

# Cosumnes Customer Permit Portal How to: Knox Box Applications

Presented by Cosumnes Fire Department

May 2024

Revised: July 10, 2025

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# Introduction

- This how-to will walk you through applying for a Knox product.
- For help with setting up an account and an overview of the customer portal, please see “[Cosumnes Permit Software, How to for Customers - Overview](#)”.
- Fees are collected at the time of application. Applications with missing fees will not be processed.
- Additional information regarding the [Knox Product Program](#) can be found at [www.cosumnescsd.gov/946/Fire-Prevention-Standards-and-Forms](#), handout 2005.

# Clariti User Portal



Home

Search...



## 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

Password

Log in

[Forgot your password?](#)

Register for an Account



Individual Account

Register as an individual account to access Cosumnes

# Setting up an account

[Clariti User Portal](#)

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.

[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:**

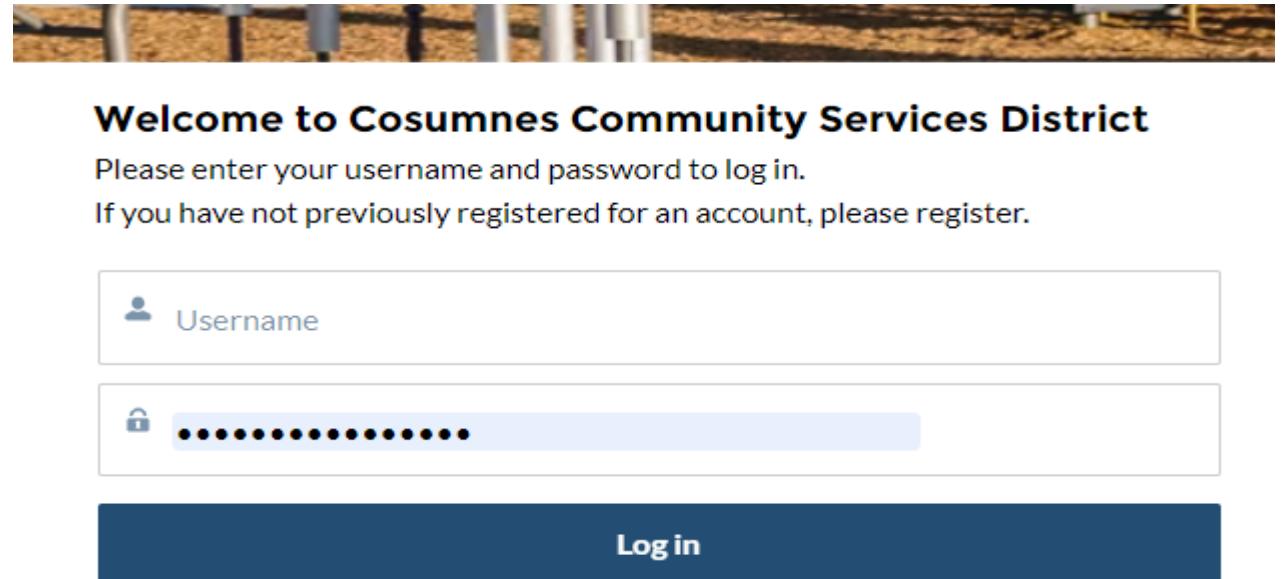
- You are a sole proprietor.
- You are the owner/builder.
- You are setting up an account to request a burn permit.
- You are paying individual citation fees.

