

Document Upload Troubleshoot Guide

Please check the following steps prior to the troubleshooting steps below:

1. Make sure you are using Microsoft Edge or Google Chrome as an internet browser.
2. You must be logged into your CSS account and the permit must be linked to your account. Once logged in, go to your dashboard and click *View My Permits*. If you do not see your permit, you are not listed as a contact on the permit record or you may have multiple contact records in our system and they need to be merged.
3. Your plans cannot be in the middle of a review cycle. The review cycle must be closed to have the ability to upload new documents.

Troubleshooting Steps:

1. If you have verified steps 1 and 2 above and do not even have the option to upload documents, please call 954-572-2375. We may need to manually turn on the ability to upload documents. Please keep in mind if your review cycle recently closed, it may take up to one business day for your uploads to open as we have some manual processing to complete after the review.
2. If you are able to attach your documents but the screen freezes when you hit the *Next* button, please verify the following.
 - a. Your file is in PDF format (can be .jpg or .png for photo categories only).
 - b. You do not have any special characters in your file name.
 - c. If you are resubmitting a file, you must use a different name. Add a “v2”, “v3”, etc... to the end of the file name.
 - d. The security on your file(s) is no greater than shown below. Some documents have built in security and can only have the security removed by printing the document, scanning it back in, and saving it as a new file. Digital seals/signatures should be put on after this step if needed.

