



City of Ashland Community Development Department

51 Winburn Way • Ashland, OR 97520

Phone (541) 488-5305 • Fax (541) 488-6066

Email: Building@ashland.or.us / Planning@ashland.or.us

Citizen Self Service: Dashboard Overview

1. If you are not logged into your CSS account, begin the process by logging in from the [City of Ashland CSS Homepage](#)
2. Click on the **Login or Register** tile box

The screenshot shows the top navigation bar with the City of Ashland logo and the text 'Citizen Self Service', 'Planning & Building Permits', and 'Community Development Department'. The user is identified as 'Good Morning, Guest'. The main navigation menu includes 'Home', 'Apply', 'Today's Inspections', 'Map', 'Fee Estimator', 'Search', and 'Calendar'. The main content area is titled 'Welcome to Self Service' and contains six tiles: 'Search Public Records', 'Apply', 'Login or Register' (highlighted with a red box), 'Estimate Fees', 'Map', and 'Calendar'. The 'Login or Register' tile text reads: 'Login or Register. Login to an existing or create a new account. You can also find help if you forgot your login information.'

3. Click on **Dashboard**

The screenshot shows the top navigation bar with the City of Ashland logo and the text 'Citizen Self Service', 'Planning & Building Permits', and 'Community Development Department'. The user is identified as 'Good Morning, City of Ashland'. The main navigation menu includes 'Dashboard' (highlighted with a red box), 'Home', 'Apply', 'My Work', 'Today's Inspections', 'Map', 'Fee Estimator', 'Search', and 'Calendar'. The main content area is titled 'Welcome to Self Service'.

4. **My Permits** and **My Plans** sections are broken down in the same order and perform the same.
 - a. **Attention:** Permits/Plans that require your attention
 - i. Failed Inspection
 - ii. Reviews that require Resubmittal
 - iii. Expired Permits/Plans
 - b. **Pending:** Permits/Plans recently applied for and still under review by City staff
 - c. **Active:** Permits/Plans that have been issued
 - i. You can request inspections on these permits
 - ii. Inspection results can also be found here
 - d. **Recent:** All recent Permits/Plans that you have applied for



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My Permits

Attention	Pending	Active	Recent	Draft
1	3	1	7	0
Building: Residential... 1	Building: Residential... 1 Building: Residential... 1 Building: Residential... 1	Building: Residential... 1	Building: Renewabl... 3 Building: Residential... 2 Other 2	

[View My Permits](#)

My Plans

Attention	Pending	Active	Recent	Draft
0	1	2	3	0
	Planning: Sign Permit 1	Planning: Fence Per... 1 New Address Permi... 1	Planning: Sign Permit 2 New Address Permi... 1	

[View My Plans](#)

5. My Inspections section is broken down in the following order:
 - a. **Requested:** Shows all the inspections that you have requested
 - b. **Scheduled:** Once the Inspector has scheduled the inspection, it will move from Requested to Scheduled
 - c. **Closed:** Once the inspection is completed, it will move to this section

My Inspections

Requested	Scheduled	Closed
1	0	1
203-Undergr... 1		304-Rough M... 1

[View My Inspections](#)



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6. **My Invoices** section is broken down in the following order:
 - a. **Current:** Invoice amounts that are currently due will show here
 - b. **Past Due:** Invoice amounts that are past due will show here
 - c. **Total:** Invoice amounts for both current and past will show here

My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

[View My Invoices](#)