



# **HOW TO MAKE A PAYMENT**

Citizen Self-Service (CSS) Portal

**For Residential, OSSF/"Septic" and Health permit questions, contact Collin County Development Services at 972-548-5585 or**

**[DevelopmentServices@collincountytx.gov](mailto:DevelopmentServices@collincountytx.gov)**

**For Commercial permit questions, contact the Collin County Fire Marshal's Office at 972-548-5576 or**

**[FMadmin@collincountytx.gov](mailto:FMadmin@collincountytx.gov)**

**For Plan/Plat questions, contact Collin County Engineering at 972-548-3727 or**

**[Engineering@collincountytx.gov](mailto:Engineering@collincountytx.gov)**

**For culvert/right-of-way questions, contact Collin County Public Works at 972-548-3700 or**

**[PubWorks@collincountytx.gov](mailto:PubWorks@collincountytx.gov)**



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CITIZEN SELF-SERVICE ("CSS") PORTAL

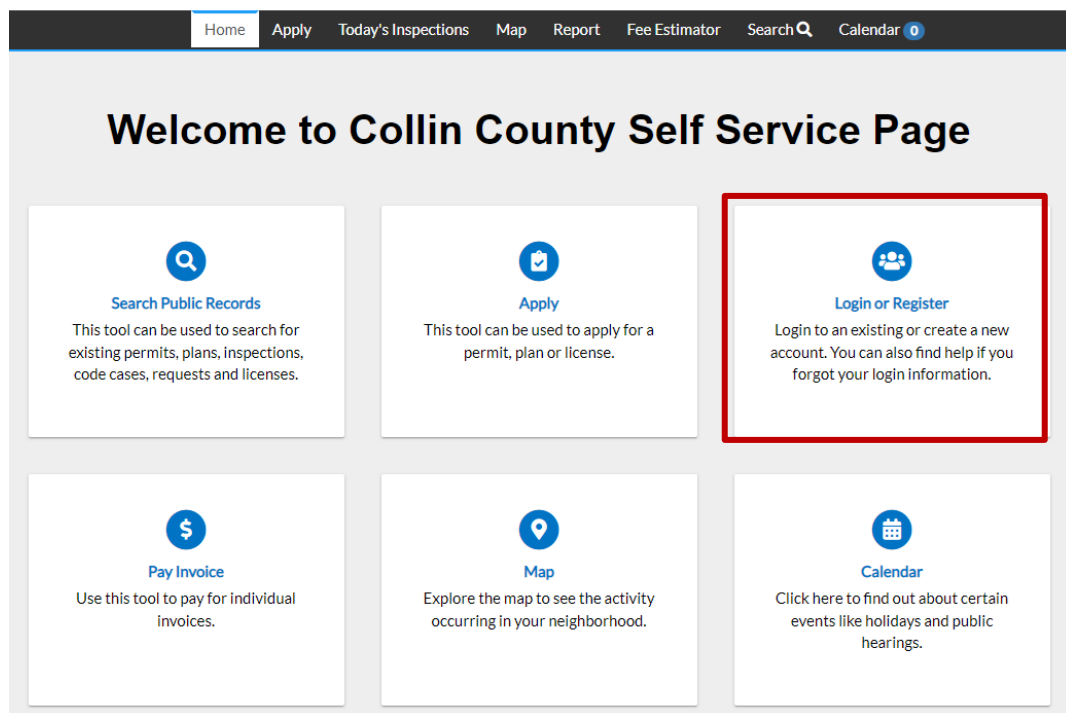
## HELPFUL TIP

Starting on **NOVEMBER 1, 2023**, both **CONTRACTORS** and **CITIZENS** will need to register for an account in the CSS Portal prior to applying for a **NEW** permit or plan.

## STEP 1

### LOGIN TO YOUR CSS PORTAL ACCOUNT

1. Once you arrive at the home page for the CSS Portal website, click **Login or Register** to create a new CSS Portal Account.



