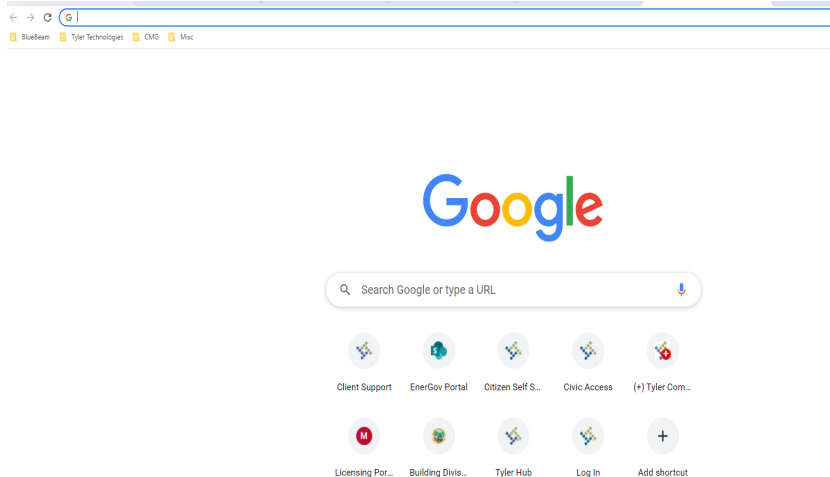


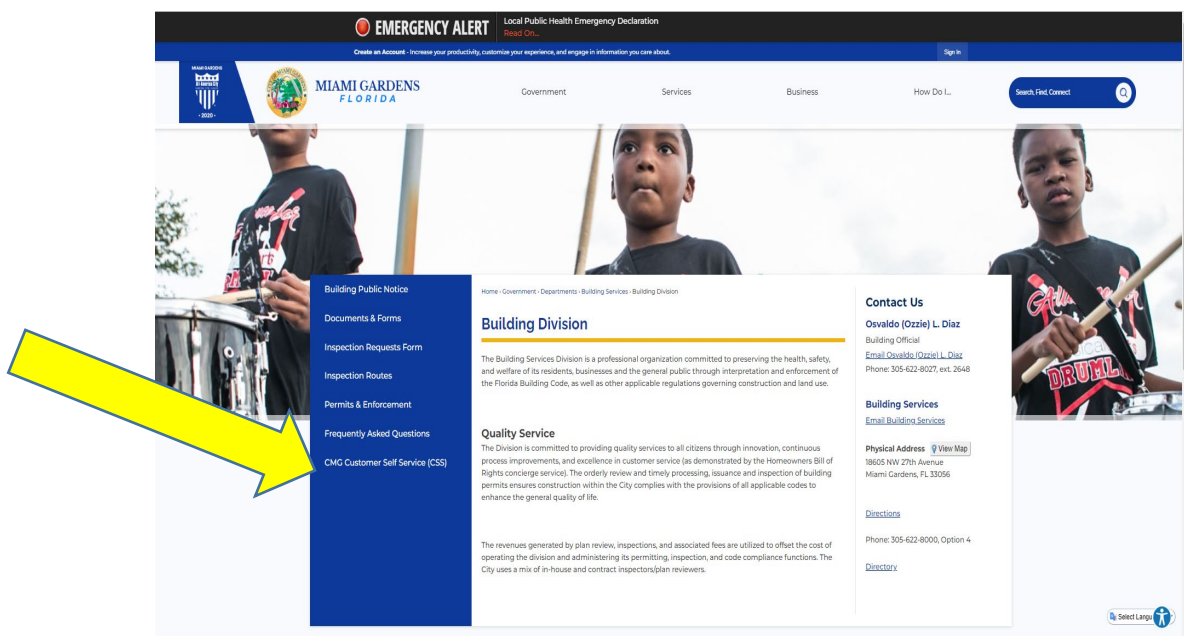


## HOW TO GET TO CITIZEN SELF SERVICE PORTAL FROM CITY OF MIAMI GARDENS WEBSITE

1. Open Google web browser.



2. Use the following URL to launch City of Miami Gardens Building: <https://www.miamigardens-fl.gov/191/Building-Division>. The following screen should appear. Select **CMG Customer Self Service (CSS)**.





