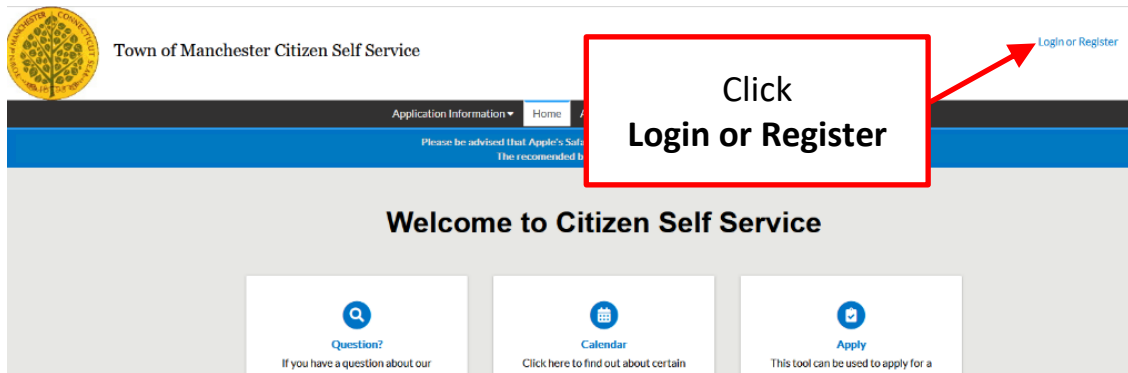Town of Manchester Planning & Economic Development Department
How to Apply Using the Town of Manchester Citizen Self Service (CSS) Portal

1. Go to the CSS webpage: https://selfserve.townofmanchester.org/EnerGov_Prod/SelfService

2. If you do not already have a CSS account, register for one:

    a. Click **Login or Register** at the top right of the screen:

    b. At the bottom of the screen, click **Sign Up** (next to "Don't have an account?"):
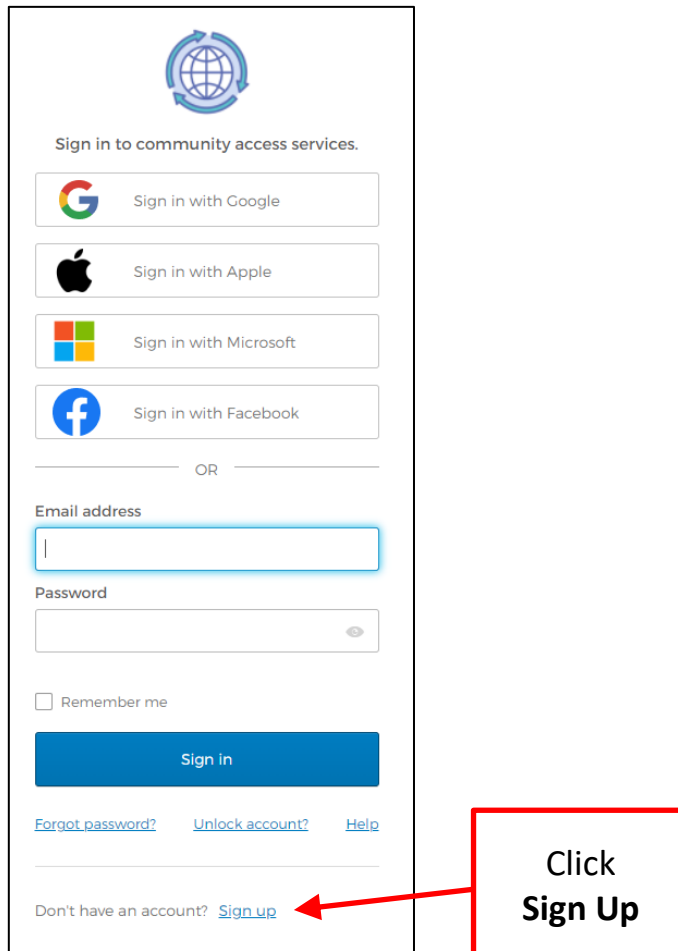
c. Enter your email, desired password, and name, then click **Sign Up**

Create an account

Email *

Password *

First name *

Last name *

* indicates required field

Sign up

Back to sign in

Enter your email, desired password, and name, then click **Sign Up**

d. Enter the information requested in the Registration pages and click **Next**.

e. On the Signature page, type your name and draw or type your signature.

Registration

Step 5 of 4: Signature

* Please type your name as consent to electronically sign this registration.

