HOW TO REGISTER FOR AN ACCOUNT

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**

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

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

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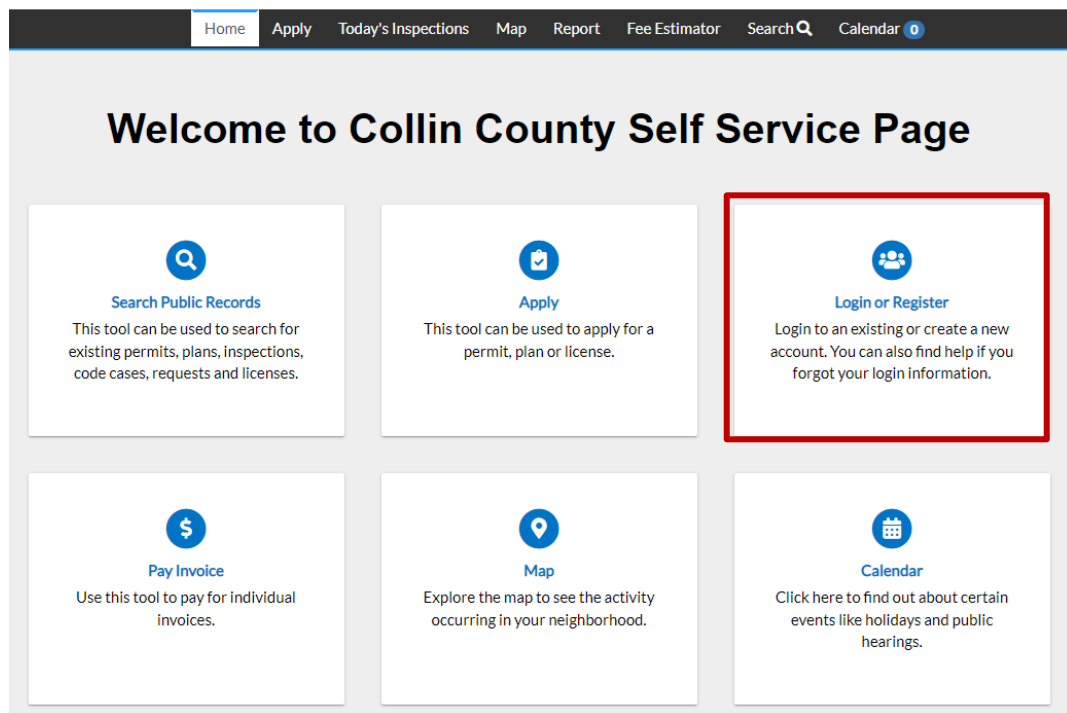PubWorks@collincountytx.gov**

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.
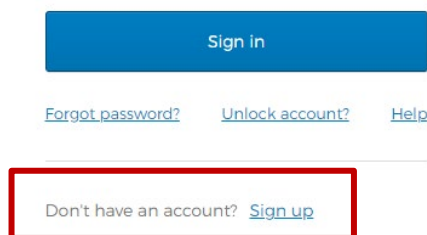
STEP 1	REGISTER FOR AN ACCOUNT

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. Input your email address, and at the bottom of the sign-in screen, click **Sign Up**.

STEP 1	REGISTER FOR AN ACCOUNT (CONTINUED)

3. The "Sign Up" page should appear.

4. Input the email address you would like to have associated with your account.

5. Enter your first and last name in the fields provided.

6. Enter a password. Passwords must be a minimum of 8 characters with at least 1 numerical digit, 1 uppercase letter and 1 lowercase letter. It must also not contain part of your username.

7. Click **Sign Up** to proceed to confirming your email address.

NOTE: You will receive a message telling you to check your email inbox for an email confirmation. Please check the SPAM and JUNK folders if you do not see this email in your inbox.

8. Input the verification code provided in the email and click **Verify**.

STEP 2	FINALIZE YOUR ACCOUNT REGISTRATION

9. Click **Continue** on the Registration Acknowledgement screen.

Registration

Step 1 of 3: **Acknowledgement**

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

10. Fill out as much information as possible on the Registration Personal Information screen, as it will help us in contacting you. Note that some fields are required.

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name   Kerry

Middle Name

Last Name   Lindsey

Company

* Contact Preference   --Select Contact Preference--

* Email Address   klindsey@collincountytx.gov

Additional Contact Information

Back   Next

11. After filling in the additional information, including the Contact Preference selection, click "**Next**" to advance to the final Registration Address screen.

STEP 2	FINALIZE YOUR ACCOUNT REGISTRATION (CONTINUED)

12. Fill out all address information known and select the appropriate Address Type from the drop down list.

Registration

Step 3 of 3: Address

*REQUIRED

Country Type	US
* Street Number	
Pre Direction	
Street Name	
Street Type	
Post Direction	
Unit Or Suite	
City	
State	
Postal Code	
County	
* Address Type	Location

Back   Submit

13. When complete, click "**Submit**" to complete the registration.

14. You are now on the Dashboard home page in your account.