# 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.
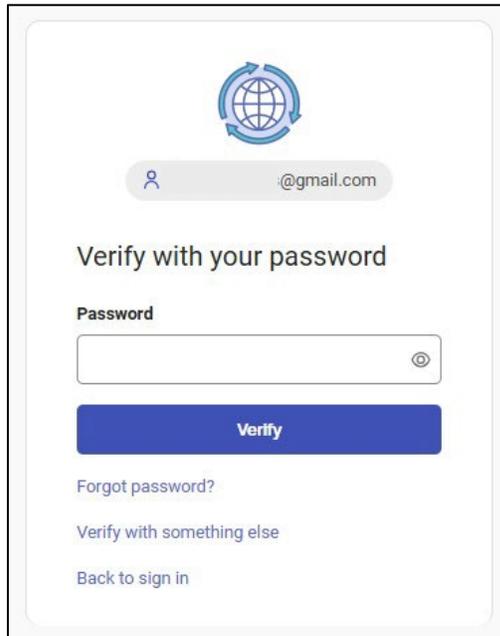
Citizen Self Service (CSS) Home
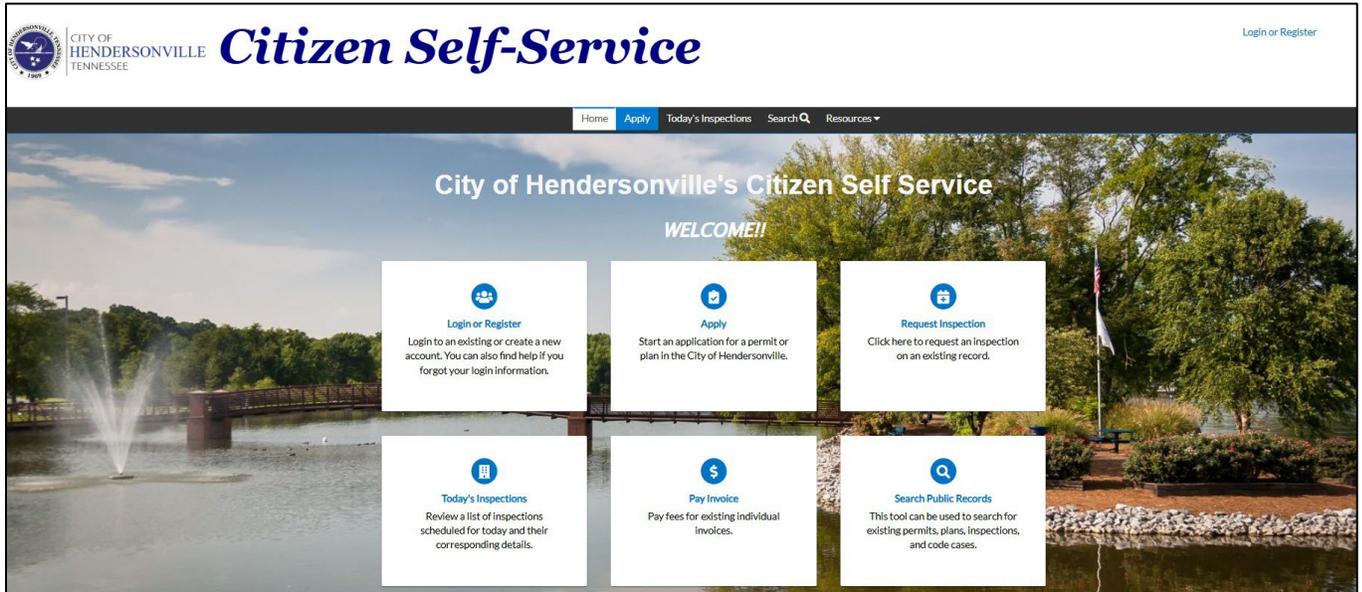
Log in to CSS

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"**.

