CITIZEN SELF SERVICE

How to Access my Company's Record

WHEN TO USE THIS PROCESS

- To be linked to your company's records

BEFORE YOU START

- You must be logged in to CSS and be a contact associated with the application in order to resubmit.
- Go to www.sugarlandtx.gov/CSS and follow the login procedure.

CITIZEN SELF SERVICE

ACCESS CONTACT MANAGER

Good Morning, JOe Tester ▾ 🛒 0

My Account
   Personal Info
   Addresses
   My Invoices
   My Businesses

Saved Work
Contact Manager

Out

Pay Invoices Search 🔍 311 Contact Center Help - "How to" Guides Customer Survey

spam/junk folder!
der for emails regarding your account and submittal.

d's self-service portal.

, and plan submittals to be conveniently processed online only.

s, go to the City of Sugar Land's CSS Launch Page.

Click on your name in the upper right corner and select contact manager.

ply
used to apply for a
n or license.

Use th

act Center
City Services

Map
Explore the map to see the activity
occurring in your neighborhood.

CITIZEN SELF SERVICE

Click on the "My Associations" tab

CITIZEN SELF SERVICE

board   Home   Apply   My Work   Today's Inspections   Map   Fee Estimator   Pay Invoices   Search 🔍   311 Contact Center   Help - "How to" Guides

Contact Manager

MY FAVORITES   ASSOCIATES   MY ASSOCIATIONS

My Associations

Here you can request access to your company(s) cases. Search for your company below. If it has been set up it will appear in the list. Click on the Request Access button to send an email to the company administrator requesting access.

Add Contact

Search: [energovtesting2@sugarlandtx.gov]   Exact Match ☐   (Search)

Contact ID	First Name	Last Name	Company	Email	
ID-000000030	Maria	Tester	City of Sugar Land	energovtesting2@sugarlandtx.gov	Request Access

Results per page [10 ▾]   1 - 1 of 1   << ... [1] > >>

Search for your company by using the name or email address used for registration, then click the "request access"

Existing Associations

Contact ID	First Name		

No records to display.

REQUEST ACCESS

Request Access Form

To	City of Sugar Land
*Subject	Joe Tester is Requesting Access
*Message	Joe Tester is requesting access to records associated with City of Sugar Land in our EnerGovProd portal.

Send

Contact ID	First Name	Last Name	Company	Email	
ID-000000030	arla	Tester	City of Sugar Land	energovtesting2@suga rlandtx.gov	Request Access

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

Request access opens up a window that shows the message that gets sent to the company email you are requesting access to. Click on send.

Address Search Help

- Type address without any punctuation: 330 W 20th Ave
- Use N, S, E or W for Street Direction
- Numbered streets examples: 1st, 2nd, 3rd, 4th
- Try excluding Ave, Blvd, Dr, Rd, St, etc. from search criteria

APPROVE ACCESS

Joe Tester is requesting access to records associated with City of Sugar Land in our EnerGovProd portal.

Approve Deny

An email with the options to approve or deny access is sent to the company email. Your company contact should click on approve.

CONTINUE THEN FINALIZE

Dashboard   Home   Apply   My Work   Today's Inspections   Map   Fee Estimator   Pay Invoices   Search   311 Contact

Request from Joe Tester as an associated contact has been approved.

Continue to your sub contacts   Continue

After you click on approve, CSS will ask you to log in, and you will be directed to this page. Click on continue.

ASSOCIATION COMPLETED

Contact Manager

MY FAVORITES   ASSOCIATES   MY ASSOCIATIONS

Associates

Here you are able to add associates, also known as sub contacts, to your account. Associates will mirror your access to cases, including the ability to toggle on/off visibility on the Dashboard, My Work, and your access to specific case details and actions.

Add Contact

Search: [Name, E-mail, or Company]   Exact Match ☐   [Search]

Existing Associates

Contact ID	First Name	Last Name	Company	Email	Action
ID-000000543	Joe	Tester	JOe Tester		[Remove]

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