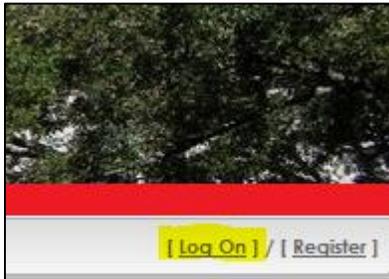


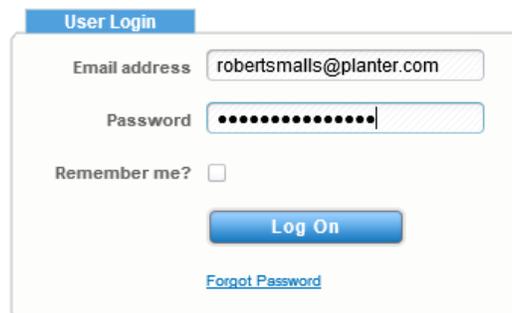
Customer Access Portal Permit Submittal User Guide: Short-Term Rental Operational Permit

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.

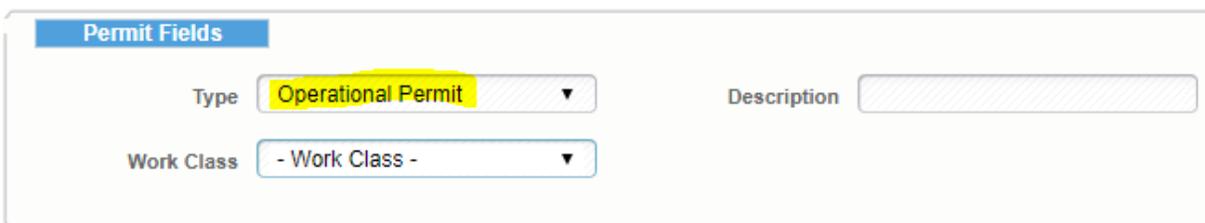


2. Enter in your email address you used to register and your password, and then click “Log On.” If you would like your email and password to be saved for future log in sessions, check the box next to “Remember me?” If you forgot your password, click on the “Forgot Password” link

Log On

A screenshot of a "User Login" form. It has a blue header with the text "User Login". Below the header are four fields: "Email address" with the value "robertsmalls@planter.com", "Password" with a masked password of ten dots, "Remember me?" with an unchecked checkbox, and a blue "Log On" button. Below the button is a blue link labeled "Forgot Password".

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.”

A screenshot of a "Permit Fields" form. It has a blue header with the text "Permit Fields". Below the header are two dropdown menus: "Type" with the value "Operational Permit" and "Work Class" with the value "- Work Class -". To the right of the "Type" dropdown is a text input field labeled "Description" which is currently empty.

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4. Use the drop-down menu for “Work Class” and select “Short Term Rental.”



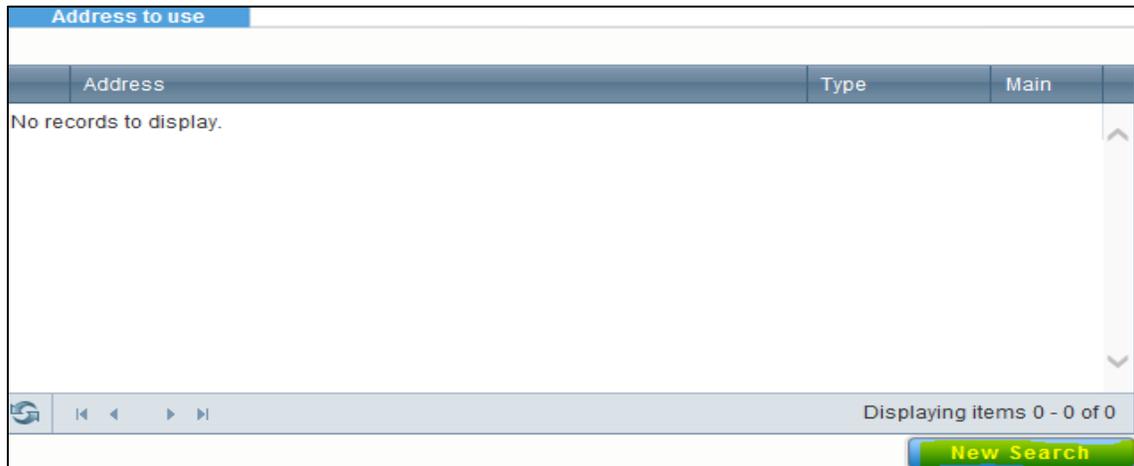
The screenshot shows a form titled "Permit Fields". It contains two dropdown menus. The first is labeled "Type" and has "Operational Permit" selected. The second is labeled "Work Class" and has "Short Term Rental" selected. To the right of these is a text input field labeled "Description" which is currently empty.

