# Customer Access Portal
How to Submit Documents after initial submittal

To submit documents online, you must have the Silverlight Plugin installed on your device

1. Email the City employee that requested revisions to **allow for file upload.** This is the only way that documents can be uploaded after you have submitted online.

2. Go to the CAP page and click on "Log On."

[Log On] / [Register]
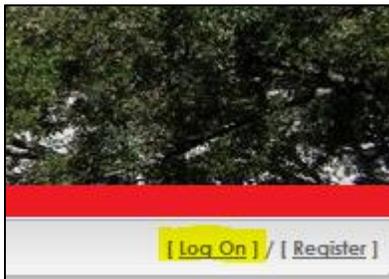
3. A new page will appear with your listed permits with details about each permit. Click on the permit number you would like to add documents to.

Permit Number	Type	Work Class	Status	ApplyDate	Issued
BC2018-00134	Building Commercial	Addition	Applied Online	02/23/2018	
SF2018-00136	Single Family/Duplex Dwelling	New	Issued	02/21/2018	03/16/2018
SF2018-00132	Single Family/Duplex Dwelling	New	Applied Online	02/13/2018	
SF2018-00131	Single Family/Duplex Dwelling	New	Applied Online	02/12/2018	
SF2018-00129	Single Family/Duplex	New	Applied	01/16/2018	

Displaying items 1 - 5 of 5

4. Open up your project, and scroll down the page until you see "EReview Projects." This is where you will upload documents for your project. Click on the blue hyper-linked "Open" under the "EReview" tab.
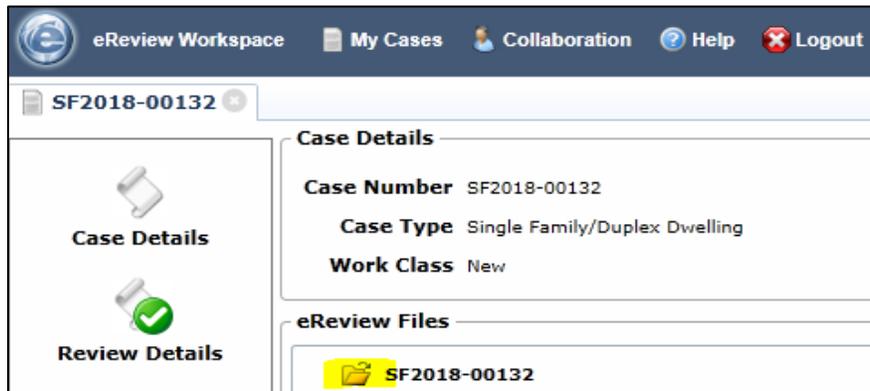
EReview Projects

EReview	EReview Item	Status	Permit	Applicant	Contractor
Open	SF2018-00132	Waiting for Files	SF2018-00132	Elizabeth Symon	

Displaying items 1 - 1 of 1

5. 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.
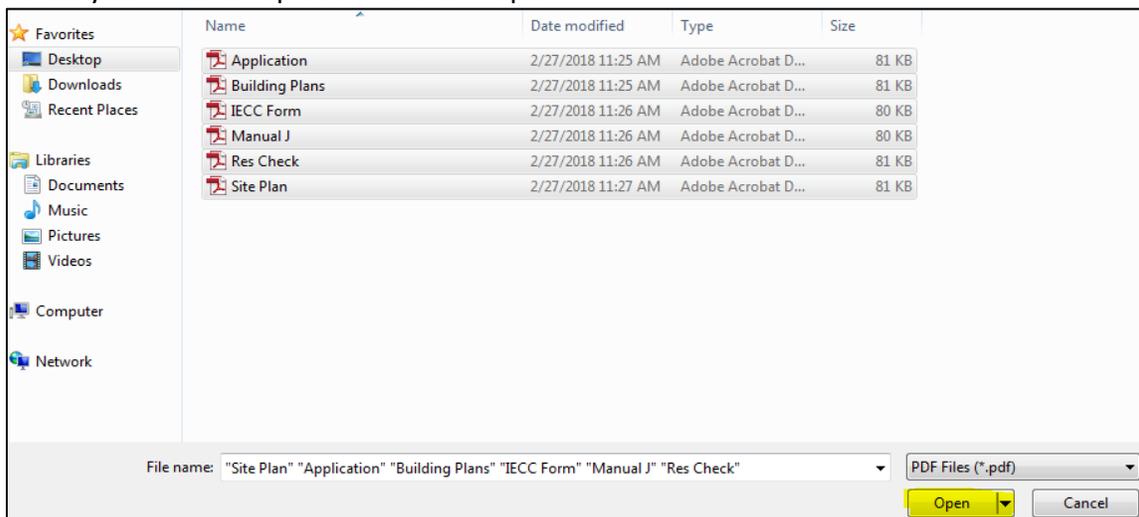

