

CSS Most Commonly Asked Questions

- 1. When I'm trying to apply in CSS, it says the address was not located.**
 - Please **only** enter the street number and street name. For example, 11389 W Millbank St should be entered as 11389 Millbank.
- 2. Why can't I see my permit in CSS?**
 - You must be a contact listed on the permit and have an active CSS account to view your permit.
- 3. How do I see the reason my inspection failed in CSS?**
 - Click on the permit from your active bucket.
 - Click on it again to open the details page.
 - Click inspections in the bottom row of tabs to find the one that did not pass.
 - Click the checklist tab, and you will see the reason.
- 4. I can't schedule my inspection in CSS; it says the inspection can't be requested due to business requirements.**
 - This is typically caused by attempting to schedule an inspection when other inspections are required, or a hold has been placed on a permit. Please call us at (208) 468-5435 to confirm.
- 5. I can't see the invoice to pay it in CSS.**

There are a few reasons this can happen:

 - You are not listed as a billing contact on the permit.
 - The permit fee has not been completed and invoiced.
 - Please call us at (208) 468-5435 to confirm.
- 6. I can see I have a fee to pay, but the system won't let me add it to my cart.**
 - Please make sure after you log into CSS that you click on dashboard and scroll down to the bottom right-hand section that says invoices. Click add to cart if it shows fees due.
- 7. How do I upload a document/revision after I have submitted my application?**
 - To upload from your CSS dashboard:
 - Open the permit.
 - Scroll down until you see the attachments tab and click on it.
 - Click browse to find the scanned application on your computer.
 - Click upload.