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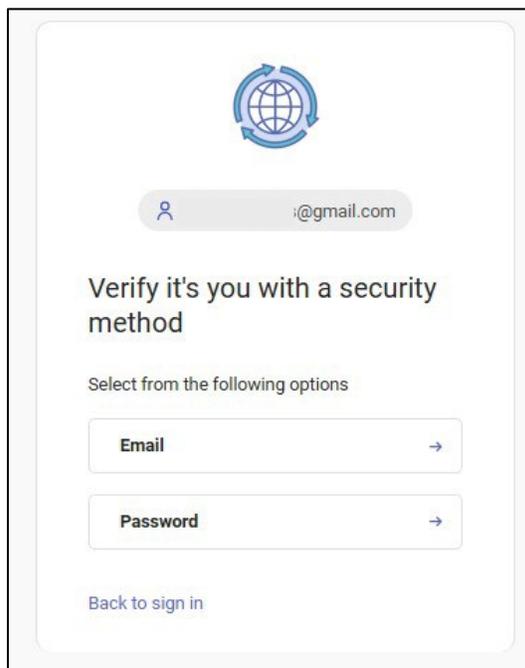

3. Choosing "Verify with something else" presents a pop-up box with options to complete the verification.

Dashboard

The Dashboard is designed to give you an immediate snapshot of only the items associated ith 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 secttion displays data that is l 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.

Applying for a Permit

1. Registered users will click **Apply** menu to see available application types.
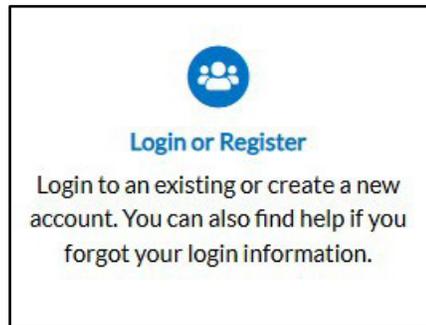
The Application Assist screen will appear (below). The Application Assistant tool helps guide citizens and contractors to the most appropriate/accurate permit application in CSS.

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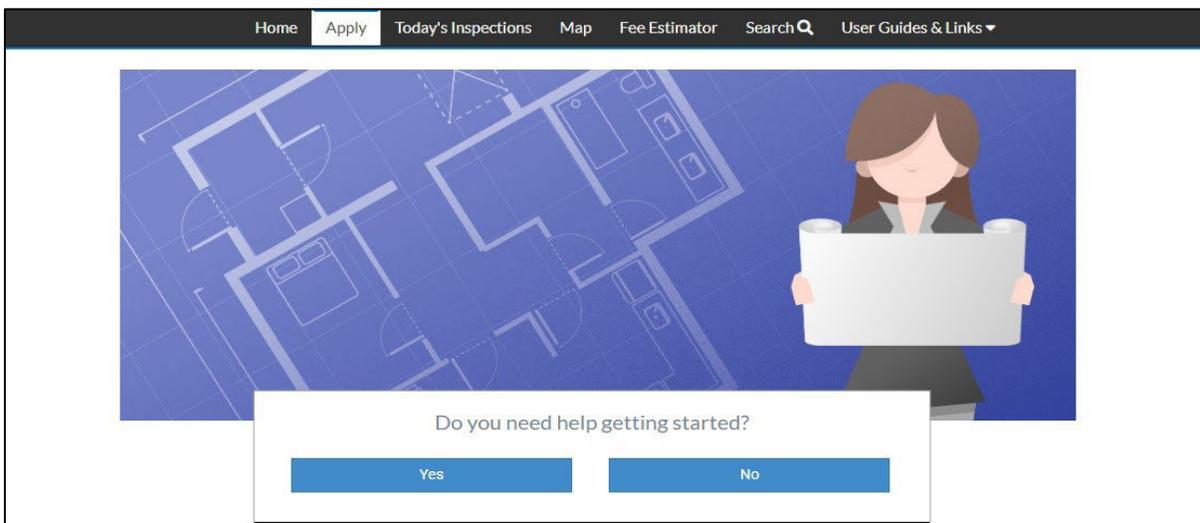
On the main selections page, several main permit and plan categories are provided. Click on the appropriate category tile to continue making choices.