Type your name

Enable Type Signature

Type Name Here

X   Draw Signature Here

Switch this ON if you want to type your signature

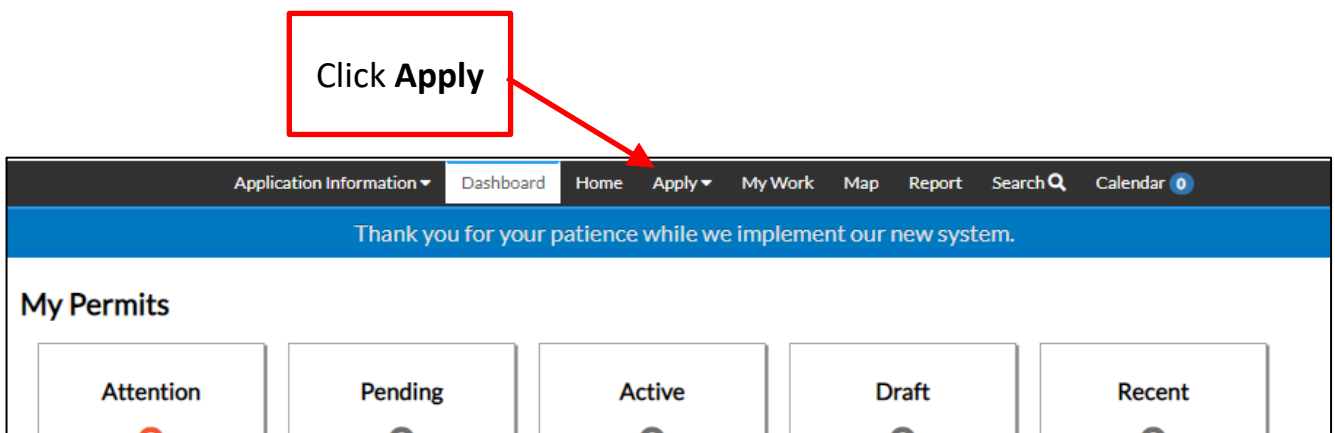Back   Submit

Click **Submit**

f. After you submit your registration, you will get an email that says, "Welcome to your Community Access account." Click the **Activate Account** button at the bottom of the email.
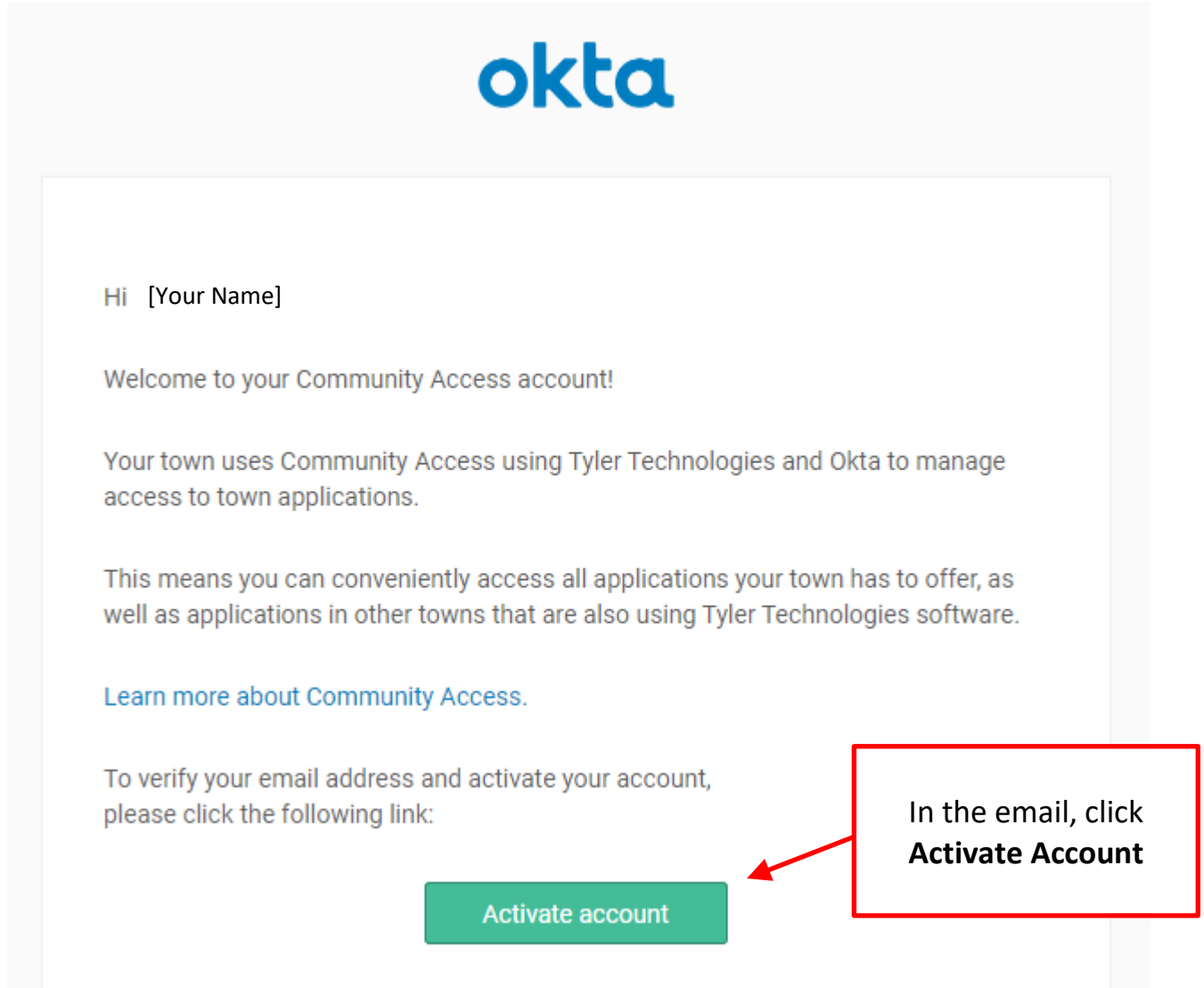
g. Your CSS account should now be active so you can sign in. If you have trouble signing in, refresh the page and then try again.