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



The screenshot shows the same "Permit Fields" form. The "Description" field now contains the text "New Short Term Rental Permit". The "Type" and "Work Class" dropdowns remain the same as in the previous screenshot.

6. You may ignore the “Additional Info” box.
7. Under the “Address to Use” box, click on the “New Search” button.

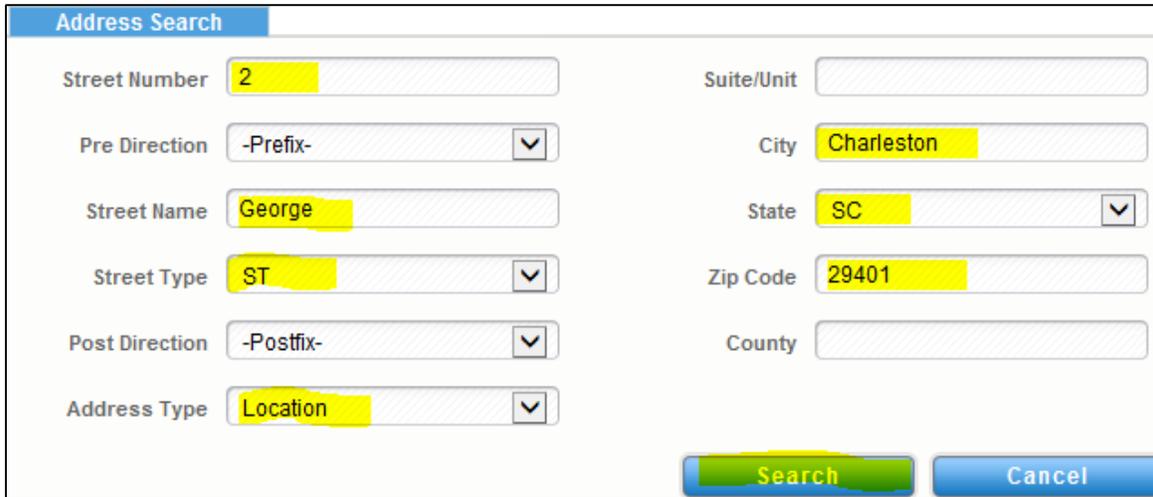


The screenshot shows a search interface titled "Address to use". It features a table with columns for "Address", "Type", and "Main". The table is currently empty, displaying the message "No records to display." Below the table is a navigation bar with a refresh icon, left and right arrow icons, and the text "Displaying items 0 - 0 of 0". A green "New Search" button is located at the bottom right of the interface.

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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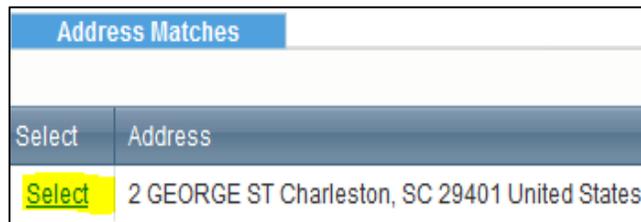


The "Address Search" form contains the following fields:

- Street Number: 2
- Pre Direction: -Prefix-
- Street Name: George
- Street Type: ST
- Post Direction: -Postfix-
- Address Type: Location
- Suite/Unit: (empty)
- City: Charleston
- State: SC
- Zip Code: 29401
- County: (empty)

Buttons: Search, Cancel

- 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.



