

# Cosumnes Permit Software How to for Customers – Part 1 Customer Portal Overview

Presented by Cosumnes Fire Department  
and Landscape Architecture & Planning

April 2024

# How To for Customers

## The Series Includes:

Part 1 – Overview (this recording)

Part 2 – New Construction Permit Applications

Part 3 – Solar Permit Applications

Part 4 – Burn Permits

Part 5 – Special Events Permit Application

Part 6 – Knox Box Applications

Part 7 – Fireworks Applications (Booth Sales, Public Displays, etc)

Part 8 – Certificate of Occupancy and Fire Hydrant Flow Tests

Part 9 – Alternate Means and Methods Request

Part 10 – Requests (Time Extensions, Meetings, etc.)

Part 11 – Pay Fees

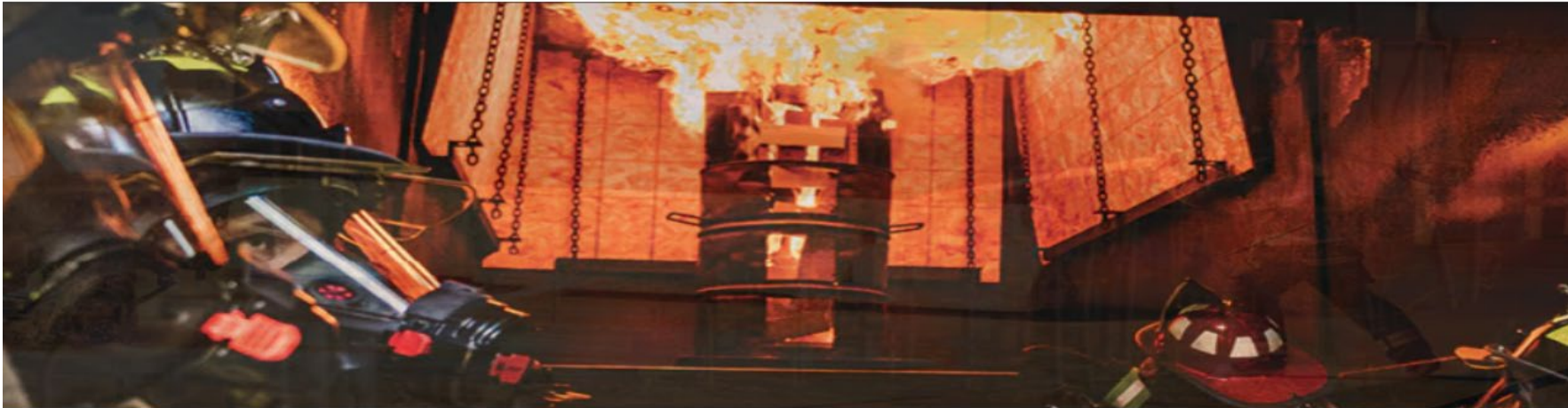
Part 12 – Landscape Architecture & Planning Division

Part 13 – Requesting Inspections

# Part 1 - Overview

- Online Permit Portal website address
- Setting up an account
  - Individual vs business account
  - Adding contacts to your business account
- Logging in
- Home page
  - Buttons
    - Fire Department home page
    - Landscape Architecture & Planning Division home page
    - Make Payment
    - Information
- Menu Bar
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  - Profile

# Clariti User Portal

[Home](#)[My Permits](#)[My Inspections](#)[Requests](#)[More](#)


## Welcome to the Cosumnes Community Services District Portal.

This portal provides real-time access to Fire Department plan reviews and permits, as well as Landscape Architecture & Planning plan reviews. Log in to follow the progress of your project, apply for a burn permit, pay fees, order inspections, and more. Please select the applicable button below to either submit a Fire Department application or, separately, a Landscape Architecture & Planning application. For questions concerning the submittal process, plan reviews, permits, inspections, fees, and more, please visit our website at [www.CosumnesCSD.gov](http://www.CosumnesCSD.gov). For technical difficulties, please call the Fire Department at 916-405-7100 or Landscape Architecture & Planning at 916-405-5600. We look forward to serving your project needs!

[Fire Department](#)[Landscape Architecture and  
Planning](#)[Make Payments](#)[Information](#)


# Setting up an account


Follow the online directions.



## Welcome to Cosumnes Community Services District

Please enter your username and password to log in.  
If you have not previously registered for an account, please register.


 Username

 .....


