

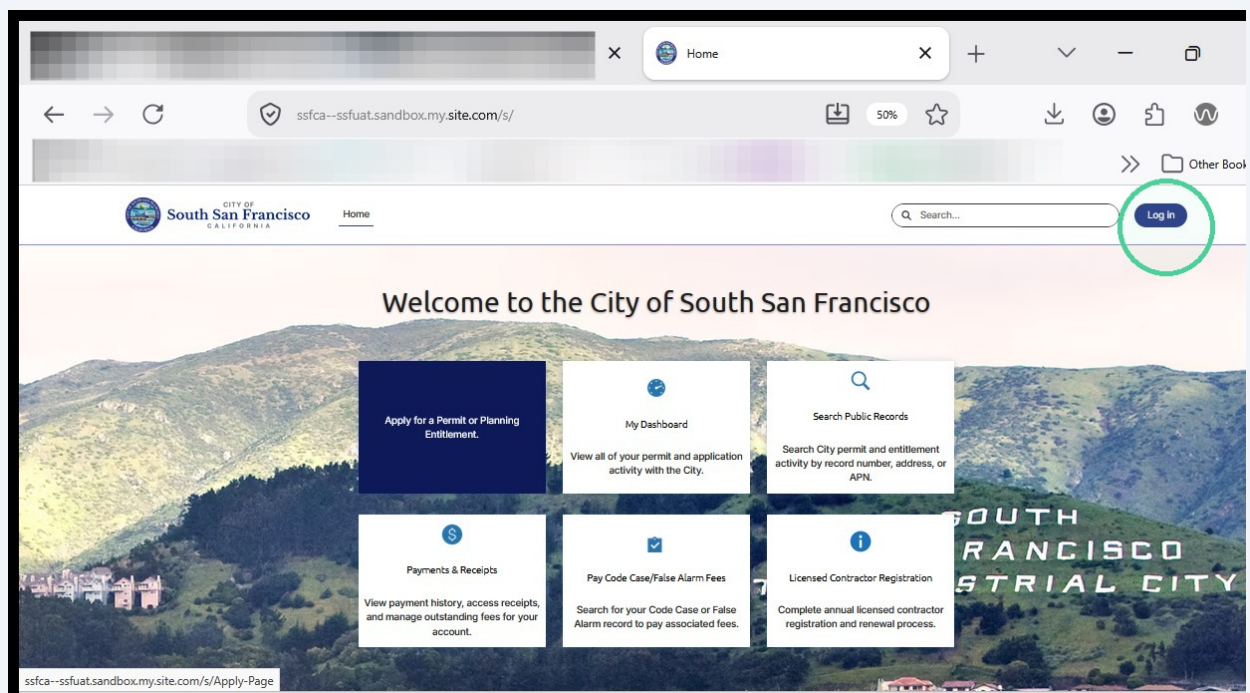
Registering as a Licensed Contractor



Follow this guide to complete the licensed contractor registration and payment process. Learn how to validate your CSLB license, set your account password, and finalize your application to become an official registered contractor.

Account Registration

- 1 Go to <https://permits.ssfca.gov> Click the Login



2 Click Register under Professional.

ssfca--ssfuaat.sandbox.my.site.com/s/login/?ec=302&startURL=%2Fs%2FApply-Page

South San Francisco

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**.

Username

Password

Log in

Forgot password

Register for an Account

Public User
Homeowners, tenants, property owners, etc.

Professional
Businesses and licensed professionals (contractors, architects, developers, etc.) including sole proprietors

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.

Register

Business Information

3 Enter your business name in the "Company Name" field

ssfca--ssfuaat.sandbox.my.site.com/s/login/SelfRegister?isBusiness=true

South San Francisco

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

Complete this field.

