your neighborhood.

3. If you have a City of Colleyville CSS account, you can log in at this time. If you do not have an account, click on: ***Don't have an account yet? Register Here***

4. Enter your email address:

5. In your email in-box, you should have received an email from 'donotreply@colleyville.com'. If you did not receive an email from donotreply@colleyville.com, check your Junk mail folder for the email. *Add 'donotreply@colleyville.com' to your email contacts to ensure future emails do not go to your Junk mail folder*. Confirm the registration process by clicking the Confirm hyperlink within the email.

6. Once you confirm the link in your email, you will be prompted to create a username and password, and check the "I'm not a robot" reCAPTCHA box to then click pictures to ensure account safety.

7. With your newly created login and password, you can now login at: https://colleyville.com/css

How to Register Your Business

1. Navigate to the CSS Portal at https://colleyville.com/css

2. Login to your account to begin the Registration process

3. Registration Step 1 of 3: Acknowledgement

   Please Read Before you Proceed then click **Continue**

   Registration

   Step 1 of 3: Acknowledgement

   PLEASE READ BEFORE YOU PROCEED!

   If using a mobile device, you may forward the email you get with the "**Confirm**" link from your phone to your work email, then click "Confirm" on your work computer. It's easier to complete on the computer!

   For all contractors, when creating your user account ALWAYS put your **company name** in the first and last name fields as well as the company field. This will establish your company in our database. This is required for all first time registration. Do not use your first and last name for this step.

   Continue

4. Registration Step 2 of 3: Personal Info
   For all contractors, when creating your user account **ALWAYS** put your company name in the first name and last name fields as well as the company field. This will establish your company in our database. This is required for all first time registration. *Do NOT use your first and last name for this step.*

First Name	Company XYZ
Middle Name	
Last Name	Company XYZ
Company	Company XYZ

5. Registration 3 of 3: Address
   Enter your address information and click **Submit**

   Registration

   Step 3 of 3: Address

   *REQUIRED

*Address	Street address, P.O. box. (required)
	Apartment, suite, unit, floor, (optional)
City	
State	
Postal Code	

   Back   Submit

How to Apply for a License

1. Once you have registered your company and are logged into your account from the Dashboard click on the **Apply** button on the black ribbon and then click **LICENSES**

2. Scroll down until you find **"Franchise Utility Contractor"**
Click **Apply**
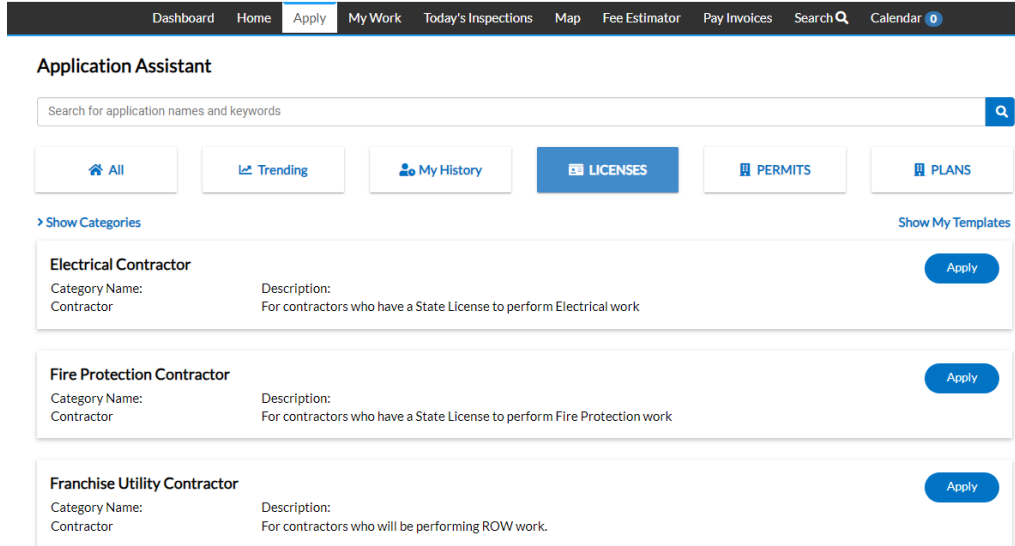
3. Follow the steps on the screen to complete your application for a license as a Franchise Utility Contractor. There is no registration fee but you will need to upload your certificate of insurance.
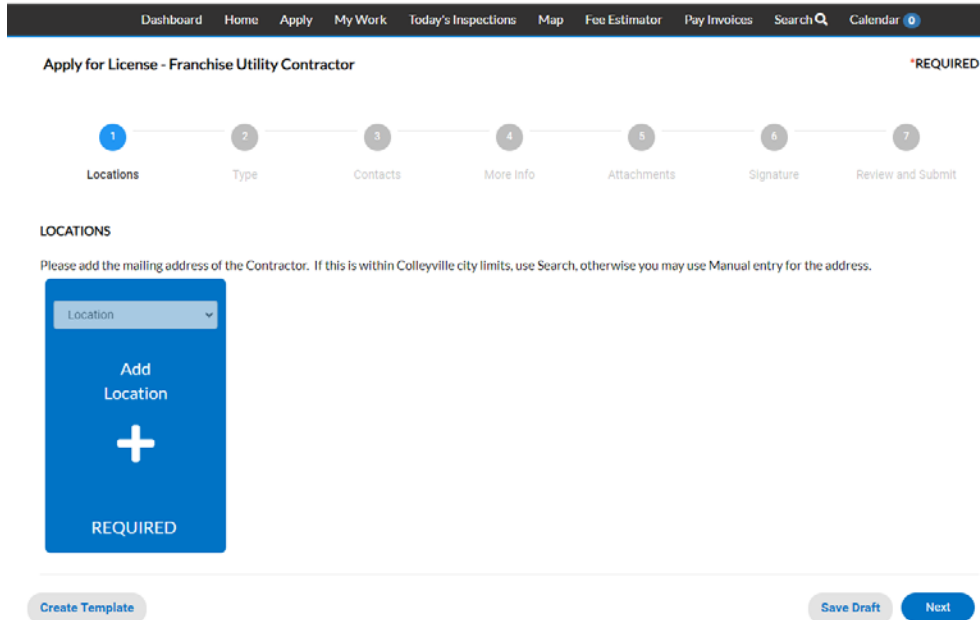
4. Once you have submitted your application. This will be reviewed by City Staff. Once approved you will be able to apply for right of way/line locate permits.

How to Apply for a Permit

1. Navigate to the CSS Portal at https://colleyville.com/css

2. If you are not registered, please refer to the previous instruction "How to Register for a CSS Account"

3. If you are registered, login to your account through the Login square or in the upper-right hand of the CSS portal window.

4. Click on the **Apply** link in the Apply square to display all of the available permit applications

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5. Search for Right of Way - Two options will be displayed:
   Right of Way – Commercial – to be utilized by Franchise Utility Contractors
   Right of Way – Residential – to be utilized by individual property owners

8. Once you find the type of permit you want to apply for, click the **Apply** button on that particular type of permit and complete the necessary steps and click **Submit.**

Anytime you log in to your account you will be able to view the permit applications you have submitted, view the various stages of the permit, etc. If you have any technical questions, please don't hesitate to reach out to our Engineering Division at 817.503.1090 or to our right of way coordinator at ROW@colleyville.com