

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

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- 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
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- Menu Bar
 - Home
 - My Permits
 - My Inspections
 - Requests
 - Cart
 - Search
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 - Profile

Clariti User Portal

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

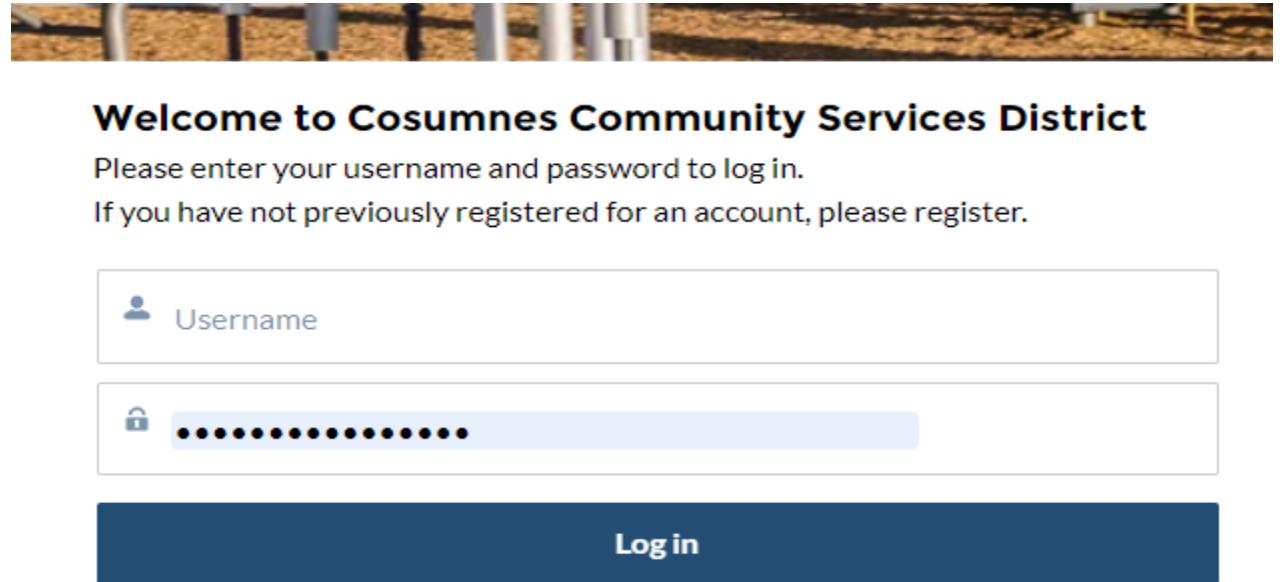
Welcome to the Cosumnes Community Services District Portal.

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. 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](#)

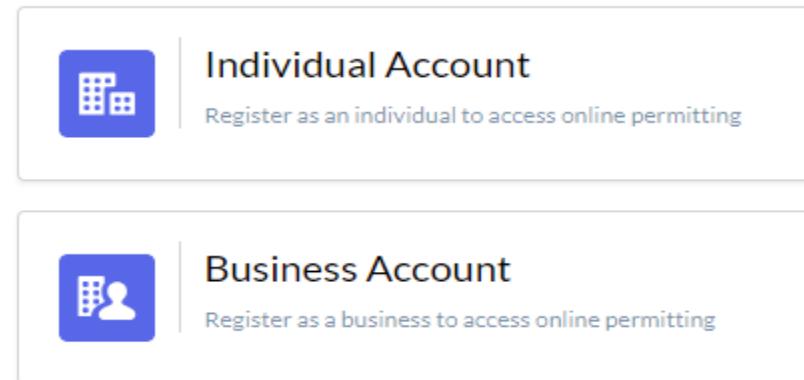
Setting up an account

Follow the online directions.



The image shows the login page for the Cosumnes Community Services District. At the top, there is a decorative banner with a textured, yellowish-brown background. Below the banner, the text "Welcome to Cosumnes Community Services District" is displayed in bold black font. A sub-instruction "Please enter your username and password to log in." is shown in a smaller black font. Another sub-instruction "If you have not previously registered for an account, please register." is also present. The page features two input fields: a "Username" field with a user icon and a "Password" field with a lock icon and a redacted password. A large blue "Log in" button is centered below the fields. At the bottom left of the page, there is a link "Forgot your password?"

