Customer Self Service
How to Schedule Inspections

Scheduling Inspections
1. Go to: [https://egcss.charleston-sc.gov/energov_prod/selfservice/#/homelic/main](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.
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.
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.

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

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 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.
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.

**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.