

Index Table

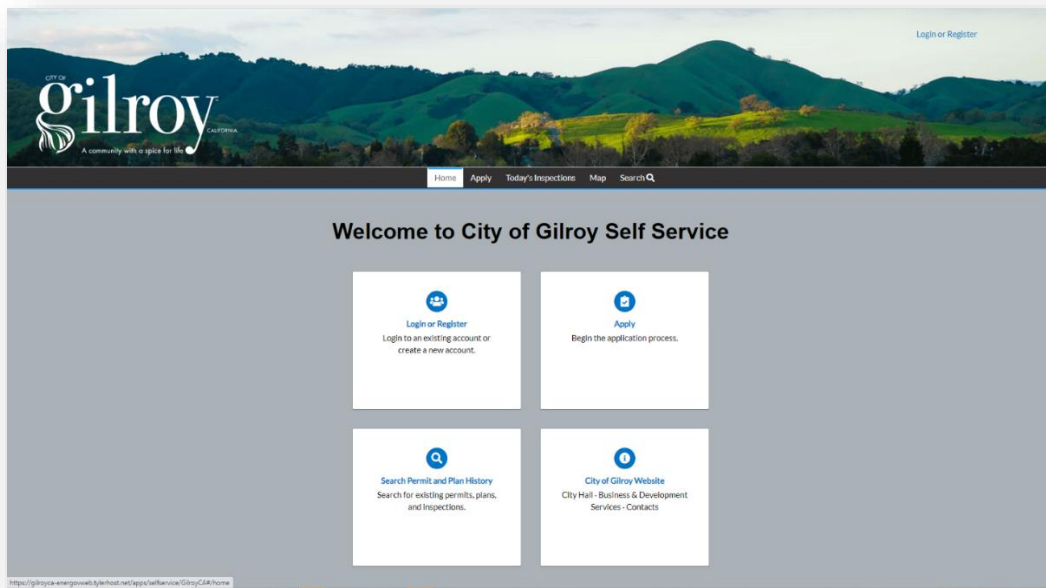
Hold down (Ctrl+Click) To follow links below

How to create a New User Account.....	2
Performing a Permit Search.....	8
How to Use the Mapping Feature.....	11
How to Create a New Permit	15
How to Pay for an Invoice	25
How to Request and Monitor Inspections.....	30
How to Apply for a Hazmat, Fire & Pretreatment Permit	37
Checking a Planning Permit Status	52
Submitting Applications for Planning Permits through City of Gilroy Self Service.....	52
Applying for a Planning Permit	52
Example: Applying for an Architectural & Site Review – Staff Review.....	52
Add Project Addresses and/or Parcel Information.....	53
Provide a Project Description	53
Add Project Contacts	53
Add Project information and Plans.....	53
Sign the Application	54
Review the Application Prior to Submittal	54
Next Steps	54

How to create a New User Account

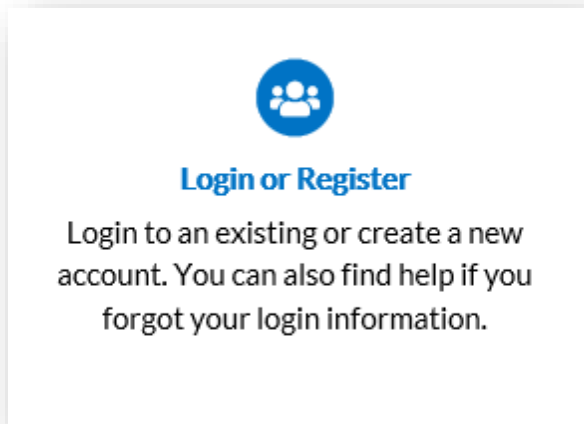
The following guide will help you get started using City of Gilroy’s Citizen Self-Service (CSS) portal – learn how to create a new account, schedule an inspection, perform a permit search, and use the mapping feature.

1. Go to <https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home>.



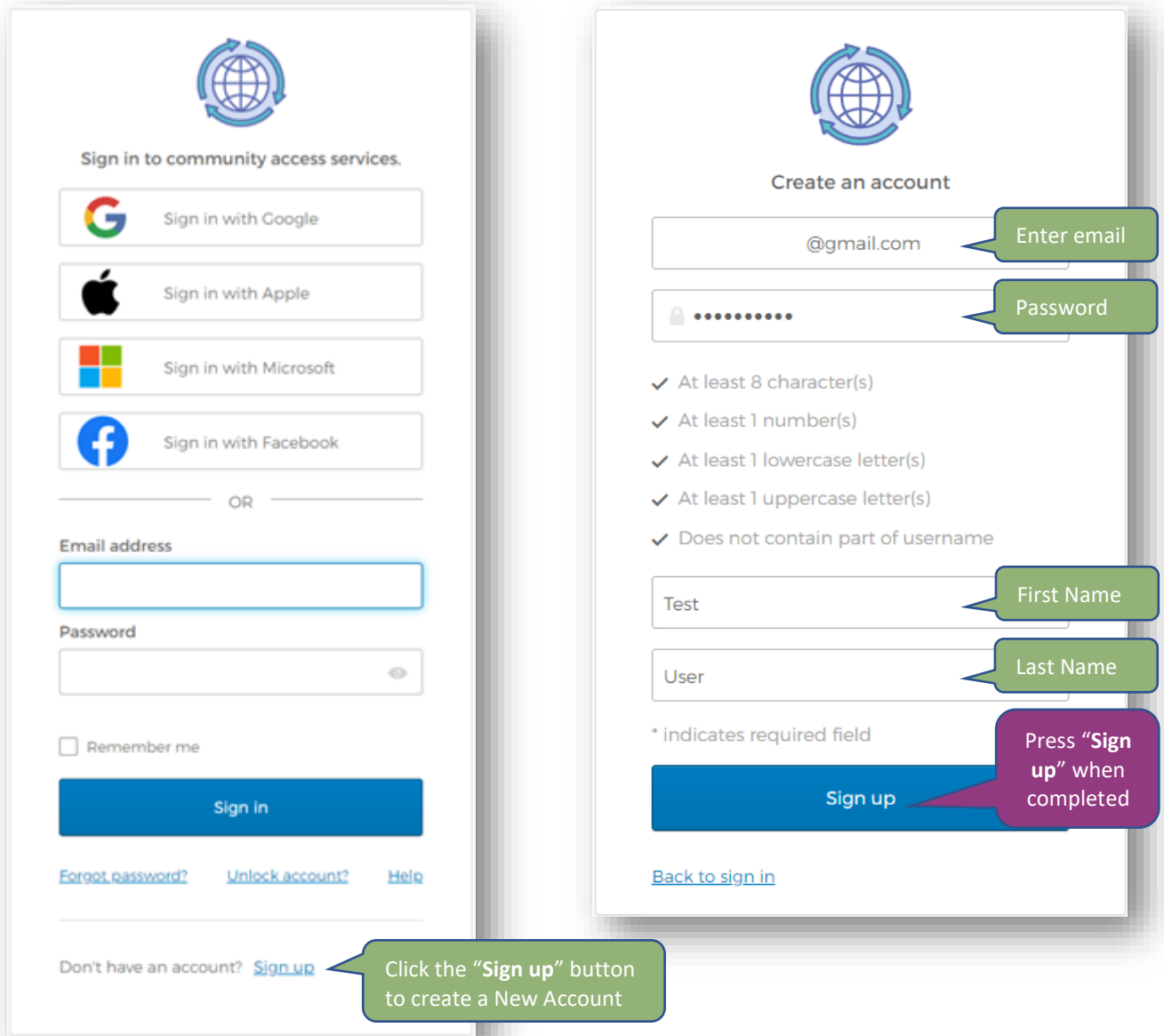
NOTE – You do not need to register for an account if you just want to pay for an open invoice, however if you would like to use any of the advanced features such as apply online, view permit status, request inspections, or view a personalized dashboard, you will need to register for an account. To register, please continue to use the instructions below.

2. Click the “**Login or Register**” link on the front page.



ATTENTION APPLE USERS – Some users are experiencing a problem completing the registration process while using Safari on a Mac, iPad, or iPhone. Switching to either Chrome or Firefox has allowed them to complete the registration process successfully.

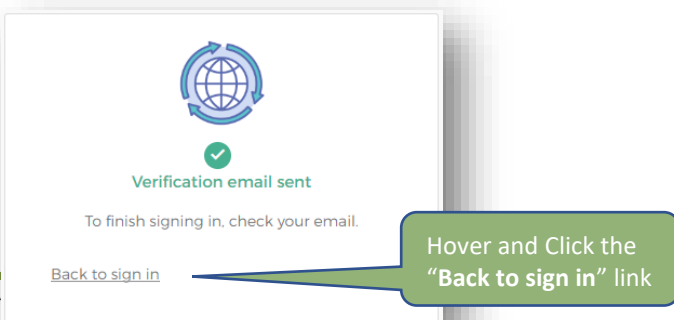
3. Click the “Sign up” button to create a New Account



The left screenshot shows the 'Sign in to community access services' page. It features social login buttons for Google, Apple, Microsoft, and Facebook. Below these is an 'OR' separator, followed by 'Email address' and 'Password' input fields. A 'Remember me' checkbox and a blue 'Sign in' button are also present. At the bottom, there are links for 'Forgot password?', 'Unlock account?', and 'Help'. A callout bubble points to the 'Sign up' link in the footer, stating: "Click the 'Sign up' button to create a New Account".

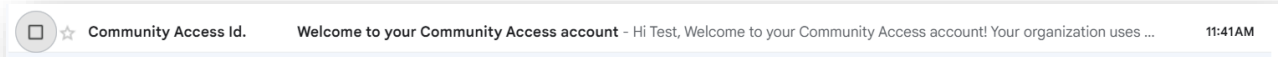
The right screenshot shows the 'Create an account' page. It includes an email input field (with a callout 'Enter email'), a password input field (with a callout 'Password'), and a list of password requirements: 'At least 8 character(s)', 'At least 1 number(s)', 'At least 1 lowercase letter(s)', 'At least 1 uppercase letter(s)', and 'Does not contain part of username'. Below these are 'First Name' and 'Last Name' input fields (with callouts 'First Name' and 'Last Name'). A note states '* indicates required field'. A blue 'Sign up' button is at the bottom (with a callout 'Press "Sign up" when completed'), and a 'Back to sign in' link is at the very bottom.

4. If done correctly, you will receive a Verification Box.

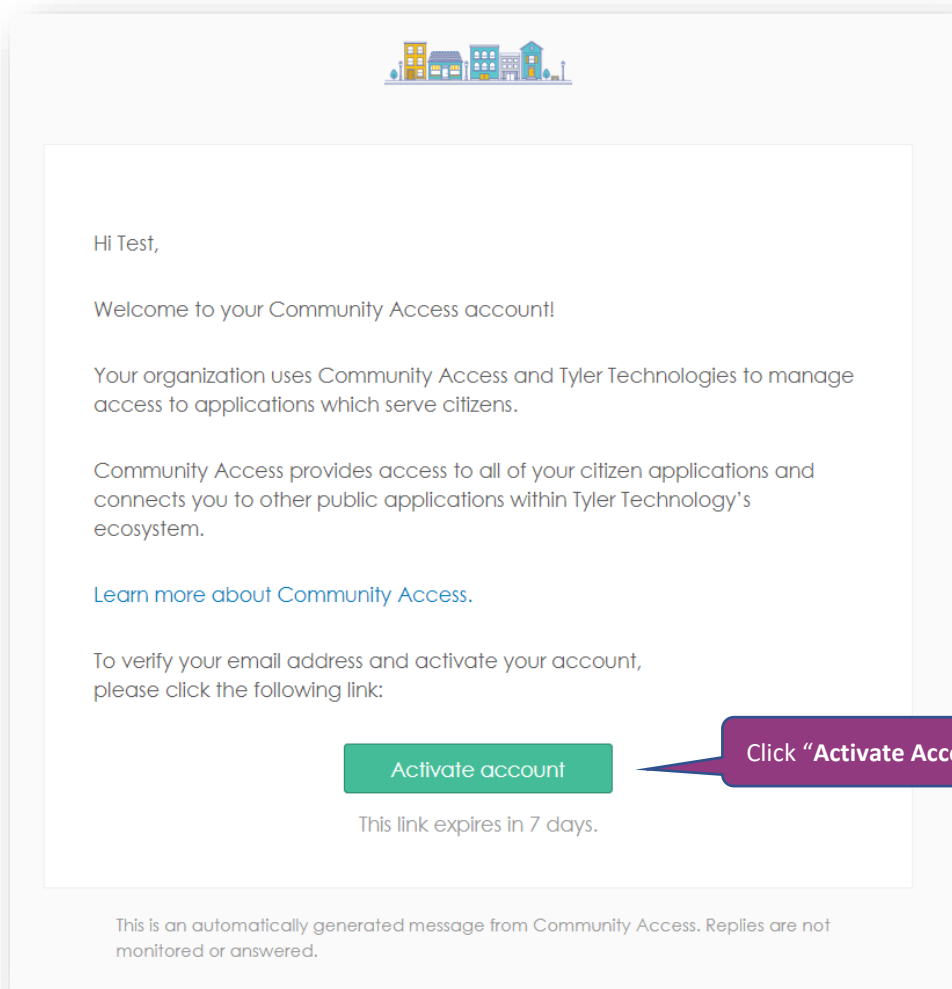


The screenshot shows a confirmation screen with a green checkmark icon and the text 'Verification email sent'. Below this, it says 'To finish signing in, check your email.' At the bottom, there is a 'Back to sign in' link. A callout bubble points to this link, stating: "Hover and Click the 'Back to sign in' link".

- The system will automatically send a confirmation email to the email address you entered to create the CSS Account – check your Inbox for an email by “**Community Access Identity**” or email subject “**Welcome to your Community Access account**”.

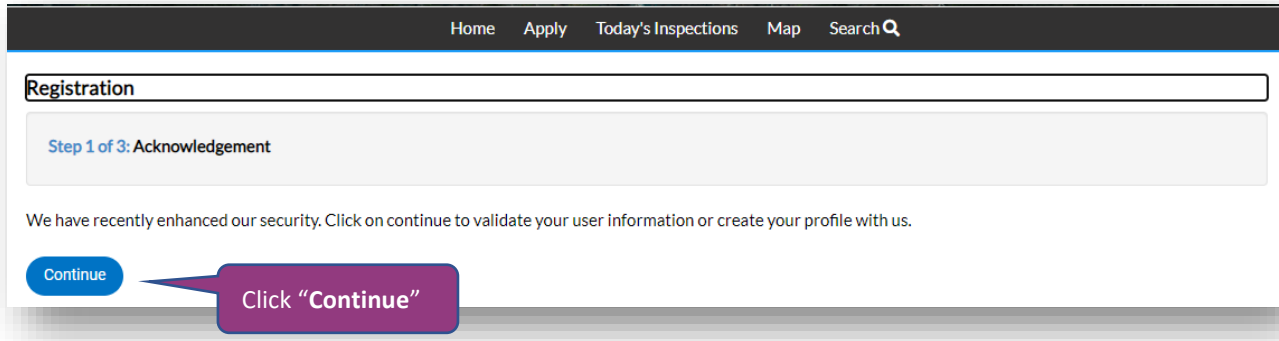


- Click the “**Activate account**” link to continue with New Account creation.

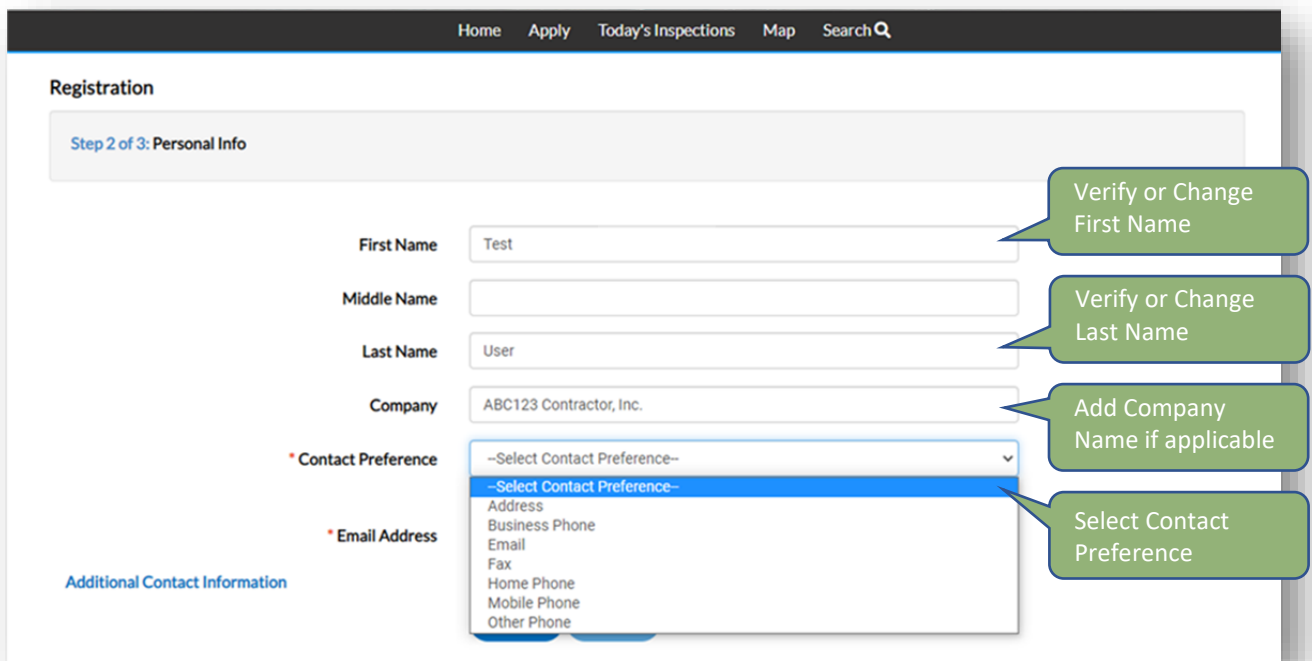


NOTE – The “Activate account” Link will expire in 7 days!

- On **Step 1 of 3**: Complete the Activation/Registration, click **“Continue”** to validate your user information, and create a profile.



- In **Steps 2 of 3**: Verify or change your First Name and Last Name. You may Add a Company Name if applicable. You may choose your contact preference from the drop-down menu.



NOTE – You may receive a **“Community Access Invalid Email”** Link if you fail to complete Steps 1 through 3 or click the back button too many times. **Please see, How to Reset, Recover, or Unlock Account.**

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

Click "Next"

9. For **Steps 3 of 3**: Enter your Business or Contact Address.

Registration

Step 3 of 3: Address

*REQUIRED

* Address

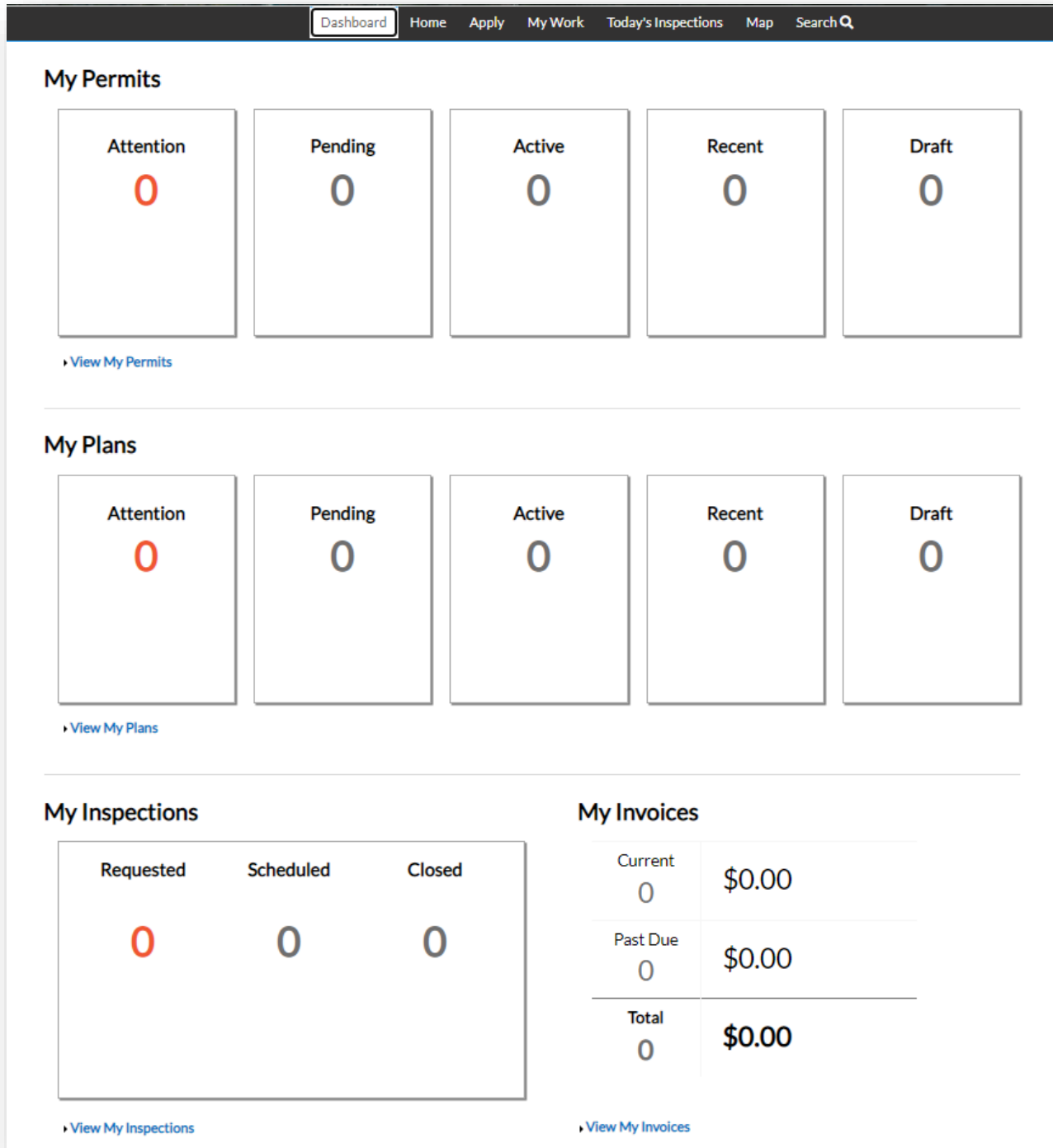
City

State

Postal Code

Click "Submit" to Complete the Registration/Profile

10. Once Registration is complete, you will be directed to your Citizen Self Service “**Dashboard**” Tab where you can now:
- ✓ View your Permits
 - ✓ Schedule Building Inspections and view the Building Inspection Schedule
 - ✓ View the Map of Gilroy (with address/parcel search functions)
 - ✓ Search for Permits, Planning Applications, Code Cases, Business/Professional Licenses



