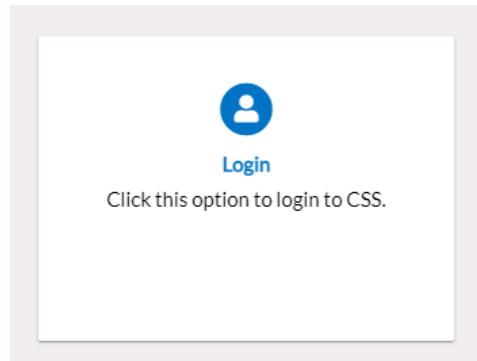


Customer Self Service

How to Schedule Inspections

Scheduling Inspections

1. Go to: https://egcss.charleston-sc.gov/energov_prod/selfservice/#/homelic/main and click on “Login.”



2. Enter in your email address you used to register and your password, and then click “Log In.” Your CAP account credentials will have moved over to CSS, so the username will be the same. The password would have been reset when you first logged in to CSS.

Log In

* Username
cityofchas

* Password
.....

Log In

Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)

2 – City of Charleston – CSS – How to Schedule Inspections

3. Once you are logged in, it will still show the Home page, but it should now show that you are signed in. You will need to click over to the My Work tab to bring up all open permits associated with your account.

Good Morning, BID (City of Charleston) -

Home Apply Dashboard **My Work** Today's Inspections Map Fee Estimator Pay Invoices Search

The City offers an eCheck (ACH) option for payments over \$50. All transactions paid by credit/debit card will incur a 3.29% service charge.

Welcome to Charleston Customer Self Service (CSS)

CSS Registration
Registration is a two step process - requires up to 3 business days to complete.

My Account
Click here to access your account information.

Apply
Click here to apply for a permit or plan.

Pay Invoice
Click here to pay an invoice.

Home Apply Dashboard **My Work** Today's Inspections Map Fee Estimator Pay Invoices Search

My Work

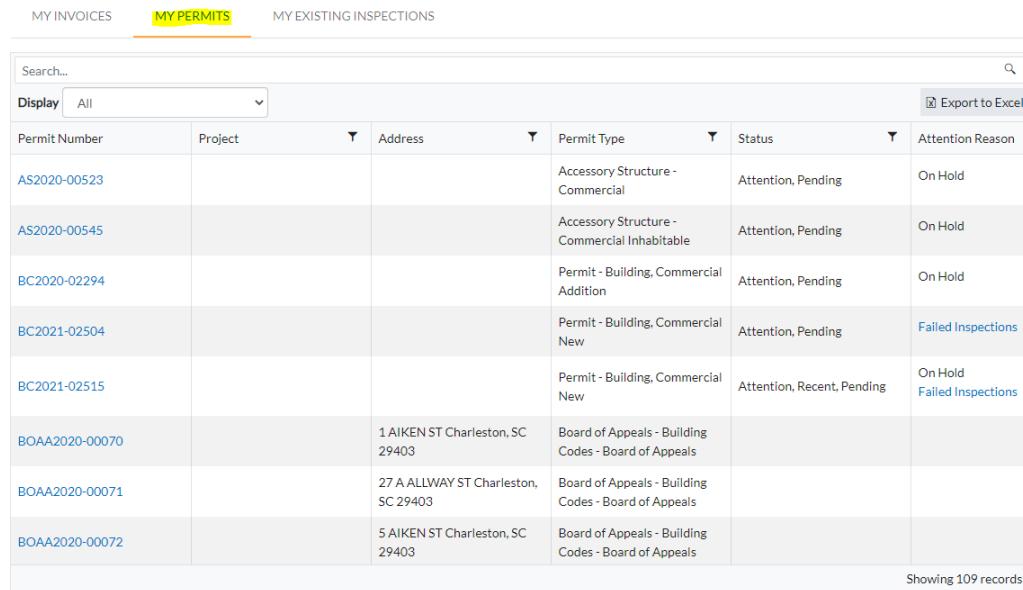
MY INVOICES **MY PERMITS** **MY EXISTING INSPECTIONS**

Invoice Number	Amount Due	Due	Status	Case Number	Address
00186106	\$40.00	12/11/2020	Invoiced, Past Due	SF2020-10257	

3 – City of Charleston – CSS – How to Schedule Inspections

4. A new page will appear listing the invoices associated with your account. You will need to click over to the My Permits tab from the My Invoices tab to see the list of permits.