## **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

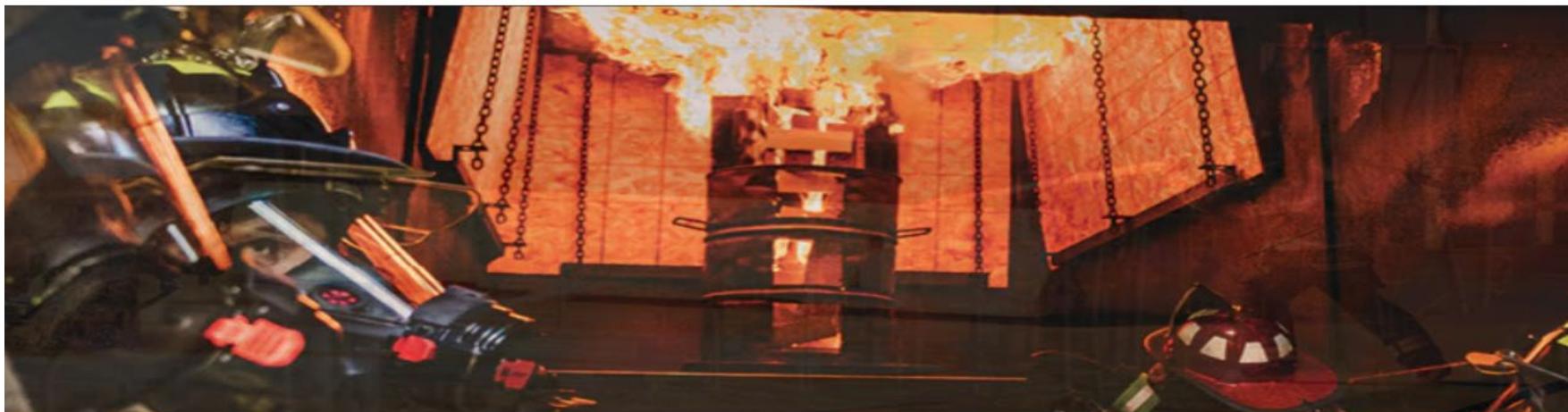
# Logging in

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



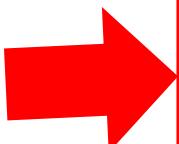
The image shows the login page for the Cosumnes Community Services District. At the top, there is a decorative banner with a repeating pattern of orange and black shapes. Below the banner, the text "Welcome to Cosumnes Community Services District" is displayed in bold. A sub-instruction "Please enter 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 page features two input fields: "Username" with a user icon and "Password" with a lock icon. A large blue "Log in" button is centered below the fields. At the bottom, a link "Forgot your password?" is visible.

