

Customer Self Service (CSS) Instructions

*****UPDATED AUGUST 2019*****

The below directions outline how a customer accesses and interfaces with the CSS portal.

For any questions, please email CSSPermitting@cityofmobile.org

MUST USE INTERNET EXPLORER WITH SILVERLIGHT PLUGIN

<https://www.buildmobile.org/customer-self-service/>

To apply for a permit, you must register on the CSS system. This requires being approved by the City after you register. This approval process takes 24 hours from registration.

Once logged in, you will be directed to the Home page.



Any Company personnel that are authorized to process plans and permits on behalf of a Company will need to create their own account. City Staff, with the Company owner's authorization, will link the employee account to the company contact.

To Apply for a permit, click the Apply button, then search for the permit by name or by type.

Please accurately select the permit type. This cannot be modified once applied for.

Enter location, description, valuation and contacts as required. *All Architects, Engineers and Contractors will be vetted first by City Staff for appropriate licensure.*

If your project location is in a Flood Zone or in a Historic District, this information will be noted. Additional regulations may apply.

Attachments
PLEASE READ CAREFULLY

Add Attachments is for permit applications and any additional documentation for Permits and Regulatory applications. This is NOT for files that will utilize the electronic Plan Review.

ATTACHMENTS

Supported file types include: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text

click or drag files

Add Attachment

+

DOCUMENTS TO UPLOAD HERE:

Mechanical, Electrical & Plumbing Applications

Permit supporting documentation

Regulatory submissions

DO NOT UPLOAD

Plan Review files

Building Code Summary

[Save Draft](#) [Next](#)

Once you submit your permit, you will be directed to the permit information screen.

Plan Review Files
PLEASE READ CAREFULLY

After application submission, Plan Review files need to be uploaded. Click eReviews and the Permit number will be visible with a status of Waiting for Files.

Summary Locations Fees Reviews Inspections **eReviews** Attachments Contacts Sub-Records Holds Meetings

More Info

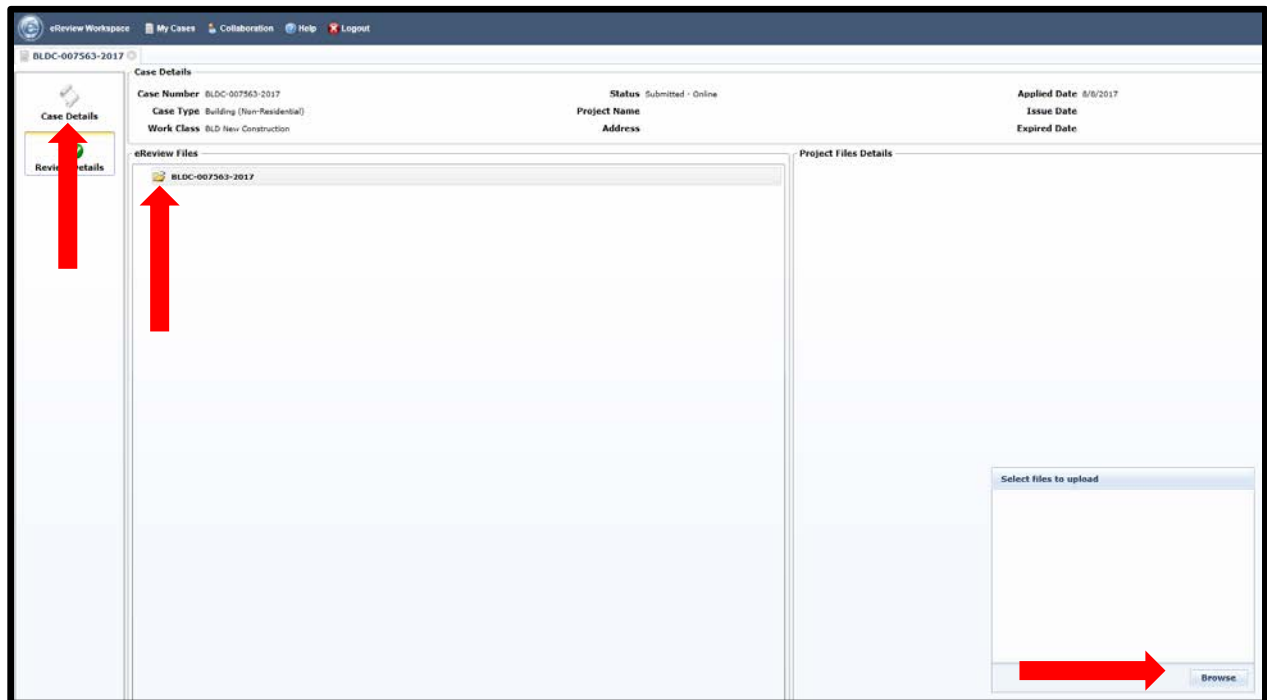
eReviews | Next Tab | Permit Details | Main Menu

