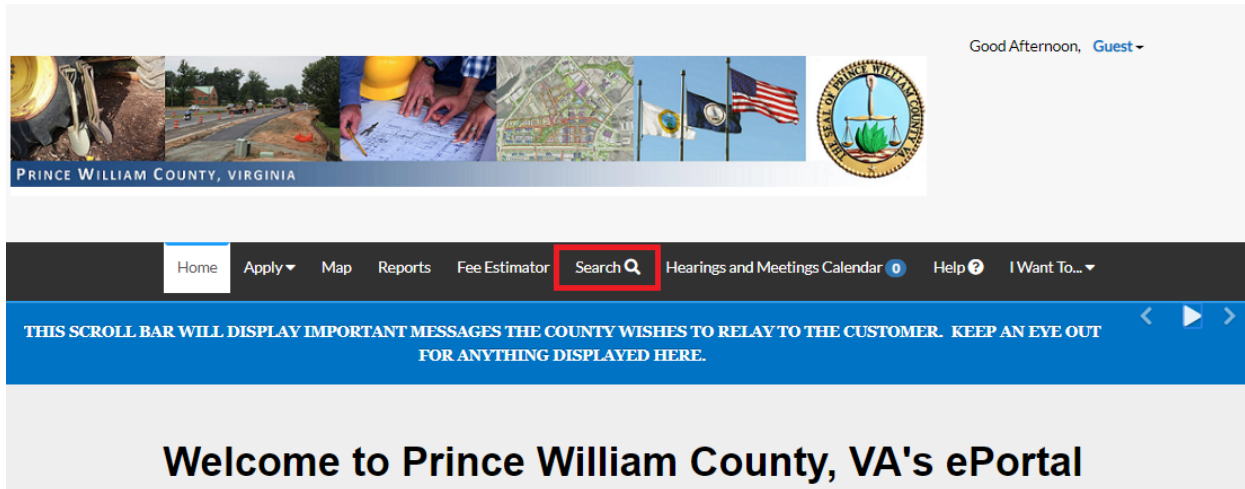


# SEARCHING FOR CASES IN EPORTAL/CITIZEN SELF SERVICE (CSS)

To search for a permit/plan or any other case type, open the search page.



From this screen you can perform a search similar to a Google Search. You can type any word/number/date/contact name, etc. into the search box and if you say you want to search "ALL", it will look for that text within ALL modules. You can also decide if you want to search for an EXACT PHRASE or not by checking the "Exact Phrase" box.

The application will display all instances where the text you are searching for appears as an exact match (if you checked that box). The match can be found anywhere on the case... the workclass, the description, the project, the address, any custom field, the contact name, etc. You can click on the Filtered Results to display just permits or plans or code cases, etc.

## Public Information

Search  for   Exact Phrase

Found 44,118 results

Filter Results	Next   Top   Paging Options   Filter Options   Main Menu	
<input checked="" type="radio"/> All 44118	Permit Number <a href="#">ELE2019-01651</a>	Applied Date 10/26/2018
<input type="radio"/> Permit 12432	Type Electrical Commercial Sign	Issued Date 12/11/2018
<input type="radio"/> Plan 4050	Project Name Potomac Mills Sign	Expiration Date
<input type="radio"/> Inspection 27099	Status Issued	Finalized Date
<input type="radio"/> Code Case 505	Main Parcel 8291-79-1954	
<input type="radio"/> Request 32	Address 2700 POTOMAC MILLS CIR Unit: US001 WOODBRIDGE VA 22192	
	Description FREESTANDING 23' X 38.16' PYLON SIGN FOR POTOMAC MILLS - POTOMAC	
	Previous   Next   Top   Paging Options   Filter Options   Main Menu	
	Permit Number <a href="#">BLD2006-15838</a>	Applied Date 06/29/2006
	Type Certificate of Occupancy Commercial Joint Occupancy Evaluation	Issued Date
		Project Name

If you want to search in a specific module for a specific address or date, you can change the search type from ALL to something like PERMIT or PLAN and then fill in the search criteria you are looking for. For example if you select PERMIT, the results will only contain permits that meet the criteria you entered.

