



ROCKY MOUNT
DEVELOPMENT SERVICES
THE CENTER OF IT ALL

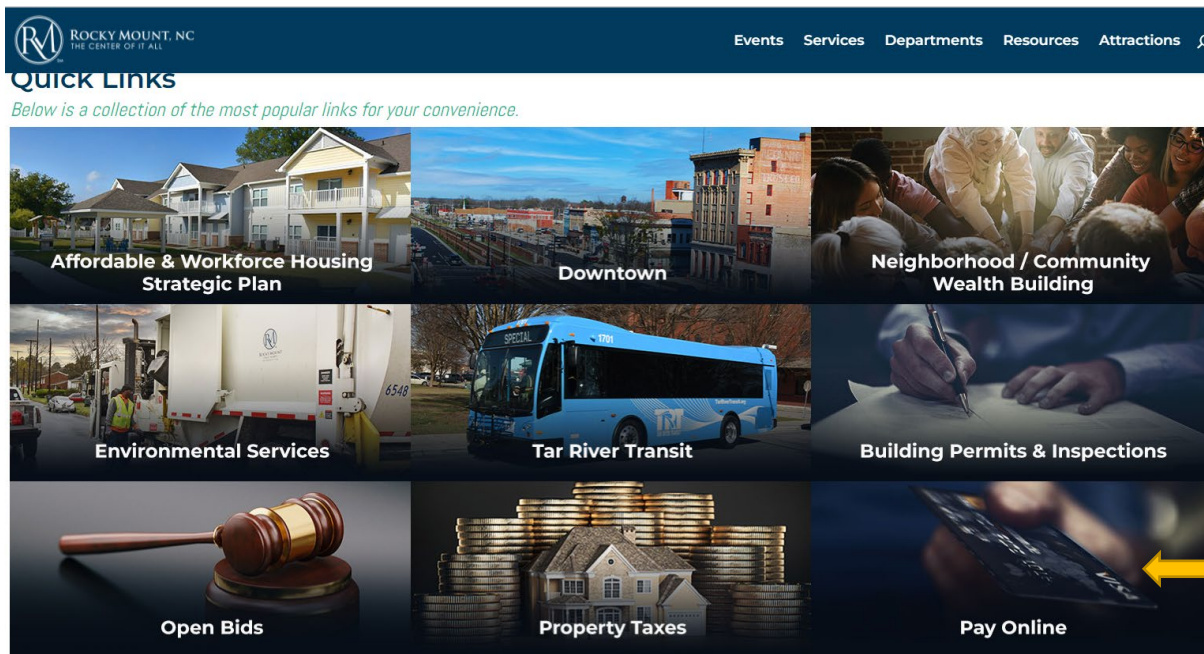
Custom ID (CID) Link Guide

This guide was created to ensure that our customers are able to effectively log in and use the Citizen Self Service (CSS) portal. Please read carefully as these instructions will guided you through the proper channels to access our CSS website, create a CSS account, and link your Customer ID account to your CSS account.

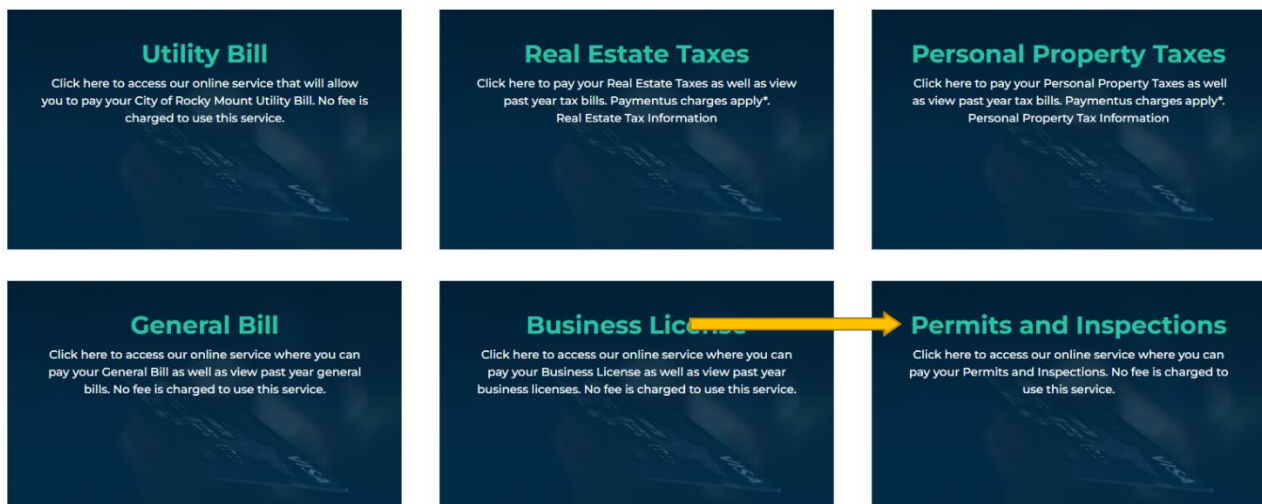
If needed, please contact our staff for assistance. See last page for contact information.

