



Charleston County's Citizen Self Service Access Portal

Registration Guide

Web Browser: You may use any web browser (Google Chrome, Apple Safari, Windows Internet Explorer, Firefox, etc.) or mobile device to Register, access or apply on the Customer Self Service website. This is not an App, so no download is necessary. A prerequisite to making a submission requires registering your contact information (i.e. information for the Business, Employee, or Citizen/Customer/Person), whomever has authority to make the submission. This can be done on any device, phone, computer, tablet, etc., using most available browsers on the market, and that have access the internet. To get started simply type https://egovweb.charlestoncounty.org/EnerGov_Prod/SelfService#/home in your browser address, or click this link and follow the steps below

Registration Steps

1. From the CSS home screen select the Login or Register icon



2. The Log in screen will appear, select the Register Here link at the bottom of screen 2

A login form titled "Log In" with fields for "Username" and "Password", a "Remember Me" checkbox, a blue "Log In" button, and links for "Forgot your password? Reset it", "Forgot your username? Email it", and "Don't have an account yet? Register Here".

3. Enter your e-mail address.

A registration form titled "Registration" with a sub-header "Step 1 of 4: Email Address". It contains an "Email" input field and a blue "Next" button.

4. Select Next

5. An email will be sent to your email box (gmail, yahoo, aol, etc.) to verify you entered the correct email. (Note check your junk/spam folder)

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

6. Open the email noreply@charlestoncounty.org and select "Confirm".

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](#)



7. This will open up a new window with your email displayed, if your contact information already exists in our database. You will receive this message:

A screenshot of a web registration form titled "Registration" with the sub-header "Step 2 of 4: Login Information". The form includes a CAPTCHA section with a checkbox labeled "I'm not a robot" and a CAPTCHA image. Below this are three input fields labeled "Username", "Password", and "Confirm Password", each with an asterisk indicating it is required. An "Email" field is pre-filled with "Johndoe@yahoo.com". At the bottom left, there is a section titled "Is this you?" with a blue person icon, the text "Name: John Doe" and "Email: Johndoe@yahoo.com", and a blue "Continue" button. A red asterisk and the word "Required" are positioned in the top right corner of the form area.


8. 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.) You will create your username and password.

9. If you have not done business or made a submission with the County using your contact information, then you are not in our database system, you will receive the Registration form shown below:



Registration

Step 2 of 4: Login information

I'm not a robot  ***REQUIRED**

*** Username**

*** Password**

*** Confirm Password**

Email

Complete the Registration Form

1. **reCaptcha** (spam verification)

I'm not a robot.

You must select the checkbox of **"I'm not a robot"** and receive a green checkmark before selecting **Submit**.

2. Create a Username

a. Create a unique username for your account

3. Create a Password -Requirements below:

a. At least eight (8) characters in length (can be more, but no less than 8)

b. At least one digit ('0'-'9')

c. At least one uppercase (A-Z)

d. At least one lowercase (a-z)

4. **Enter your personal information.** The asterisk * indicates a required field. Name, company, and contact preferences

5. **Enter Address information:** Enter the address of contact, or if registering as a company contact enter the business address.



Address Type: **Location** is the default.

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.

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

If you have questions about your account, please feel free to call our office at (843)-202-6930 or via email at buildingservices@charlestoncounty.org

