



**City of South San Francisco
Community Portal User Guide**

About This Guide

A clear, visual walkthrough of the City of South San Francisco Community Portal

This guide is designed for residents, business owners, contractors, and other members of the public who use the City of South San Francisco online portal. It follows the portal's navigation and shows the major tasks in the same order users encounter them.

WHAT YOU CAN DO

Create an account, log in, complete licensed contractor registration when applicable, start permit or license applications, track submitted records, use the GIS map, manage business employees, submit a Traffic Advisory Committee request, and contact the City.

Before you begin

- Use the City-provided portal URL in a modern web browser.
- Have access to the email address you will use for registration and verification.
- For permit applications, have the project/site address and any required supporting documents ready.
- Business or contractor users may also need company information and a license number during registration.

How this guide is organized

Each section combines concise instructions with the actual portal screenshots supplied in the source guide. Screens are visually framed and captioned so users can recognize the correct page quickly.

PUBLICATION NOTE

Portal fields and requirements can vary by permit, license, or application type. Follow the on-screen requirements for the specific application you are submitting.

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Detailed guide navigation — click any entry to jump directly to that section.

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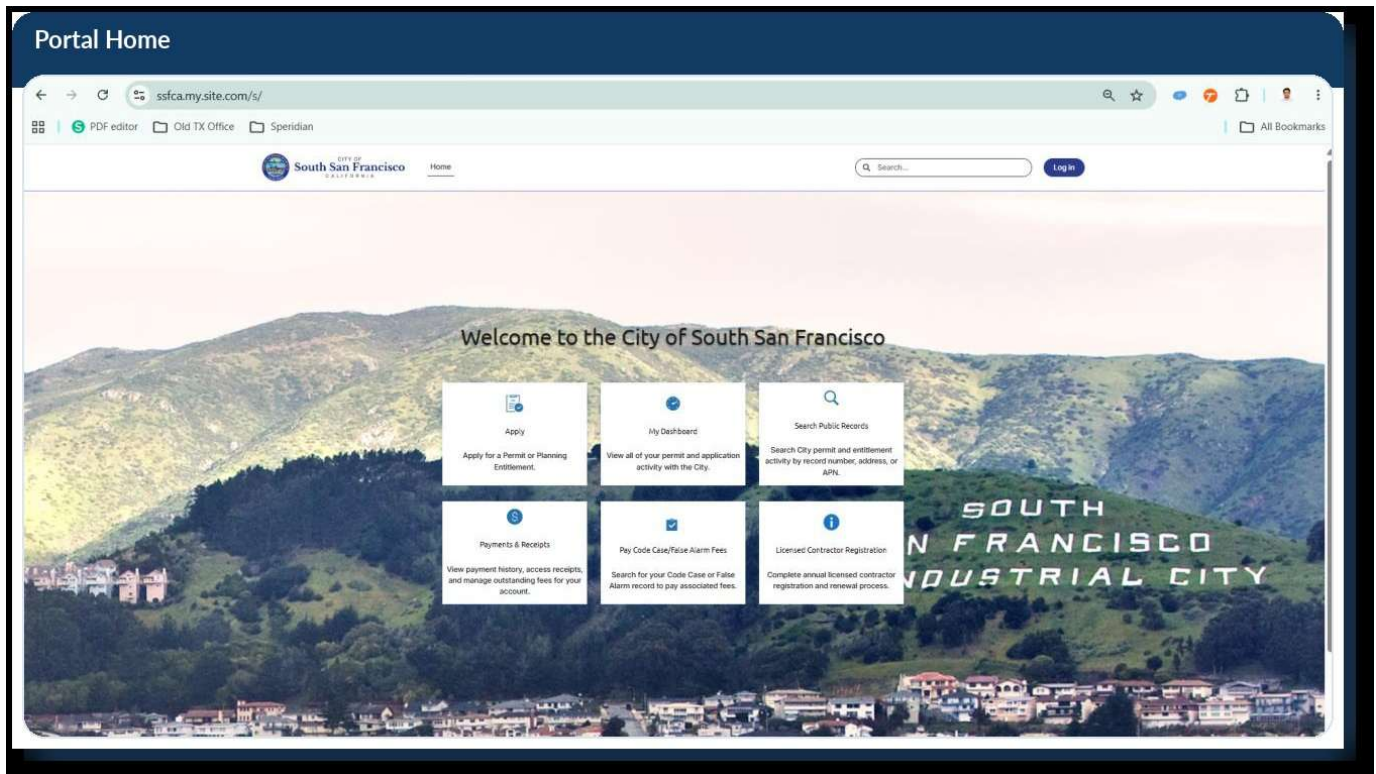
01

Getting Started

Access the portal, create an account, complete licensed contractor registration when applicable, and sign in securely

1.1 Accessing the Portal

Open a web browser and go to the City of South San Francisco portal URL provided by the City. The public landing page displays the City portal header and the available self-service actions.



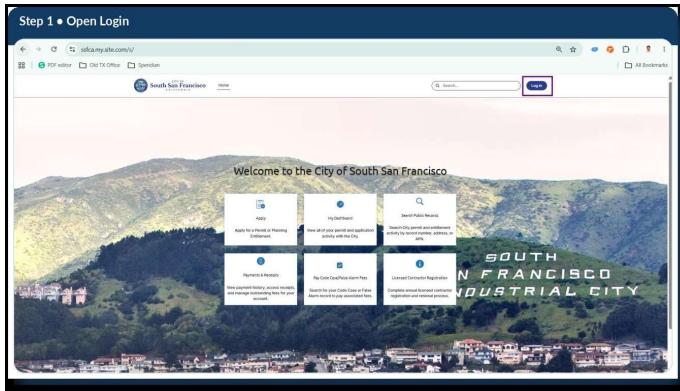
Screenshot SS-01 — Portal Home / Landing Page — Before Login.

ORIENTATION

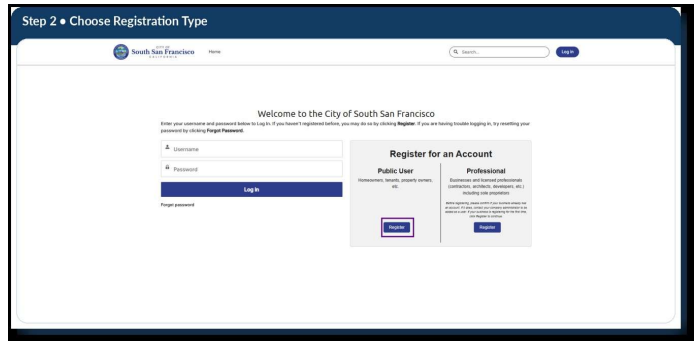
Use the Log In option in the upper-right area of the portal when you need to register or access your account.

1.2 Creating an Account — Start Registration

- 1 From the portal home page, select the login option.
- 2 On the login page, choose the appropriate registration option. Public users and professional users may see separate registration choices.
- 3 Complete the requested user information. Business or contractor users may also be asked for company and license information.



Screenshot SS-02 – Open Login from the Portal Home Page.



Screenshot SS-03 – Choose Registration Type.

Step 3 • Enter User Information

City of South San Francisco

Home

Search...

Log In

User Information

This form is for individuals registering as homeowners, tenants, or property owners. If you are registering a business or acting as a professional (including sole proprietors), please use the **Professional Account** registration instead.

* First Name
Emily

* Last Name
Johnson

* Address
Country
United States

* Street
102 W Lewis St

* City
San Diego

* State/Province
CA

* Zip/Postal Code
92103

* Phone
5588392041

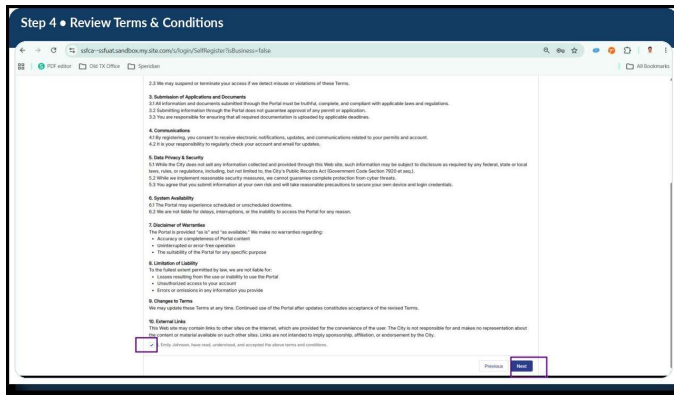
* Email
emily.johnson@yopmail.com

Next

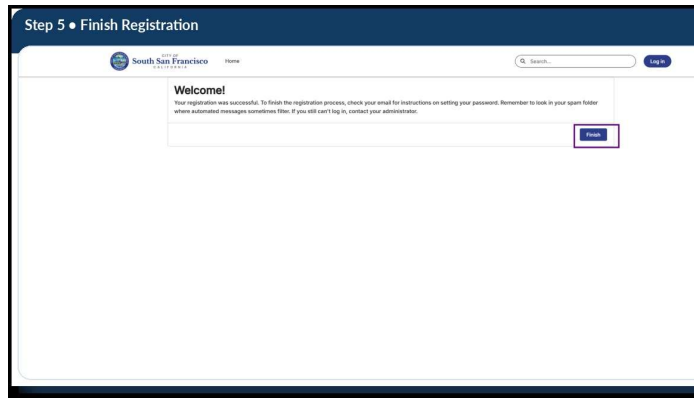
Screenshot SS-04 – Enter User Information.

1.2 Creating an Account — Complete Registration

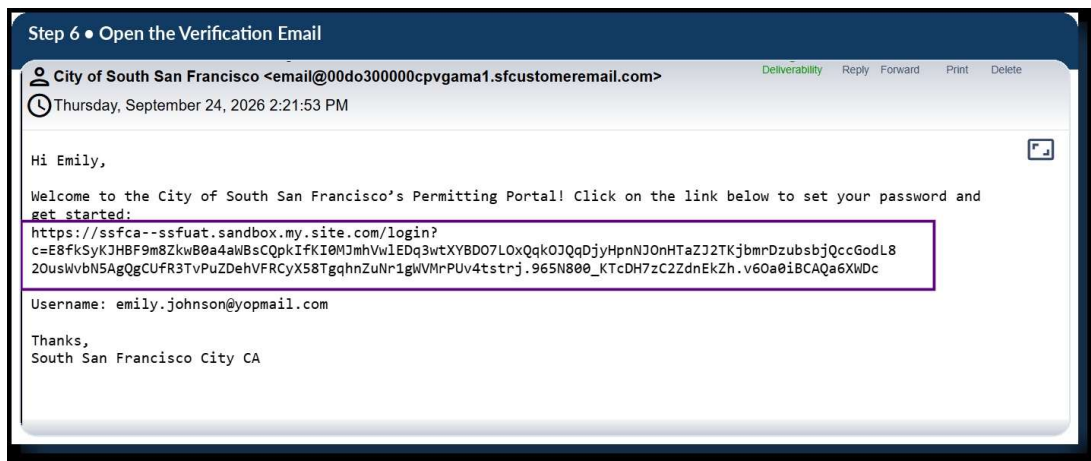
- 4 Review the registration terms and conditions presented by the portal.
- 5 Accept the required terms, then continue to the final registration step.
- 6 Finish the registration flow and watch for a verification or account setup email from the City.



Screenshot SS-05 – Review Terms & Conditions.



Screenshot SS-06 – Finish Registration.



Screenshot SS-07 – Open the Verification Email.

1.2 Creating an Account — Set Your Password

Use the link from the City email to create your portal password. After the password is set successfully, return to the portal and sign in with your registered credentials.

Step 7 • Create Your Password

South San Francisco

Change Your Password

Enter a new password for **emily.johnson@yopmail.com**. Make sure to include at least:

- 8 characters
- 1 letter
- 1 number

* New Password

Good

* Confirm New Password

Match

*required

Change Password

Password was last changed on 9/24/2026, 2:21 AM.

© 2026 Salesforce, Inc. All rights reserved.

Screenshot SS-08 — Create Your Password.

