

# Customer Self Service (CSS) User Guide: How to Search for Information Without An Account

*EnerGov - 2019.3*

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## SEARCHING PUBLIC RECORDS WITHOUT LOGGING INTO CSS

On the CSS home page, users have access to public information without being logged in.

To perform a Global Search, the User can click the Search option on the main menu bar, or click on the Search Public Records Box. Leaving the dropdown as ALL will search through all EnerGov Records for the word(s) typed in the box.

The screenshot shows the Forsyth County Georgia CSS home page. The navigation bar includes links for Home, User Guides & Links, Apply, Map, Fee Estimate, and Search. The Search link is highlighted with a red box. Below the navigation bar is a blue banner with the text "You may view records as Guest without registering". The main content area is titled "Planning & Community Development and Business License Customer Self Service Portal" and contains six service tiles. The "Search Public Records" tile is highlighted with a red box. Below the tiles is a "Public Information" section with a search form.

### Public Information

Search  for   Exact Phrase

Selecting another option in the Search drop down and clicking the Advanced button, will bring up additional fields with which to perform a search. See the Search fields below:

## Search Permits

Search  ▼ Q Search Advanced ▲ Reset

<b>Permit Number</b>	<input type="text"/>	<b>Project Name</b>	<input type="text"/>
<b>Permit Type</b>	--Select Permit Type-- <span>▼</span>	<b>Parcel Number</b>	<input type="text"/>
<b>Status</b>	--Select Permit Status-- <span>▼</span>	<b>Description</b>	<input type="text"/>
<b>Address</b>	<input type="text" value="Search Addresses"/>	<b>To</b>	<input type="text"/>
<b>Applied Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Issued Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Expiration Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Finalized Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>



Not all fields need to be utilized, and any combination can be used.

1. Type at least part of the permit number to search for in the **Permit Number** field.
2. Type at least part of the name of the project associated to the permit to search for in the **Project Name** field.
3. Select the type of permit to search for from the **Permit Type** dropdown.
4. Select a **Status** from the dropdown for the Permit.
5. Type the parcel number or a part of the Parcel number associated to the Permit within the **Parcel Number** field.
6. Type at least part of the address associated to the permit to search within the **Address** field.
7. Type any words that might appear in the description of the permit in the **Description** field.
8. Type a range of permit application dates to search for permits within the **Application Date** and **To** fields, or click the calendar icons to select the dates.
9. Type a range of permit expiration dates to search for permits within the **Expire Date** and **To** fields, or click the calendar icons to select the dates.
10. Type a range of permit finalization dates to search for permits within the **Finalized Date** and **To** fields, or click the calendar icons to select the dates.
11. Click **Search** to display a list of results that meet the search criteria.
12. Click **Reset** to clear the entered search criteria.
13. Click **Advanced** to hide the search criteria.

## Search Plans

Search  Q Search Advanced ^ Reset

<b>Plan Number</b>	<input type="text"/>	<b>Project Name</b>	<input type="text"/>
<b>Plan Type</b>	--Select Plan Type-- <input type="text"/>	<b>Parcel Number</b>	<input type="text"/>
<b>Status</b>	--Select Plan Status-- <input type="text"/>	<b>Description</b>	<input type="text"/>
<b>Address</b>	<input type="text" value="Search Addresses"/>	<b>To</b>	<input type="text"/>
<b>Applied Date</b>	<input type="text"/> <input type="calendar"/>	<b>To</b>	<input type="text"/> <input type="calendar"/>
<b>Completion Date</b>	<input type="text"/> <input type="calendar"/>	<b>To</b>	<input type="text"/> <input type="calendar"/>
<b>Expiration Date</b>	<input type="text"/> <input type="calendar"/>	<b>To</b>	<input type="text"/> <input type="calendar"/>



Not all fields need to be utilized.

