City of Miami Gardens

EnerGov Citizen Self Service (CSS) User Manual

The online component of EnerGov that allows citizens to view basic information related to Permits, Plans, Inspections, Business Licenses, and Code Cases.

ADA COMPLIANT

CSS and CSS Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. For the "Speak to Read" feature to work in CSS, Chrome Vox will need to be installed. ChromeVox is an extension for Chrome on Windows and Mac OS X which operates as an alternative screen reader for Web content. ChromeVox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard.

This feature may be installed from: http://www.chromevox.com/installing.html

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Common Tasks

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SEARCHING WITHOUT LOGGING INTO CSS

CSS provides a home page to allow users to access public information without being logged in to CSS. Users can still access the GIS Map, Global Search, User Registration, Today's Inspections, and Global Notifications.

Citizens may click on **Search Q** to access information:
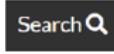
Public Information

Search	Permit ⌄	for	Search Keywords and Addresses
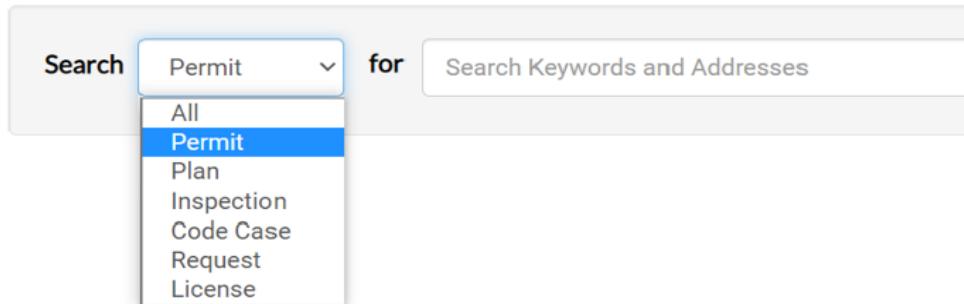
All
Permit
Plan
Inspection
Code Case
Request
License

REGISTERING FOR CSS (FIRST TIME USE)

1. Before using EnerGov (for the first time only) you must register by creating an account. After you have registered, you can log into the Citizen Self Service (CSS) portal at any time in the future.

2. From the home tab, click the Login or Register tile:
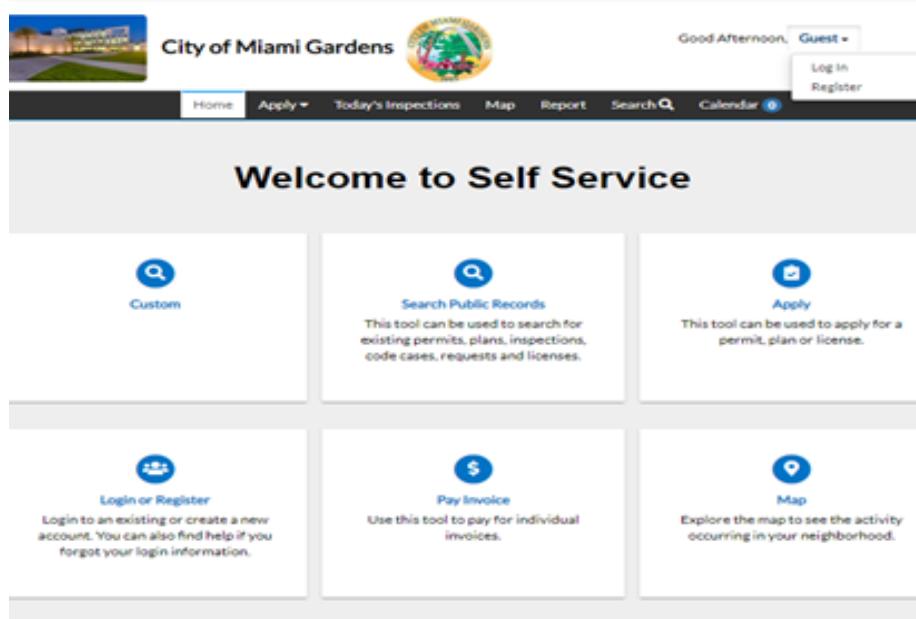
3. Enter in your email address. If you had an account with our previous permitting system, you must use the identical email address in EnerGov. This will ensure that your account will be created correctly and not duplicated.
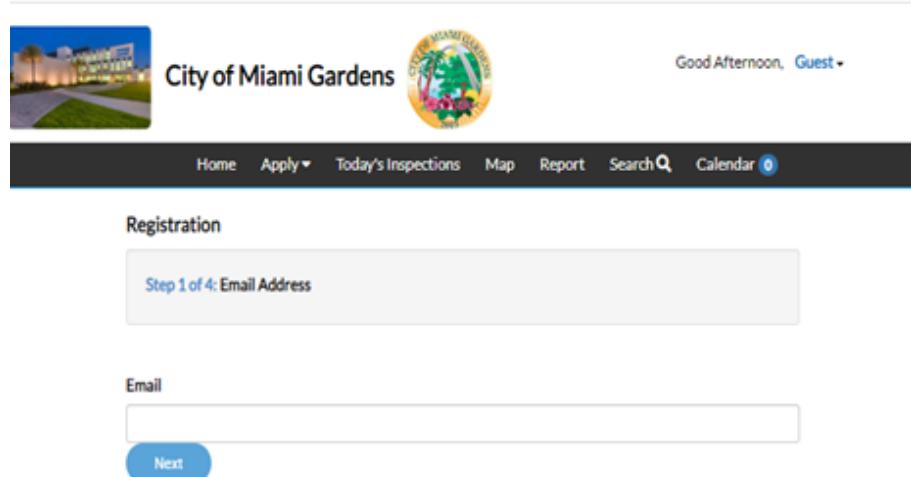
4. After clicking "Next," an email will be sent to the email address entered. You must click on the "Confirm" link in the email to move to the next step of the registration process.

