



Citizen Self-Service

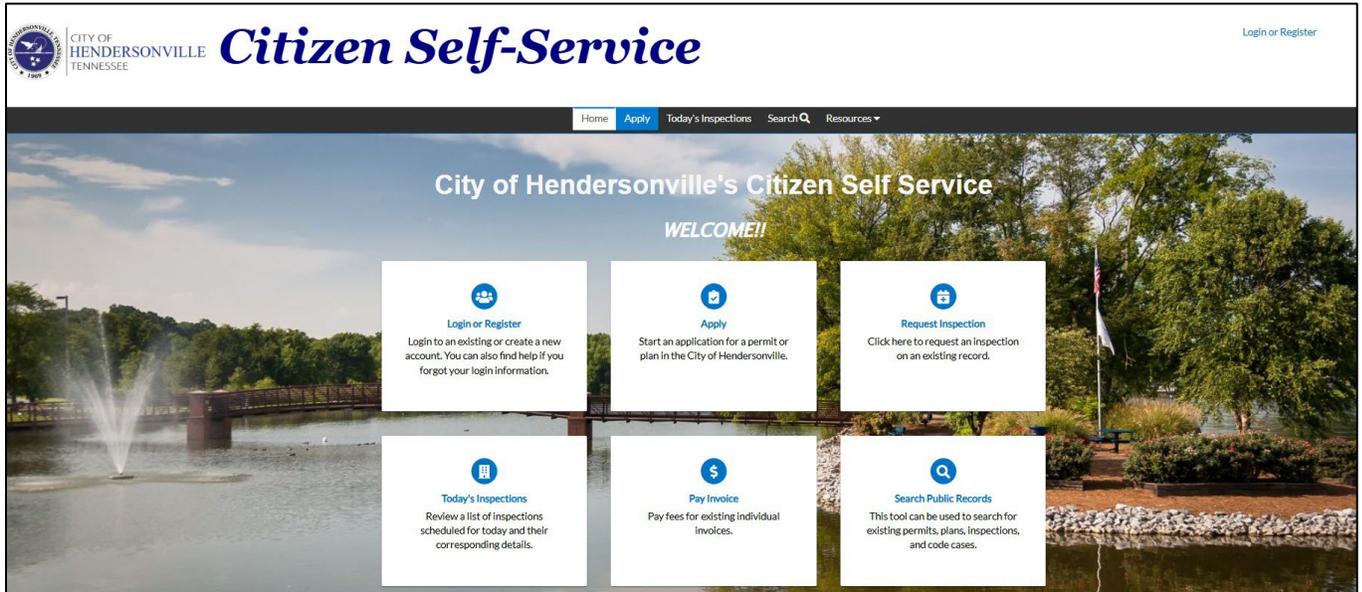
How to Apply for Permit Guide

Citizen Self-Service or CSS is a web portal where you can apply and search for permits and plans, request inspections, search records, as well as pay fees online. You can access the City of Hendersonville's Citizen Self-Service portal via css.hvilletn.org.

Though any person may access public information in CSS, **only registered users, such as contractors, developers, and owners, will have expanded access in order to conduct business.** By establishing an account and creating a CSS login, customers have access to tools which allow them to conduct financial transactions, apply for permits, and access records related to their project. CSS is available via desktop computer or mobile device such as a tablet or smartphone, and provides the following functionality:

- **Inspection Requests & Status:** Inspections may be requested online (*not all departments offer this option at this time. If the option does not appear contact the specific department for clarification*), providing both the city and customer with a record of the request. Customers can review the status of scheduled and completed inspections in real-time.
- **Apply for Permits:** Any customer who has created a CSS account may apply for a building permit, trade permit, plan/zoning review, etc.
- **Submit Plans:** Customers will submit electronic plans when required as part of the permit or plan review application. Check on status, review comments, resubmit plan revisions, pay fees online for plans.
- **Register for CSS Account:** Customers can establish an account to complete online applications. See [CSS Registration Guide](#) for detailed instructions.
- **Search:** Search existing permits, plans, code cases, inspections.

Citizen Self Service (CSS) Home



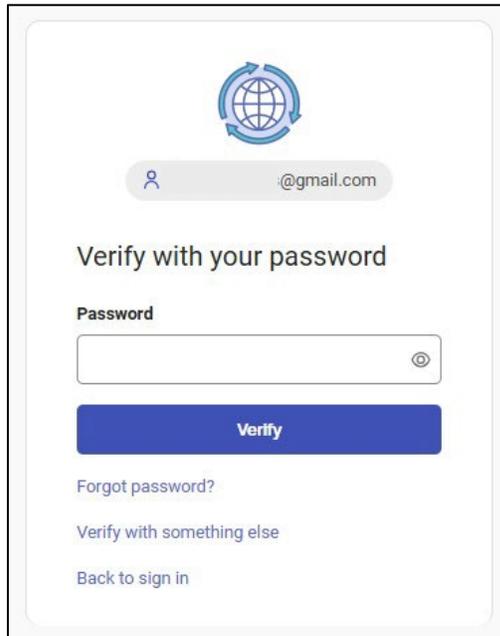
Log in to CSS

For a full range of services, it will be necessary to set up an account. (see [Registration guide](#) for detailed instructions)

1. Enter your **email address** and click **“Next”**.

The screenshot shows a login form titled 'Sign in to community access services.' It features a blue globe icon at the top. Below the title is an 'Email address' input field. Underneath is a checkbox labeled 'Keep me signed in'. A prominent blue 'Next' button is positioned below the checkbox. Below the 'Next' button, the text 'OR' is centered. There are four social media login icons: Google, Apple, Microsoft, and Facebook. At the bottom of the form, there are two links: 'Unlock account?' and 'Help' with an external link icon. A 'Create an account' button is located at the very bottom of the form.

