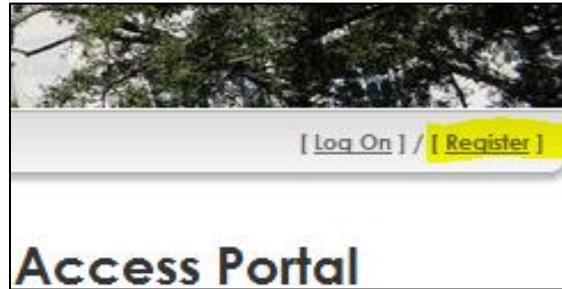


Customer Access Portal Registering for a CAP Account

1. To submit and/or apply for permits online, you must first register for a Customer Access Portal (CAP) account. Go to: <https://charleston-sc.gov/cap> and click "Register."



2. A "New User Registration" page will appear. At a minimum, fill out any field with a red asterisk (not shown as those fields are filled in) next to it, and click "Submit."

New User Registration

User Details

First Name	<input type="text" value="John"/>	Email	<input type="text" value="john.smith@gmail.com"/>
Middle Name	<input type="text"/>	Confirm Email	<input type="text" value="john.smith@gmail.com"/>
Last Name	<input type="text" value="Smith"/>	Password	<input type="password" value="••••••••"/>
Company	<input type="text"/>	Confirm Password	<input type="password" value="••••••••"/>
Reg Phone	<input type="text" value="8435555555"/>	Contact Preference	<input type="text" value="Email"/> ▼

Address Fields

Street Number	<input type="text" value="2"/>	City	<input type="text" value="Charleston"/>
Street Name	<input type="text" value="George"/>	State	<input type="text" value="SC"/> ▼
Suite/Unit	<input type="text"/>	Zip Code	<input type="text" value="29401"/>
Street Type	<input type="text" value="ST"/> ▼	County	<input type="text"/>
Address Type	<input type="text" value="Mailing"/> ▼		

2-City of Charleston-Registering for a CAP Account

3. You will also need to fill out a "Cap Online Authorization Form" via the City website. Go to: <http://www.charleston-sc.gov/FormCenter/General-8/CAP-ONLINE-ACCOUNT-AUTHORIZATION-FORM-47> and fill out all required fields indicated by a red asterisk (shown), and click "Submit." If you are a homeowner, just enter "homeowner" into the "Authorized Business Owner Name" field.

CAP ONLINE ACCOUNT AUTHORIZATION FORM	
<p>The City of Charleston is offering an online portal for renewal of business licenses. To protect confidential information contained in business license applications, we are requiring all applicants to review, sign, and submit this Authorization Form before we can approve their on-line registration. This will protect both the City and the business from releasing confidential information contained in business records to unauthorized persons or entities. This form must be signed by the license holder or by someone who is authorized to sign for the business.</p>	
<p>By signing below, I am authorized to renew the business license on behalf of the following business (es). If additional Businesses OR Representatives are to be authorized, please submit an additional online form.</p>	
Authorized Business Owner Name*	
<input type="text"/>	
Email Address	Phone*
<input type="text"/>	<input type="text"/>
Business Name 1*	Business License Number 1*
<input type="text"/>	<input type="text"/>

Authorization*
<p>It is my responsibility to notify the City of Charleston immediately (by fax to 843-720-3954, or in person at the Revenue Division office, 2 George Street, Charleston, SC) after an authorized individual leaves the company so their access to company business license records can be terminated. I understand that until their rights are terminated, the person(s) listed above will continue to have the ability through the online portal to access detailed business information. I further understand that under South Carolina law, financial information provided by the license holder in a business license is confidential and cannot be released to unauthorized persons except in accordance with a proper judicial order or as otherwise provided by the Freedom of Information Act. I agree to bear full responsibility for any release of information to unauthorized persons to include paying for any penalties or fines that may incur and further agree to indemnify the City of Charleston for the disclosure of confidential business information to unauthorized persons.</p>
<input type="checkbox"/> check here to authorize the above individuals
NOTE
Upon completion of the form and clicking the "Submit" button, you will be redirected to the "Registration" page of the CAP site to initiate that process if you are ready.
<input checked="" type="checkbox"/> Receive email copy
Email address
<input type="text"/>
This field is not part of the form submission.
<input type="button" value="Submit"/>

4. CAP account registration approval takes three to five business days. You will receive two emails to the email account you provide alerting you of registration and approval. After you receive the second email, you should be able to log in to your account.