I. Access our city website. <https://rockymountnc.gov/>

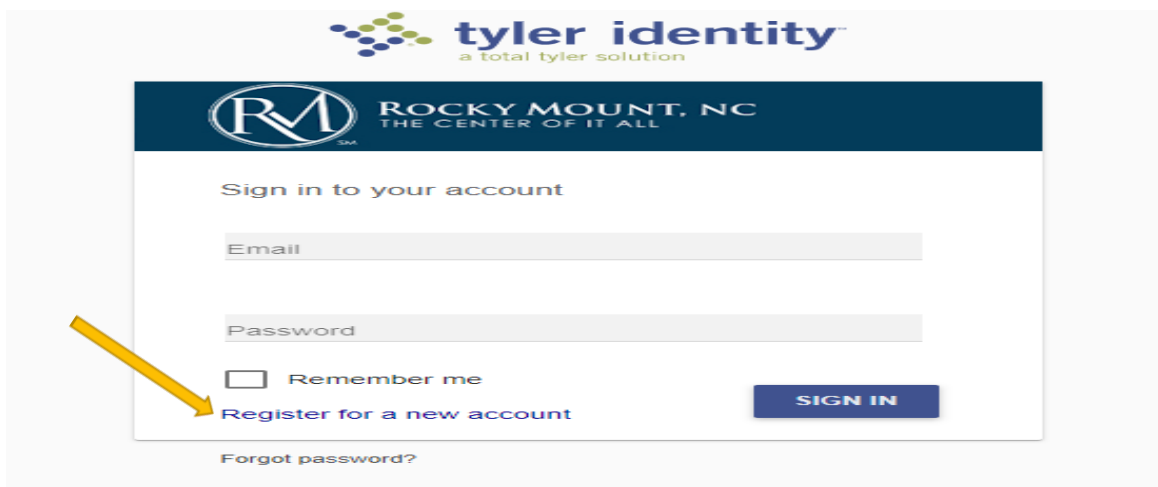
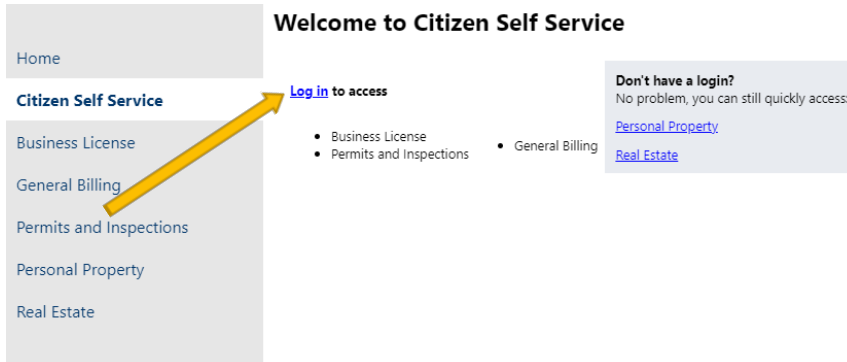
II. Scroll down a little and click the “Pay Online” tab.



III. Next, click the Permits and Inspections tab.



IV. Once inside the home page of CSS, click the “[Log in to access](#)” tab. From here you can log into your account, create an account, or retrieve a password.

