

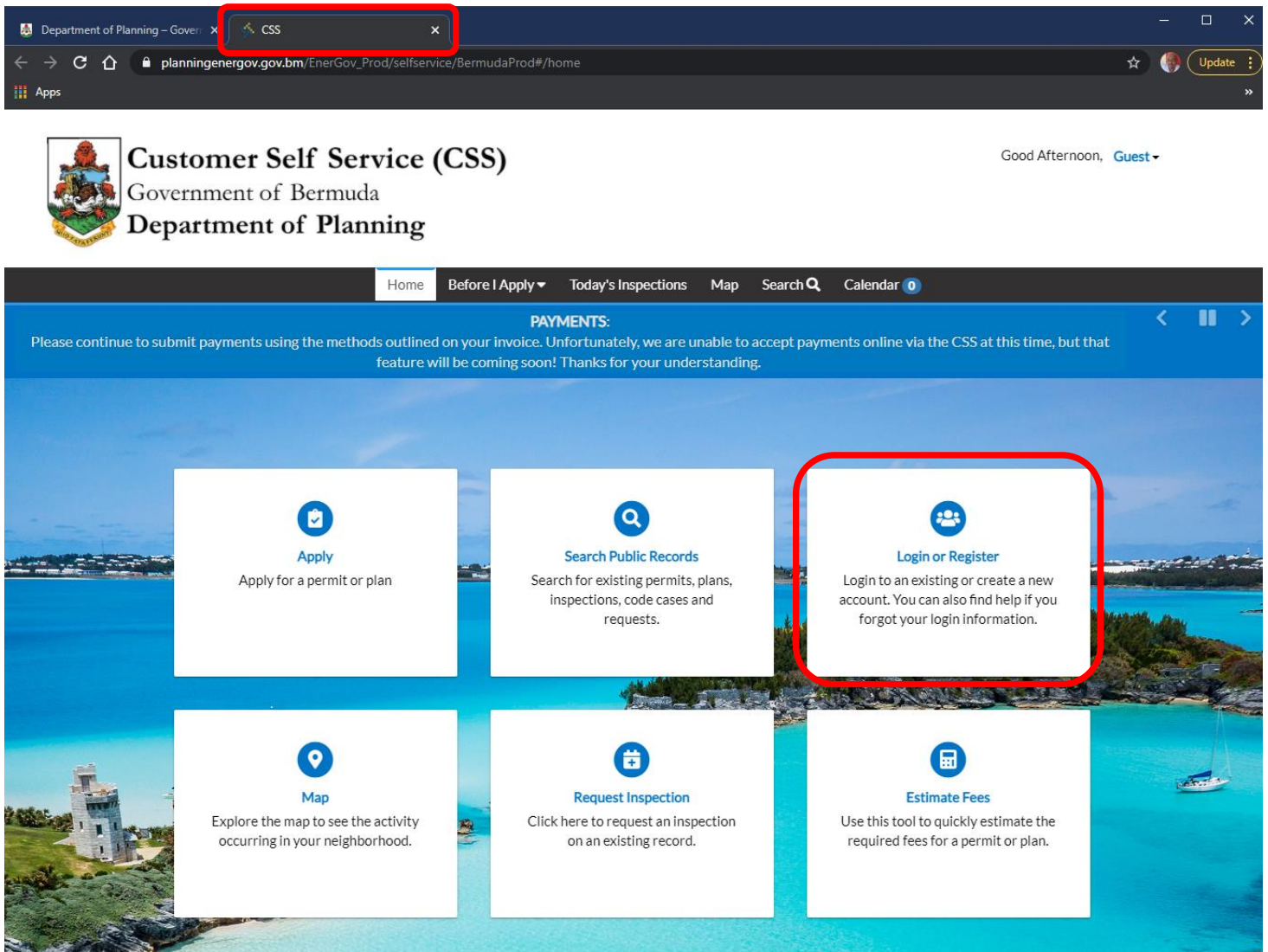


Creating an Account / Register a new User

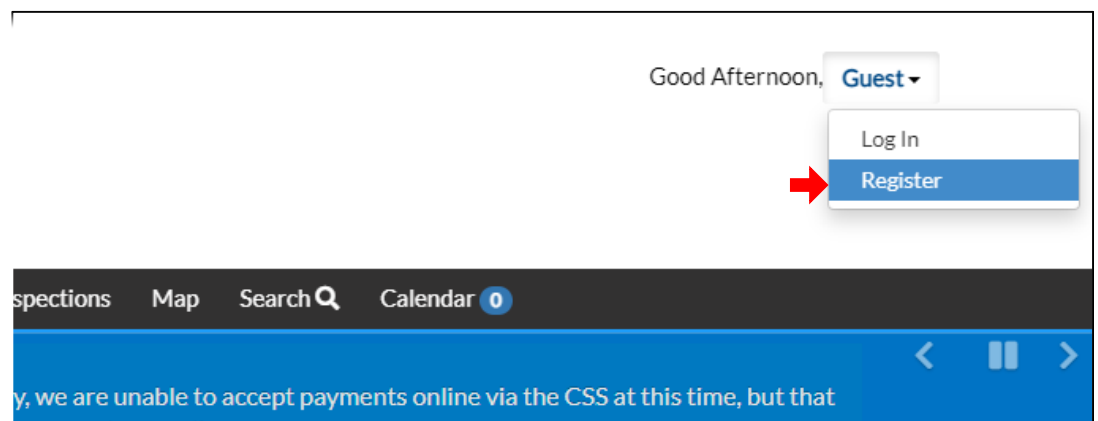
1. Go to <https://planning.gov.bm/>
2. Click on the Green Customer Self Service Button

The screenshot shows the website interface for the Department of Planning. The browser address bar shows planning.gov.bm. The main navigation menu includes links for HOME, ABOUT, PUBLICATIONS, LINKS, LATEST NEWS, and CONTACT. A search bar is located on the right. A 'Popular Links' section features several green buttons: Complaints, Mapping, Meetings And Hearings, Online Meetings, Draft Bermuda Plan 2018, Application Fees, Customer Self Service (CSS), Forms, Advertisement Of Applications, and Guidance Notes. The 'Customer Self Service (CSS)' button is highlighted with a red box. Below this section is a 'Submit Online!' announcement box with text: 'You can now submit your planning or permit application using our Customer Self Service (CSS) site.' It also includes information about fee estimators, public records search, and account registration. To the right of the announcement is a larger version of the green 'Customer Self Service (CSS)' button, also highlighted with a red box.