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.
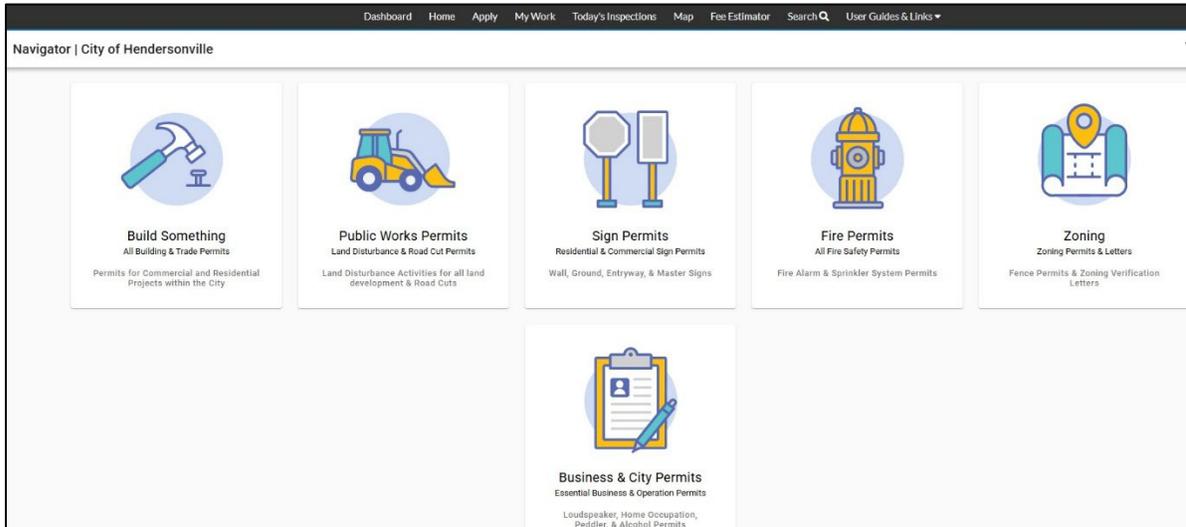

4. To better clarify which type of land disturbance application is required, the **user will answer any follow-up questions presented by the Application Assistant**. For this application, the user would select the type of property where land disturbance will take place, then **click the Continue → button** 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. **
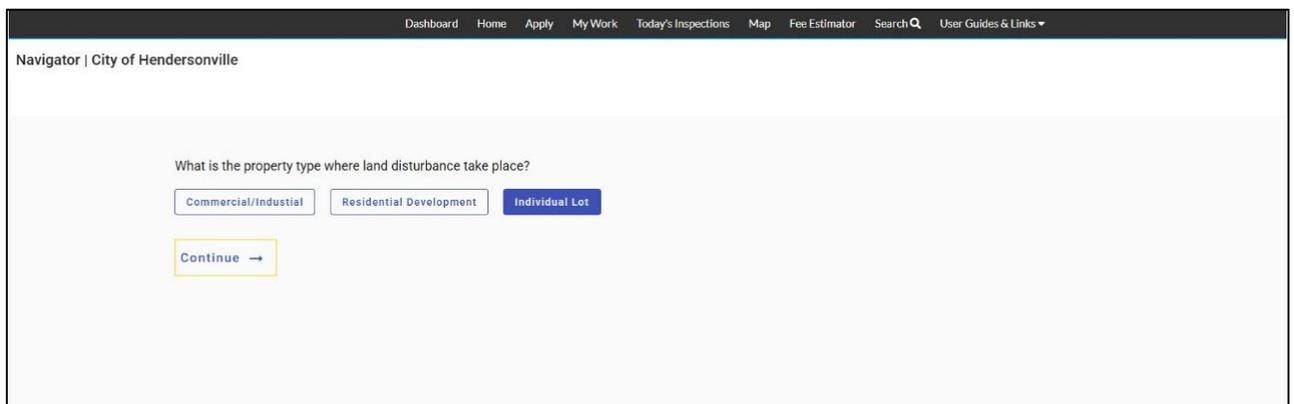
5. The Application Assistant will present any matching permit applications based on the selections. **Click Apply button next to the application you wish to start**.
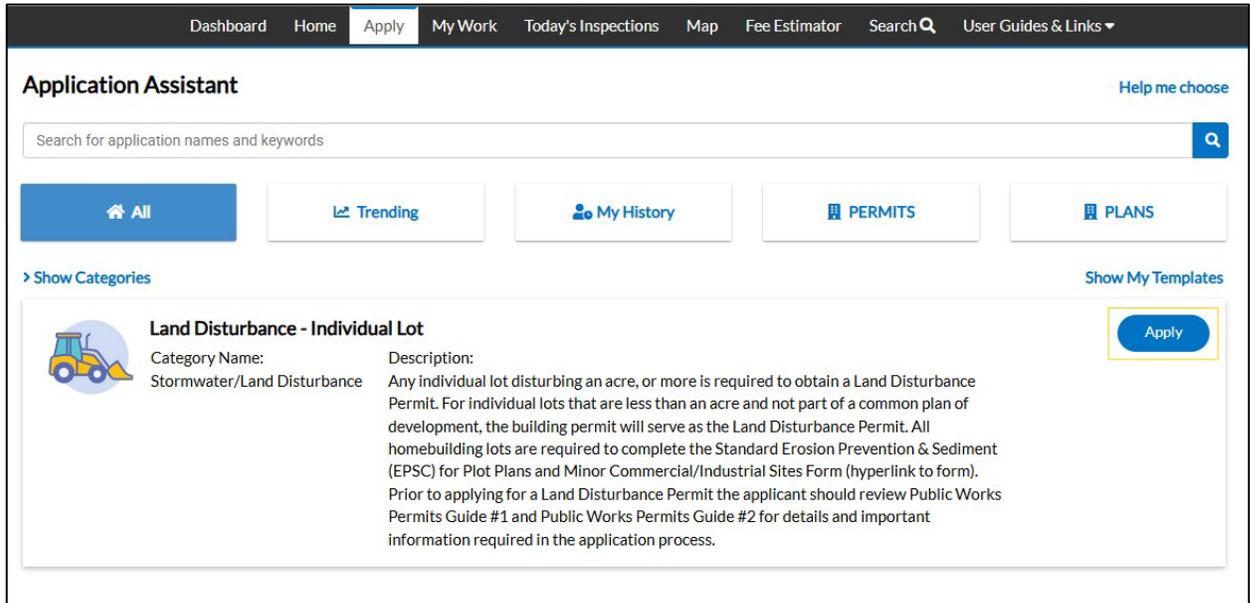