    You are receiving this automated email based on a user registration request that we received for the Citizen Self process is the correct email address for your user account. Please click the link below to continue to the next step.

    Confirm

5. Once you are registered you can now log in to EnerGov using your User ID and User Password.

LOGGING INTO CSS

1. Visit the City of Miami Gardens EnerGov CSS Portal at the following link:

https://miamigardensfl-energovpub.tylerhost.net/apps/selfservice#/home

2. Enter your Username and Password in the fields provided. If you do not have an Email Address/Password already registered with CSS and EnerGov, click on "Register Here" and follow the directions to register for an account.

3. Mark the Remember me checkbox to have the system remember your credentials.

4. Click Log In. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.

TOP MENU NAVIGATION TABS

Across the top of the page, there are various tabs which you will use to navigate CSS.

Dashboard

Contains an overview of your current permits, plans, inspections, invoices, and licenses.
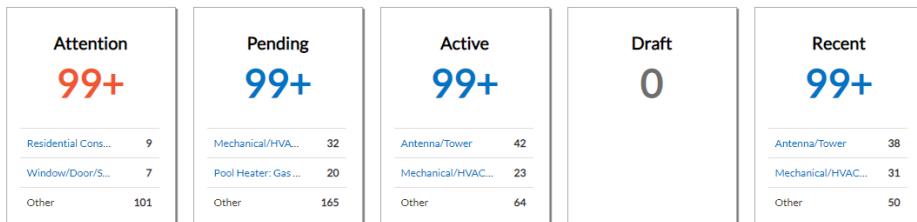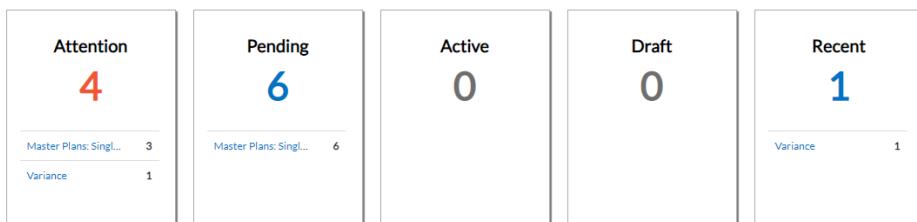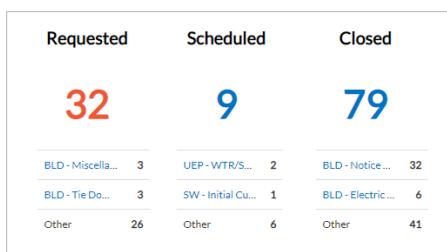
Home

The starting point for many activities. Contains links to search public records, apply for a permit, access your account information, pay invoices, use the GIS map feature, and access the calendar.

