



How to Register a CSS Account

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

Legislative documents associated with the functions of the Department and links to zoning orders.

News

Latest updates from the Department of Planning.

Planning Meetings and Decisions

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

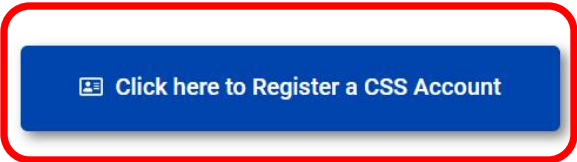
3. Select 'Click Here to Register a CSS Account'



In January 2020, the Department of Planning implemented paperless applications with **EnerGov**, an information management system developed by Tyler Technologies.

The **Customer Self Service (CSS)** is an online self-service portal, offering a convenient way to submit applications, schedule inspections and view documentation. The CSS provides online tools for effective communication throughout the application process.

Need help? Email csshelp@gov.bm



CSS Home Page

Login or Register a New Account



Search

Search Public Records for Permits and Plans



Apply

Application Assistant for Permits and Plans



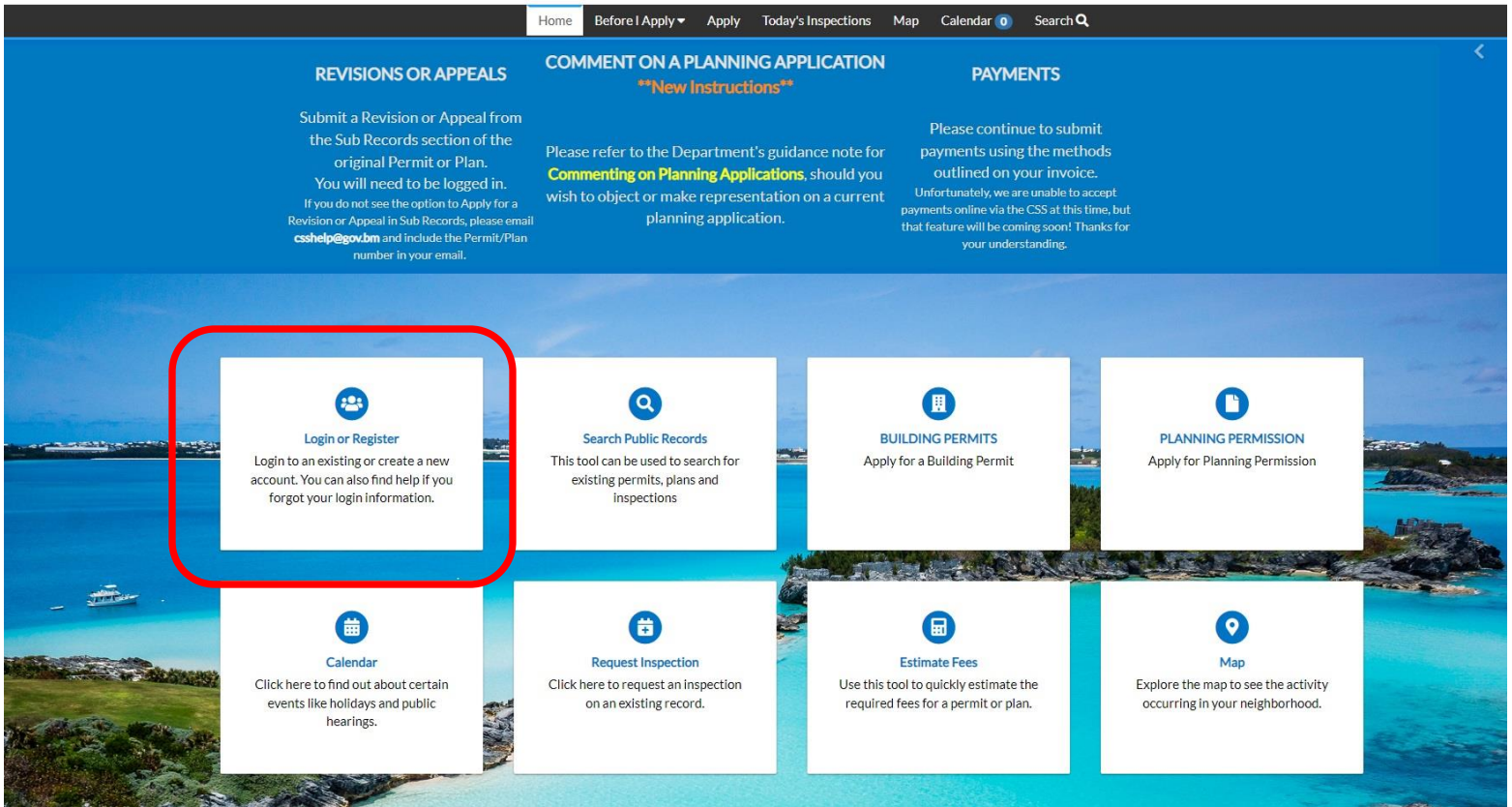
Map

View the Planning Zones and search for public records by address or parcel number