1. Type at least part of the plan number to search for in the **Plan Number** field.
2. Type at least part of the name of the project associated to the plan to search for in the **Project Name** field.
3. Select the type of plan to search for from the **Plan Type** dropdown.
4. Type the parcel number or a part of the Parcel number associated to the Plan within the **Parcel Number** field.
5. Select a **Status** from the dropdown for the Plan.
6. Type any words that might appear in the description of the plan in the **Description** field.
7. Type at least part of the address associated to the plan to search for in the **Address** field.
8. Type a range of plan application dates to search for plans within the **Applied Date** and **To** fields, or click the calendar icons to select the dates.
9. Type a range of plan application dates to search for plans within the **Completion Date** and **To** fields, or click the calendar icons to select the dates.
10. Type a range of plan application dates to search for plans within the **Expiration Date** and **To** fields, or click the calendar icons to select the dates.
11. Click **Search** to display a list of results that meet the search criteria.
12. Click **Reset** to clear the entered search criteria.
13. Click **Advanced** to hide the search criteria.

## Search Inspections

The screenshot shows a search interface for inspections. At the top left, there is a search dropdown menu currently set to 'Inspection'. To the right of this are three buttons: 'Search' (with a magnifying glass icon), 'Advanced' (with an upward arrow icon), and 'Reset'. Below these are two columns of input fields. The left column includes: 'Inspection Number' (text input), 'Inspection Type' (dropdown menu with '--Select Inspection Type--'), 'Address' (text input with placeholder 'Search Addresses'), 'Requested Date' (text input with a calendar icon), and 'Scheduled Date' (text input with a calendar icon). The right column includes: 'Parcel Number' (text input), 'Status' (dropdown menu with '--Select Inspection Status--'), and two 'To' date fields (each with a text input and a calendar icon).

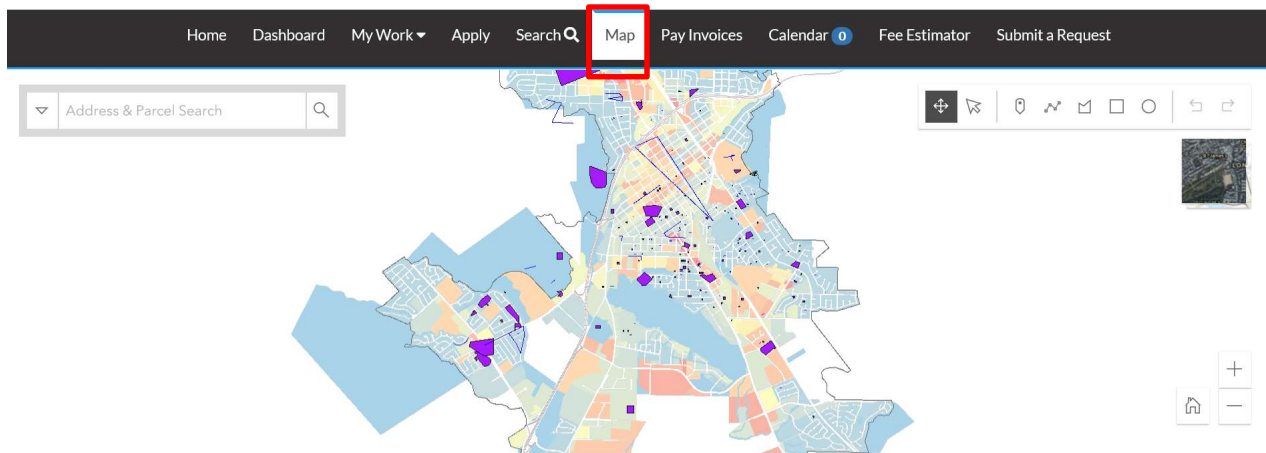


Not all fields need to be utilized.

1. Type at least part of the inspection number to search for in the **Inspection Number** field.
2. Type the parcel number or a part of the Parcel number associated to the inspection within the **Parcel Number** field.
3. Choose from the dropdown the **Inspection Type**.
4. Select a **Status** from the dropdown for the inspection.
5. Type at least part of the address associated to the inspection to search for in the **Address** field.
6. Type a range of inspection request dates to search for plans within in the **Requested Date** and **To** fields, or click the calendar icons to select the dates.
7. Type a range of inspection schedule dates to search for plans within in the **Scheduled Date** and **To** fields, or click the calendar icons to select the dates.
8. Click **Search** to display a list of results that meet the search criteria.
9. Click **Advanced** to hide the search criteria.
10. Click **Reset** to clear the entered search criteria.