Apply

Search and apply for any permit type, business tax receipt or business license, or plan.

Application Assistant

| Search for application names and keywords | 🔍 |

| 🏠 All | 📈 Trending | 👥 My History | 🏢 PERMITS | 🏢 PLANS |

> Show Categories

Show My Templates

Request a new address for a single family lot or structure — Apply

Category Name:
Address

Description:
Request a new address for a single family lot or structure

Request a new address for any vacant or improved lot except single family — Apply

Category Name:
Address

Description:
Request a new address for any vacant or improved lot except single family

Zoning Verification to accompany State Application for Alcoholic Beverage License — Apply

Category Name:
Alcohol

Description:
Zoning Verification to accompany State Application for Alcoholic Beverage License

Legal Appeal of an Administrative Interpretation — Apply

Category Name:
Appeal

Description:
Legal Appeal of an Administrative Interpretation

Legal Appeal of an Administrative Variance Determination — Apply

Category Name:
Appeal

Description:
Legal Appeal of an Administrative Variance Determination

Legal Appeal to the City Council — Apply

Category Name:

Description:

Pay Invoices

Search and access all of your invoices, permits, plans, inspection history, licenses, or request an inspection.

Today's Inspections

View your inspections scheduled for the day. Search function allows you to search or sort by case number, case type, inspection type, inspection status, address, primary inspection, or inspection order.

Map

Access the GIS mapping system. Type in a specific address to obtain permitting history, apply for a new permit for a particular parcel, and more.
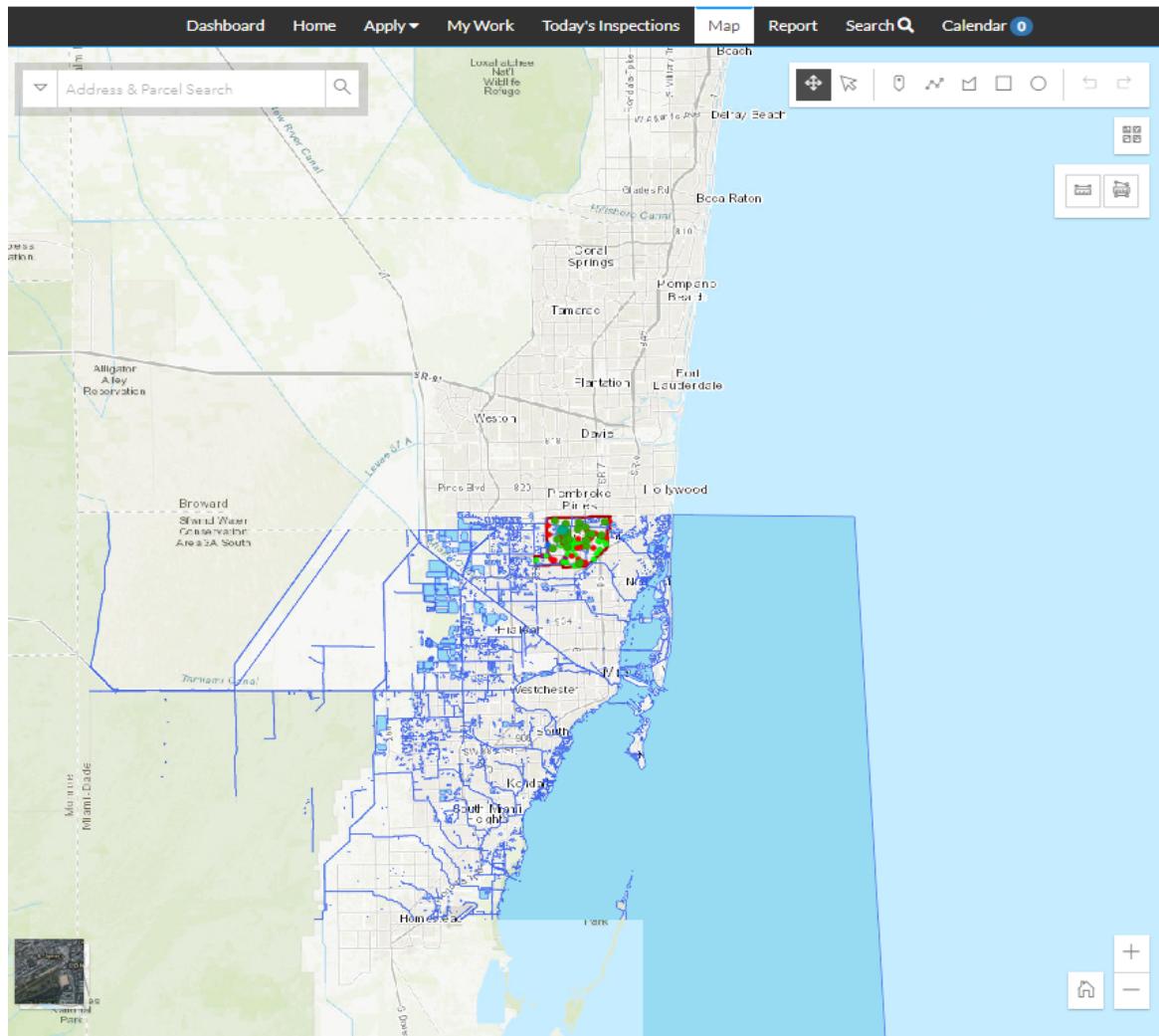
Search