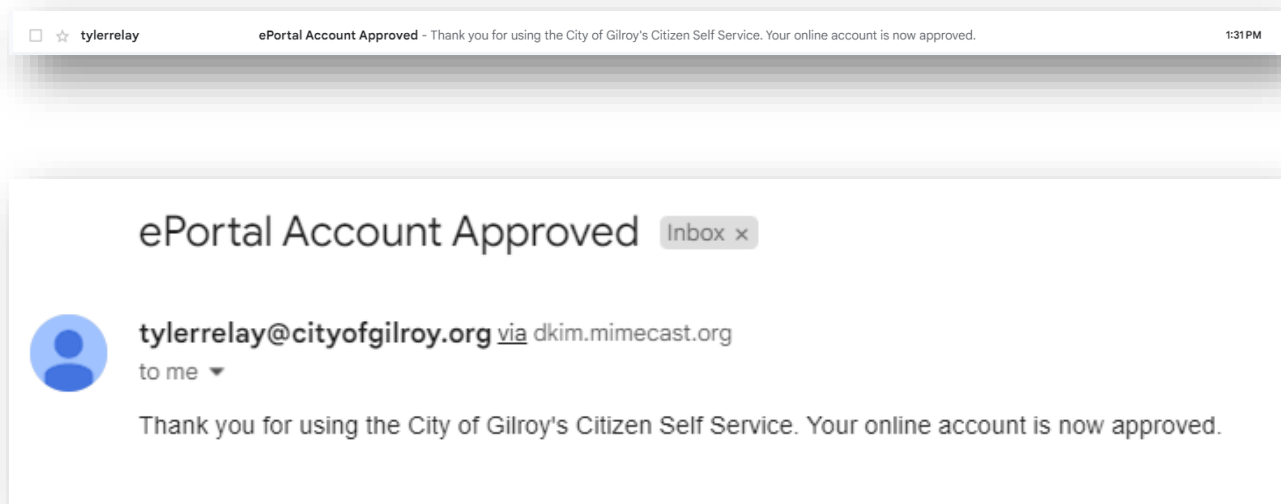
The screenshot shows the dashboard interface with a navigation bar at the top containing: Dashboard (selected), Home, Apply, My Work, Today's Inspections, Map, and Search. Below the navigation bar are four main sections:

- My Permits:** A row of five cards for Attention (0), Pending (0), Active (0), Recent (0), and Draft (0). Below the cards is a link: [View My Permits](#).
- My Plans:** A row of five cards for Attention (0), Pending (0), Active (0), Recent (0), and Draft (0). Below the cards is a link: [View My Plans](#).
- My Inspections:** A table with three columns: Requested (0), Scheduled (0), and Closed (0). Below the table is a link: [View My Inspections](#).
- My Invoices:** A table showing financial status:

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

 Below the table is a link: [View My Invoices](#).

11. The system will automatically send a confirmation email to the email address you entered – check your Inbox for an email titled “**Citizen Self Service New User Account Confirmation**”.



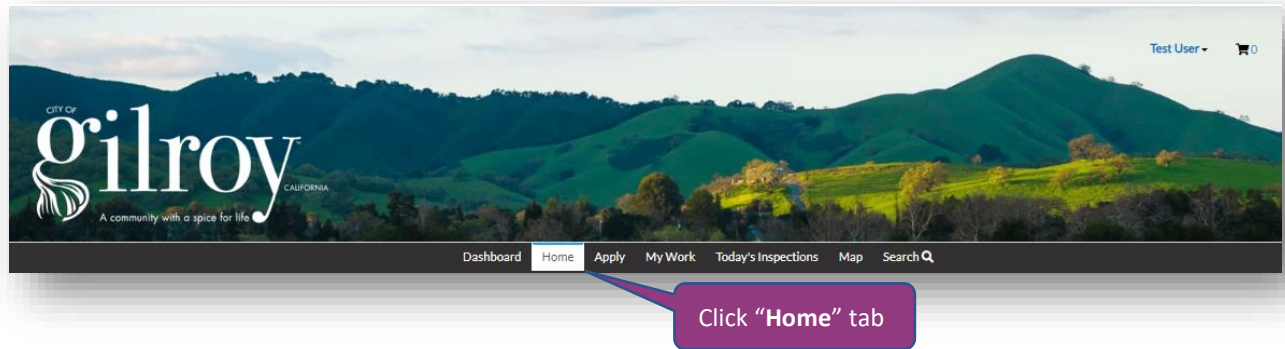
CAN'T FIND YOUR CONFIRMATION EMAIL?

- ✓ Check your Spam and Junk Mail folders.
 - ✓ Your email service may be inadvertently blocking the email. Ensure your account is set up to allow emails from "noreply@cityofgilroy.org". Outlook and Microsoft 365 users can find helpful instructions for resolving the issue [here](#).
 - ✓ Lastly, if you aren't able to remedy the problem with either of the above steps, you can sign up with a non-work email (e.g.: Gmail, Att.net, Yahoo) and then change to your preferred email once you have completed registration.
-

Performing a Permit Search

This functionality is only available to registered users.

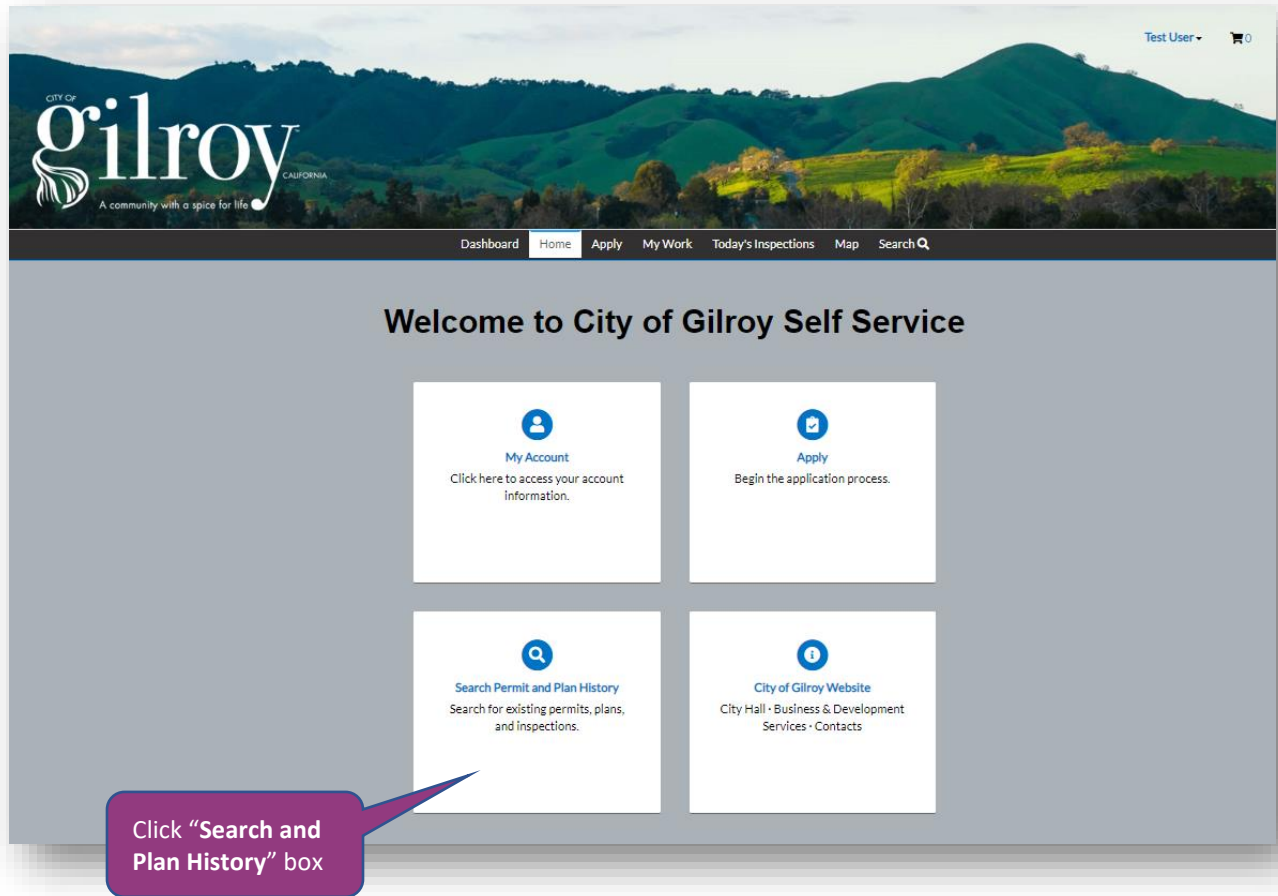
1. Go to <https://css.cityofgilroy.org> and click the “**Home**” tab.



NOTE – The Home Screen has four selections to choose from:

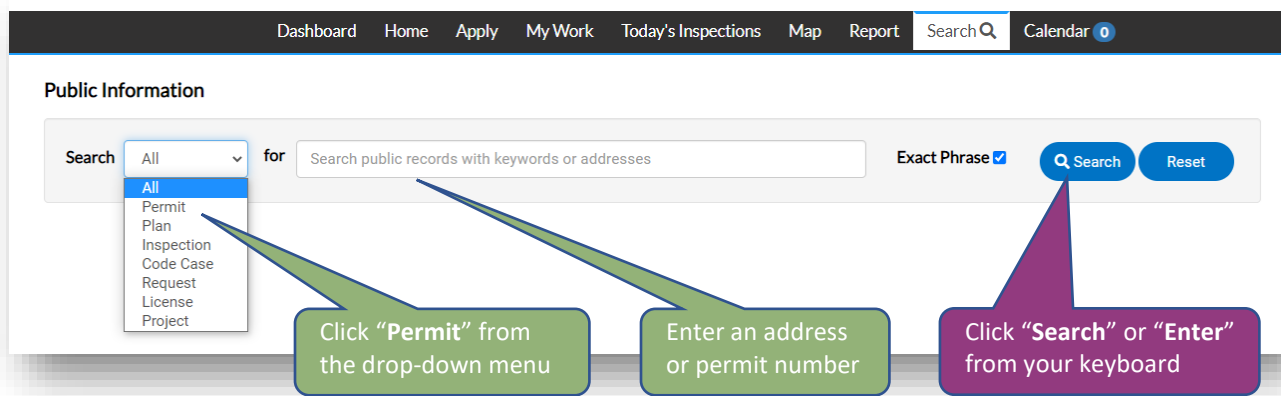
- **My Account:** Allows you to **update** and/or change contact information.
- **Apply:** Allows you to begin the application process through multiple departments, such as Building, Planning, Fire, Hazardous Material, Pre-Treatment, and Public Works.
- **Search Permit and Plan History:** Allows you to search Building, Planning, Code Enforcement, Fire, Fire, Hazardous Material, Pre-Treatment, and Public Works records.
- **City of Gilroy Website:** Send you to City of Gilroy’s webpage for additional search options, resources, and contacts.

2. From the **Home** screen click the **“Search Permit and Plan History”** box.



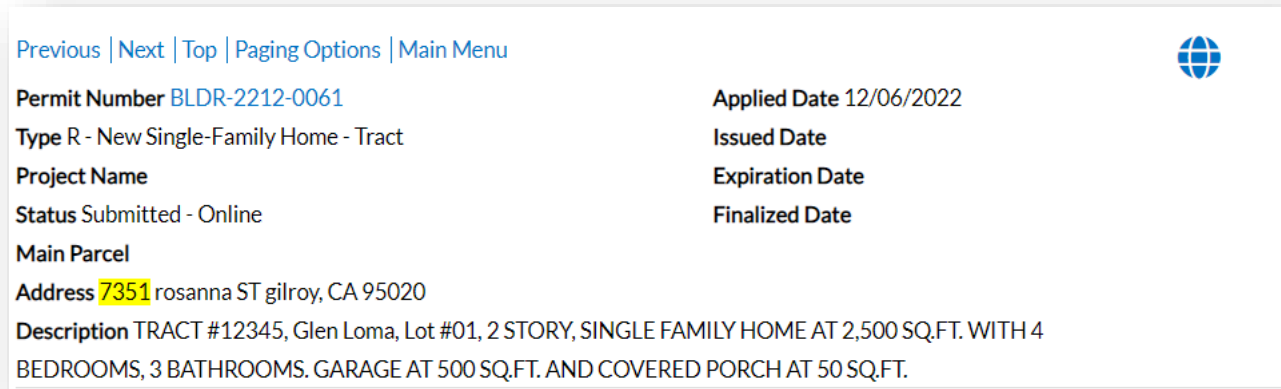
NOTE – Online records search covers from 1999 to current. All other records request will need to be made online at our City of Gilroy webpage at [Request for Public Records](#).

3. Choose **“Permit”** from the drop-down menu of the **“Search”** field. Then enter the **“permit number”** in the **“for”** field. You may also search by address or keywords.



TIP – If using a permit number, you can enter the last 4 digits - BLDNR-2304-**1234** or select “**Advanced**” search after choosing from the drop-down menu for more field entries. You can perform other searches for Planning projects, and Inspections.

4. Select your permit from the list.



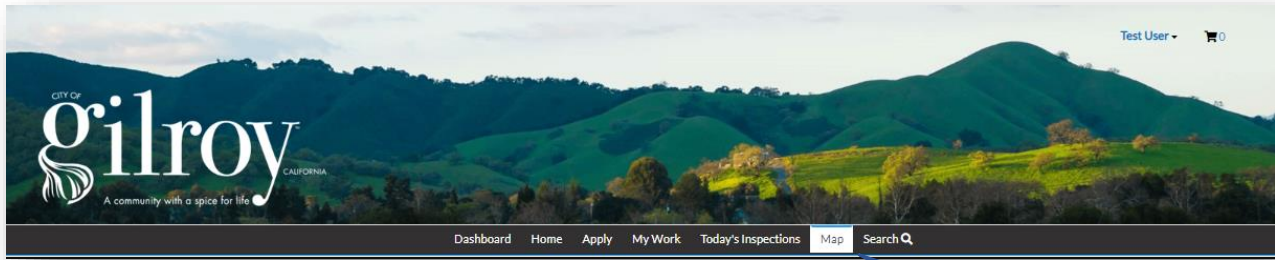
NOTE – You may pay an invoice or schedule an inspection after clicking into the projects “**Permit Number**”. See “**How to Pay an Invoice**” or “**How to Schedule a Building Inspection**”.

How to Use the Mapping Feature

The City of Gilroy highly suggest searching your projects address prior to starting the application process to verify your project is within the city’s jurisdiction.

CSS map functionality to allow powerful searches, pinned results, case applications, EnerGov Enterprise Server data incorporation, GIS layers, and more.

1. Click on the “**Map**” tab.

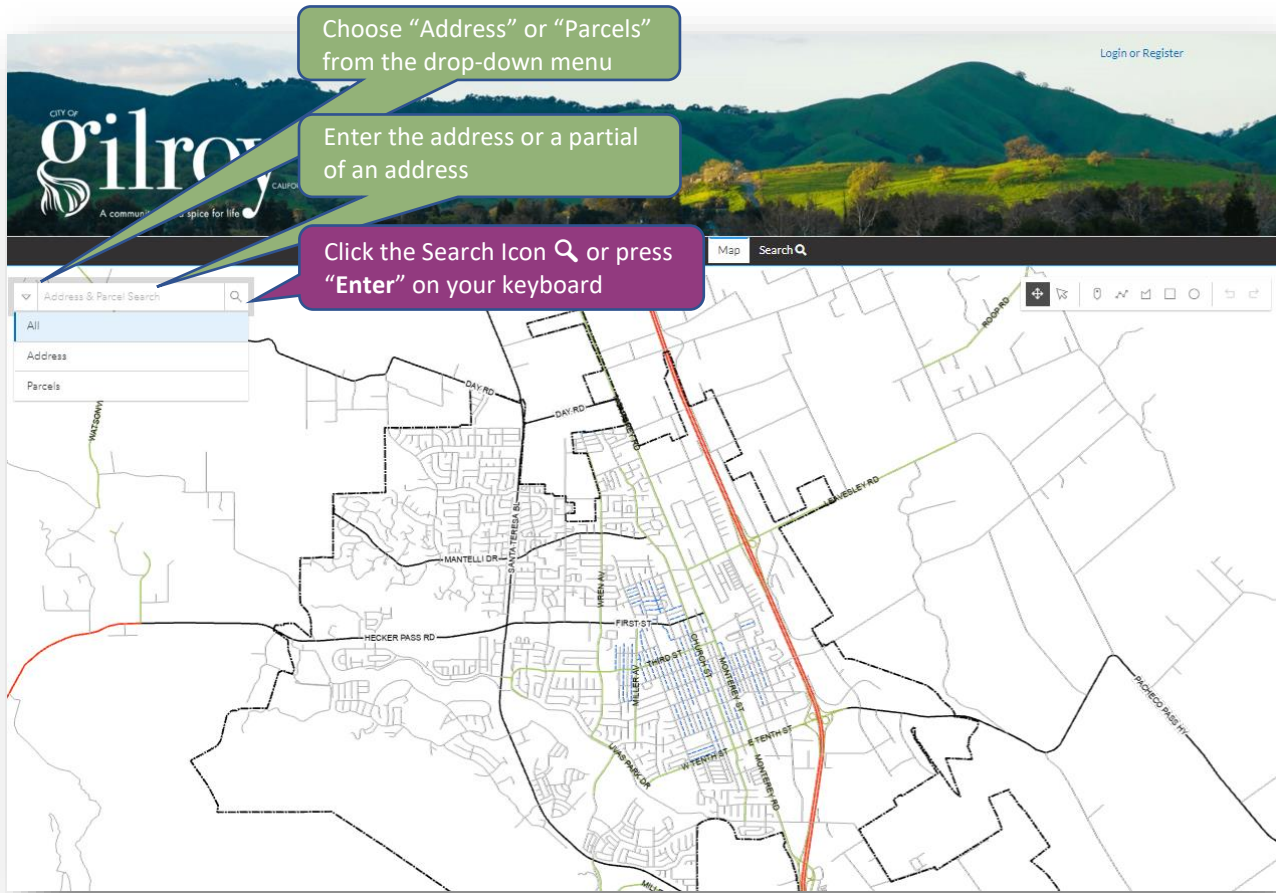


NOTE – Filter options are different for logged in users than for logged out users.

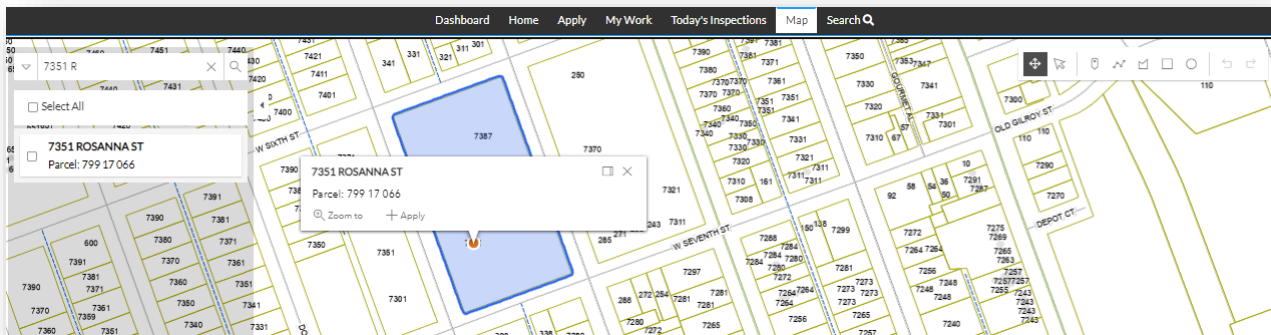


- Determine which method of searching:
Using the “**Address Parcel Search**” field, choose “**Address**” or “**Parcel**”. Then type the address/parcel number into the search field or use the Drawing a point, Polyline, Polygon, Rectangle, or Circle. This means to Draw on the map to select one or more appropriate address(es). Which will allow the Application Processes to start for one or more addresses.

- In this example: Select the drop-down arrow in the “Address & Parcel Search” field and choose “Address”. Enter the Address or partial address. Click the Search Icon or press “Enter” on your keyboard.