Register for an Account



The image shows the "Register for an Account" section of the website. It features two main options: "Individual Account" and "Business Account". Each option is represented by a blue square icon with a white symbol: a building for the Individual Account and a person for the Business Account. To the right of each icon, the account type is labeled in bold black font, and a descriptive subtitle in smaller blue font is provided. A horizontal line separates this section from the footer.

 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:

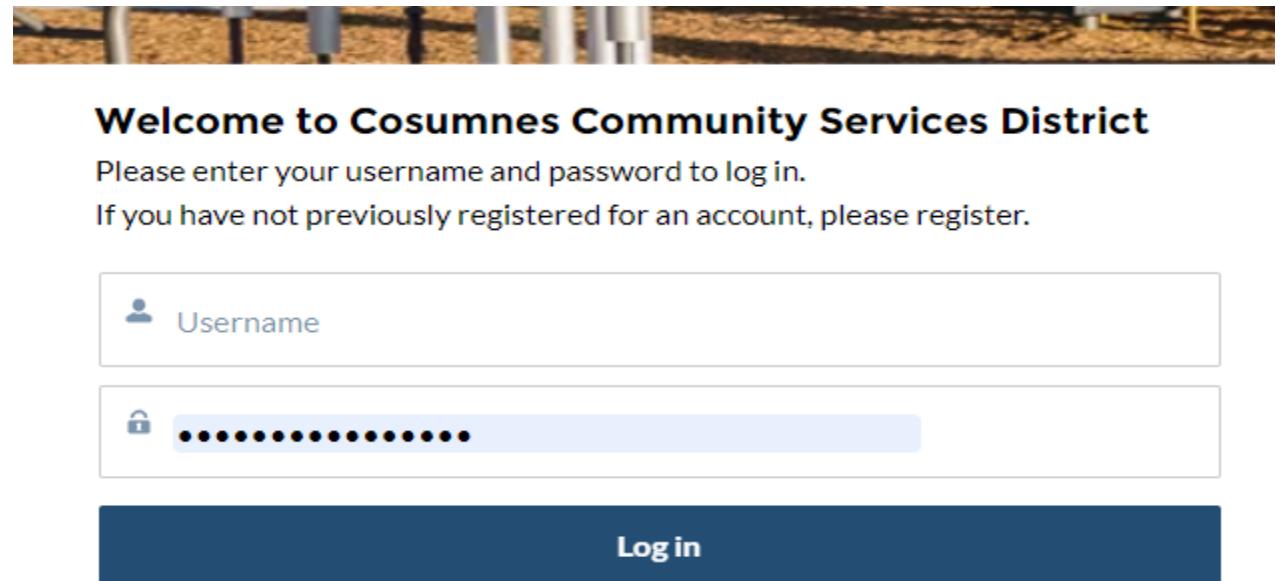
- You are a sole proprietor.
- You are the owner/builder.
- You are setting up an account to request a burn permit.
- You are paying individual citation fees.

