

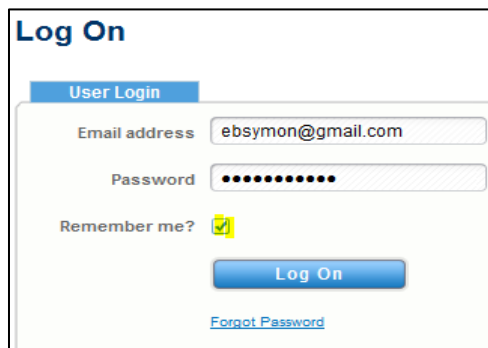
Customer Access Portal How to Schedule Inspections

Scheduling Inspections

1. Go to: https://cap.charleston-sc.gov/energov_prod/citizenaccess/site/public/main and click on “Log On.”



2. Enter in your email address you used to register and your password, and then click “Log On.” If you would like your email and password to be saved for future log in sessions, check the box next to “Remember me?” If you forgot your password, click on the “Forgot Password” link.



Log On

User Login

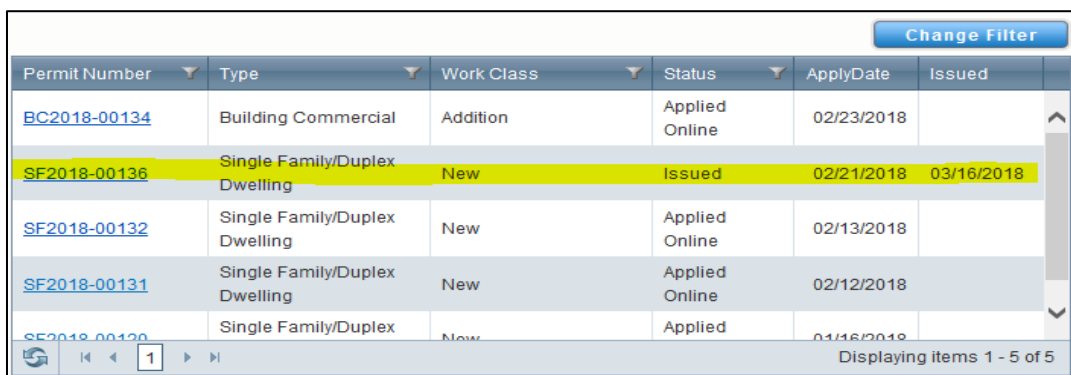
Email address

Password

Remember me?

[Forgot Password](#)

3. A new page will appear with your listed permits with details about each permit. Click on the permit number you would like to schedule inspections for. Please note that only permits that have been issued will be available for scheduling inspections.

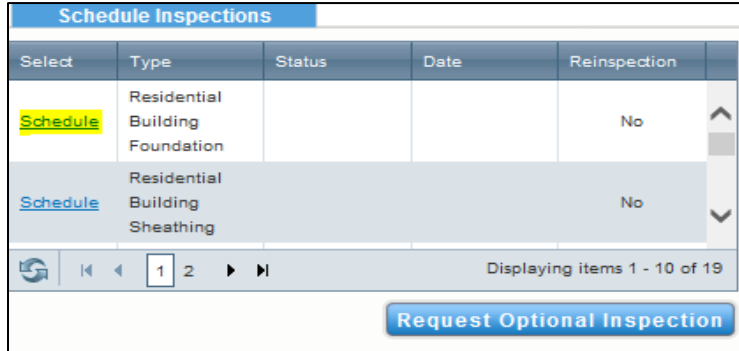


| Permit Number | Type | Work Class | Status | ApplyDate | Issued |
|------------------------------|-------------------------------|------------|----------------|------------|------------|
| BC2018-00134 | Building Commercial | Addition | Applied Online | 02/23/2018 | |
| SF2018-00136 | Single Family/Duplex Dwelling | New | Issued | 02/21/2018 | 03/16/2018 |
| SF2018-00132 | Single Family/Duplex Dwelling | New | Applied Online | 02/13/2018 | |
| SF2018-00131 | Single Family/Duplex Dwelling | New | Applied Online | 02/12/2018 | |
| SF2018-00129 | Single Family/Duplex | New | Applied | 01/16/2018 | |

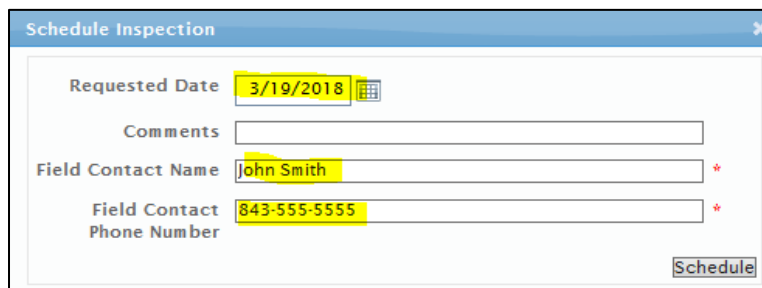
Change Filter

Displaying items 1 - 5 of 5

4. A new page will appear listing the details associated with the permit number you selected. Under the “Schedule Inspections” window, use the up and down arrows to scroll through your inspections, and click on “Schedule” next to the type of inspection you would like to schedule.



5. A pop-up window will appear. Enter in the requested date, field contact name, and field contact phone number. These three fields are required. You may also enter in any optional comments. Once done, click on the “Schedule” button.



6. Another pop-up window will generate stating your inspection was scheduled.