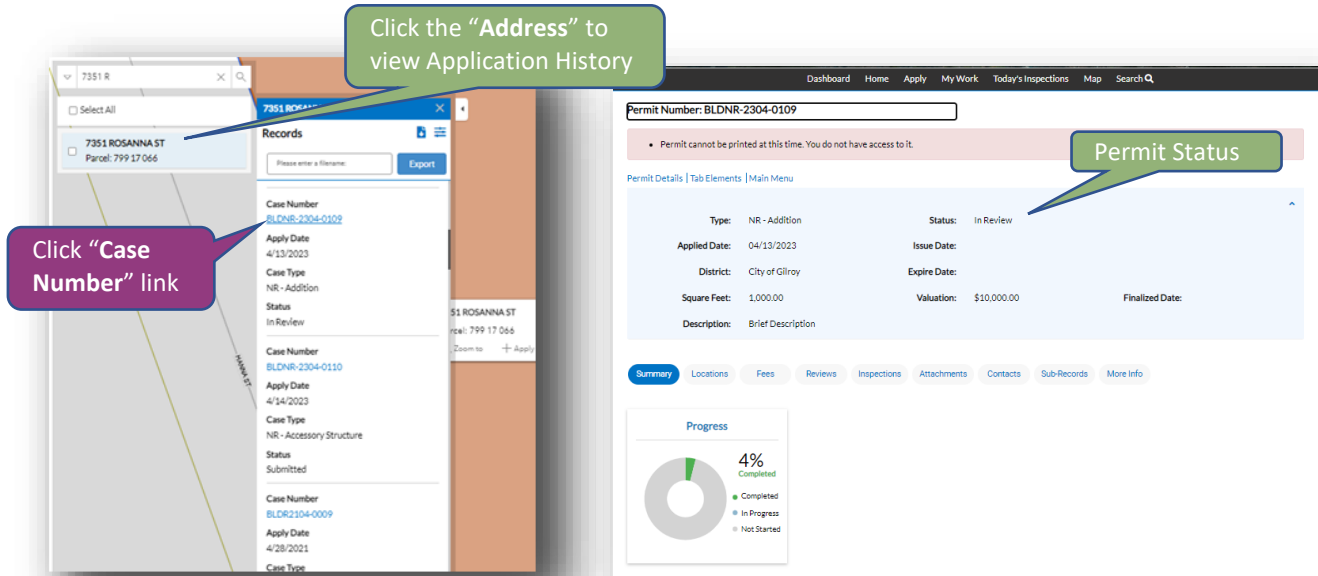


TIP – you may use a partial address for your search. The system will list all possible address with the closest related texts.

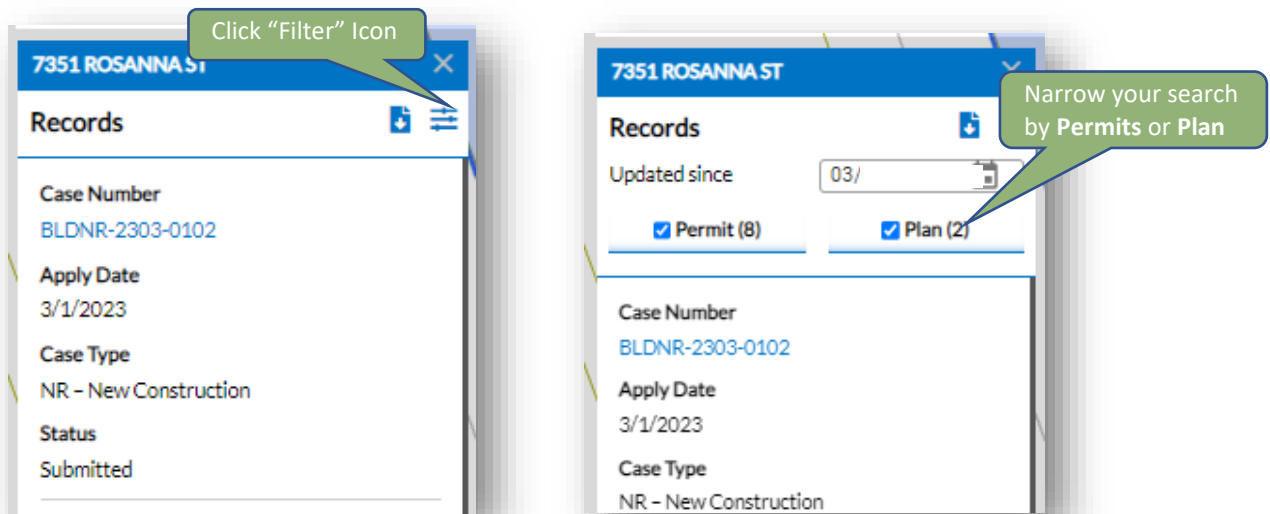


- Click your address from the list to view permit history.

5. Select “Case Number” hyperlink to open the associated record and view Application and Status.

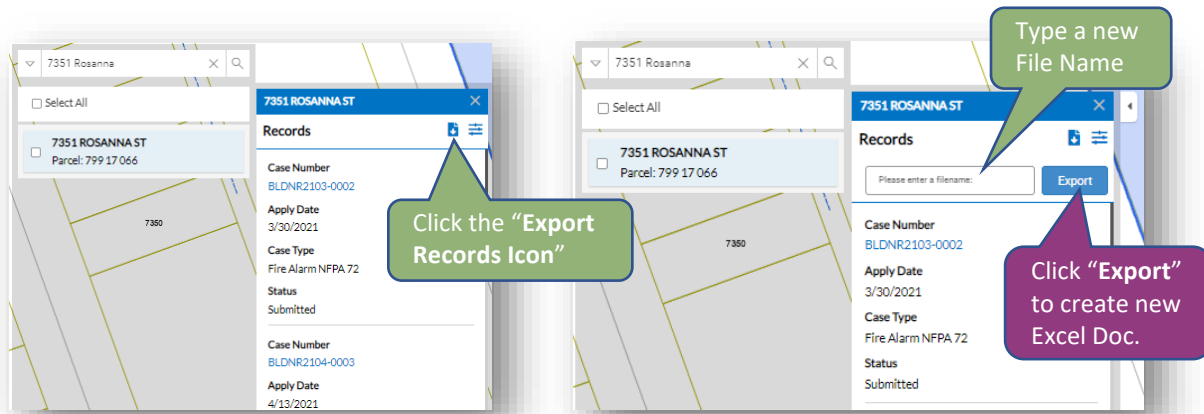


6. You may also narrow your search by Permits or Plan (aka Planning Projects), by clicking the filter icon.



NOTE – Building Non-Residential or Residential Architectural Floor Plans are not available for online search. Please visit the City of Gilroy webpage to [Request Public Records](#).

- You may also export the Address list to create a report in Excel by Naming the New Document then clicking Export to open an Excel formatted Document.



Sample of Exported Records:

	A	B	C	D	E	F	G
1	Case Number	Apply Date	Case Type	Status	Address	Parcel	Record Type
2	BLDNR-2304-0112	4/18/2023	NR - Accessory Structure	Submitted - Online	7351 ROSANNA ST GILROY, CA 95020	799 17 066	Permit
3	BLDNR-2304-0113	4/18/2023	Fire Alarm NFPA 72	Submitted - Online	7351 ROSANNA ST GILROY, CA 95020	799 17 066	Permit
4	PWLLA-2304-0022	4/18/2023	Lot Line Adjustment	In Review	7351 ROSANNA ST GILROY, CA 95020	799 17 066	Plan
5	PWLLA-2304-0023	4/18/2023	Lot Line Adjustment	Submitted - Online	7351 ROSANNA ST GILROY, CA 95020	799 17 066	Plan

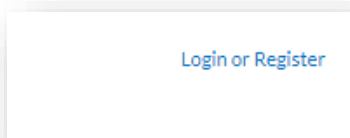
How to Create a New Permit

The following items need to be completed prior to starting the application process:

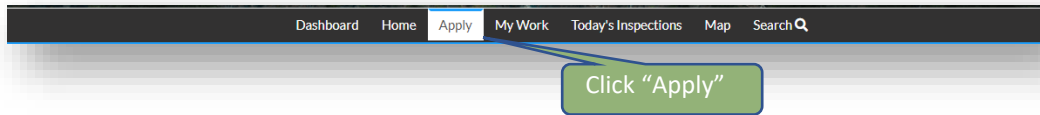
- Register for a CSS Portal Account, see How to Register. (You only need to do this once)
- Verify Address is in City of Gilroy Jurisdiction (See How to Use the Mapping Feature)

Getting Started:

- Login to CSS Portal Account located at the upper right-hand corner of the welcome page using your login credentials.

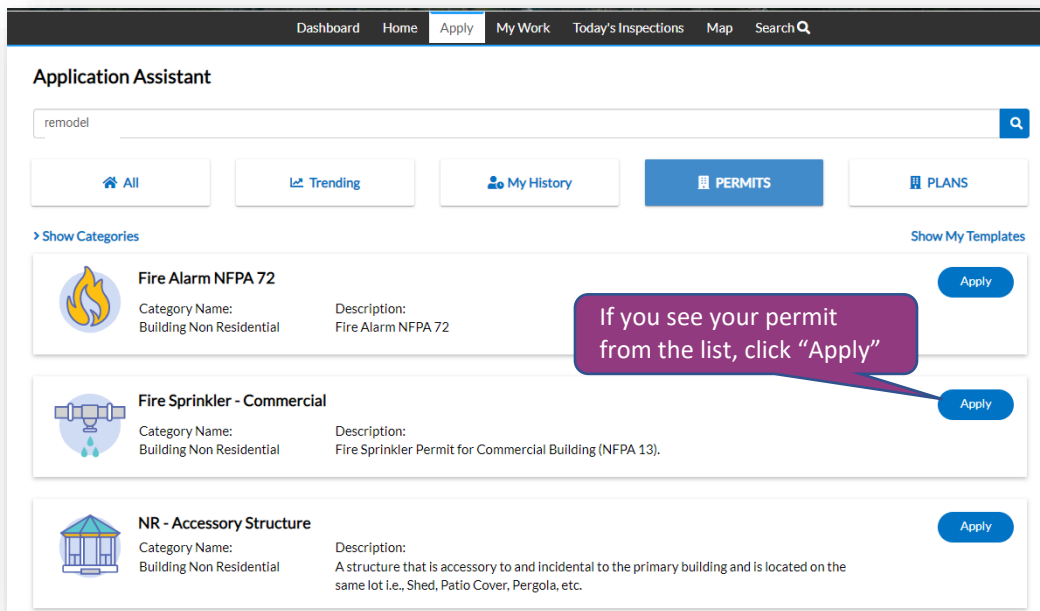


2. Click the “Apply” box in the body of the page or at the top menu bar.

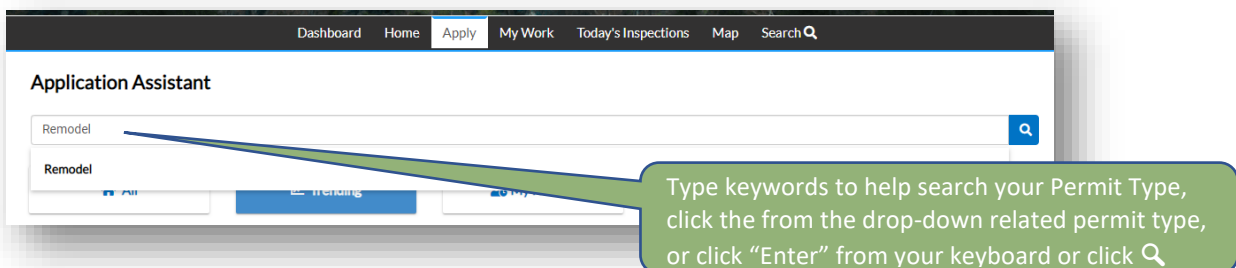


3. This will give you options to choose from:

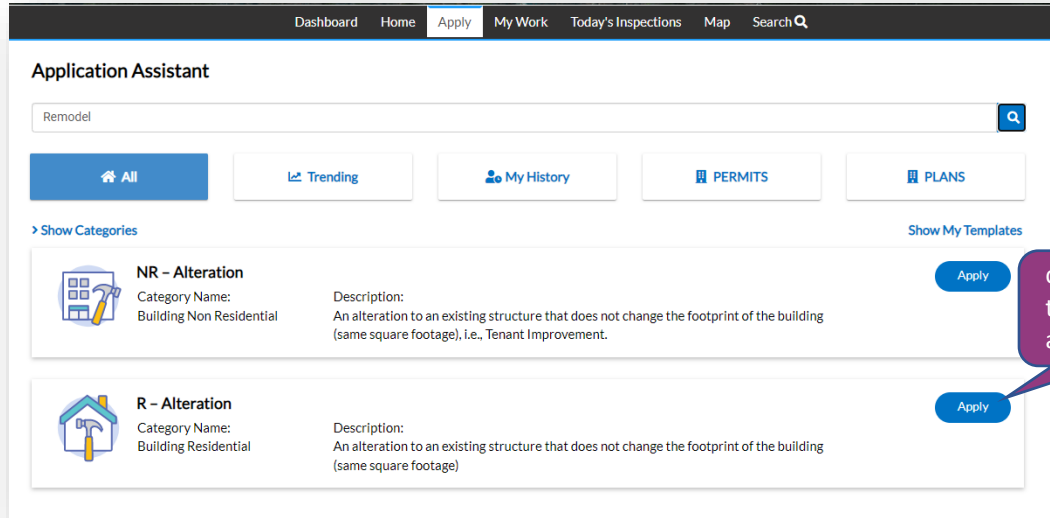
- a. **All:** All available application processes
- b. **Trending:** What permits are trending within the City of Gilroy
- c. **My History:** Your most recent applications/permits types
- d. **Permits:** City of Gilroy lists of Permits available for issuance
- e. **Plans:** Planning Department application processes



4. You may narrow your search by entering into the search field.



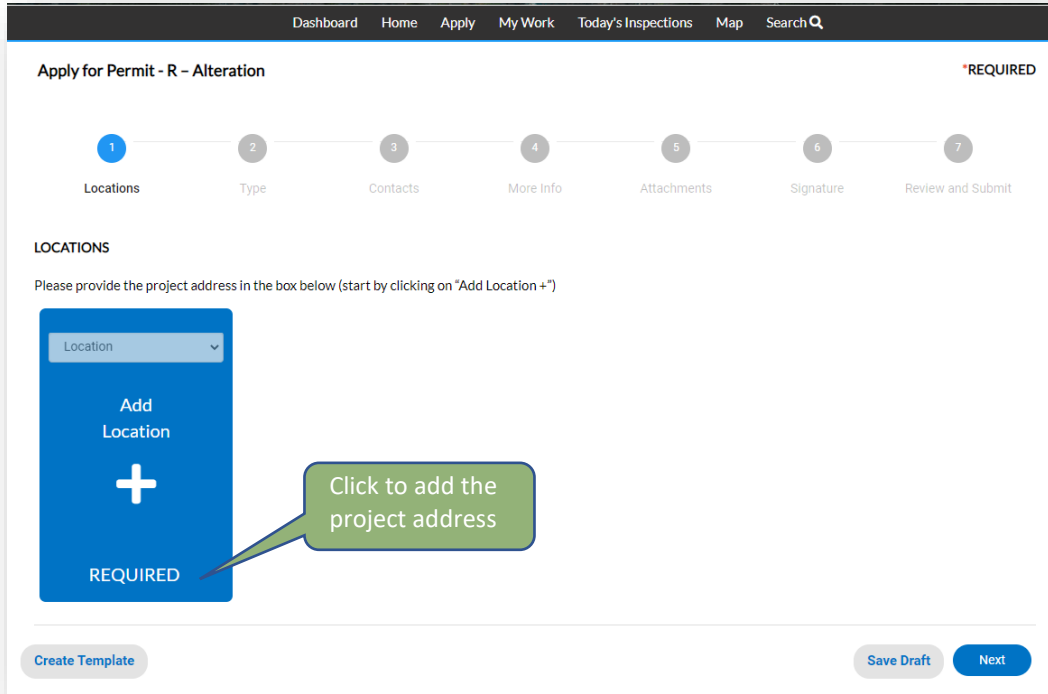
5. Click on the Apply button (right side) for the case/permit type you are applying for. If the Description does not match, you may try other keywords and search again.



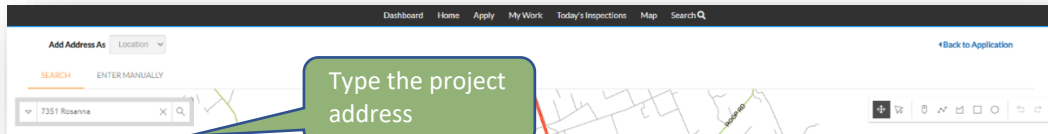
NOTE - Make sure to read the **Category Name** and **Description** to verify you are applying for the correct permit type.

6. On the first screen you will find:
 - a. **Progress Bar**, which indicates your progress through the application process.
 - b. **Helpful hints** for completing the application process.
 - c. **Save Draft** button – If for any reason, you need to stop and come back to the application later, click the Save Draft button.
 - d. **Create Template** – button to assist with duplication permit types

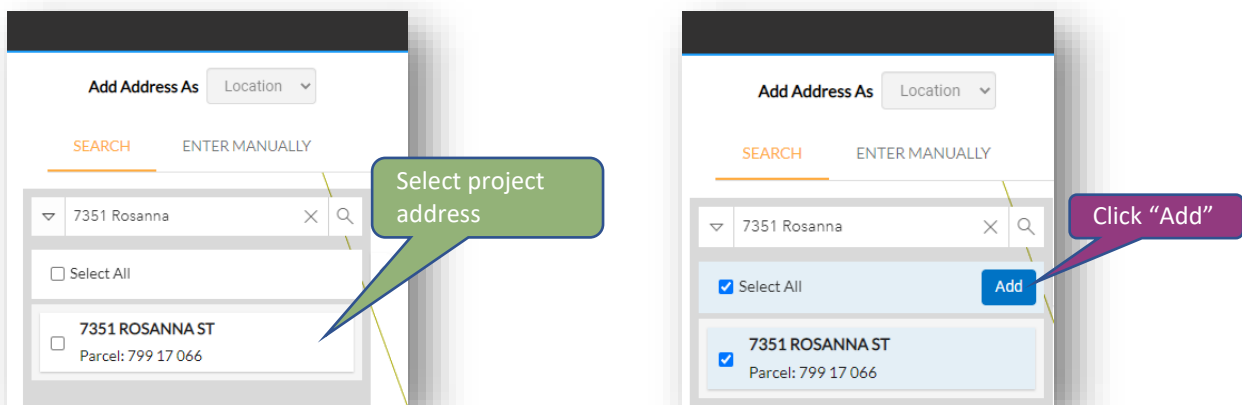
7. Click the plus sign to in the “Add Location” box to enter the project address.



8. Enter the project address in the search bar.



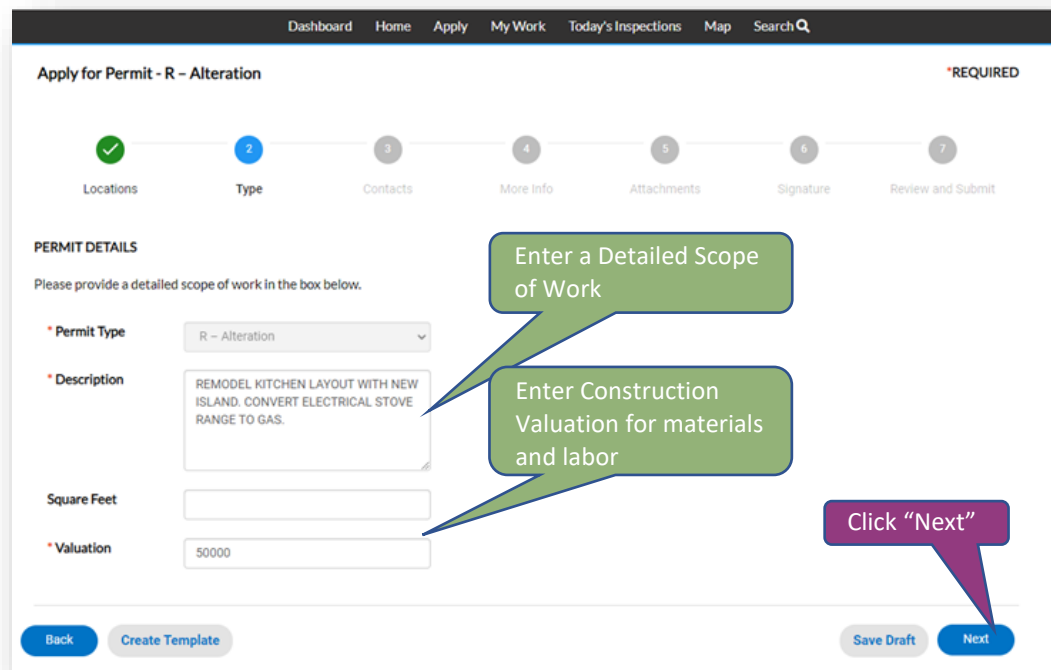
9. Select the correct project address from this list if multiple selections.



