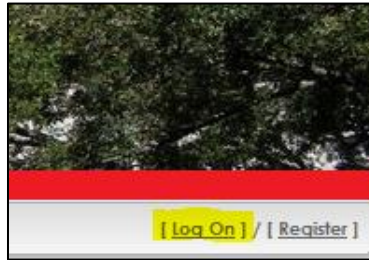


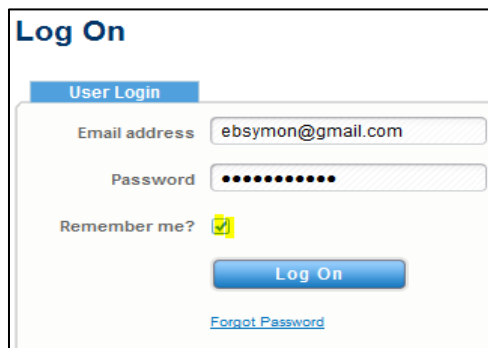
## Customer Access Portal How to Schedule Inspections

### Scheduling Inspections

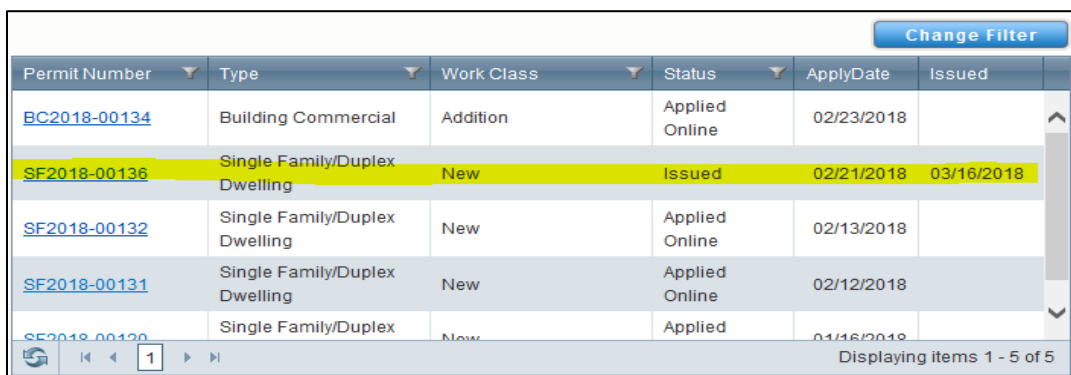
1. Go to: [https://cap.charleston-sc.gov/enerGov\\_prod/CitizenAccess/Site/Public/Main](https://cap.charleston-sc.gov/enerGov_prod/CitizenAccess/Site/Public/Main) and click on “Log On.”



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.

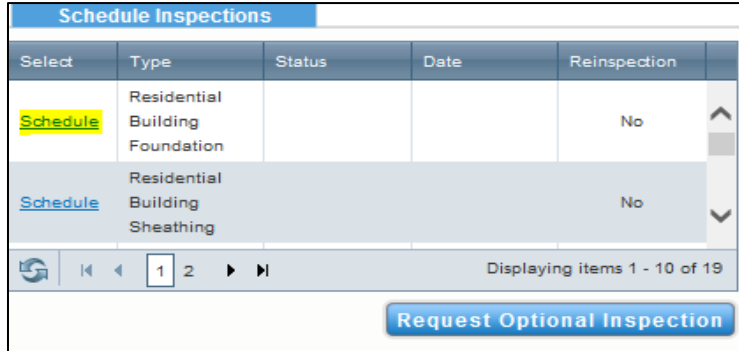
A screenshot of a web form titled "Log On". The form has a "User Login" tab selected. It contains three input fields: "Email address" with the value "ebsymon@gmail.com", "Password" with masked characters, and "Remember me?" with a checked checkbox. Below the fields is a blue "Log On" button and a blue "Forgot Password" link.

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.

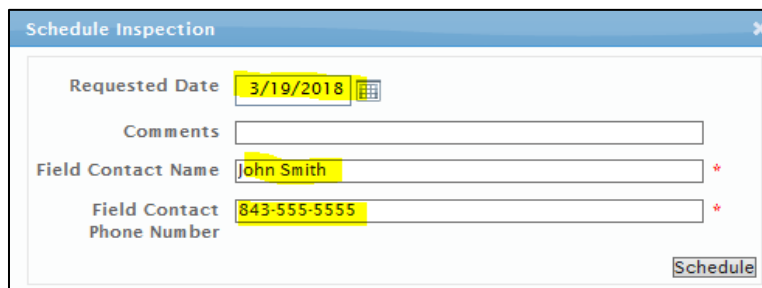


Permit Number	Type	Work Class	Status	ApplyDate	Issued
<a href="#">BC2018-00134</a>	Building Commercial	Addition	Applied Online	02/23/2018	
<a href="#">SF2018-00136</a>	Single Family/Duplex Dwelling	New	Issued	02/21/2018	03/16/2018
<a href="#">SF2018-00132</a>	Single Family/Duplex Dwelling	New	Applied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

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.