Search for public information by permit number, plan number, inspection, code case, request, or license.
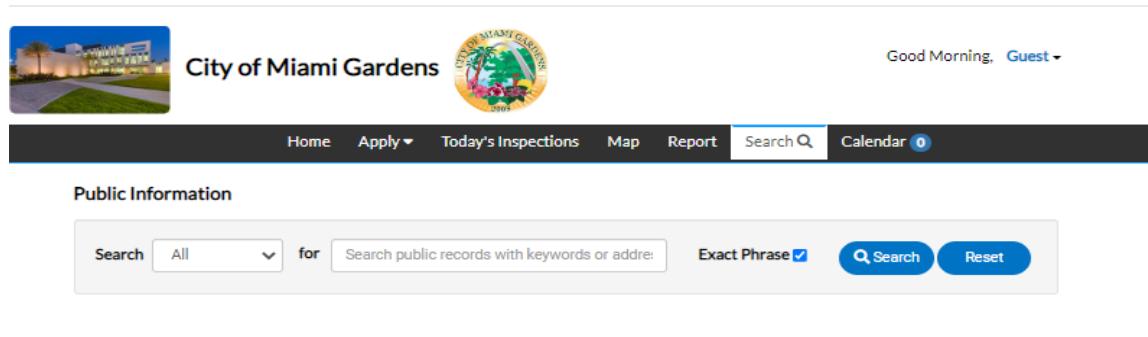
Calendar

View upcoming events by month, week, or day. Filter results by public hearings and meetings, City holidays, inspections scheduled, plans expired, permits expired, licenses expired, and invoices due.

COMMON TASKS

APPLYING FOR A PERMIT (USING THE APPLY TAB – RESIDENTIAL FENCE EXAMPLE)