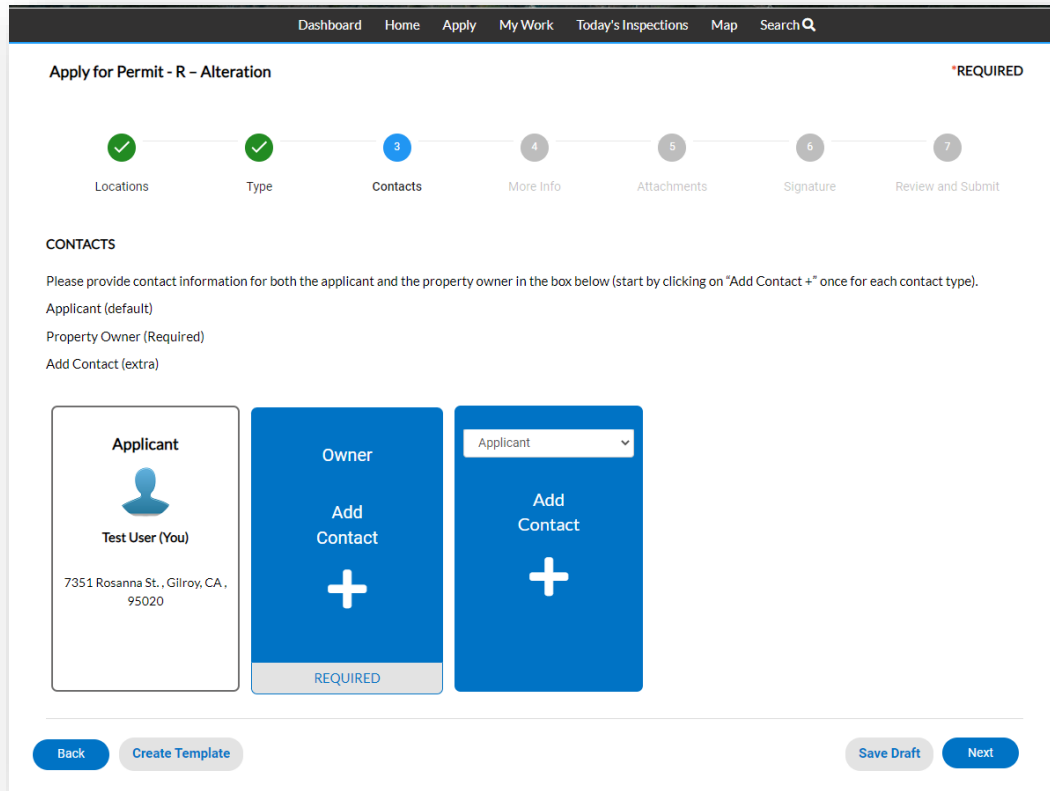
10. Your screen will return to the progress page. Click on the “Next” button to continue.



11. Enter a detailed scope of work for your project. Enter square feet of area being remodeled, for additions, see Permit Type: Additions. You may leave square feet field blank if it does not apply to your project. **You must enter a Construction Valuation!** This valuation is for Materials and Labor at fair market value.

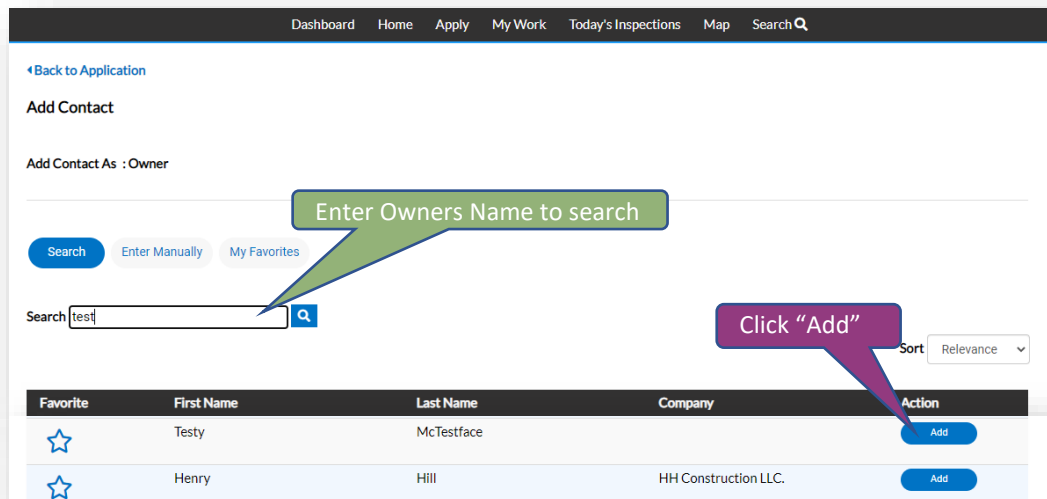


1. Enter Property Owner Contact Information. **This is a required field!** The contact screen allows you to associate contacts such as the property owner, applicant, agent, etc. to the plan or permit.

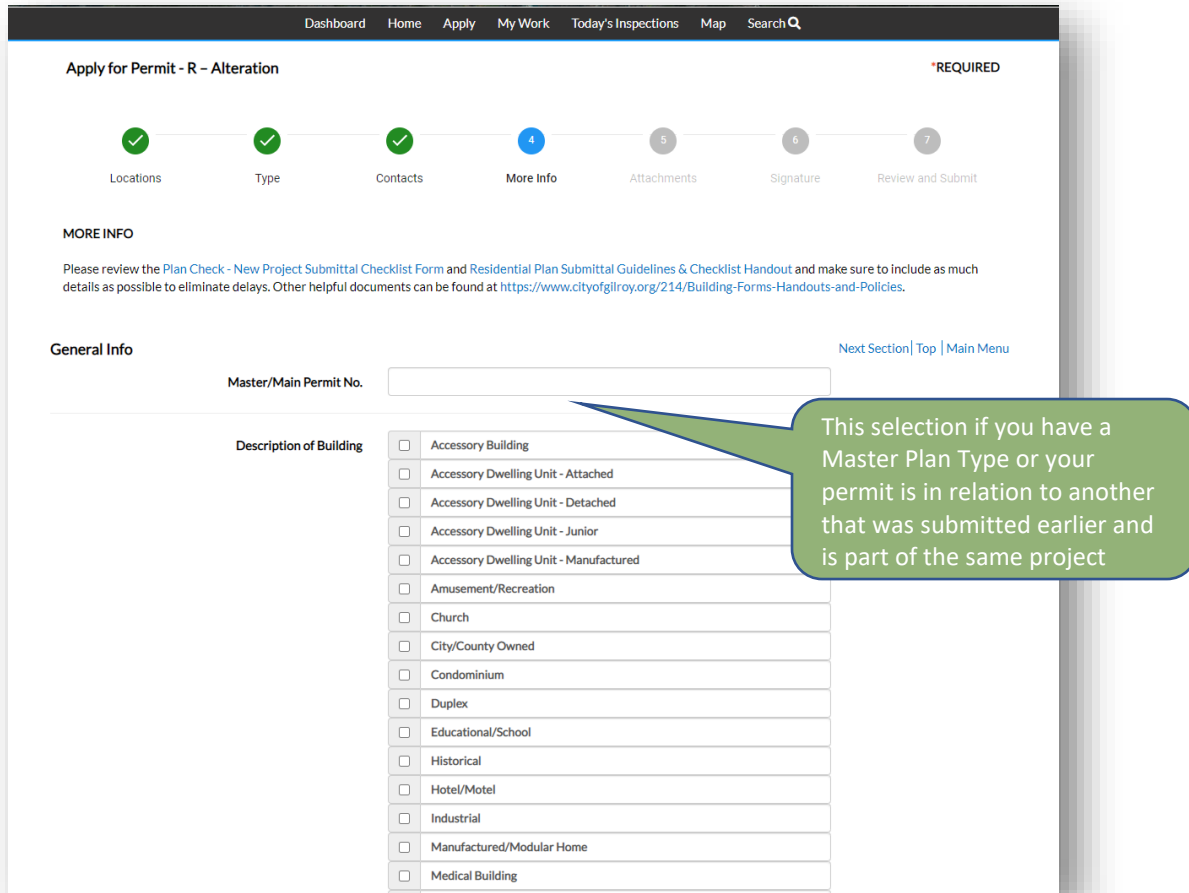


Note – It is important to note that the individual submitting the online application, is automatically designated as the Applicant. The applicant is the **official billing contact** for the case. If you are not the billing contact, please add the appropriate person as a second applicant. We will correct the record later in the process. If you do not add a second Applicant, then it is assumed that you are the official billing contact.

12. You may search the Property Owners name or Enter it manually.



13. The next page will ask you for additional information regarding your permit request. Please fill these sections as best as possible to eliminate any delays in the process of your permit.



Dashboard Home Apply My Work Today's Inspections Map Search

Apply for Permit - R - Alteration *REQUIRED

Progress: 1. Locations (✓) 2. Type (✓) 3. Contacts (✓) 4. More Info (4) 5. Attachments (5) 6. Signature (6) 7. Review and Submit (7)

MORE INFO

Please review the [Plan Check - New Project Submittal Checklist Form](#) and [Residential Plan Submittal Guidelines & Checklist Handout](#) and make sure to include as much details as possible to eliminate delays. Other helpful documents can be found at <https://www.cityofgilroy.org/214/Building-Forms-Handouts-and-Policies>.

General Info Next Section | Top | Main Menu

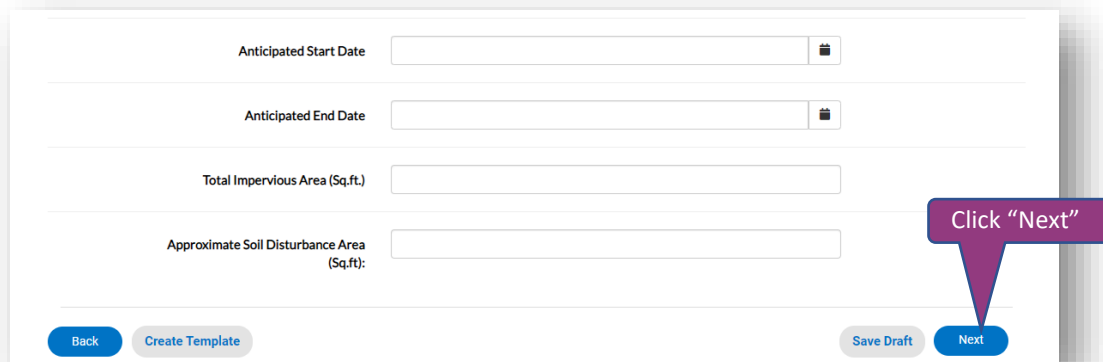
Master/Main Permit No.

Description of Building

- Accessory Building
- Accessory Dwelling Unit - Attached
- Accessory Dwelling Unit - Detached
- Accessory Dwelling Unit - Junior
- Accessory Dwelling Unit - Manufactured
- Amusement/Recreation
- Church
- City/County Owned
- Condominium
- Duplex
- Educational/School
- Historical
- Hotel/Motel
- Industrial
- Manufactured/Modular Home
- Medical Building

This selection if you have a Master Plan Type or your permit is in relation to another that was submitted earlier and is part of the same project

14. At the bottom of the page, click Next to continue with your Permit Application/Request.



Anticipated Start Date

Anticipated End Date

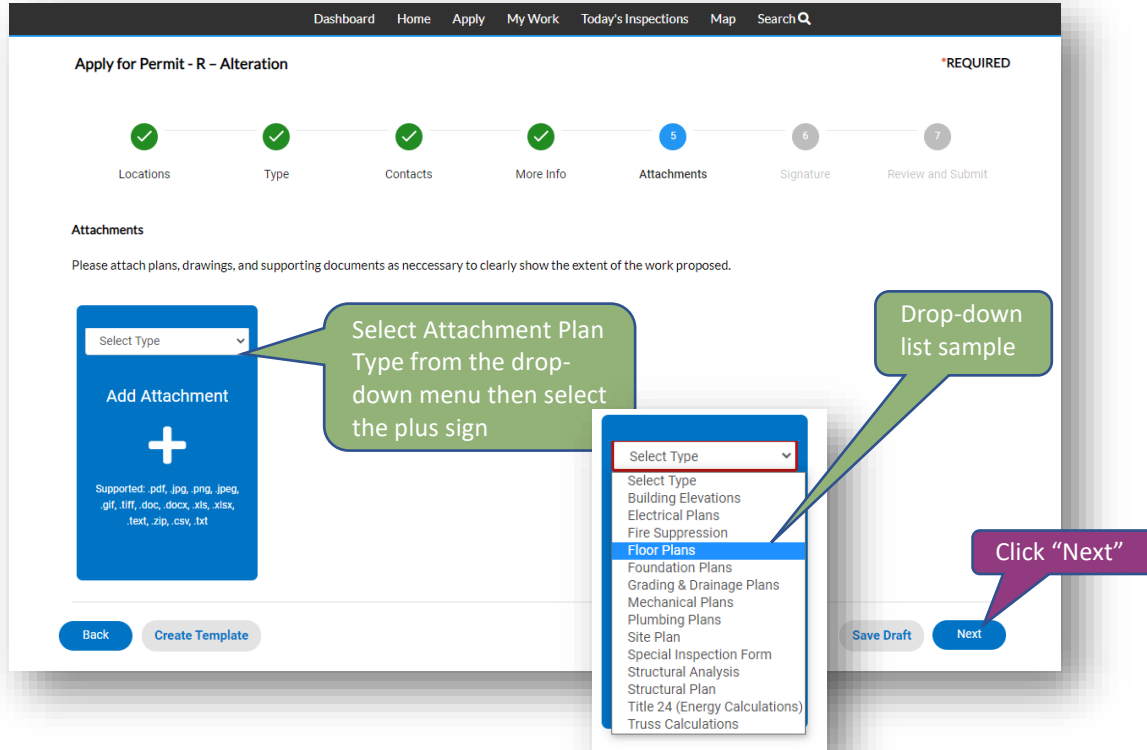
Total Impervious Area (Sq.ft.)

Approximate Soil Disturbance Area (Sq.ft.):

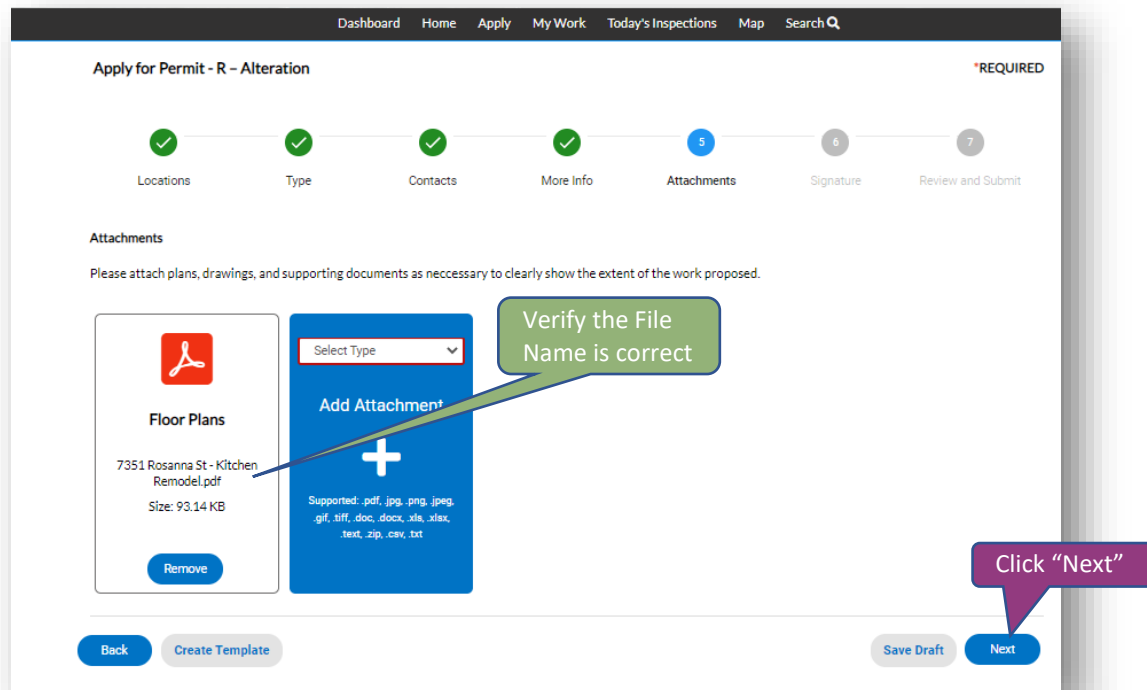
Buttons: Back Create Template Save Draft **Next**

Click "Next"

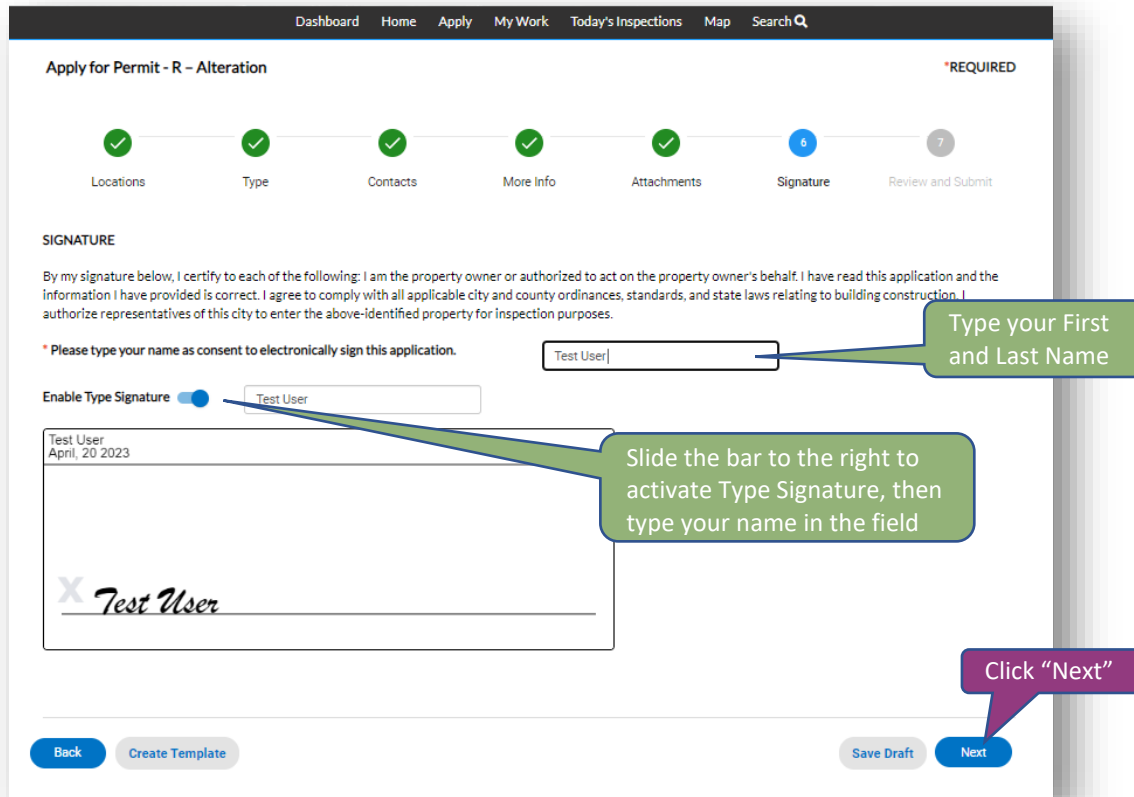
15. For projects requiring plans, make sure to attach them to this permit application. Please visit our city webpage for [Building Forms, Handouts and Policies](#) to find helpful Guidelines on requirements for your submittal.



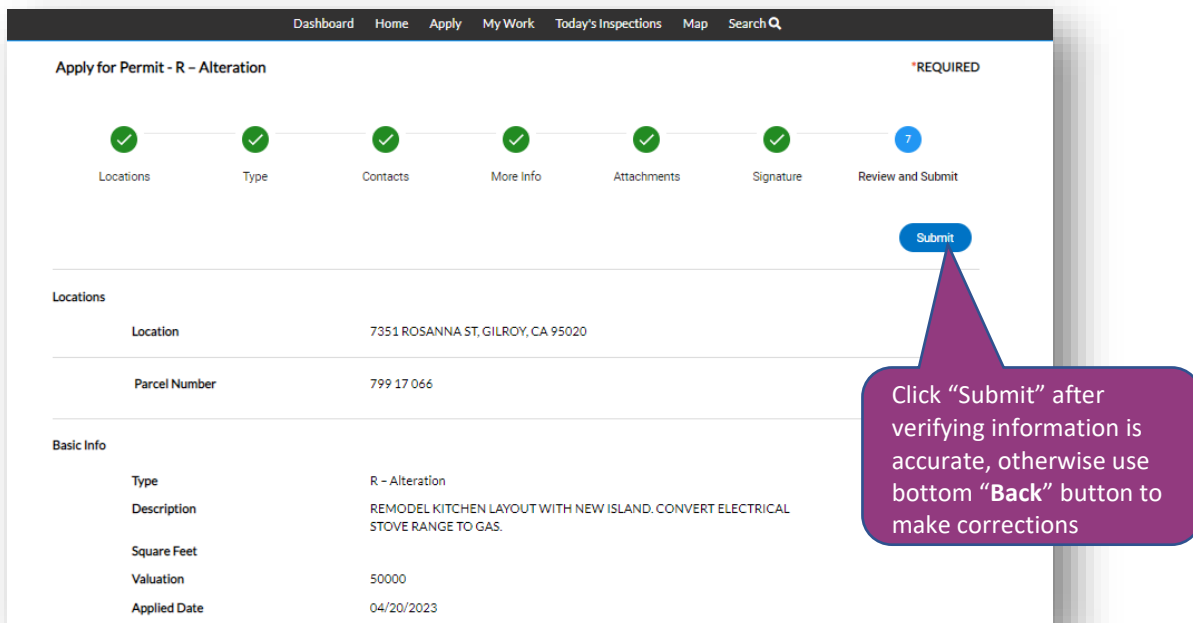
16. It will ask you to locate your plans on your computer. Verify the file name is correct then click "Next" or you may include additional plan types following same directions as above.