* Business Type

--None--

* Business Description

* Company Address

* Country

United States

* Street

* City

* State/Province

CA

4 Open the Business Type dropdown and select Licensed Contractor

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
Roofing Associates

* Business Type
--None--

Architect
Developer
Engineer
Licensed Contractor
Business or Trade Professional
Designer
Complainer
Reporting Party
Violator
Utility Company
Permit Runner

* Zip/Postal Code

5 Click "CSLB License Number" - enter only your license number (i.e. 11111), not the classifications (C16, B, etc)

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
Roofing Associates

* 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
[Redacted]

Complete this field.

Validate CSLB Number

* Business Description

* Email
vrou@examole.com

6 Click Validate CSLB Number.

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
Roofing Associates

* 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
639501

Complete this field.

Validate CSLB Number

* Business Description

* Email
you@example.com

Contact Information

7 Complete the remaining fields about the business.

WorkersCompensation:
Exempt:W, ExemptDesc: WORKERS COMP CERTIFICATE, InsCoCde: 025, InsCoName: STATE+COMPENSATION+INSURANCE+FUND, PolicyNo: 9394418, wceffDt: 2026-01-28, wcExpDt: 2027-01-28

* Business Description

* Email
you@example.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

* Contact Last Name

* Contact Phone

8

The next section is to add contacts/employees of the business. The Primary Contact on this registration form will be the administrator of the account and responsible for adding/removing other employees.

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
John

* Contact Last Name
Doe

* Contact Phone
650-555-1212

* Contact Email
you@example.com

* Contact Type
--None--

Next

9

Click Next.

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
John

* Contact Last Name
Doe

* Contact Phone
650-555-1212

* Contact Email
claritia@gmail.com

* Contact Type
Business Owner

Next

10 Click the checkbox to accept the terms and conditions.

The screenshot shows a web browser window with the address bar displaying "ssfca--ssfuat.sandbox.my.site.com/s/login/SelfRegister?isBusiness=true". The page content includes sections for Communications, Data Privacy & Security, System Availability, Disclaimer of Warranties, Limitation of Liability, Changes to Terms, and External Links. A green circle highlights the checkbox for accepting the terms and conditions.

4. Communications
4.1 By registering, you consent to receive electronic notifications, updates, and communications related to your permits and account.
4.2 It is your responsibility to regularly check your account and email for updates.

5. Data Privacy & Security
5.1 While the City does not sell any information collected and provided through this Web site, such information may be subject to disclosure as required by any federal, state or local laws, rules, or regulations, including, but not limited to, the City's Public Records Act (Government Code Section 7920 et seq.).
5.2 While we implement reasonable security measures, we cannot guarantee complete protection from cyber threats.
5.3 You agree that you submit information at your own risk and will take reasonable precautions to secure your own device and login credentials.

6. System Availability
6.1 The Portal may experience scheduled or unscheduled downtime.
6.2 We are not liable for delays, interruptions, or the inability to access the Portal for any reason.

7. Disclaimer of Warranties
The Portal is provided "as is" and "as available." We make no warranties regarding:
• Accuracy or completeness of Portal content
• Uninterrupted or error-free operation
• The suitability of the Portal for any specific purpose

8. Limitation of Liability
To the fullest extent permitted by law, we are not liable for:
• Losses resulting from the use or inability to use the Portal
• Unauthorized access to your account
• Errors or omissions in any information you provide

9. Changes to Terms
We may update these Terms at any time. Continued use of the Portal after updates constitutes acceptance of the revised Terms.

10. External Links
This Web site may contain links to other sites on the Internet, which are provided for the convenience of the user. The City is not responsible for and makes no representation about the content or material available on such other sites. Links are not intended to imply sponsorship, affiliation, or endorsement by the City.

☐ I, John Doe, have read, understood, and accepted the above terms and conditions.

11 Click Next.

The screenshot shows the same web browser window as in the previous step. The checkbox for accepting the terms and conditions is now checked. A green circle highlights the "Next" button at the bottom right of the page.