3. The following screen should appear. Select **CMG Customer Self Service (CSS)**.

The screenshot shows the Miami Gardens EnerGov website. At the top, there is an "EMERGENCY ALERT" banner and a "Local Public Health Emergency Declaration" link. Below this is a navigation bar with "Government", "Services", "Business", and "How Do I...". A search bar is on the right. The left sidebar contains a menu with "Building Public Notice", "Documents & Forms", "Inspection Requests Form", "Inspection Routes", "Permits & Enforcement", "Frequently Asked Questions", and "CMG Customer Self Service (CSS)". A yellow arrow points to the "CMG Customer Self Service (CSS)" link. The main content area displays the "CMG Customer Self Service (CSS)" portal, which includes a description of the portal, a list of features, and links to the portal and user manual.

**CMG Customer Self Service (CSS)**

City of Miami Gardens EnerGov e-Permitting System Citizen Self Service (CSS) Portal

The Miami Gardens Citizen Self Service (CSS) portal is the next-generation service site for the City of Miami Gardens permitting, planning, business tax receipt, and code compliance records, applications, and requests.

From CSS users can complete multiple City processes for the application or completion of Permits, Plans, Licenses, or Code Compliance Cases. Users can view the current status of a Permit, Plan, or Code Compliance record, as well as request for inspections, or review their plan submittals.

Features include multiple search types from a centralized location that performs searches across all records. It also provides the ability to search by parcel (folio) number and keywords. Additionally, the new site is mobile-friendly and improves the display of information to the public.

Other features include:

- Fee Estimator
- Saving and deleting draft applications
- Exporting search results including your payment activity to Excel
- The ability to upload attachments at multiple stages of the application process
- Automatic registration for instant access to services
- Enhanced shopping cart feature allowing users to simultaneously pay multiple invoices associated to their account
- Expanded access to record data
- New summary page for applications under review
- New personalized Dashboard that identifies items needing attention for easier management of items associated to your account

Please click on the link below and create a login to access:

[CMG Customer Self Service \(CSS\) Portal](#)

Link below is instructions for how to use CSS:

[City of Miami Gardens Citizens Self Service \(CSS\) User Manual](#)

4. The following should appear to begin using our online self service portal.

The screenshot shows the "Welcome to Self Service" page on the Miami Gardens EnerGov website. The page has a navigation bar with "Home", "Apply", "Today's Inspections", "Map", "Report", "Search", and "Calendar". The main content area features a grid of six service tiles:

- Custom**: Search Public Records. This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
- Apply**: This tool can be used to apply for a permit, plan or license.
- Login or Register**: Login to an existing or create a new account. You can also find help if you forgot your login information.
- Pay Invoice**: Use this tool to pay for individual invoices.
- Map**: Explore the map to see the activity occurring in your neighborhood.



5. For instructions on How to use CSS, click on **City of Miami Gardens Citizen Self Service (CSS) User Manual**.

The screenshot shows the City of Miami Gardens website. At the top, there is an "EMERGENCY ALERT" banner. Below it, the navigation bar includes "Government", "Services", "Business", and "How Do I...". The main content area is titled "CMG Customer Self Service (CSS)" and describes the portal's features. A yellow arrow points to the "City of Miami Gardens Citizens Self Service (CSS) User Manual" link in the footer.

**EMERGENCY ALERT** Local Public Health Emergency Declaration  
Read On...

Create an Account - Increase your productivity, customize your experience, and engage in information you care about. Sign In

MIAMI GARDENS FLORIDA

Government Services Business How Do I...

Search, Find, Connect

Building Public Notice  
Documents & Forms  
Inspection Requests Form  
Inspection Routes  
Permits & Enforcement  
Frequently Asked Questions  
CMG Customer Self Service (CSS)

Home > Government > Departments > Building Services > Building Division > CMG Customer Self Service (CSS)

### CMG Customer Self Service (CSS)

City of Miami Gardens EnerGov e-Permitting System Citizen Self Service (CSS) Portal

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- New summary page for applications under review
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Please click on the link below and create a login to access:

[CMG Customer Self Service \(CSS\) Portal](#)

Link below is instructions for how to use CSS:

[City of Miami Gardens Citizens Self Service \(CSS\) User Manual](#)

6. You can also click on the CSS LINK to go directly to online portal: <https://miamigardensfl-energovpub.tylerhost.net/apps/selfservice#/home>