Log in

[Forgot your password?](#)

### Register for an Account



**Individual Account**  
Register as an individual to access online permitting



**Business Account**  
Register as a business to access online permitting

# Individual vs Business Account

## **Choose an Individual if:**


- You are a sole proprietor.
- You are the owner/builder.
- You are setting up an account to request a burn permit.
- You are paying individual citation fees.

## **Choose a Business Account if:**

- You work for an organization that will have multiple people submitting applications for plan checks, KNOX, etc. ...
- You want to link all employees (contacts) within the same organization to one parent account.
- Employees can view all permit applications


# Logging in


- Input your new Username (your email).
- Input your password.
- If you forgot your password, follow the link to reset.



**Welcome to Cosumnes Community Services District**

Please enter your username and password to log in.  
If you have not previously registered for an account, please register.

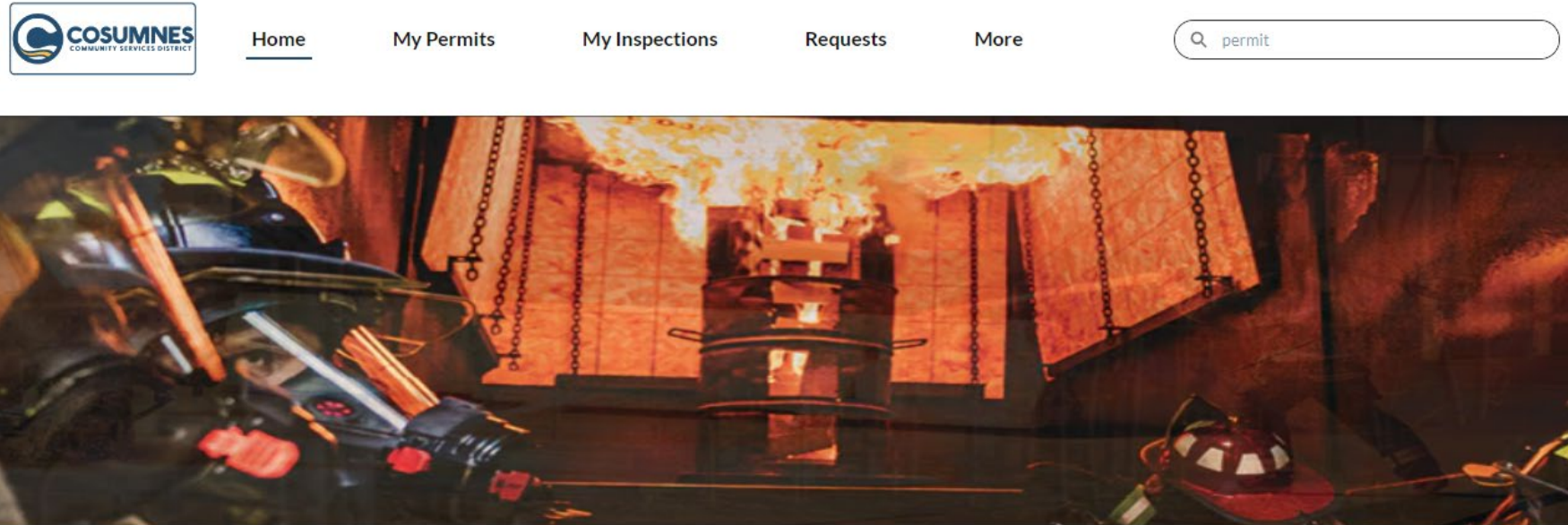
 Username



**Log in**

[Forgot your password?](#)

# Home Page



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**Fire Department**

**Landscape Architecture and  
Planning**

**Make Payments**

**Information**



# Home Page



## Buttons

- **Fire Department Home Page**
- **Landscape Architecture & Planning Home Page**
- **Make Payments**
- **Information**

# Button: Fire Department



The Fire Department Button leads to all available services and options available through the Fire Department. On the next menu (aka the **RED** menu), the customer can:

- Submit for a new construction permit
- Solar Permit
- Burn Permit
- Special Events Permit (including fireworks displays and shoots)
- Apply for a KNOX product
- Fireworks Booth Application
- COO/Fire Hydrant Flow Test
- AMMR
- Meeting Request
- Pay Fees
- General Information Link

# Button: Landscape Architecture & Planning

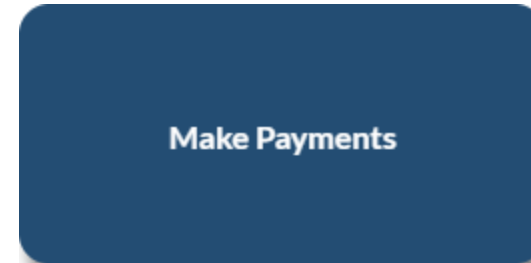
Landscape Architecture and  
Planning

The Landscape Architecture & Planning Button leads to all available services and options available through the Landscape Architecture & Planning Division.