3. Sign in to your CSS account.

4. Click **Apply**:

5. Under PLANS, click **All**:

Under PLANS, click **All**

6. Search or scroll down to find the type of application you need and click **Apply**. *If you do not know what type of application(s) you need, contact Principal Development Planner Megan Pilla at 860-647-3288 or mpilla@manchesterct.gov.*

Search or scroll to find the type of application you need, then click **Apply**

Not sure what to apply for?

Contact Principal Development Planner Megan Pilla:
860-647-3288, mpilla@manchesterct.gov

*Note: Once you start an application, a Save Draft button will appear at the bottom right of the screen. If you need to save your work and come back later, make sure to click **Save Draft**:*

To save and come back later, click **Save Draft**

7. On the Locations screen, click the blue **Add Location** box.

LOCATIONS

Location ⌄

Add
Location

✚

REQUIRED
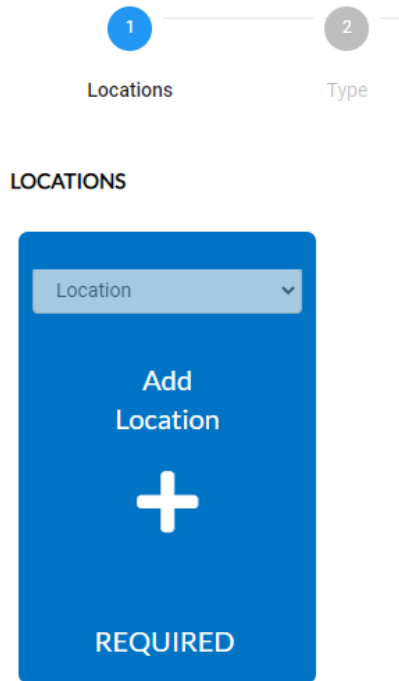
8. Search for the address using the search bar *(Note: Don't type out the full word for Street, Road, etc. – use the abbreviation ST, RD, etc. instead.)*

Add Location

Address   Parcel

Add Address As

Location   ⌄

Search   Enter Manually

Address Information

Search 494 Main   🔍   Search for the
                                           address

9. Find the address and click **Add**. *(Note: If you see an error message that says "Warning - Object reference not set to an instance of an object," don't worry – that won't affect your application.)*

Add Location

Address   Parcel

Add Address As

Location

Search   Enter Manually

Address Information

Search 494 Main 🔍

Address	Action
494, MAIN ST, MANCHESTER, CT, 06040	Add
494, N MAIN ST, MANCHESTER, CT, 06042	Add

Find the correct address on the list, and click **Add**

10. If your application includes multiple addresses, repeat steps 7-9 until all addresses are attached, then click **Next**.

