

Lubbock Citizen Self Service Registration Instructions

You can access the Lubbock Citizen Self Service portal from css.ci.lubbock.tx.us or by going to the Building Safety page on the City website. If you need any assistance scroll to the bottom of the page and find the correct department you are needing to contact.

City of Lubbock
1983

Good Afternoon, **Guest**

City of Lubbock Citizen Self Service Access

Home Apply Today's Inspections Map-Address Search Reports Search Calendar

The 2021 International Codes and 2020 National Electrical Code were officially adopted on March 26, 2024. For permit submittals, all projects designed under the 2015 ICC codes and 2014 NEC may continue to submit for permitting until June 2, 2024. Projects submitted for permitting on June 3, 2024 and the following dates will need to be designed to the 2021 ICC codes and 2020 NEC. See our [website](#) for specific amendments.

Welcome to the City of Lubbock's Online Permit and Plan Portal

- Login or Register**
Login to an existing account or create a new account. You can also find help if you forget your login information.
- Apply**
Apply here for permits, plans or licenses. Only registered contractors can apply for some permits.
- Request Inspection**
Click here to request an inspection on an existing permit or plan.
- Pay Invoice**
Use this tool to pay invoices for permits, plan reviews, licenses or more. Registered applicants can also pay from their dashboards.
- Map**
Explore the map to see the activity occurring in your neighborhood.
- Search Public Records**
Search by keyword or address for existing permits, plans, inspections, code cases, and more.

Need Help? Call the relevant department for assistance.
Building Safety 806-775-2087 Code Enforcement 806-775-2193 Engineering 806-775-2347
Fire Marshal 806-775-2646 IWMP 806-775-3221 Planning 806-775-2108 ROW 806-775-2352
Stormwater Compliance 806-775-2347 Cross-Connection & Backflow Prevention 806-775-2397

Anyone can browse the site as a guest without registering as a user. Those who have permits, plans and other activities on which they are a contact with the City of Lubbock can register for the site.

If you are creating an account so someone else can apply for permits or request inspections on your behalf it is **strongly** advised you create a general account that is not tied to any staff's personal information or email address. In the event that person is unavailable you would likely lose access to the account if it is tied to their information. If you do not have access to the email associated with your account you **will not** be able to recover the account.

Good Afternoon, **Guest**

- Log In
- Register

Follow the instructions on the screen to register.

NOTE: USE THE SAME EMAIL THAT YOU USE IN YOUR TRANSACTIONS WITH THE CITY OF LUBBOCK TO ASSURE THAT YOU WILL BE ABLE TO SEE YOUR ACTIVITIES. FOR CONTRACTORS WHO ARE REGISTERED CONTRACTORS IN BUILDING INSPECTION, THIS IS THE EMAIL ASSOCIATED WITH YOUR CONTRACTOR REGISTRATION.



Good Afternoon, Guest

City of Lubbock Citizen Self Service Access

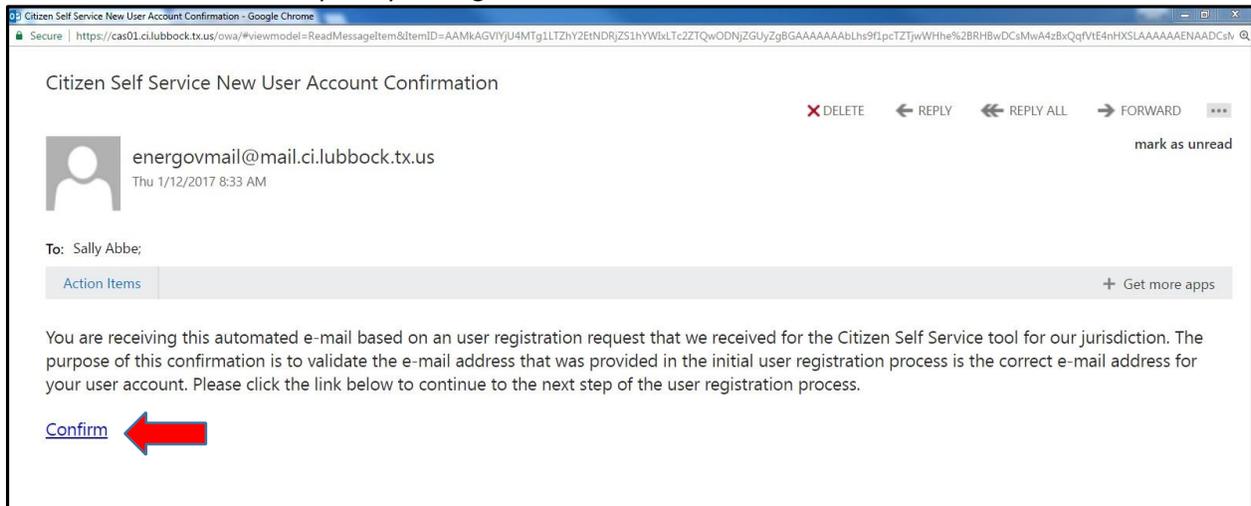
Home Apply Today's Inspections Map-Address Search Reports Search Calendar