eReviews Sort eReview Number ▾

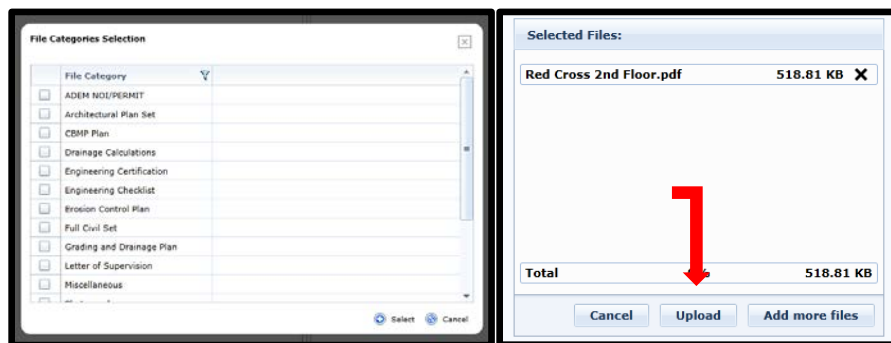
eReview Number	Status	Permit
ROW-039154-2019	Waiting for Files	ROW-039154-2019

Click on the blue hyperlink.

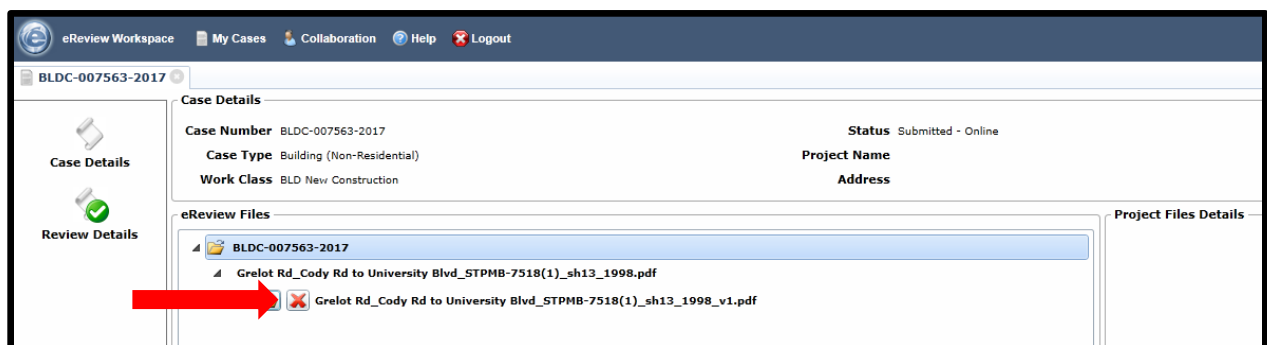
eReview Workspace opens on Case Details. To upload a file, click on the folder by the specific BLD number and select files.



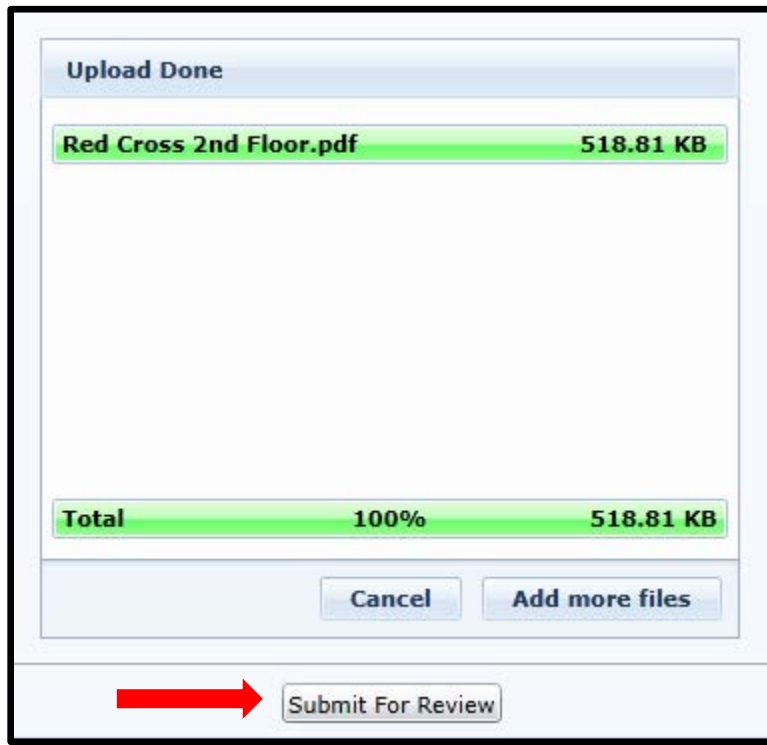
You will be required to pick a File Category, then click Upload.



