SEARCHING FOR CASES IN EPORTAL/CITIZEN SELF SERVICE (CSS)

To search for a permit/plan or any other case type, open the search page.

From this screen you can perform a search similar to a Google Search. You can type any word/number/date/contact name, etc. into the search box and if you say you want to search “ALL”, it will look for that text within ALL modules. You can also decide if you want to search for an EXACT PHRASE or not by checking the “Exact Phrase” box.

The application will display all instances where the text you are searching for appears as an exact match (if you checked that box). The match can be found anywhere on the case... the workclass, the description, the project, the address, any custom field, the contact name, etc. You can click on the Filtered Results to display just permits or plans or code cases, etc.

If you want to search in a specific module for a specific address or date, you can change the search type from ALL to something like PERMIT or PLAN and then fill in the search criteria you are looking for. For example if you select PERMIT, the results will only contain permits that meet the criteria you entered.
When searching by address enter the street number and street name in the ADDRESS field. **Do not enter any street type (i.e. DR, CIR, ST, LN, etc.).** You do not have to have both Street Number and Street Name but the more information you provide in your address search the quicker and more refined the search results will be.

You may also search using Permit Details. For example if you have the permit number you can type that number in the Permit Number field.
Users may find permits using the Permit Type and/or workclass. You’ll notice that the picklist displays the permit type/workclass as one “friendly name” rather than separate fields for the permit type and the workclass. You can type the first letter of the permit type and it’ll jump you down the picklist to where that letter starts.

You can also include permit status as part of your search, as well as date ranges, like all permits applied for, issued, expiring, or finaled within specified date range.

You can filter your results by the module type, if you have selected “ALL” as your search type.
You can also change the sort order. By default the sort is by “Relevance”.

To export the search results click on the EXPORT button.

Then enter a file name, and indicate if you would like to export the first 1000 records or just the current page view. Please note if the number of records returned is over 1000, it will only export the first 1000, so in those instances you’ll need to narrow your search results by adding additional criteria to get it under 1000 then adjust from there. For example, maybe enter a date range then change the date range as you export the results.

To see more details about a case, click on the Permit Number link.

The permit will open in its own browser tab.
To return to the search results, just click on the original tab or the “public information” tab.

To start a new search simply click on the “Reset” button.

Searching for a Plan, Code Case, Request, Inspection, etc. is similar to searching for a Permit. You can either select ALL and it will search within ALL of the modules. Or you can select the module and the fields that display to search by will adjust depending on the module. For example here are the fields you can search for when you select “Code Case” as your module. The information is slightly different than what you see on a Plan or Permit search.