Public Information

The screenshot shows a search interface with a search bar at the top containing the word "Permit". Below the search bar are three buttons: "Search", "Advanced", and "Reset". The main search area is divided into two columns. The left column contains fields for "Permit Number", "Permit Type" (a dropdown menu with "--Select Permit Type--"), "Status" (a dropdown menu with "--Select Permit Status--"), "Address", "Applied Date", "Issued Date", "Expiration Date", and "Finalized Date". The right column contains fields for "Project Name", "Parcel Number", "Description", and three "To" date fields. Each date field has a calendar icon to its right.

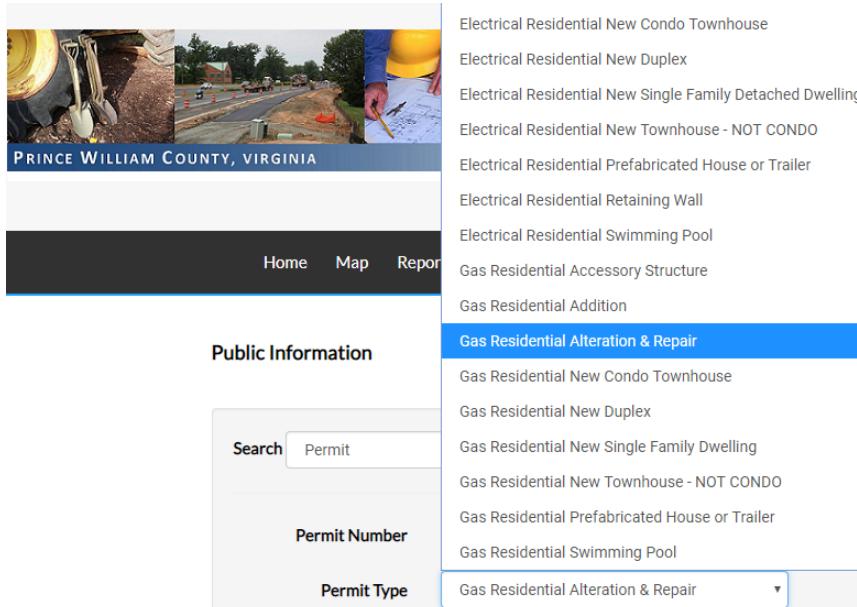
When searching by address enter the street number and street name in the ADDRESS field. **Do not enter any street type (i.e. DR, CIR, ST, LN, etc.).** You do not have to have both Street Number and Street Name but the more information you provide in your address search the quicker and more refined the search results will be.

This is a close-up of the "Address" field from the search interface. The text "2700 Potomac Mills" is entered in the field, and the entire field is highlighted with a red rectangular box.

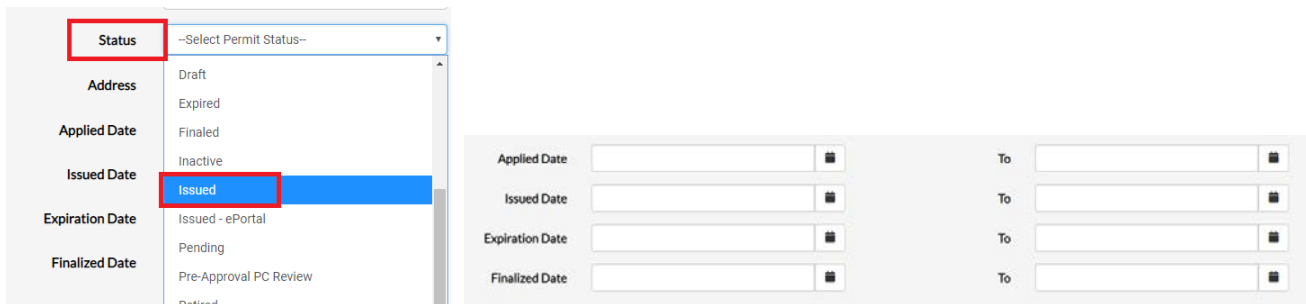
You may also search using Permit Details. For example if you have the permit number you can type that number in the Permit Number field.

This screenshot shows the search interface with the "Permit Number" field filled with "BLD2018-01100". The field is highlighted with a red box. Below the search fields, a "Found 1 result" section is visible, also highlighted with a red box. It includes a "Sort" dropdown menu set to "Relevance", and links for "Next", "Top", "Paging Options", and "Main Menu". Below these links, the search results are displayed: "Permit Number BLD2018-01100" and "Type Building - R - Addition". To the right of the results, the "Applied Date" is "08/25/2017" and the "Issued Date" is "08/25/2017". At the bottom right of the page, there is a globe icon.