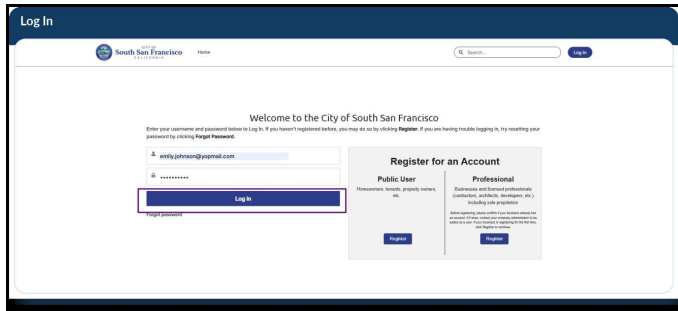
ACCOUNT SETUP COMPLETE

After creating your password, your account is ready for portal login. Keep the registration email until you have successfully signed in.

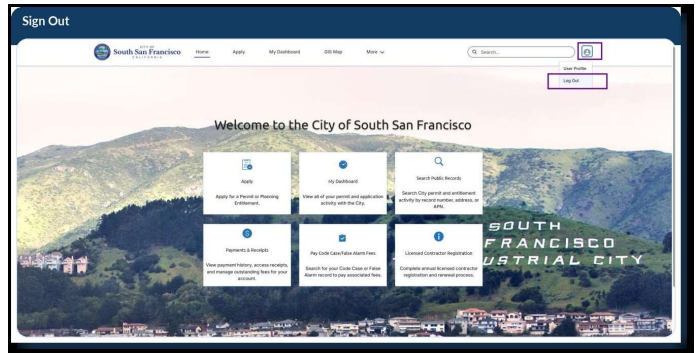
1.3 Logging In

- 1 Go to the portal login page.
- 2 Enter your registered email / username and password.
- 3 Select Log In. After authentication, the portal home page displays the full signed-in navigation.

1.4 Signing Out



Screenshot SS-09 – Portal Login Screen.



Screenshot SS-10 – User Profile Menu / Log Out.

Signing out

Select your name or profile icon in the top-right corner. Choose User Profile to view account information, or choose Log Out to end the current session.

GOOD PRACTICE

Sign out when you finish using the portal, especially on a shared or public computer.

1.5 Licensed Contractor Registration — Professional Account

Licensed contractors first create a Professional portal account. After account setup and sign-in, a separate Licensed Contractor Registration application must be completed before permits can be pulled.

1

On the portal login page, locate Register for an Account and select Register under Professional.

2

Complete the Business Information section. Enter the Company Name and select the appropriate Business Type.



Welcome to the City of South San Francisco

Enter your username and password below to Log In. If you haven't registered before, you may do so by clicking **Register**. If you are having trouble logging in, try resetting your password by clicking **Forgot Password**.

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Username </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Password </div> <div style="background-color: #003366; color: white; text-align: center; padding: 5px; margin-bottom: 5px;"> Log in </div> <p>Forgot password</p>	<div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <h4 style="text-align: center; margin: 0;">Register for an Account</h4> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p>Public User</p> <p>Homeowners, tenants, property owners, etc.</p> <p style="text-align: center;">Register</p> </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p>Professional</p> <p>Businesses and licensed professionals (contractors, architects, developers, etc.) including sole proprietors</p> <p style="font-size: 0.8em; margin-top: 5px;">Before registering, please confirm if your business already has an account. If it does, contact your company administrator to be added as a user. If your business is registering for the first time, click Register to continue.</p> <p style="text-align: center;">Register</p> </td> </tr> </table> </div>	<p>Public User</p> <p>Homeowners, tenants, property owners, etc.</p> <p style="text-align: center;">Register</p>	<p>Professional</p> <p>Businesses and licensed professionals (contractors, architects, developers, etc.) including sole proprietors</p> <p style="font-size: 0.8em; margin-top: 5px;">Before registering, please confirm if your business already has an account. If it does, contact your company administrator to be added as a user. If your business is registering for the first time, click Register to continue.</p> <p style="text-align: center;">Register</p>
<p>Public User</p> <p>Homeowners, tenants, property owners, etc.</p> <p style="text-align: center;">Register</p>	<p>Professional</p> <p>Businesses and licensed professionals (contractors, architects, developers, etc.) including sole proprietors</p> <p style="font-size: 0.8em; margin-top: 5px;">Before registering, please confirm if your business already has an account. If it does, contact your company administrator to be added as a user. If your business is registering for the first time, click Register to continue.</p> <p style="text-align: center;">Register</p>		

Screenshot LC-01 — Register under the Professional Account Option.

Professional account: Use the Professional registration option for businesses and licensed professionals, including contractors.

1.5.1 Business Information & CSLB Validation

- 3 If Business Type is Licensed Contractor, the CSLB License Number is required.
- 4 Enter a valid CSLB license number and select Validate CSLB Number. Allow a few seconds for validation.
- 5 When validation succeeds, the portal populates the business details associated with the license. If the license is inactive or invalid, the portal displays a validation message instead.
- 6 Enter Business Description, Email, Website, and Fax, as applicable.

Each business should only register once. If your company already has an account, do not create a duplicate. Please contact your company's account administrator to be added as a user. Only proceed with this registration if your business has not yet registered with the City (including sole proprietors).

Business Information

Company Name

STEVEN HARRIS GLORIT PLUMBING

Business Type

Licensed Contractor

Only select this option if your business holds an active California State License Board (CSLB) contractor license. Licensed Contractors are required to complete a separate Contractor Registration with the City before they can be approved to pull permits. This Contractor Registration step is in addition to creating your Professional Account.

Click on the 'Validate CSLB Number' button to validate CSLB license status.

CSLB License Number

430548

Validate CSLB Number

Business Name: STEVEN HARRIS GLORIT PLUMBING CONTRACTOR

Phone: (650) 271-3244

Entity: Sole Ownership

Address: 220 CYPRESS AVE #247

Status: This license is in good standing.

Classification: C36

Issue Date: 1982-10-25

Re-Issue Date:

Expiration Date: 2026-10-31

WorkersCompensation:

Exempt:W, ExemptDesc: WORKERS COMP CERTIFICATE, InsCoCde: 400, InsCoName: SOUTHERN+INSURANCE+COMPANY, PolicyNo: MWC005870913, wceffDt: 2025-12-04, wcExpDt: 2026-12-04

Screenshot LC-02 – Business Information & CSLB License Validation.

CSLB validation: A valid, active CSLB license is required for the Licensed Contractor business type. Successful validation populates the related license information.

1.5.2 Primary Contact & Acknowledgement

- 7 In Primary Contact Information, enter the main point of contact for the business account: First Name, Last Name, Phone, Email, and Contact Type.
- 8 Select Next after all required business and primary-contact information is complete.
- 9 On the Acknowledgement screen, review the information, select the required acknowledgement checkbox, and continue.

Expiration Date: 2026-10-31

WorkersCompensation:
 Exempt:W, ExemptDesc: WORKERS COMP CERTIFICATE, InsCoCde: 400, InsCoName: SOUTHERN+INSURANCE+COMPANY, PolicyNo: MWC005870913, wceffDt: 2025-12-04, wcExpDt: 2026-12-04

* Business Description
 Plumbing Contractors

* Email
 steveplumbing98@yopmail.com

Website

Fax

▼ Primary Contact Information

The Primary Contact is the individual who will serve as the main point of contact for this business account. This person will manage the company's account access and may add or remove additional users later. Typically, this should be the business owner, administrator, or another authorized representative responsible for permit activity.

* Contact First Name
 Steve

* Contact Last Name
 Harris

* Contact Phone
 0123456789

* Contact Email
 steveharris@yopmail.com

* Contact Type
 Business Owner

Next

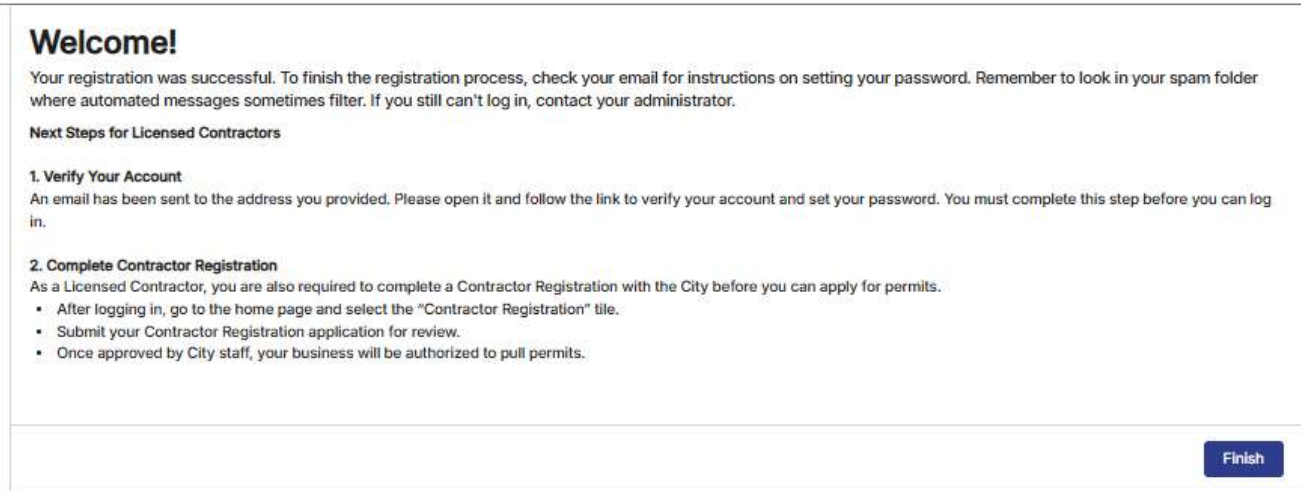
Screenshot LC-03 – Primary Contact Information.

Primary contact: This person serves as the main point of contact for the business account and may manage access for additional users.

1.5.3 Registration Confirmation

After the acknowledgement step is completed, the portal confirms that the Professional account registration was successful.

- 10** On the Welcome screen, review the next-step message and select Finish.

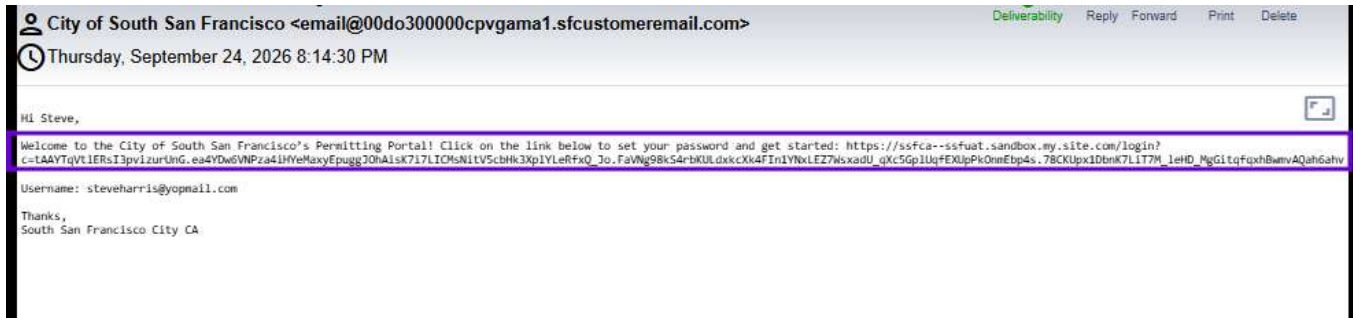


Screenshot LC-04 — Professional Account Registration Confirmation.