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

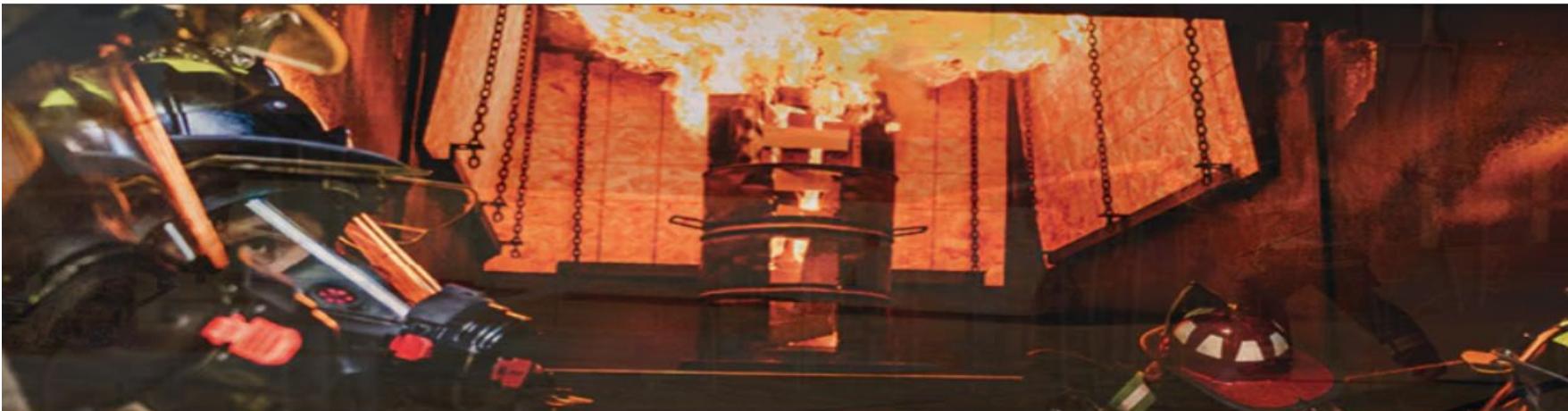
Logging in

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



The image shows the login page for the Cosumnes Community Services District. At the top, there is a decorative banner with a repeating pattern of orange and brown shapes. Below the banner, the text "Welcome to Cosumnes Community Services District" is displayed in bold. A sub-instruction "Please enter your username and password to log in." is shown in a smaller font. Below this, a note for new users "If you have not previously registered for an account, please register." is present. The form itself consists of two input fields: "Username" with a user icon and "Password" with a lock icon. A large blue "Log in" button is at the bottom. Below the button, a link "Forgot your password?" is visible.

Home Page



Welcome to the Cosumnes Community Services District Portal.

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[Fire Department](#)

[Landscape Architecture and Planning](#)

[Make Payments](#)

[Information](#)

Home Page

Fire Department

Landscape Architecture and
Planning

Make Payments

Information

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



Make Payments

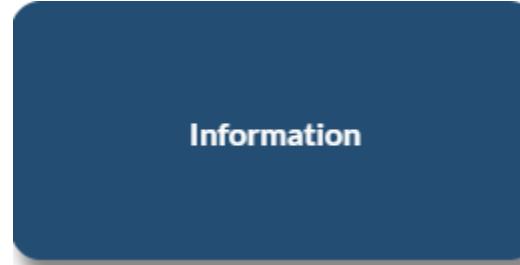
You can pay all fees securely online using a valid credit card.

- 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.

