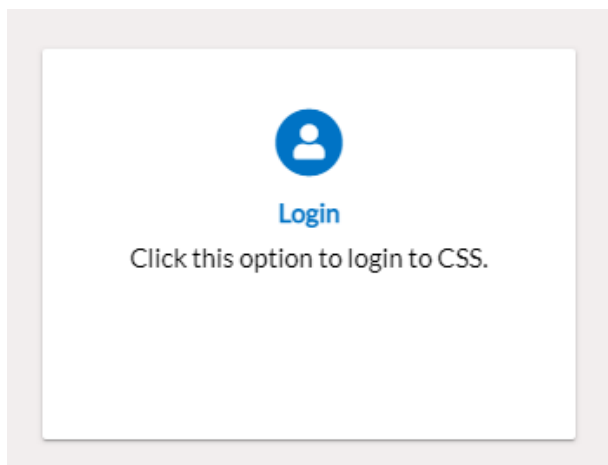


Customer Self Service (CSS) How to View Inspection Results and Inspector Comments & Photos

Scheduling Inspections


1. Go to: [Charleston-sc.gov/permitcentercss](https://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 input fields. The first is labeled "* Username" and contains the text "cityofchas". The second is labeled "* Password" and contains a series of dots. Below these fields is a large blue button labeled "Log In". At the bottom of the form, there 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 2024

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...

Display All

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



[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: | |
| Valuation: | \$0.00 | | | | |
| Description: | Test Case Only | | | | |

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: | |
| Valuation: | \$0.00 | | | | |
| Description: | Test Case Only | | | | |

Summary Locations Fees **Inspections 1** 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 > >>

Request Inspections Sort: Order

| Description | Reinspection | Action |
|-------------|--------------|--------|
|-------------|--------------|--------|

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 > >>

8. To access inspection photos, click on the Attachments tab under the Inspection Details page.

Inspection Number: INS-394898-2024

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

| | | | | |
|--------------------|-------------------------------|------------------|--------------|--------------------------|
| Inspection Type: | Commercial Building Final | Requested Date: | 10/22/2024 | |
| Inspection Status: | Passed | Scheduled Date: | 10/23/2024 | |
| Permit Number: | SGN2024-02037 | Completed Date: | 10/23/2024 | Completed Time: 11:23 AM |
| Inspector Name: | Justin Washington | Inspector Phone: | 843-518-2883 | |
| Main Address: | 241 KING Charleston, SC 29401 | | | |

[Locations](#)

[Contacts](#)

[Checklist](#)

[Fees](#)

[Attachments](#)

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

Attachments

Sort 



Attachment

Attachment 7.jpg

Uploaded: 10/23/2024



Attachment

Attachment 9.jpg

Uploaded: 10/23/2024



Attachment

Attachment 8.jpg

Uploaded: 10/23/2024

click or drag files

Add Attachment



Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...