Address Matches	
Select	Address
Select	2 GEORGE ST Charleston, SC 29401 United States

- 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."



The "Address to use" form contains the following fields:

- Street Number: 2
- Pre Direction: (empty)
- Street Name: GEORGE
- Street Type: ST
- Post Direction: (empty)
- Address Type: -Type- *
- Suite/Unit: (empty)
- City: Charleston
- State: SC
- Zip Code: 29401
- County: (empty)

Buttons: Save, Cancel

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11. Under the “Contact Search” box, click on the “Add Contact” button. The system automatically adds you, as the submitter, as a contact.

The screenshot shows a web interface titled "Contact Search". It features a table with the following columns: a star icon, First Name, Last Name, Contact Type, Company, and Title. The table contains one entry: Elizabeth Symon, Applicant, City of Charleston Permit Center. Below the table is a pagination bar showing "1" and "Displaying items 1 - 1 of 1". At the bottom of the interface are three buttons: "Add Favorite", "Add Me", and "Add Contact".

★	First Name	Last Name	Contact Type	Company	Title
	Elizabeth	Symon	Applicant	City of Charleston Permit Center	

Displaying items 1 - 1 of 1

Buttons: Add Favorite, Add Me, Add Contact

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

This close-up shows the "Contact Type" drop-down menu. The current selection is "-Contact Type-".

Contact Type: -Contact Type-

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

The screenshot displays two forms. The top form, "Contact Search", includes fields for Contact Type (set to Contractor), First Name, Last Name, Company (Blingers), License Number, Contact ID #, Title, License Type, and Classification. The bottom form, "Contact Address", includes fields for Street Number, Suite/Unit, Pre Direction, City, Street Name, State, Street Type, Zip Code, Post Direction, and County. A "Search" button is located at the bottom right of the forms.

Contact Search

Contact Type: Contractor

First Name: [] Last Name: []

Company: Blingers License Number: []

Contact ID #: [] Title: []

License Type: -License Type- Classification: -Classification-

Contact Address

Street Number: [] Suite/Unit: []

Pre Direction: -Prefix- City: []

Street Name: [] State: []

Street Type: -Type- Zip Code: []

Post Direction: -Postfix- County: []

Buttons: Search, Cancel

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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.”

First Name	Last Name	Company	Title
Liz	Symon	Blingers, LLC	

Displaying items 1 - 1 of 1

First Name: Liz Last Name: Symon
Company: Blingers, LLC Title:
Contact ID #: ID-000007230 Main Address:

New Search Add New Add Selected Cancel

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.

Description	Date	Amount	Invoice
Application Fee - STR/B&B	6/19/2018	\$200.00	00047130

Displaying items 1 - 1 of 1

Attachment Details

File Name

No records to display.

Displaying items 0 - 0 of 0

Pay Fees Close

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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



Make Payment

Invoice Details

Billing Contact : City of Charleston PP&S (.)	Invoice Status : Due
Invoice Date : 6/19/2018	Invoice Number : 00047130
Invoice Due Date : 6/19/2018	Invoice Description :
	Invoice Total : \$200.00

Primary Fees

Fee Name	Fee Total	Amount Due	Reference Entity #	Entity	Notes
Application Fee – STR/B&B	\$200.00	\$200.00	OP2018-00084	Permit	

Displaying items 1 - 1 of 1

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 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.

Address Fields

Street Number <input type="text" value="2"/>	Suite/Unit <input type="text"/>
Pre Direction <input type="text" value="-Prefix-"/>	City <input type="text"/>
Street Name <input type="text" value="George"/>	State <input type="text" value="-State-"/>
Street Type <input type="text" value="-Type-"/>	Zip Code <input type="text"/>
Post Direction <input type="text" value="-Postfix-"/>	County <input type="text"/>

Make sure to enter “OP” in the Permit Number section.