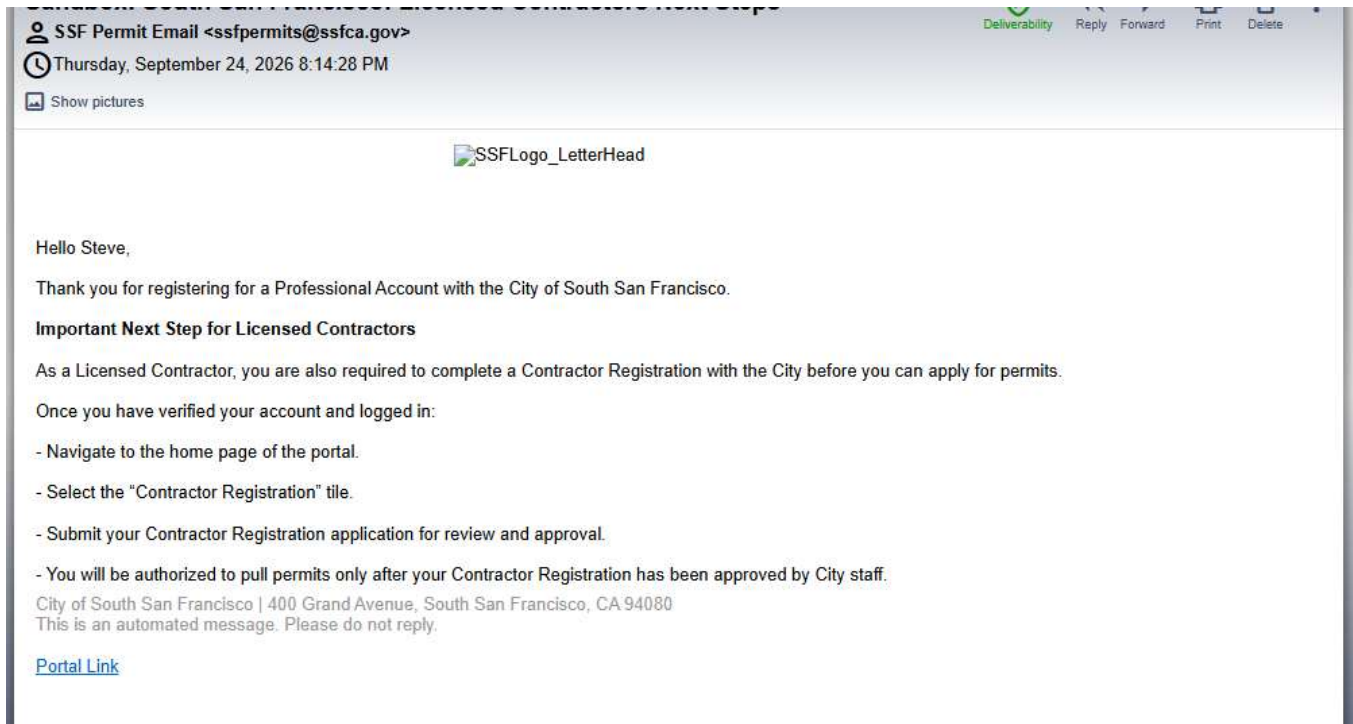
Next step: Check the email address used for registration. You will use the City email to set your password and access the portal.

1.5.4 Verify Email & Set Your Password

- 11 Check the email address used during registration. Two messages are expected: a portal welcome / password setup email and a licensed contractor next-steps email.
- 12 Open the password setup email and select the provided password reset / setup link.
- 13 Review the licensed contractor next-steps email, which directs you to complete Contractor Registration after account verification.



Screenshot LC-05 – Portal Welcome Email – Password Setup Link.

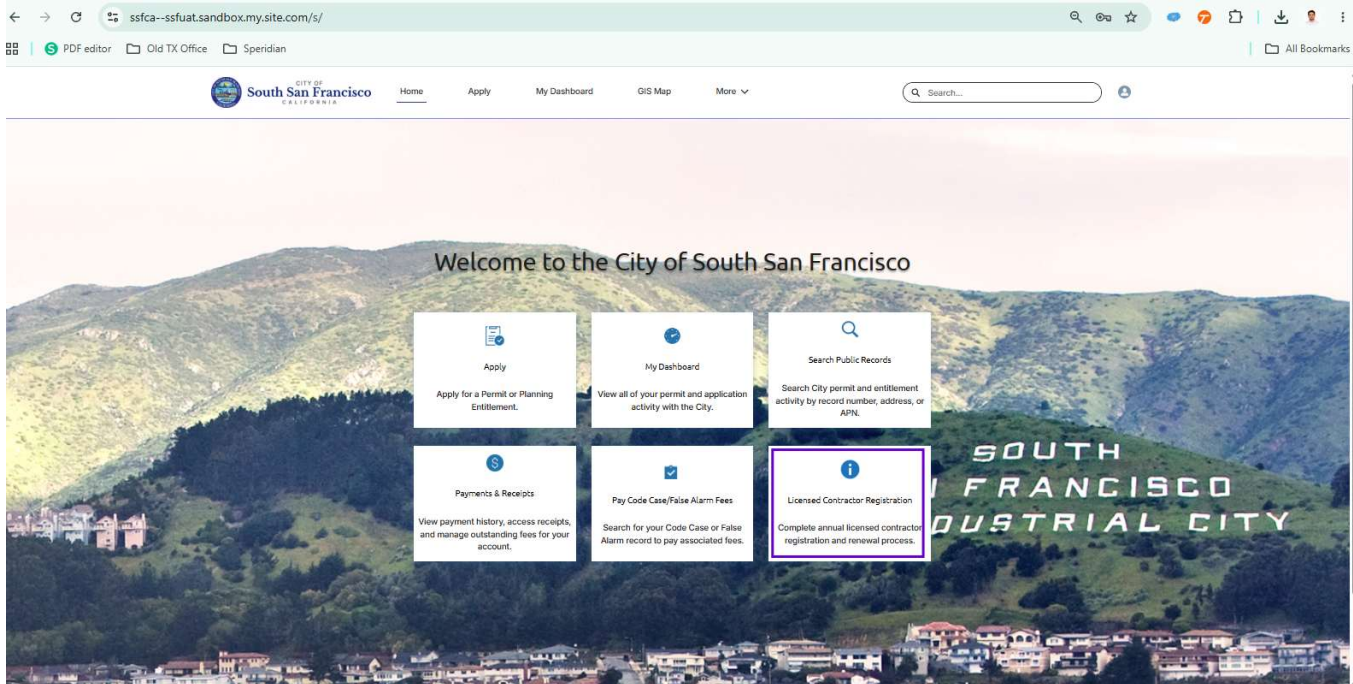


Screenshot LC-06 – Licensed Contractor – Next Steps Email.

1.5.4 Verify Email & Set Your Password – Continued

- 14 On Change Your Password, enter a new password, confirm it, and select Change Password.
- 15 After the password is changed, the portal redirects you to the portal. If you are not already signed in, use the same email address and your new password to log in.
- 16 On the portal Home page, select the Licensed Contractor Registration tile.

Screenshot LC-07 – Change Your Password Screen.



Screenshot LC-08 – Portal Home – Licensed Contractor Registration Tile.

1.5.5 Start the Licensed Contractor Registration Application

17

The New Licensed Contractor Registration Application opens. Type is automatically selected as Registered Licensed Contractor. Select Next.

18

On the Business Information intake step, complete all required fields and select Next.

New Licensed Contractor Registration Application

License Type
Please select the License Type you are applying for.

Registration/Renewal Business Information Acknowledgement Success Screen

Type
Registered Licensed Contractor

Pause Next

Screenshot LC-09 – New Licensed Contractor Registration – License Type.

New Licensed Contractor Registration Application

Business Information Acknowledgement Success Screen

* Business located in South San Francisco
Yes

* Is your business operated from a Residential location or a Commercial location
Residential

Square footage in the home devoted to the business

Number of employees at the premises

* Will merchandise be sold at your home
Yes

Will this activity require storage of merchandise/materials
Yes

* Material type & storage location
Steel

* Address
200 Airport Blvd Unit 512 South San Francisco, CA 94080

* Business Description
Contractor for Resident area

* Location of business
Garage

Are you a small contractor
Yes

Be advised that your business shall be limited to an office and no more than one three-quarter ton truck (See section 20.330.021(G)) on which all tools and equipment shall be contained and the garage shall not be used.

Pause Previous Next

Screenshot LC-10 – Licensed Contractor Registration – Business Information.

1.5.6 Acknowledgement & Submission

19

On the Acknowledgement step, review the declaration, select the acknowledgement checkbox, and select Submit.

20

When the successful submission message appears, select Finish.

The screenshot shows the 'New Licensed Contractor Registration Application' page. At the top, the City of South San Francisco logo and navigation links (Home, Apply, My Dashboard, GIS Map, More) are visible. A search bar is on the right. Below the navigation, a progress bar indicates the current step is 'Acknowledgement', with previous steps marked with checkmarks and the next step labeled 'Success Screen'. The main content area contains a declaration text: 'I declare under penalty of perjury that the information contained in this contractor portal account application is true and correct, and that all required licenses are in full force and effect. I understand that business license taxes are charged per permit applied for and are not refundable. The receipt for payment does not constitute a license to operate. After zoning, fire, police, and regulatory clearances are obtained, a contractor portal account will be activated. I agree to update the contractor portal account with any change of location, ownership, business name, basis of tax, and termination of business. I agree to renew my portal account annually and I understand that the City is not required to issue renewal notices.' Below this is a checkbox labeled 'I, Steve Harris, hereby do attest that I completed the Licensed Contractor Registration Application. My email is: steveharris@yopmail.com'. At the bottom, there are 'Pause', 'Previous', and 'Submit' buttons.

Screenshot LC-11 – Licensed Contractor Registration – Acknowledgement.

The screenshot shows the 'New Licensed Contractor Registration Application' page after successful submission. The progress bar now shows the 'Acknowledgement' step completed with a checkmark, and the next step is 'Success Screen'. The main content area displays the message: 'Your contractor registration has been submitted successfully.' Below this, it states: 'Please pay the required fees to complete your submission. After payment, your application will be routed to the City for review and approval. You will be notified once a decision has been made.' At the bottom right, there is a 'Finish' button.

Screenshot LC-12 – Contractor Registration – Successful Submission.

1.5.7 Pay the Required Fee

21

The portal opens the submitted license record and shows the current phase / status. Any outstanding fee must be paid before City review can proceed.

22

Use Pay Outstanding Items and complete the payment process for the required fee.

The screenshot shows the 'Contractor Registration Record' for license T26-1520. The status is 'Application' and the phase is 'Pending'. An alert at the top states: 'Alert: Your License has fees outstanding: \$4.00. Payment can be made via "Pay Outstanding Items" button.' The 'Fees (1)' section shows a table with one entry: State Mandated Contractor Fee for \$4.00, with an outstanding amount of \$4.00. The 'Key Dates' section shows the issue date and expiration date. The 'License Location' section is also visible.

Number	Description	Total	Outstanding
2851647	State Mandated Contractor Fee	\$4.00	\$4.00

Screenshot LC-13 – Contractor Registration Record – Fee Outstanding.

The screenshot shows the 'Payment Cart' for the contractor registration. The total amount is \$4.00. The 'Billing Details' section shows the account name 'STEVEN HARRIS GLORIT PLUMBING CONTRACTOR' and the contact 'Steve Harris'. The 'Cart Details' section shows the license T26-1520 and the fee of \$4.00. The 'Payment Methods' section shows a credit/debit card payment method. The 'Process' button is highlighted.

Name	Payable Type	Description	Outstanding Amount	To Pay
2851647	Fee	State Mandated Contractor Fee	\$4.00	\$4.00

Screenshot LC-14 – Contractor Registration – Payment Cart.

Required fee: Pay the required fee before City staff can begin or continue the review process.

1.5.8 City Review & Issuance

23

After payment, the license moves into Review. City staff complete the required back-office reviews.

24

After all required City reviews are approved, the license phase becomes Issued and the status becomes Active.

License: CR26-0017

Phase: Review Status: Pending Type: Registered Licensed Contractor Issue Date: 9/24/2026 Expiration Date: 12/31/2026 Renewed Date:

Number: CR26-0017 Phase: Review
Type: Registered Licensed Contractor Status: Pending
Applicant: Steve Harris Business located in South San Francisco: Yes
Licensee: STEVEN HARRIS GLOBIT PLUMBING CONTRACTOR Business Description: Contractor for Resident area
Residential or Commercial Location: Residential Will merchandise be sold at your home: Yes
Store Merchandise/Materials Onsite: Yes Square footage used for business:
Are you a small contractor: Yes

Key Dates
Issue Date: 9/24/2026 Expiration Date: 12/31/2026
Renewed Date:

License Location:

Reviews & Files
5 items

Number	Type	Milestone	Complete...	Status	Complete...
BLD-CR26-0017...	Building - Contractor Registration Review	Contractor Registra...		Pending	
FIRE-CR26-0017...	Fire - Contractor Registration Review	Contractor Registra...		Pending	
PLN-CR26-0017...	Planning - Contractor Registration Review	Contractor Registra...		Pending	
PD-CR26-0017-01	Police - Contractor Registration Review	Contractor Registra...		Pending	
WQ-CR26-0017-01	Water Quality - Contractor Registration Rev...	Contractor Registra...		Pending	

Fees (1)

Number	Description	Total	Outstanding
2851647	State Mandated Contractor Fee	\$4.00	\$0.00

Screenshot LC-15 – Contractor Registration – Review Phase.