Once the plans are uploaded, the file will be shown under eReview files with an X.



You must click the **Submit for Review** button to complete the submission.



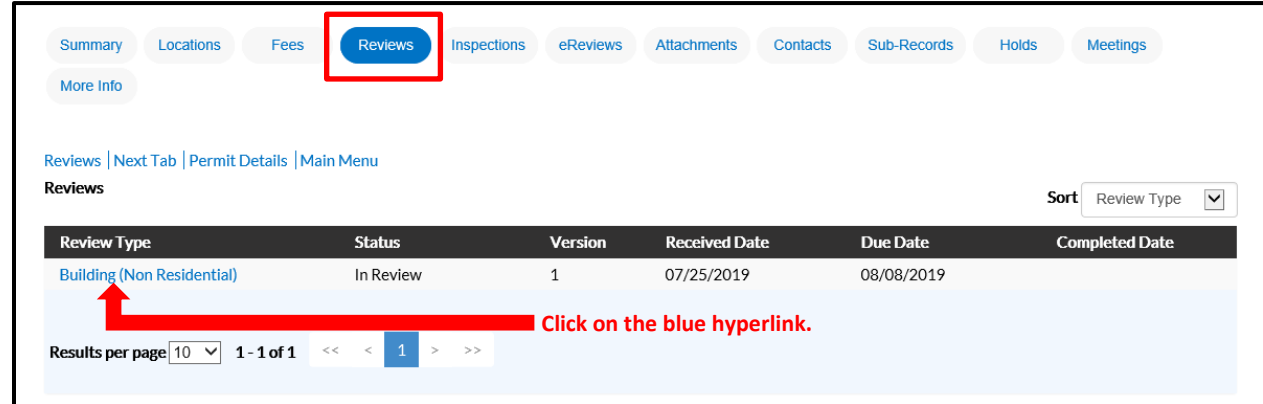
Permit Application and Plan Review submission is now complete and the City will review and issue an invoice to the billing contact.
Plans will not be reviewed until the fees are paid.

Invoices and the status of a permit can be viewed from the Dashboard.

Permit status can be viewed under the Summary tab.

Plan Review status can be viewed under the Reviews tab.

To see Plan Review status ↴



Summary Locations Fees **Reviews** Inspections eReviews Attachments Contacts Sub-Records Holds Meetings

More Info

Reviews | Next Tab | Permit Details | Main Menu

Reviews Sort Review Type ▾

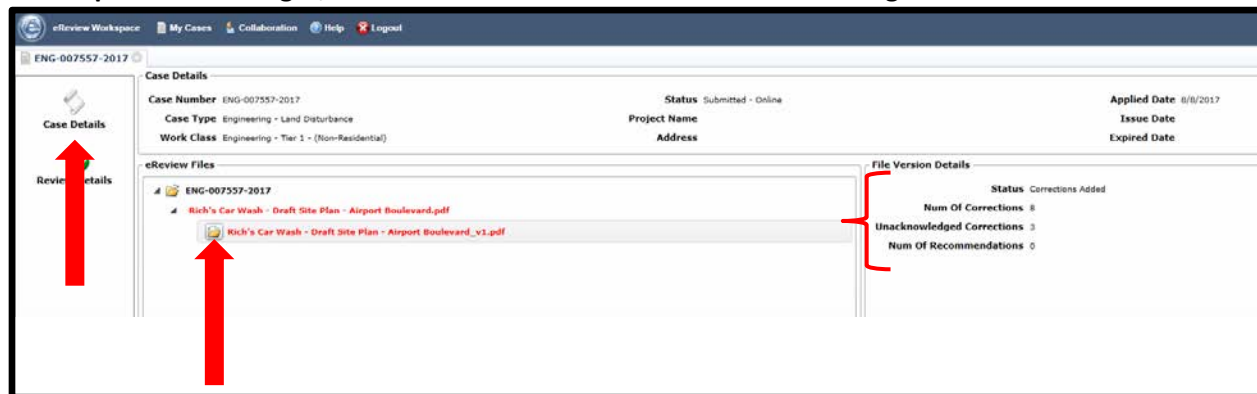
Review Type	Status	Version	Received Date	Due Date	Completed Date
Building (Non Residential)	In Review	1	07/25/2019	08/08/2019	