Permit Fields

Permit Number <input type="text" value="OP"/>	Project Name <input type="text"/>
Type <input type="text" value="- Permit Type -"/>	Issued Date <input type="text"/>
Work Class <input type="text" value="- Work Class -"/>	Expiration Date <input type="text"/>
Status <input type="text" value="- Status -"/>	Finalized Date <input type="text"/>

Search My Permits Only

YO
YO

CESS.

22. Select your operational permit from the search results by clicking on the Permit Number.

Search Results

Permit Number	Address	Type	Work Class	Status	Issued Date	Expiration Date	Finaled Date	Project Name
OP2018-00027	2 GEORGE ST Charleston, SC 29401	Operational Permit	Short Term Rental	Applied Online				

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

EReview Projects					
EReview	EReview Item	Status	Permit	Applicant	Contractor
Open	OP2018-00072	Submitted for Review	OP2018-00072		

Displaying items 1 - 1 of 1

24. A new “eReview Workspace” window/tab generates displaying case details for your project. Under “eReview Files” click on the yellow folder next to your project number.

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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8-City of Charleston-CAP-Permit Submittal User Guide

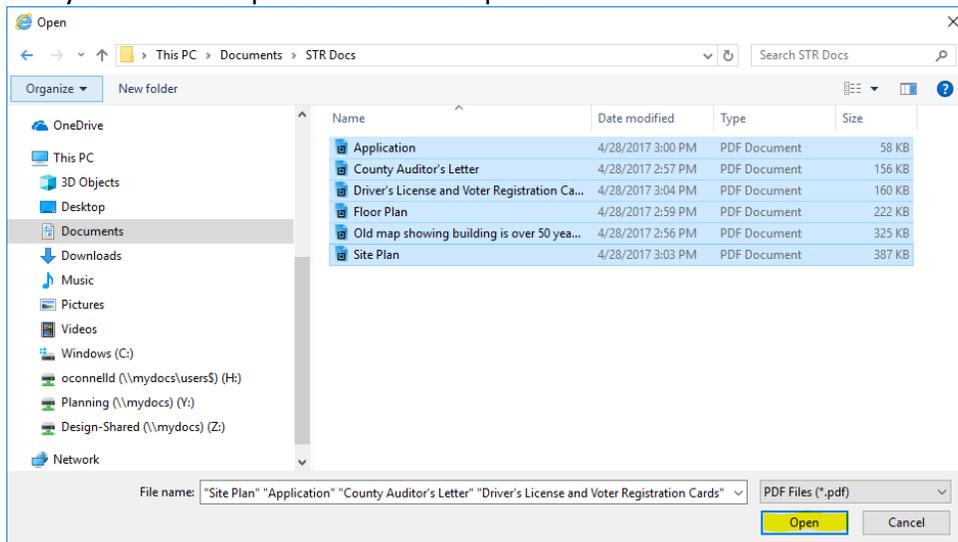
Uploaded documents should include:

- 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."

