Customer Access Portal
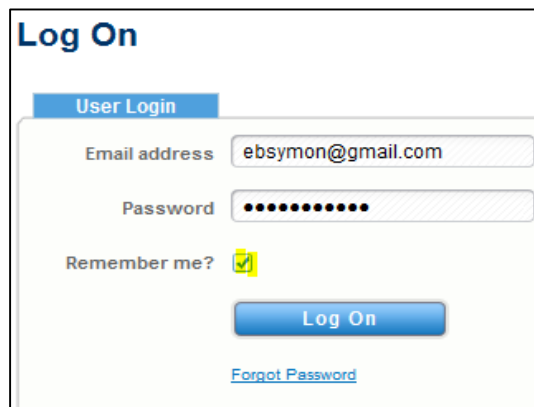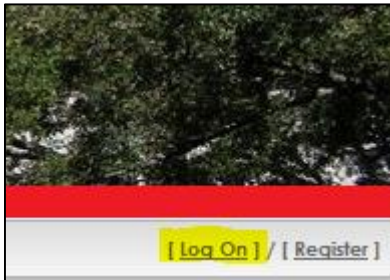# How to Submit Digital Plans and Documents

To submit documents online, you must have the Silverlight Plugin installed on your device
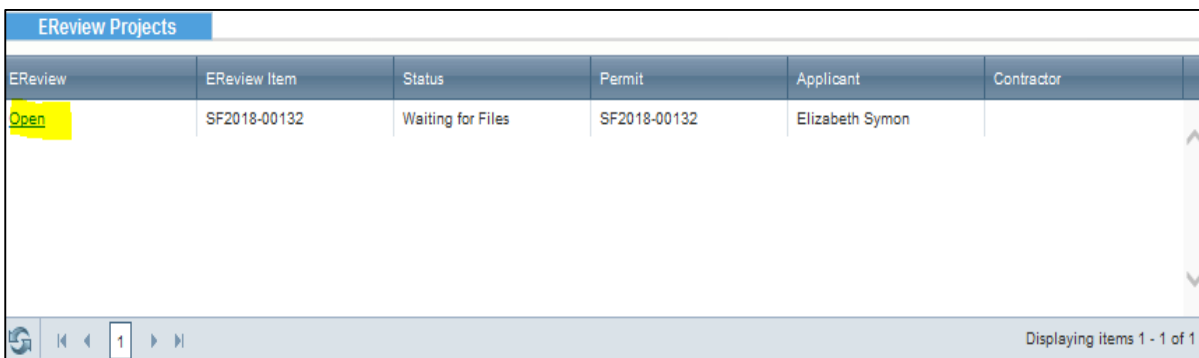
1. Go to the CAP page and click on "Log On."

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.


3. Open up your project, and scroll down the page until you see "EReview Projects." This is where you will upload documents for your project. Click on the blue hyper-linked "Open" under the "EReview" tab.

EReview Projects						
EReview	EReview Item	Status	Permit	Applicant	Contractor	
Open	SF2018-00132	Waiting for Files	SF2018-00132	Elizabeth Symon		

Displaying items 1 - 1 of 1

4. A new "eReview Workspace" window/tab generates displaying case details for your project.   Under "eReview Files" click on the yellow folder next to your project number.
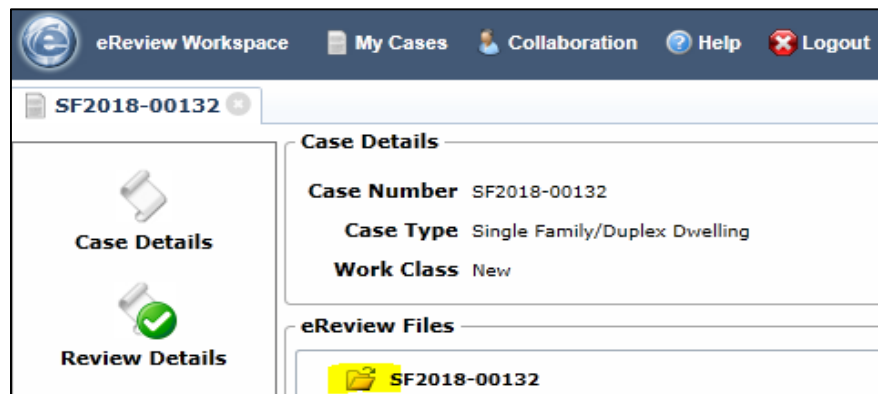
5. A pop-up window will generate towards the bottom right of your screen that allows you to select files to upload.