2. Enter your account's email address in the space provided.
3. Click **Next**
4. Enter your password in the space provided.
5. Click **Verify** to complete your log-in.



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## STEP 2

### SELECT BALANCE TO PAY

6. You are now on the Dashboard home page in your account. Click **Add to Cart** in the My Invoices section.

The screenshot shows the Dashboard home page with a navigation bar at the top containing links: Dashboard, Home, Apply, My Work, Today's Inspections, Map, Search, and Calendar. Below the navigation bar, there are four main sections:

- My Permits:** A grid of five cards showing the status of permits: Attention (1), Pending (1), Active (0), Recent (1), and Draft (0). Each card has a link to "View My Permits".
- My Plans:** A grid of five cards showing the status of plans: Attention (0), Pending (0), Active (0), Recent (0), and Draft (0). Each card has a link to "View My Plans".
- My Inspections:** A grid of three cards showing the status of inspections: Requested (0), Scheduled (0), and Closed (0). Each card has a link to "View My Inspections".
- My Invoices:** A table showing the status of invoices: Current (1, \$150.00), Past Due (0, \$0.00), and Total (1, \$150.00). The "Add To Cart" button next to the Total row is highlighted with a red box.

7. Click **Go To Cart**. This puts the invoices supporting your total due in the Shopping Cart and displays your Shopping Cart.

**NOTE:** Another option to review all your invoices and individually select them to be placed in the Shopping Cart is to select **My Work** from the menu at the top of your screen.




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## STEP 3

## COMPLETE YOUR PAYMENT

### Review your cart items

 Permit: HLTH23-0518-0035 | Invoice: INV-00000115 \$150.00

[View details](#) [Remove](#)

### Cart summary

Subtotal \$150.00

Additional fees may be applied at checkout

[Check out](#)

Find more items to pay

[Return to Collin County](#)

**NOTE: Both the Invoice and the Permit are available here to view if you click [View Details](#).**

8. Click [Check Out](#) to advance to the payment screens.

### Enter your payment information

How are you going to pay?

☐ Enter new eCheck

Where should we send your receipt?

Email for receipt\*

You will not be charged until you review your payment on the next step

[Back](#) [Continue](#)

### Summary

Subtotal \$150.00

An additional fee may be charged based on your method of payment

9. Select a payment type, and fill out the required information.

10. Click [Continue](#) to review your payment.



# HOW TO MAKE A PAYMENT

CITIZEN SELF-SERVICE ("CSS") PORTAL

## STEP 3

### COMPLETE YOUR PAYMENT (CONTINUED)

#### Complete your payment

Review your payment method

Mastercard ending in **4444**  
Expiration date **1/24**

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Summary of charges

Permit: HLTH23-0518-0035   Invoice: INV-00000115	\$150.00
Subtotal	\$150.00
Processing fee	\$6.95
<b>Total</b>	<b>\$156.95</b>

By clicking **Submit payment**, you agree to the following [terms and conditions](#).

BackSubmit payment

Allow up to 48 hours for this transaction to appear on your card statement.

11. Review your payment information and click **Submit Payment**.

#### Thank you for your payment

Allow up to 48 hours for this transaction to appear on your card statement.

An email confirmation was sent to [klindsey@collincountytx.gov](mailto:klindsey@collincountytx.gov).

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Collin County, TX  
2100 Bloomdale Rd. McKinney, TX 75071  
972.548.4100  
<https://www.collincountytx.gov/>

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Transaction details  
Date: October 12, 2023 04:44 PM CDT

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Permit: HLTH23-0518-0035   Invoice: INV-00000115	\$150.00
Subtotal	\$150.00
Processing fee	\$6.95
<b>Total</b>	<b>\$156.95</b>

#### Payment information

Kerry Lindsey

Mastercard ending in 4444

Confirmation number: M36YGFPKPR

Transaction type: Purchase

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For payments-related questions, call us at 972.548.4100.

[Return to EnerGovTrain](#)

12. You will receive a receipt message to the email address you provided, or you can click the printer button to print the page.