My Work

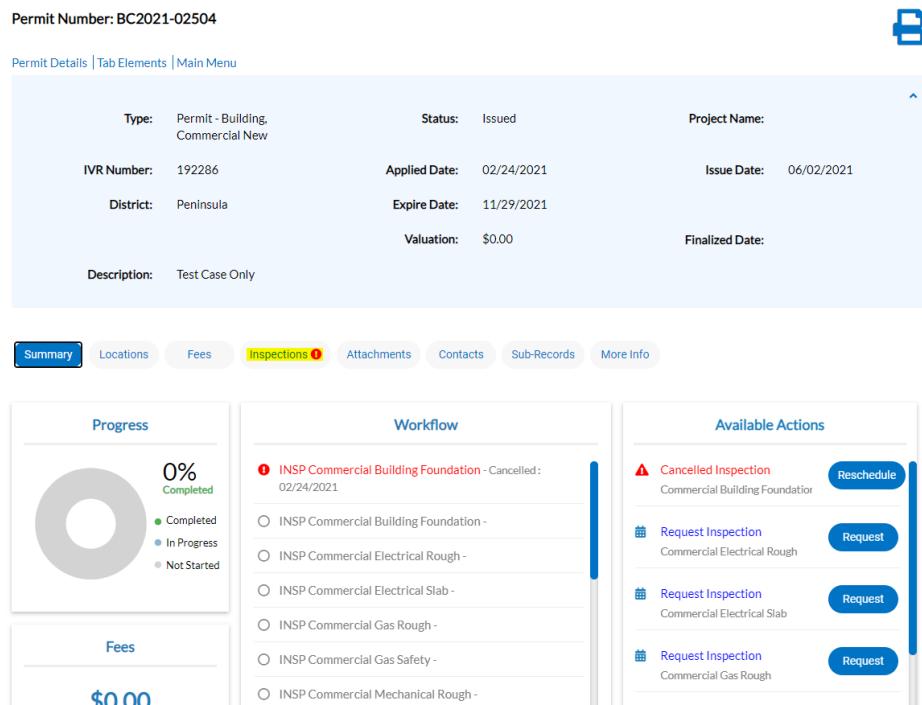


MY INVOICES **MY PERMITS** MY EXISTING INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	Attention Reason
AS2020-00523			Accessory Structure - Commercial	Attention, Pending	On Hold
AS2020-00545			Accessory Structure - Commercial Inhabitable	Attention, Pending	On Hold
BC2020-02294			Permit - Building, Commercial Addition	Attention, Pending	On Hold
BC2021-02504			Permit - Building, Commercial New	Attention, Pending	Failed Inspections
BC2021-02515			Permit - Building, Commercial New	Attention, Recent, Pending	On Hold Failed Inspections
BOAA2020-00070	1 AIKEN ST Charleston, SC 29403		Board of Appeals - Building Codes - Board of Appeals		
BOAA2020-00071	27 A ALLWAY ST Charleston, SC 29403		Board of Appeals - Building Codes - Board of Appeals		
BOAA2020-00072	5 AIKEN ST Charleston, SC 29403		Board of Appeals - Building Codes - Board of Appeals		

Showing 109 records

5. Once you select a permit from the list, it will bring up a Permit Details page. The page will pull up on the Summary tab. You can schedule right from the Summary tab or you can click over to the Inspections tab.



Permit Number: BC2021-02504

Permit Details | Tab Elements | Main Menu

Type: Permit - Building, Commercial New Status: Issued Project Name:

IVR Number: 192286 Applied Date: 02/24/2021 Issue Date: 06/02/2021

District: Peninsula Expire Date: 11/29/2021

Valuation: \$0.00 Finalized Date:

Description: Test Case Only

Summary Locations Fees Inspections 1 Attachments Contacts Sub-Records More Info

Progress
0% Completed
Completed: 0% In Progress: 0% Not Started: 0%

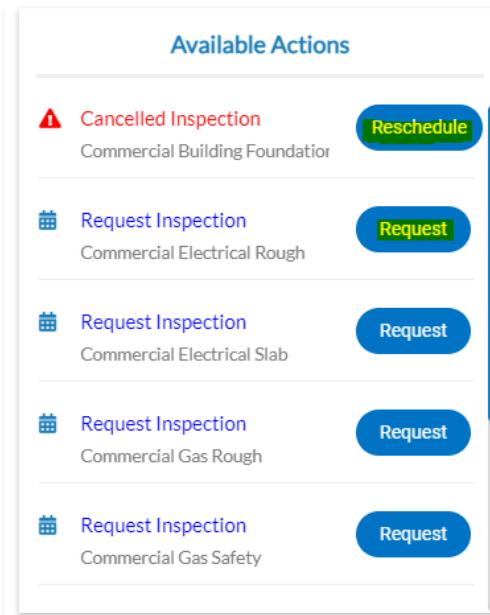
Workflow

- INSP Commercial Building Foundation - Cancelled: 02/24/2021
- INSP Commercial Building Foundation -
- INSP Commercial Electrical Rough -
- INSP Commercial Electrical Slab -
- INSP Commercial Gas Rough -
- INSP Commercial Gas Safety -
- INSP Commercial Mechanical Rough -

Available Actions

- Cancelled Inspection Commercial Building Foundation Reschedule
- Request Inspection Commercial Electrical Rough Request
- Request Inspection Commercial Electrical Slab Request
- Request Inspection Commercial Gas Rough Request

6. To schedule from the Summary tab, you will use the Available Actions box. Select Reschedule (for re-inspections) or Request next to the inspection you need to call in.