# Clariti User Portal To access the Knox Box application, choose the Fire Department Button



## 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**

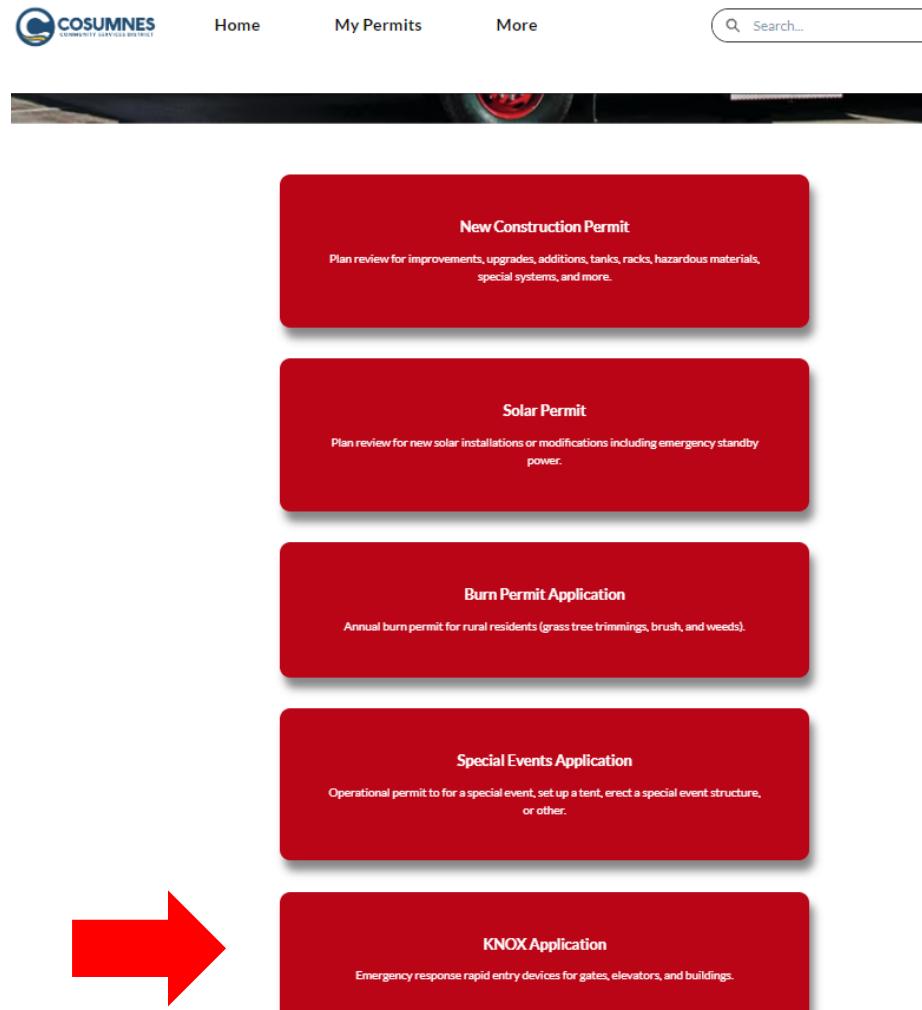
**Landscape Architecture and Planning**

**Make Payments**

**Information**

# Knox Application

From the Fire Department Menu, choose the fifth button down, “KNOX Application”.



The screenshot shows the Cosumnes Community Services District website. At the top, there is a navigation bar with the Cosumnes logo, Home, My Permits, More, and a search bar. Below the navigation bar, there is a banner image. Underneath the banner, there are five red rectangular buttons, each representing a different application type. From top to bottom, the buttons are: "New Construction Permit" (Plan review for improvements, upgrades, additions, tanks, racks, hazardous materials, special systems, and more.), "Solar Permit" (Plan review for new solar installations or modifications including emergency standby power.), "Burn Permit Application" (Annual burn permit for rural residents (grass tree trimmings, brush, and weeds).), "Special Events Application" (Operational permit to for a special event, set up a tent, erect a special event structure, or other.), and "KNOX Application" (Emergency response rapid entry devices for gates, elevators, and buildings.). A large red arrow points to the "KNOX Application" button.

- New Construction Permit**  
Plan review for improvements, upgrades, additions, tanks, racks, hazardous materials, special systems, and more.
- Solar Permit**  
Plan review for new solar installations or modifications including emergency standby power.
- Burn Permit Application**  
Annual burn permit for rural residents (grass tree trimmings, brush, and weeds).
- Special Events Application**  
Operational permit to for a special event, set up a tent, erect a special event structure, or other.
- KNOX Application**  
Emergency response rapid entry devices for gates, elevators, and buildings.

# Complete the Application

- Complete Application Type Section
  - Choose Project Type: either “Commercial – New” or “Residential – New”
  - Choose type
- Complete Applicant Details
  - Applicant Type – use “Other” if you do not see an applicable type.
  - Complete Other Interested Parties information if you’d like to have someone else associated with this application, such as a colleague.

New Application

Application      Acknowledgement      Project Details

**Application Type**

Project Type: Commercial - New

Type: Knox Box

**Applicant Details**

Applicant Name

\*Applicant Type: --None--

Other Interested Party

Type of Other Interested party: --None--

Unable to find Other Interested Party? No

**Project Details**

Project: Search undefined... Note: If project is not available in project lookup then enter project name below

Project Name:

\*Location Address: Search Addresses... Note: If exact address not available then enter location description

\*Location Description:

Suite #:

Parcel Number Search: Search Parcel Numbers... Note: Input Known parcel number and search. If parcel number does not come up, complete "Parcel Number"

Parcel Number:

Parent Permit: Search Permits...

**Next**

# Acknowledgement

Read and acknowledge that all information you have given is correct and that fees will be based on the information submitted in the application.

New Application



Acknowledgement

I, hereby acknowledge that the information given is correct. I acknowledge that fees will be assessed based on the information submitted in this application.

Fees may be paid online with a credit card (Visa, Mastercard, or Discover), a 3% service charge will apply. After fees are paid, the application will automatically be submitted. The customer will be returned to the "Amount Owing/Pay Now" screen and may navigate to other parts of the portal

Fees may also be paid by cash or check delivered to Cosumnes Fire Department, 10573 E. Stockton Blvd., Elk Grove, CA 95624.

