

## Charleston Customer Self Service (CSS)

### How to Register for CSS

**Web Browser:** You may use any web browser (Google Chrome, Apple Safari, Windows Internet Explorer, Firefox, etc.) or mobile device to register, access or make an application on the Customer Self Service portal. This is not an App, so no download is necessary. To get started simply use the following link [CSS \(charleston-sc.gov\)](http://css.charleston-sc.gov) and follow the steps below.

#### Registration Steps

##### 1. Click “CSS Registration”



##### 2. The CSS online Account Authorization Form will appear. Please complete and click “submit.”

##### 3. The log in screen will appear, click “Register Here.”

Log In

\* Username

\* Password

Remember Me

Log In

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

4. Enter your e-mail address and click “Next.”

Registration

Step 1 of 4: Email Address

Email  Next

5. An email from [noreply@charleston-sc.gov](mailto:noreply@charleston-sc.gov) will be sent to verify your email. Open email and click “Confirm.” This step must be completed to move to forward to complete the registration process (Note check your junk/spam folder)

Citizen Self Service New User Account Confirmation

From: <[noreply@charleston-sc.gov](mailto:noreply@charleston-sc.gov)>  
Date: Mon, Nov 13, 2023 at 4:12 PM  
Subject: Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

If your email (and Contact Information) is already in the system, you will be asked the question, “Is this you?” If yes, select Log In to proceed with verifying your contact information is still accurate. Updates can be made at this time to correct any of your contact information (i.e. phone number, addresses, last name, etc.)

**6. Complete registration form shown below:**

Registration

Step 2 of 4: Login information

**\*REQUIRED**

I'm not a robot  reCAPTCHA  
Privacy · Terms

\* Username

\* Password

**OK**

\* Confirm Password

Email

**Next**

Passwords must include at least:  
- 8 Characters  
- 1 Upper Case Letter  
- 1 Number

**7. Enter personal information.**

The asterisk \* indicates a required field.

Registration

Step 3 of 4: Personal Info

**\*REQUIRED**

\* First Name

Middle Name

\* Last Name

Company

\* Contact Preference  Email

\* Email Address

**Hide**

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

**Back** **Next**

## 8. Enter Address information:

Registration

Step 4 of 4: Address

\*REQUIRED

Country Type	US
* Street Number	
Pre Direction	
Street Name	
Street Type	
Post Direction	
Unit Or Suite	
City	
State	
Postal Code	
County	
*Address Type	Site

Back Submit

NOTE: Once you submit this request, the process may take up to three business days to confirm the account. Once your account is active this will complete the registration process. You will see your dashboard and any associated application.

## 9. Once your registration information is processed you will be able to login to your Customer Self Service dashboard indicating your registration was successful

Good Afternoon, Guest ▾

Home Apply 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.

 **Login**  
Click this option to login to CSS.

 **Apply**  
Click here to apply for a permit or plan.

 **Pay Invoice**  
Click here to pay an invoice.

 **Search Public Records**  
Click here to search existing permits, plans, inspections, and licenses.

 **Request Inspection**  
Click here to request an inspection on an existing record.

 **How to Use and Navigate CSS**  
Click here to access user guides.

 **Freedom of Information Act Request (FOIA)**  
Click here to access FOIA.