If other Search options appear, such as Code Case, Request, or License, fill in the fields the same way to perform a search.

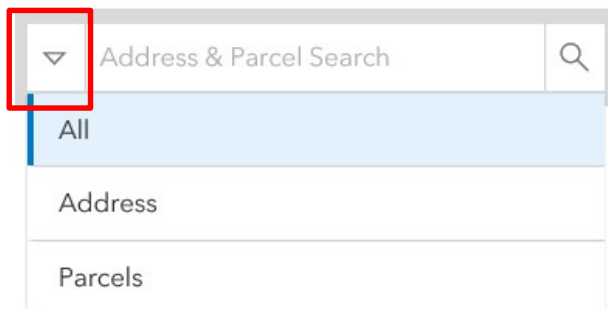
## MAP



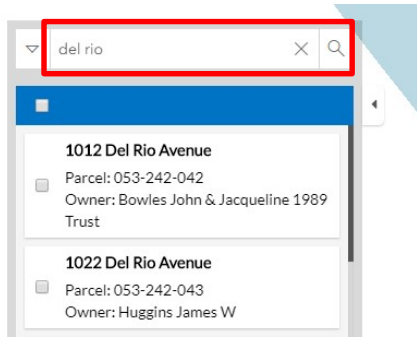
CSS integrates with ESRI's map functionality to allow for powerful searches, pinned results, applying for cases, EnerGov Enterprise Server data incorporation, GIS layers, and more. ArcGIS 10.3.1 or higher must be in place before beginning CSS installation.

Follow the steps below to use the CSS map:

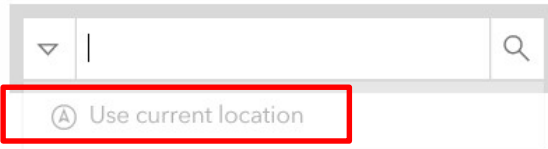
1. The user may click the drop down arrow on the left to choose to search by: **All, Address or Parcels.**



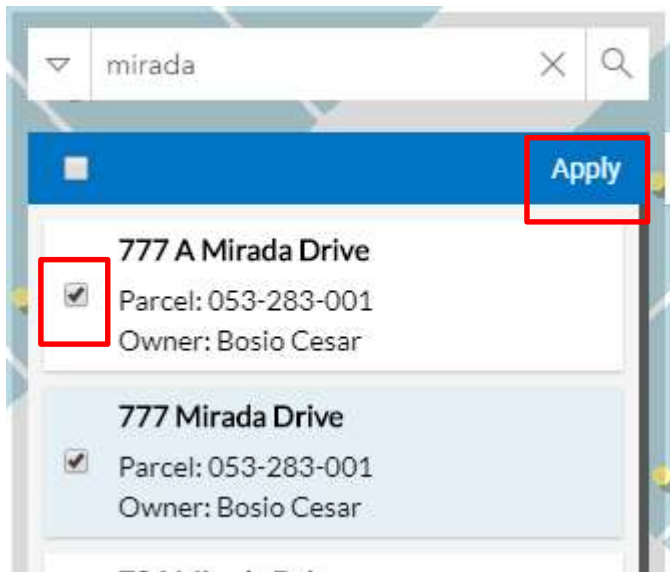
2. Type an address or a parcel in the **Address & Parcel Search** field in the top, left corner of the map. This field will also allow partial information of the address. Results will auto-fill below the field.