Applications will be reviewed once all fees are paid.

Acknowledgement

[Save and Resume Later](#)

[Back](#) [Next](#)

NOTE: If a different type of permit is needed, fees will be adjusted.  
All fees must be paid before the application will enter the Plan Review phase.  
If the actual fees turn out to be less a credit or refund will be issued.

# Fee Detail

Paying fees is the last phase in submitting a Knox product application.

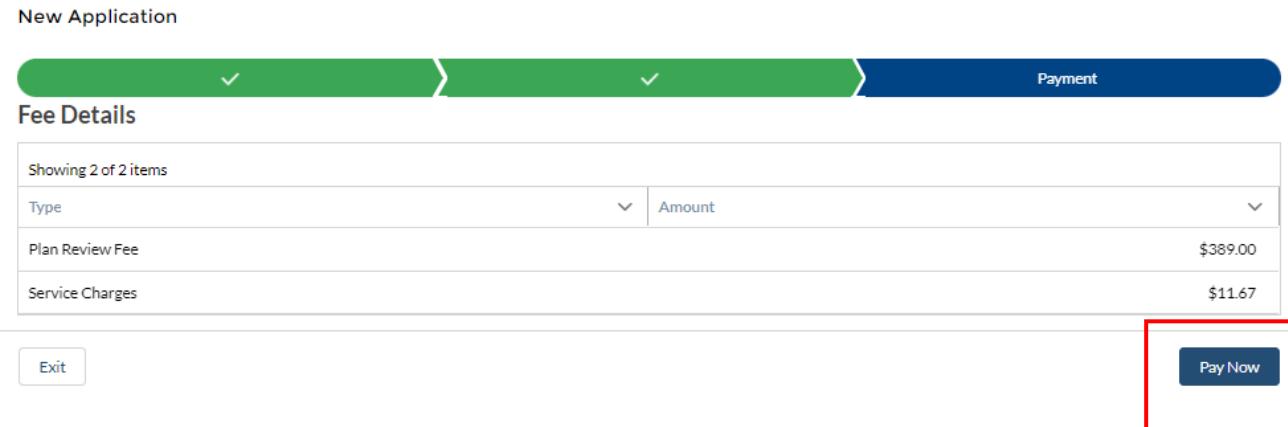
All fees must be paid at the time of application.

There is a 3% service charge to by credit/debit card.

The 3% service charge is waived if fees are paid by check/cash.

**Applications are reviewed once all fees are paid.**

New Application



Type	Amount
Plan Review Fee	\$389.00
Service Charges	\$11.67

Exit Pay Now

To pay by credit/debit card, click Pay Now. Click Pay Now on the next screen.

To pay by check/cash, click Exit. Your application will be saved under “Paused Applications.”

Deliver check/cash to

Cosumnes Fire Department  
10573 E Stockton Blvd.  
Elk Grove, CA 95624

Be sure to reference your permit number.

# Amount Owing

## Pay Now

The cumulative balance owed will be reflected in this screen.

If paying by credit/debit card, click Pay Now.

If paying by Check/Cash you may navigate away from this screen.

Applications are not reviewed until all fees are paid.



