

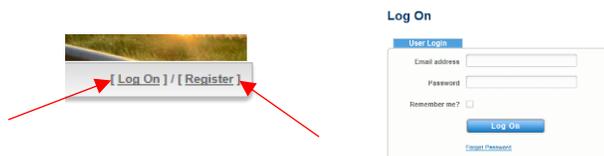
# Charleston County Citizens Access Portal

## How to Upload Plans

**\*\*NOTE: Internet Explorer 11 is the preferred browser\*\***

Note: Plans are not required for every permit/project. Only create a CONS case and upload plans if necessary.

1. Log on the Citizens Access Portal at:  
[https://egovweb.charlestoncounty.org/CitizenAccess\\_Prod/Site/Public/Main](https://egovweb.charlestoncounty.org/CitizenAccess_Prod/Site/Public/Main)



2. Go to "Plan" and select "Create" – Here you will be creating a CONS case, the file folder that holds all the project information. Once this is created, plans will be uploaded after Step 7, which creates the CONS.



3. Enter information required in all areas in the Plan Field; include scope of work in the "Description" field.

Apply for a Plan

The image shows the 'Plan Fields' form. It has two dropdown menus: '- Type -' and '- Work Class -'. A 'Description' text field is also present. Red arrows point to each of these three fields.

4. Select an address associated with your account already or search for an address using the "New Search" button. Click "Select" next to the address you want to use. \*\*Address type selected should always be "Location Address;" this must be selected and saved or all entered information will be lost.

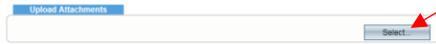
*Note: it is easiest to locate by entering only the street number and the street name. OR, you can manually enter an address if it is not showing up in the search.*

The image shows two forms. On the left is the 'Address Search' form with fields for 'Street Number', 'Pre Direction', 'Street Name', 'Street Type', 'Post Direction', 'Address Type', 'Suite/Unit', 'City', 'State', 'Zip Code', and 'County'. A 'Search' button is at the bottom. Red arrows point to the 'Street Number', 'Street Name', 'Address Type', and 'Search' fields. On the right is the 'Address Matches' form showing a search result: '1527 MAIN RD JOHNIS ISLAND, SC 29455 United States'. A red arrow points to the 'Select' button next to this result.

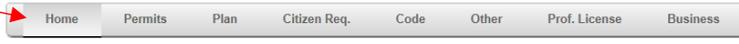
5. Add a contact if none are entered OR you would like a different contact to be added to this plan set than what is registered with the account. If adding a contact, select "add contact" and enter all required information for the new contact.

The image shows the 'Contact Search' form. It has a table with columns for 'First Name', 'Last Name', 'Contact Type', 'Company', and 'Title'. The table contains one entry: WILLIAM HORNE, Applicant, CHARLESTON COUNTY BUILDING INSPECTION SERVICES. Below the table are buttons for 'Add Favorite', 'Add Me', and 'Add Contact'. A red arrow points to the 'Add Contact' button.

- Upload basic attachments: **THIS IS NOT WHERE YOU UPLOAD PLANS.** There is a 1mb maximum in this field. This is for small items such as a zoning permit, a RES check form, and IECC form, or other additional documents that are required for plan review. Click "Select" and navigate to the documents that you want to upload. Click select again for each additional file that you want to upload.



- When all information is entered, click "Submit". Your CONS case is now created.
- Click "Home" to see all of your submittals and to refresh your page.



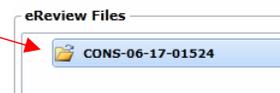
- Scroll down to Plan- select the CONS case where you want to upload plans.

Plan Number	Type	Work Class	Status	Apply Date
<a href="#">CONS-06-17-01524</a>	Construction Plans Review	Residential New	InComplete/Expired	06/21/2017
<a href="#">CONS-05-17-01462</a>	Construction Plans Review	Commercial New	InComplete/Expired	05/31/2017
<a href="#">CONS-05-17-01423</a>	Construction Plans Review	Residential Addition / Renovation	InComplete/Expired	05/18/2017
<a href="#">CONS-05-17-01417</a>	Construction Plans Review	Residential Addition / Renovation	InComplete/Expired	05/17/2017

- A new window will open. Scroll down to EReview Projects, click Open next to the EReview item (Status should say "Waiting for Files").

EReview Item	Status	Plan	Applicant	Contractor
<a href="#">Open</a>	Waiting for Files	CONS-06-17-01524	WILLIAM HORNE	

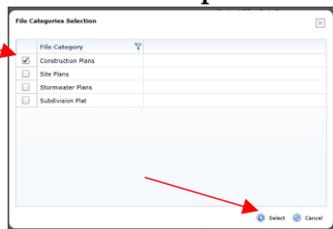
- A new window will open. Click the folder next to the CONS case number.



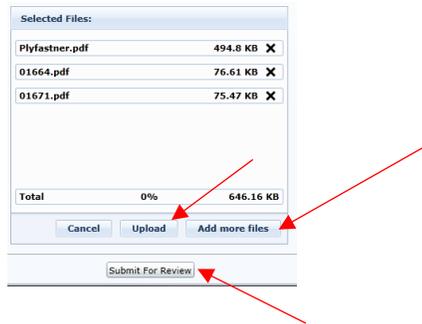
- Click "Browse" on the window to select files to upload. Navigate to the plans set that you want to upload and click "open".



- Check the box next to the file category for the type of plans being submitted. This will typically be construction plans. Click "select".



14. Click "add more files" if needed, or select "upload" when all files have been added to the list. When complete, select "Submit for Review".



### *Next Steps:*

1. An invoice for the plan review fee will be sent to your email address after the files have been received and reviewed.
2. You will be contacted if additional information is required. Full plan review will not begin until all required information has been received and the invoice has been paid.
3. Once additional information is received, full plan review will begin. You can check on the status of the review in your CAP account by clicking on the CONS case that was created.
4. When plan review is completed and approved, you will be notified by our office that you can come pick up your plans and pull permits.

If you need additional help please contact our office at 843-202-6930 or email at [buildingservices@charlestoncounty.org](mailto:buildingservices@charlestoncounty.org).

**Helpful hint:** You can check the status of your plan review at any time from the home tab in the "USER NAME" Plans box when you are logged in. The statuses could be "Pending Full Review," "Under Full Review," "Ready for Permitting," "Awaiting Additional Paperwork," "Disapproved," or "Incomplete/Expired."

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