License: CR26-0017

Phase: Issued Status: Active Type: Registered Licensed Contractor Issue Date: 9/24/2026 Expiration Date: 12/31/2026 Renewed Date:

Number: CR26-0017 Phase: Issued
Type: Registered Licensed Contractor Status: Active
Applicant: Steve Harris Business located in South San Francisco: Yes
Licensee: STEVEN HARRIS GLOBIT PLUMBING CONTRACTOR Business Description: Contractor for Resident area
Residential or Commercial Location: Residential Will merchandise be sold at your home: Yes
Store Merchandise/Materials Onsite: Yes Square footage used for business:
Are you a small contractor: Yes

Key Dates
Issue Date: 9/24/2026 Expiration Date: 12/31/2026
Renewed Date:

License Location:

Reviews & Files
5 items

Number	Type	Milestone	Completed Date	Status	Comple...
BLD-CR26-001...	Building - Contractor Registration Review	Contractor Registr...	9/24/2026, 08:29 PM	Completed	Approved
FIRE-CR26-001...	Fire - Contractor Registration Review	Contractor Registr...	9/24/2026, 08:29 PM	Completed	Approved
PLN-CR26-001...	Planning - Contractor Registration Review	Contractor Registr...	9/24/2026, 08:29 PM	Completed	Approved
PD-CR26-001...	Police - Contractor Registration Review	Contractor Registr...	9/24/2026, 08:29 PM	Completed	Approved
WQ-CR26-001...	Water Quality - Contractor Registration Re...	Contractor Registr...	9/24/2026, 08:29 PM	Completed	Approved

Fees (1)

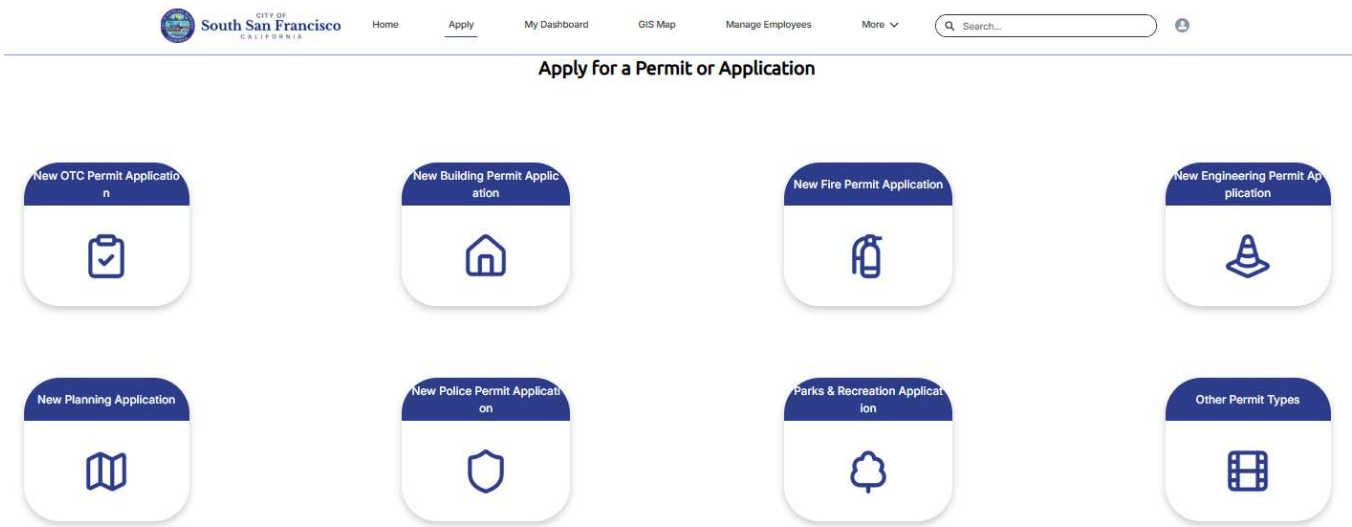
Number	Description	Total	Outstanding
2851647	State Mandated Contractor Fee	\$4.00	\$0.00

Screenshot LC-16 – Contractor Registration – Issued / Active.

1.5.9 Apply for Permits or Applications

25

Once the contractor registration license is Issued and Active, open Apply from the portal navigation and select the permit or application type you need.



Screenshot LC-17 – Apply for a Permit or Application – After License Issuance.

Ready to apply: A licensed contractor can proceed with permit / application submission after the contractor registration license is issued and active.

02

Portal Navigation Overview

The signed-in top menu is the main route to portal services

Once logged in, the main menu bar across the top of the portal provides access to each major area covered in this guide.

Apply

Start a new permit, license, or application.

GIS Map

Look up parcels, zoning, and map-based City data.

Submit TAC Request

Submit a Traffic Advisory Committee request.

My Dashboard

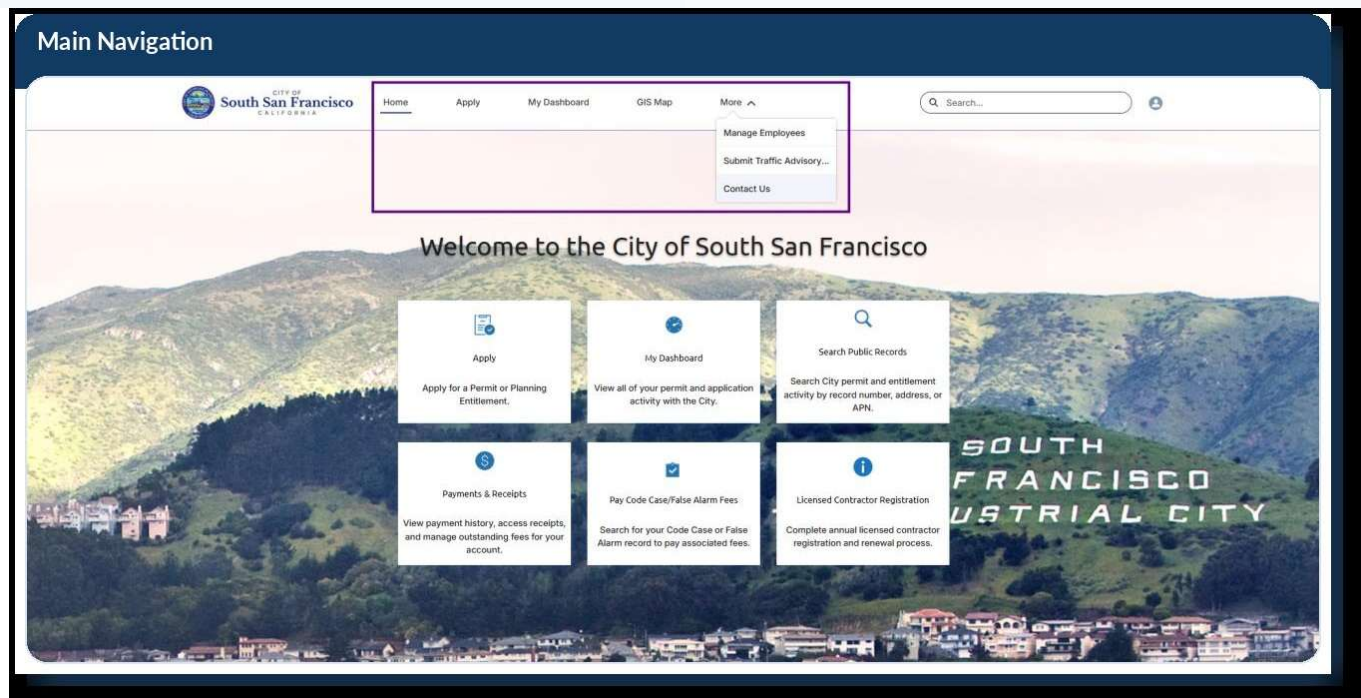
View, track, and manage submitted records.

Manage Employees

Add or manage staff for business / contractor accounts.

Contact Us

Open the City contact form for questions or support.



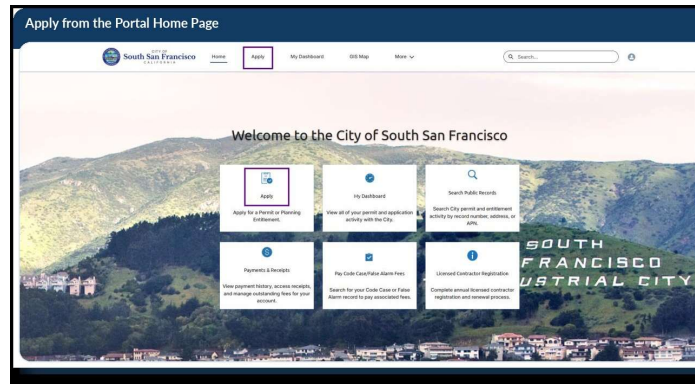
Screenshot SS-11 – Main Navigation – Logged In.

03

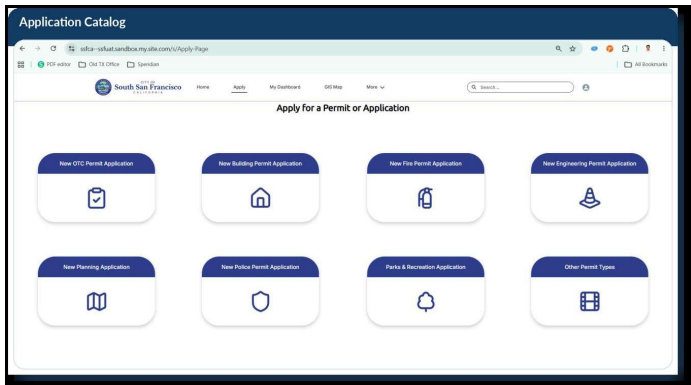
Applying for a Permit, License, or Application

Choose an application type, complete the guided steps, upload documents, review, and submit

Select Apply from the top menu to open the application catalog. Application tiles include OTC, Building, Fire, Engineering, Planning, Police, Parks & Recreation, and additional permit types.



Screenshot SS-12 – Open Apply from the Portal Home Page.



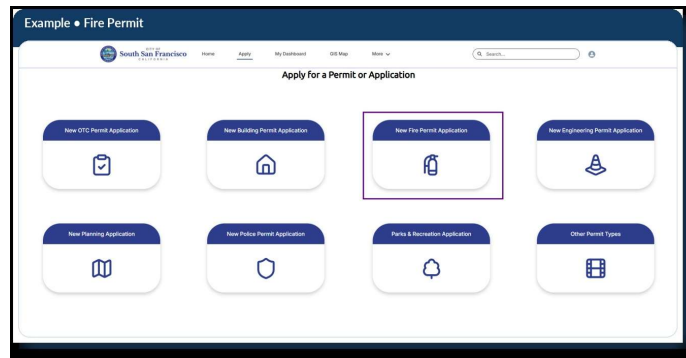
Screenshot SS-13 – Application Catalog.

General application journey

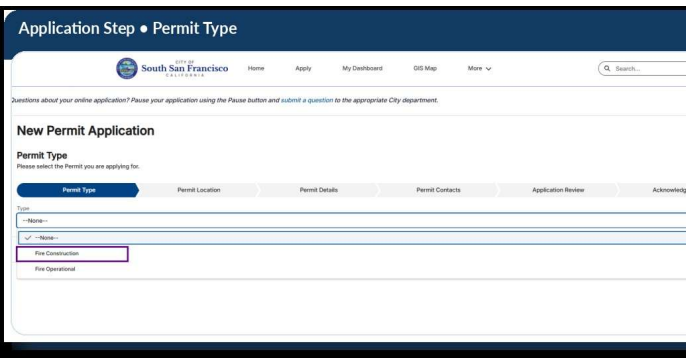
- | | |
|---|---|
| 1 | Choose the required application tile and, when prompted, select a sub-type or category. |
| 2 | Enter the project or site address, or select the related parcel / property. |
| 3 | Provide applicant and contact information. |
| 4 | Complete the application-specific questions and project details. |
| 5 | Upload any required supporting documents. |
| 6 | Review the application summary and any fees due. |
| 7 | Pay online when required, submit, and note the confirmation / record number. |

3.1 General Application Steps — Choose Permit Type

The application wizard guides you through a series of tabs. The exact questions and required documents vary by application type.



Screenshot SS-14 — Example — Fire Permit Application Tile.



Screenshot SS-15 — Application Step — Permit Type.

APPLICATION-SPECIFIC REQUIREMENTS

Fields, documents, fees, and questions can differ by permit or license type. Use the on-screen prompts for the selected application.