2. Enter your **Password** in the Verify Password screen. You can also choose “Verify with something else”.



Verify with your password

Password

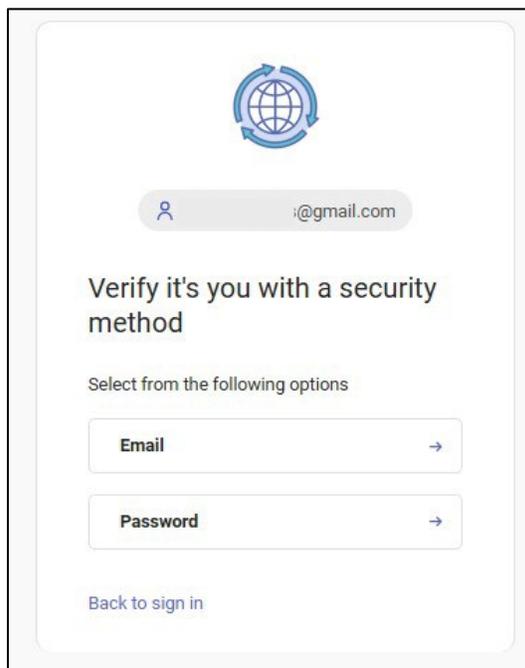
Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

3. Choosing “Verify with something else” presents a pop-up box with options to complete the verification.



Verify it's you with a security method

Select from the following options

Email →

Password →

[Back to sign in](#)

Dashboard

The Dashboard is designed to give you an immediate snapshot of only the items associated with your account. Users can see data for permits, plans, inspections, and invoices. Users can click on the icons to access projects/case information. The dashboard section displays data that is relevant to the logged in user.

Navigation of the dashboard tiles:

- Click **Attention** tile to view listings of cases that require additional action.
- Click **Pending** tile to view listing of cases that require additional action or that are under review.
- Click **Active** tile to view listing of cases that are in active status.
- Click **Draft** tile to view saved applications in draft status.
- Click **Recent** tile to view the cases that have been recently applied for.
- Click **View My Permits** to view a list of the corresponding Permits. Each case will list Type and status. To view detail on a specific case, click on the corresponding number on the left-hand side of screen.

CITY OF HENDERSONVILLE TENNESSEE *Citizen Self-Service*

Dashboard Home Apply Today's Inspections Search Resources

My Inspections

Requested	Scheduled	Closed
0	0	3
		Building Final 1
		Fire Final 1
		Inspections 1

[View My Inspections](#)

My Invoices

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

[View My Invoices](#)

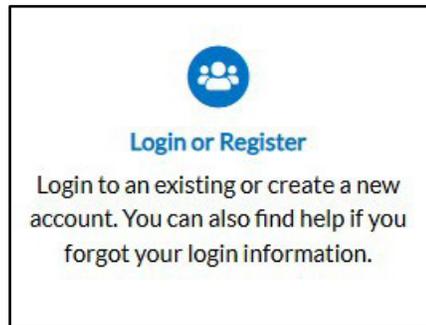
My Permits

Attention	Pending	Active	Recent	Draft
2	1	1	0	0
Land Disturbance - ... 1	Land Disturbance - ... 1	Use & Occupancy - ... 1		

[View My Permits](#)

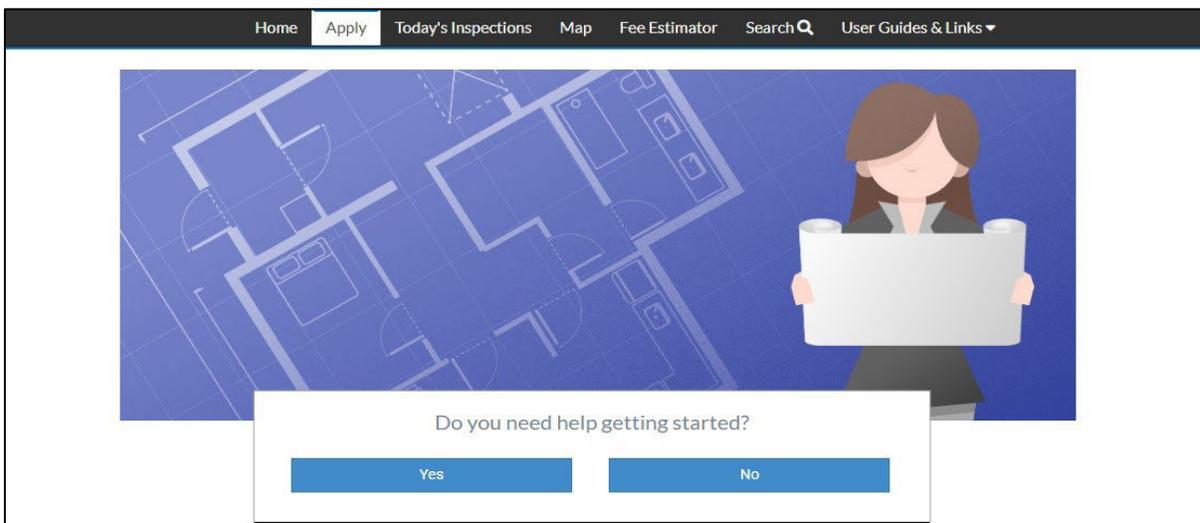
Applying for a Permit

1. Registered users will click **Apply** menu to see available application types.



The Application Assist screen will appear (below). The Application Assistant tool helps guide citizens and contractors to the most appropriate/accurate permit application in CSS.