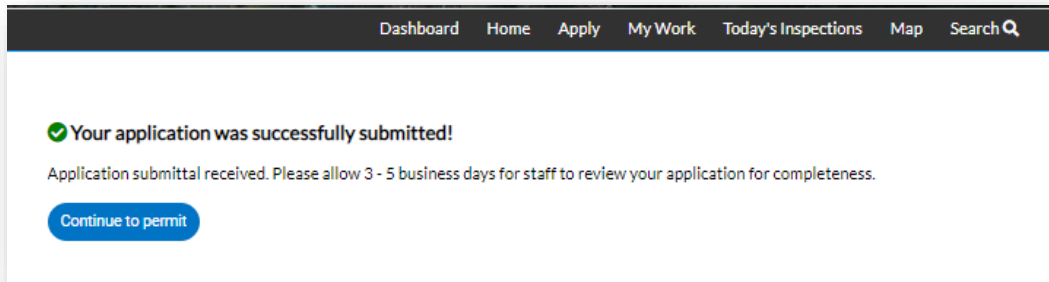
17. You will now be at the signature page. Type your name and sign below. You may choose to use your mouse to sign or slide the blue bar to the right **Enable Type Signature**.



18. Please review and submit your permit application after confirming the entered information is correct. You will find the **“Submit”** button located at the top and bottom of the page for your convenience.

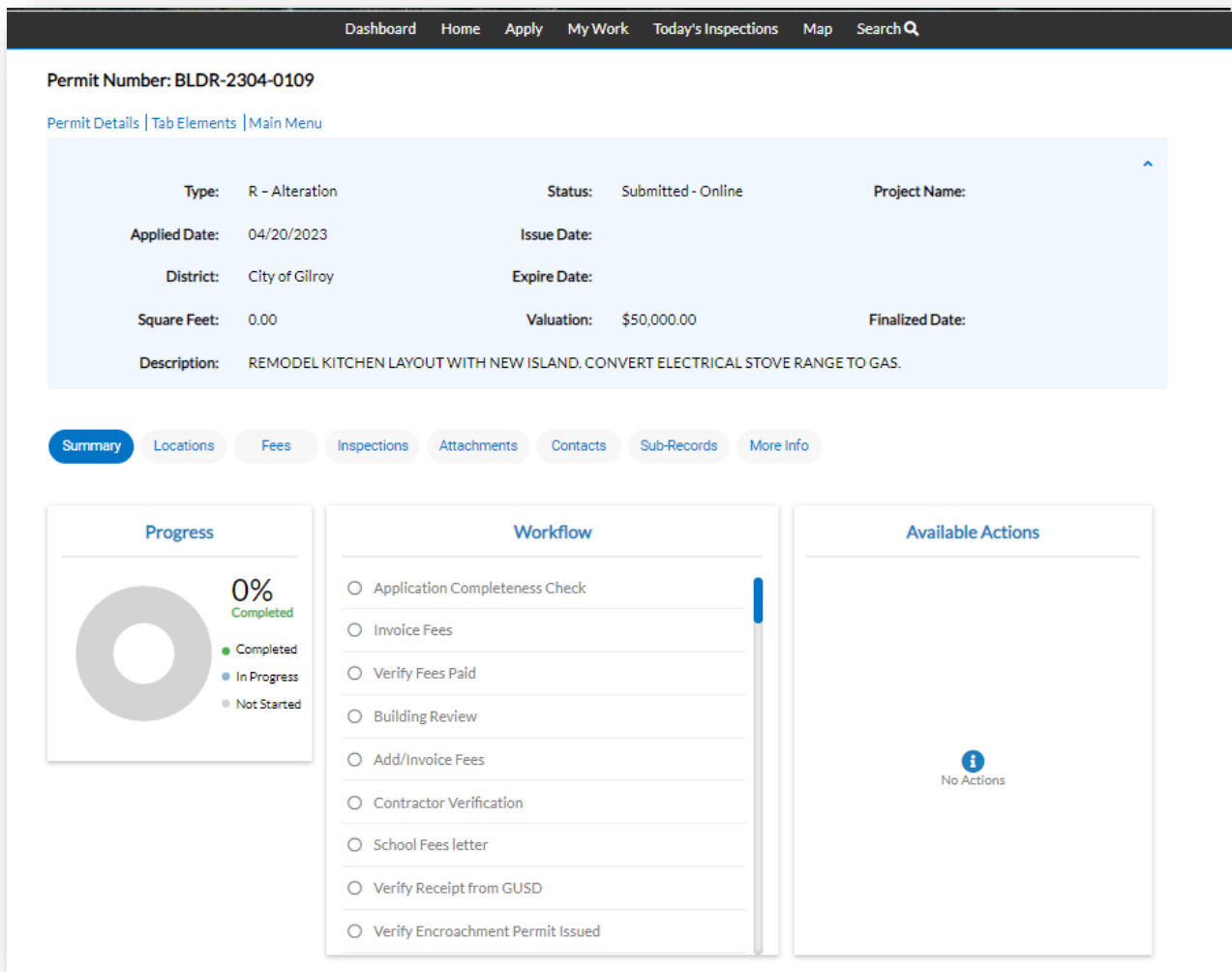


19. Your Application will be considered submitted. Click “Continue to permit” for Permit overview.



NOTE – It may take a few minutes for your attachments to upload. Please also allow 3 to 5 Business Days for staff to review your application for completeness. Once we have verified that the application is complete and have assessed all application fees or plan check fees, we will notify you that you can move forward with an online payment.

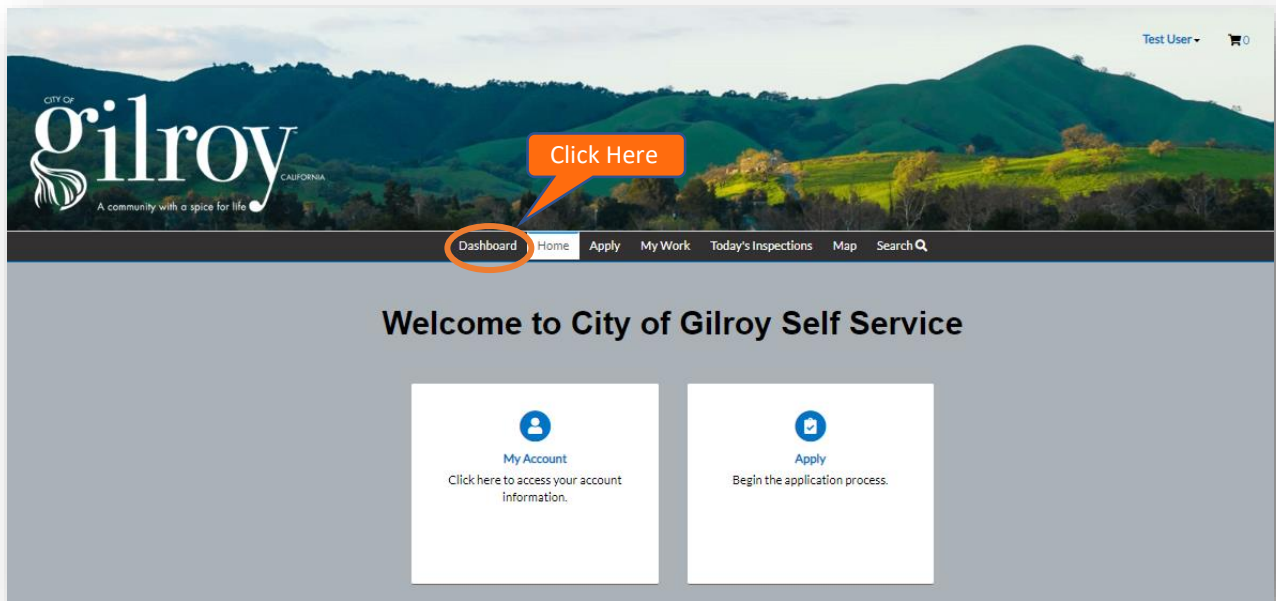
20. You will now arrive at the Permit Summary Page. You have completed the permit application process!



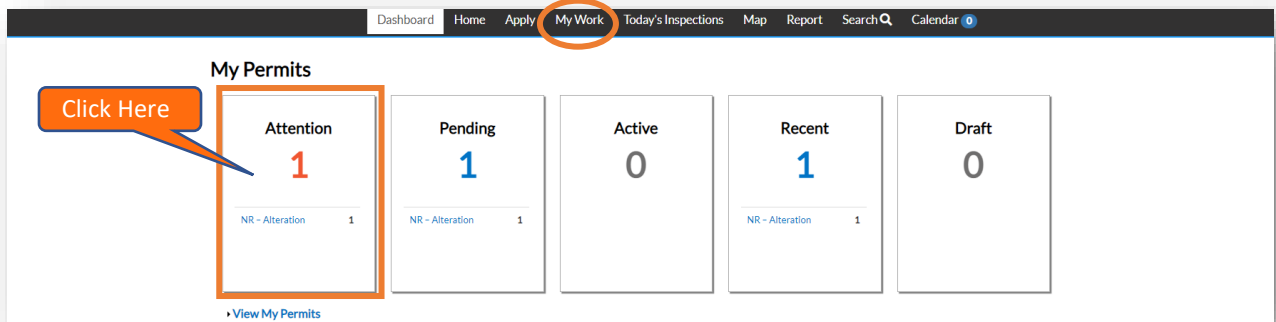
How to Pay for an Invoice

The following guide will help you complete a payment for an outstanding invoice using the City of Gilroy’s Citizen Self-Service (CSS) portal. Follow the steps below.

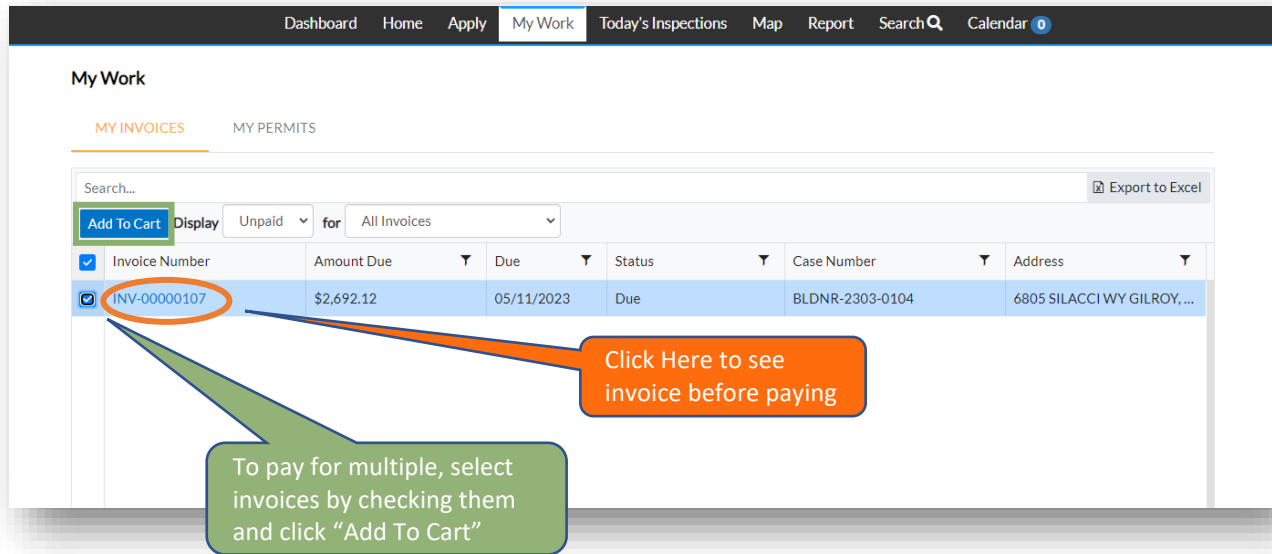
1. Log into your CSS account.
2. From the home page, click on “Dashboard”.



3. Click on the “Attention” tile. You can also click on the “My Work” tab.

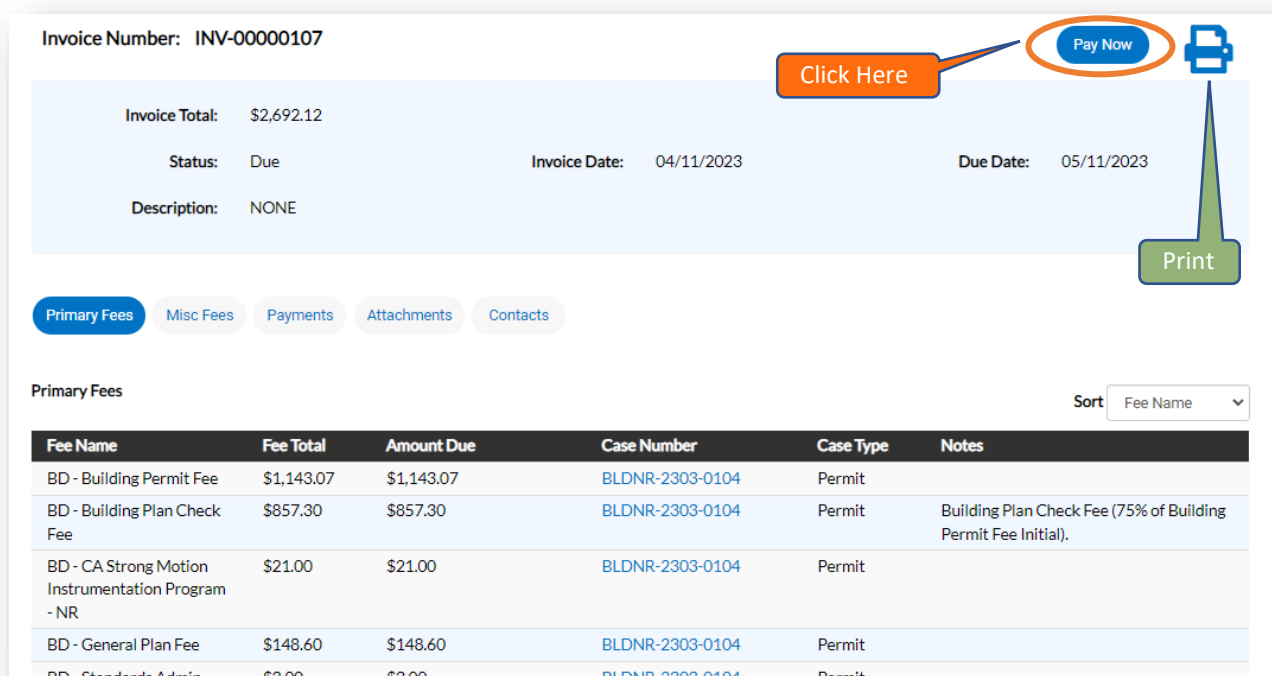


4. Click on the invoice number link. This will open the invoice and show you fees by line item.



Note – You can also pay for multiple invoices at the same time by selecting multiple invoices and adding to your cart.

5. Click on the Pay Now Button on the top right corner.



Note – To print a copy of the invoice you can click the print icon next to it.

6. Select the payment type Credit Card or E-Check.

MyGovPay
EMPOWERED BY TYLER TECHNOLOGIES

THIS SITE IS CURRENTLY IN DEMO MODE

Gilroy, CA
Order Number: 23
Thursday, April 13, 2023

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000107	NONE	1	\$2,692.12	\$2,692.12
Item Total:				\$2,692.12
Order Total: (excluding Service Fee)				\$2,692.12

Payment Details *all fields are required

Pay with Credit Card (Service Fee: \$79.42)
 Pay with E-Check (Service Fee: \$0.00)

Cancel

7. Enter your information in the appropriate fields and click on “Pay Now”

Payment Details *all fields are required

Pay with Credit Card (Service Fee: \$79.42)

Cardholder Name:
 Billing Street:
 Billing Zip Code:

Card Type:
 Card Number:
 Expiration Date:

CVV Code:

Pay Now - \$2,771.54

Pay with E-Check (Service Fee: \$0.00)


Click Here After Filling in Payment Details

8. Once the payment goes through, click on “Continue to site”

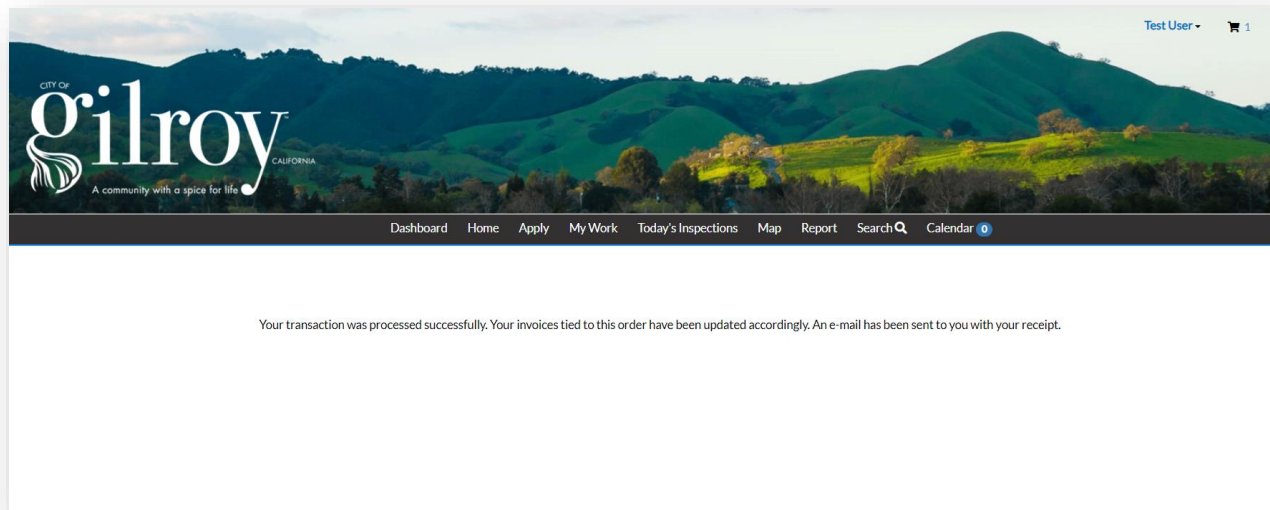
Gilroy, CA
 Order Number: 24
 Thursday, April 13, 2023

The site is running in demo mode therefore the credit card was NOT actually charged for this transaction.

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000107	NONE	1	\$2,692.12	\$2,692.12
Item Total:				\$2,692.12
Service Fee:				\$79.42
Order Total:				\$2,771.54

Click Here 

9. Success! Your transaction has been processed. You will receive your receipt via email.



Test User

Dashboard Home Apply My Work Today's Inspections Map Report Search Calendar

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly. An e-mail has been sent to you with your receipt.


CAN'T FIND YOUR CONFIRMATION EMAIL?

- ✓ Check your Spam and Junk Mail folders.
- ✓ Your email service may be inadvertently blocking the email. Ensure your account is set up to allow emails from "noreply@cityofgilroy.org". Outlook and Microsoft 365 users can find helpful instructions for resolving the issue [here](#).
- ✓ Lastly, if you aren't able to remedy the problem with either of the above steps, you can sign up with a non-work email (e.g.: Gmail, Att.net, Yahoo) and then change to your preferred email once you have completed registration.

10. Example receipt

RECEIPT (REC-000002-2023)
FOR USE TEXT BANK FOR A MUNICIPALITY_NAME

BILLING CONTACT
 Test User
 7351 Rosanna St.
 Gilroy, CA 95020



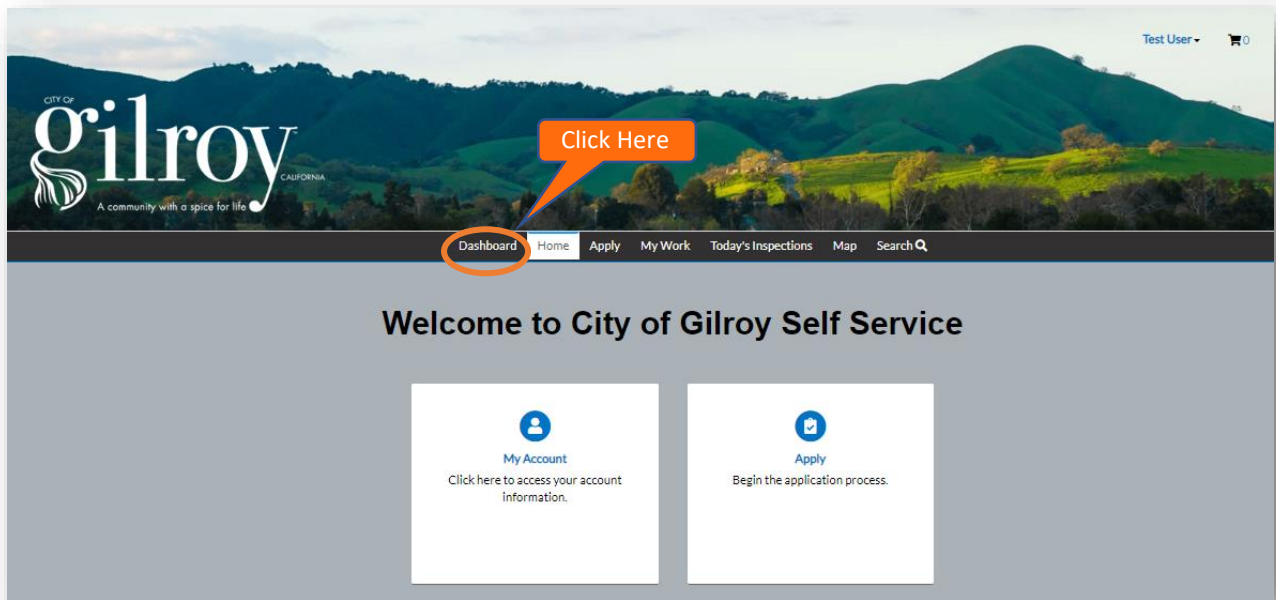
Payment Date: 04/13/2023

Reference Number	Fee Name	Transaction Type	Payment Method	Amount Paid
BLDNR-2303-0104	BD - Building Permit Fee	Fee Payment	Credit Card	\$1,143.07
	BD - Building Plan Check Fee	Fee Payment	Credit Card	\$857.30
	BD - CA Strong Motion Instrumentation Program - NR	Fee Payment	Credit Card	\$21.00
	BD - General Plan Fee	Fee Payment	Credit Card	\$148.60
	BD - Standards Admin Special Revolving Fund	Fee Payment	Credit Card	\$3.00
	BD - Technology Fee	Fee Payment	Credit Card	\$57.15
	FR - Fire Prevention Inspection	Fee Payment	Credit Card	\$155.00
	PL - Planning Inspection Fee	Fee Payment	Credit Card	\$76.00
	PL - Planning Plan Review Fee - 1st Half Hour	Fee Payment	Credit Card	\$76.00
PT - Pretreatment Plan Check Fee	Fee Payment	Credit Card	\$155.00	
6805 SILACCI WY GILROY, CA 95020			SUB TOTAL	\$2,692.12
TOTAL				\$2,692.12

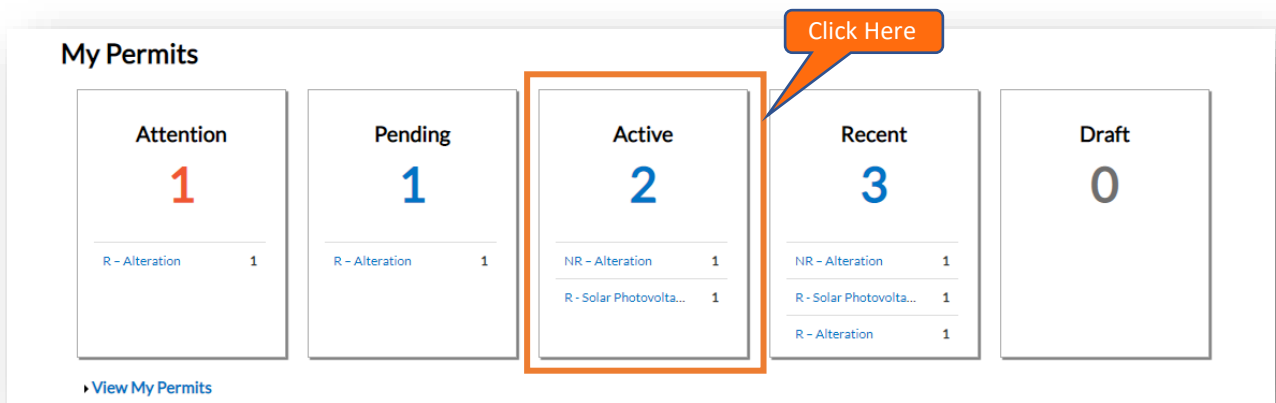
How to Request and Monitor Inspections

The following guide will help you request and manage inspections using the City of Gilroy’s online Citizen Self-Service (CSS) portal. Follow the steps below.