4.2 It is your responsibility to regularly check your account and email for updates.

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5.1 While the City does not sell any information collected and provided through this Web site, such information may be subject to disclosure as required by any federal, state or local laws, rules, or regulations, including, but not limited to, the City's Public Records Act (Government Code Section 7920 et seq.).
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• Losses resulting from the use or inability to use the Portal
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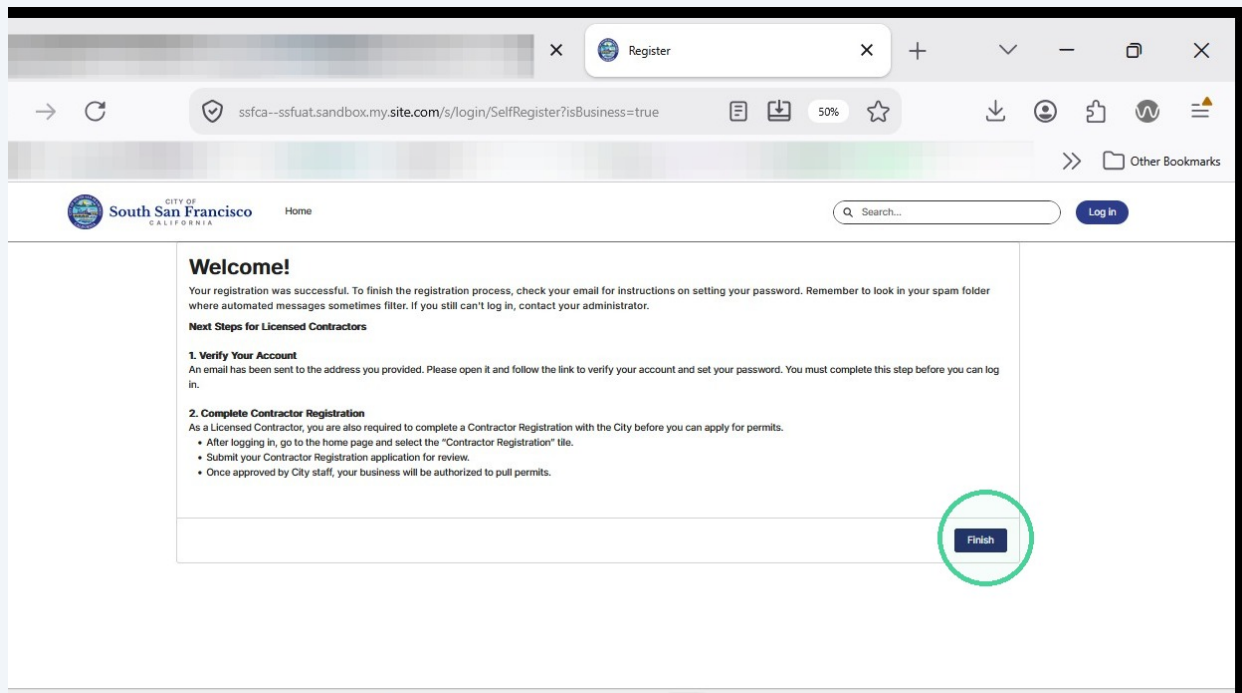
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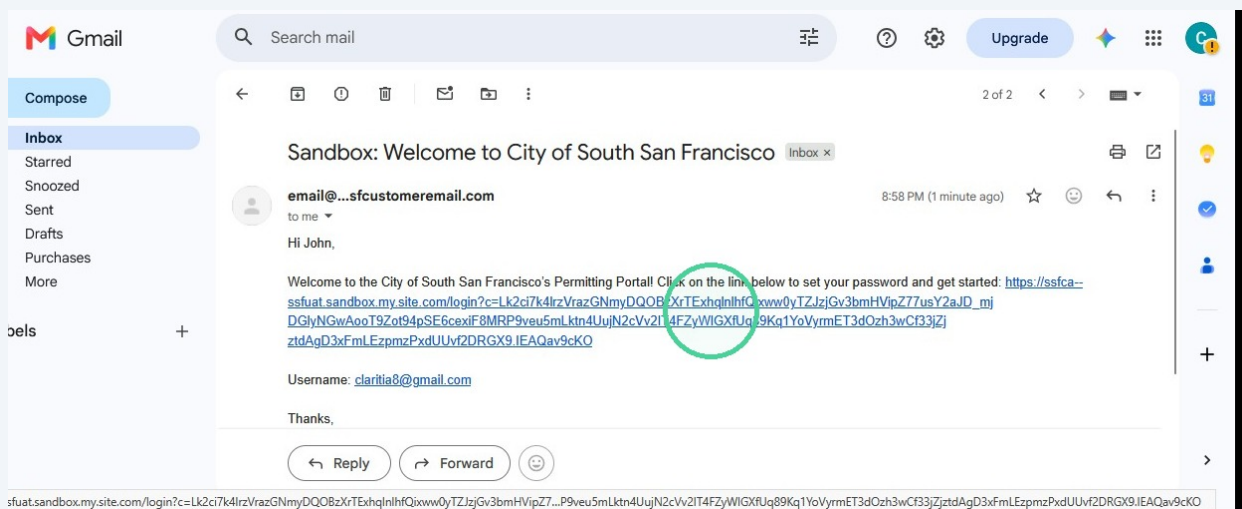
Previous Next