Registration

Step 1 of 4: Email Address

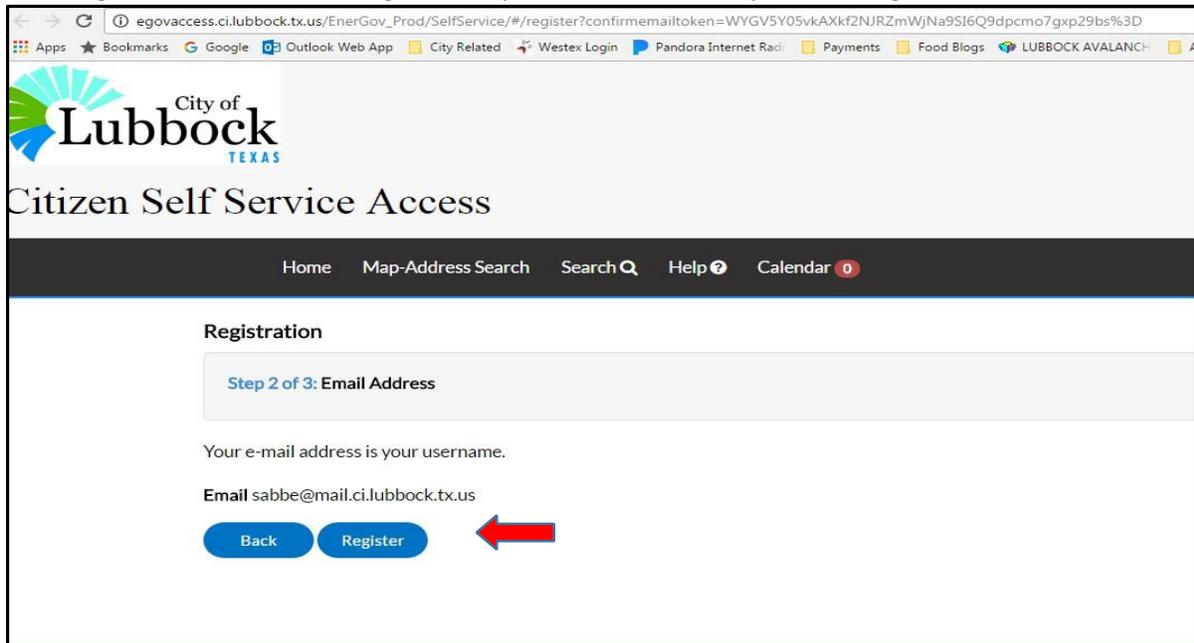
Email

After you enter your email address, you will receive an email from energovmail@mail.ci.lubbock.tx.us that contains a link to complete your registration.



NOTE: BE SURE TO USE THE CONFIRM LINK IN THE EMAIL TO COMPLETE THE REGISTRATION; DO NOT RETURN TO YOUR ORIGINAL REGISTRATION PAGE.

Click Register to continue the registration process. You will only have to register one time.



To complete the registration, you will need to provide some personal information. Only the fields that have red asterisks are required.