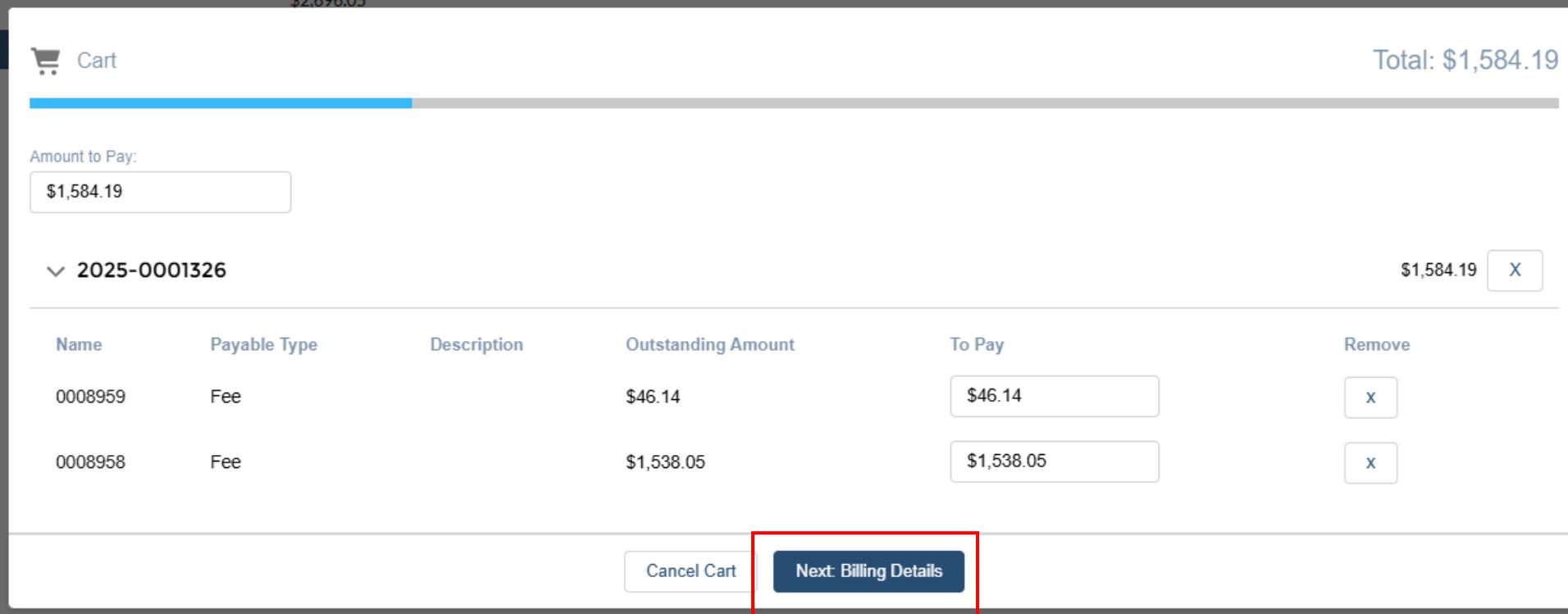
# Summary of Charges

- Permit Fee
- 3% Service Fee if paying by credit/debit card.
- Choose Next Billing Details
- Note your permit number



Name	Payable Type	Description	Outstanding Amount	To Pay	Remove
0017942	Fee		\$389.00	\$389.00	<input type="button" value="X"/>
0017943	Fee		\$11.67	\$11.67	<input type="button" value="X"/>

