



NOTICE



WE'RE UPGRADING OUR PERMIT SOFTWARE!

BluePrinceTM
Community Development Software

from BUILDMedia, Inc.



energov

AUGUST 14, 2017

All City Departments involved with permitting and land development will be switching from BluePrince to EnerGov!



FREE Customer Access Portal (CAP)

We encourage ALL customers, especially those who frequently do business with the City, to register for a FREE Customer Access Portal (CAP) account. From the CAP Account, you'll be able to schedule inspections and update licensure information, and coming soon you'll be able to submit plans, track projects, and apply for permits! SEE INSTRUCTIONS FOR CAP ACCOUNT SETUP ON THE BACK OF THIS PAGE!



Increased Reporting Capabilities

Ever wonder how long a permit review takes? Now we'll ALL know! Our previous software had very limited reporting capabilities, making it very challenging to accurately track a full plan review throughout a project life-cycle. EnerGov gives us the resources to track average turnaround times for every stage of the permit process.



Submit & Track Projects Online (Coming November 2017)

Launching in November 2017, customers will be able to apply for permits, submit plans, pay for permits, and track projects all from the Customer Access Portal (CAP)! Our goal is to successfully transition from BluePrince to EnerGov before we launch the digital-submittal module, ensuring that our staff and customers are comfortable and familiar with the software before making the full transition.



Schedule Inspections Online

By creating a CAP (Customer Access Portal) account, you'll be able to schedule inspections straight from your computer or smartphone. Additionally, you'll be able to view if inspections were passed, reschedule inspections, and view inspection notes. SEE INSTRUCTIONS FOR CAP ACCOUNT SETUP ON REVERSE SIDE OF PAGE!

NOTE: In general, projects/permits which were initiated in BluePrince will remain in BluePrince until they are complete. New projects/permits will be created in EnerGov.

**SCHEDULE INSPECTIONS
FROM YOUR PHONE, TABLET,
OR COMPUTER!**



**SEE REVERSE FOR CAP
ACCOUNT SETUP
INSTRUCTIONS**





NOTE: If you have already registered a CAP Account with our Business License office, you do not need to re-register. Your existing account will provide access to all areas of EnerGov.

HOW TO REGISTER A CUSTOMER ACCESS PORTAL ACCOUNT: PLEASE READ ALL INSTRUCTIONS CAREFULLY

1 Visit the CAP Website: <http://charleston-sc.gov/cap>

Review announcements and information printed on the landing page for new information.

RETURNING CUSTOMERS: (who created a CAP account to renew a business license): In the upper-right corner of the page, click "Log On" and enter the e-mail address used last year to register your account.

2 Fill out CAP Online Account Authorization Form

Find the link under the section titled "Use our online portal to:" Link is labeled CAP ONLINE AUTHORIZATION FORM.

Please read all instructions carefully, including 'Authorization' section towards the bottom.

Click 'Submit'.

3 Continue to 'New User Registration'

After submission of the CAP Online Authorization Form, you should be automatically redirected to the 'New User Registration'.

In the 'Company' field, include your Business License number for faster processing.

Finish the form and click "Submit"!

4 WAIT for TWO confirmation e-mails!

WAIT! You will receive one email shortly after submission verifying your account request.

Your account cannot be used until it is linked to your business in the software by City staff. Please do not attempt to log in to CAP until you **receive a 2nd e-mail indicating approval of the account** .

The 2nd e-mail may take 3-5 business days to receive. Once the 2nd e-mail is received, go back into the CAP site and log on!

Beginning in Nov. 2017, you will be able to use your CAP Account to submit plans, check project status, review code-comments, apply for sub-permits and much more!

Please visit the Permit Center at 2 George Street or call (843) 577-5550 for more information about EnerGov Capabilities, CAP Accounts and overall permit processes.