6. A pop-up window will generate towards the bottom right of your screen that allows you to select files to upload.
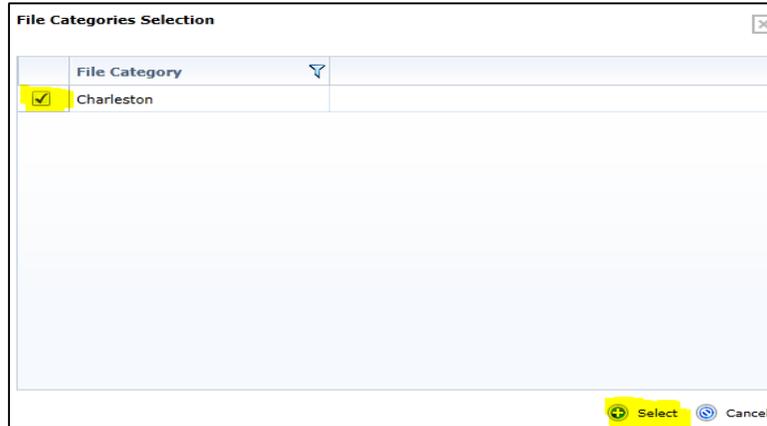
7. In the "Select files to upload" window, click "Browse."
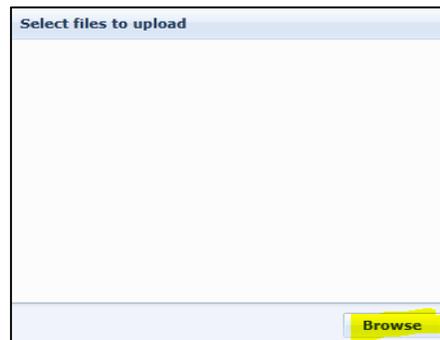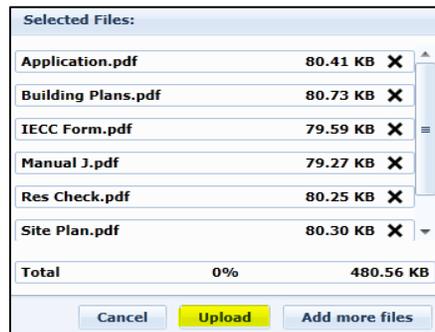

8. Select your files for upload and click "Open."

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


10. 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.
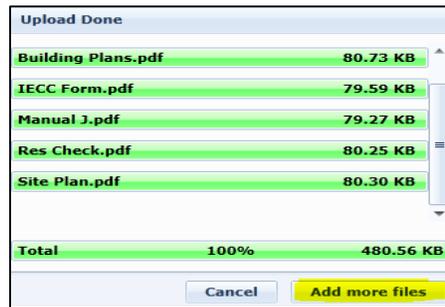

11. Your documents will populate under "eReview Files." At this point, you can delete files by clicking on the red "X" next to each document or you can view each document by clicking on the yellow folder next to each document.
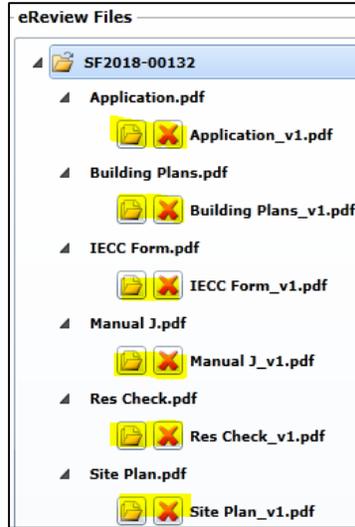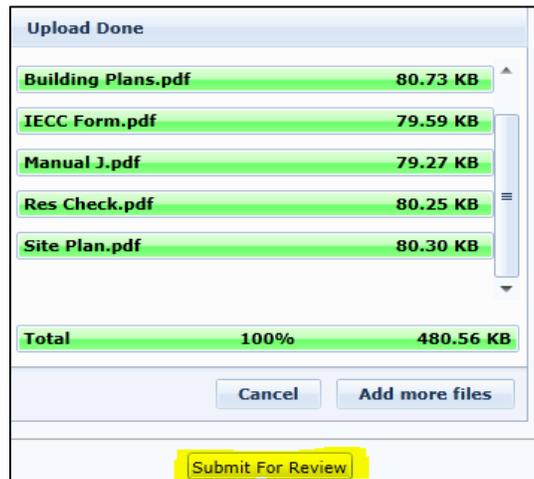
12. If you wish to add more files, click on the "Add more files" button in the upload window.

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

14. An "EnerGov" pop-up window generates alerting you to the inability to upload files after 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.
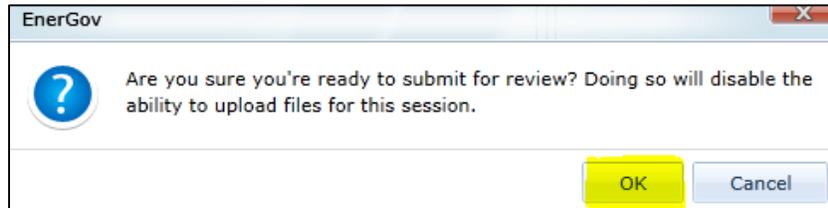
15. Please be sure to reach out to the appropriate City employee and let them know that these new documents have been submitted for review.