1. Log into your CSS account.
2. From the home page, click on “Dashboard”. Across the page different tiles will appear, which you can use to navigate CSS.

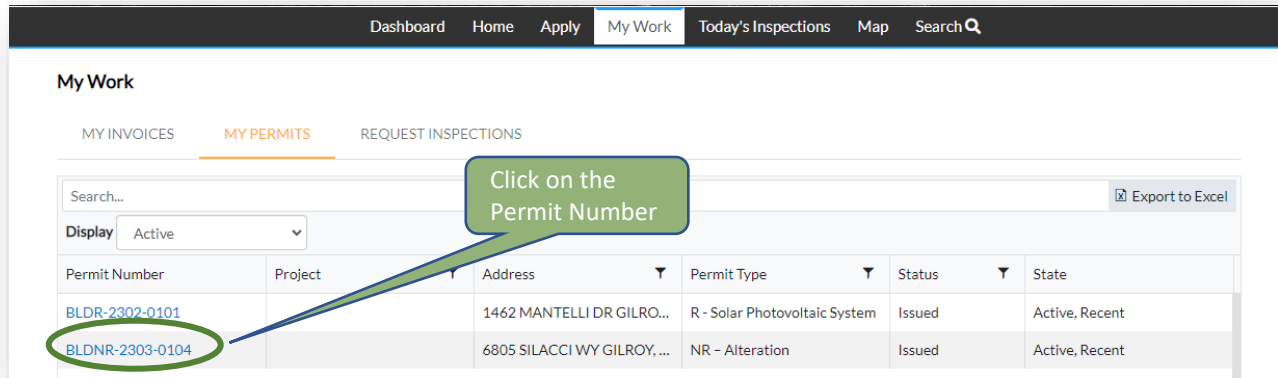


3. Click on the “Active” tile. This will take you to your active permits.

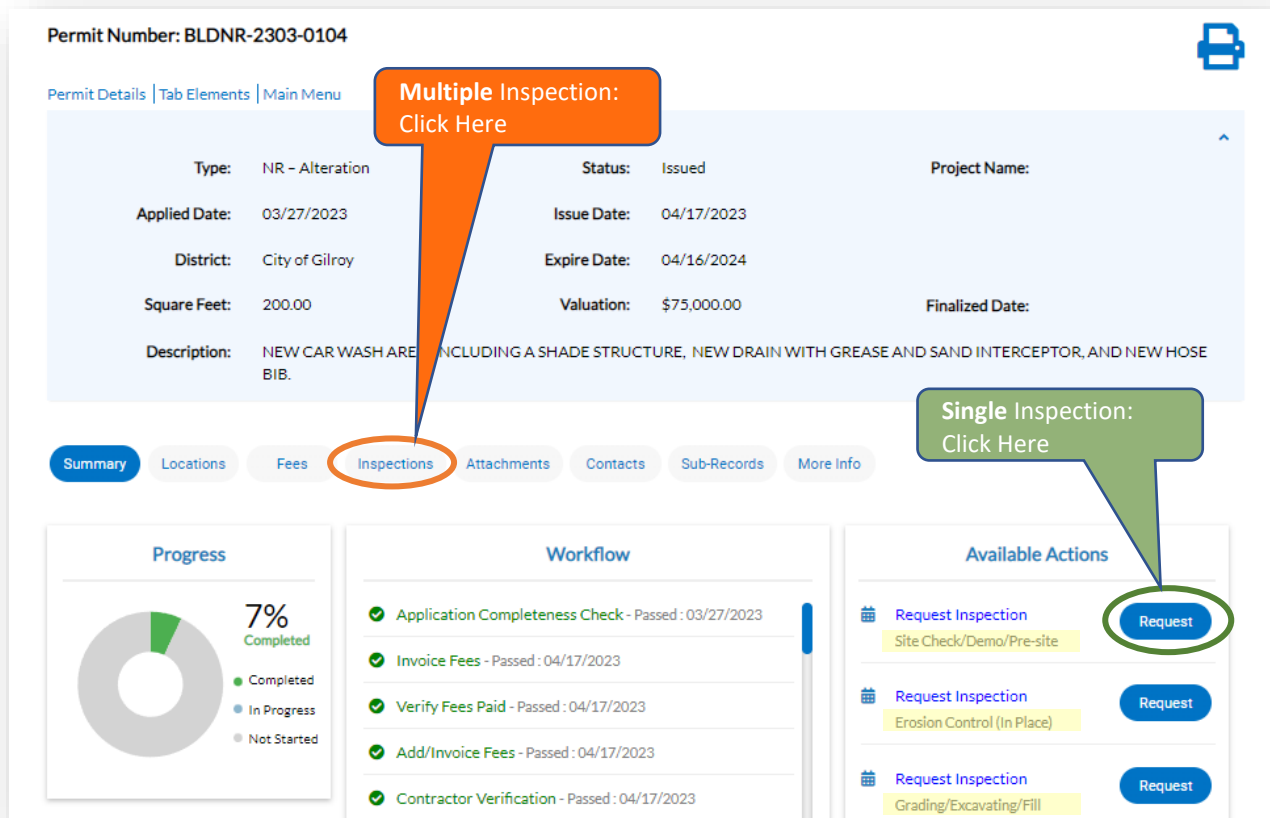


Note – Only permits which have been issued will show up.

- Click on the permit number of the permit for which you want to request an inspection. The Permit Details Page will open.



- To request **multiple** inspection types: Click on “Inspections”.
To request a **single** inspection type: Click “Request” in the Available Actions box if it is available.



Note – Inspection types in the Available Actions box are highlighted for clarity.

6. A list of inspections will show up at the bottom of the Permit Details page. Select the inspection(s) you would like to request.
7. After selecting the desired inspections you would like to request, click on “Request Inspection”. This will open the Request Inspections Page.

The screenshot displays the 'Permit Details' page for a permit with the following information:

- Type: NR - Alteration
- Status: Issued
- Project Name:
- Applied Date: 03/27/2023
- Issue Date: 04/17/2023
- District: City of Gilroy
- Expire Date: 04/16/2024
- Square Feet: 200.00
- Valuation: \$75,000.00
- Finalized Date:
- Description: NEW CAR WASH AREA, INCLUDING A SHADE STRUCTURE, NEW DRAIN WITH GREASE AND SAND INTERCEPTOR, AND NEW HOSE BIB.

Navigation tabs include: Summary, Locations, Fees, **Inspections**, Attachments, Contacts, Sub-Records, More Info.

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections (Sort: Description)

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections (Sort: Order)

Description	Reinspection	Action
Site Check/Demo/Pre-site	No	<input checked="" type="checkbox"/>
Erosion Control (In Place)	No	<input checked="" type="checkbox"/>
Grading/Excavating/Fill	No	<input checked="" type="checkbox"/>
Setbacks/Letter	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Underground Plumbing	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Underground Electric	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Sewer Lateral	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Water Line	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
U/S Membrane/Mesh/Rebar	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.
Post Tension	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.

Results per page: 10 | 1 - 10 of 62 | << < 1 2 3 4 5 > >>

Callouts: "Select desired inspections" points to the checked checkboxes; "Click here once inspections are selected" points to the "Request Inspection" button.

Note – Some inspections have prerequisites, so you will not be able to request those inspections until prior inspections (based on priority) are completed.

8. Enter the name and phone number of the contact person for the inspection
9. Select the date and time using the calendar icon
10. Select a time frame preference AM (8:30-12:00) or PM (1:00-4:30)

- 11. Check off the two boxes below the first inspection to use the same contact, date, and time information for remaining inspections
- 12. Once all information has been entered click “Submit”

1 #BLDNR-2303-0104

Inspection Type: BLD: Site Check/Demo/Pre-site (100) Case Type: NR - Alteration

Address: 6805 SILACCI WY GILROY, CA 95020

Please remember to give us a contact name and phone number so that we may call you 30 minutes prior to inspection

* Contact Name: Test User

* Contact Phone: (408) 555-5555

* Requested Date: 04/24/2023

Location information:

Use same date for all

Use same field contact for all

2 #BLDNR-2303-0104

Inspection Type: BLD: Erosion Control (In Place) (107) Case Type: NR - Alteration

Address: 6805 SILACCI WY GILROY, CA 95020

Please remember to give us a contact name and phone number so that we may call you 30 minutes prior to inspection

* Contact Name: Test User

* Contact Phone: (408) 555-5555

* Requested Date: 04/24/2023

Submit

Click Here to Submit

Note – You must click “Submit” for each inspection type.

13. The inspection information and a green checkmark will pop up for each requested inspection if successfully requested.

14. The inspection is now in Requested state, see the status in the workflow box in permit details page.

15. Navigate back to the permit details page. Once the inspection(s) are assigned to an inspector, the status will change from "Requested" to "Scheduled".

16. To see inspection details, click on “Inspections” from the Permit Details page.

Permit Number: BLDNR-2303-0104

Permit Details | Tab Elements | Main Menu

Type:	NR - Alteration	Status:	Issued	Project Name:
Applied Date:	03/27/2023	Issue Date:	04/17/2023	
District:	City of Gilroy	Expire Date:	04/16/2024	
Square Feet:	200.00	Valuation:	\$75,000.00	Finalized Date:
Description:	NEW CAR WASH AREA, INCLUDING A SHADE STRUCTURE, NEW DRAIN WITH GREASE AND SAND INTERCEPTOR, AND NEW HOSE BIB.			

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

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
000086-2023	Erosion Control (In Place)	Scheduled	04/24/2023	04/24/2023	Jacobo Jose	
000084-2023	Grading/Excavating/Fill	Scheduled	04/24/2023	04/24/2023	Jacobo Jose	
000085-2023	Site Check/Demo/Pre-site	Scheduled	04/24/2023	04/24/2023	Jacobo Jose	

Click here for details

17. For additional details, including scheduled time frame, click on the inspection number. The permit details page will open.

Inspection Number: 000085-2023


Inspection Details | Tab Elements | Main Menu

Inspection Type:	BLD: Site Check/Demo/Pre-site (100)	Requested Date:	04/24/2023	Requested Time:	8:30am -12:00pm
Inspection Status:	Scheduled	Scheduled Date:	04/24/2023	Scheduled Time:	8:30am -12:00pm
Permit Number:	BLDNR-2303-0104	Completed Date:		Completed Time:	
Inspector Name:	Jose Jacobo				
Main Address:	6805 SILACCI WY GILROY,CA 95020				

Locations **Contacts** Checklist Fees Attachments

18. Once the inspection has been completed and the inspector has resulted, the status will change from “Scheduled” to the result of the inspection e.g. “Passed”, “Re-inspection Required” etc. to see the results follow the steps below.

- ✓ Navigate to the Permit Details page.
- ✓ Click on inspection tab

Permit Number: BLDNR-2303-0104 

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

Type:	NR - Alteration	Status:	Issued	Project Name:	
Applied Date:	03/27/2023	Issue Date:	04/17/2023		
District:	City of Gilroy	Expire Date:	04/19/2024		
Square Feet:	200.00	Valuation:	\$75,000.00	Finalized Date:	
Description:	NEW CAR WASH AREA, INCLUDING A SHADE STRUCTURE, NEW DRAIN WITH GREASE AND SAND INTERCEPTOR, AND NEW HOSE BIB.				

[Summary](#)
[Locations](#)
[Fees](#)
[Inspections](#)
[Attachments](#)
[Contacts](#)
[Sub-Records](#)
[More Info](#)

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections Sort

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
000086-2023	Erosion Control (In Place)	Re-inspection required	04/24/2023	04/24/2023	Jacobo Jose	
000084-2023	Grading/Excavating/Fill	Passed	04/24/2023	04/24/2023	Jacobo Jose	
000085-2023	Site Check/Demo/Pre-site	Passed	04/24/2023	04/24/2023	Jacobo Jose	

Request Inspections Sort

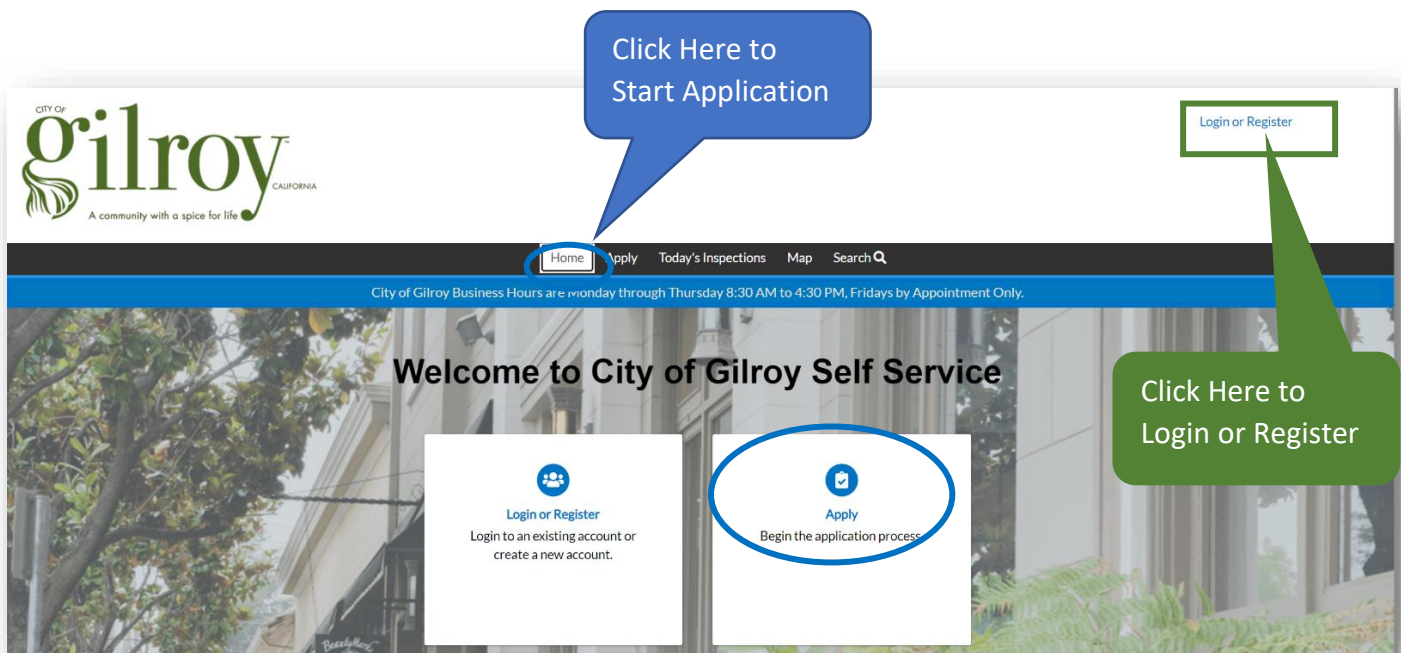
How to Apply for a Hazmat, Fire & Pretreatment Permit

The following guide will help you complete a permit application using the City of Gilroy’s Self-Service portal. Follow the steps below:

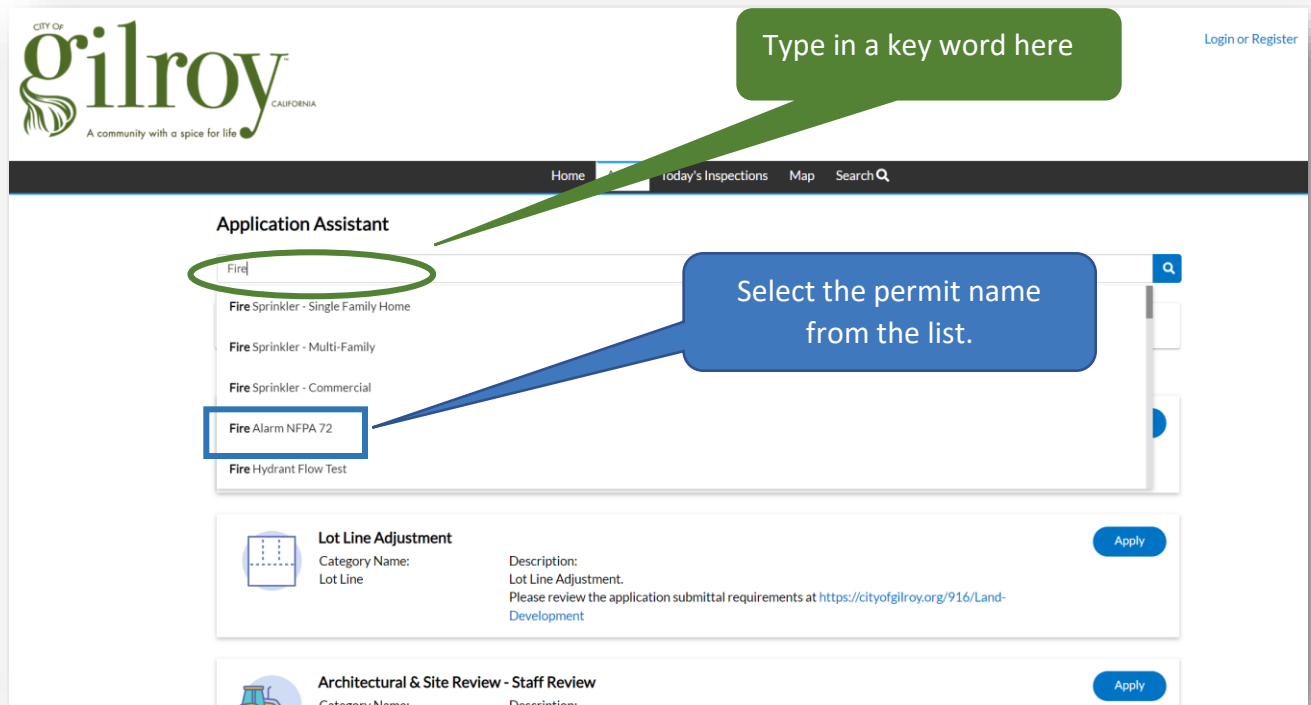
1. Log into your account, click or copy this URL in your web browser. <https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home>

To go straight to the Home page click or copy this URL in your web browser: <https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home>

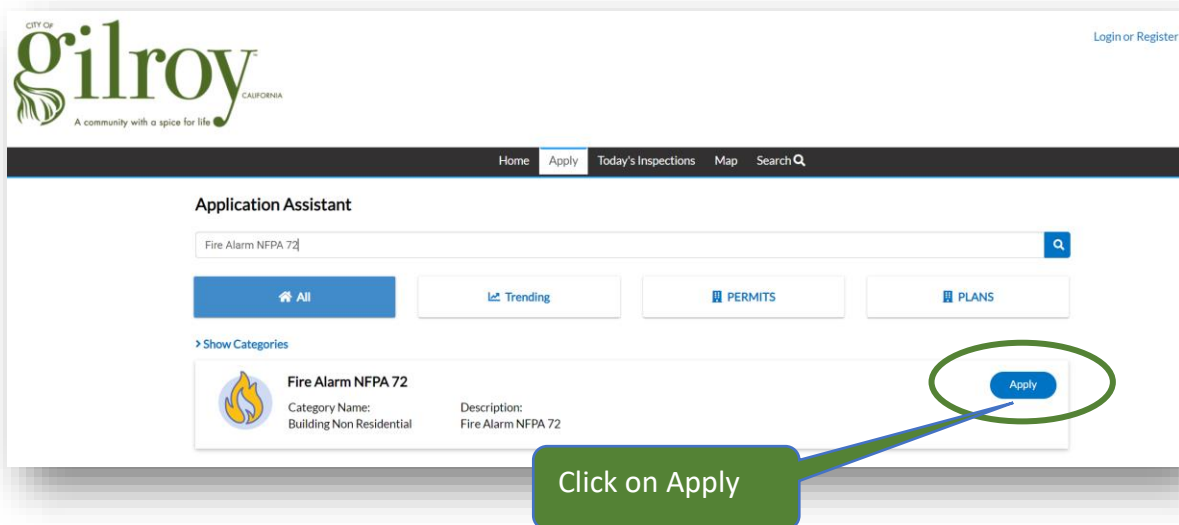
From the home page, click on “Apply”.



