Customer Access Portal
Permit Submittal User Guide: Short-Term Rental Operational Permit

1. Go to: https://cap.charleston-sc.gov/EnerGov_Prod/CitizenAccess/Site/Public/Main and click on “Log On.” Make sure to use Internet Explorer as your browser. Make sure you have Microsoft Silverlight installed. You will not be able to upload required documents without that combination.

2. Enter in your email address you used to register and your password, and then click “Log On.” If you would like your email and password to be saved for future log in sessions, check the box next to “Remember me?” If you forgot your password, click on the “Forgot Password” link

Log On

3. To apply for a permit, towards the upper center of the screen click on the “Permits” tab and then click on “Apply.” A new “Apply for a Permit” page will appear. Under the “Permit Fields” box use the drop-down menu for “Type” and select “Operational Permit.”
4. Use the drop-down menu for “Work Class” and select “Short Term Rental.”

![Permit Fields](image1)

5. In the “Description” field, type in “New Short-Term Rental Permit.”

![Permit Fields](image2)

6. You may ignore the “Additional Info” box.

7. Under the “Address to Use” box, click on the “New Search” button.

![Address to use](image3)

8. Enter in the address information: street number, street name, and zip code. Click on “Search.” If your street has two words, a directional indicator, or a number in its name, you may need to try multiple permutations to get the address as it is in our system.

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9. An “Address Matches” box will generate. Click “Select” next to the correct address. If there is more than one unit on the property, select the one in which you reside with a 4% rate of property tax.

10. The “Address to Use” box will appear again with your selected address populated. A red asterisk appears next to the “Address Type” field. Use the drop-down menu to select “location.” You cannot use a mailing address to apply for a Short-Term Rental permit. Click “Save.”
11. Under the “Contact Search” box, click on the “Add Contact” button. The system automatically adds you, as the submitter, as a contact.

12. Use the “Contact Type” drop-down menu and select “Property Owner.”

13. Enter in any useful information within the “Contact Search” and Contact Address boxes and click “Search” for retrieval purposes (first and last name).

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14. Under the “Contact Search” box, check the box next to the contact. Information about the contact will populate below. Click “Submit.”

15. A new page will generate with your permit number, permit details, primary address details, contact details, and other information. Congratulations! You’re one-third of the way there! Now you need to pay the application fee.
16. Scroll down the new page to the “Pay Fees” button and click it.

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17. On the “Invoice” page that opens, you will see your invoice number and, in the top right of the screen, the “Make Payment” button. Click that button.

**Invoice Number: 00047130**

18. A new website will open, it is the State of South Carolina’s secure payment system for municipal governments. Follow the prompts to pay the fee, as you would make any other online payment. You will be charged $200, plus a small processing fee.

19. When you have paid the fee, congratulations! You’re two-thirds of the way there! Return to [https://cap.charleston-sc.gov/EnerGov_Prod/CitizenAccess/Site/Public/Main](https://cap.charleston-sc.gov/EnerGov_Prod/CitizenAccess/Site/Public/Main) and log in again if necessary.

20. Go up to the “Permit” tab at the top of the page where you started and click “Search.”

21. Enter your street number and name as shown. If you have a specific suite or unit number that you used in creating the permit, enter it also.

Make sure to enter “OP” in the Permit Number section.
22. Select your operational permit from the search results by clicking on the Permit Number.

Search Results

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Address</th>
<th>Type</th>
<th>Work Class</th>
<th>Status</th>
<th>Issued Date</th>
<th>Expiration Date</th>
<th>Final Date</th>
<th>Project Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP2018-00027</td>
<td>2 GEORGE ST, Charleston, SC 29401</td>
<td>Operational Permit</td>
<td>Short Term Rental</td>
<td>Applied</td>
<td>Online</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

23. Scroll down the page until you see “EReview Projects” and click “open”


25. A pop-up window will generate towards the bottom right of your screen that allows you to select files to upload.
   Please be sure to include all required documents in PDF Format when submitting online.
   If you do not upload all required documents, your project will not be reviewed until all required documents are submitted.

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Uploaded documents should include:

- Application (Notarized)
- Site Plan of property showing location of all buildings and required parking spaces. Site Plan should be drawn to scale.
- Floor Plan of building to be rented, showing all rooms labeled with their type, and showing rooms to be rented. Floor plan should be drawn to scale.
- Proof of 4% primary residence status including but not limited to:
  - Letter from your county assessor attesting to 4% Status.
  - Voter registration card with address.
  - Driver’s License or State ID with address.
  - Articles of incorporation naming the members of the LLC owner if applicable.
- Proof of the age or National Register Status of the building to be rented, if required for the category.
- Current photographs of all structures and parking areas on the property.

Please make sure all pages are the same size, scale, and are oriented in the correct format. Please make sure documents are clearly labeled, an example follows in Step 26. In the “Select files to upload” window, click “Browse.”

26. Select your files for upload and click “Open.”

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27. A “File Categories Selection” window appears. Check the box next to the “Charleston” file category, and click on “Select.”

![Image of File Categories Selection]

28. In the “Selected Files” window, you will see all off your selected documents. You can cancel, add more files, or upload at this point. When ready to upload, click the “Upload” button.

![Image of Selected Files]

29. Your documents will populate under “eReview Files.” At this point, you can delete files by clicking on the red “X” next to each document or you can view each document by clicking on the yellow folder next to each document.

![Image of eReview Files]

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30. If you wish to add more files, click on the “Add more files” button in the upload window.

31. If you are ready to submit your project, towards the bottom right of the screen click “Submit for Review” under the upload window.

32. An “EnerGov” pop-up window generates alerting you to the inability to upload files if submitting. If you still need to upload more files, click the “Cancel” button. However, if you’re ready to submit, click the “OK” button. Your project will then be in our system for review.

33. Now that you’ve uploaded your files, congratulations! You’ve applied successfully! Expect to hear from the City of Charleston within two weeks. There are several other steps in the process, but you’re off to a flying start.