Customer Self-Service Portal Instructions for Requesting a Property Lien Search

Click to navigate to the Customer Self-Service (CSS) Portal.

Or visit www.Altamonte.org, select “ePayments” and then select “Lien Searches.”

1. Select “Apply for Property Lien Search.”

2. Enter your “Username” and “Password” and select “Log In.”
Note: You will be locked out for 10 minutes if you enter your password incorrectly three (3) times.

Your “Username” is the full email address you used when you created your account, unless you chose a different name. If you do not have a log in, you will have to create one by selecting “Register Here.”

If you do not remember your password, use “Reset it” next to Forgot your password?

If you do not remember your username, use “Email it” next to Forgot your username?

3. Select “Add Location” - Select “Address” or “Parcel” to locate and add property. Enter property address in the search field and select search. Locate Tip: Do NOT enter street type (St, Ave, Blvd, etc.).

4. Once address has been added, select “Next.”

5. Screen will now look like the image below. Select “Next” to continue.
6. You are now on the Contacts Screen. **Note:** The Applicant information is what will appear at the top of the report. If you would like to change this information, select “Applicant” in the drop down, then select “Add Contact” in that box to add new contact information.

Otherwise, if this information is correct, please proceed to Step #7.

7. Click “Add Contact” to add the Property Owner(s):

Locate and add the property owner using the search bar (similar to how the property address was added). If the property owner(s) cannot be located using the search option, you can also enter their information manually by selecting “Enter Manually.” See the next page to manually add a property owner.
Entering Property Owner Manually – Select “Enter Manually” and enter the following required information:

- First Name
- Last Name
- Enter one of the following:
  - Home Phone
  - Mobile Phone
  - Business Phone

- **Note:** You only have to enter a phone number in one of the fields. If you do not have a phone number for the property owner, enter your business number.

- Once all information has been entered, select “Submit.”
8. Once Property Owner has been added, please click “Next”. On the next page, you will need to select the information you would like searched for the property. Additionally, you will need to insert the number of buildings for the property. (See images below).

Once this information has been selected/entered, select “Next” to continue.

Note: Fees are assessed as follows:

- Liens & Assessments - $10
- Utilities & Violations - $30
  *This fee also includes Liens and Assessments, if selected.*
- Open/Expired Permits & Certificate of Occupancy - $60
  *This fee also includes Liens, Assessments, Utilities and Violations.*
- Max fee assessed is $60.00 per building for the parcel.

If you do not know the number of buildings this parcel contains, this information can be found on the Seminole County Property Appraiser’s website at [www.scpafl.org](http://www.scpafl.org).

You will need to search for the property. Once on the Property Record Card page, you will need to scroll down to Property Values to locate the number of buildings.
9. On the next page, you will be able to attach any information regarding additional property addresses or buildings. Once you have completed your attachment or if this parcel contains only one building, select “Next” to continue.

10. On the last page of the request, please review the information you have entered for accuracy. Please ensure all items that you selected for review are checked. If information is accurate, click “Submit.” (If you need to make a correction, click the “Back” button at the bottom of the screen).
11. Once your request is submitted, the screen will look like the image below. This screen shows an overview of your request and tracks the progress of your request.
   - **Fees** – shows the fees owed for your request.
   - **Workflow** - shows the status of the request.

12. Your request will be reviewed by our office. You will receive an email notification once your invoice is available for payment.

13. Once you receive this notification, return to the portal to make your payment.
You can also log into the portal to make your payment, or check on the progress of your request. Once you log in, if you are not already on this page, select “Dashboard” in the top menu.

Click on “Lien Search Request” in either of the areas shown below:

![Dashboard screenshot](image)

The page will now show your pending requests. Select a **Permit Number** to access the details for that particular request.

![Permit details screenshot](image)

You should now be on a page similar to the page in **Step #11**. From here you can use “Add to Cart” under Fees or “Pay Now” under Available Actions to complete your payment.