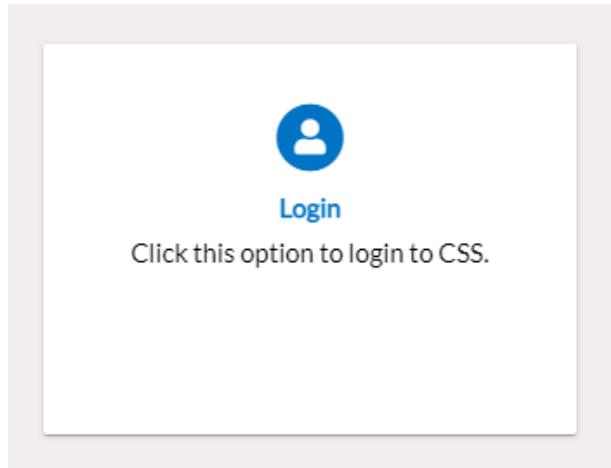


## Customer Self Service (CSS)

### How to View Inspection Results and Inspector Comments & Photos

#### Scheduling Inspections

1. Go to: [Charleston-sc.gov/permitcentercss](http://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.

Log In

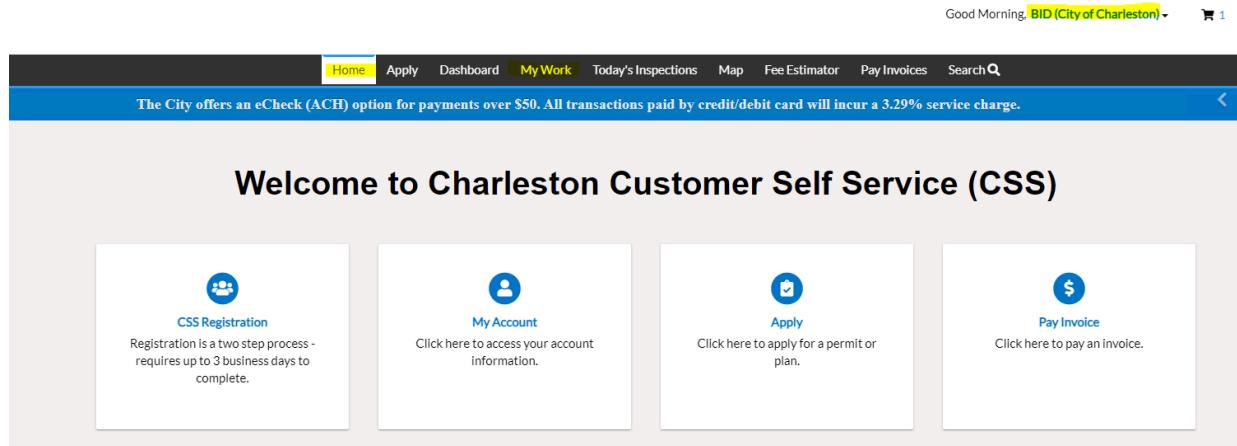
\* Username

\* Password

Log In

Forgot your password? [Reset it](#)  
Forgot your username? [Email it](#)  
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

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.

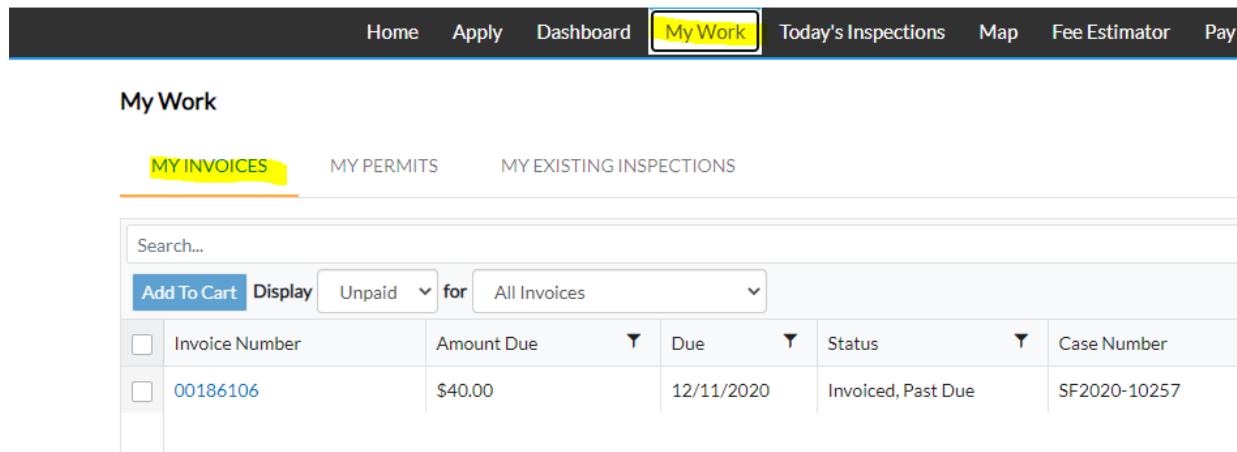
Welcome to Charleston Customer Self Service (CSS)