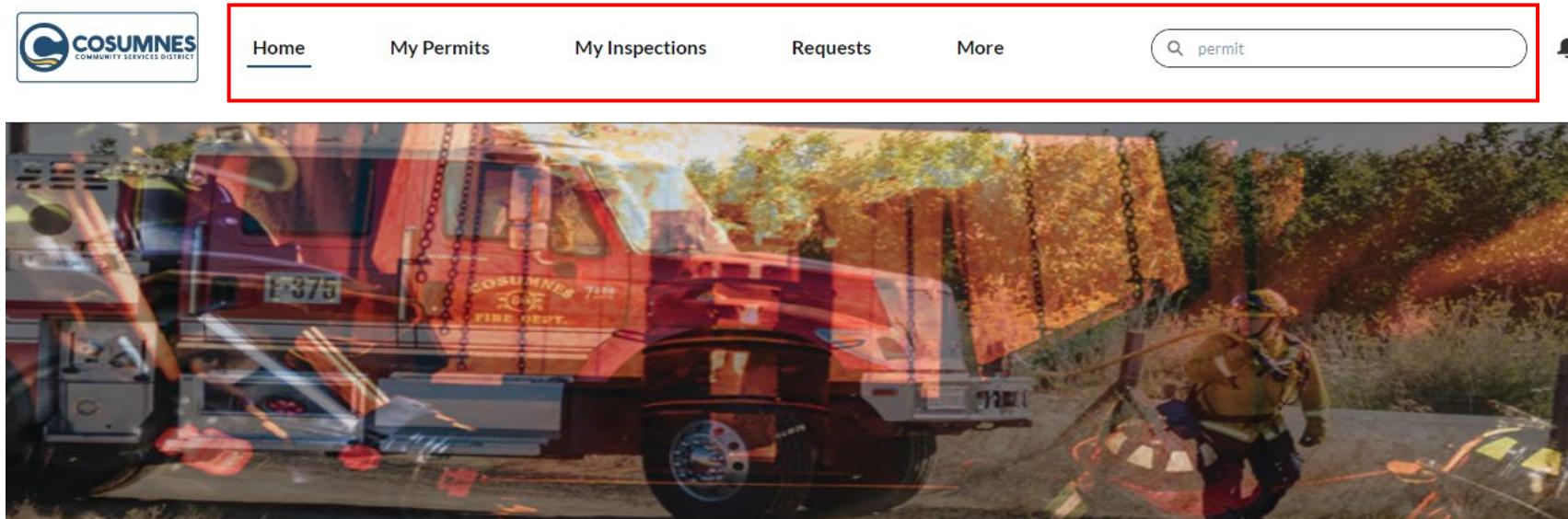
Button: Information



The "Information" button links to the Cosumnes Community Services District ("District") website: www.cosumnescsd.gov

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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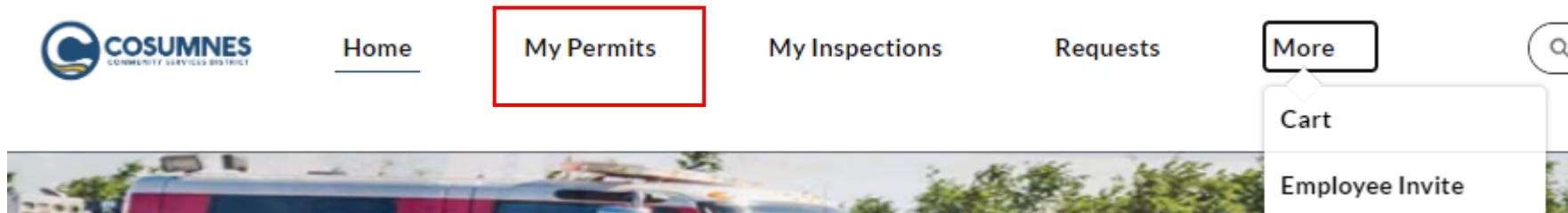
[Fire Department](#)

[Landscape Architecture and Planning](#)

[Make Payments](#)

[Information](#)

Menu Bar – My Permits



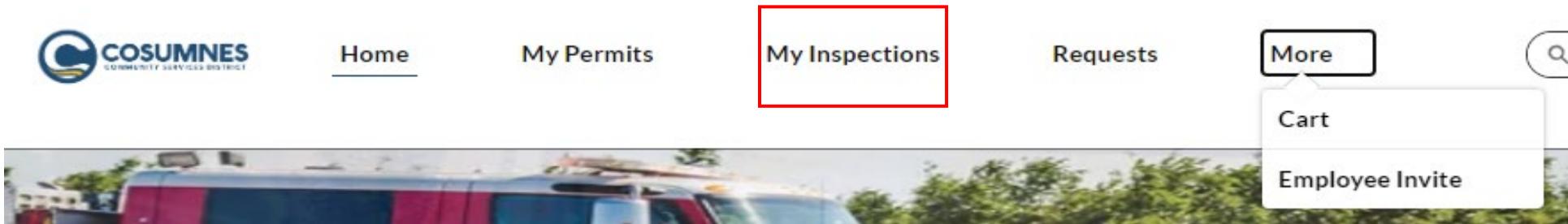
Use tabs to view all permits, permits in the **application** phase, in the **review** phase, that have a permit **issued**, are **completed**, or are ready for or have an **inspection**.

Tabs: All Permits and Phases

Paused Applications

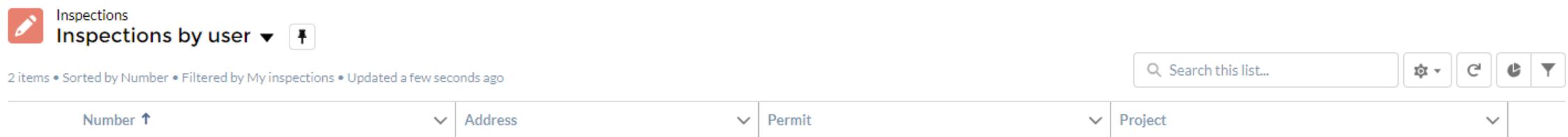
Paused Applications are applications with fees owing or have not yet been submitted.

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.



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

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.