# Click Next: Billing Details



Amount Owing  
\$2,696.05

Cart Total: \$1,584.19

Amount to Pay:  
\$1,584.19

2025-0001326 \$1,584.19 X

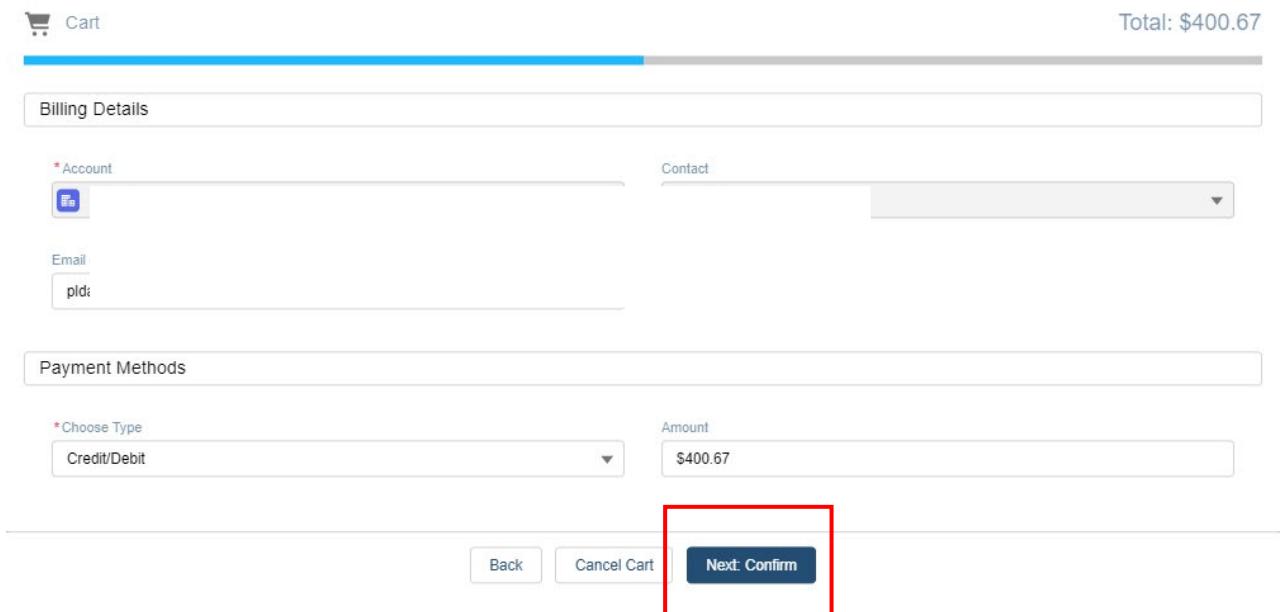
Name	Payable Type	Description	Outstanding Amount	To Pay	Remove
0008959	Fee		\$46.14	\$46.14	X
0008958	Fee		\$1,538.05	\$1,538.05	X

Cancel Cart **Next: Billing Details**

# Billing Details

Choose a payment method.

- Credit/Debit – pay online now, press Next Confirm.



The screenshot shows a user interface for a payment page. At the top, there is a cart icon and the word "Cart" followed by "Total: \$400.67". Below this is a section titled "Billing Details" containing fields for "Account" (with a small icon of a person and a plus sign) and "Email" (containing "pldt"). To the right of these fields is a "Contact" dropdown menu. The next section is "Payment Methods", which includes a dropdown for "Choose Type" set to "Credit/Debit" and an "Amount" field containing "\$400.67". At the bottom of the page are three buttons: "Back", "Cancel Cart", and a dark blue "Next: Confirm" button, which is highlighted with a red rectangular box.

# Process Payment

Confirm all information is correct, press Process.

Cart Total: \$400.67

Billing Details		Account	Contact	Email
-----------------	--	---------	---------	-------

Cart Details

2024-0018942		\$400.67		
Name	Payable Type	Description	Outstanding Amount	To Pay
0017942	Fee		\$389.00	\$389.00
0017943	Fee		\$11.67	\$11.67

Payment Methods

Type	Amount
Credit/Debit	\$400.67

Back Process



**Paysafe:**

Clariti

# Input Credit Card Info

Your credit card information is processed securely through PaySafe by Clariti.