3. The user may also select: **Use current location**. This appears once you click in the field.

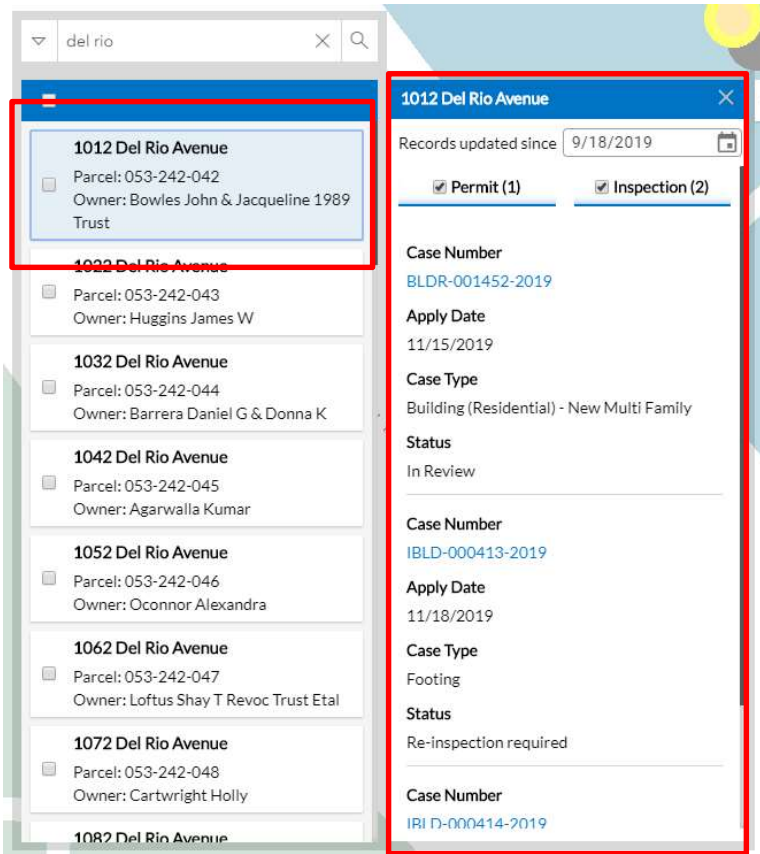


4. The citizen may chose from the list of addresses by clicking the box next to the desired address(es). The **Apply** button will appear in the blue ribbon. (See previous instructions on how to Apply for a case using the map.)

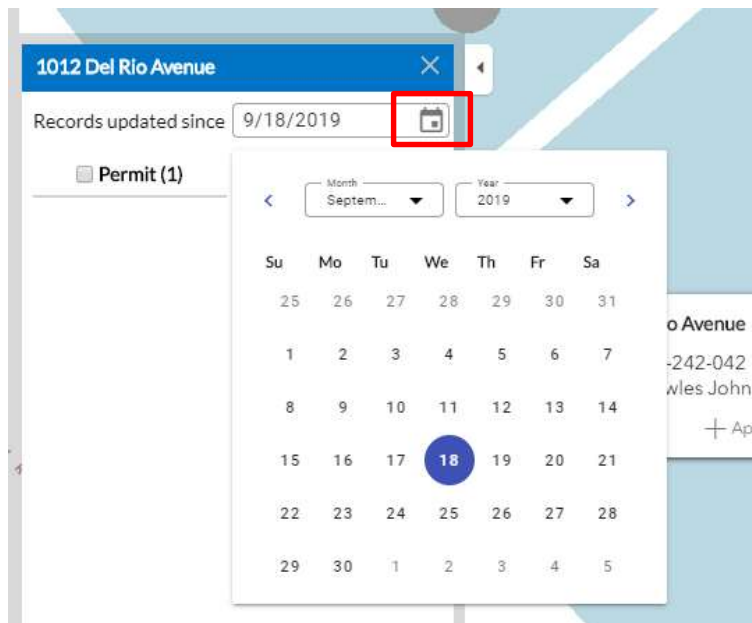


5. To see information related to a specific address or parcel, click into the box of the desired address or parcel. The information will show in a fly out to the right.

