EnerGov Citizen Self Service (CSS)
Quick Reference Guide

Overview

The essential purpose of the CSS online portal is to allow citizens to interact with the EnerGov permit tracking and land management system. CSS will allow the public to look up permit details, pay fees, and schedule building inspections.
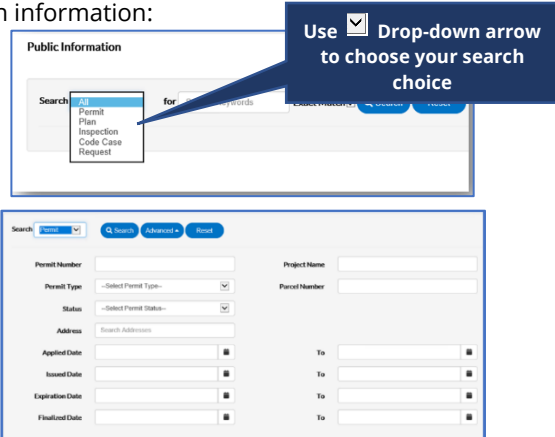
Getting Started with CSS

Access CSS from any web browser by visiting

https://egovweb.charlestoncounty.org/EnerGov_Prod/SelfService#/home

Searching Permits, Plans, or Inspections Without Logging In

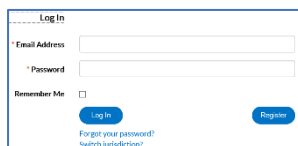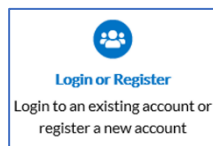Citizens may click on **Search🔍** to search for Permit, Plans, or Inspection information:

Use ☑ Drop-down arrow to choose your search choice

1. From the Search window fill in as many fields as needed (not all fields need to be utilized).
   - All of part of Permit/Plan/Inspection **number.**
   - **Project Name.**
   - Select Permit or Plan **Type** from drop-down.
   - All or part of **Address.**
   - **Date**(s).
2. Click **Search** for results.
3. Click **Advanced** to hide the search criteria.
4. Click **Reset** to clear the search criteria.

Logging Into CSS

Follow these steps to log in to CSS

1. First time users, click **Register** to register as a member.
2. Enter your email address. You will receive a confirmation email. Click **Confirm** in the email to navigate back to CSS registration site.
3. Click **Register** (you will only have to register once).
4. If no existing contact is found for you, complete the **Personal Info** fields (those w/ red asterisks are required).
5. Enter your password choice for the CSS site.
6. Choose an **Address type**, then click the 'I am not a robot' box, then click **Submit.**
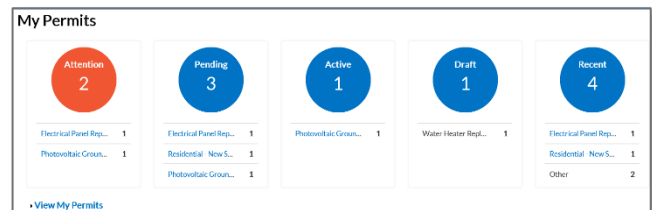7. Once completed, click **Login.**

Note: An authorization form needs to be completed by the primary contact if you wish to be added to an existing account.

Dashboard

Logged in users will see their permits, plans, and inspections organized by status, plus unpaid invoices.

Click any status circle to view the complete list of items with that status

Click View My list to see all items

Status Categories

Attention *(Permits/Plans)***:** List of Plans or Permits with this status, and the reason they need your attention.

Pending *(Permits/Plans)***:** List of Plans or Permits with Pending status.

Active *(Permits)***:** List of Permit numbers with Active status.

Denied *(Plans)***:** List of Plan numbers that have been applied for and denied (w/ reason).

Draft *(Permits/Plans)***:** List of Permits or Plans that have been saved, but not submitted for review. These drafts may be incomplete, and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.

Recent *(Permits/Plans)***:** List of Permits or Plans recently submitted.

Requested *(Inspections)***:** List of Inspections Case Numbers with Requested Date.

Scheduled *(Inspections)***:** List of Inspections Case Numbers with Requested Date and Scheduled Date.

