

# City of Charleston, South Carolina

## Common Problems Scheduling Inspections Using Citizen Access Portal (CAP)

### Issue 1: "I cannot see my Inspection listed" (either to be scheduled or completed status)

#### Common Solution

1. Be sure you are checking all pages of the 'Schedule Inspections' tables. The CAP website displays inspections in a paginated format to keep the table small and not require continual scrolling through a long list. Many permits require a significant number of inspections and thus you may need to click on the link for page 2 [or more] (highlighted below in example) to find the exact inspection.

Select	Type	Status	Date	Reinspection
<a href="#">Schedule</a>	Residential Building Sheathing			No
<a href="#">Schedule</a>	Residential Building Strapping/Tie-			No

### Issue 2: "I cannot see my Inspection listed" (to be scheduled only)

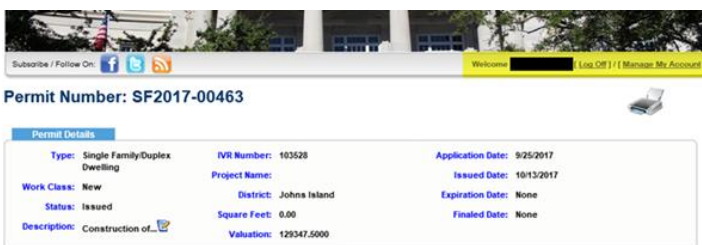
#### Common Solutions

1. If you are a subcontractor pulling sub-permits, your inspections will be listed under the master (building) permit. Please use the master permit to schedule inspections. If you do not see the master permit in your account, please contact The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) - to have your contact added to the permit.  
**Exception:** If the master permit was created in our old system (before 8/14/17) then the inspections will be under the sub-permits.
2. The CAP system enforces inspections based on priorities and only displays those that can be scheduled within the active priority. **Example** – the project is at 'rough-in' inspection stage, so the 'framing' inspection will not be displayed
3. Some permits carry inspections that are optional, if you don't see a desired inspection(s), please contact The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) - to have the inspection(s) added.

### Issue 3: "I do not see a 'Schedule' link next to my Inspection(s) and therefore cannot request a schedule date"

#### Common Solutions

1. Ensure you are logged into your CAP account and not viewing the public permit search database
  - a. To verify you are in your CAP account, check the top of your screen (highlighted in below example)
    - i. if the link says 'Log On / Register', then you are viewing the public permit search database and need to login to your CAP account in order to access the 'Schedule Inspections' link on top of the 'Inspections' table (highlighted in below example)

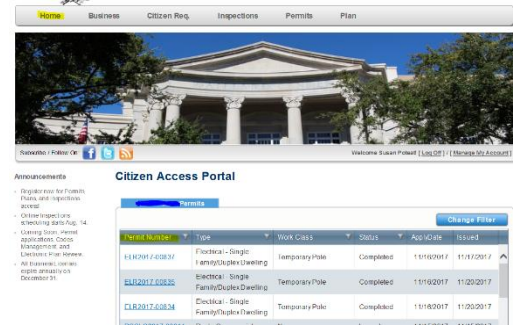


Select	Type	Status	Date	Reinspection
<a href="#">Schedule</a>	Residential Building Sheathing			No
<a href="#">Schedule</a>	Residential Building Strapping/Tie-			No

- ii. if the title of the 'Inspections' table shows 'Remaining Inspections' you are in the public permit search database and if the title of the 'Inspections' table shows 'Schedule Inspections' you are logged into the user CAP account.

- If you are logged in your CAP account and still do not see the 'Schedule Inspection' link next to 'Pending Inspections', the most likely cause is that you are not a contact associated with the project building permit/master permit.

- The easiest way to verify this is from your CAP account home screen – there is a table listing permits, and if your permit number does not show then you are not linked to the project building permit/master permit. Please contact The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) - to have your contact added.



#### Issue 4: "Nothing happens when I click the 'Cancel' button to cancel inspections"

##### Common Solution

Inspections cannot be cancelled through CAP once the status is 'Scheduled'. You will need to contact The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) - or contact the assigned City inspector to request cancellation.

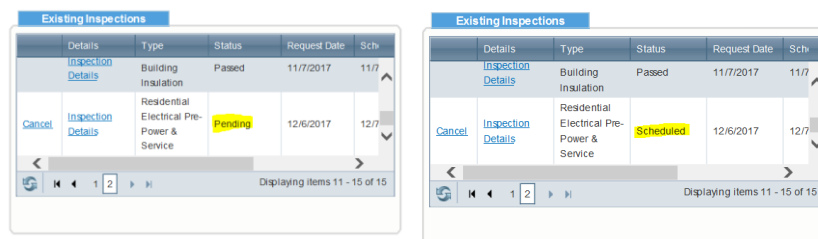
#### Issue 5: "I get an error about processes not being completed for my inspection to be scheduled"

##### Common Solution

- Usually, this error occurs when an inspection is requested out of sequence (e.g., an electrical final before a framing inspection).
- Occasionally, the error could indicate that a step was inadvertently not completed by The City. In these cases, please contact The City via email – [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) – for help.

#### Issue 6: "I cannot tell if my inspection has been scheduled"

When you request an inspection, the initial status is 'Pending' within the 'Existing Inspections' table. Once The City assigns and schedules the inspection, the status will be updated to 'Scheduled'. This internal City processing can take up to 24hrs from the time the inspection is requested to when it is scheduled. Please check back later to verify. If you still don't see the status updated, contact The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) - for additional information.



#### Issue 7: "I cannot see my permit(s) on my home screen"

##### Common Solutions

- Be sure that you have the master permit number (typically a building permit) and not the sub permit number (typically trade permit)
- Be sure the permit was started on/after August 14, 2017 (if it is an earlier permit then inspections are managed through our old system BluePrince) – Please send your request to The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) – so your contact can be add.
- Your CAP contact record may not be attached to the permit record; notify The City via email - [inspections@charleston-sc.gov](mailto:inspections@charleston-sc.gov) – so your contact can be add.