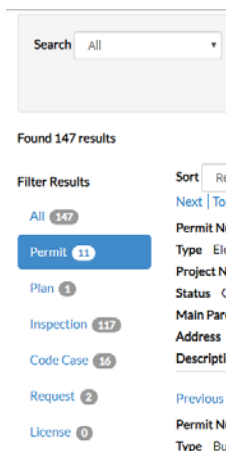
Users may find permits using the Permit Type and/or workclass. You'll notice that the picklist displays the permit type/workclass as one "friendly name" rather than separate fields for the permit type and the workclass. You can type the first letter of the permit type and it'll jump you down the picklist to where that letter starts.



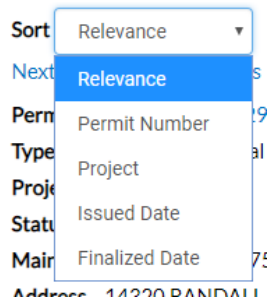
You can also include permit status as part of your search, as well as date ranges, like all permits applied for, issued, expiring, or finalized within specified date range.



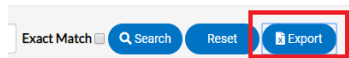
You can filter your results by the module type, if you have selected "ALL" as your search type.



You can also change the sort order. By default the sort is by “Relevance”.



To export the search results click on the EXPORT button.



Then enter a file name, and indicate if you would like to export the first 1000 records or just the current page view. Please note if the number of records returned is over 1000, it will only export the first 1000, so in those instances you’ll need to narrow your search results by adding additional criteria to get it under 1000 then adjust from there. For example, maybe enter a date range then change the date range as you export the results.

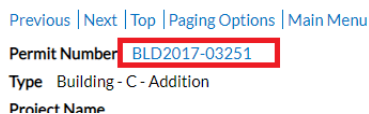
Export Options

Please enter a file name

Export first 1000 Results (default)  
 Export Current View

A	B	C	D	E	F	G	H
Case Number	Type	Status	Project Name	Issued Date	Applied Date	Expiration Date	Finalize
BLD1993-00810	Building - R - Addition	Approved			5/5/1993		
98702464P00	Plumbing Residential Alteration & Repair	Finalized		3/9/1998	1/1/1901		3/
93104529B00	Building - R - Addition	Canceled		5/6/1993	1/1/1901		5/
98702464M00	Mechanical Residential Alteration & Repair	Finalized		3/9/1998	1/1/1901		3/
93104529P00	Plumbing Residential Addition	Canceled		5/6/1993	1/1/1901		5/
BLD2005-14320	Building - R - Addition	Finalized		5/10/2005	5/10/2005		6/
BLD2006-14320	Building - R - New Single Family Dwelling	Voided		5/26/2006	5/26/2006		12
BLD2004-14320	Building - R - New Townhouse	Finalized		6/1/2004	6/1/2004		9/
BLD2003-14320	Building - R - Addition	Canceled		6/9/2003	6/9/2003		5/

To see more details about a case, click on the Permit Number link.



The permit will open in its own browser tab.



Permit Number: BLD2017-03251

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

Type:	Building Commercial Addition	Status:	Issued	Project Name:	
IVR Number:	514790	Applied Date:	01/05/2017	Issue Date:	05/04/2017
District:	15 - Potomac	Assigned To:	Kines, Haywood	Expire Date:	
Square Feet:	493.00	Valuation:	\$60,000.00	Finalized Date:	03/18/2018
Description:	KITCHEN ADDITION TO PATTIE ELEMENTARY SCHOOL.				

To return to the search results, just click on the original tab or the “public information” tab.



To start a new search simply click on the “Reset” button.

Search  for  Exact Phrase

Searching for a Plan, Code Case, Request, Inspection, etc. is similar to searching for a Permit. You can either select ALL and it will search within ALL of the modules. Or you can select the module and the fields that display to search by will adjust depending on the module. For example here are the fields you can search for when you select “Code Case” as your module. The information is slightly different than what you see on a Plan or Permit search.

Public Information

Search

Code Case Number	<input type="text"/>	Project Name	<input type="text"/>
Status	--Select Code Case Status--	Description	<input type="text"/>
Address	<input type="text"/>	Parcel Number	<input type="text"/>
Opened Date	<input type="text"/>	To	<input type="text"/>
Closed Date	<input type="text"/>	To	<input type="text"/>