6. The **Apply for Permit** screen will open. Type of application chosen will default at the top of screen. (*) denotes Required field for the application type. An application progress bar is located under the application type.

7. **Add Location:** Select on the **+** in the center of the **Add Location** card.
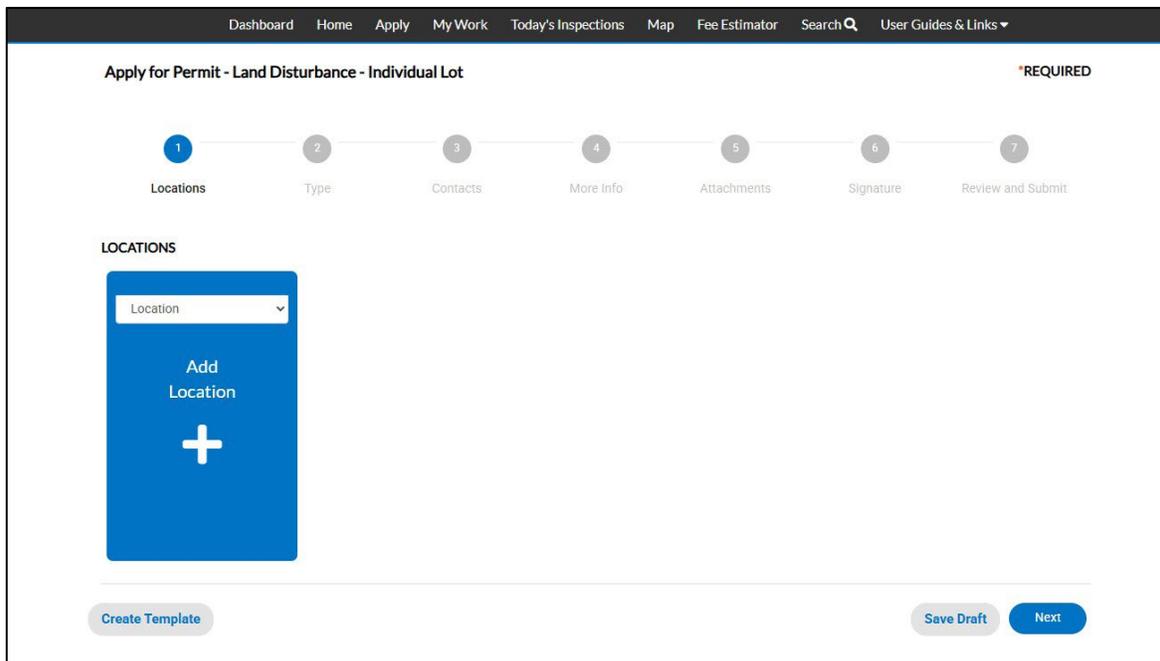
8. **Add Location:** The Add Location screen will appear. **Enter the full or partial address and click on the magnifying glass.**
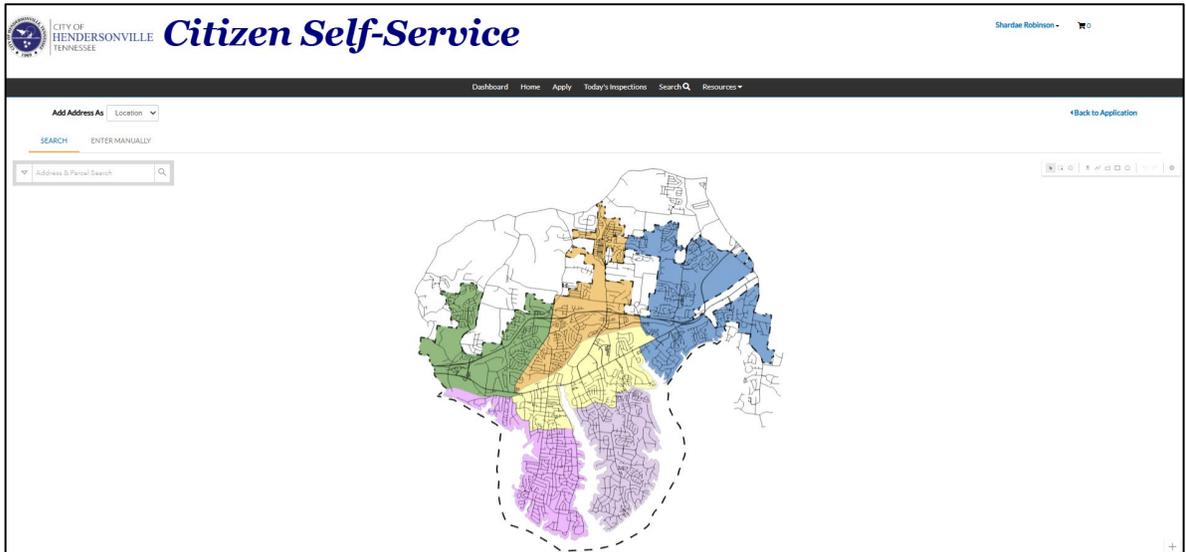
