



Citizen Self Service Frequently Asked Questions

Q: When I search for a business by name or address, why is it not showing in the results?

A: If you are searching by the name, try any variants of the name.

Example: If the business name is Foxtrot LLC, try searching:

“Foxtrot LLC”

“Foxtrot”

“Fox Trot”

If you are searching the address, try a broader search. Instead of searching the exact address, try inputting only the street number and street name, leaving the street type blank.

Example: If the address is 1600 University Way, Suite 5, Santa Fe, NM 87504

Instead of searching the entire address, try searching for “1600 University”

Example: If the address is 1012 Practilliano Dr., Santa Fe, NM 87505

Instead of searching the entire address, try searching for “1012 Prac”

Q: Why have I not received the email with my registration?

A: First, try checking in your “Junk” or “Spam” folders of your email- it could have automatically been routed here. If it is not there either, make sure that your network’s firewall is not blocking it from coming through.

The other reason you may not have received it is if you are using an email that ends in “.mac”. If this is the case, please try to use another email address, such as Gmail, Outlook, Yahoo, etc.

You also might want to check with our IT person in the office to see if your network is blocking any emails that look like, svc.CSSSMTP@tylerhost.net.



Q: How do I check on the Status of a permit application?

A: After logging in to your CSS account, go to the Dashboard and under My Permits, click on the “Attention” or “Pending” button. This will pull up My Permits. Click on the application or permit number to which you are inquiring. This will bring up a general permit status page for your review. Any alerts will be noted in a pink bar at the top of the page. If there is a hold on the permit, click on the Holds! Tab. In that window, you may review the Comments for notices and any additional instructions.

The general status of a permit plan review may also be requested from permitcounter@santafenm.gov . Please allow five working days after confirmation of application acceptance and processing prior to requesting a status update. When applying for a permit type that is currently accepted online a preliminary permit number will be issued (REPAPP 24-XXXXX, CEPAPP 24-XXXXX, etc). Once the submittal is deemed complete, an official permit number will be created in CSS, in addition to the preliminary permit application number. (24-XXXXX EXPR, 24-XXXXX EXPC, etc)

Q: When I enter my User Name and Password at the Log In screen, I get the error “Do not have an account with the selected tenant.” How do I proceed with log in?

A: This error is due to entering an incorrect Username or Password (usually, it is caused by entering an incorrect Username or an email address instead of a username). Please double check that the chosen Username and Password are entered correctly. If you have successfully confirmed registration, your selected Username and Password will work if entered correctly. Your Username **IS NOT** your email address.