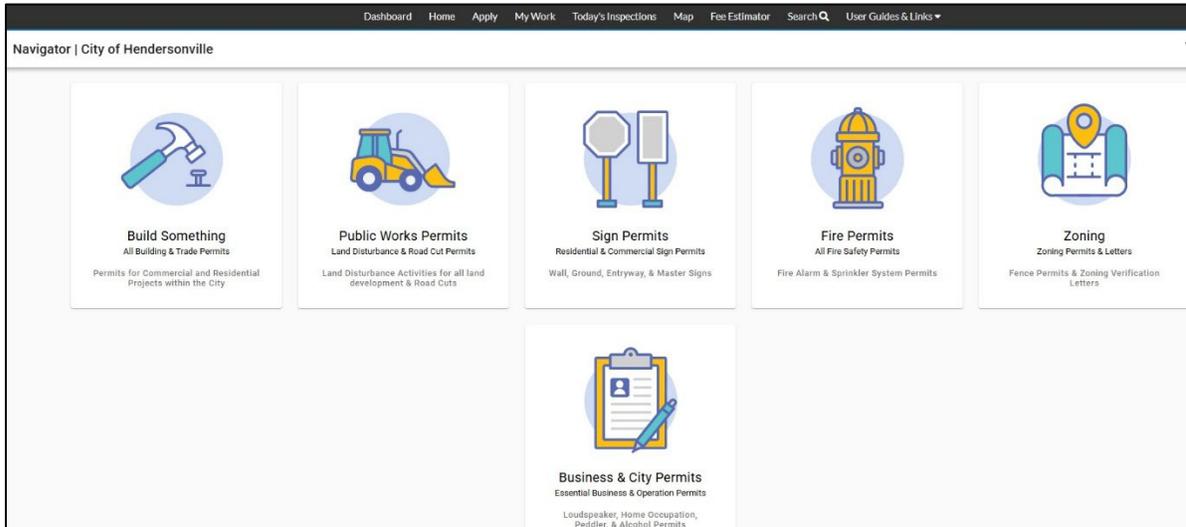
2. **Click “Yes”** button in response to the “Do you need help getting started?” question on the Application Assistant main page to continue with selections



On the main selections page, several main permit and plan categories are provided. Click on the appropriate category tile to continue making choices.

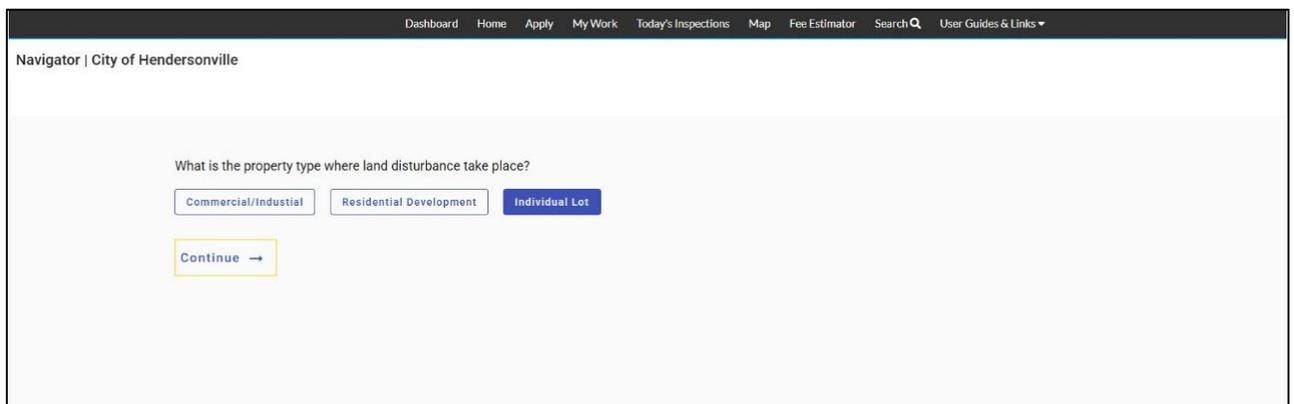
Example: Land Disturbance Permit Application

3. Choose the appropriate category to begin. This might expand to show a list of different permit or plan types. Carefully review the descriptions of each permit or plan application to identify the one that matches your project. To start a Land Disturbance application, the user will select the “Public Works Permits” tile.

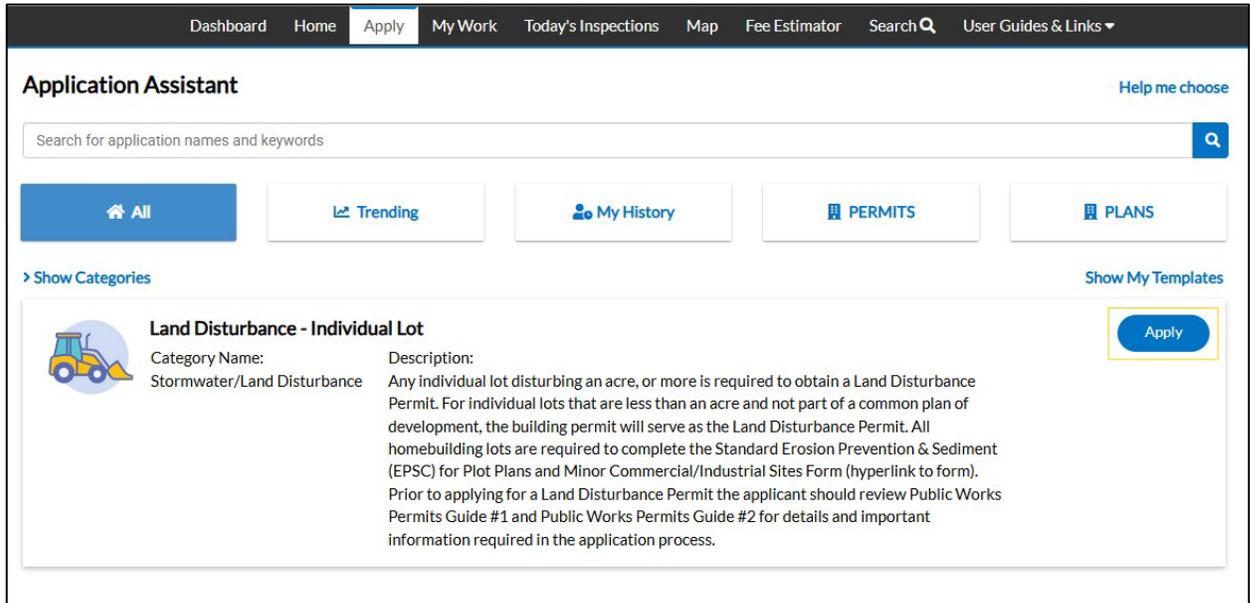


4. To better clarify which type of land disturbance application is required, the **user will answer any follow-up questions presented by the Application Assistant**. For this application, the user would select the type of property where land disturbance will take place, then **click the Continue →** button below (see screenshot).