- Follow the process explained below to apply for a permit and pay the initial required deposit fee.
- Before using EnerGov (for the first time only) you must register by creating an account. After you have registered, you can log into Citizen Self Service (CSS) portal at any time in the future.
- After logging into your account, click the "Apply" tab at the top menu.
  - Type in keywords "Fence" or "Residential" to search for the permit type and click the search icon on the right.
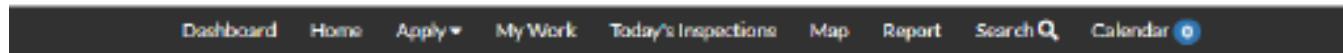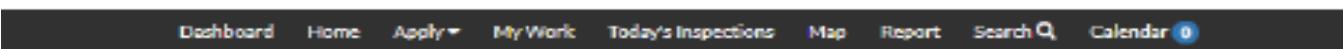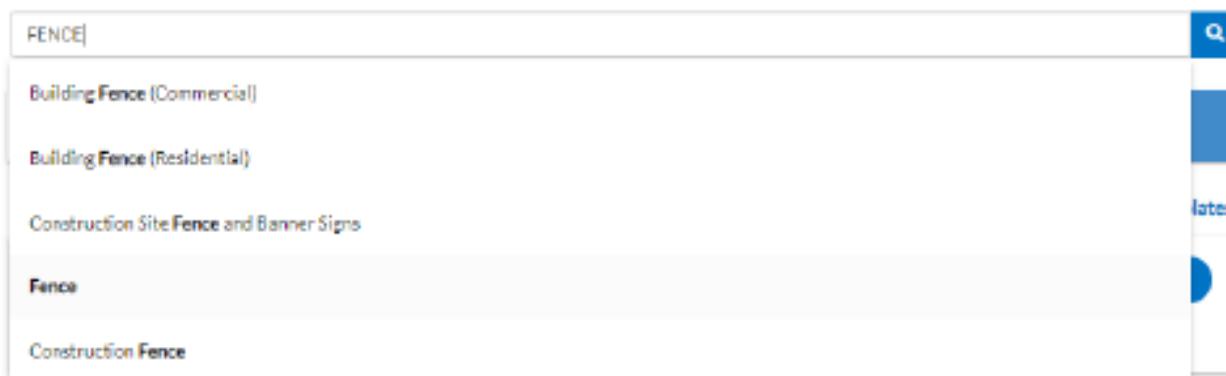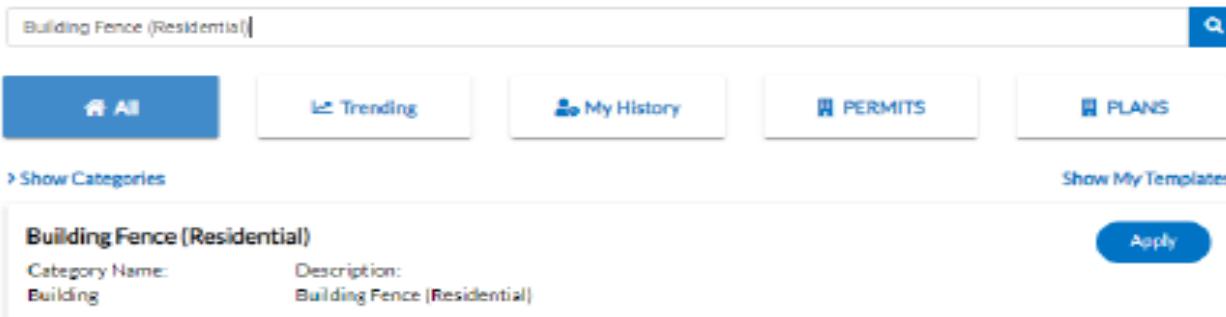
1. LOCATIONS

1. Click on the Add Location card to add the location for the application. Select from the dropdown box what type of address is being added.
2. Click on the + in the center of the Add Address card.
3. You will be directed to the Map screen. Here you may: search for an address, manually enter an address or draw a spatial collection to be used as an address.

Apply for Permit - Building Fence (Residential)

*REQUIRED

①———②———③———④———⑤———⑥
Locations   Type   Contacts   More Info   Attachments   Review and Submit

LOCATIONS

Type: Location
US
1390 NW 171ST ST, Miami
Gardens, FL , 33169-5215
Main Address ☑

Remove

Create Template

Save Draft   Next

2. TYPE

1. Type: The type that was chosen originally will default in the Type field.
2. The citizen may add a description of the work being done in the Description memo box.
3. If Square Feet and/or Valuation are required, a field will be present and denoted by a red asterisk.
4. Click Next.

3. CONTACTS

1. Contacts: The registrants contact information will default to the first Contact card listed. If there are additional contacts that need to be added to the application that is being applied for, click on the Add Contact +.
2. Choose from the dropdown box the contact type. In the search box, type in Name, Email, or Company name and click the magnifying glass to search the Global Contacts in EnerGov for an existing contact. If the person, email or company is an existing contact click Add to add the contact to the application. If contact does not exist in Global Contacts, click Enter Manually and fill in the required fields.
3. Click Next.

Note: If the Contractor does not have the correct license/certification type, they will get an error message at this point. You must enter "required" license/certification information.

4. MORE INFO

1. The More Info fields reflects the Additional Information fields. Fill in the information needed and all required fields. Any information given in these fields will be shown in EnerGov. Once this information is submitted, you will not be able to edit the information.
2. Click Next.