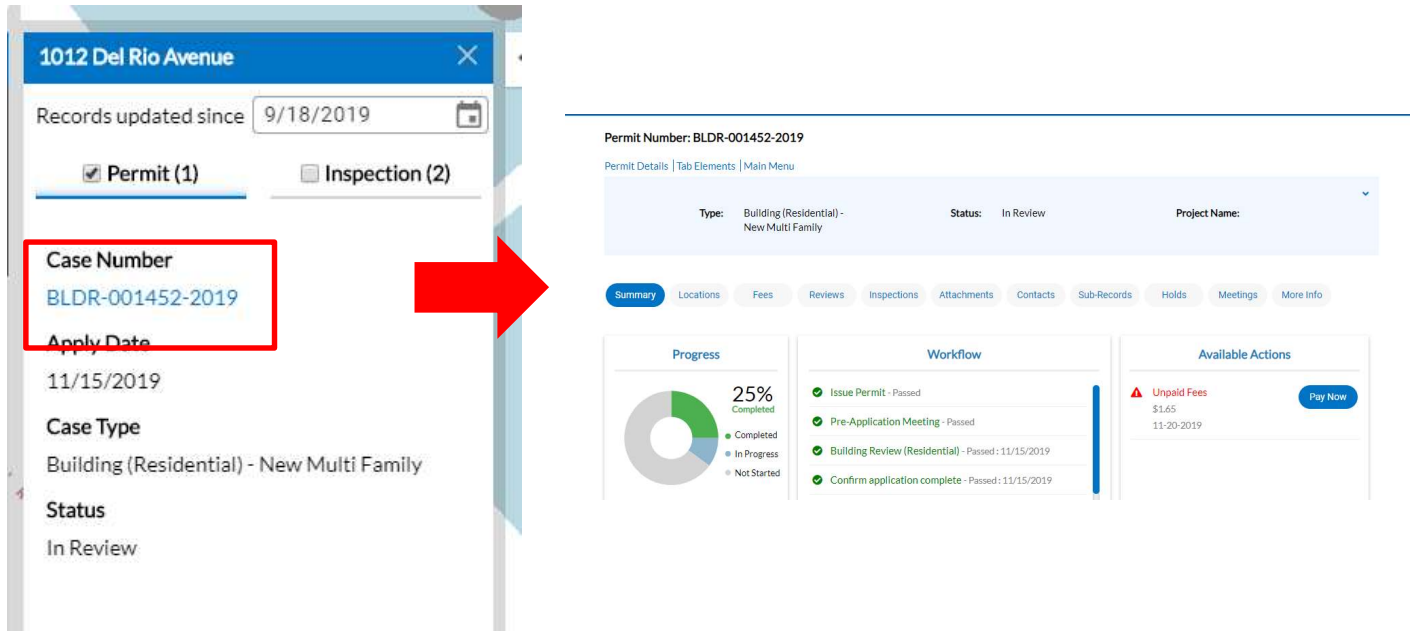




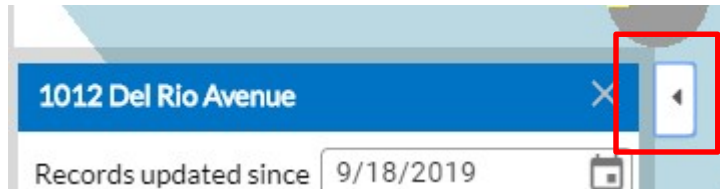
- To change the date range of information brought back, click the calendar and choose a new date.



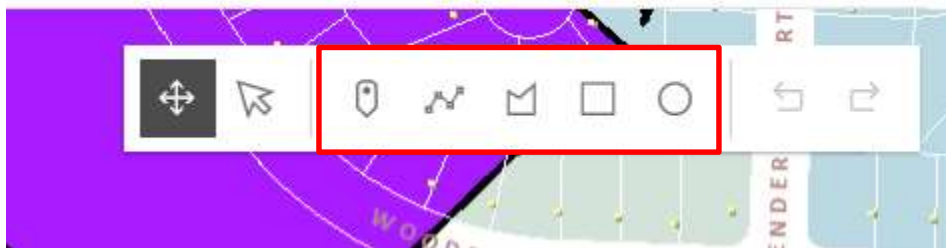
- The user may access a case by clicking the Case Number on the results that were returned. This will open another tab and show information on that specific case.



- To collapse the information on the screen to see the full map, click the arrow tab.



- This will collapse the information to the left of the screen. The user may click the tab again to expand the information.
- To clear all information given click the **X** in the blue ribbon or on the **Address & Parcel Search** field. The user may start their search anew.
- To **Draw to Apply or Search**, navigate to the area of the map that the spatial collection will need to be drawn.
- The tools to draw the feature are to the right of the screen.