3. A new tab should open with our Customer Self Service Portal.



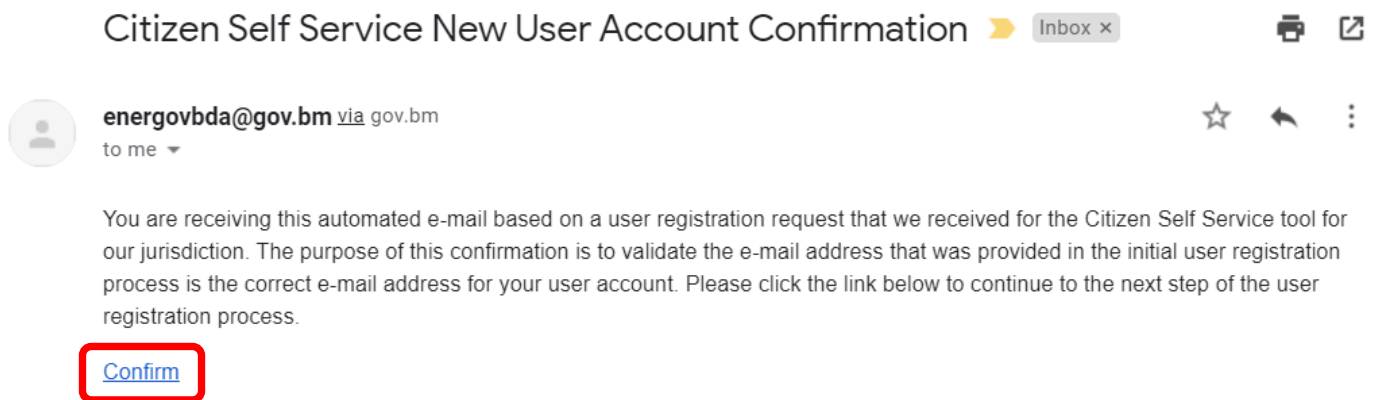
4. Click the **Login or Register** Tile which is the 1st tile on the right or click on the Guest drop down box and click on **Register**



5. Enter your email address and click on the check box to acknowledge that you can access the email used below to complete the process.

The screenshot shows a web interface for registration. At the top, there is a navigation bar with links: Home, Before I Apply, Today's Inspections, Map, Search, and Calendar. Below this is a header for "Registration" and a sub-header "Step 1 of 4: Email Address". The main content area contains the following text: "After submitting your email address below you will receive a confirmation email from energovbda@gov.bm. If you do NOT receive that email, please check your Spam/Junk folder. Open the email and click on the Confirm link to complete the registration process. If you have any questions about registering please contact us at csshelp@gov.bm." Below the text is a checkbox with the label "By clicking here you acknowledge that you can access the email used below to complete the registration process." and a "Next" button. The checkbox and the "Next" button are highlighted with red boxes in the original image.

6. Click **Next**. You will receive an email to confirm your registration. You will need to click the link provided to continue to the next step of the registration process.



If you are not receiving the confirmation email, please email csshelp@gov.bm for assistance.

7. After confirming your registration, you will be directed to the Permit Portal to complete Step 2 of the registration process.

**** For Username, we recommend using your email address as your Username. Unless you are creating an account for the entire office to use then create a specific username for the office.****

During the registration process, it will search for existing contacts in our Backoffice application. If you already have a contact, then click on the “Continue button. If not, you will see a continue button to go to the next step in the registration process.

Registration

Step 2 of 4: Login information

* Username *REQUIRED
Username is required.

* Password

* Confirm Password

Email

Next

8. Step 3 of the registration process is completing your personal info. Please enter all required field information and please enter a Business phone so that our office will have the ability to contact you. Click on **Next**

Registration

Step 3 of 4: Personal Info

* First Name *REQUIRED
First Name is required.

Middle Name

* Last Name *REQUIRED
Last Name is required.

Company

* Contact Preference

* Email Address

Additional Contact Information

Next

9. Enter your complete address. For Address type select either Location or Mailing for type of address you are using.

Home Before I Apply Today's Inspections Map Search Q Calendar 0

Registration

Step 4 of 4: Address

*REQUIRED

* Street Number or PO Box

City

Unit or Suite

Postal Code

Country

* Address Type

Back Submit

10. Once submitted it will take you to your dashboard or home page. You will also receive an email that the account has been approved.

Invoices and Inspections My Work Home Before I Apply Today's Inspections Map Search Q Calendar 0

PAYMENTS: < || >

Please continue to submit payments using the methods outlined on your invoice. Unfortunately, we are unable to accept payments online via the CSS at this time, but that feature will be coming soon! Thanks for your understanding.

My Inspections

| Requested | Scheduled | Closed |
|-----------|-----------|--------|
| 0 | 0 | 0 |

[View My Inspections](#)

My Invoices

| | |
|--------------|---------------|
| Current | \$0.00 |
| Past Due | \$0.00 |
| Total | \$0.00 |

[View My Invoices](#)