Results per page 10 1 - 1 of 1 << < 1 > >>

Click on the blue hyperlink.

**CSS encourages the customer to see the marked up plans on eReview.
This is a best practice method and needs to be part of the customer interface.**

The eReview Workspace opens. To see the status of a Permit, click Case Details, then Permit Number / File Name / File Name with Markups. This PDF contains all of the markups by each Item Review Type in one place. At the right, the Number of Corrections and Unacknowledged Corrections.



eReview Workspace My Cases Collaboration Help Logout

ENG-007557-2017

Case Details

Case Number: ENG-007557-2017 Status: Submitted - Online Applied Date: 6/6/2017

Case Type: Engineering - Land Disturbance Project Name Issue Date

Work Class: Engineering - Tier 1 - (Non-Residential) Address Expired Date

eReview Files

ENG-007557-2017

Rich's Car Wash - Draft Site Plan - Airport Boulevard.pdf

Rich's Car Wash - Draft Site Plan - Airport Boulevard_v1.pdf

File Version Details

Status Corrections Added

Num Of Corrections: 8

Unacknowledged Corrections: 3

Num Of Recommendations: 0

(Red indicates Requires Resubmit / Blue indicates still In Review)

To see each Correction, click Review Details, then the file name. The Item Review Types are listed on the right. Highlighting each Item Review Type will open up the Corrections list below.

Under Related File, the marked up PDF's can be opened by clicking the folder. This is the same PDF as opened in Case Details above.

The PDF will have markups in one place, color coded per Department.

**You must click Acknowledged by each Correction Type, UNDER each Item Review Type.
Resubmissions cannot be submitted until after ALL comments are Acknowledged.**

Highlight each Item Review Type to see the Acknowledge button. Alerts tell you how many to Acknowledge

In red because requires resubmit

Indicates a correction needed

PDF shows all markups

MUST click Acknowledged for each Correction under each Item Review Type

Item Review Type	Status	Reviewer	Item Review Due Date	Item Review Completed Date	Submittal Type	Submittal Received Date	Submittal Due Date
ENG Engineering	Re-Submit w/ Fe	Cumbie, Shayne	8/28/2017	8/8/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
1 ENG Engineering	Re-Submit No Fe	Davis, George	8/28/2017	8/8/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
ENG Engineering	Re-Submit No Fe	McClusky, Sheena	8/28/2017	8/8/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
Planning & Zoning	Re-Submit w/ Fe	Jackson, Samara	8/28/2017	8/8/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
2 ENG Engineering	Re-Submit w/ Fe	Yam, Jesse	8/28/2017	8/8/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
Traffic Engineering	Approved	Bergin, Marybeth	8/28/2017	8/7/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
1 PLM Plumbing	Re-Submit w/ Fe	York, Marie	8/28/2017	8/8/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017
Review	Approved	Maj, James	8/28/2017	8/7/2017	Land Disturbance (Non-Ri)	8/7/2017	8/28/2017

Correction Type	Description	Corrective Action	Correction Summary	Acknowledged	Related File
eReview Mark Up				<input type="checkbox"/>	Rich's Car Wash - Draft Site Plan - Airport Boulevard_v1.pdf

After each Comment is Acknowledged, and if a Resubmittal is required, you can now resubmit files. Go back to Case Details, click on the second carat and upload your revised files, same process as the original files.