- The user may draw a point, line, polygon, rectangle or a circle on the map.

14. Select the desired feature button and draw the shape on the map.
15. Each single click will allow a turn of a line in the shape and a double click will allow the user to finish drawing the desired shape.



16. To transform the feature, click the **Transform** button.
17. A box will appear around the feature and will allow the user to transform the original by moving the smaller white squares into the desired positions.



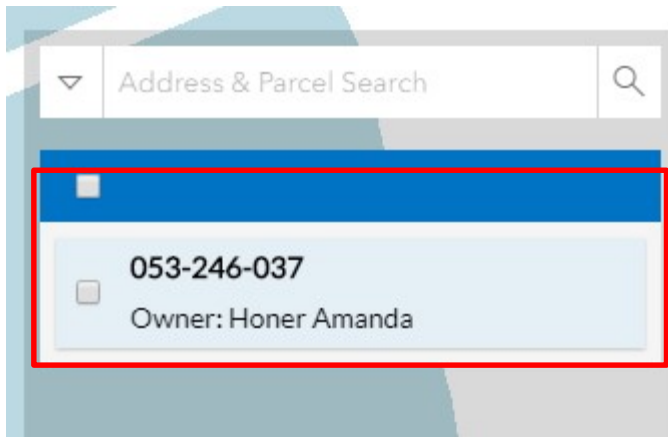
18. To Reshape the feature, click the **Reshape** button.
19. Small circles will appear on the feature and will allow the user to reshape the original by moving the circles into the desired positions.



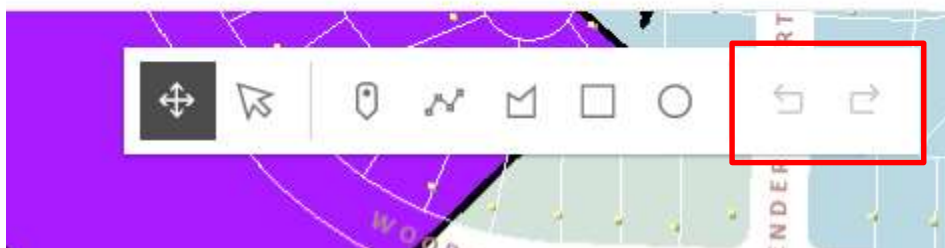
20. Once done drawing and editing the feature, click on the desired spatial collection and click **Apply with this shape**, if you would like to use the feature to apply for a case.



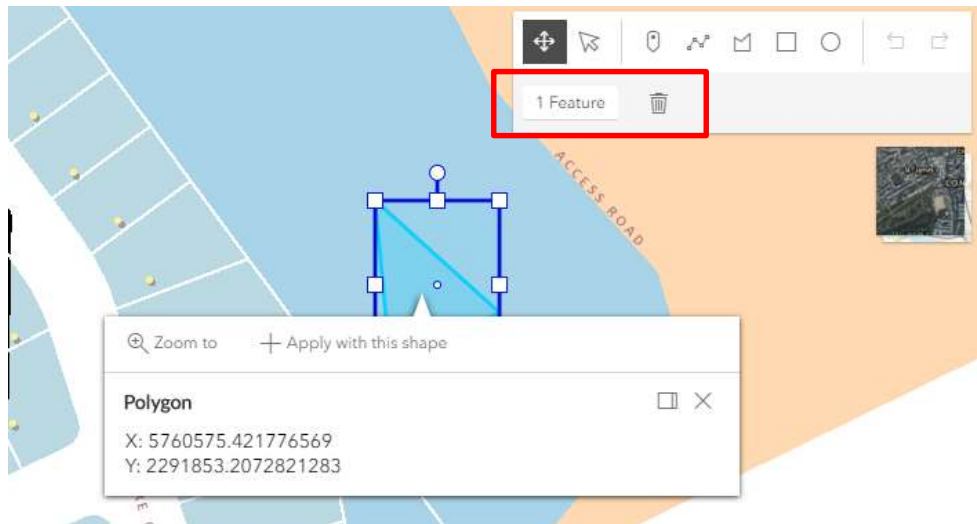
21. Information regarding where the feature has been placed may appear on the left side of the screen. This may include the **Owners** name and **Parcel Number**.