7. Once you select Reschedule or Request, it will bring up a new page for you to enter the name and contact number for the onsite contact, select a date from the calendar, and a comments box for gate codes or other information it is necessary for the inspector to have.

****See important scheduling notes below****

The image shows a scheduling form for inspection #BC2021-02504. The form includes the following fields:

- Inspection Type: Commercial Building Foundation
- Case Type: Permit - Building, Commercial New
- Address: (empty field)
- Contact Name: Liz Kimsey
- Contact Phone: (123) 456-7890
- Requested Date: 06/03/2021 (with AM dropdown set to AM)
- Comments/Gate Code: Key in lockbox mounted on side door on left side of house. Code is #1234

At the bottom right is a blue 'Submit' button.

8. Once you click Submit, you will get a confirmation page confirming the inspection information entered.

1 Case #BC2021-02504

Inspection Type:	Commercial Building Foundation
Case Type:	Permit - Building, Commercial New
Address:	
Requested Date	06/03/2021
Comments/Gate Code	Key in lockbox mounted on side door on left side of house. Code is #1234
Contact Name	Liz Kimsey
Contact Phone	(123) 456-7890



9. To schedule an inspection from the Inspections tab, you will need to check the box of the inspection you want to call in and select Request Inspection. Please note the Action notes. The prerequisite note lets you know that the inspection cannot be scheduled because there are still inspections are of a lower priority that need to be resolved before you can proceed. For the elevation certificates, those have to be emailed in and scheduled internally.

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
INS-180785-2021	Commercial Building Foundation	Cancelled	02/24/2021			
INS-197760-2021	Commercial Building Foundation	Cancelled	06/03/2021			

Results per page 1 - 2 of 2 << < 1 > >>

Request Inspections

Sort

Description	Reinspection	Action
Commercial Building Foundation	Yes	<input checked="" type="checkbox"/>
Commercial Electrical Rough	No	<input checked="" type="checkbox"/>
Commercial Electrical Slab	No	<input type="checkbox"/>
Commercial Gas Rough	No	<input type="checkbox"/>
Commercial Gas Safety	No	<input type="checkbox"/>
Commercial Mechanical Rough	No	<input type="checkbox"/>
Commercial Plumbing Rough	No	<input type="checkbox"/>
Commercial Plumbing Slab	No	<input type="checkbox"/>
Elevation Certificate - Under Construction	No	<input type="checkbox"/> Inspection type doesn't allow public request.
Commercial Building Framing	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.

Results per page 1 - 10 of 21 << < 1 2 3 > >>

Optional Inspections

Description

10. This will bring up the same page from Step 7. You can fill out multiple requests at once instead of repeatedly going back to the inspection page. However, you still have to individually enter the information for each inspection request before submitting. Otherwise, it will not give you the option to submit your second request.

* Contact Phone (123) 456-7890

* Requested Date 06/03/2021 AM

Comments/Gate Code

Use same date for all

Use same field contact for all

Submit

2 #BC2021-02504

Inspection Type: Commercial Electrical Rough Case Type: Permit - Building, Commercial New

Address:

* Contact Name [] Contact name is required.

* Contact Phone [] Contact phone is required.

* Requested Date [] AM/PM is required

Comments/Gate Code

Submit

****Important Scheduling Notes****

***Contact name and number should be for someone who is onsite or able to answer any technical questions the inspector may have.**

***Inspections scheduled before noon can be requested for the following business day. Inspections scheduled after noon will provide 2 business days out as the earliest option per our policy.**

***Unfortunately, AM/PM is a required field. However, we do not schedule inspection times, so this field will not relate to your actual inspection time.**

***Please use comments to let the inspector know of a key location, lockbox code, etc. Please note that we do not schedule specific inspection times, and inspectors often do not see the notes until the arrive for the inspection. Notes such as "Please call 30 min prior to arrival for access" may not be honored. If you need to speak to the inspector about a specific inspection, please use the CSS account to find out who is assigned and give them a call the morning of.**

***Inspections occur between 7:30a-4p. Schedule is finalized the morning of inspections.**