Closed *(Inspections)***:** Inspections that have been closed.

Invoices

CSS users can access invoices that are paid, voided, or unpaid. Invoices can be added to the integrated electronic shopping cart that allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.


▪ By clicking on **Add To Cart** oval to the right of Current, Past due, or Total invoices, the citizen will be able to access the Shopping Cart screen where all invoices are listed.

- The citizen may access the Invoice by clicking on the **Invoice Number** or they may access the Case by clicking on the **Case Number**.
- To remove an Invoice from the Shopping Cart, the citizen may click **Remove** to the right of the invoice.
- To checkout, click on the **Check Out** oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

Applying for a Plan or Permit
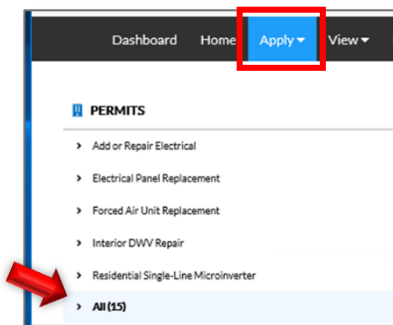
1. Under the **Apply** menu, you can apply for Permits and Plans (click All to see complete list). Users can begin to apply for cases and resume the application process later.
2. Choose from the Permits or Plans choices listed.
3. In the **Apply for Permit/Plan** screen, complete the required details.
4. **Location:** Either choose **Address** and search for then **Add address**, or choose **Parcel** and enter APN, search and check Action **check box** to select **Search Associated Address**, select address **check box** and click **Add Selected**.

5. **Contacts:** Registrant contact will be added by default. Click **Add Contact +** and search for or enter manually any additional contacts' information. Click **Submit**.
6. **Attachments**: Click **Add Attachment +** open a file browsing window.

7. **Save Draft**: Click if information is incomplete and needs to be finished later. Click on Draft status circle in Dashboard to resume the Plan/Permit later.
8. **Next**: Click to be taken to Additional Information page.
9. **Submit**: Click to submit the application if no other fields are required.

Requesting Inspections After Permit Issuance

1. Click on the Permit Number of the permit you want to request an inspection for.
2. In the Permit window, click **Inspections** tab.
3. From the list of **Remaining Inspections** near the bottom, click the Action box for the inspection you are requesting.
4. Click **Request** at bottom-right of page.
5. Next, enter Requested Date and any Comments, then click Request.
6. The inspection information and green check will pop up if successfully requested.

Paying Fees

1. From the Plan or Permit of your choice, click on the Fees tab.
2. You will see the list of Remaining Fees and Paid Fees, with Invoice numbers next to the fee name.
3. Click on the Dashboard tab in black banner at top of screen to return to Dashboard, then navigate to Invoices at bottom of page. Each invoice in list will show **Primary Fees, Misc Fees, Payments, Attachments, Contacts**, and **Add to Cart**.

## View My Permits, My Plans, or My Inspections

1. Use the View tab at top of the Dashboard.
2. Click My Permits, My Plans or one of the Inspection options (Existing/Request/Today's).
3. Use **Display** drop-down to filter the types of cases shown, and click on the **Sort** drop-down to sort by feature column.
4. Use the page navigation buttons to move between pages.

Map

The CSS integrated map allows for powerful searches, pinned results, and applying for cases. Type partial or complete addresses and click the magnifying glass. Results show associated Parcel, Owner and Permit/Plan/Inspections. You can also click the icon, then click on a parcel of last to see search results- which can be filtered.
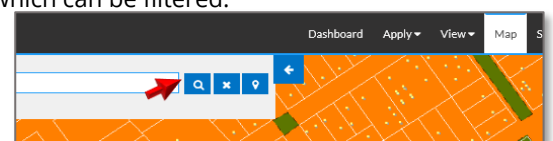
You can continue to use your active CAP account credentials. HOWEVER, to initially log into CSS, when you initially log into CSS, you will still need to "register" within CSS. However, you can use the same email address as you used in CAP. (see below).

Log In

* **Username**

Username is required.

* **Password**

Password is required

[Log In]

Forgot your password? Reset It
Forgot your username? Email It
Don't have an account yet? Register Here