3.1 General Application Steps — Location & Details

Enter the permit details requested for the selected type, then identify the project location or related parcel / property as prompted.

Application Step • Permit Details

City of South San Francisco

Home Apply My Dashboard GIS Map More

Search...

Questions about your online application? Pause your application using the Pause button and submit a question to the appropriate City department.

New Permit Application

Permit Type
Please select the Permit you are applying for.

Permit Type Permit Location Permit Details Permit Contacts Application Review Acknowledgement Submissions

Type
Fire Construction

Work Type
Automatic Fire-Extinguishing systems

* Is this permit related to a Building Permit
No

Use Class
Commercial

Next

Screenshot SS-16 — Application Step — Permit Details.

Application Step • Permit Location

City of South San Francisco

Home Apply My Dashboard GIS Map More

Search...

Questions about your online application? Pause your application using the Pause button and submit a question to the appropriate City department.

New Permit Application

Permit Location
Please provide the location where your permit activity will take place.

Permit Location Permit Details Permit Contacts Application Review Acknowledgement Submissions

* Select the method you'd like to use to indicate the location associated with this permit.

☒ Address
☐ Parcel
☐ Address Map Selection
☐ Parcel Map Selection

* Address
200 Airport Blvd Unit 512 South San Francisco, CA 94080

Disclaimer: If you cannot see your address or parcel, it may fall outside of the City of South San Francisco official city limits.

Pause Previous Next

Screenshot SS-17 — Application Step — Permit Location.

ADDRESS / PARCEL SELECTION

Confirm that the selected address or parcel is the correct project location before moving forward.

3.1 General Application Steps — Project & Contacts

Complete the project-specific details, then add or confirm the applicant and permit contacts. Some information may be pre-filled from your portal account.

Application Step • Project Details

Permit Details
Please provide additional information about your permit.

Progress: ✓ ✓ **Permit Details** Permit Contacts Application Review Acknowledgement Submissions

* Project Description ⓘ
Installation of portable fire extinguishers and placement of required code-compliant safety signage throughout the tenant space per NFPA 10 standards.

* Location of Work
102 Lewis St, Gilroy, CA 95020

* Valuation ⓘ
\$1,200

* Scope
New
Alteration
Addition
Repair
Demolish

Info: Hold Ctrl (Windows) or Command (Mac) to select multiple

* Construction Type
III - Ordinary Unprotected Combustible

* Occupancy Classification
M Mercantile

* Square Footage
2,400

* Number of Stories
1

Pause Previous Next

Screenshot SS-18 — Application Step — Project Details.

Application Step • Permit Contacts

Questions about your online application? Pause your application using the Pause button and submit a question to the appropriate City department.

New Permit Application

Permit Contacts
Progress: ✓ ✓ ✓ **Permit Contacts** Application Review Acknowledgement Submissions

* Permit Classification
Owner Builder

* Are you the owner of the selected project property?
Yes

Address ⓘ
200 Airport Blvd Unit 512 South San Francisco, CA 94080

Parcel
Search Parcells...

Add and Share Access to Your Permit
You can add other people or businesses to this permit for visibility or to allow them to take action on your behalf (such as contractors or designers).
To share access, search for an existing user in the People or Business fields below and select them.
Important: Only registered CiviIt users will appear in search. If they are not registered, they must create an account first.
When you share this permit with a user, they will receive a system notification with instructions on how to access it.
If you cannot find a user, you can manage access later. After your permit is created, use the Manage Access button on your permit to add users, update permissions, or remove access at any time during the permit lifecycle.

Search for People
Search Contacts...

Search for Business
Search Accounts...

To stop your application and continue at a later date, click Pause.

Pause Previous Next

Screenshot SS-19 — Application Step — Permit Contacts.

Application Review

Questions about your online application? Pause your application using the Pause button and submit a question to the appropriate City department.

New Permit Application

Application Review

Please review the inputs made to your Permit application. You may navigate back to correct or update any information using the Previous button. Note: If multiple work types are selected, the information below will be included on each individual Fire Construction Permit that is created.

✓

✓

✓

✓

Application Review

Acknowledgement

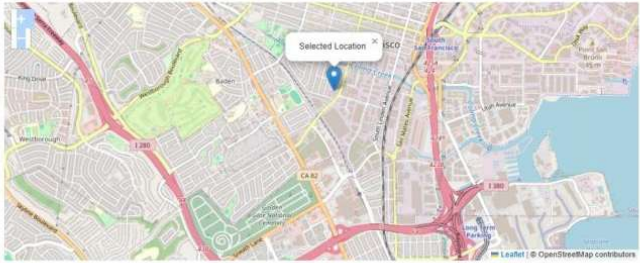
Submissions

Permit Details:
Type: Fire Construction
Work Type: Automatic Fire-Extinguishing systems
Use Class: Commercial
Is this permit related to a Building Permit: No

Building Permit:
Project Description: Installation of portable fire extinguishers and placement of required code-compliant safety signage throughout the tenant space per NFPA 10 standards.
Location of Work: 102 Lewis St, Gilroy, CA 95020
Valuation: \$1,200
Scope: Alteration
Construction Type: IIIB - Ordinary Unprotected Combustible
Occupancy Classification: M Mercantile
Square Footage: 2,400
Number of Stories: 1

Applicant Details:
Applicant Name: Emily Johnson
Permit Classification: Owner Builder
Are you a Property Owner?: Yes
App Role: Property Owner

Location Details:
Address: 200 Airport Blvd Unit 512 South San Francisco, CA 94080



Account	Contact	Access Level	Relationship	Applicant
Emily Johnson	Emily Johnson		Property Owner	✓

Pause

Previous

Next

Screenshot SS-20 – Application Review.

3.1 General Application Steps — Upload & Submit

Upload the supporting documents requested for the application. After all required information is complete, continue to submission and follow the payment prompts if fees are due.

Screenshot SS-21 – Upload Required Documents.

Screenshot SS-22 – Submit the Request.

AFTER SUBMISSION

Keep the confirmation / record number. You will use My Dashboard to track status, documents, inspections, fees, and City requests.

3.1 Submitted Record

After a successful submission, the portal opens the submitted record. This detail page becomes the working location for the application as it moves through City review.

Submitted Record

City of South San Francisco

Home Apply My Dashboard GIS Map More

Permit UAT-T26-1814

Pay Outstanding Items Permit Declarations Complete Resubmission

Type: Fire Construction Work Type: Automatic Fire-Extinguishing systems Use Type: Initial Review Status: Pending Issue Date:

Initial Review Initial Fee Plan Review Final Review Ready to Issue Issuance Inspection Finaled

Information

Number: UAT-T26-1814
 Applicant: Emily Johnson
 Parent Permit Type: Fire
 Type: Fire Construction
 Work Type: Automatic Fire-Extinguishing systems
 Project Description: Installation of portable fire extinguishers and placement of required code-compliant safety signage throughout the tenant space per NFPA 10 standards.
 Is this related to a building permit: No
 Remarks:

Stage: Review
 Phase: Initial Review
 Status: Pending
 Use Class: Commercial
 Permit Classification: Owner Builder
 Related Permit:

Reviews & Files

1 Items

Number	Type	Milestone	Completed Da...	Status	Completed Ac...
IR-UAT-T26-1814-01	Fire Initial Review	Initial Review-UAT-T26-L...		Pending	

Submissions (4)

4 Items • Sorted by Created Date • Updated a few seconds ago

Title	Milestone	Required	Status	Created Date	Submission Date
1 Plans	Initial Review-UAT-T26-...	☒	Uploaded	9/24/2026, 3:40 A...	9/24/2026, 3:42 AM
2 Calculations	Initial Review-UAT-T26-...	☒	Uploaded	9/24/2026, 3:40 A...	9/24/2026, 3:42 AM
3 Manufacturer/Materials...	Initial Review-UAT-T26-...	☒	Uploaded	9/24/2026, 3:40 A...	9/24/2026, 3:42 AM
4 Other/Miscellaneous	Initial Review-UAT-T26-...	☐	Pending	9/24/2026, 3:40 A...	

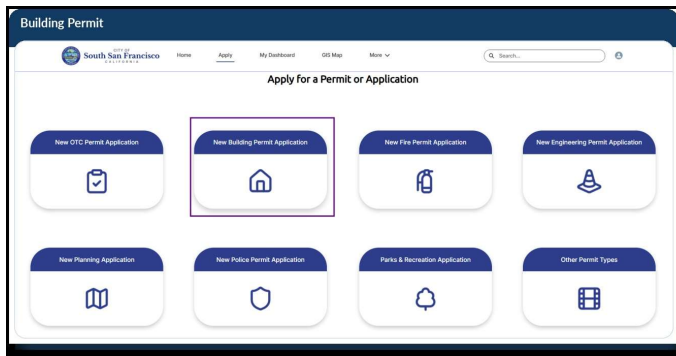
Screenshot SS-23 — Submitted Record.

What to use the record for

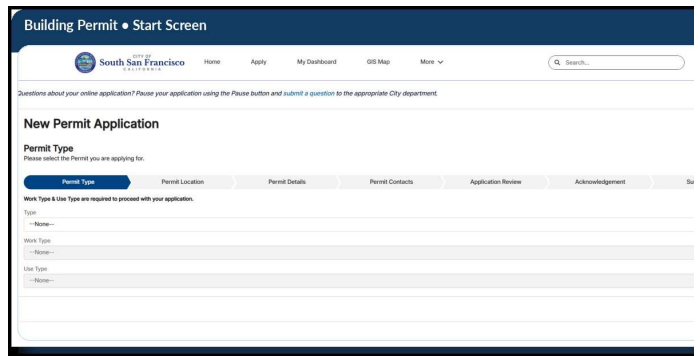
- Check current status and assigned information shown by the portal.
- Review documents and files associated with the record.
- See inspection information when applicable.
- Follow City requests for additional information, corrections, or payment when presented.

3.2 Building, Fire, Planning, Police & OTC Permits

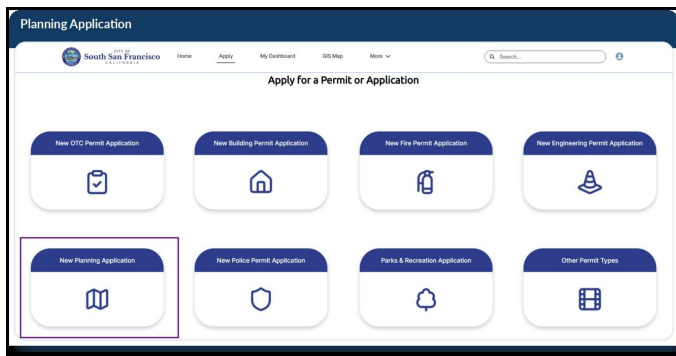
Building, Fire, Planning, and Police applications are launched directly from their Apply tiles. OTC permits are intended for simpler permit types that can typically be reviewed and issued without a full plan review.



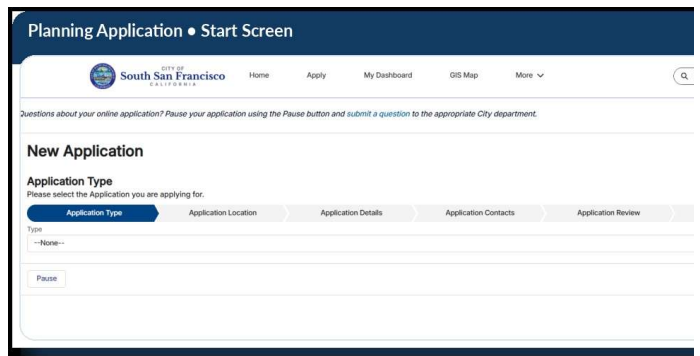
Screenshot SS-24 – Building Permit Application Tile.



Screenshot SS-25 – Building Permit – Start Screen.

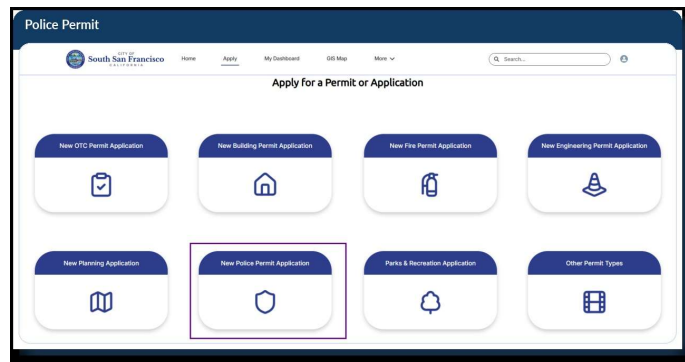


Screenshot SS-26 – Planning Application Tile.