The next menu (aka the **BLUE** menu) the customer can:

- Submit Civil and/or Landscape Improvement Plans
- Submit Park Construction Documents
- Submit a Park Master Plan
- Submit an Irrigation Master Plan
- Request Construction Inspection Services
- Request a Developer Agreement
- Quimby in-lieu fees
- General Information

# Button: Make Payments



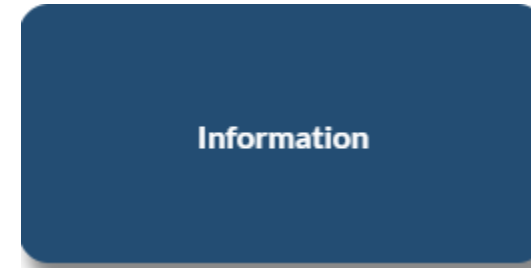
You can pay all fees securely online using a valid credit card.

- The first screen will show the total amount owed on your account.
- Choosing “Pay Now” will take you to all outstanding fees by permit.
- Choose the fee(s) you are paying now. For fees you are paying later, click “x” to remove from your cart.
- You may pay using multiple methods and multiple credit/debit cards.
- Note: A Credit Card fee will be charged for credit/debit card transactions. There will be no service charge fee if paying by cash or check. The plan review application will not proceed until all fees are paid.
- Once your cart is ready, choose “Next: Billing Details”.

# Payment Cart

- Choose Type of Payment
  - Account Credit
  - Credit/Debit (follow the onscreen instructions)
- Credit/Debit payments are efficient, as fees are paid immediately.
- If you are paying by cash or check, please expedite payment delivery, as your submission will be on hold until fees are received.

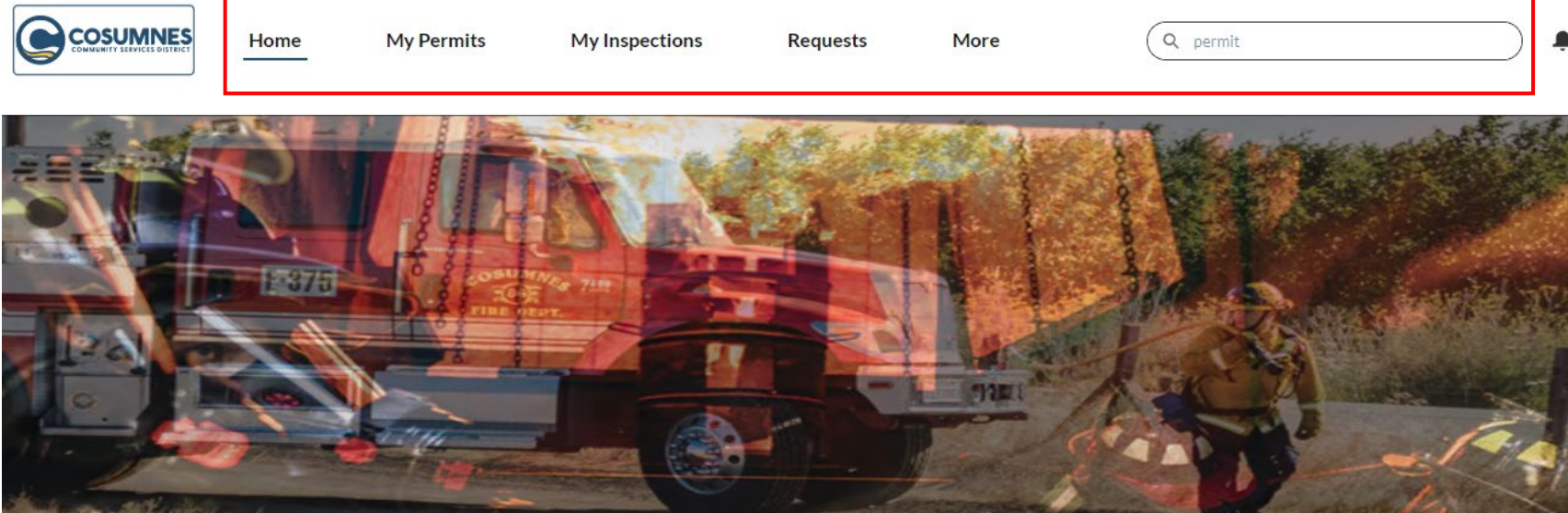
# Button: Information



The "Information" button links to the Cosumnes Community Services District (“District”) website: [www.cosumnescsd.gov](http://www.cosumnescsd.gov)