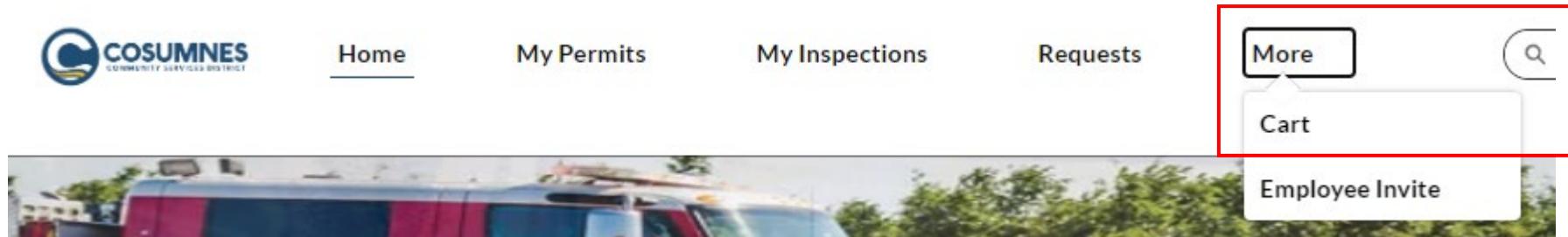
New Service Request

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		
<input type="text"/> Search this list...		
Number ↑	Type	Status
Created Date	▼	▼

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.

A screenshot of a 'My Cart' page. At the top, there are buttons for 'Carts' (with a shopping cart icon), 'My Cart' (with a dropdown arrow), and 'Printable View'. Below that is a search bar with 'Search this list...' and filter icons. The main area shows a table with 35 items, sorted by 'Cart Name' (with an up arrow). The table has columns for 'Cart Name', 'Status', 'Transaction Date', 'Payment Amou...', 'Account', 'Owner Fir...', 'Owner Las...', 'Created Date', 'Created By', and an empty column. Each row in the table represents a fee cart entry.

Menu Bar – More – Employee Invite



For Business Account users, 1st 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](#) Search...

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

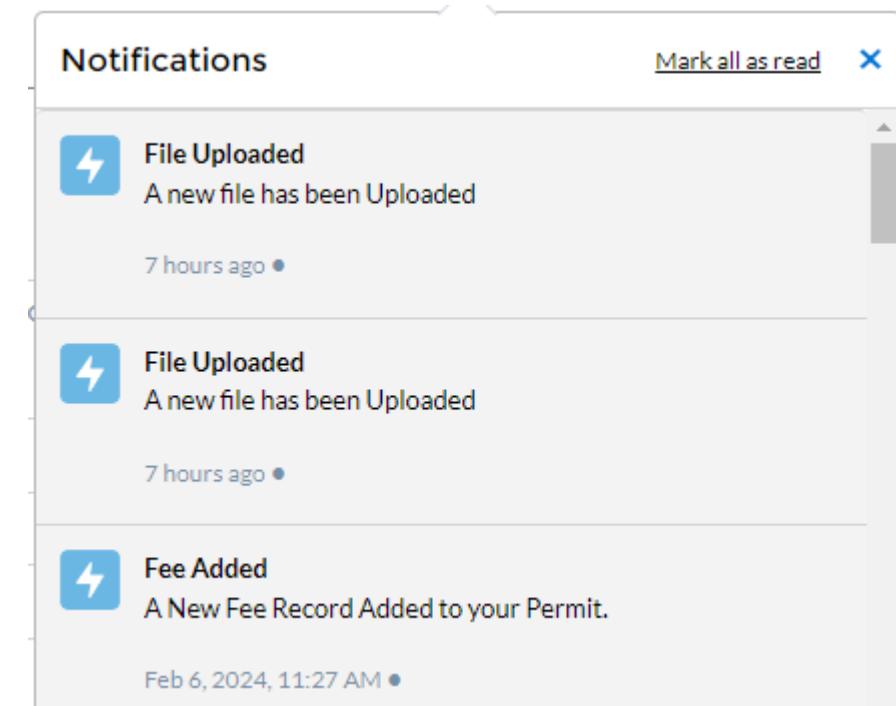
NUMBER

FI-NBP-2024-011-1
FI-2024-0000167-1
FI-2024-0000046-1
FI-2024-0000192-1
FI-2024-01126

Menu Bar - Notifications



- 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](#)A search bar with a magnifying glass icon and the placeholder text "Search...".

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)

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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!