12 Click Finish.



Email Verification

13 You will receive an email to set your password, if you do not see it in your inbox, please check your Junk or Clutter folders. Follow the link in the email to set your password.



14

Click the New Password field and enter your selected password. Make sure to follow the requirements listed just above the password field.

Change Your Password

Enter a new password for **claritia8@gmail.com**. Make sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number

* New Password

* Confirm New Password

*required

Change Password

15

Click Change Password.

Change Your Password

Enter a new password for **claritia8@gmail.com**. Make sure to include at least:

- ☒ 8 characters
- ☒ 1 letter
- ☒ 1 number

* New Password

***** Good

* Confirm New Password

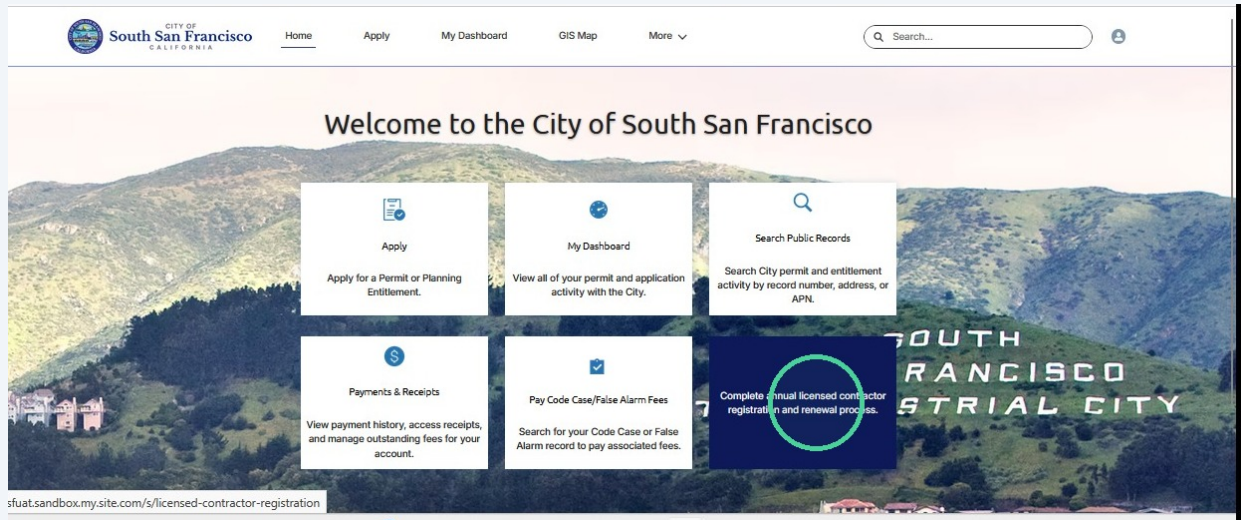
***** Match

*required

Change Password

16

Click "Home" to return to the main page and select Licensed Contractor Registration



Contractor Application

17

Click Next.