5. ATTACHMENTS

1. To add the required attachment(s), first select the appropriate attachment description from the pull-down menu on the blue tile(s).

2. You can then either drag-and-drop the appropriate attachment (pdf file) from your desktop into the blue tile or click the "Add Attachment" link on the blue tile and manually select the file from the windows menu that appears.

3. Each tile will hold one document only.

Note: Documents must be in pdf (portable document) format.

If you choose the second method of attaching documents, navigate to the location of the file on your computer, click the document and click Open:

NOTE: File attachments must be PDF format

Landscape inspections sample.pdf	11/18/2021 3:21 PM
Landscape-Plan-Approval.pdf	6/28/2021 7:54 AM
Letter of Authorization.pdf	8/17/2021 7:31 AM
Notice of Commencement.pdf	2/3/2021 6:49 PM
Permit Application 2 .pdf	2/3/2021 6:52 PM
Permit Application.pdf	2/3/2021 6:49 PM
Permit-Application-updated-2020-PDF.pdf	6/28/2021 7:55 AM
Plot Plan.pdf	6/28/2021 8:21 AM
Product Approvals.pdf	2/3/2021 6:49 PM
Requirements-for-Commercial-Chain-Link-Fence-PDF.pdf	6/28/2021 7:59 AM
Shingle NOA.pdf	2/3/2021 6:48 PM
Sign Layout.pdf	11/18/2021 2:32 PM
Sign specifications.pdf	11/18/2021 2:33 PM

Continue until all required documents have been attached and click Next.

6. REVIEW AND SUBMIT

1. You are now on Review and Submit. Please review the information entered carefully prior to submitting. You can go back to any area and update the information prior to submitting. Once you have reviewed the information click Submit to have the permit created. This will show all information entered, attachments uploaded, estimated fees and additional information fields that were populated.

2. Click Submit or Save Draft at the bottom of the screen.

3. Save Daft: Click Save Draft if the information is incomplete and needs to be finished at a later date. You may click on the Draft status circle on the Dashboard to resume their application.

Once an application has been submitted, a Success screen will appear. You may click the Continue To button or add any fees that have been invoiced to the shopping cart to proceed to payment.

Dashboard   Home   Apply ▾   My Work   Today's Inspections   Map   Report   Search 🔍   Calendar 0

✔ Your permit application was submitted successfully. Please click the Add to Cart button to pay for the invoiced fees to complete the process.　　　✕

Permit Number: BLDR-2022-000345

Permit Details | Tab Elements | Main Menu

[Add to Cart]

Type:	Building Fence (Residential)	**Status:**	Applied - Online	**Project Name:**	
IVR Number:	96282	**Applied Date:**	07/08/2022	**Issue Date:**	
District:	1	**Assigned To:**		**Expire Date:**	
Square Feet:	1,000.00	**Valuation:**	$5,000.00	**Finalized Date:**	
Description:	TEST				

Summary   Locations   Fees ❶   Inspections   Attachments   Contacts   Sub-Records   More Info

Progress

0%
Completed

● Completed
● In Progress
○ Not Started

Fees

$5.00

[View Details] [Add to Cart]

Workflow

○ Application Completeness Check

○ Collect Upfront Fees

○ Permit Review

○ Issue Permit

○ 100 - Foundation -

○ 799 - Zoning Final -

○ 199 - Building Final -

Available Actions

⚠ Unpaid Fees
$5.00
08-07-2022

[Pay Now]

PAYING INVOICES/FEES

Click on the **Pay Now** to pay any upfront fees.