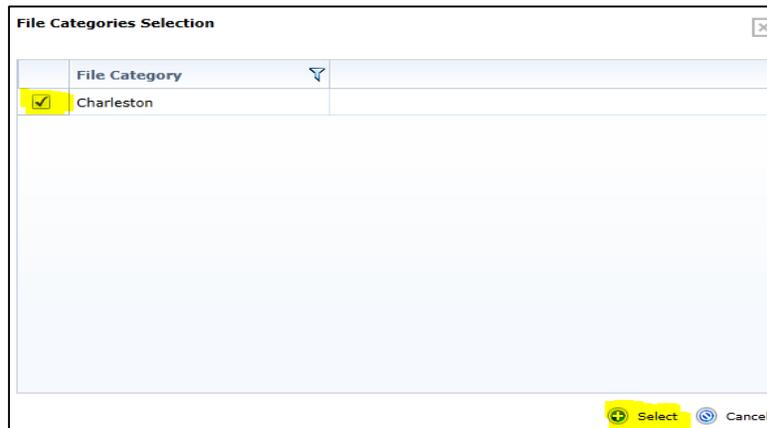


26. Select your files for upload and click "Open."

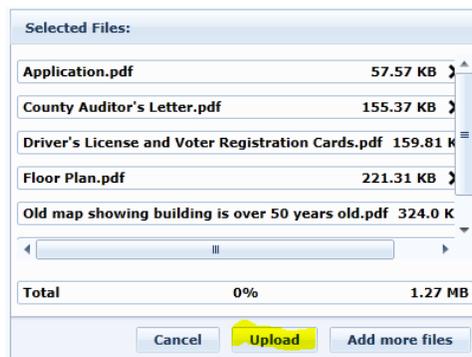


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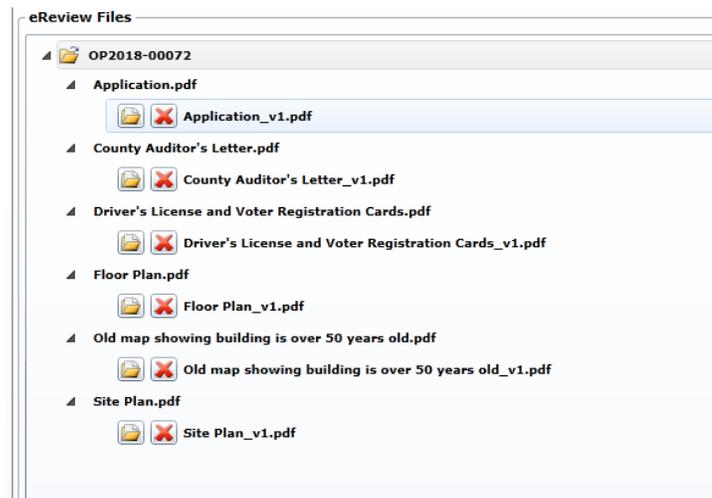
27. A “File Categories Selection” window appears. Check the box next to the “Charleston” file category, and click on “Select.”



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.

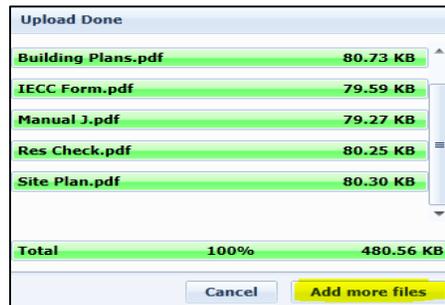


29. Your documents will populate under “eReview Files.” At this point, you can delete files by clicking on the red “X” next to each document or you can view each document by clicking on the yellow folder next to each document.

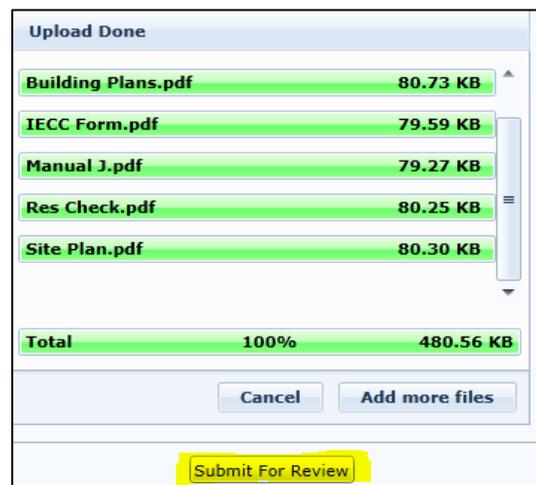


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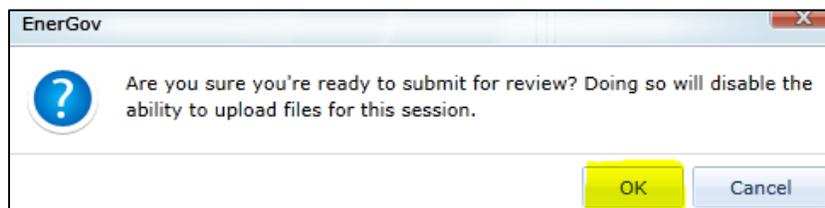
30. If you wish to add more files, click on the “Add more files” button in the upload window.



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.

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