Case Details

Case Number: ENG-007557-2017
 Status: Submitted - Online
 Applied Date: 8/8/2017

Case Type: Engineering - Land Disturbance
 Project Name:
 Issue Date:

Work Class: Engineering - Tier 1 - (Non-Residential)
 Address:
 Expired Date:

eReview Files

- ENG-007557-2017
- Rich's Car Wash - Draft Site Plan - Airport Boulevard.pdf
- Rich's Car Wash - Draft Site Plan - Airport Boulevard_v1.pdf
- Rich's Car Wash - Draft Site Plan - Airport Boulevard Revised 1_v2.pdf

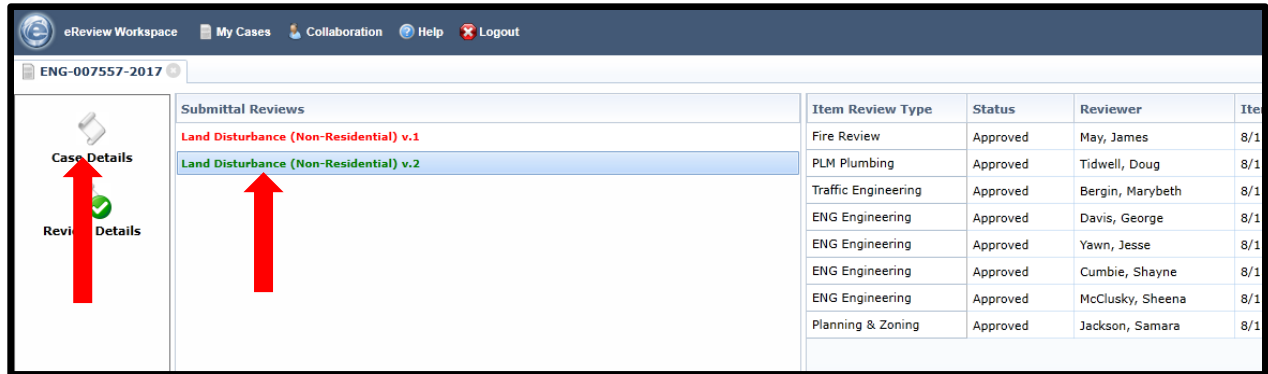
File Details

Num Of Corrections: 0
 Num Of Recommendations: 0
 Associated Categories:
 Site Plan

**City will review and issue an invoice to the billing contact.
Plans will not be reviewed until the fees are paid.**

Invoices and the status of a permit can be viewed from the Dashboard.

Once the plans are approved, the customer will receive an email that the Plans have been approved. The eReview Workspace will show a green file name, meaning it has been approved.



Submittal Reviews		Item Review Type	Status	Reviewer	Ita
Land Disturbance (Non-Residential) v.1		Fire Review	Approved	May, James	8/1
Land Disturbance (Non-Residential) v.2		PLM Plumbing	Approved	Tidwell, Doug	8/1
		Traffic Engineering	Approved	Bergin, Marybeth	8/1
		ENG Engineering	Approved	Davis, George	8/1
		ENG Engineering	Approved	Yawn, Jesse	8/1
		ENG Engineering	Approved	Cumbie, Shayne	8/1
		ENG Engineering	Approved	McClusky, Sheena	8/1
		Planning & Zoning	Approved	Jackson, Samara	8/1


**At this point, the permit is ready to be issued. When the permit holder is ready, please contact the City to check licenses, bonds and other appropriate information:
buildingpermits@cityofmobile.org**

Note: If any Permits need attention, the Attention Bucket will be marked. A permit cannot be issued if there are ANY items that need Attention.


SUB-PERMITS & INSPECTIONS: Trade contractors can apply for permits and request inspections via CSS as well. The contractor needs a login for CSS and can search for a permit by the permit number.

The permit will come up and can be accessed via the hyperlink.

Found 1 result

Sort 

[Next](#) | [Top](#) | [Paging Options](#) | [Main Menu](#)

Permit Number BLDC-007563-2017 	Issued 08/11/17
Type Application to Construct a New Building	Expired 02/07/18
Project	Status Issued
Finalized	Main Parcel R022906400011117.
Address 205 GOVERNMENT ST Unit: 36602	

This will bring up the permit Home Page for the trade contractors.

For permits, click on Sub-Records and the available permits will be listed. Locate the applicable permit and click Apply.

For inspections, click on Inspections and the available type will be listed. Locate the applicable inspection, put in the date requested and any additional information, and click Submit.

Note: Please call for same day inspections.
This function is not available via CSS.