11. On the Plan Details screen, enter a brief description of your application, then click **Next**.

Apply for Plan -   **[Type of Plan You're Applying For]**

✓ Locations   2 Type   3 Contacts   M
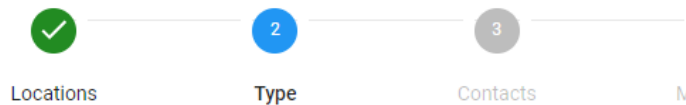
PLAN DETAILS

* Plan Type   [Type of Plan You're Applying For]

* Description

Enter a description of your proposal and click **Next**

12. On the Contacts screen, your information will automatically be included as the Applicant. If you want anyone else to be able to access this application to view and/or respond to review comments, they must be included as an additional contact. To add other contacts, first select the contact type from the dropdown menu, then click on the blue Add Contact box. If the contact is already in the system, you can search for it, then click **Add**. If it's a new contact that is not already in the system, click Enter Manually, enter the required information, then click Submit. After entering the appropriate contacts, click **Next**.

CONTACTS

Applicant- Owner or legally authorized Agent

[Your Name] (You)

494 Main St

Select Type
Select Type
Applicant- Owner or legally authorized
Attorney
Contractor- Home Improvement or DIY
Contractor- Owner- other than Elect, M
Design Prof.- Architect
Design Prof.- Engineer
Design Prof.- In Responsible Charge
Developer
Landscape Architect
Owner of property
Owner's- Legally Authorized Representative
Wetlands Professional/Soil Scientist

To add other contacts (besides yourself), select the contact type, then click **Add Contact** on the blue box.

You can then search for existing contacts, or add a new contact manually.

13. On the More Info screen, enter the required information, then click **Next**.

MORE INFO

*Applicant's Mailing Address

Applicant's Mailing Address is required.

*Applicant's City

Applicant's City is required.

*Applicant's State

Applicant's State is required.

Fill in all required fields in the More Info screen, then click **Next**.

14. On the Attachments screen, click on each blue box to upload the required files. Read the notes at the top of the page to make sure you have included all applicable required materials. (*Note: If you need to attach another item and there is no blue box for it, you can attach it as an "Other" file: Click on the dropdown menu on the last blue box, select "Other," then click on that blue box to upload another attachment. You can attach multiple attachments as "Other.")*. When all required materials are attached, click **Next**.
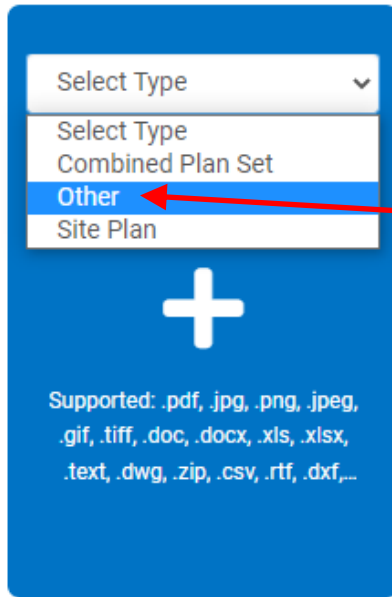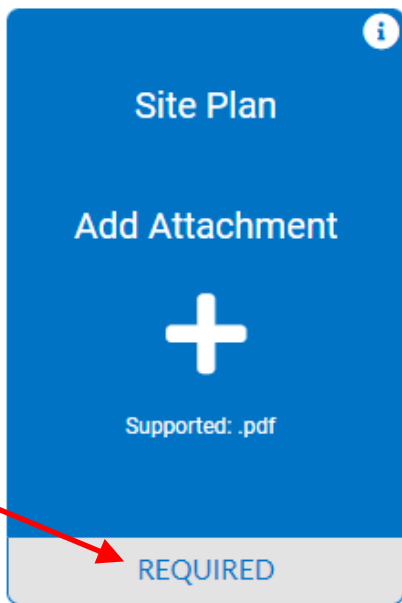
Attachments

Please include:

Read the notes at the top of the page and make sure you attach all applicable documents.

- Evidence of authori
- Project narrative.
- Plans. Plans should have north arrow, scale, & title block with date a topographic information must be based on the Town of Manchester

Site Plan

Add Attachment

+

Supported: .pdf

REQUIRED

Click each blue box marked "Required" and attach the required file.

Select Type

Select Type
Combined Plan Set
Other
Site Plan

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

If there is no blue box for the file you need to attach, use the dropdown list. You can choose "Other" if you still don't see the type of file you need.

15. On the Signature screen, read the statement and, if you agree, sign the application. Type your name in the first box, then either draw or type your signature in the bottom box *(To type your signature, click the switch marked "Enable Type Signature.")*. Click **Next**.

SIGNATURE

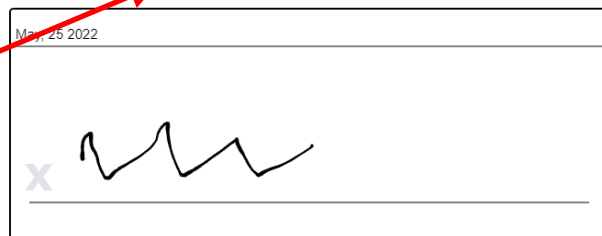* Please type your name as consent to electronically sign this application.