**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...

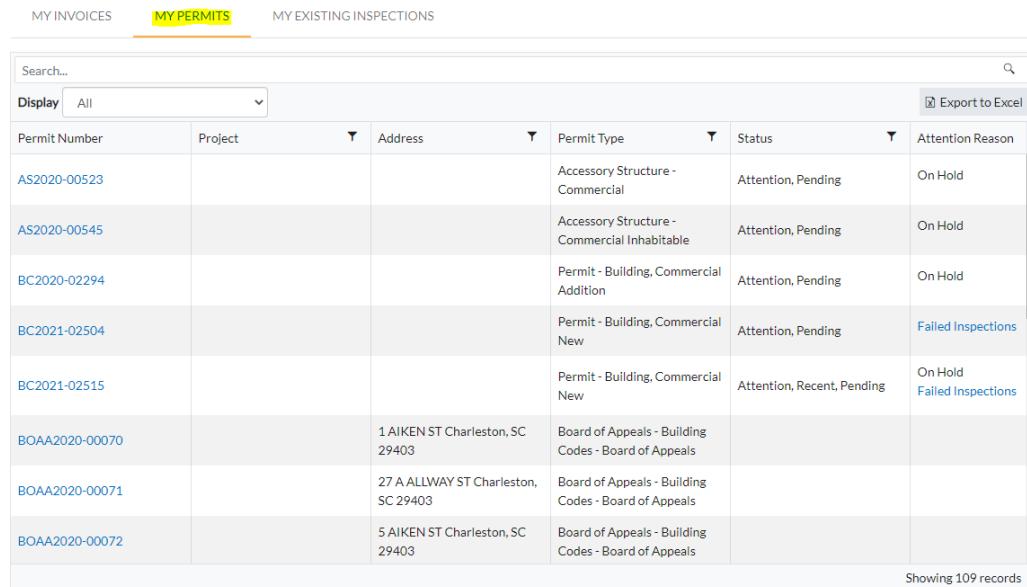
Add To Cart **Display** Unpaid for All Invoices

	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

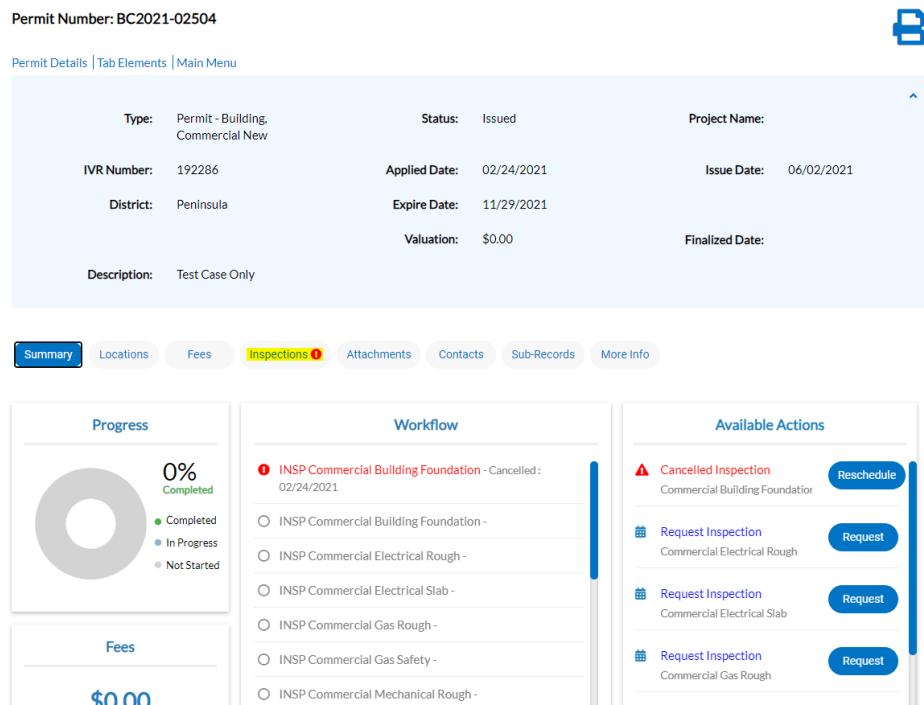


MY INVOICES **MY PERMITS** MY EXISTING INSPECTIONS

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:
Description: Test Case Only		

**Summary** **Locations** **Fees** **Inspections 1** **Attachments** **Contacts** **Sub-Records** **More Info**

**Progress**  
0% Completed  
Completed: 0%  
In Progress: 0%  
Not Started: 0%

**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

Valuation: \$0.00 Finalized Date:

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

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

Description	Reinspection	Action
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**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

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
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	<b>click or drag files</b>  <b>Add Attachment</b>    Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf, ...
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