****Not all permits will have additional questions, but simply follow the path presented by the Application Assistant to reach the appropriate permit or plan application. ****

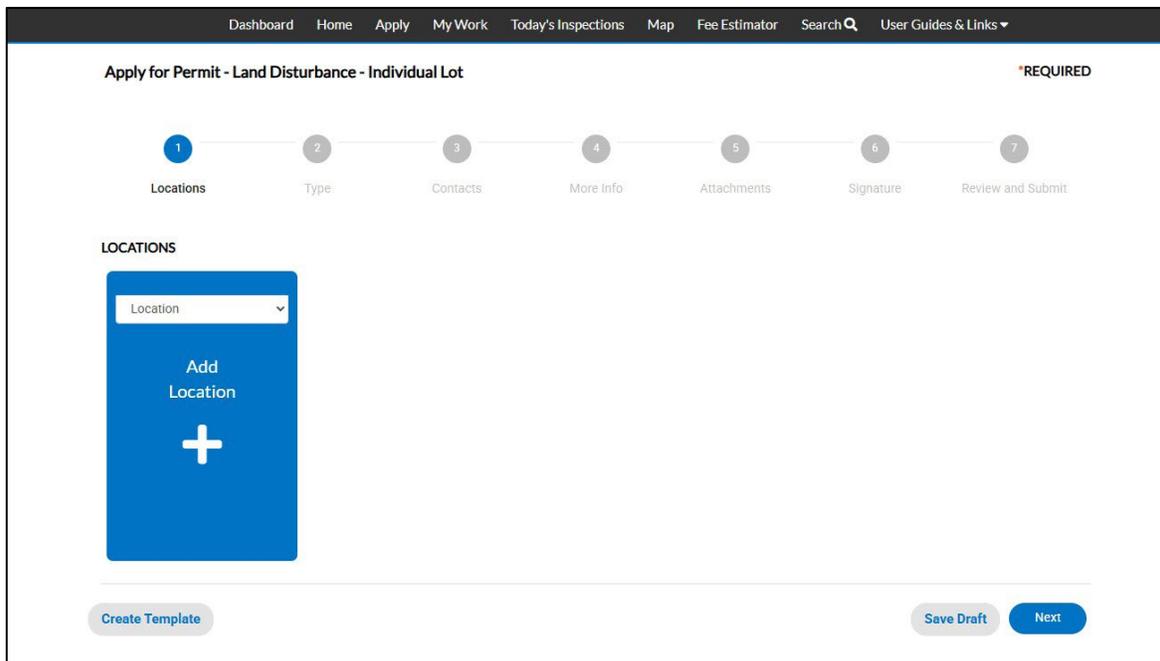


5. The Application Assistant will present any matching permit applications based on the selections. **Click Apply button next to the application you wish to start.**

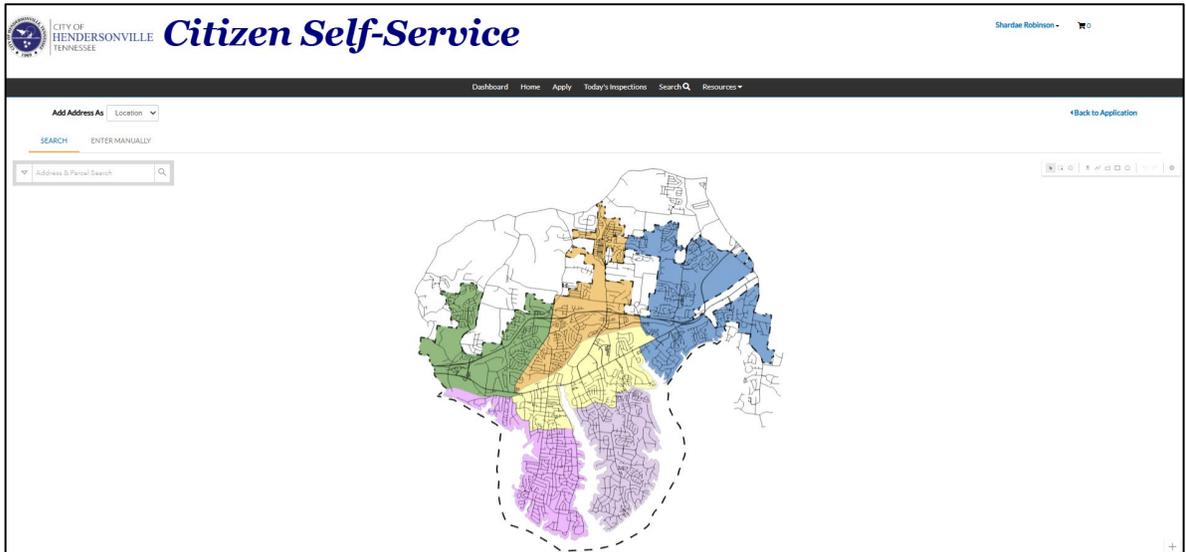


6. The **Apply for Permit** screen will open. Type of application chosen will default at the top of screen. (*) denotes Required field for the application type. An application progress bar is located under the application type.

7. **Add Location:** Select on the + in the center of the **Add Location** card.