Your name

Type your name

Enable Type Signature

May, 25 2022

X

Switch this ON if you want to type your signature

Clear

Back   Create Template

Save Draft   Next

Click **Next**
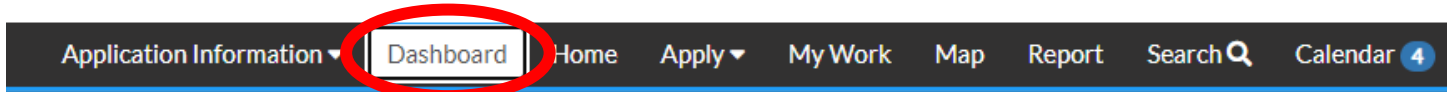
16. On the Review and Submit page, review all the information you entered. If everything looks correct, click **Submit**. After the application saves, you should see a message in green that says, "Your plan application was submitted successfully."

✔ Your plan application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.

After Submitting Your Application:

- Once your application is submitted, Planning Department staff will check it for completeness, then send you an invoice for the appropriate fees. We will contact you if we have questions, or if anything is missing.

- When it is time to pay the application fee, you will get an email from manchestercss@manchesterct.gov with an invoice. You can pay the fee through the CSS Portal:

    o In the menu bar at the top, click **Dashboard**:

Application Information ▾ | Dashboard | Home   Apply ▾   My Work   Map   Report   Search Q   Calendar 4

    o Scroll down until you see **My Invoices**. Click **Add to Cart**:

My Invoices

Current 0	$0.00	
Past Due 2	$265.00	Add To Cart
Total 2	$265.00	Add To Cart ← Click **Add to Cart**

▸ View My Invoices

o   Review the fees in your cart, then hit **Check Out** to begin paying the fees:

Review your cart items

📄	Plan: [Plan Number] Invoice: INV-00000229	$100.00
	View details Remove	

Cart summary

Subtotal	$100.00

Additional fees may be applied at checkout

Check out

Find more items to pay

🏢   Return to ManchesterCTTrain

Review, then click **Check Out**

o   Enter your payment information and email address, then hit **Continue**:

Enter your payment information

How are you going to pay?

⦿   💳 Mastercard .   ✏   ⋮

○   Enter new credit card

○   Enter new eCheck

Security code
123

Where should we send your receipt?

Email for receipt*
[Your Email Address]

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

Back   **Continue**

Enter your info, then click **Continue**

o Review the payment, then click **Submit Payment**.

Complete your payment

Review your payment method

Mastercard ending in
Expiration date

Summary of charges

Plan: [Plan Number]   Invoice: INV-00000229 $100.00

Subtotal $100.00

Processing fee $0.00

Total $100.00

By clicking **Submit payment**, you agree to the following terms and conditions.

Back   **Submit payment**

Allow up to 48 hours for your payment
to be reflected on your account
statement.

Review, then click **Submit Payment**

o A confirmation screen will appear, and you will also receive a confirmation email:

Thank you for your payment

Allow up to 48 hours for your payment to be reflected on your account
statement.

An email confirmation was sent to [Your Email Address]

Town of Manchester

Transaction details

Date: May 25, 2022 03:39 PM EDT

Plan: [Plan #] | Invoice: INV-00000229 $100.00

Total $100.00

Payment information

test

Mastercard ending in

Confirmation number: DRKCQ6JN53

Transaction type: Purchase

Return to ManchesterCTTrain

Town of Manchester (Train) Payment Confirmation Inbox ×

Online Payments <noreply@tylerportico.com>
to   [Your Email Address]

Town of Manchester (Train) payment confirmation

Hi [Your Name]

Thanks for your payment. This email is your receipt.

This purchase will appear on the account statement for your Mastercard ending in

Confirmation #: DRKCQ6JN53   **May 25, 2022 03:39 PM EDT**

Description	Amount
Plan: [Plan #]	Invoice: INV-00000229	$100.00

Subtotal	$100.00
Processing fee	$0.00
Total	**$100.00**

Allow up to 48 hours for your payment to be reflected on your account statement. If you have questions, contact customer service for help.

View this receipt online

- After payment is received, your application will be sent to Town Staff for their review and comments. After staff review is substantially complete, your application will be scheduled for a board/commission meeting.

- To check the status of your application, you can check the CSS Portal, or contact the Planning Department at 860-647-3044.

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