Tip: When entering the address, do not use periods. Write *E* instead of East, and *St* instead of Street. Example: ***101 Maple Dr N*** or ***190 Saundersville Rd***
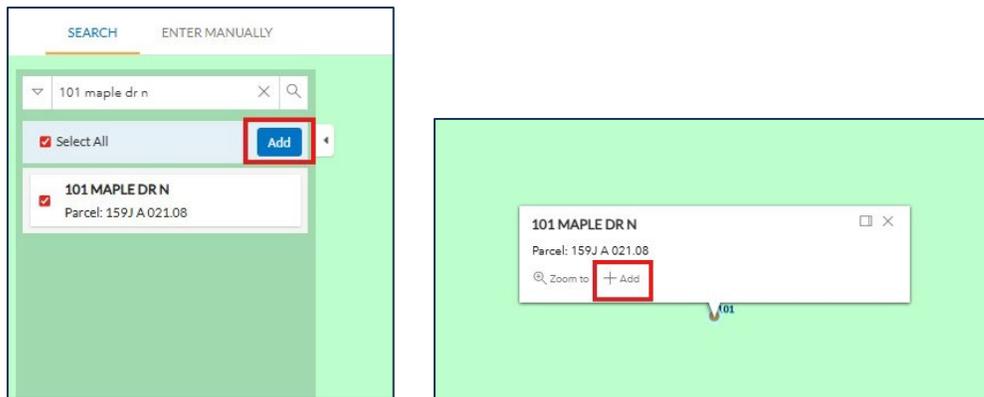
5. A list of addresses containing the search criteria will appear below the search field.

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.

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.

11. **Contacts:** The registrant's contact information will 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.

