



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: New User Registration

HOW TO REGISTER

1. Begin process from the [City of Ashland CSS Homepage](#)
2. Click on the **Login or Register** tile box

The screenshot shows the 'Citizen Self Service' homepage. At the top left is the logo and navigation links: 'Citizen Self Service', 'Planning & Building Permits', and 'Community Development Department'. On the top right, it says 'Good Morning, Guest'. A dark navigation bar contains links for 'Home', 'Apply', 'Today's Inspections', 'Map', 'Fee Estimator', 'Search', and 'Calendar'. The main content area is titled 'Welcome to Self Service' and features six tiles: 'Search Public Records', 'Apply', 'Login or Register' (highlighted with a red border), 'Estimate Fees', 'Map', and 'Calendar'. Each tile includes a brief description of its function.

3. Click the **“Register Here”** option at the bottom of the **Log In** Screen

The screenshot shows the 'Log In' form. It includes fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot your password? Reset It', 'Forgot your username? Email It', and 'Don't have an account yet? Register Here' (highlighted with a red border).



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4. Enter a valid email address and click **Next**
 - a. This will generate an email to the email address entered
 - b. **If you have previously applied for permits with the City of Ashland, please use the same email that was listed on your previous applications.** CSS will automatically tie any prior projects to your account.

Citizen Self Service
Planning & Building Permits
Community Development Department

Good Morning, Guest ▾

Home Apply Today's Inspections Map Fee Estimator Search Q Calendar 0

Registration

Step 1 of 4: Email Address

Email Next

5. Once you have received the email click **“Confirm”**

Citizen Self Service New User Account Confirmation | Inbox x

noreply@ashland.or.us
to me ▾

11:27 AM (0 minutes ago) ☆ ↶ ▾

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

6. Check the “I’m not a robot” box and complete the CAPTCHA photo verification (required)
7. Enter a Username to be utilized for logging into CSS (*Note: The Username cannot be changed once you register. The Username can be your email address*)
8. Enter a Password and Confirm the Password. (*Note: The password must be at least 10 total characters: eight (8) characters must be letters with 1 being a capital letter; one (1) number; and one (1) special character. Some special characters may not be accepted, such as underscore (_).*)

Citizen Self Service
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Good Morning, Guest ▾

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Registration

Step 2 of 4: Login information

*REQUIRED

I'm not a robot 

* Username

* Password

* Confirm Password



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9. Click Next

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Good Morning, [Guest](#)

Home Apply Today's Inspections Map Fee Estimator Search Calendar

Registration

Step 2 of 4: Login information

***REQUIRED**

I'm not a robot

* Username

* Password

* Confirm Password

Email

10. Enter all required fields (Note: Required fields are marked with a rest asterisk *)

11. Click Next

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Good Morning, [Guest](#)

Home Apply Today's Inspections Map Fee Estimator Search Calendar

Registration

Step 3 of 4: Personal Info

***REQUIRED**

* First Name

Middle Name

* Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information



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12. Enter your Address information and click **Submit**

Registration

Step 4 of 4: Address

*REQUIRED

Country Type	US	▼
* Street Number	<input type="text"/>	
Pre Direction	<input type="text"/>	▼
Street Name	<input type="text"/>	
Street Type	<input type="text"/>	▼
Post Direction	<input type="text"/>	▼
Unit Or Suite	<input type="text"/>	
City	<input type="text"/>	
State	<input type="text"/>	▼
Postal Code	<input type="text"/>	
* Address Type	Location	▼

You have successfully registered for you **CSS account** and will be directed to your **Dashboard!**