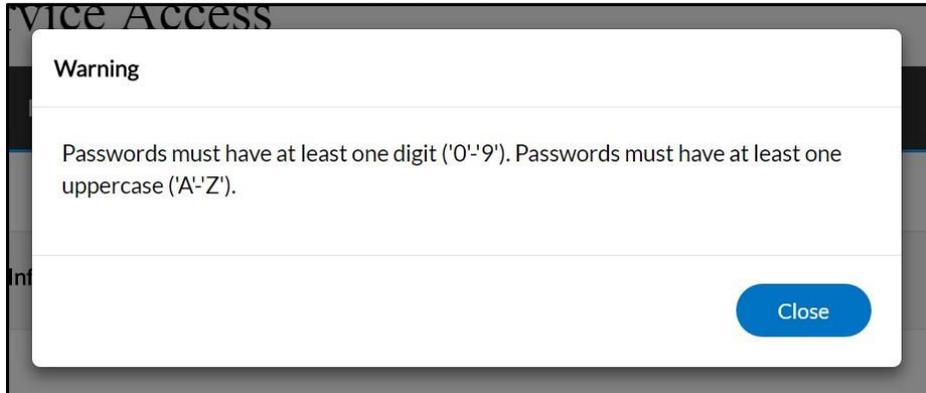
The screenshot shows the 'Registration' page for 'Citizen Self Service Access'. The page title is 'Registration' and the current step is 'Step 3 of 3: Contact Information'. The page is divided into 'PERSONAL INFO' and 'REQUIRED' sections. The 'PERSONAL INFO' section includes fields for First Name, Middle Name, Last Name, Company, Business Phone, Home Phone, and Mobile Phone. The 'REQUIRED' section includes fields for First Name, Last Name, and Business Phone. All required fields are marked with a red asterisk.

Most required fields are self-explanatory, however you will want to pay particular attention to these:

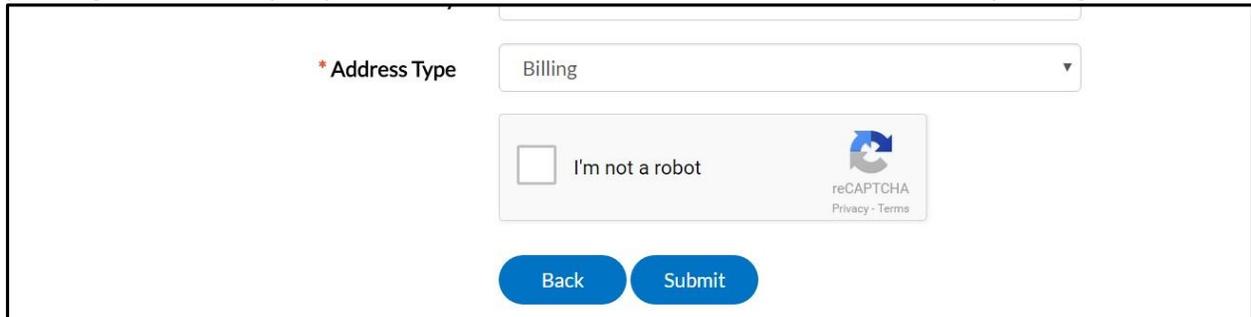
The screenshot shows the registration page with the following fields: 'I'm not a robot' checkbox, 'reCAPTCHA' logo, 'Username' field, 'Password' field, 'Weak' password strength indicator, and 'Confirm Password' field. All required fields are marked with a red asterisk.

For your username it is best to pick something you will easily remember. It is important to note that your username is not the same as your email address, but you can use your email address for your username if that will help you remember it. More often than not when someone is having trouble logging in it is because they picked a username that was different from their email and are attempting to log in using their email as the username

You get to pick your own password; EnerGov will tell you the strength of the password. When you tab to “Confirm Password,” EnerGov will tell you “Password and confirmed password do not match.” Ignore this message and continue to type your password into the blank confirm password field.



At the end of the process, you must pick an address type, however, the address type does not affect your registration in any way. Then click the “I am not a robot” button and submit your registration.



If EnerGov finds the same contact information that you enter when you register in the EnerGov contacts database, it will ask you to confirm that (need screenshot).

Either way, you should receive the following message at the end of the process.