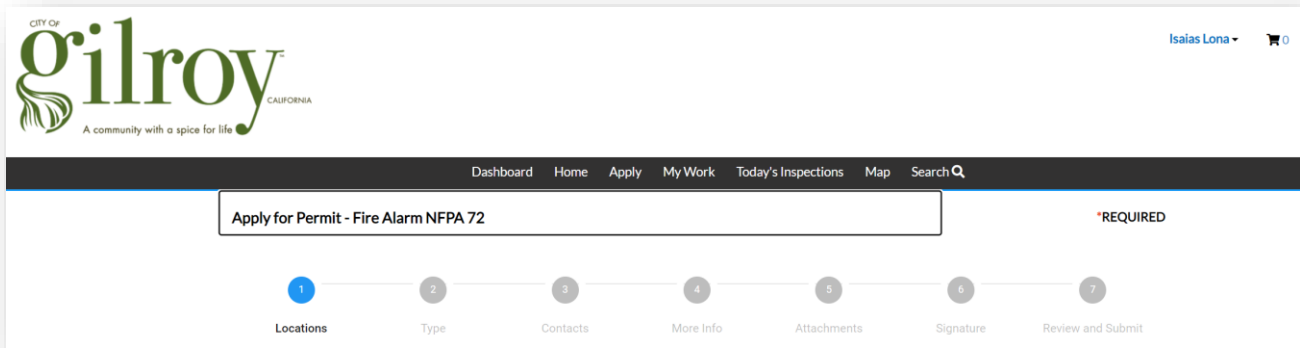
- You can search for a type of permit using the Application Assistant. Type in a key word associated to the type of permit. Example: Fire Alarm. The word **fire** will bring up various permits that have the word Fire. If you do not find the permit in the dropdown menu, try different words.



- Click on the permit name from the list, then select Apply. See page 13 for a list of the permits available for Fire prevention, Hazardous Materials and Wastewater.



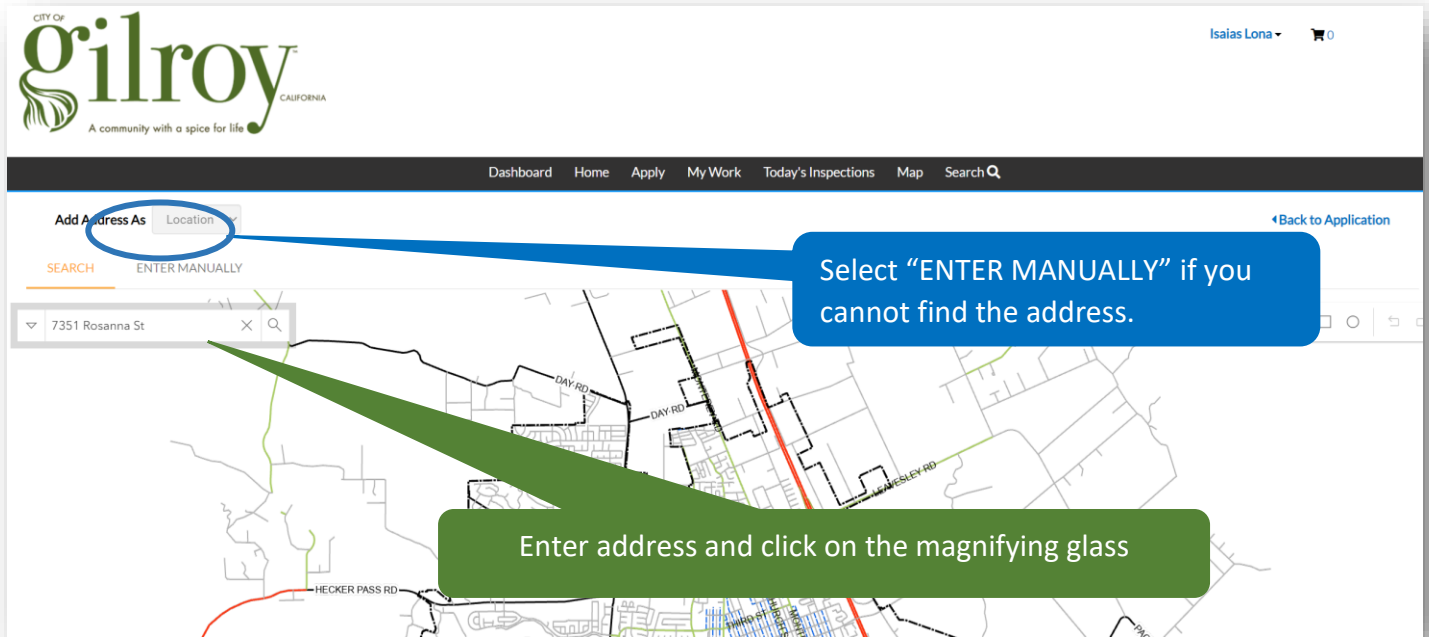
4. The permit module contains the following steps across the top of the screen in sequence from left to right: **1) Location, 2) Type, 3) Contacts, 4) More Info, 5) Attachments, 6) Signature 7) Review and Submit.**



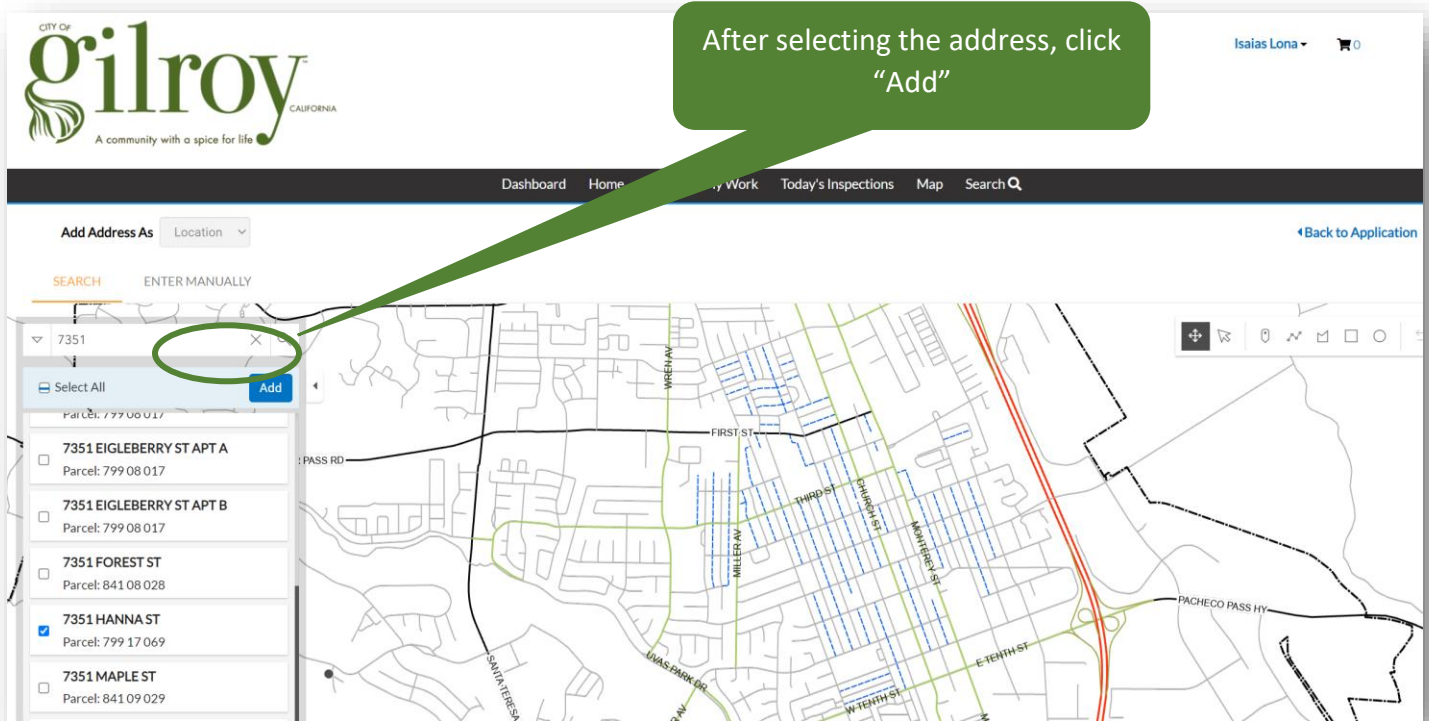
5. Location: Click on the + sign "Add Location" to continue.



6. You can search for the site address or enter the address manually.



SEARCH: Select from list of addresses in the dropdown menu.



ENTER MANUALLY: Enter address and Street name.

SEARCH ENTER MANUALLY

Enter Manually

Country Type: US

Enter Address: Search Addresses

Address Line 1: 7351 Rosanna St.

Pre Direction: [Dropdown]

Address Line 2: [Text]

Street Type: [Text]

Post Direction: [Text]

Unit Or Suite: [Text]

City: Gilroy

State: CA

Postal Code: 95020

County: [Text]

Save

Address Line 1 is required to advance.

Select "Save" to advance

7. To add a Billing Address or Mailing Address select the "+" sign. Repeat #6 above.

CITY OF gilroy CALIFORNIA
A community with a spice for life

Isalas Lona

Dashboard Home Apply My Work Today's Inspections Map Search

Apply for Permit - Fire Alarm NFPA 72 *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

Type: Location
US
7351 Rosanna St., Gilroy, CA,
95020
Main Address

Remove

Location
Billing
Location
Mailing

Location

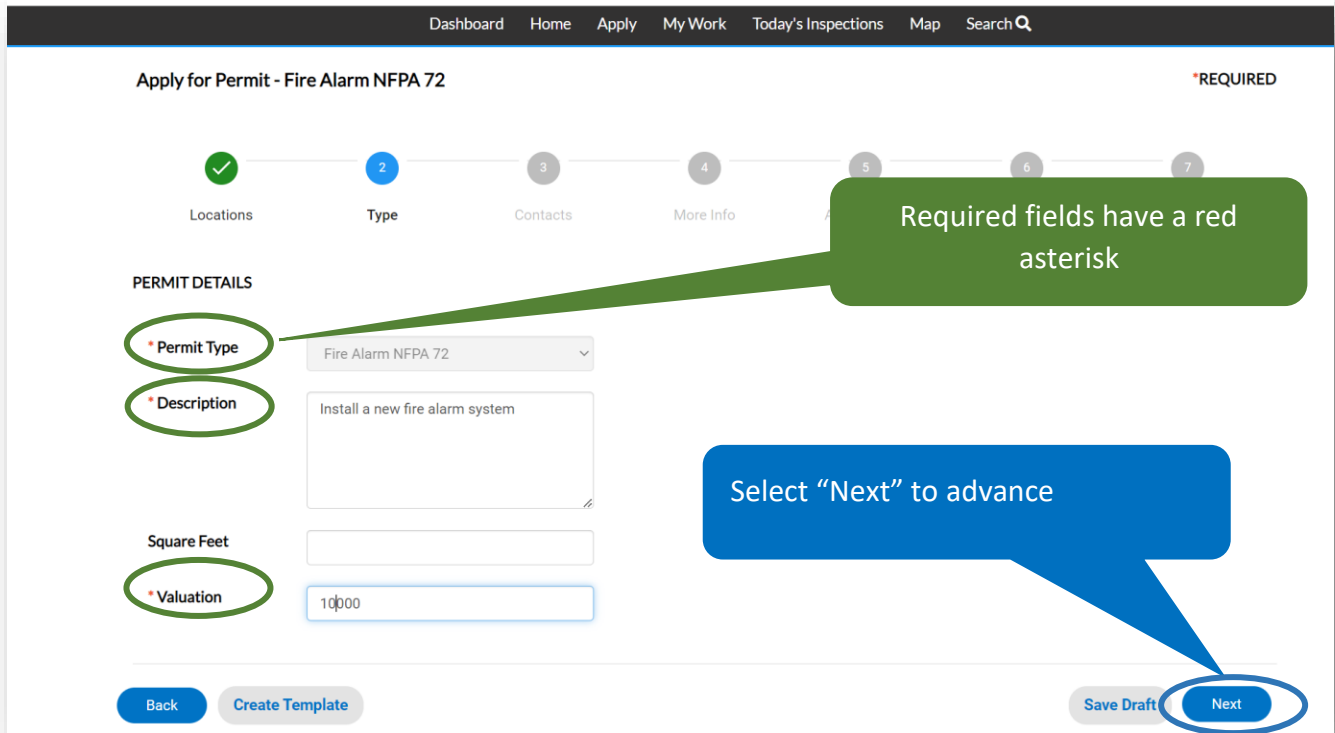
+

Create Template

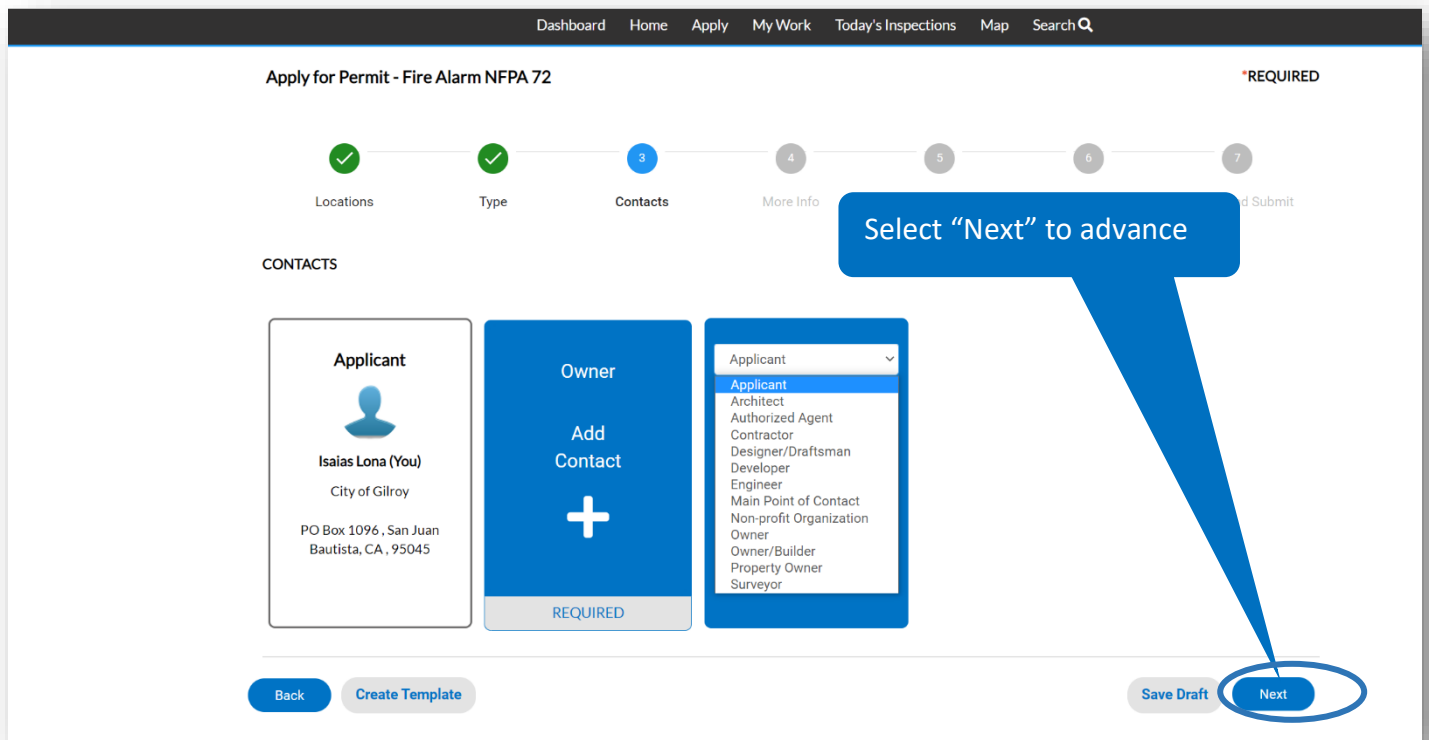
Save Draft Next

Select "NEXT" to advance

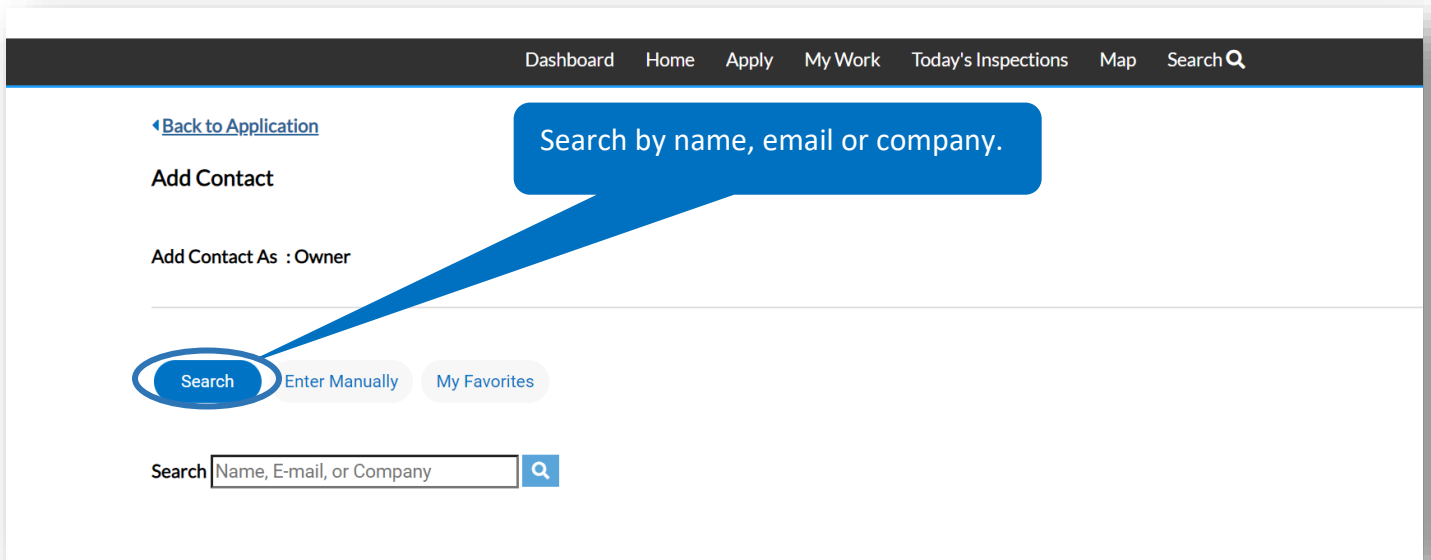
8. TYPE: Fill in the required fields



9. CONTACTS: Add required contacts. In this example the Owner is required. You may also add additional contacts by selecting the type of contact from the dropdown menu.

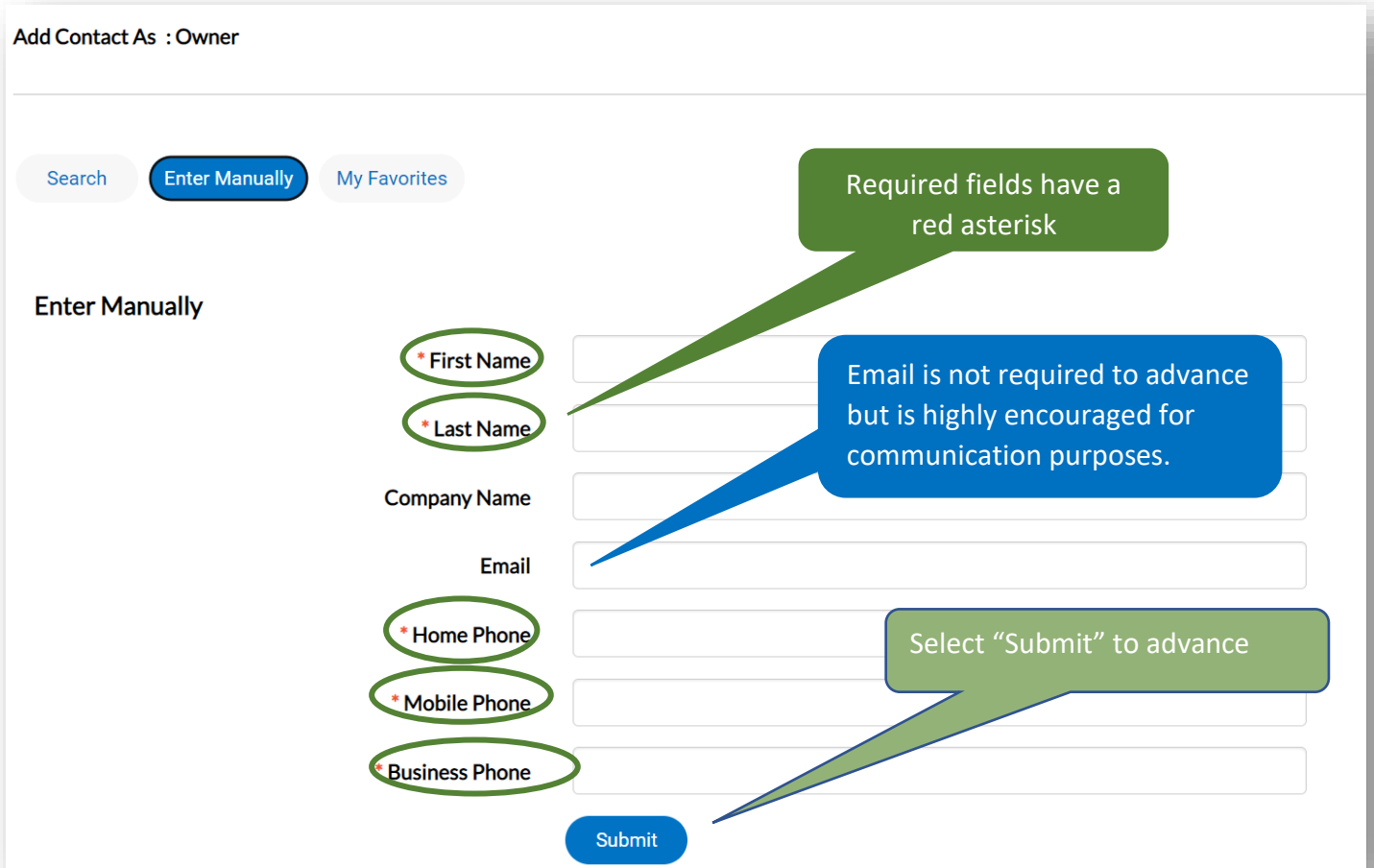


10. Adding a contact: Whether you select the “+” sign or select from the dropdown menu the process is the same. You can search an existing contact or enter a new one manually.



