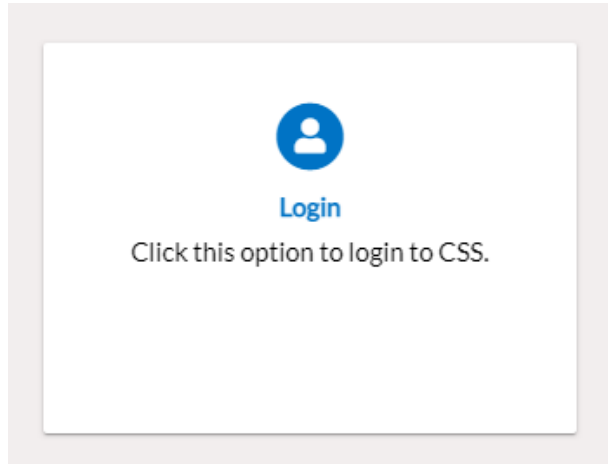


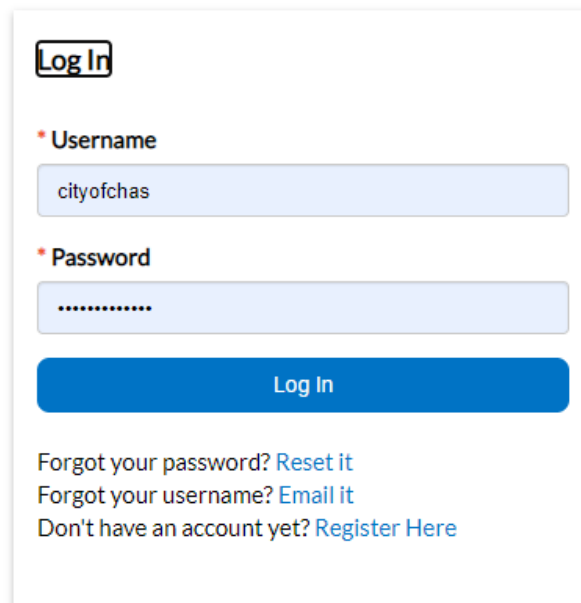
Customer Self Service (CSS) How to View Inspection Results and Comments

Scheduling Inspections


1. Go to: Charleston-sc.gov/permitcentercss and click on “Login.”



2. Enter in your email address you used to register and your password, and then click “Log In.” Your CAP account credentials will have moved over to CSS, so the username will be the same. The password would have been reset when you first logged in to CSS.

A screenshot of a login form. At the top left is a "Log In" button with a black border. Below it are two required fields: "* Username" with a text input containing "cityofchas", and "* Password" with a text input containing ".....". At the bottom is a large blue "Log In" button. Below the button are three links: "Forgot your password? Reset it", "Forgot your username? Email it", and "Don't have an account yet? Register Here".


3. Once you are logged in, it will still show the Home page, but it should now show that you are signed in. You will need to click over to the My Work tab to bring up all open permits associated with your account.

Good Morning, **BID (City of Charleston)**  1


[Home](#) [Apply](#) [Dashboard](#) **[My Work](#)** [Today's Inspections](#) [Map](#) [Fee Estimator](#) [Pay Invoices](#) [Search](#)

The City offers an eCheck (ACH) option for payments over \$50. All transactions paid by credit/debit card will incur a 3.29% service charge.


Welcome to Charleston Customer Self Service (CSS)




CSS Registration
Registration is a two step process - requires up to 3 business days to complete.



My Account
Click here to access your account information.



Apply
Click here to apply for a permit or plan.



Pay Invoice
Click here to pay an invoice.

[Home](#) [Apply](#) [Dashboard](#) **[My Work](#)** [Today's Inspections](#) [Map](#) [Fee Estimator](#) [Pay](#)

My Work

MY INVOICES

MY PERMITS

MY EXISTING INSPECTIONS

Search...

[Add To Cart](#) [Display](#) Unpaid for All Invoices

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number
<input type="checkbox"/>	00186106	\$40.00	12/11/2020	Invoiced, Past Due	SF2020-10257

3 – City of Charleston – CSS – How to View Inspection Results

4. A new page will appear listing the invoices associated with your account. You will need to click over to the My Permits tab from the My Invoices tab to see the list of permits.