Review you fees in your **Shopping Cart** and then click on **Check Out**.
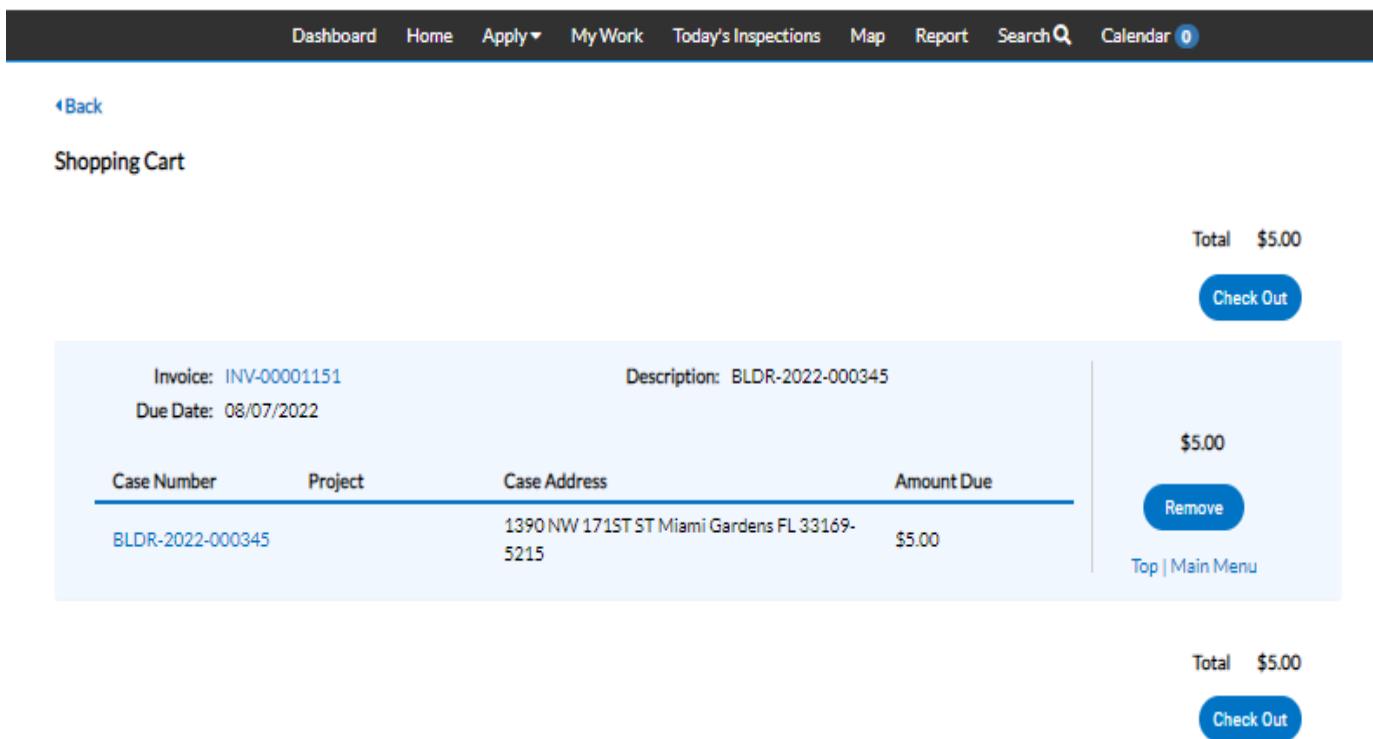
Enter your payment information and then click on **Pay Now.**

MyGovPay

City of Miami Gardens, Fl - TEST
Order Number: 26
Friday, July 8, 2022

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00001151	BLDR-2022-000345	1	$5.00	$5.00
			Item Total:	$5.00
			Order Total:	$5.00

Payment Details

*all fields are required

Cardholder Name

Billing Street

Billing Zip Code

Card Type
Select one...

Card Number

Expiration Date
Month   Year...

CVV Code

Pay Now - $5.00

Cancel

City of Miami Gardens, Fl ·
Order Number: 26
Friday, July 8, 2022

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00001151	BLDR-2022-000345	1	$5.00	$5.00
			Item Total:	$5.00
			Order Total:	$5.00

Continue to site

You will receive a notification Your transaction was processed successfully.

Dashboard   Home   Apply ▾   My Work   Today's Inspections   Map   Report   Search 🔍   Calendar 0

Thank You!

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly. An e-mail has been sent to you with your receipt.

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- In the Dashboard section, click "My Invoices."

- Click the blue Invoice Number that you would like to pay.

- Follow the screen prompts to pay the invoice.