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**.
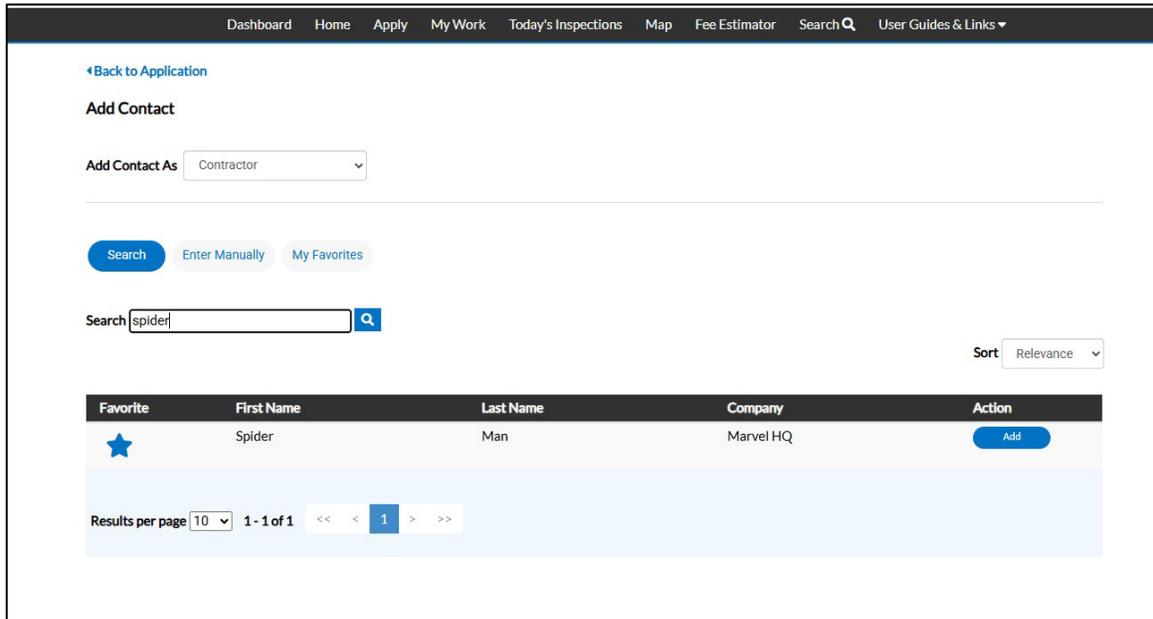
13. If additional Contacts are **required** by application type, they must be added to move to the next step. After all contacts are added select the **Next** option at the bottom of screen.
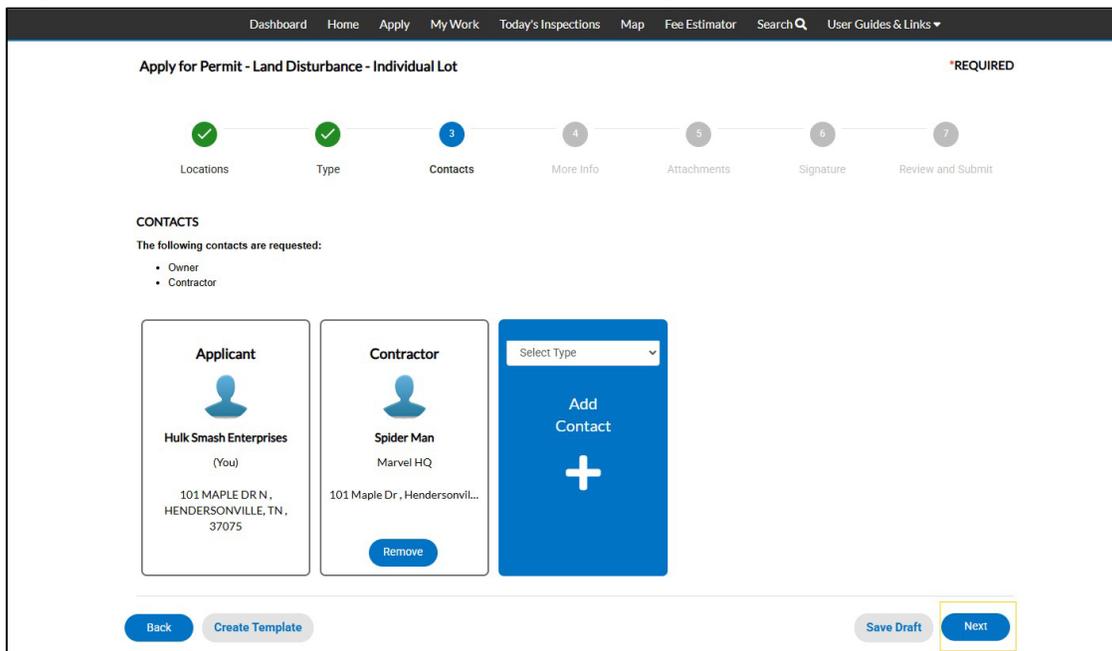
14. The **More Information** page will appear. These fields are customized by the System Administrator. Supply information as requested for the application type you have selected. Required items are denoted in red fields. After all information for application is entered, select the **Next** option at the bottom of screen.