8. **Add Location:** The Add Location screen will appear. **Enter the full or partial address and click on the magnifying glass.**



***Tip:** When entering the address, do not use periods. Write *E* instead of East, and *St* instead of Street. Example: **101 Maple Dr N** or **190 Saundersville Rd**

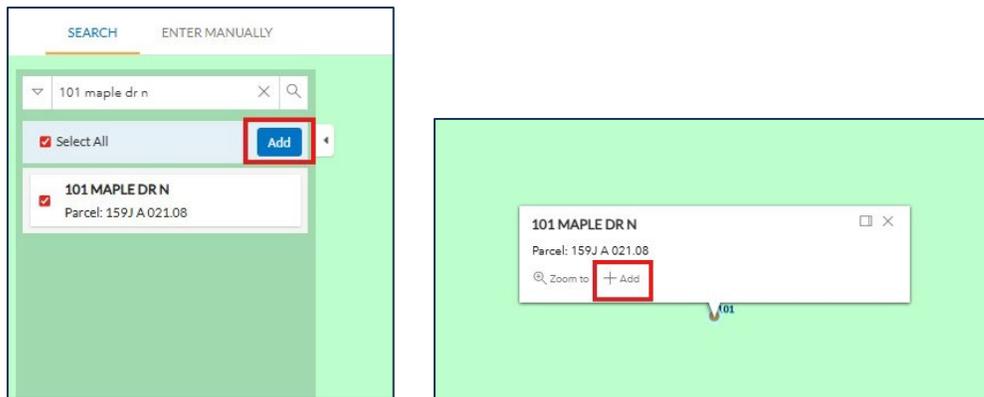
5. A list of addresses containing the search criteria will appear below the search field.



6. Select the address to add to the application. The map (on right) will zoom to the location.



7. Select the box to the left of correct address and select **Apply** in the upper left-hand corner **OR** select the “+ Add” option from the address information located on the map.



If Address is not located in using search function, choose **Enter Manually. Add the complete address for the location. The street number, street name, city and postal code are required. Select **Submit**. Note: Manual entry should only be used when the property is un-platted or not addressed yet by city. Inaccurate addressing delays processing.*

8. Location will be attached to application. Select the **Next** option at the bottom right of screen. If the wrong address was added select remove and then repeat the Add location process to add the correct address.

Dashboard Home Apply Today's Inspections Search Resources

Apply for Permit - Land Disturbance - Individual Lot *REQUIRED

1 2 3 4 5 6 7

Locations Type Contacts More Info Attachments Signature Review and Submit

LOCATIONS

Type: Location
101 MAPLE DR,
HENDERSONVILLE, TN
37075

Main Address

Parcel Number
159JA 021.08

Main Parcel

Remove

Location

Add Location

Create Template Save Draft Next

10. **Description:** Enter a description of the work in this field or other information as specified under Permit Details. Select **Next** option at the bottom of screen.

The screenshot shows a web application interface for applying for a permit. At the top, there is a navigation bar with links: Dashboard, Home, Apply, My Work, Today's Inspections, Map, Fee Estimator, Search, and User Guides & Links. The main heading is "Apply for Permit - Land Disturbance - Individual Lot" with a "REQUIRED" indicator. A progress bar below the heading shows seven steps: 1. Locations (checked), 2. Type (active), 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, and 7. Review and Submit. The "PERMIT DETAILS" section contains the following information:

- Permit Type:** Land Disturbance - Individual Lot (dropdown menu)
- Description:** Grading at my home in preparation for future build of workshop (text area)
- Square Feet:** 3200 (input field)

At the bottom, there are buttons for "Back", "Create Template", "Save Draft", and "Next".

11. **Contacts:** The registrant's contact information will be as the "Applicant". If there are additional contacts that need to be added to the Permit that is being applied for, choose the contact type from the "Select Type" drop-down. Then select the **Add Contact +** icon.

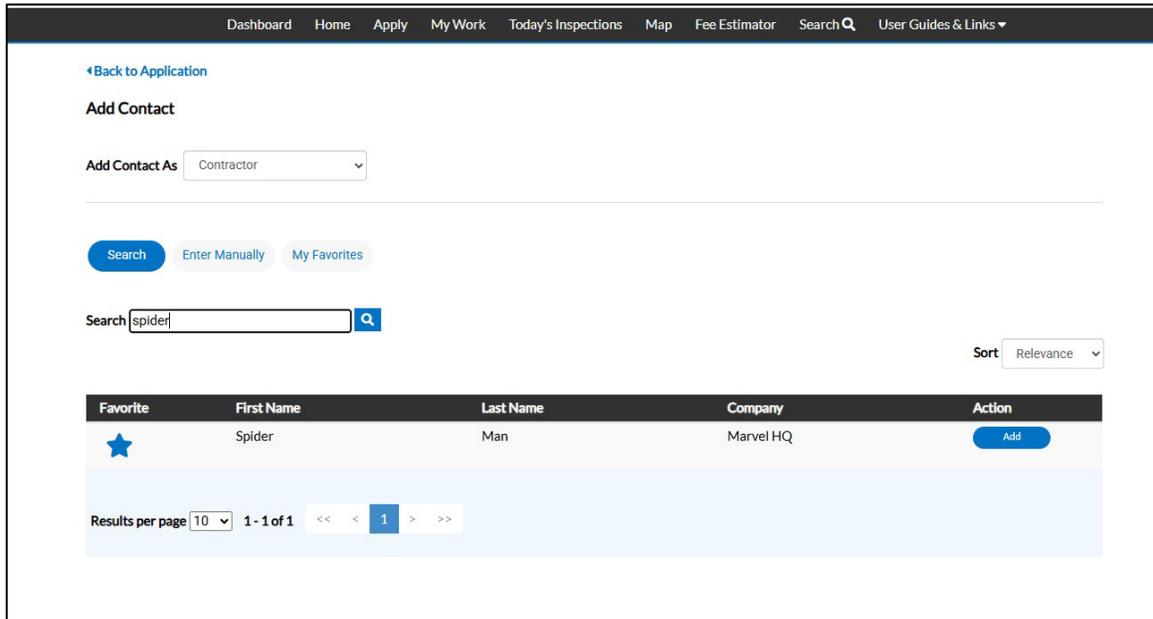
The screenshot shows the same web application interface, but now the "Contacts" step (3) is active in the progress bar. The "CONTACTS" section displays the following information:

- Requested Contacts:**
 - Owner
 - Contractor
- Applicant Card:**
 - Applicant:** Hulk Smash Enterprises (You)
 - Address:** 101 MAPLE DR N, HENDERSONVILLE, TN, 37075
- Contact Type Dropdown:** A dropdown menu is open, showing options: Select Type, Applicant, Contractor (highlighted), Emergency Contact, Engineer, Erosion Control Specialist, Owner, and Project Management.