Please be sure to include all required documents when submitting online. If you do not upload all required documents, your project will not be reviewed until all required documents are submitted.

Uploaded documents should include and be named (PDF Format):
- Application
- IECC Form
- Manual J
- Res Check (optional, but appreciated)
- Site Plan or Plot Plan
- Building Plans (please combine architectural and engineering drawings into one PDF)
- Windborne Debris Detail (can also be included in building plans)

Please make sure all pages are the same size, scale, and are oriented in the "landscape" format. New approved plans through eReview receive a digital stamp on every sheet of the building plans. If the pages differ in size, scale, and/or orientation, the stamp, when applied to all pages, ends up misaligned and requires the reviewer to then manually adjust the stamp for each page, making the process very tedious.
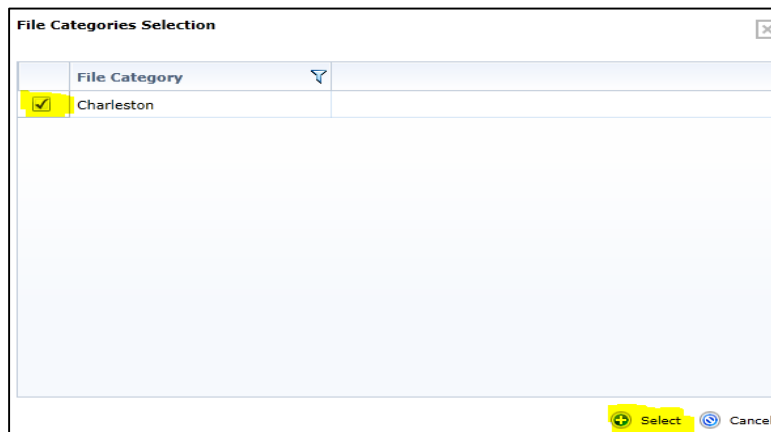
6. In the "Select files to upload" window, click "Browse."
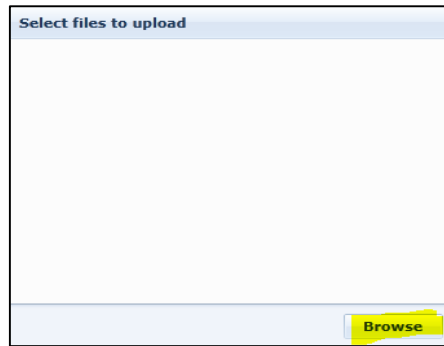
7. Select your files for upload and click "Open."
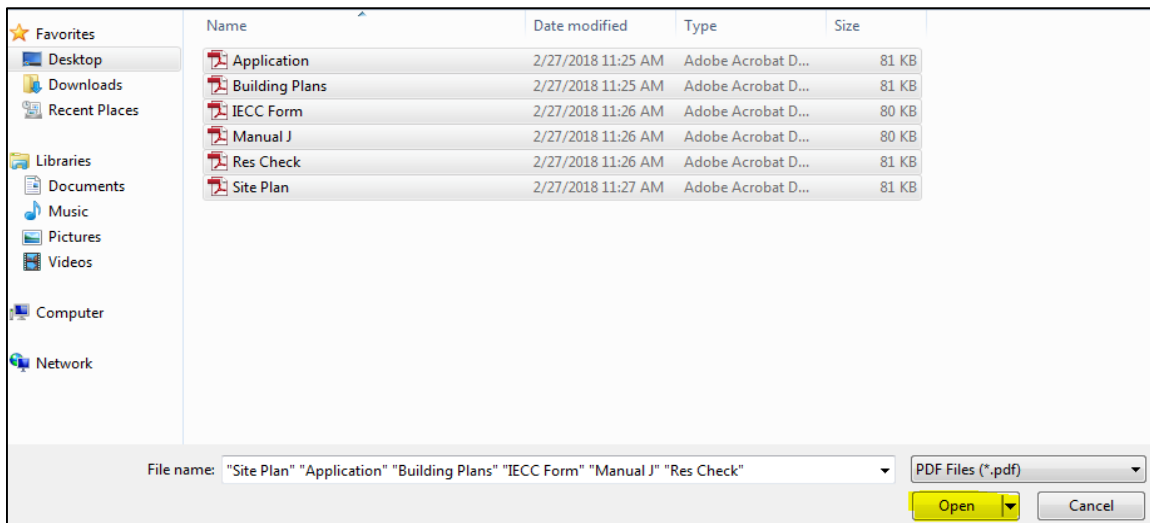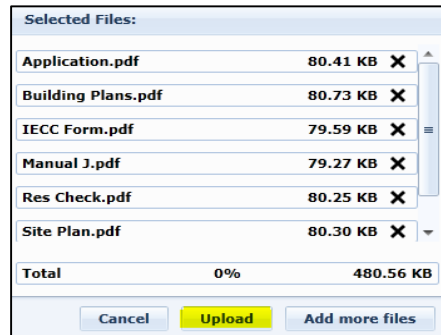