My Work

MY INVOICES **MY PERMITS** MY EXISTING INSPECTIONS

Search... Export to Excel

Permit Number	Project	Address	Permit Type	Status	Attention Reason
AS2020-00523			Accessory Structure - Commercial	Attention, Pending	On Hold
AS2020-00545			Accessory Structure - Commercial Inhabitable	Attention, Pending	On Hold
BC2020-02294			Permit - Building, Commercial Addition	Attention, Pending	On Hold
BC2021-02504			Permit - Building, Commercial New	Attention, Pending	Failed Inspections
BC2021-02515			Permit - Building, Commercial New	Attention, Recent, Pending	On Hold Failed Inspections
BOAA2020-00070		1 AIKEN ST Charleston, SC 29403	Board of Appeals - Building Codes - Board of Appeals		
BOAA2020-00071		27 A ALLWAY ST Charleston, SC 29403	Board of Appeals - Building Codes - Board of Appeals		
BOAA2020-00072		5 AIKEN ST Charleston, SC 29403	Board of Appeals - Building Codes - Board of Appeals		

Showing 109 records

5. Once you select a permit from the list, it will bring up a Permit Details page. The page will pull up on the Summary tab. You will need to select the Inspections tab to see comments.

Permit Number: BC2021-02504 Print

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Permit - Building, Commercial New	Status: Issued	Project Name:
IVR Number: 192286	Applied Date: 02/24/2021	Issue Date: 06/02/2021
District: Peninsula	Expire Date: 11/29/2021	Finalized Date:
Description: Test Case Only	Valuation: \$0.00	

Summary | Locations | Fees | **Inspections** | Attachments | Contacts | Sub-Records | More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00


Workflow

- INSP Commercial Building Foundation - Cancelled: 02/24/2021
- INSP Commercial Building Foundation -
- INSP Commercial Electrical Rough -
- INSP Commercial Electrical Slab -
- INSP Commercial Gas Rough -
- INSP Commercial Gas Safety -
- INSP Commercial Mechanical Rough -

Available Actions

- Cancelled Inspection - Commercial Building Foundation Reschedule
- Request Inspection - Commercial Electrical Rough Request
- Request Inspection - Commercial Electrical Slab Request
- Request Inspection - Commercial Gas Rough Request

6. Locate the View Inspection section. Here you will be able to see the inspection number, inspection type, status, scheduled date, and assigned inspector.

Permit Number: BC2021-02504 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Permit - Building, Commercial New	Status: Issued	Project Name:
IVR Number: 192286	Applied Date: 02/24/2021	Issue Date: 06/02/2021
District: Peninsula	Expire Date: 11/29/2021	Finalized Date:
Description: Test Case Only	Valuation: \$0.00	

Summary Locations Fees **Inspections** Attachments Contacts Sub-Records More Info

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
INS-180785-2021	Commercial Building Foundation	Cancelled	02/24/2021			
INS-197760-2021	Commercial Building Foundation	Cancelled	06/02/2021	06/02/2021	Pope Gary	

Results per page 10 1 - 2 of 2 << < 1 > >>

7. Once you click into the blue hyperlinked inspection number (first column), it will bring up the Inspection Details page. It will pull up on the Locations tab, so you will need to click over into the Checklist tab. From there, you will be able to view any comments the inspector has entered for your inspection.

Inspection Number: INS-197760-2021

[Inspection Details](#) | [Tab Elements](#) | [Main Menu](#)

Inspection Type: Commercial Building Foundation	Requested Date: 06/02/2021	Requested Time: 08:00 AM
Inspection Status: Cancelled	Scheduled Date: 06/02/2021	
Permit Number: BC2021-02504	Completed Date: 06/02/2021	
Inspector Name: Gary Pope		
Main Address:		

Locations Contacts **Checklist** Fees Attachments Previous More Info

[Checklist](#) | [Next Tab](#) | [Inspection Details](#) | [Main Menu](#)

Checklist Sort: Checklist Item

Checklist Item	Description	Passed	Comments	Order
Inspection Comment		No	cancelled by contractor - not ready	1

Results per page 10 1 - 1 of 1 << < 1 > >>

