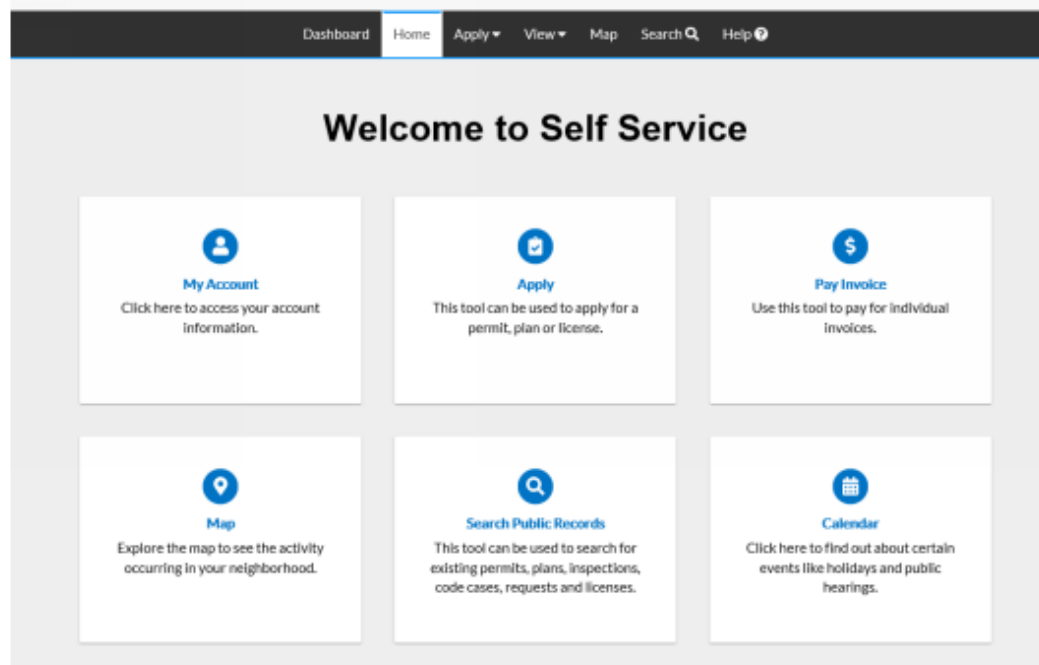




Missouri City CSS User Guide

Website: <https://permits.missouricitytx.gov/energovprod/selfservice#/home>

Welcome to Citizen Self Service Online Development Portal



Development Services Department

1522 Texas Parkway
Missouri City, TX 77489
Phone: (281) 403-8600
Email: developmentservices-psr@missouricitytx.gov

Hours of Operation
Monday - Friday
8:00 am - 4:00 pm
Last updated: August 2020



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Online Services

Citizen Self Service (**CSS**) is the city's online development portal. The following services can be completed online:

- 1) **Apply** for Plans & Permits
- 2) **Review** application details and statuses
- 3) **Pay** invoices
- 4) **Download** review comments
- 5) **Upload** documents and plans
- 6) **Request** inspections

Additional features available through **CSS** include a map that can be used to locate development activity within the city and its extraterritorial jurisdiction (ETJ); as well as a calendar function which can include pertinent dates (i.e. – required meetings/public hearings; scheduled inspections) for projects.

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Setting Up An Account

A **CSS** account, including a user name, full name and email address must be created in order to utilize online services. The information included in the account must match the contact information included on the applicable development application. The city will assign a Development Review Coordinator, Permit Service Representative, or Planning Technician as the city's contact for each project.

MY ACCOUNT - Setting Up Your Online Account

Personal Info: (*Required Information)

- (1) User name*
- (2) First Name*
- (3) Middle Name
- (4) Last Name*
- (5) Company
- (6) Business Phone
- (7) Home Phone
- (8) Mobile Phone
- (9) Fax
- (10) Other Phone
- (11) Email Address*
- (12) Contact Preference*
- (13) Address*

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Troubleshooting/Frequently Asked Questions (FAQs)

For questions, concerns, or help using **CSS**, please contact the Planning & Development Division at planning@missouricitytx.gov.

Frequently Asked Questions (FAQs)

Question: I am not able to log into CSS. I receive the following message:
"Do not have an account with the selected tenant."

Answer: *There may be multiple accounts for the contact. Contact the Planning & Development Division to resolve.*

Question: I am locked out of my CSS account.

Answer: *If the error you are receiving is saying you are locked out, wait about 10 – 15 minutes and try to log in again.*

Question: Where do I find review comments and plan markups for download.

Answer: *On each project page, documents and plans may be downloaded using the "Attachments" tab.*

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