8. A "File Categories Selection" window appears. Check the box next to the "Charleston" file category, and click on "Select."

9. In the "Selected Files" window, you will see all off your selected documents. You can cancel, add more files, or upload at this point. When ready to upload, click the "Upload" button.


10. Your documents will populate under "eReview Files." At this point, you can delete files by clicking on the red "X" next to each document or you can view each document by clicking on the yellow folder next to each document.
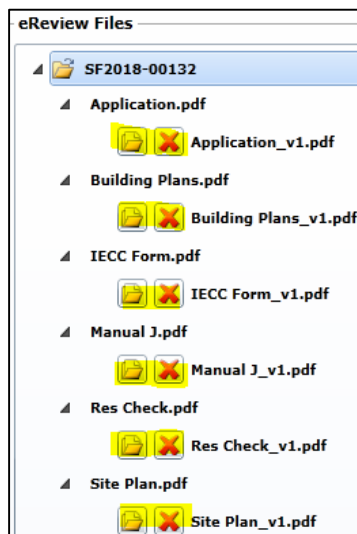
11. If you wish to add more files, click on the "Add more files" button in the upload window.
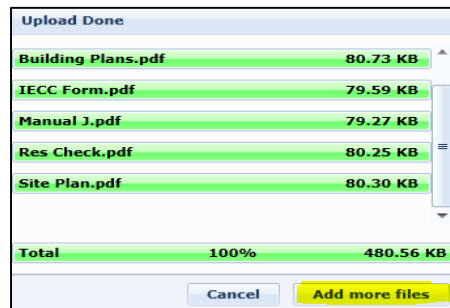
12. If you are ready to submit your project, towards the bottom right of the screen click "Submit for Review" under the upload window.
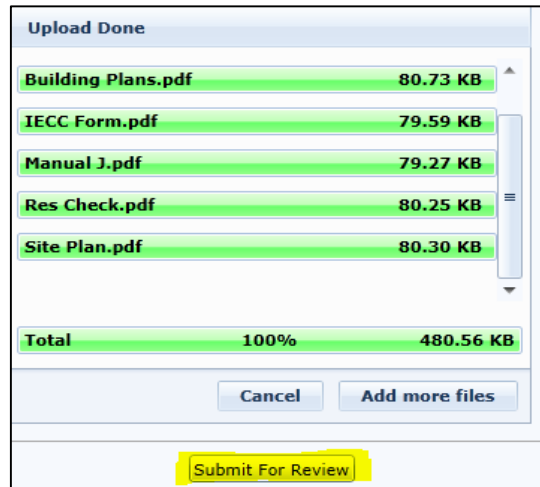
13. An "EnerGov" pop-up window generates alerting you to the inability to upload files after submitting. If you still need to upload more files, click the "Cancel" button. However, if you're ready to submit, click the "Ok" button. Your project will then be in our system for review.