



## Creating an Account / Register a new User

1. Go to <https://planning.gov.bm/>
2. Click on Customer Self Service (CSS)



### Mapping

View our online mapping service which includes the Bermuda Plan 2018 zonings aerial imagery and other spatial information.

### Customer Self Service (CSS)

Submit an application, review existing applications, request a building inspection and use our fee calculator.

### Adverts

View the list of registered planning applications.

### Plans

View current and previous development and local plans, including the Bermuda Plan 2018 and City of Hamilton Plan 2015.

### Building Codes

Bermuda Building Code 2014 and other building control information.

### Guidance Notes

Planning and Building Control guidance notes .

### Planning Legislation

1 | Page  
Legislative documents associated with the functions of the Department and links to zoning

### News

Creating Your New CSS Account  
Latest updates from the Department of Planning.

### Planning Meetings and Decisions

Development Applications Board agendas and minutes. List of all delegated decisions.

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

**Customer Self Service (CSS)**  
Government of Bermuda  
Department of Planning

Good Afternoon, **Guest**

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

**REVISIONS OR APPEALS**  
Submit a Revision or Appeal from the Sub Records section of the original Permit or Plan. You will need to be logged in. If you do not see the option to Apply for a Revision or Appeal in Sub Records, please email [csshelp@gov.bm](mailto:csshelp@gov.bm) and include the Permit/Plan number in your email.

**COMMENT ON A PLANNING APPLICATION**  
**\*\*New Instructions\*\***  
Please refer to the Department's guidance note for **Commenting on Planning Applications**, should you wish to object or make representation on a current planning application.

**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.

**Login or Register**  
Login to an existing or create a new account. You can also find help if you forgot your login information.

**Search Public Records**  
This tool can be used to search for existing permits, plans and inspections

**BUILDING PERMITS**  
Apply for a Building Permit

**PLANNING PERMISSION**  
Apply for Planning Permission

**Calendar**  
Click here to find out about certain events like holidays and public hearings.

**Request Inspection**  
Click here to request an inspection on an existing record.

**Estimate Fees**  
Use this tool to quickly estimate the required fees for a permit or plan.

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

### 4. Click the **Login or Register** Tile which is the 1<sup>st</sup> tile on the left OR click on the Guest drop down box and click on **Register**

Good Afternoon, **Guest**

Log In  
**Register**

Inspections Map Search Calendar

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.

## Registration

### Step 1 of 4: Email Address

1. Enter your email address below and click 'Next'.
2. You will receive a confirmation email from [energovbda@gov.bm](mailto:energovbda@gov.bm).
3. Open the email and click on the Confirm link to continue the registration process.
4. **In Step 2 of registration, we strongly recommend you use your EMAIL ADDRESS as your USERNAME**

If you have any questions about registering please contact us at [csshelp@gov.bm](mailto:csshelp@gov.bm).

Email

Email address is required

[Forgot your password: Reset it](#)

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.

### Citizen Self Service New User Account Confirmation

Inbox x



[energovbda@gov.bm](mailto:energovbda@gov.bm) via [gov.bm](http://gov.bm)  
to me ▾



You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

If you are not receiving the confirmation email, please email [csshelp@gov.bm](mailto: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.

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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  Calendar 

**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
<b>Total</b>	<b>\$0.00</b>

[View My Invoices](#)