18

Open the Business located in South San Francisco dropdown and select Yes or No based on the location of your company and confirm your address in the next step.

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 Licensed Contractor Registration Application

Business Information

Business located in South San Francisco

None
Yes
No

Previous Next

19

Select the checkbox to accept the Acknowledgement.

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 Licensed Contractor Registration Application

Acknowledgement

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 non-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.

Under federal and state law, compliance with the disability access laws is a serious and significant responsibility that applies to all California building owners and tenants with buildings open to the public. You may obtain information about your legal obligations and how to comply with disability access laws at the following agencies: -Division of State Architecture at <https://www.dgs.ca.gov/DSA> -Department of Rehabilitation at <https://www.dor.ca.gov> -California Commission on Disability Access at <http://www.cdda.ca.gov>

☐ I, John Doe, hereby do attest that I completed the Licensed Contractor Registration Application. My email is: claritas@gmail.com

Pause Previous Submit

20 Click Submit.

The screenshot shows the 'New Licensed Contractor Registration Application' page. At the top is the City of San Francisco header with navigation links: Home, Apply, My Dashboard, GIS Map, and More. A search bar and user profile icon are on the right. Below the header is a progress bar with four steps: 'Acknowledgement' (active, green), 'Acknowledgement' (green), 'Acknowledgement' (blue), and 'Success Screen' (grey). The main content area contains a paragraph of legal disclaimer text and a signature line. At the bottom right, there are two buttons: 'Previous' and 'Submit'. The 'Submit' button is circled in green.

21 Click Finish.

The screenshot shows the 'New Licensed Contractor Registration Application' page. The progress bar now shows four steps, all of which are green, indicating completion. The main content area contains a paragraph of text stating that the registration has been submitted successfully and that the final step is to pay the required registration fee. At the bottom right, there is a 'Finish' button, which is circled in green.

License Payment

22 Click the License link.

The screenshot shows the City of South San Francisco website with the license T26-1519. The 'Pay Outstanding Items' button is circled in green. The page includes a navigation bar, a search bar, and a license details section. The license status is 'Pending' and the phase is 'Application'. An alert message states: 'Alert: Your License has fees outstanding: \$4.00. Payment can be made via "Pay Outstanding Items" button.' The 'Reviews & Files' section shows 0 items. The 'Fees (1)' section shows a table with 1 fee.

Number	Description	Total	Outstanding

23 Click Pay Outstanding Items.

The screenshot shows the City of South San Francisco website with the license T26-1519. The 'Pay Outstanding Items' button is circled in green. The page includes a navigation bar, a search bar, and a license details section. The license status is 'Pending' and the phase is 'Application'. An alert message states: 'Alert: Your License has fees outstanding: \$4.00. Payment can be made via "Pay Outstanding Items" button.' The 'Reviews & Files' section shows 0 items. The 'Fees (1)' section shows a table with 1 fee.

Number	Description	Total	Outstanding

24 Click here

The screenshot shows the City of South San Francisco online payment system. A modal window titled "Cart" is displayed, showing a total of \$4.00. The cart contains one item: "State Mandated Contractor Fee" for \$4.00. The "Next: Payment Details" button is circled in green.

City of South San Francisco

License T26-1519

Amount to Pay: \$4.00

Total: \$4.00

Name	Payable Type	Description	Outstanding Amount	To Pay	Remove
2851370	Fee	State Mandated Contractor Fee	\$4.00	\$4.00	x

Cancel Cart Next: Payment Details

25 Select Credit/Debit Card Select and click Next Confirm.

The screenshot shows the City of South San Francisco online payment system. A modal window titled "Cart" is displayed, showing a total of \$4.00. The modal is divided into "Billing Details" and "Payment Methods" sections. The "Next: Confirm" button is circled in green.