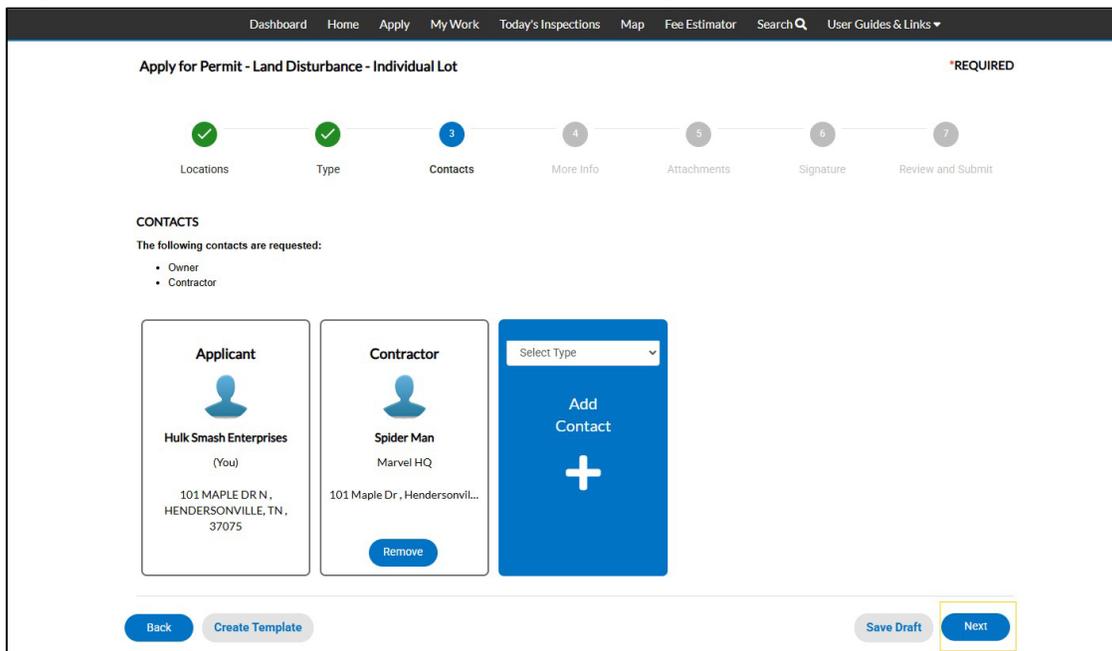
At the bottom, there are buttons for "Back", "Create Template", "Save Draft", and "Next".

12. In the search box, type in Name, Email, or Company name and click the magnifying glass to search the Contacts in CSS for an existing contact. If the person, email or company is an existing contact click **Add** to add the contact to the application. If contact does not exist in Contacts, have the contact register in CSS prior to adding to application.

- **Note:** frequently used contacts can be saved to **My Favorites**.



13. If additional Contacts are **required** by application type, they must be added to move to the next step. After all contacts are added select the **Next** option at the bottom of screen.



14. The **More Information** page will appear. These fields are customized by the System Administrator. Supply information as requested for the application type you have selected. Required items are denoted in **red fields**. After all information for application is entered, select the **Next** option at the bottom of screen.

The screenshot shows the 'Apply for Permit - Land Disturbance - Individual Lot' form. At the top, a navigation bar includes 'Dashboard', 'Home', 'Apply', 'My Work', 'Today's Inspections', 'Map', 'Fee Estimator', 'Search', and 'User Guides & Links'. Below the navigation bar, a progress indicator shows seven steps: 'Locations', 'Type', 'Contacts', 'More Info' (current step, highlighted with a blue circle), 'Attachments', 'Signature', and 'Review and Submit'. A 'REQUIRED' label is in the top right corner. Below the progress indicator, a 'MORE INFO' section contains the text: 'Please complete all required fields. If you do not have an ARAP, please type "NA" in the ARAP Number field.' Underneath is a 'General Info' section titled 'Land Disturbance Application Detail' with a 'Top | Main Menu' link. The form fields include: '*Total Area of Disturbance' (text input with value '3200'), '*ARAP Required?' (dropdown menu with value 'No'), '*Active ARAP Permit Number(s)' (text input), '*Was an HD performed?' (dropdown menu with a tooltip that says 'If yes, attach the HD report and TDEC/USACE concurrence'), and '*Historic Aspects Altered or Changed?' (dropdown menu).

15. The **Add Attachments** page is presented. Select the **Add Attachment +** card to browse documents located on applicant's computer. Repeat until all required documents are attached (certain permit types may have **required** documents that must be attached in order to save.)

The screenshot shows the 'Apply for Permit - Land Disturbance - Individual Lot' form at the 'Attachments' step. The navigation bar and progress indicator are the same as in the previous screenshot, but the 'Attachments' step is now highlighted with a blue circle. Below the progress indicator, an 'Attachments' section contains the text: 'The following documents are requested to be attached to this application:' followed by a bulleted list: 'Standard Erosion Prevention and Sediment Control for Plot Plans and Minor Commercial/Industrial Sites Form'. A large blue card with a white plus sign and the text 'Add Attachment' is prominently displayed. Below the card, it lists supported file formats: 'Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, dwg, zip, csv, rtf, dxf, dwf, dwfx'. At the bottom of the form, there are buttons for 'Back', 'Create Template', 'Save Draft', and 'Next'.

- 16. **Review and Submit** screen will appear. Review all application information including the attachments before submitting application. Complete, accurate applications aid in approval turnarounds. If the application is complete, select the **Submit** option.
- 17. If the application is not complete select **Save Draft**: The citizen may click on the Draft status circle on the **Dashboard** to resume their Permit.
- 18. The application status notification will appear at the top of the screen. The system will automatically generate a Permit Number assigned to the case. Applicants can review information details of the application by selecting the tabs on the case. Once the application is reviewed and found complete, notifications will be sent to the contacts on the case with direction on next steps in the process.

