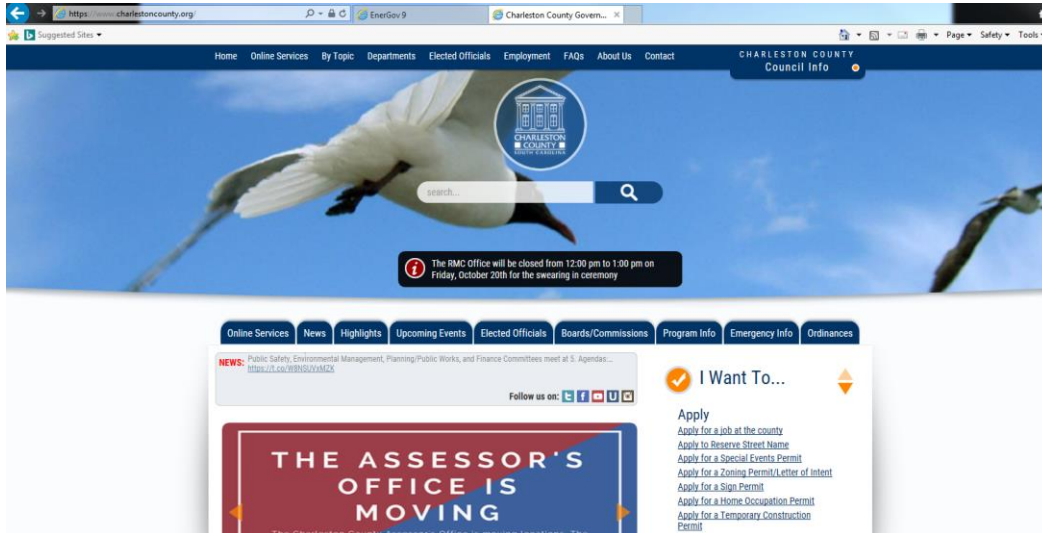


**Charleston County Citizens Access Portal**  
**How to Create an Account**  
**\*\*NOTE: Internet Explorer 11 is the preferred browser\*\***

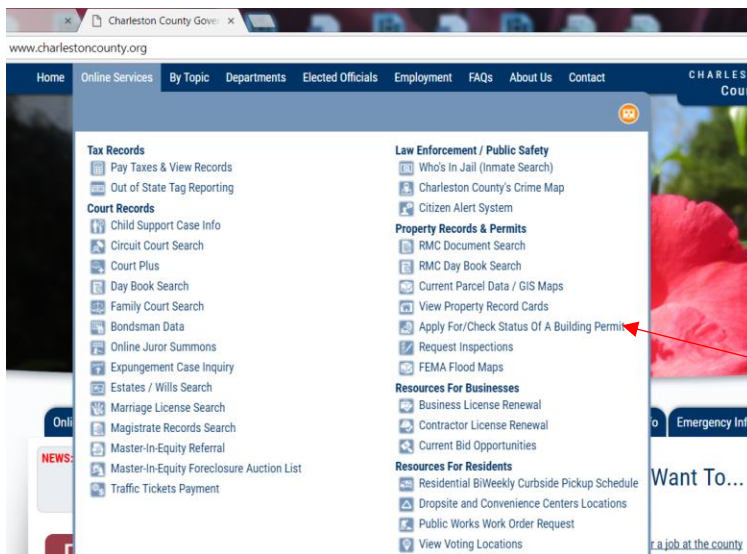
GO TO: [https://egovweb.charlestoncounty.org/CitizenAccess\\_Prod/Site/Public/Main](https://egovweb.charlestoncounty.org/CitizenAccess_Prod/Site/Public/Main)

**OR**

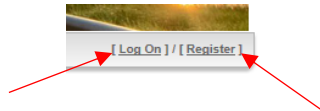
1. Go to [www.charlestoncounty.org](http://www.charlestoncounty.org)



2. Click Online Services tab and then under Property Records/Permits (in the second column), click on the Apply for/Check status of a Building Permit.



3. Click Log on or Register to create an account on the Citizens Access Portal in the top right hand corner. Fill in the appropriate fields. If this is your first time logging on, you will need to register first. After this step, an employee from County Building Inspection Services link this account to a contact in Energov.

A screenshot of a 'Log On' form. The form has a title 'Log On' and a sub-header 'User Login'. It contains three input fields: 'Email address', 'Password', and a checkbox labeled 'Remember me?'. Below the fields is a blue 'Log On' button and a link for 'Forgot Password'.A screenshot of a 'New User Registration' form. The form is divided into two main sections: 'User Details' and 'Address Fields'. The 'User Details' section includes fields for First Name, Middle Name, Last Name, Company, Reg Phone, Email, Confirm Email, Password, Confirm Password, and Contact Preference. The 'Address Fields' section includes fields for Street Number, Street Name, Suite/Unit, Street Type, Address Type, City, State, Zip Code, and County. At the bottom, there are logos for 'COUNTY', 'NEW', and 'ENERGOV', along with a 'Privacy & Terms' link and a 'Submit' button.

NOTE: Once you submit this REQUEST, the office will contact you (usually within two business days) to confirm the account information and set you up as a contact in our system. They will ask for authorization letters on who can use your account or be connected to your information, what you will use this account for (submit plans, request permits, pay invoices, etc.).

**\*\*\*If you do not respond within 2 business days of the office contacting you, your account request will be deleted and you will need to repeat the process.\*\*\***

**Once your account is active, do not change the contact information related to your account. This is linked to the system in our office and what appears on your permit. According to State Contractor Licensing and Permit Laws, the qualified individual must appear on the permit, not the office staff, homeowner, etc.**

**If you have questions about your account, please feel free to call our office at (843)-202-6930.**