

## Customer Self-Service (CSS) Guide

### Online Contractor Registration, Permit Applications, Payments, and Inspection Requests

The CSS Portal can be accessed at: [https://egov.gptx.org/EnerGov\\_Prod/SelfService#/home](https://egov.gptx.org/EnerGov_Prod/SelfService#/home)

#### **To create a user account:**

1. Click on square for [Login](#) or Register on CSS home page
2. Enter email address
3. Click [Create Account](#)
4. Fill out required fields
5. Click [Sign up](#)

#### **To register as a contractor:**

1. Go to cities Building Inspection page on city's website as follows:  
<https://www.gptx.org/Departments/Building-Inspections/Contractor-Registration-Forms>
2. Fill out and submit the appropriate form
3. Note: you must have a user account
4. Staff will process your registration and send an invoice
5. Pay Registration Fee

#### **To access information about permits:**

1. Got to city's Building Inspection page on city's website as follows:  
<https://www.gptx.org/Departments/Building-Inspections>
2. Click on Commercial, Residential, or Certificate of Occupancy square
3. Click on desired permit type to obtain submittal information and requirements
4. Click on ["Apply Online"](#) if ready to apply

#### **To apply for a permit:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Select [Apply](#)
4. In the Search Bar, enter the desired permit type
5. Select the correct permit type
6. Click on [Apply](#)

#### **To access status and plan review comments and plan mark-ups loaded by staff:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Click on Dashboard
4. Under My Permits select [View My Permits](#)
5. Select the appropriate permit

#### **To upload a "re-submittal" document:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Click on Dashboard
4. Under My Permits select [View My Permits](#)
5. Select the appropriate permit
6. Once the permit is selected, Click on [Attachments](#) tab
7. Select the Blue Attachment box to Upload a new document

#### **To pay for a permit:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Click on Dashboard
4. Under My Permits select [View My Permits](#)
5. Select the appropriate permit
6. On the right-hand side select ["Pay Now"](#) under Available Actions
7. Select [Add to Cart](#) then [Check out](#)

#### **To print your permit:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Click on Dashboard
4. Under My Permits select [View My Permits](#)
5. Select the appropriate permit
6. On the top right-hand corner select the [Printer](#) icon

#### **To request an inspection:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Click on Dashboard
4. Under My Permits select [View My Permits](#)
5. Select the appropriate permit
6. Once the permit is selected, Click on [Inspections](#) tab
7. Select the appropriate inspection

#### **To add contacts to a permit such as Electrical, Mechanical (HVAC) or Plumbing contractors:**

1. Go to CSS home Page, link at top of this page
2. [Login](#) into your account
3. Click on Dashboard
4. Under My Permits select [View My Permits](#)
5. Select the appropriate permit
6. Once the permit is selected, Click on [Contacts](#) tab
7. Select ["Add Contact"](#)