Permit Number: LAND-028381-2026 Add to Cart

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Land Disturbance - Individual Lot	Status: Submitted - Online	Project Name:
IVR Number: 134577	Applied Date: 02/13/2026	Issue Date:
District: In City	Assigned To: Morrison, Helen	Expire Date:
Square Feet: 3,200.00	Finalized Date:	
Description: Grading at my home in preparation for future build of workshop		

Summary
Locations
Fees 1
Inspections
Attachments
Contacts
Sub-Records
More Info

Progress

0%

Completed

- Completed
- In Progress
- Not Started

Workflow

- Application Completeness Check
- Land Disturbance Permit Submittal
- Receive & Attach Engineer Letter
- Land Disturbance - Pre-Issuance Inspection -
- Issue Permit

Available Actions

⚠ Unpaid Fees

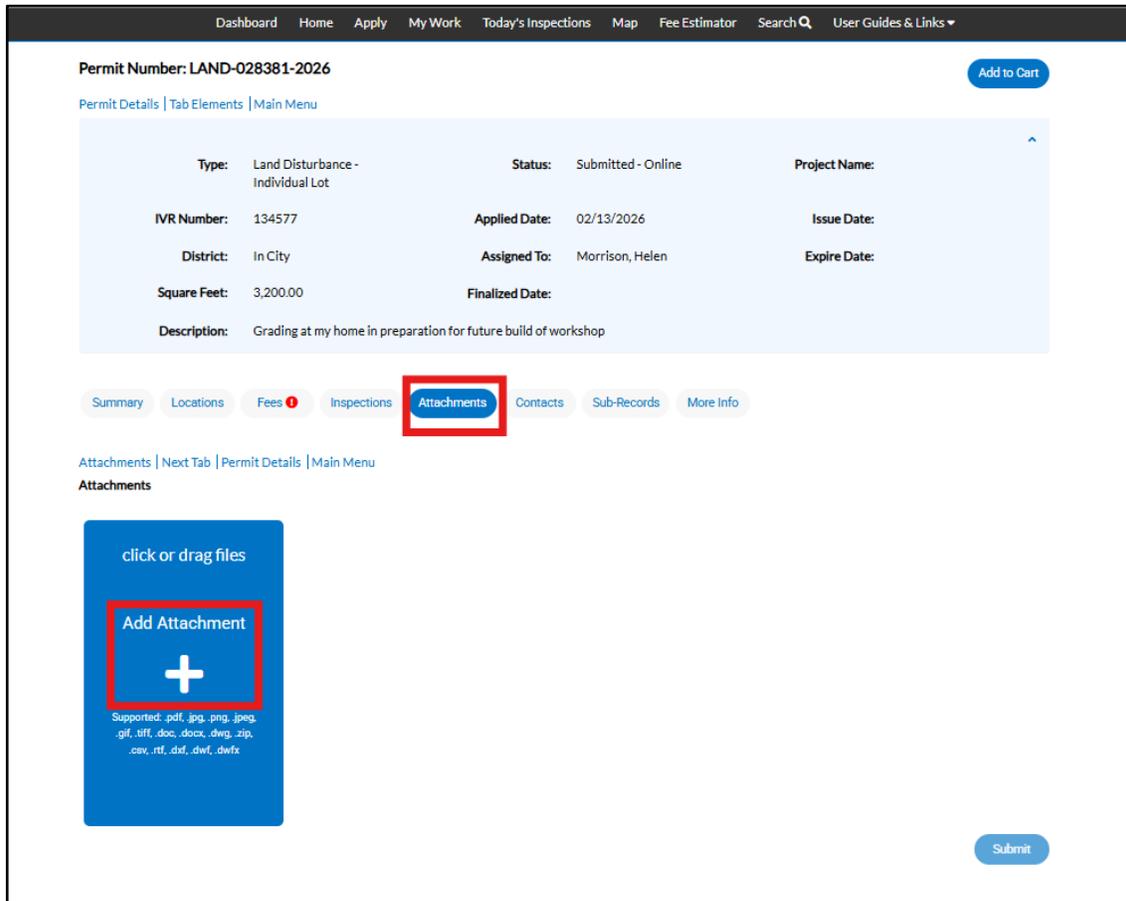
\$50.00

03-15-2026

Pay Now

How to Upload Additional Documents (if requested)

1. Log in to Hendersonville CSS with your credentials.
2. Locate the Permit number from dashboard. From the details page open the **Attachments** details tab. Click on the **Add Attachment +** card to browse documents located on applicant's computer. **Please use unique names INCLUDING date for all attachments.** The applicant may select to insert or drag files into the Add Attachment card. When all additional attachments are added select the **Submit** button at the bottom of the screen.



If uploaded is successful, you will receive the following message:



Paying Fees

To pay fees on a permit or plan, the citizen will need to wait until the application submitted has been approved. An invoice for fees and a notification is sent to the contacts on the case.

1. From the Dashboard, navigate into the Attention section of My Permits and select the permit requiring payment. OR if already in the permit or plan record, select the Fees tab.
2. In the permit or plan record, note the red dot on the **Fees** tab (denotes action required).

Permit Number: LAND-028381-2026 Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	Land Disturbance - Individual Lot	Status:	Submitted - Online	Project Name:	
IVR Number:	134577	Applied Date:	02/13/2026	Issue Date:	
District:	In City	Assigned To:	Morrison, Helen	Expire Date:	
Square Feet:	3,200.00	Finalized Date:			
Description:	Grading at my home in preparation for future build of workshop				

Summary | Locations | **Fees** | Inspections | Attachments | Contacts | Sub-Records | More Info

Fee Summary | Remaining Fees | Paid Fees | Next Tab | Permit Details | Main Menu

Fee Summary

Total Fees:	\$50.00	Paid Fees:	\$0.00	Unpaid Fees:	\$50.00	Add to Cart
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Remaining Fees Sort Fee

Fee	Invoice	Computed	Amount Due
Application Fee (Land Disturbance Only)	INV-00029785	\$50.00	\$50.00

Results per page 10 | 1 - 1 of 1 | << < 1 > >>

3. Additionally, in the Summary tab under the **Available Actions** section there is a **Pay Now** option and under the Fees section there is an **Add to Cart** option. Applicants can use any option to pay invoices. Select pay now option.