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.)

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 ❶   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   Pay Now
$50.00
03-15-2026

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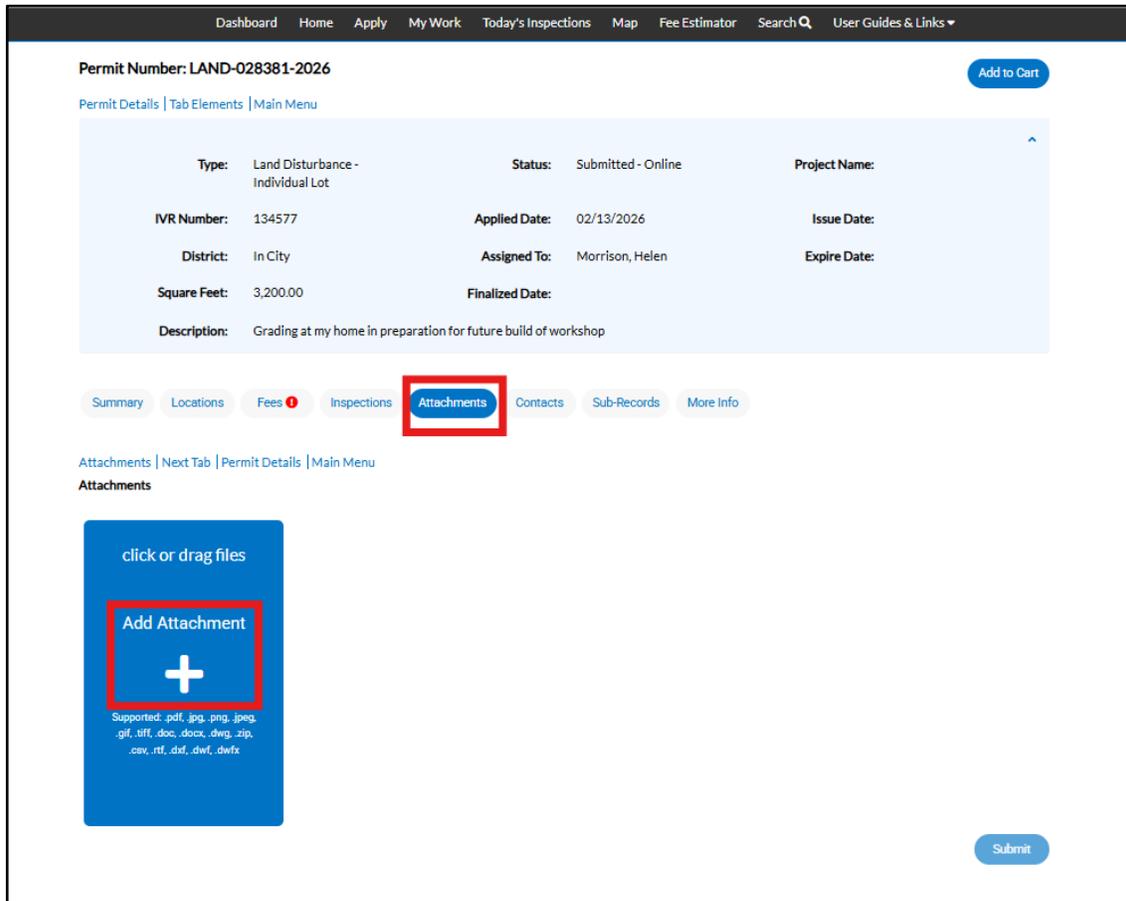
If uploaded is successful, you will receive the following message:

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).

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.

