# Customer Self Service (CSS) User Guide: How to Request an Inspection

EnerGov - 2019.3



Empowering people who serve the public  $^{\circ}$ 

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## **REGISTERING ON CSS**

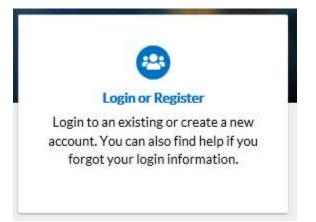
To register on CSS the user can click on the **Login or Register** box, and select Register. This will bring up a page that requires an email address. Once a valid email address is typed in the field and the **Next** button is clicked, a message will direct the user to check their email to complete their registration. Once that has been completed, they will be directed to a login page.

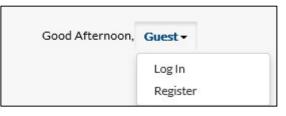
		Guildes & Links + Apply Map Fee Estimato Is as Guest without registering	· Search Q		Cood Morning, Gwest
Planning & Com	munity Developmer	nt and Business Li	cense Customer \$	Self Service Portal	
	Control Contro	Map Explore the map to see the activity occurring in your neighborhood.	Request Inspection Clickhere to request an inspection on an existing record.		
	Search Public Records This tool can be used to search for existing parmits, plans, inspections, requests and licenses.	Pay Invoice Use this colo pay for individual invoices.	Editate Fee Use this too lo quickly estimate the required fees for a permit or plan.		
	Legion Register Legion ta na olding or creates a new account Vour aladi find help if you forgot your legin information.	Cander Cander Click three to find out about cartain events like biology and polici hearings.	Construction Website Visit the Forsyth County website		



## LOGGING INTO CSS

To login to CSS, the user can click the Login or Register box on the Home page and they will be brought to the login page. Login is also an option from the greeting dropdown in the right hand corner above the menu bar.





Follow the steps below to login to CSS:

- 1. Navigate to the URL designated for your Citizen Self Service environment.
- Enter your Username and Password in the fields provided. If you do not have an Username/Password already registered with CSS and EnerGov, click on Register Here and follow the directions to register for an account.
- 3. Mark the **Remember me** checkbox to have the system remember your credentials.
- 4. Click **Log In**. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.



Log In		
* Username		
* Password		
Remember Me 🗌		
	Log In	
Forgot your pas	sword? Reset it	
Forgot your use	rname? Email it	
Don't have an a	count yet? Register Here	

Logging in as a Registered User when you have forgotten your Username or Password.

 If you have forgotten your User name, click the Email It option below the Log In button. You will be redirected to a Forgot Username page. Fill in a valid email address in the field and click Submit. An email will be sent your Username in it. Then you can return to the login page and click Log In and input it.

Forgot Username		
* Email		
	Submit	

 If you have forgotten your Password, click the Reset It option below the Log In button. Fill in a valid email address in the field and click Submit. An email will be sent with directions on resetting your Password.

* Email	
	Submit

- 3. Open the email and click **Reset**.
- 4. You will be redirected to a CSS window where a new password can be entered and confirmed. Once confirmed, it has been reset, and you can login.



Reset Password	
The password must be at least 8 characters long w	ith at least one upper case letter and one number.
* Email Address	kathy.lapaglia@tylertech.com
* Password	••••••
* Confirm Password	••••••
	Reset
	Your password has been reset. Click here to log in.



## DASHBOARD

### My Licenses Expired Draft 2 0 Cage San Size Steouits No. 580-72-000123-2017 Type Alcoholic Severage L. Renew

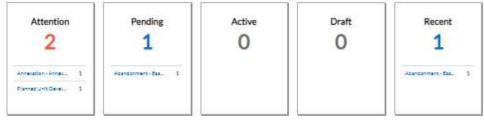
View My Licenses

#### My Permits

Attention 8	Pending 8	Active 3	Draft 1	Recent 1
New Commercial 6	New Commercial S., 4	New Commercial S., 1	Construction Right 1	Building Residenti
Commercial Rool -11	Sulding Residentia	Commercial Pool-1 1		· · · · · · · ·
Other 2	Other 2	Suliding Residentia		

View My Permits

#### My Plans



• View My Plans

#### My Inspections

Requested	Scheduled	Closed
0	1	2
	footing	Factory
	Fasting	L Facting

Total 5	\$296.60	Add To Carl
Past Due	<mark>\$296.60</mark>	Add To Carl
Current O	\$0.00	Add To Cart

View My Invoices

My Invoices



## PERMITS

#### My Permits

Attention 8	Pending 8	Active 3	Draft O	Recent 1
New Commercial B 5	New Commercial B 4	New Commercial B 1		Building (Residenti
Commercial Pool - I 1	Building Residentia 2	Commercial Pool - I 1		
Other 2	Other 2	Building Residentia 1		

1. Attention: By clicking on the Attention status from the Dashboard, you will be given a list of all Permit Numbers that have been applied for that have a status of Attention, Project name, Address attached to the Permit, Type, Status and the Reason that the Permit needs the citizen's attention. Criteria for the Attention status is: Active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and does not have a completed status.