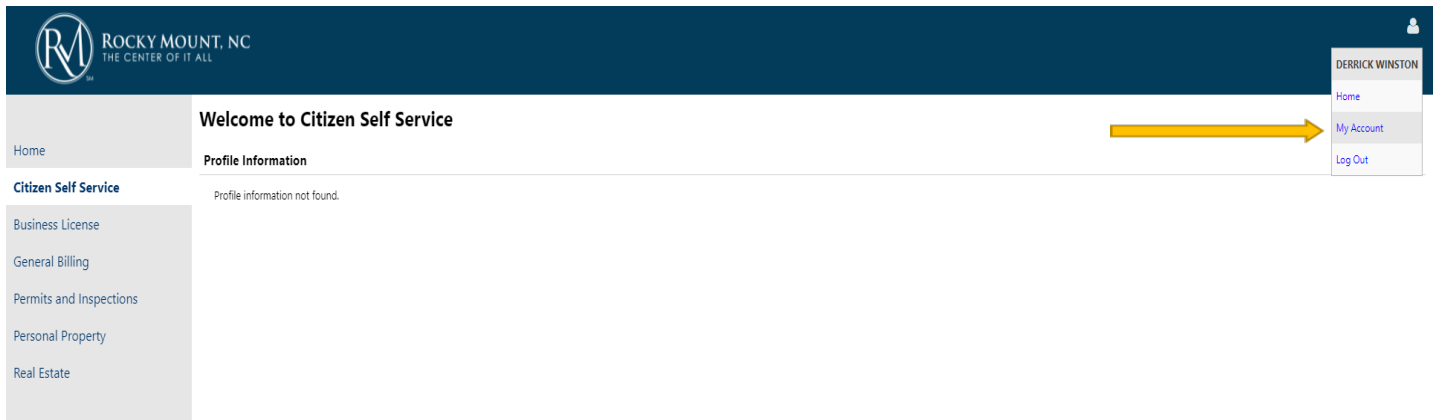


V. Please take notice, that all new users must create an account to gain access into the CSS portal. If you do not have an email address on file, you can do one of two things:

1. Submit a permit application in person with our Permit Technicians to create an account, or
2. Contact our staff via devserv@rockymountnc.gov or call 252-972-1109/1110/1119 to request access into the CSS portal. You must provide your personal information to create a new account or receive your Customer ID number. Be sure to provide the email address used at initial sign-up. Expect a 48-hour turnaround time for account setup.

VI. Without a Customer ID number, you will not be able to access the functions inside the portal. Be sure to have your Customer ID ready when linking accounts.

VII. Once you have created a CSS account, logging in brings you to the CSS home page. While there click the “User Menu” in the upper right corner to access your “My Account” account settings.

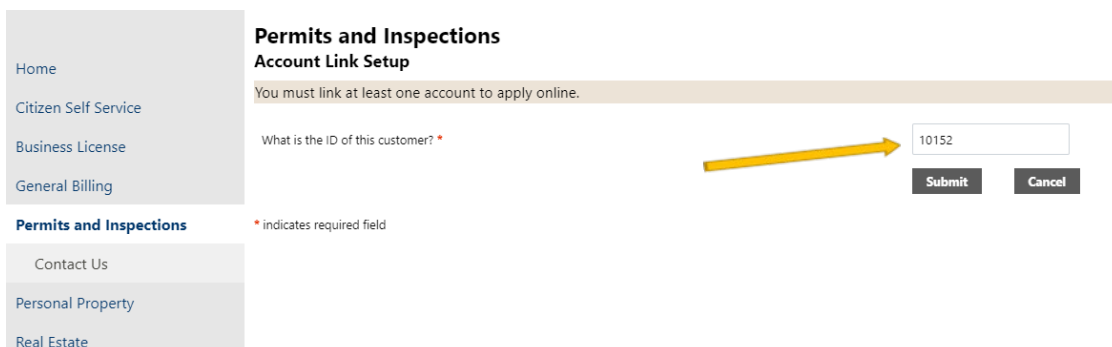


VIII. You must link your Permits and Inspections Account with your new CSS account (*see below*) to use all of the functions associated with CSS portal. Linking your accounts allows you to pay for fees, submit permits application, view the statue of your permit application and its reviews, schedule inspections and view inspections results.



IX. Link your accounts by clicking the “link to account” tab, shown above.

X. Once inside the Permits and Inspections link setup page, you will need to add your Customer ID to link your accounts (*see Step 5 for CID retrieval*).



XI. After clicking submit, your account has been linked. You now have access to the Development Services Citizens Self Service Portal, and all of its functions.

XII. For further assistance, with applying for or scheduling inspections, while logged into your account, please use the “Resources” icon at the top left, to access the “Inspections Scheduling Guide” and the “Permit/Inspection User Guide”.

The screenshot shows the Rocky Mount, NC website interface. At the top left is the logo for Rocky Mount, NC, with the tagline 'THE CENTER OF IT ALL'. A yellow arrow points from the logo area to a 'Resources' dropdown menu in the top right corner. The dropdown menu contains the following items: 'Resources', 'City Fees', 'Inspection Scheduling', and 'Permit/Inspection User Guide'. The main content area is titled 'Permits and Inspections' and 'Account Link Setup'. Below the title, there is a message: 'You must link at least one account to apply online.' Below this message is a form with the label 'What is the ID of this customer? *' and a text input field containing the number '10152'. There are two buttons, 'Submit' and 'Cancel', below the input field. On the left side of the page, there is a navigation menu with the following items: 'Home', 'Citizen Self Service', 'Business License', 'General Billing', 'Permits and Inspections' (which is highlighted), 'Contact Us', 'Personal Property', and 'Real Estate'. A small asterisk with the text '* indicates required field' is located below the 'Permits and Inspections' section.

If you still have any questions or need assistance with the site, please contact our Development Services office via email devserv@rockymountnc.gov or dial 252-972-1110

Thank you for using the Rocky Mount Development Services Citizen Self Service Portal.