

# Creating an Account / Register a new User

- 1. Go to <a href="https://planning.gov.bm/">https://planning.gov.bm/</a>
- 2. Click on Customer Self Service (CSS)





CONTACT



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# **Mapping**

View our online mapping service which includes the Bermuda Plan 2018 zonings aerial imagery and other spatial information.

# Customer Self Service (CSS)

Submit an application, review existing applications, request a building inspection and use our fee calculator.

#### **Adverts**

View the list of registered planning applications.

# **Plans**

View current and previous development and local plans, including the Bermuda Plan 2018 and City of Hamilton Plan 2015.

### **Building Codes**

Bermuda Building Code 2014 and other building control information.

# **Guidance Notes**

Planning and Building Control guidance notes.

# **Planning Legislation**

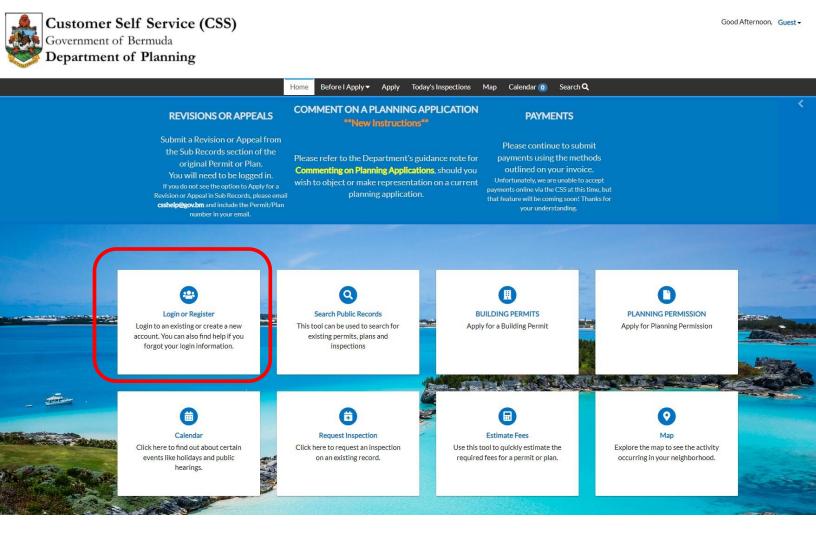
Legislative documents associated with the functions of the Department and links to zoning

Creating Your New CSS Account Latest updates from the Department of Planning.

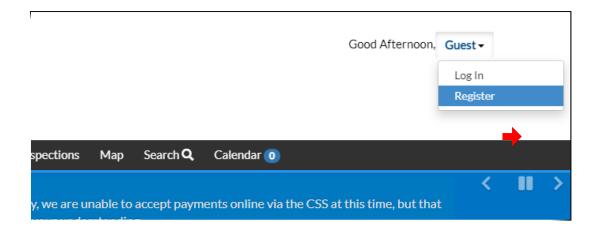
# **Planning Meetings and Decisions**

Development Applications Board agendas and minutes. List of all delegated decisions.

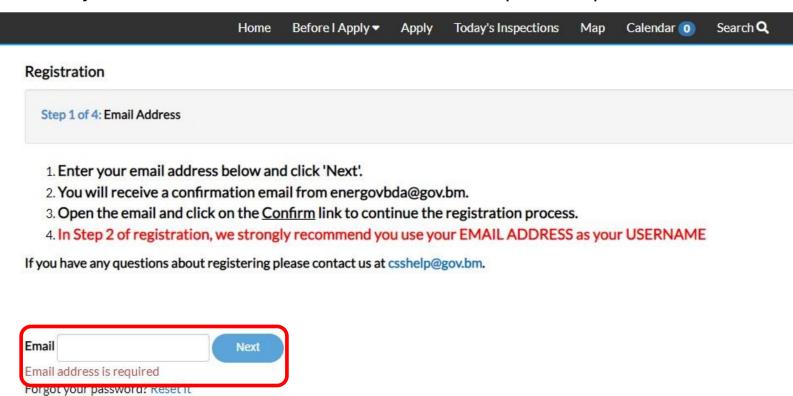
3. A new tab should open with our Customer Self Service Portal.