REQUESTING INSPECTIONS (PERMITS INITIALLY APPLIED FOR IN ENERGOV)

CSS provides a great way for users to request inspections. Users must be logged in to CSS to request inspections, and they must be a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

1. Click on the Permit Number of the Permit you would like to request an inspection for.
2. The Permit case will open.
3. Click on the Inspections tab.
4. A list of Request Inspections will be at the bottom of the page.
5. Click in the box under Action you would like to request. (If the workflow of the case has not been completed, based on priority, up to the Inspection step, the Action boxes will not show.)
6. Click Request Inspection at the bottom the page on the right and complete information

7. The Request Inspections screen will open.
8. Choose a requested date for the inspection by clicking on the calendar to the right of the Requested Date field. The citizen may choose an AM or PM time from the dropdown.
9. Fill in comments about the requested inspection in the Comments/Gate Code box.
10. Click Submit.

Note: Inspection requests must be submitted by 3:00pm. (Business Schedule: Monday – Thursday, 7:00am – 6:00pm). Customer shall be signed in by 5:00pm.

11. The inspection information and a green checkmark will pop up in a Requested Inspections screen if it is successfully requested.
12. Navigate back to the Details screen. The inspection will now be listed under Existing Inspections in the full list of inspections.
13. You may click the Cancel Inspection button to the right. This button will disappear after the inspection has been scheduled by the municipality.

MONITORING INSPECTION STATUS

My Existing Inspections

Use this window to view, sort, and access all available inspections. Follow the steps below to view inspections:

1. Type a specific Inspection Number or Inspection Type to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.
2. Select the statuses of the inspections to display in the list from the Display dropdown.
3. Select Inspection Type by typing in a particular Inspection type. Choose from the dropdown.
4. Select the feature to sort the inspections in the list by from the Sort dropdown.
5. Click the Inspection Number to open the associated Inspection record if desired or click on Case Number to open the associated Permit.

6. Select the number of inspections to display on each page from the Results per page dropdown.
7. Use the page navigation buttons to move between pages of inspections.

MANAGING A REVIEW, SUBMITTING A REVISION OR RESUBMITTING DOCUMENTS WITH CORRECTIONS

You may submit electronic plans via CSS to be reviewed by the municipality. Once an application has been submitted and plans reviewed, the citizen may be notified by email or logging back into CSS to review Failed or Approved Reviews.

1.   Navigate to the Dashboard and click on the Attention card.
2.   A list of the cases needing attention in the specific module will be listed.
3.   Click the Failed Reviews link under the Attention Reason column.

4.   The Review Type will be listed and will include: Status, Version, Received Date, Due Date and Completed Date.

5.   The citizen will also see an alert on the Attachments tab. This will indicate which electronic file was failed and requires resubmission. Click on the Attachments tab.

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Attachments | Next Tab | Permit Details | Main Menu

Attachments

At least one file needs to be resubmitted.

Landscape Plan

Approved landscape
plan_v1.pdf
Version: 1

Status: Markups Added

Resubmit

**Complete Building Plan
(Building, Electrical etc)**

BLDC Commercial Building
1_v1.pdf
Version: 1

Status: Under Review

6. Click the Resubmit button on the specific file(s) that need to be resubmitted.
7. The citizen may drill down on each item review from the submittal to view Corrections, Recommendations and Comments.

Reviews

Building Review (Non-Residential)

Completed Date	Submittal Status
05/16/2019	Requires Re-submit

Planning/Zoning . Requires Re-submit . Goss Christy

Comment
See notes on case

Correction (1)

Correction Type	Category	Corrective Action	Comment
General	General Correction		Move railing two feet over

Respond

Recommendation (1)
Comment

House should meet historical standards for paint color

Respond

Next

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8.   Citizens may click the Respond button, on the right of each Correction or Recommendation, to give a response back to the Reviewer.

9.   Once a Response is given, the citizen may click Hide Response.
10.   The citizen must Acknowledge any Comments, Corrections or Recommendations that were given by the Reviewer by toggling the Acknowledge button to the right.

11.   To navigate to the next step of the Review, click Next.
12.   To Resubmit a file click Select File, choose the second version of the file to be resubmitted.

13.   Click Submit.

Summary   Locations   Fees   Reviews ❶   Inspections   Attachments

Attachments |Next Tab |Permit Details |Main Menu
Attachments

Landscape Plan

Approved landscape
plan_v2.pdf
Version: 2

Status: Under Review

History

**Complete Building Plan
(Building, Electrical etc)**

BLDC Commercial Building
1_v1.pdf
Version: 1

Status: Under Review

14.   On the Attachments tab, the citizen may view the History of the submitted attachments.