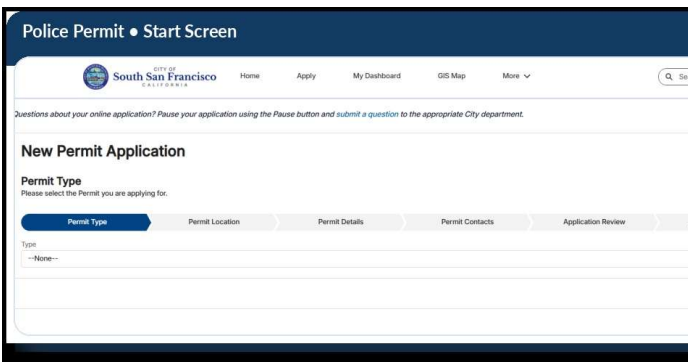


Screenshot SS-27 – Planning Application – Start Screen.

3.2–3.3 Police & Over-the-Counter (OTC) Permits



Screenshot SS-28 – Police Permit Application Tile.



Screenshot SS-29 – Police Permit – Start Screen.

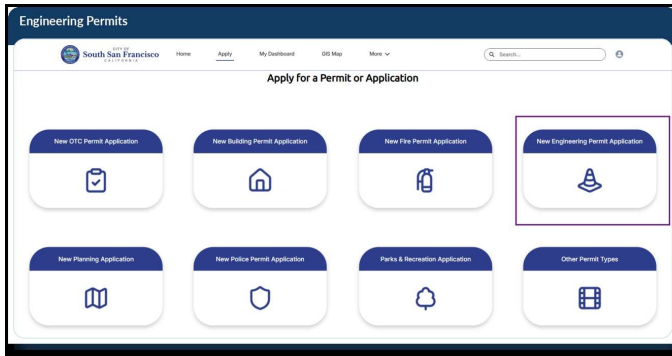
OTC PERMITS

Over-the-Counter permits are used for simple permit types that can typically be reviewed and issued the same day, without a full plan review.

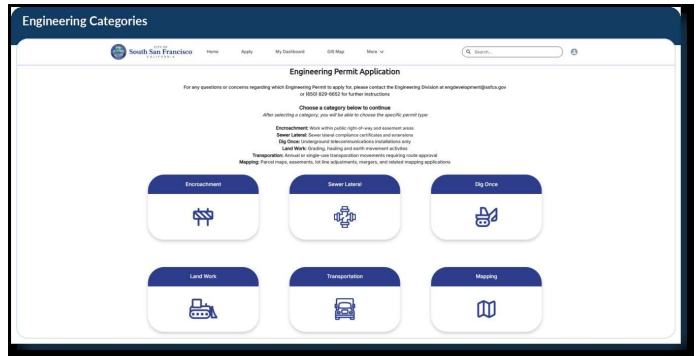
From the Apply catalog, select Police or OTC Permit Application and continue through the guided application steps using the same general workflow described earlier in this section.

3.4 Engineering Permits

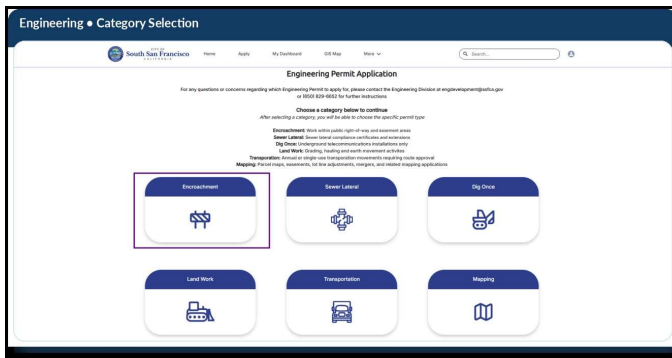
Selecting New Engineering Permit Application opens engineering-specific categories. The source guide identifies Land Work, Transportation, Encroachment, Dig Once, Mapping, and Sewer Lateral.



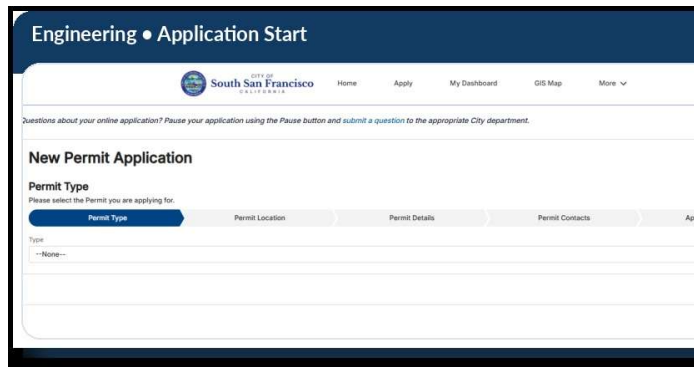
Screenshot SS-30 – Engineering Permit Application Tile.



Screenshot SS-31 – Engineering Permit Categories.



Screenshot SS-32 – Engineering Category Selection.



Screenshot SS-33 – Engineering Application – Start Screen.

3.4 Engineering Permits — Permit Type Selection

After choosing an engineering category, select the specific permit type and continue through the same application wizard stages for location, details, contacts, review, documents, and submission.

The screenshot shows the 'Engineering • Permit Type List' page in the City of South San Francisco's online application system. The page has a dark blue header with the city logo and navigation links: Home, Apply, My Dashboard, GIS Map, and More. A search bar is located on the right. Below the header, a message states: 'Questions about your online application? Pause your application using the Pause button and submit a question to the appropriate City department.' The main section is titled 'New Permit Application' and 'Permit Type'. It instructs the user to 'Please select the Permit you are applying for.' and displays a progress bar with seven steps: Permit Type (active), Permit Location, Permit Details, Permit Contacts, Application Review, Acknowledgement, and Submissions. Below the progress bar is a dropdown menu labeled 'Type' with a search icon. The dropdown is open, showing a list of permit types: Engineering Agreement, Major Encroachment, Miscellaneous, Minor Encroachment, Potholing, Revocable, Sewer Laterals Repair, Small Cell Tower, Tiebacks, and Storage Containers. The 'None' option is selected at the top of the list.

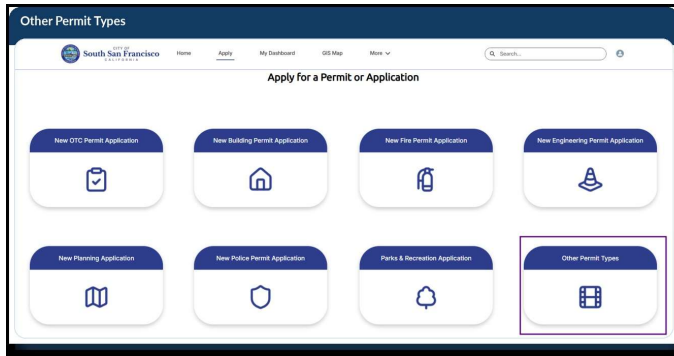
Screenshot SS-34 — Engineering Permit Type List.

ENGINEERING CATEGORIES

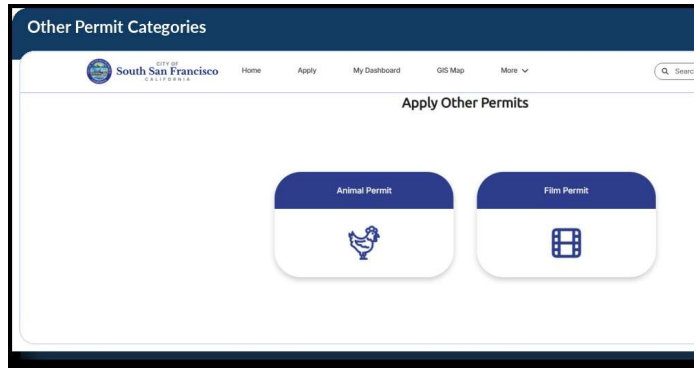
The available permit types depend on the engineering category selected.

3.5 Other Permit Types

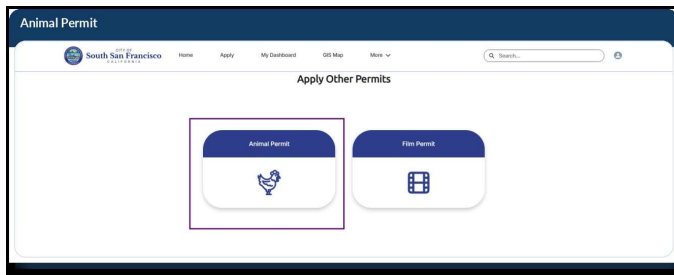
The Other Permit Types area provides additional application categories. The source guide shows Film Permit, License Application, Parks & Recreation Application, and Animal Permit among these options.



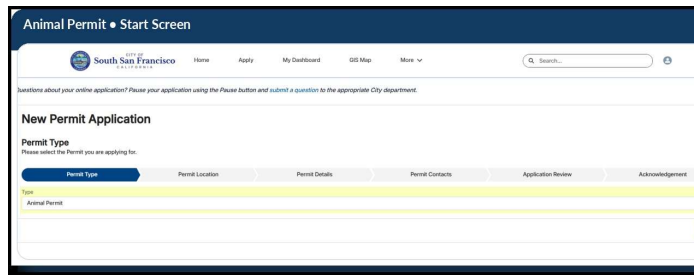
Screenshot SS-35 – Other Permit Types Tile.



Screenshot SS-36 – Other Permit Categories.

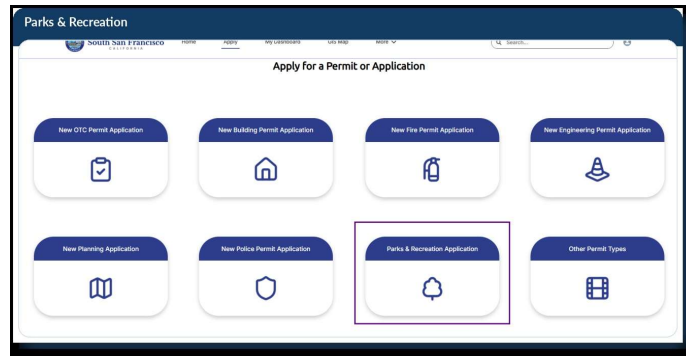


Screenshot SS-37 – Animal Permit Selection.

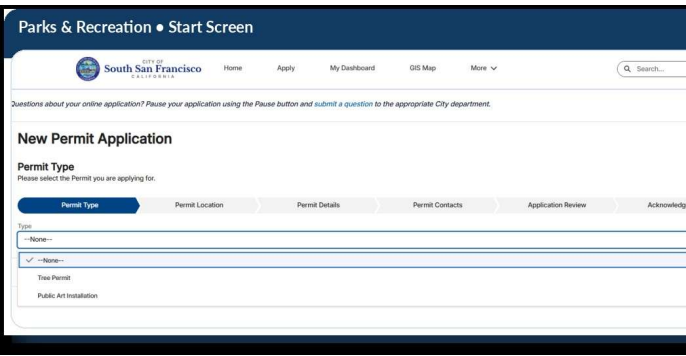


Screenshot SS-38 – Animal Permit – Start Screen.

3.5 Parks & Recreation and Other Applications



Screenshot SS-39 – Parks & Recreation Application Selection.



Screenshot SS-40 – Parks & Recreation – Start Screen.

Choose the relevant Other Permit type, then complete the application using the same guided workflow: permit type, location, details, contacts, review, acknowledgement / requirements, document upload, and submission as shown by the portal.

FILM & LICENSE APPLICATIONS

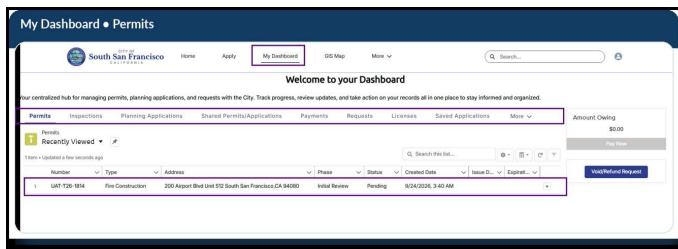
Film Permit and License Application are also accessed from Other Permit Types. The exact fields and supporting documents depend on the selected application.