Information can be found through this link regarding the District, Community, Doing Business, the District’s activity guide, Department webpages, parks, and much more.

# Menu Bar - Home



## Welcome to the Cosumnes Community Services District Portal.

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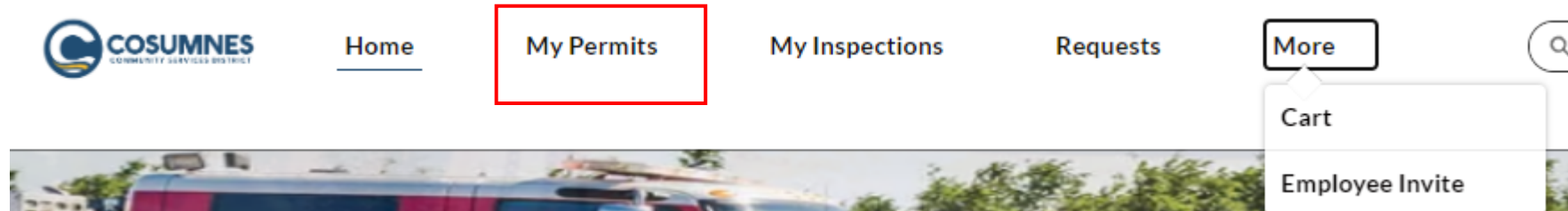
**Fire Department**

**Landscape Architecture and  
Planning**

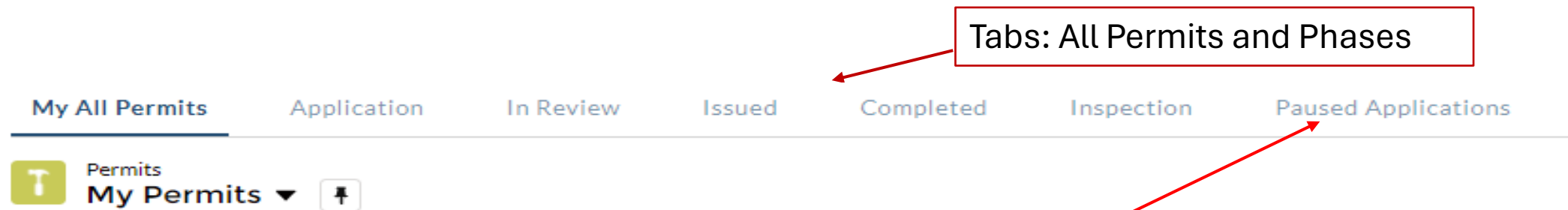
**Make Payments**

**Information**

# Menu Bar – My Permits



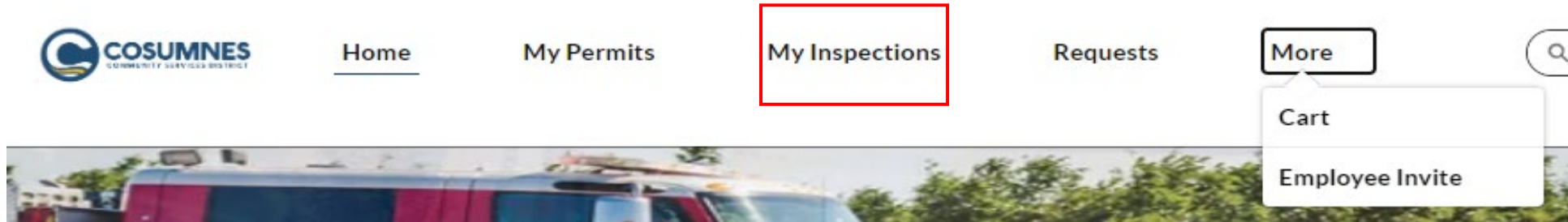
Use tabs to view all permits, permits in the **application** phase, in the **review** phase, that have a permit **issued**, are **completed**, or are ready for or have an **inspection**.