Entering a new contact manually:

Enter the required fields noted by an asterisk to advance.



11. MORE INFO: More Info modules will vary depending on the type of permit. Fill out as much information as possible. The fields with asterisk are required to advance.

Apply for Permit - Fire Alarm NFPA 72 *REQUIRED

Progress: 1. Locations (✓) 2. Type (✓) 3. Contacts (✓) 4. More Info (4) 5. Attachments (5) 6. Signature (6) 7. Review and Submit (7)

MORE INFO

General Info | Top | Main Menu

Description of Work

<input type="checkbox"/>	Addition
<input type="checkbox"/>	Alteration
<input type="checkbox"/>	Chimney Repair
<input type="checkbox"/>	Demolish
<input type="checkbox"/>	Fire Repair
<input type="checkbox"/>	Fire Sprinklers
<input type="checkbox"/>	Foundation Only
<input type="checkbox"/>	Move Building
<input type="checkbox"/>	New Building/Structure
<input type="checkbox"/>	Sign
<input type="checkbox"/>	Site Improvements

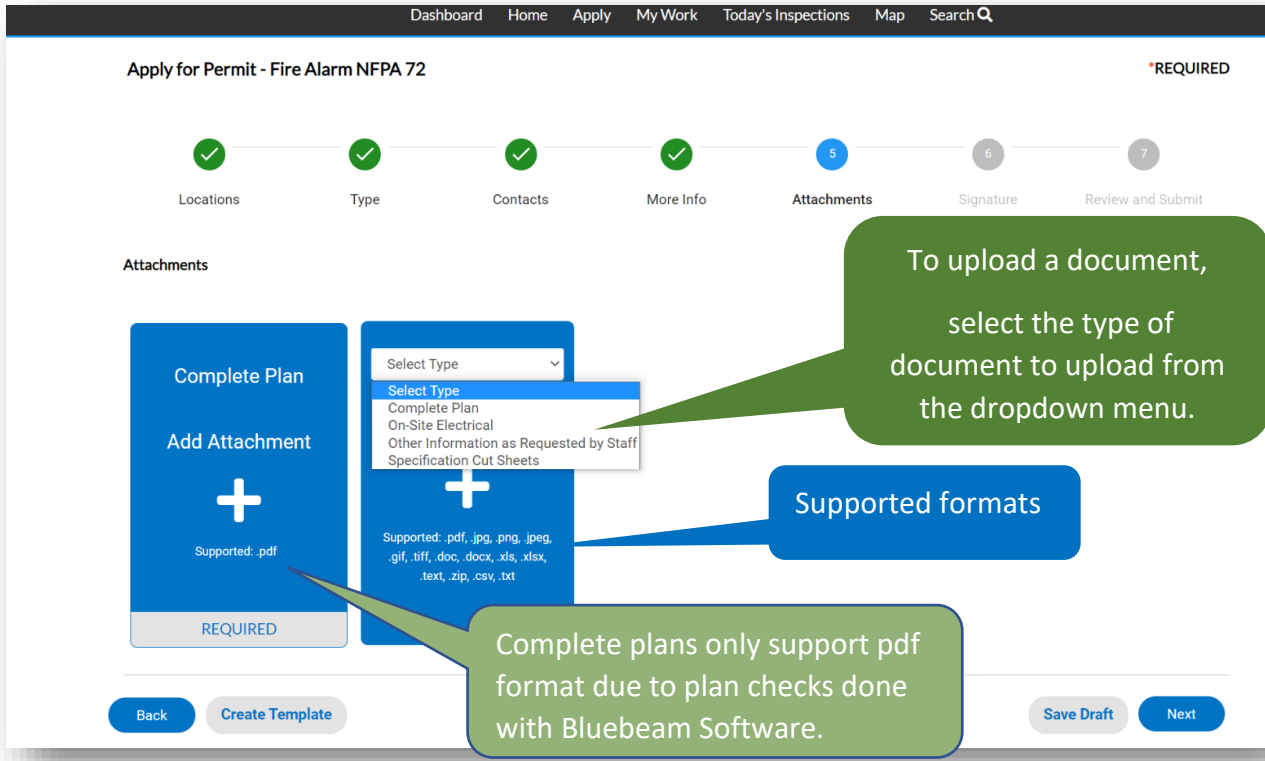
Select "Next" to advance

Existing # of Units

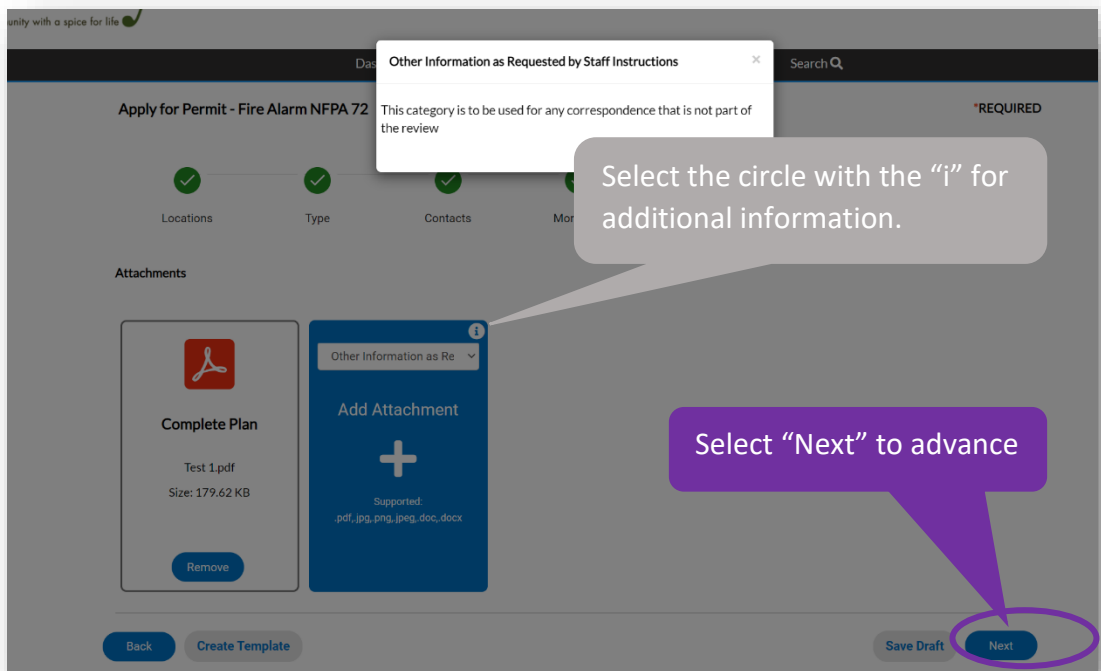
Proposed # of Units

Back Create Template Save Draft Next

12. ATTACHMENTS: Attachments with the word “REQUIRED” are required to advance to the next section. You may upload a complete set of plans with all the various plans from the different trades as applicable to the project, or you may choose to upload the different plans separately. Only supported file formats may be uploaded.



13. SIGNATURE: Type your name on the required field and sign in the box by enabling the blue taggle signature button or by signing on the X with your cursor.



SIGNATURE

* Please type your name as consent to electronically sign this application.

Isaias Lona

Enable Type Signature

Isaias Lona

Isaias Lona
April, 23 2023

X Isaias Lona

Back Create Template Save Draft **Next**

Callouts:
- Name is required.
- Sign with mouse or enable Type Signature.
- Select "Next" to advance

13. REVIEW AND SUBMIT: Review the information in your application. If you need to edit you can click on the "Back" button to go to the section that needs editing. Select next to advance until you reach "Submit" and the application is submitted, then select "Continue to Permit" to advance to the Summary page.

Building Height

Number of Stories 0

Existing # of Units

Proposed # of Units

Attachments

Complete P... test_1_v1.pdf

Back Create Template Save Draft Submit

Callout: Back will take you to the previous sections if you need to edit information

14. SUMMARY: The summary page will provide the permit number and information on the completeness of your permit.

Permit Number: BLDNR-2304-0115

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

Permit Number. You can use the permit number to search for the permit on the Home Screen

Type: Fire Alarm NFPA 72	Status: Submitted - Online	Project Name:
Applied Date: 04/23/2023	Issue Date:	
District: City of Gilroy	Expire Date:	
Square Feet: 0.00	Valuation: \$10,000.00	Date:
Description: Install a fire alarm system		

Progress Chart

Summary

Locations

Fees

Inspections

Attachments

Contacts

Sub-Records

More Info

Progress

0%

Completed

- Completed
- In Progress
- Not Started

Workflow

- Application Completeness Check
- Invoice Fees
- Verify Fees Paid
- Building Review
- Add/Invoice Fees
- Contractor Verification
- School Fees letter
- Verify Receipt from GUSD
- Verify Encroachment Permit Issued

Available Actions

No Actions

APPENDIX: List of permits for Fire Prevention, Hazardous Materials & Pretreatment/Wastewater

FIRE PREVENTION

Fire Code Regulated Construction & Equipment Misc

(NOTE: Use this permit as a default if no other permits exist for your project)



Fire Code Regulated Construction & Equipment Misc

Category Name:
Fire Prevention

Description:
Permit is required by the California Fire Code or Fire Official (Includes Fire Alternative Materials & Methods)

Apply

Outside Cooking Events/Food Trucks



Outside Cooking Events/Food Trucks

Category Name:
Fire Prevention

Description:
Fire Code regulated operational permit, outside cooking with open flames and or food trucks

Apply

Emergency Generator Installs



Emergency Generator Installs

Category Name:
Fire Prevention

Description:
Install, relocate or modify an Emergency Generator

Apply

Exhaust Hoods



Exhaust Hoods

Category Name:
Fire Prevention

Description:
Install, relocate or modify commercial kitchen Type I & II hoods, Paint Booths, Laboratory Fume Hoods and Local Exhaust hoods

Apply

Fire Hydrant Flow Tests



Fire Hydrant Flow Test

Category Name:
Fire Prevention

Description:
Measure real world pressure and flow in the water system. Hydrant flow tests are required for fire sprinkler design and for water modeling purposes

Apply

Fire Suppression Systems



Fire Suppression Systems

Category Name:
Fire Prevention

Description:
Any installation, alteration, or repair to a fire suppression system (i.e. Carbon Dioxide, Dry Chemical, Wet Chemical, Clean Agent)

Apply

Fire Underground NFPA 24



Fire Underground NFPA 24

Category Name:
Fire Prevention

Description:
Underground piping to supply water for water-based fire suppression systems including fire hydrants and fire sprinkler supply lines

Apply

Fireworks Distributor Permit



Fireworks Distributor Permit

Category Name:
Fire Prevention

Description:
Fireworks Distributor Temporary Use Permit

Apply

Pyrotechnics: Fireworks Display Permit



Pyrotechnics: Fireworks Display Permit

Category Name:
Fire Prevention

Description:
Operational Permit for Outdoor Public Display, Proximate Public Display, Motion Picture, Stage/Theatrical, and Special Effects.

Apply

Safe and Sane Fireworks Booth Sales



Safe and Sane Fireworks Booth Sales

Category Name:
Fire Prevention

Description:
Nonprofit organization safe and sane fireworks booth sales permit

Apply

Hazardous Materials Storage Facility Review



Hazardous Materials Storage Facility Review

Category Name:
Fire Prevention

Description:
Review of Maximum Allowable Quantities (MAQ), General Hazmat Storage or Hazardous Materials Storage Regulated by Fire Code

Apply

Temporary Above Ground Storage Tanks Containing Fuel



Temporary Above Ground Storage Tanks Containing Fuel

Category Name:
Fire Prevention

Description:
Temporary ASTs for motor vehicle fueling

Apply

Temporary Hazmat Storage



Temporary Hazmat Storage

Category Name:
Fire Prevention

Description:
Temporary Hazmat Storage During Special Events in Quantities That Require a Permit (Propane, Fuel Storage, Emergency Generator)

Apply

Tents and Temporary Special Event Structures



Tents and Temporary Special Event Structures

Category Name:
Fire Prevention

Description:
Install Tents, Temporary Special Event Structures and Other Membrane Structures

Apply

Fire Sprinkler - Single Family Home



Fire Sprinkler - Single Family Home

Category Name:
Building Residential

Description:
Fire Sprinkler for residential Single Family Custom homes (NFPA 13D).

Apply

Fire Sprinkler - Multi-Family



Fire Sprinkler - Multi-Family

Apply

Category Name:
Building Residential

Description:
Fire Sprinkler Permit for multi-family residences which include: apartment, town homes, and condominiums (NFPA 13R).

Fire Alarm NFPA 72



Fire Alarm NFPA 72

Apply

Category Name:
Building Non Residential

Description:
Fire Alarm NFPA 72

Fire Sprinkler – Commercial



Fire Sprinkler - Commercial

Apply

Category Name:
Building Non Residential

Description:
Fire Sprinkler Permit for Commercial Building (NFPA 13).

HAZARDOUS MATERIALS

Hazmat Closure



Hazmat Closure

Apply

Category Name:
Hazardous Materials

Description:
Demo of a Hazmat Systems and or Facility Closure: Any part of a systems regulated by CalARP, APSA, Hazardous Waste Regulations, Tiered permits or Fire Code

Demolition of Above Ground Storage Tanks



Demolition of Above Ground Storage Tanks

Apply

Category Name:
Hazardous Materials

Description:
Demolition or closure of one or more above ground storage tanks containing hazardous materials

Install of Above Ground Storage Tanks



Install of Above Ground Storage Tanks

Apply

Category Name:
Hazardous Materials

Description:
Install of one or more above ground storage tanks containing hazardous materials

Install of a Hazardous Materials System



Install of a Hazardous Materials System

Apply

Category Name:
Hazardous Materials

Description:
Systems regulated by CalARP, APSA, Tiered permits, Hazardous Waste, Fire Code or required by the Hazardous Materials / Fire Code Official due to storage, use hazardous materials or produce hazardous byproducts (battery storage, hydrogen, 3D printing... etc.)

UST Removal/Closure



UST Removal/Closure

Apply

Category Name:
Hazardous Materials

Description:
Closure or removal of one or more Underground Storage Tanks

UST Repair/Modification



UST Repair/Modification

Category Name:
Hazardous Materials

Description:
Any component of the UST: sumps, piping, overflow, monitoring systems, cold starts, spill buckets, dispenser, turbines, fuel or contents change, ect...

Apply

Miscellaneous: Hazardous Materials Repair/Modification



Miscellaneous: Hazardous Materials Repair/Modification

Category Name:
Hazardous Materials

Description:
Not listed in subcategory; however, permit is required by Hazmat/ Fire official or change in regulation

Apply

UST Installs



UST Installs

Category Name:
Hazardous Materials

Description:
Install of one or more Underground Storage Tanks

Apply

UST Temporary Closure



UST Temporary Closure

Category Name:
Hazardous Materials

Description:
Temporary Closure of one or more USTs

Apply

PRETREATMENT /WASTEWATER

Car Wash for Nonprofits



Car Wash for Nonprofits

Category Name:
Pretreatment (Wastewater)

Description:
Car wash event permit for groups associated with nonprofit organizations

Apply

Grease Trap/Sand Oil Interceptor Install



Grease Trap/ Sand Oil Interceptor Install

Category Name:
Pretreatment (Wastewater)

Description:
Install of one or more grease traps or sand oil interceptors

Apply

Install of a Wastewater Pretreatment Systems Misc



Install of a Wastewater Pretreatment Systems Misc

Category Name:
Pretreatment (Wastewater)

Description:
Wastewater treatment systems regulated by State and Federal Regulations or the SCRWA ordinance (i.e.. Amalgam Separators, pH Adjust, Chemical Precipitation, Chemical Coagulation, Chemical Oxidation, Chemical Stabilization, and Ion Exchange systems from food processing plants, plating shops, dental offices etc..) Not listed in subcategory; however, permit is required by SCRWA official or change in regulation

Apply

Swimming Pool/Spa Wastewater Discharge



Swimming Pool/Spa Wastewater Discharge

Category Name:
Pretreatment (Wastewater)

Description:
Operational Permit to discharge waste water from a swimming pool or Spa into the sanitary sewer

Apply

Checking a Planning Permit Status

Follow These Steps to Check a Planning Permit Status

1. Select the “Login” tile.
2. Enter your login information and select the “Sign In” button.
3. On the top ribbon bar, select the “Dashboard” button.
 - a. Select the topic area for which you want information (i.e. My Permits, My Plans, My Inspections or My Invoices)
 - b. Select the button related to your inquiry (i.e. “View My Permits,” “View My Plans,” “View My Inspections,” or “View My Invoices”).
 - c. Once you make your selection, you will be taken to a webpage that provides detailed information about the permits you have submitted or plan statuses. Click on the specific application number to view permit details.
4. If you want to view information about other permits or plans, select the “Dashboard” button on the top ribbon bar. This will return you to the Dashboard webpage.

Submitting Applications for Planning Permits through City of Gilroy Self Service

Applying for a Planning Permit

1. Select the “Apply” tile.
2. Select the “Plans” tile under the Application Assistant heading.
3. Select the desired application type.
4. The following example demonstrates the next steps to apply for Planning permits.

Example: Applying for an Architectural & Site Review – Staff Review

1. Go to the “Architectural & Site Review – Staff Review tile.
2. Select the link to the application submittal requirements. Be sure you have prepared all required application submittal materials and that you submit the materials when applying for a permit. Incomplete applications will not be accepted.
3. Select the link to the Uniform Application form. This form needs to be filled out and signed by the property owner. The form must be submitted when applying for a permit.

4. Select the “Apply” button on the “Architectural & Site Review – Staff Review” tile. Selecting this tile will allow you to start the application process.

Add Project Addresses and/or Parcel Information

1. Select the “Add Location” tile.
2. Search for the project address or APN. You can also enter this information manually.
3. When you have identified or manually entered the correct project address, select the “Add” button.
4. Repeat this process until you have added all parcels associated with the project.
5. If this project has an associated billing or mailing address that differs from the project address, select the down arrow on the “Add Location” tile. Select either “Billing” or “Mailing,” as appropriate. If these addresses are located outside Gilroy, use the “Enter Manually” field to enter the information.
6. Once all addresses associated with the project have been entered, select the “Next” button.

Provide a Project Description

On the “Plan Details” screen, enter a description of the project in the “Description” box. Select the Next” button when this task has been completed.

Add Project Contacts

1. On the “Contacts” screen, enter all contacts associated with the project by selecting the type of contact on the “Add Contact” tile.
2. Enter all required information by either searching the database or entering the contact information manually.
3. Select the “Submit” button after entering the contact information or the “Back to Application” button to return to the “Contacts” screen.
4. Select the “Next” button on the “Contacts” screen after entering all the contact information.

Add Project information and Plans

1. On the “More Info” screen, select the type of development involved in the application (i.e. Commercial, Wireless, Miscellaneous - New Construction; Commercial, Wireless, Miscellaneous - Remodeling; Industrial – New Construction; Industrial – Remodeling; Residential – New Construction; Residential – New Hillside Lot; or Residential – Remodeling).

2. Enter applicable project information in the prompt boxes.
3. Select the “Next” button when all project information has been entered.
4. On the “Attachments” screen, upload all required application submittal material. The links to the Uniform Application Form and detailed application submittal requirements are included on the “Attachments” screen. Incomplete applications will not be accepted.
5. Select the “Next” button after you have uploaded all required application submittal material.

Sign the Application

1. On the “Signature” screen, type your name into the first prompt box.
2. Next, sign your name by writing it using your computer cursor or by turning on the “Enable Type Signature” feature and typing your name into the prompt box.
3. Select the “Next” button after you have signed the application.

Review the Application Prior to Submittal

1. Review this last screen prior to submitting the application.
2. If any information is incorrect, use the “Back” Button to go back to prior screens.
3. You can select the “Save Draft” button on the bottom of the screen if you want to save this application to submit later.
4. Once the application is correct and complete, select the “Submit” button.

Next Steps

A planning staff member will review your application to ensure the submittal is complete. We will contact you to let you know whether additional information is required and to provide you with an application invoice.