City of South San Francisco

License T26-1519

Amount to Pay: \$4.00

Total: \$4.00

Billing Details

* Account: SPECIALTY ROOFING

Contact: John Doe

Email copy to: claritia@gmail.com

Payment Methods

* Choose Type: Credit/Debit Card

Amount: \$4.00

The selected payment method has an associated 2.2% service fee that will be added at checkout.

Back Cancel Cart Next: Confirm

26 Click Process.

The screenshot shows a web application for the City of South San Francisco. A modal window titled 'Cart' is displayed, showing a total of \$4.00. The cart contains one item, 'T26-1519', with a payable type of 'Fee' and a description of 'State Mandated Contractor Fee'. The 'Process' button is circled in green.

Cart Total: \$4.00

Billing Details

Account	Contact	Email
SPECIALTY ROOFING	John Doe	clarissa@gmail.com

Cart Details

▼ T26-1519 \$4.00

Name	Payable Type	Description	Outstanding Amount	To Pay
2851379	Fee	State Mandated Contractor Fee	\$4.00	\$4.00

Payment Methods

Type	Amount
Credit/Debit Card	\$4.00

[Back](#) [Process](#)

27 Enter your credit card information.

The screenshot shows the 'Order Summary' and 'Billing Address' sections of the online payment system. The 'Card Number' field is circled in green.

Order Summary

Invoice Number	P-09122026-403362	Total	\$ 4.09
----------------	-------------------	-------	---------

Billing Address

First Name	Last Name
Billing Country	Zip
USA	
Street Address	City
State	Phone Number

[Pay](#) [Cancel](#)

28 Click Pay.

Order Summary

Invoice Number	P-09122026-403362	Total	\$ 4.09
----------------	-------------------	-------	---------

Card Number * Exp. Date * Card Code *

Billing Address

First Name	<input type="text" value="John"/>	Last Name	<input type="text" value="Doe"/>
Billing Country	<input type="text" value="USA"/>	Zip	<input type="text" value=""/>
Street Address	<input type="text" value=""/>	City	<input type="text" value=""/>
State	<input type="text" value=""/>	Phone Number	<input type="text" value=""/>

29 Click Continue.

Fri Sep 11 2026 9:02:08 PM

Thank you for your payment.

\$ 4.09

[Hide Details](#)

Total	\$ 4.09
-------	---------

30

You will be returned to the license page and should refresh the page to see the payment information.

License T26-1519 Pay Outstanding Items Renew License Void/Refund Request

Phase: Application Status: Pending Type: Registered Licensed Contractor Issue Date: Expiration Date: Renewed Date:

Application Issued Denied

Alert: Your License has fees outstanding: \$4.00. Payment can be made via "Pay Outstanding Items" button.

Number: T26-1519 Phase: Application
 Type: Registered Licensed Contractor Status: Pending
 Applicant: John Doe Business located in South San Francisco: No
 Licensee: SPECIALTY ROOFING Business Description:
 Residential or Commercial Location: Will merchandise be sold at your home:
 Store Merchandise/Materials Onsite: Square footage used for business:

Reviews & Files
 0 Items

Fees (1)

Number	Description	Total	Outstanding
261220	State Mandated Contractor	\$4.00	\$4.00

31

Your contractor's account is now Issued and you are eligible to apply for permits.

City of South San Francisco Home Apply My Dashboard GIS Map More

License CR26-0016 Pay Outstanding Items Renew License Void/Refund Request

Phase: Issued Status: Active Type: Registered Licensed Contractor Issue Date: 9/11/2026 Expiration Date: 12/31/2026 Renewed Date:

Issued Denied

Number: CR26-0016 Phase: Issued
 Type: Registered Licensed Contractor Status: Active
 Applicant: John Doe Business located in South San Francisco: No
 Licensee: SPECIALTY ROOFING Business Description:
 Residential or Commercial Location: Will merchandise be sold at your home:
 Store Merchandise/Materials Onsite: Square footage used for business:

Reviews & Files
 0 Items

Fees (1)

Number	Description	Total	Outstanding
261220	State Mandated Contractor	\$4.00	\$4.00