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

5. 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.
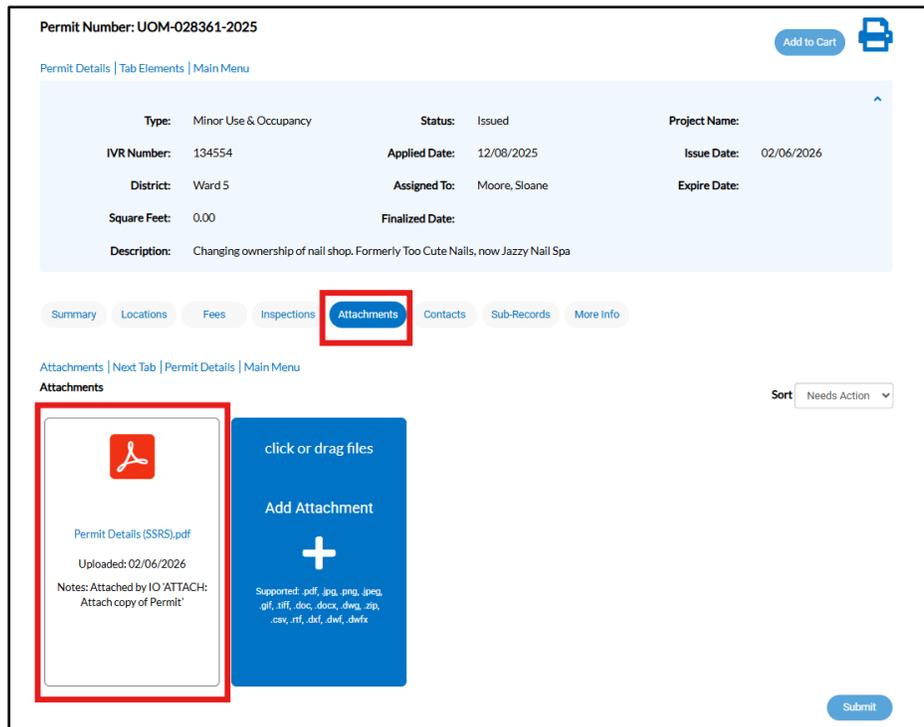
Printing Permits

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.

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

My Permits

Attention	Pending	Active	Recent	Draft
22	**22**	**15**	**5**	**0**
Land Disturbance ... 3	Permanent Groun... 3	Loudspeaker - Indi... 2	Minor Use & Occup... 1	
Land Disturbance ... 3	Land Disturbance ... 2	Land Disturbance ... 2	Land Disturbance - I... 1	
Other 16	Other 17	Other 11	Other 3	

› View My Permits
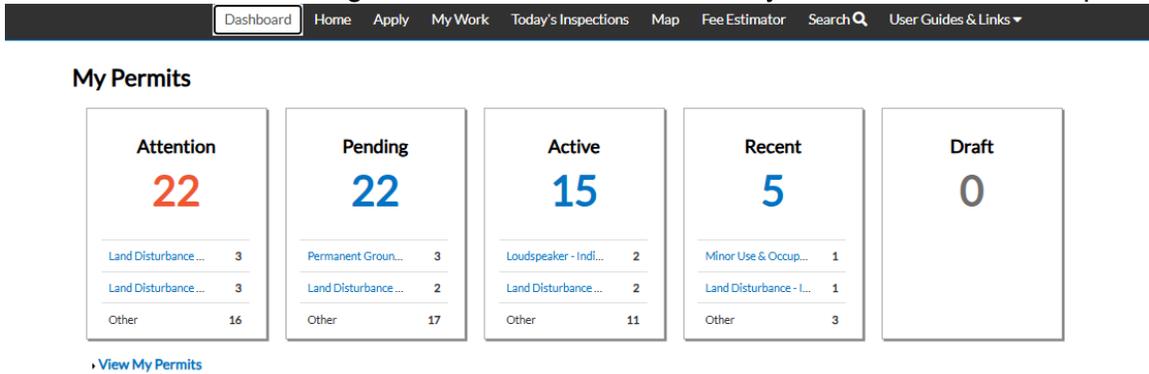
2. Select the Permit number to open the case details.

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.

Permit Number: UOM-028361-2025   Add to Cart 🖨

Permit Details | Tab Elements | Main Menu

Type:	Minor Use & Occupancy	Status:	Issued	Project Name:	
IVR Number:	134554	Applied Date:	12/08/2025	Issue Date:	02/06/2026
District:	Ward 5	Assigned To:	Moore, Sloane	Expire Date:	
Square Feet:	0.00	Finalized Date:			
Description:	Changing ownership of nail shop. Formerly Too Cute Nails, now Jazzy Nail Spa				

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

Attachments | Next Tab | Permit Details | Main Menu
Attachments   Sort [Needs Action ▾]

📕 (PDF)

Permit Details (SSRS).pdf

Uploaded: 02/06/2026

Notes: Attached by IO 'ATTACH: Attach copy of Permit'

click or drag files

Add Attachment

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .dwg, .zip, .csv, .rtf, .dxf, .dwf, .dwfx

Submit

Assistance

Email Building & Codes   Email Planning   Email Public Works