04

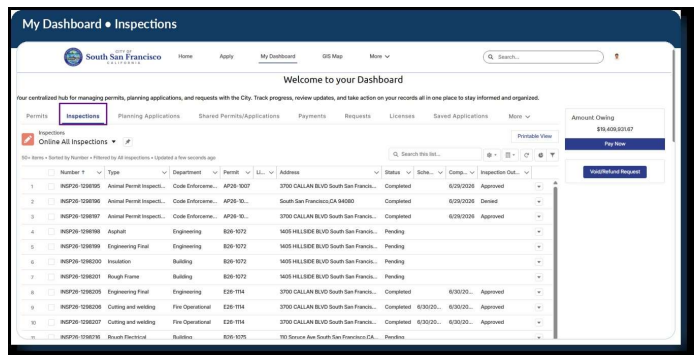
Tracking Your Applications — My Dashboard

View submitted records, current status, inspections, documents, fees, and follow-up activity

- 1 Open My Dashboard from the main navigation bar.
- 2 Browse or search the list of your applications, permits, and licenses.
- 3 Select a record to view its status and available details.
- 4 Use the record to respond to City requests, upload additional documents, schedule inspections, or make additional payments when the application requires it.



Screenshot SS-41 — My Dashboard — Permits.



Screenshot SS-42 — My Dashboard — Inspections.

My Dashboard • Planning Applications

CITY OF

South San Francisco

CALIFORNIA

[Home](#)
[Apply](#)
[My Dashboard](#)
[GIS Map](#)
[More ▾](#)

Welcome to your Dashboard

Your centralized hub for managing permits, planning applications, and requests with the City. Track progress, review updates, and take action on your records all in one place to stay informed and organized.

[Permits](#)
[Inspections](#)
[Planning Applications](#)
[Shared Permits/Applications](#)
[Payments](#)
[Requests](#)
[Licenses](#)
[Saved Applications](#)
[More ▾](#)

Applications

Online All Planning Applications ▾

Printable View

Search this list...

⚙️

📄

🔍

📄

50+ Items • Sorted by Number • Filtered by All applications - Portal user access • Updated a few seconds ago

Number ▾	Type ▾	Sub Type ▾	Entitlement...	Address ▾	Total ... ▾	Applicant ▾	Phase ▾	Status ▾	Final... ▾	Decis... ▾	Expir... ▾	Created ... ▾
1	MOD-MOD-...	Modification		3700 CALL...	\$0.00	Muhammad ...	Review	Pending				7/24/2026, ...
2	MOD-P26-1...	Modification		869 GRAND...	\$0.00	Muhammad ...	Initial Review	Resubmissio...				7/17/2026, 4...
3	MOD-P26-1...	Modification	Master Plan...	869 GRAND...	\$0.00	Muhammad ...	Closed	Completed	Approved	7/5/2026	7/5/2028	7/4/2026, 6...
4	MOD-P26-1...	Modification		869 GRAND...	\$0.00	Muhammad ...	Initial Review	Pending				7/4/2026, 6...
5	MOD-P26-1...	Modification		869 GRAND...	\$0.00	Muhammad ...	Review	In Progress				7/15/2026, 6...
6	MOD-P26-11...	Modification		315 WALNU...	\$0.00	Muhammad ...	Review	Resubmissio...				7/21/2026, 5...
7	MOD-P26-11...	Modification		315 WALNU...	\$0.00	Muhammad ...	Review	In Progress				7/21/2026, 5...
8	MOD-P26-11...	Modification		315 WALNU...	\$0.00	Muhammad ...	Initial Review	Pending				7/22/2026, 1...
9	MOD-P26-11...	Modification		3700 CALL...	\$0.00	Muhammad ...	Review	Resubmissio...				7/22/2026, ...
10	MOD-P26-11...	Modification		3700 CALL...	\$0.00	Muhammad ...	Review	Resubmissio...				7/22/2026, ...

Amount Owning

\$19,409,931.67

Pay Now

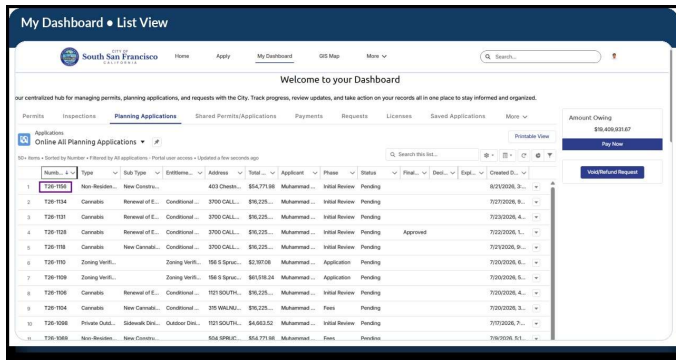
Void/Refund Request

Screenshot SS-43 – My Dashboard – Planning Applications.

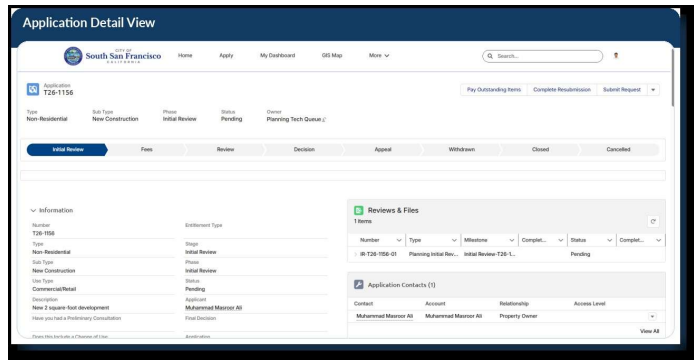
Prepared by Speridian Technologies | Version 1.0

PAGE 36

4. My Dashboard — Record Detail



Screenshot SS-44 – My Dashboard – List View.



Screenshot SS-45 – Application Detail View.

What you can monitor

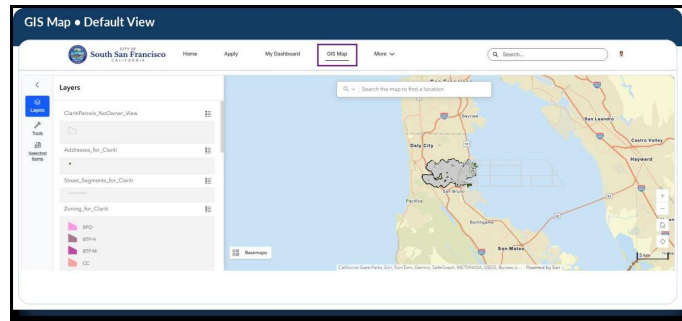
- Current application or permit status.
- Related reviews, documents, and files available on the record.
- Inspection information where applicable.
- Outstanding fees, corrections, or additional City requests when shown.

05

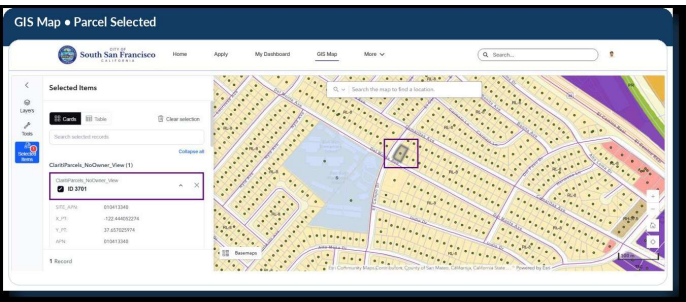
Using the GIS Map

Search for a location, select a parcel, and review map-based City information

- 1
- Select GIS Map from the top navigation.
- 2
- Search for an address or parcel, or pan / zoom the map manually.
- 3
- Select a parcel to view available parcel details such as zoning, related permits, boundaries, or other map data.
- 4
- Use available layer controls to show or hide map information.



Screenshot SS-46 – GIS Map – Default View.



Screenshot SS-47 – GIS Map – Parcel Selected.

MAP INTERACTION

The selected parcel opens a detail panel while the map remains visible, allowing you to review location-specific information in context.

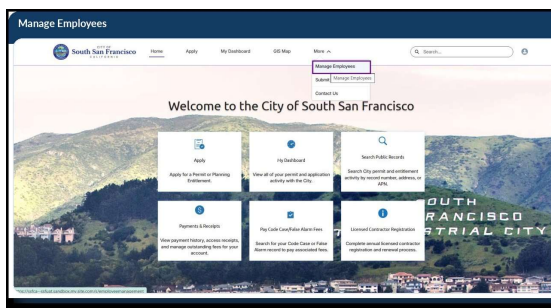
06

Managing Employees

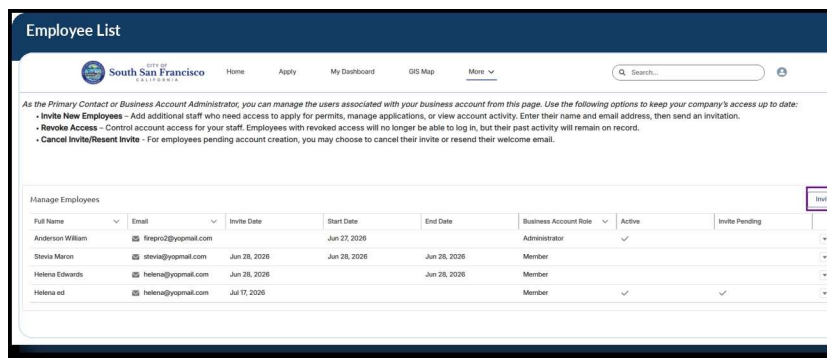
For business, contractor, and organization accounts that need staff to act on the company's behalf

Business, contractor, and organization accounts can grant portal access to their own staff so employees can apply for and manage permits on the company's behalf.

- 1 Select Manage Employees from the top menu.
- 2 Choose the option to invite a new employee / user and enter the requested name and email address.
- 3 Set the employee's access level or role if prompted.
- 4 Send the invitation. The employee receives an email to complete registration.
- 5 Use the same Manage Employees area to edit or remove existing employees.

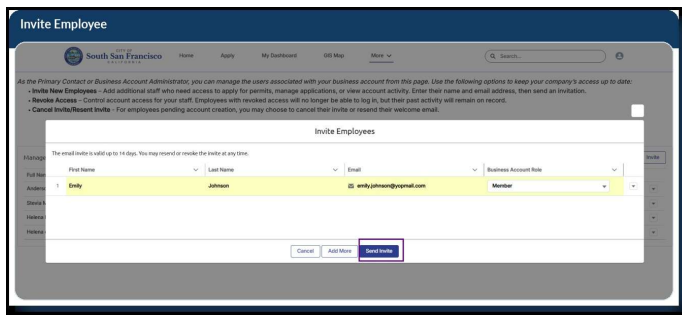


Screenshot SS-48 – Manage Employees Menu.

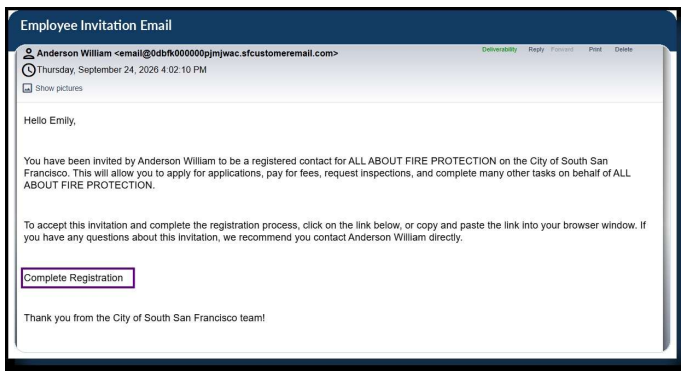


Screenshot SS-49 – Employee List.

6. Managing Employees — Invite & Register

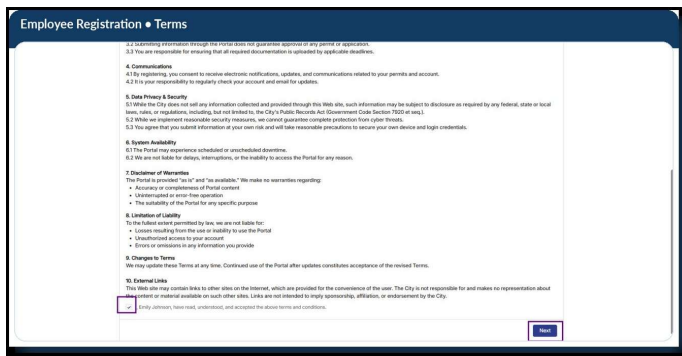


Screenshot SS-50 — Invite Employee.