Complete fields and press Pay

Card Information

Cardholder Name

Card Number

Expiry

CW



Order Total: \$400.67

PAY

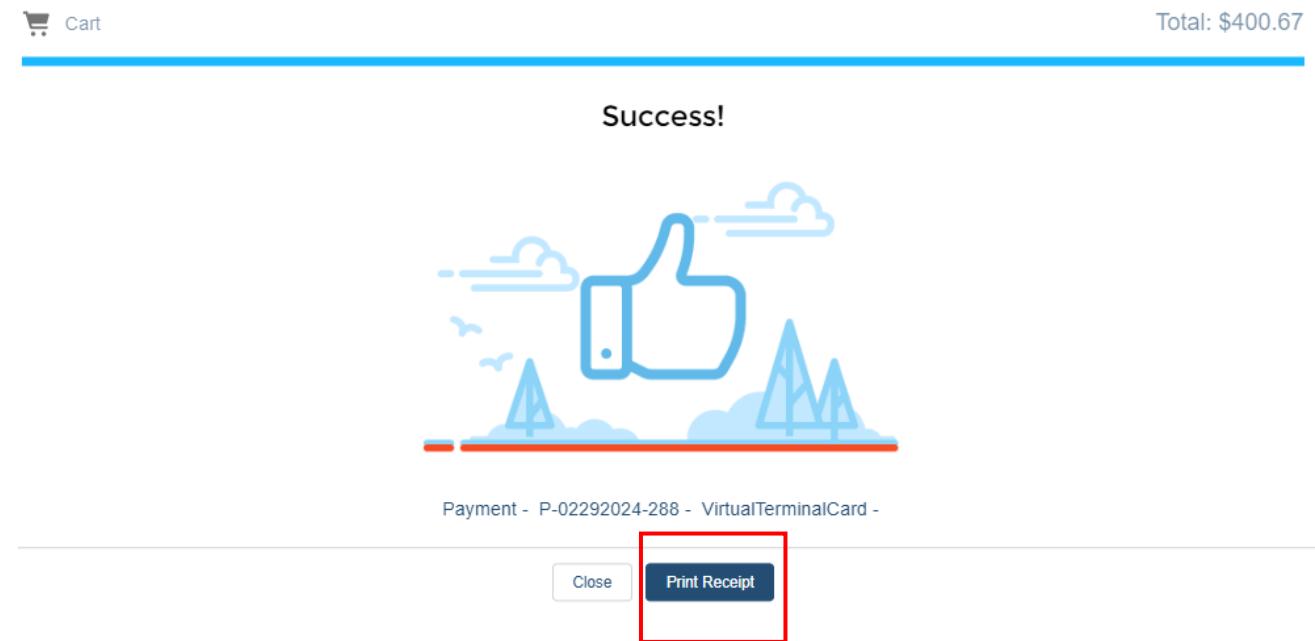
Powered by

Paysafe:

# Print Receipt

If payment is successful, print the receipt.

Once fees are paid, check your email for information and directions on what to do next.





Cosumnes Community Services District  
8820 Elk Grove Blvd. Elk Grove, CA 95624  
[support@claritisoftware.com](mailto:support@claritisoftware.com)  
Phone: (916) 405-7150 | Fax: (916) 405-5600  
[CosumnesCSD.gov](mailto:CosumnesCSD.gov)

# Printed Receipt

You may print your receipt for your records.

You may close the receipt pop-up.

Your file has been submitted to the  
Cosumnes Fire Department.

You will be returned to the “Pay Now”  
screen and may now navigate to other  
areas of the portal.

Your payment was successful!

Account: \_\_\_\_\_ Date: 2/29/2024, 3:58 PM  
Contact: \_\_\_\_\_ Total Amount: \$400.67  
Email ID: \_\_\_\_\_

Payment Details

Amount Paid: \$400.67 Receipt #: P-02292024-288  
Payment Method: VirtualTerminalCard

Item	Payment Amount
2024-001B942 - Commercial - New - Knox Box - Plan Review Fee - Knox Project TEST - BENEDIX WAY, ELK GROVE, CA 95758	\$389.00
2024-001B942 - Commercial - New - Knox Box - Service Charges - Knox Project TEST - BENEDIX WAY, ELK GROVE, CA 95758	\$11.67
Total Amount: \$400.67	

Thank you for your payment. We appreciate your business and look forward to working with you on this project.

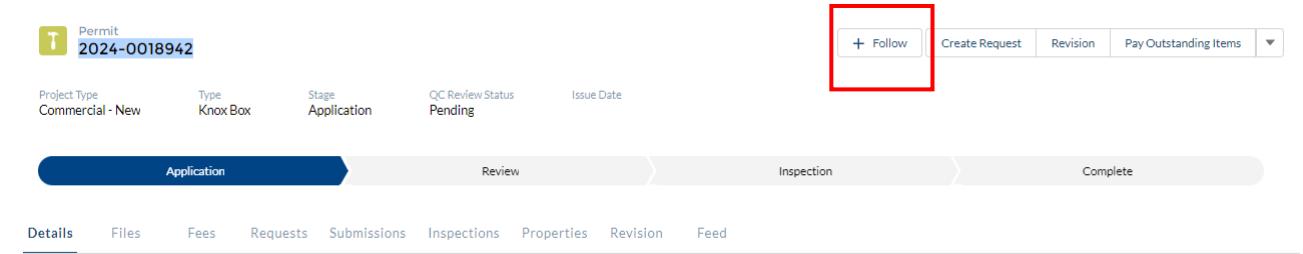
If you have any questions, contact the Cosumnes Community Services District: for the Fire Department, call (916) 405-7100, or for the Facilities and Development Department, call (916) 405-7167. Office hours are Monday through Thursday, 8 AM to 5 PM, and Friday, 8 AM to 12 PM. Offices are closed on weekends.