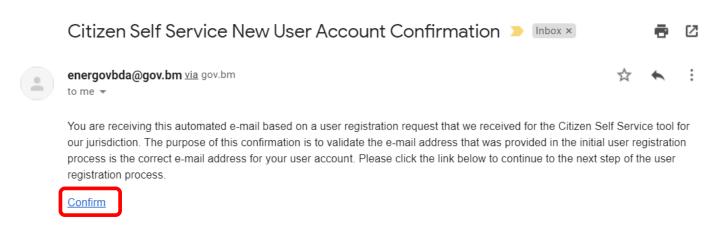
4. Click the **Login or Register** Tile which is the 1st tile on the left **OR** click on the Guest drop down box and click on **Register** 



5. Enter your email address and click on the check box to acknowledge that you can access the email used below to complete the process.



6. Click **Next**. You will receive an email to confirm your registration. You will need to click the link provided to continue to the next step of the registration process.

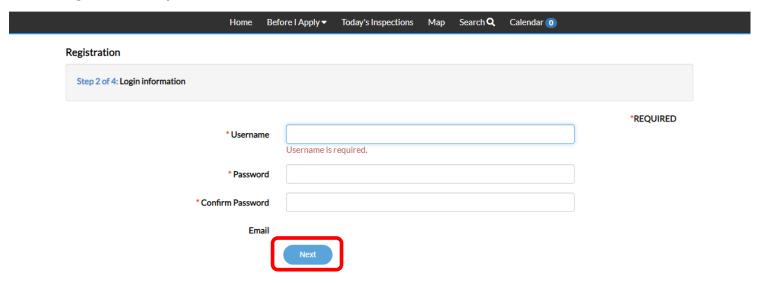


If you are not receiving the confirmation email, please email <a href="mailto:csshelp@gov.bm">csshelp@gov.bm</a> for assistance.

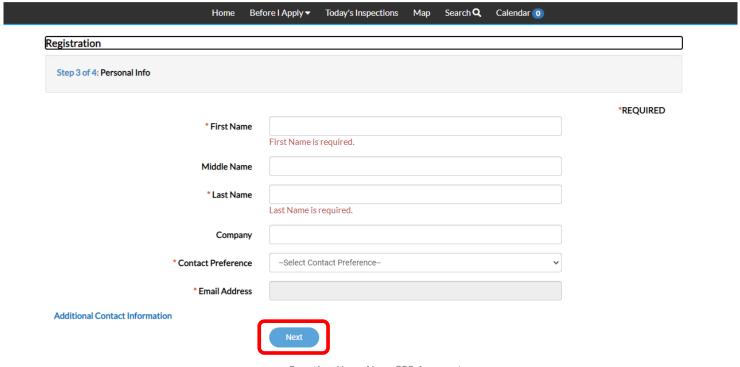
7. After confirming your registration, you will be directed to the Permit Portal to complete Step 2 of the registration process.

\*\* For Username, we recommend using your email address as your Username. Unless you are creating an account for the entire office to use then create a specific username for the office.\*\*

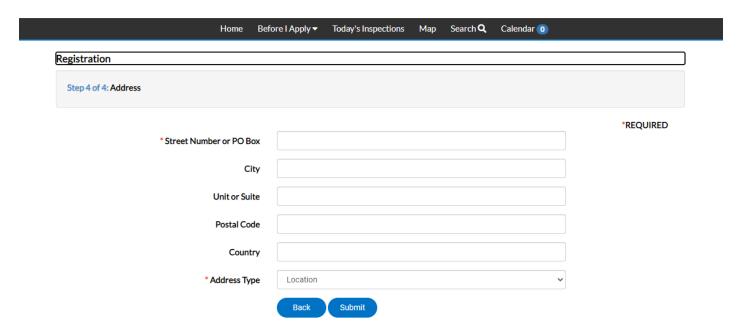
During the registration process, it will search for existing contacts in our Backoffice application. If you already have a contact, then click on the "Continue button. If not, you will see a continue button to go to the next step in the registration process.



8. Step 3 of the registration process is completing your personal info. Please enter all required field information and please enter a Business phone so that our office will have the ability to contact you. Click on **Next** 



9. Enter your complete address. For Address type select either Location or Mailing for type of address you are using.



10. Once submitted it will take you to your dashboard or home page. You will also receive an email that the account has been approved.