- 2. **Pending:** By clicking on the **Pending** status from the **Dashboard**, you will be given the list of all permit numbers that have been applied for that have a status of Pending, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Pending status is: no issue date, final date, nor an expire date.
- 3. Active: By clicking on the Active status from the Dashboard, you will be given the list of all permit numbers that have been applied for that have a status of Active, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Active status: either has a status of issued or has an issued date and does not have a completed status.
- 4. **Draft:** By clicking on the **Draft** status from the **Dashboard**, you will be given the list of all Permits and Plans that have been saved, but not submitted for review. These drafts may be incomplete and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.



My Account										
Personal Info	Addresses	My Favorites	My Businesses	My Templates	My Drafts	My Certificates				
My Drafts										
Module Permit	¥							Sort	Module	•
Module		Тур	e		Last Update	=	Action			
Permit		Con	struction Right of N	Way Permit	11/20/2019	04:08:24 PM	Resume	Delet		
			1 > >>							

5. Recent: By clicking on the Recent status from the Dashboard, you will be given the list of all Permit Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Recent status is: is has been applied for in the last 30 days.

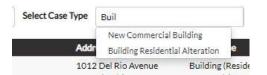
Note: Success, failure, issued, on hold, or cancelled status deal with how a status is flagged in setup screens. This does not mean that the status on a case is actually called Success, Failure, Issued, On Hold or Cancelled.

			L		Exact Match
play Recent	▼ Selec	t Case Type		(port	Sort Permit Number
ermit Number	Project	Address	Permit Type	Status	Attention Reason
LDR-001452-2019		1012 Del Rio Avenue San Luis Obispo, CA 93405	B <mark>uilding</mark> (Residential) - New Multi Family	Attention, Recent, Pending	Unpaid Fees Failed Inspections

**Display**: This dropdown box allows the citizen a way to organize and select one **Status** to view.

**Select Case Type**: This field will allow the citizen to type in a specific Case Type and suggestions will show in a dropdown.





Sort: This dropdown box allows the citizen a way to sort by Permit Number, Project or Address.

**Search Box:** This box allows the citizen a way to search by **Permit Number, Project name, or Address** by typing in the information in the box and clicking on the magnifying glass icon.

## **REQUESTING INSPECTIONS AFTER A PERMIT IS ISSUED**

rmit Details   Tab Elements   Main Mer				-
Type: New Com Building A	mercial Status: pplication	In Review	Project Name:	
Summary Locations Fees	Reviews Inspections Attachment	s Contacts Sub-Records	Holds Meetings More I	nfo
isting Inspections  Request Inspection isting Inspections	Optional Inspections Next Tab Permit D	etails  Main Menu	Sort Desc	cription 🔽
View Inspection	Description Sta	itus Request Date	Scheduled Date Inspect	
records to display.				
equest Inspections	Reinspection	Action	Sort	rder 🔽
Footing	No			
Foundation Wall	No			
Concrete Slab	No			
Floor Framing	No			
Wall Framing	No			
Final Building	No	🗖 This in pectio	on cannot be requested yet due to prere	equisites.
Final Engineering	No	🗌 This in: pectio	on cannot be requested yet due to pren	equisites.
Final Fire	No	This in pection	on cannot be requested yet due to prev	equisites.
esults per page 10 💙 1-8 of 8 👘	< < 1 > >>			
			Requ	uest Inspectio
otional Inspections				
ouonai inspections				
Description				



- 1. Click on the Permit Number of the Permit you would like to request an inspection for.
- 2. The Permit case will open.
- 3. Click on the Inspections tab.
- 4. A list of **Request Inspections** will be at the bottom of the page.
- 5. Click in the box under **Action** you would like to request. (If the workflow of the case has not been completed, based on priority, up to the Inspection step, the Action boxes will not show.)
- 6. Click **Request Inspection** at the bottom the page on the right.

Back     Request Inspections (1)		
1 #BLDC-000570-2	019	×
Inspection Type:	Footing	
Case Type	New Commercial Building Application	
Address:	630 MIAMI NE Atlanta, GA	
* Requested Date		
Comments/Gate Code		
	Submit	

- 7. The **Request Inspections** screen will open.
- 8. Choose a requested date for the inspection by clicking on the calendar to the right of the **Requested Date** field. The citizen may choose an AM or PM time from the dropdown.
- 9. Fill in comments about the requested inspection in the **Comments/Gate Code** box.
- 10. Click Submit.



Request Inspections (1)

spection Type:	Footing
Case Type	New Commercial Building Application
Address:	630 MIAMI NE Atlanta, GA
equested Date	10/16/2019
comments/Gate Code	

- 11. The inspection information and a green checkmark will pop up in a **Requested Inspections** screen if it is successfully requested.
- 12. Navigate back to the Details screen. The inspection will now be listed under **Existing Inspections** in the full list of inspections.

Summary	Locations	Fees	Reviews	Inspections	Attachments	Contacts	Sub-Records	Holds	Meetings	More Info	
xisting Inspec	tions Reque	st Inspections	Optional Ins	pections Next 1	Tab   Permit Detail	s Main Menu					
	Contraction of the second	the second second second	and the second second			a contraction of the					
xisting Inspec	State of the second								Sort	Description	~
xisting Inspec View Inspect	ctions		escription		Status	Request Da	te So	cheduled Date	Sort		



## ADA COMPLIANT

CSS and CSS Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. For the "Speak to Read" feature to work in CSS, Chrome Vox will need to be installed. ChromeVox is an extension for Chrome on Windows and Mac OS X which operates as an alternative screen reader for Web content. ChromeVox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard.

This feature may be installed from: http://www.chromevox.com/installing.html

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