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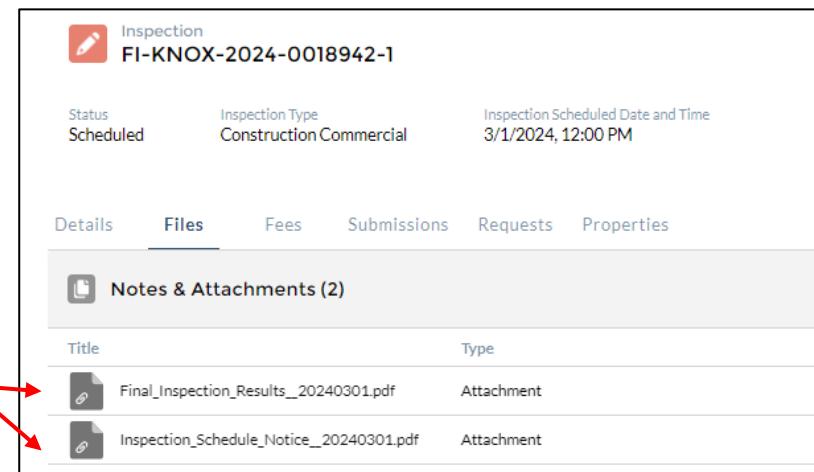
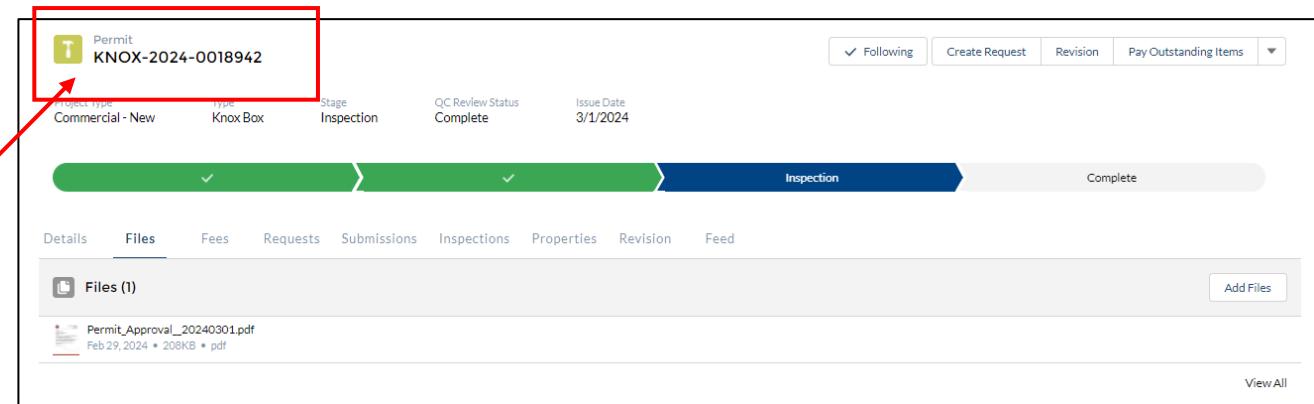
# Follow

Follow your application to receive updates.



# Next Steps

- Order Knox product – follow the steps in [Handout 2005](#). Information will be emailed to you upon submission of the application.
- Once the product order is placed/confirmed and all fees are paid, the Cosumnes Fire Department will approve the permit. Your permit number will then have the prefix “KNOX”.
- After installing the product, request an inspection through [www.cosumnescsd.gov/303](http://www.cosumnescsd.gov/303). Choose “Request an Inspection”, complete and submit form.
- When scheduled, an Inspection Schedule Notice will arrive in the Inspection under Files
- An approved inspection completes the Knox permit process.



**Thank you for viewing  
this How To for Knox Applications**

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