

Client Self Service Overview Guide

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About This Guide

This guide is to help assist you navigate the new Client Self Service system with the City of Mission Viejo. Permit and Plans will now be submitted online using this system. The City recommends that you review all of the guidelines and paperwork before you start the application process to ensure you select the correct application.

Additional guides are available to assist with an introduction to the site, how to apply, requesting inspections, and revising/updating applications.

Create an Account

Visit <https://portal.cityofmissionviejo.org/energovprod/selfservice> and select Login or Register.

Welcome to City of Mission Viejo Client Self Service



Mission Viejo Homepage
Click here to go to the City of Mission Viejo Homepage



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



Apply
This tool can be used to apply for a permit, plan or license.



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




Pay Invoice
Use this tool to pay for individual invoices.





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


Select how you would like to sign in and click Next.




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

[Unlock account?](#)
[Help](#)

Don't have an account? [Sign up](#)

Select Continue to confirm the acknowledgement.

Registration

Step 1 of 3: Acknowledgement

Welcome to City of Mission Viejo CSS.

On the next few screens, please confirm your contact preference and personal information.

[Continue](#)

Enter your personal information and select next.

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

[Back](#)

[Next](#)

Enter your address and click submit.

Registration

Step 3 of 3: Address

***Address** ***REQUIRED**

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

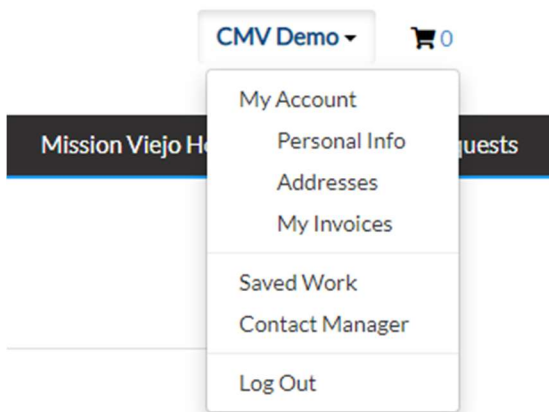
Postal Code

[Back](#) [Submit](#)

Your account has now been created and you will be redirected to your personal dashboard.

Account Information

Select your name in the upper right corner. This will give you access to your personal information.



My Account

Under My Account, you have three different options; Personal Info, Addresses, and My Invoices

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

Personal Info

Update your information in this section.

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

Personal Info

*REQUIRED

First Name	<input type="text" value="CMV"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Demo"/>
Company	<input type="text"/>
Business Phone	<input type="text" value="(949) 470-3081"/>
Home Phone	<input type="text"/>
Mobile Phone	<input type="text"/>
Fax	<input type="text"/>
Other Phone	<input type="text"/>
* Email Address	<input type="text" value="demo.cmv88@gmail.com"/>
* Contact Preference	<input type="text" value="Email"/>

Save

Address

Update or add addresses to your account.

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

Addresses

Type: Location
200 Civic Center, Mission Viejo, CA, 92691
Main Address

Edit

Location

Add Address

+

My Invoices

This will display current and past invoices.

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

MY BUSINESSES

My Invoices

Search...							Export to Excel
Add to Cart Display Unpaid for All Invoices							
Invoice Number	Amount Due	Due	Status	Case Number	Address		
<input type="checkbox"/> INV-0000051	\$4,771.00	09/16/2023	Due	BPV-2023-0011	28715 VIA CORONADO N		
<input type="checkbox"/> INV-0000055	\$237.23	09/16/2023	Due	BPOOL-2023-0002	18802 MARGUERITE MIS		

You can search for invoice or filter to view invoices.

My Invoices

Search...						
Add to Cart Display Unpaid for All Invoices						
Invoice Number	Amount Due	Due	Status	Case Number	Address	
<input type="checkbox"/>						

My Invoices

Search...						
Add to Cart Display Unpaid for All Invoices						
Invoice Number	Amount Due	Due	Status	Case Number	Address	
<input type="checkbox"/>						

My Businesses

Currently nothing shows up here

Saved Work

In Saved Work you can view your Templates or Drafts

Saved Work

MY TEMPLATES

MY DRAFTS

My Templates

In both sections, you can filter using the drop down between All, Permits, and Plans.

Saved Work

MY TEMPLATES

MY DRAFTS

My Templates

Module

All

All

Permit

Plan

Module	Template Name	Type
Permit	test	Accessory Dwelling Unit (ADU) / Junior Accessory Dwelling Unit

Results per page 10 1 - 1 of 1 << < 1 > >>

Contact Manager

This section allows you to manage your Favorite Contacts. In the search, you can enter a full or partial name to select your contact.

Contact Manager

MY FAVORITES

Favorite Contacts

Add Contact

Search: Exact Match

Contact ID	First Name	Last Name	Company	Email	Select All <input type="checkbox"/>
ID-000000018	Bill	Nye			<input type="checkbox"/>
ID-000000015	Billy	Bob			<input type="checkbox"/>

Results per page 1 - 2 of 2 << < 1 > >>

Existing Contacts

Contact ID	First Name	Last Name	Company	Email	Select All <input type="checkbox"/>
No records to display.					

Select the contact you want to add to your Favorites by selecting the check box or Select All. Then Click Add Selected.

MY FAVORITES

Favorite Contacts

Add Contact

Search: Exact Match

Contact ID	First Name	Last Name	Company	Email	Select All <input checked="" type="checkbox"/>
ID-000000018	Bill	Nye			<input checked="" type="checkbox"/>
ID-000000015	Billy	Bob			<input type="checkbox"/>

Results per page 1 - 2 of 2 << < 1 > >>

Existing Contacts

To Remove a Favorite, select the check box or Select All. Then click Remove Selected.

Existing Contacts

Contact ID	First Name	Last Name	Company	Email	Select All <input type="checkbox"/>
ID-000000015	Billy	Bob			<input type="checkbox"/>

Results per page 1 - 1 of 1 << < 1 > >>

Remove Selected

Log Out

This will you out of the system. It is highly recommended that you log out when done with your session, especially if you are using a shared computer.