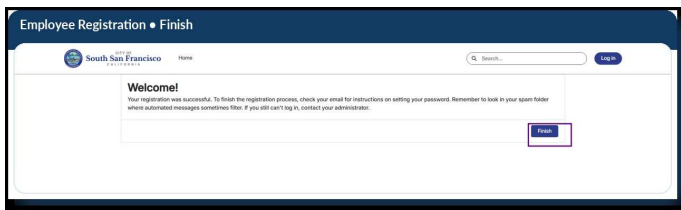


Screenshot SS-51 — Employee Invitation Email.

The invited employee uses the City email to begin their registration. They complete the registration requirements and create their own portal login linked to the company account.

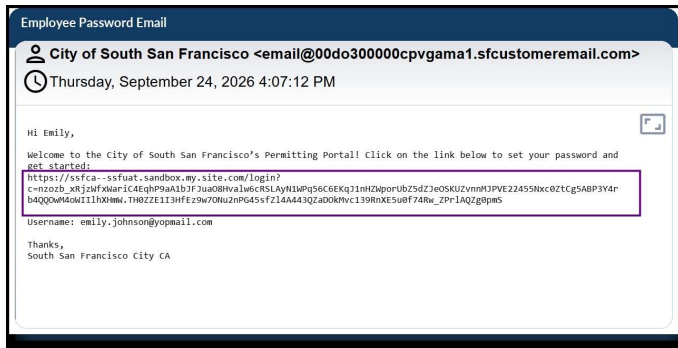


Screenshot SS-52 — Employee Registration — Terms.

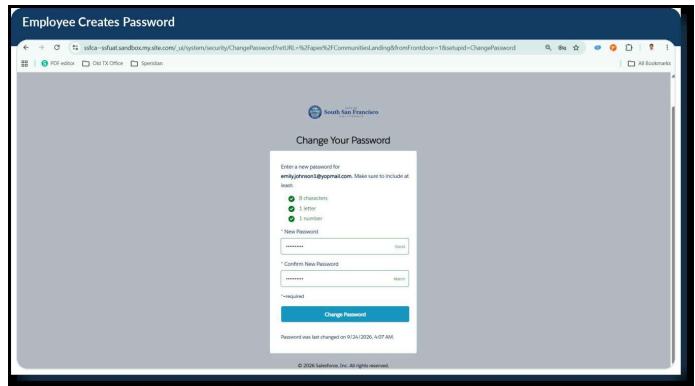


Screenshot SS-53 — Employee Registration — Finish.

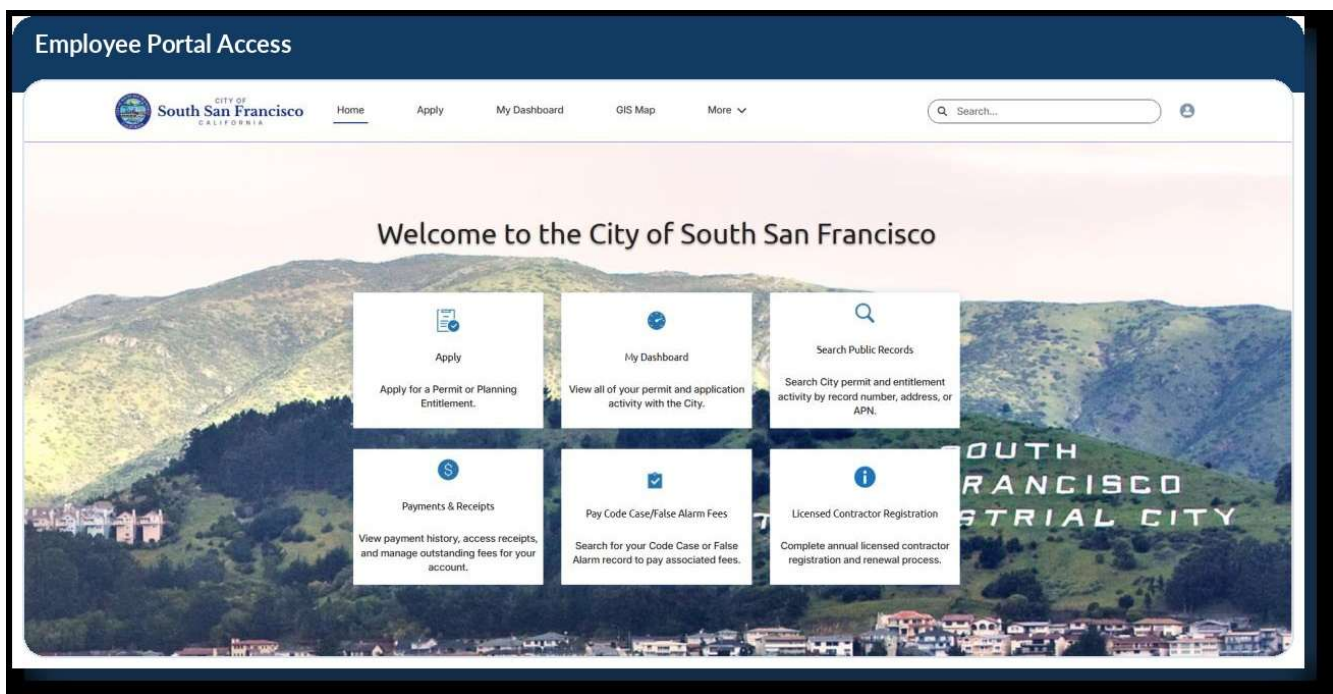
6. Managing Employees — Employee Access



Screenshot SS-54 — Employee Password Setup Email.



Screenshot SS-55 — Employee Creates Password.



Screenshot SS-56 — Employee Portal Access.

ACCOUNT RELATIONSHIP

Employee access is linked to the business / contractor account so authorized staff can act on behalf of the company.

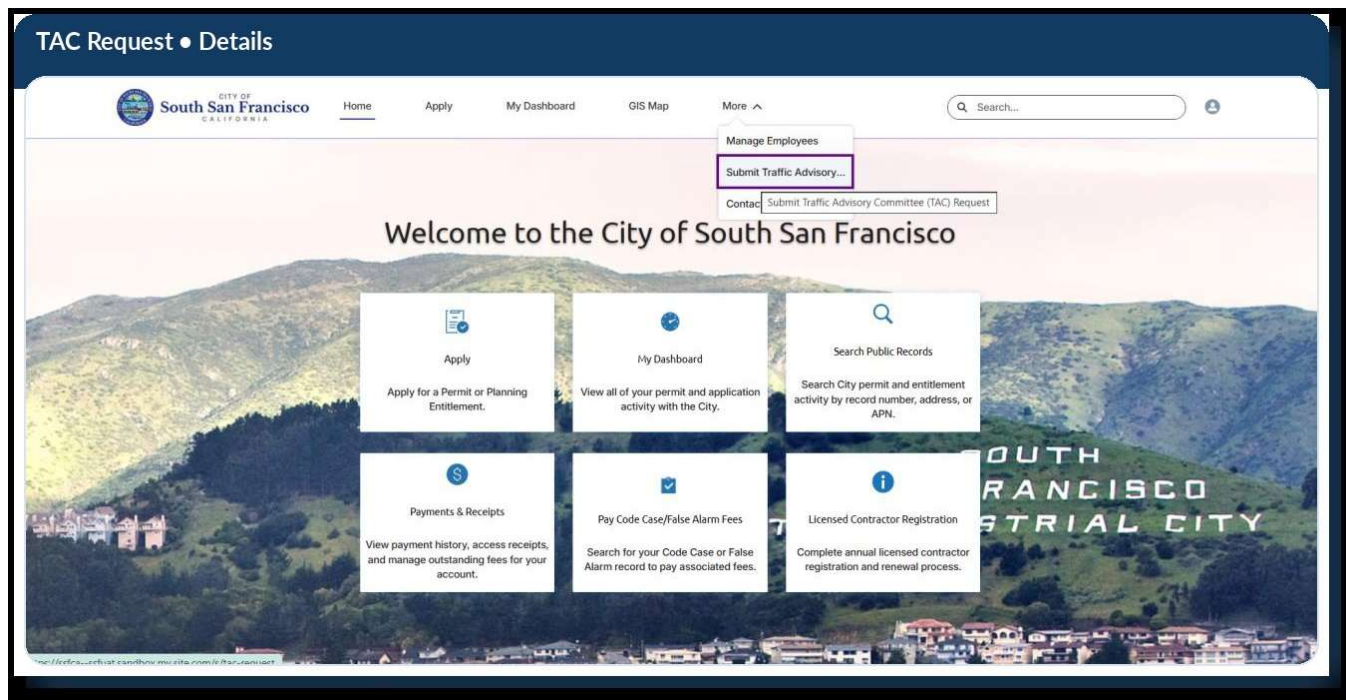
07

Submitting a Traffic Advisory Committee (TAC) Request

Provide the request details, location, supporting documents, and submit for City review

Use this option to submit an item for review by the City's Traffic Advisory Committee, for example a request related to traffic control, signage, or roadway safety.

- 1 Select Submit Traffic Advisory Committee (TAC) Request from the top menu.
- 2 Enter the location, description, and reason for the request.
- 3 Attach supporting documents or photos when applicable.
- 4 Submit the request and note the confirmation number for follow-up.



Screenshot SS-58 – TAC Request – Upload Files.

7. TAC Request — Confirmation & Tracking

Screenshot SS-59 – TAC Request – Confirmation.

Screenshot SS-60 – TAC Request – Submitted Record.

After submission, the portal confirms the request and opens the submitted TAC record. Keep the record / confirmation number so you can reference the request during follow-up.

TAC RECORD

The submitted record displays the request status and the details / files associated with the request.

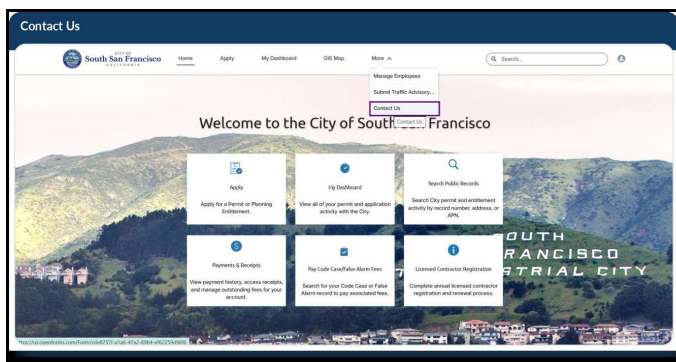
08

Getting Help — Contact Us

Use the City's externally hosted contact form for questions or support

Select Contact Us from the portal menu at any time. This opens the City's Permit Center Contact Form, where you can send a question or request to the appropriate City department.

- 1 Select Contact Us from the top navigation.
- 2 Fill in your name, contact information, address details, and the requested topic / category fields.
- 3 Enter your question or request.
- 4 Submit the form. The relevant City department will follow up directly.



Screenshot SS-61 — Open Contact Us from the Portal Menu.

Screenshot SS-62 — Permit Center Contact Form.

Screenshot SS-63 – Contact Form – Address & Topic.

Screenshot SS-64 – Contact Form – Question / Request.

Screenshot SS-65 – Contact Form – Submission Complete.

Use Contact Us when you need assistance or need to send a question to the appropriate City department.

Quick Reference

Where to go for the most common portal tasks

I WANT TO...	GO TO...
Start a new permit, license, or application	Apply
Track a submitted permit or application	My Dashboard
Review inspections, documents, fees, or corrections	My Dashboard → open the record
Look up parcel or zoning information	GIS Map
Invite or manage company staff	Manage Employees
Submit a roadway / signage / traffic review request	Submit TAC Request
Send a question to the City	Contact Us
End your portal session	Profile menu → Log Out
Complete licensed contractor registration	Professional registration → verify email / set password → Licensed Contractor Registration tile

Guide scope

This guide provides step-by-step instructions for using the City of South San Francisco Community Portal. It covers account registration and login, Professional Account and Licensed Contractor Registration, permit and application submission, dashboard tracking, GIS Map access, employee management, Traffic Advisory Committee requests, and contacting the City for assistance.

Screenshots are included throughout the guide to help users identify the correct screens, fields, buttons, and actions.

Portal fields, requirements, supporting documents, fees, and available options may vary depending on the selected permit, license, application type, or user account. Users should always follow the instructions and requirements displayed in the portal.