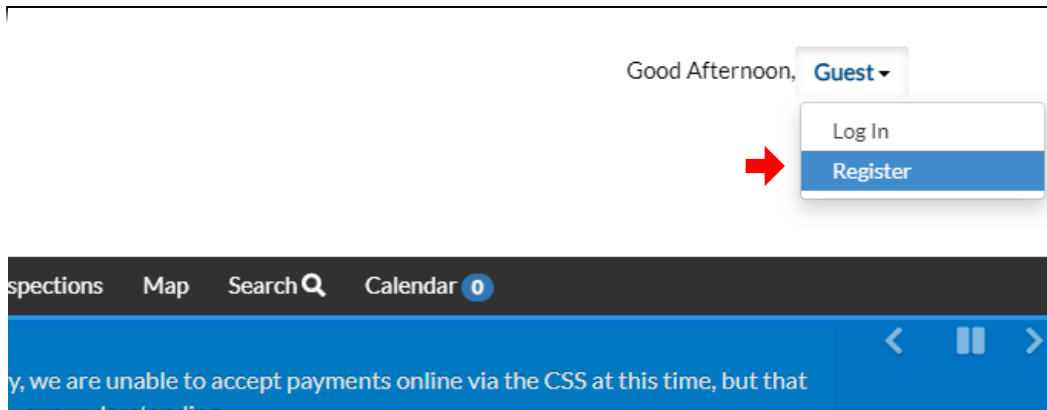
Frequently Asked Questions

- ▶ [How do I register a CSS Account?](#)
- ▶ [I'm using an Agent. Why do I need to register a CSS account?](#)
- ▶ [What can I do with the CSS?](#)
- ▶ [How do I find my drawings/documents/attachments?](#)
- ▶ [I'm logged into my CSS account but I don't see my application in the 'My Work' section?](#)

Alternatively, from the CSS Home Page, select 'Login or Register'



The screenshot shows the CSS Home Page with a navigation bar at the top containing 'Home', 'Before I Apply', 'Apply', 'Today's Inspections', 'Map', 'Calendar', and 'Search'. Below the navigation bar are three main sections: 'REVISIONS OR APPEALS', 'COMMENT ON A PLANNING APPLICATION' (with a 'New Instructions' badge), and 'PAYMENTS'. The main content area features a grid of service tiles: 'Login or Register' (highlighted with a red rounded rectangle), 'Search Public Records', 'BUILDING PERMITS', 'PLANNING PERMISSION', 'Calendar', 'Request Inspection', 'Estimate Fees', and 'Map'. Each tile includes an icon and a brief description of the service.



This close-up screenshot shows the user profile area. It displays 'Good Afternoon, Guest ▾'. A red arrow points to the dropdown menu that appears, which contains 'Log In' and 'Register' options. Below this, the navigation bar and a portion of the main content area are visible.

OR

Click on the Guest drop down box and click on **Register**

5. Enter your email address

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.
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.

Email

Email address is required

Forgot your password? [Reset it](#)

6. Click **Next**.

You will receive an email from energovbda@gov.bm to confirm your registration.

Citizen Self Service New User Account Confirmation

Inbox x



energovbda@gov.bm via 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](#)

7. Click on the 'Confirm' link provided in the email, to continue to the next step of the registration process.

Didn't receive the confirmation email?

First, please check your Spam/Junk email folder. If it's not there, please email csshelp@gov.bm for assistance.

8. After you click 'Confirm', you will be directed to Step 2 of the registration process.

- Enter a Username and password

For your Username, we STRONGLY recommend you put your email address.

The screenshot shows a registration form titled "Registration" with a sub-header "Step 2 of 4: Login information". At the top, there is a navigation bar with links: Home, Before I Apply, Today's Inspections, Map, Search, and Calendar. The form contains three required fields: Username, Password, and Confirm Password. The Username field has a red error message "Username is required." and a "REQUIRED" label. Below the password fields is an "Email" label and a "Next" button.

Is this you?

We may already have your email address in our database. If so, you will see a card that says, 'Is this you?'

Click 'Continue' if the contact details are correct.

*If the contact details in the card are not correct, please email csshelp@gov.bm before continuing.

Is this you?

Please select the best contact record to continue

The screenshot shows two selection cards. Each card features a blue person icon, the email address "fake@gmail.com", and a company name. The first card is for "Mandy Ltd." and the second is for "Mandy's Company Ltd.". Both cards have a blue "Continue" button at the bottom.

Why do you still have to register if we already have your email?

Because this will confirm we have your correct contact details and will create a log in account for you to access additional services on the CSS.

9. Step 3 of the registration process is completing your personal info.
Fields with a red asterix (*) are required.

Home Before I Apply Today's Inspections Map Search Calendar

Registration

Step 3 of 4: Personal Info

*REQUIRED

* First Name
First Name is required.

Middle Name

* Last Name
Last Name is required.

Company

* Contact Preference --Select Contact Preference--

* Email Address

Additional Contact Information

Next

10. In Step 4 please enter your address.
For Address Type select either Location or Mailing to indicate type of address you have entered.

Home Before I Apply Today's Inspections Map Search Calendar

Registration

Step 4 of 4: Address

*REQUIRED

* Street Number or PO Box

City

Unit or Suite

Postal Code

Country

* Address Type Location

Back Submit

Click Submit and you're Registered!