Paused Applications are applications with fees owing or have not yet been submitted.





# Menu Bar – My Inspections




## My Inspections

Below is a list of your active inspections. To see all of your inspections, click the "View All" link at the bottom of the list. To see the details of a specific inspection, click on the inspection number.

 Inspections  
Inspections by user ▼ 

2 items • Sorted by Number • Filtered by My inspections • Updated a few seconds ago

 Search this list...



Number ↑	Address	Permit	Project
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# Menu Bar – Requests



Use this object to request a Time Extension, Refund, Other, Cancel Application, Design Review/Consultation Meeting, Pre-Planning Application Consultation Meeting, Revision Request, Construction Inspection Meeting, Address Consultation, or to Appeal a Citation. The page will show a list of all requests.

## New Service Request

To get started, click [Start New Request](#) below.

[Start New Request](#)

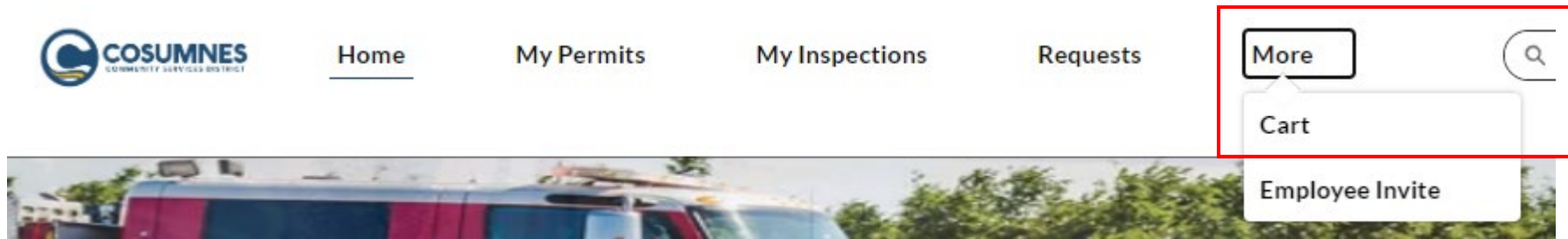
 Requests  
**My Requests** ▼ 

11 items • Sorted by Number • Filtered by All requests • Updated a few seconds ago



    

Number ↑	Type	Status	Created Date
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# Menu Bar – More - Cart







View all fee carts created with applications. The status will show if the payment method was completed, failed, or the cart was abandoned.

 Carts  
**My Cart** ▼ 

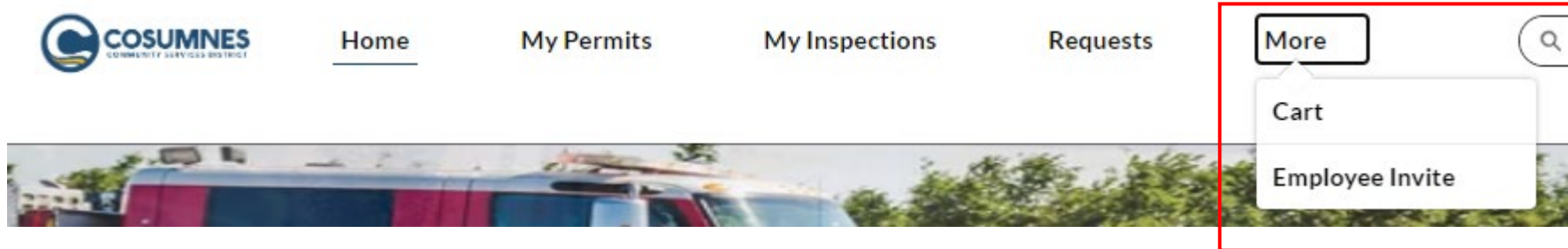
Printable View

35 items • Sorted by Cart Name • Filtered by My carts • Updated a few seconds ago

Cart Name ↑ ▼	Status ▼	Transaction Date ▼	Payment Amou... ▼	Account ▼	Owner Fir... ▼	Owner Las... ▼	Created Date ▼	Created By ▼	
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# Menu Bar – More – Employee Invite



For Business Account users, 1<sup>st</sup> set up a Business Account (ie: fire sprinkler company), then invite employees to create an account under the business by using this menu option. This option is only available for Business Account users.