22. To **Undo** a feature or **Redo** a feature, click the arrows pointing to the left or right on the right side of the drawing tools.



23. To Delete a feature, select a shape on the map, and a dropdown will appear under the drawing tools.
24. Click the **trashcan** to the right of the **1 Feature** selected.



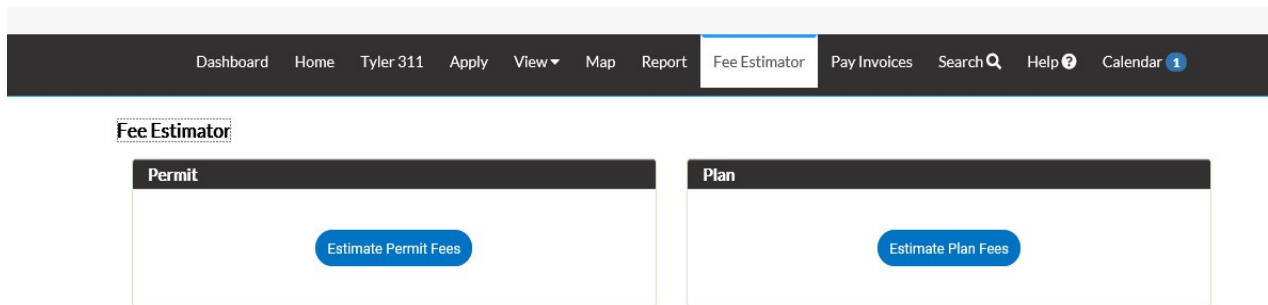
25. To toggle the basemap, click the square to the right of the screen. This will toggle the basemap between the aerial view and the basemap view.



26. To return to the Default map view, click on the small house button found in the lower right corner of the screen. This will return the map to its original state.
27. To zoom in and out on the map, you may click the + or the – buttons in the bottom right of the screen. Other ways to zoom on the map include: double clicking the left button on the mouse and using the roller ball on the mouse.



## FEE ESTIMATOR



The Fee Estimator button may be used for specific Permit case types or Plan case types. The estimation can show fees based off of input from square feet, valuation and custom fields.

1. Click the Estimate button for the desired case type.
2. Fill in all applicable fields in the **Type** screen. Click **Next**.

The screenshot shows the 'Estimate Permit Fees' form with a progress indicator at the top showing three steps: 1. Type (active), 2. More Info, and 3. Review and Submit. The form is titled 'Estimate Permit Fees' and has a '\*REQUIRED' label. Below the progress indicator is a 'PERMIT DETAILS' section with the following fields:

- Permit Type: New Commercial Building Application (dropdown menu)
- Square Feet: (text input field)
- Valuation: (text input field)
- Application Date: 10/16/2019 (calendar icon)

A blue 'Next' button is located at the bottom right of the form.

3. Fill in all applicable fields in the **More Info** screen. Click **Next**.

Estimate Permit Fees

REQUIRED



Type



More Info



Review and Submit

MORE INFO

General Info

[Next Section](#) | [Top](#) | [Main Menu](#)

Construction Type

<input type="checkbox"/>	I-A
<input type="checkbox"/>	I-B
<input type="checkbox"/>	II-A
<input type="checkbox"/>	II-B
<input type="checkbox"/>	III-A
<input type="checkbox"/>	III-B
<input type="checkbox"/>	IV
<input type="checkbox"/>	V-A
<input type="checkbox"/>	V-B

- The estimated fees will show on the **Review and Submit** screen. Click **Apply** button to apply for the case. If not logged in, CSS will prompt you to log in.

Estimate Permit Fees

REQUIRED



Type



More Info



Review and Submit



Basic Info

Type New Commercial Building Application  
 Applied Date 10/16/2019

More Info

General Info

[Next Section](#) | [Top](#) | [Main Menu](#)

Construction Type

<input type="checkbox"/>	I-A
<input type="checkbox"/>	I-B
<input type="checkbox"/>	II-A
<input type="checkbox"/>	II-B
<input type="checkbox"/>	III-A

## 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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