Summary | Locations | Fees | Inspections | Attachments | Contacts | Sub-Records | More Info

Progress

0% Completed

Completed
In Progress
Not Started

Fees

\$50.00

View Details Add to Cart

Workflow

- Application Completeness Check
- Land Disturbance Permit Submittal
- Receive & Attach Engineer Letter
- Land Disturbance - Pre-Issuance Inspection -
- Issue Permit
- Land Disturbance - Recurring -
- LD Surety Release - Final Review
- Receive/Attach Recorded IMA/LTMP
- Final Stormwater -

Available Actions

Unpaid Fees
\$50.00
03-15-2026

Pay Now

- From the Invoice screen you can review the invoice information. Click **Add to Cart** to add fee to your cart in CSS.

Dashboard Home Apply My Work Today's Inspections Map Fee Estimator Search User Guides & Links

Back

Invoice Number: INV-00029785

Add to Cart

Invoice Total: \$50.00

Status: Due Invoice Date: 02/13/2026 Due Date: 03/15/2026

Description: LAND-028381-2026

Primary Fees Misc Fees Payments Attachments Contacts

Primary Fees Sort: Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Application Fee (Land Disturbance Only)	\$50.00	\$50.00	LAND-028381-2026	Permit	

Results per page 10 1 - 1 of 1 << < 1 > >>

- When ready to pay, go to your cart which opens the Payments screen. Click the **Check out** button to select payment method and follow the steps to complete the transaction.

Review your cart items

Permit: LAND-028381-2026 | Invoice: INV-00029785 \$50.00

[View details](#) [Remove](#)

Cart summary

Subtotal \$50.00

Additional fees may be applied at checkout

Check out

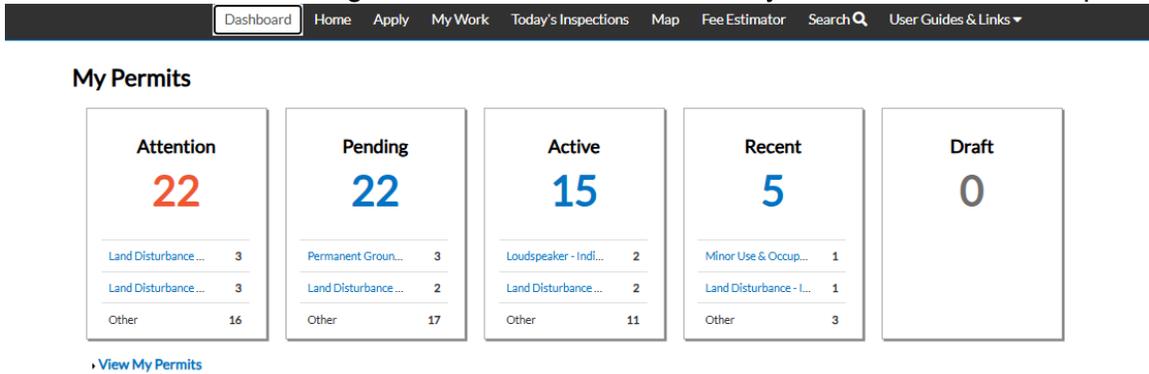
Find more items to pay

[Return to EnerGovTest](#)

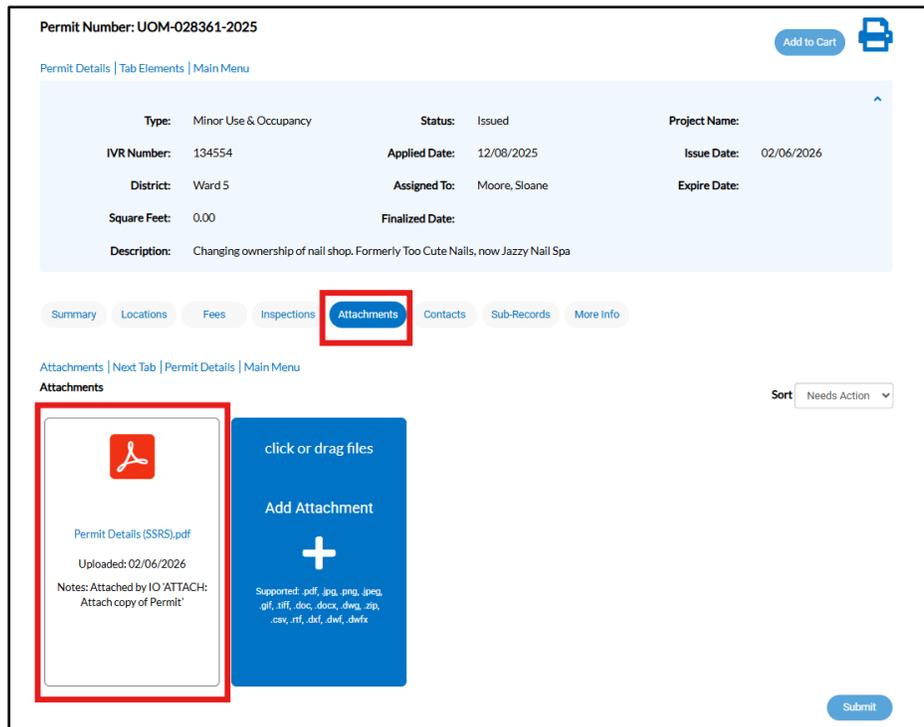
Printing Permits

After payment is received, the case manager will attach the final permit and a notification is sent to the contacts on the case.

1. From the **Dashboard** Navigate into the **Active** section of My Permits and select the permit.



2. Select the Permit number to open the case details.
3. Select the **Attachments** tab, the issued permit will be located here as a pdf file. Click on the attachment to open permit and print for posting at the work location.



Assistance

[Email Building & Codes](#)

[Email Planning](#)

[Email Public Works](#)