HOW TO USE THE CITY SERVE PORTAL

Step 1 - Getting Started

- Sign In/Register to use the Portal. *i.e.* Sign In / Register
  - You will need to follow the prompts as you create your account. When you are done you will receive an email asking you to validate your registration. Once validated, return to the website to sign into and begin using the portal.
- If you are already registered, simply click SIGN IN.

Step 2 - Schedule Inspections, See Results or Upload Documents

- Click on My Items to access any permits you currently have issued with your contact information attached. Click Expand All, and scroll down to the *My Permit Applications* section. From here you can click the permit number to see information associated with the permit including Inspection results, correction notes and even the Inspector for the most recent inspection. You can also schedule your Inspection(s) here.
  - If you need an Inspection that is not included on your Permit, you must contact our Permit Techs at (972) 466-3225, or email our Chief Building Inspector Hermilo Balderas at hermilo.balderas@cityofcarrollton.com to add and schedule that Inspection.

Some things that will stop you from being able to schedule Inspection:

  - If there are any fees due, such as, re-inspection fees or special inspection fees. These fees MUST be paid before the inspection can be scheduled.
  - If you are requesting an Inspection out of sequence for your permit type it will not be allowed to be scheduled.
  - If applicable, Rough-In Inspections must be passed prior to FINAL Inspections. Each permit has its own list of Inspections and some permits require the Inspections to be sequenced so that each phase of work is Inspected as it is completed.

NOTE: To upload documents, pictures or other items related to your permit click on the permit you want to upload to, scroll down to the *Upload Documents* section and follow the prompts.