# Menu Bar – Search

[Home](#)[My Permits](#)[My Inspections](#)[Requests](#)[More](#)

Use this global search to find a permit, request, or inspection by number or partial number.

The search 2024 provided the list here (the list is expandable to show all items):

## Search Results

[All](#)[Permits](#)[Requests](#)[Inspections](#)[Collapse List](#)

## Permits

[5+ Results](#) • [Sorted](#)

### NUMBER

2024-0014657

NBP-2024-010

2024-0000081

2024-0000288

FSP-2024-0001

## Inspections

[5+ Results](#) • [Sorted](#)

### NUMBER

FI-NBP-2024-011-1

FI-2024-0000167-1

FI-2024-0000046-1

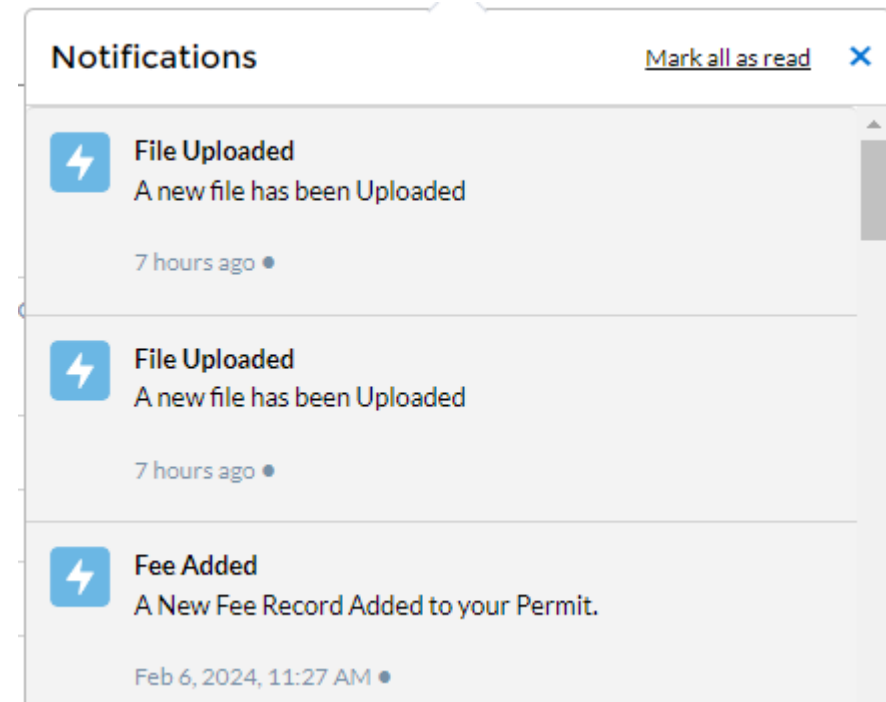
FI-2024-0000192-1

FI-2024-01126

# Menu Bar - Notifications

[Home](#)[My Permits](#)[My Inspections](#)[Requests](#)[More](#)

- As applications and requests move through the phases, notifications are sent to customers.
- Notifications are system-generated and provide real-time information and updates.
- Clicking a notification will take you to the applicable application.



# Menu Bar – Profile

[Home](#)[My Permits](#)[My Inspections](#)[Requests](#)[More](#)

## Access:

- Login Profile
  - Update name, title, email, username, and phone number.
- Login Settings
  - Change email address
  - Change password
  - Choose site language
  - Choose a time zone
  - Enable email notifications
  - Upload a photo, avatar, or emoji for your profile picture

For additional changes, contact the Cosumnes Fire Department.

# Continue the Customer How-To Series:

Part 1 – Portal Overview

Part 2 – New Construction Permit Applications (Fire Department)

Part 3 – Solar Permit Applications (Fire Department)

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Part 5 – Special Events Permit Application (Fire Department)

Part 6 – Knox Box Applications (Fire Department)

Part 7 – Fireworks Applications (Booth Sales, Public Displays, etc) (Fire Department)

Part 8 – Certificate of Occupancy and Fire Hydrant Flow Tests (Fire Department)

Part 9 – Alternate Means and Methods Request (Fire Department)

Part 10 – Meeting Requests (Fire Department and Landscape Architecture & Planning)

Part 11 – Pay Fees (Fire Department and Landscape Architecture & Planning)

Part 12 – Landscape Architecture and Planning Division



# Thank you for viewing this Overview How To.

If you have questions, please call the Cosumnes Fire Department at 916-405-7100, staff are happy to help!