Customer Self Service (CSS) User Guide:

How to Request an Inspection

EnerGov - 2019.3

Contents

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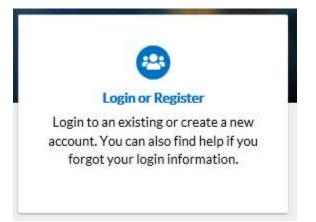tyler technologies

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.
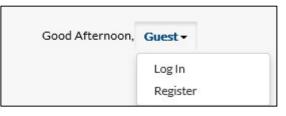
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LOGGING INTO CSS

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.
2. 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.

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

1. 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.

2. 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.

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.

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Reset Password

The password must be at least 8 characters long with 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.

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DASHBOARD

My Licenses

Expired	Draft
2	**0**
Cape San Blas Biscuits	
No. SEC-72-000123-2019	
Type: Alcoholic Beverage L...	
Renew	

▸ View My Licenses

My Permits

Attention		Pending		Active		Draft		Recent	
8		**8**		**3**		**1**		**1**	
New Commercial B...	5	New Commercial B...	4	New Commercial B...	1	Construction Right...	1	Building (Resident...	1
Commercial Pool - I...	1	Building Residentia...	2	Commercial Pool - I...	1				
Other	2	Other	2	Building Residentia...	1				

▸ View My Permits

My Plans

Attention		Pending		Active	Draft	Recent	
2		**1**		**0**	**0**	**1**	
Annexation - Annex...	1	Abandonment - Eas...	1			Abandonment - Eas...	1
Planned Unit Devel...	1						

▸ View My Plans

My Inspections

Requested	Scheduled	Closed
0	**1**	**2**
	Footing 1	Footing 2

▸ View My Inspections

My Invoices

Current 0	$0.00	Add To Cart
Past Due 5	$296.60	Add To Cart
Total 5	$296.60	Add To Cart

▸ View My Invoices

PERMITS

My Permits

Attention	Pending	Active	Draft	Recent
8	**8**	**3**	**0**	**1**
New Commercial B...　5	New Commercial B...　4	New Commercial B...　1		Building (Residenti...　1
Commercial Pool - I...　1	Building Residentia...　2	Commercial Pool - I...　1		
Other　2	Other　2	Building Residentia...　1		

▸ View My Permits

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.

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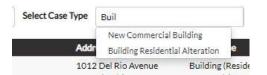
Note: Success, failure, issued, on hold, or cancelled status deal with how a status is flagged in setup screens. This does not mean that the status on a case is actually called Success, Failure, Issued, On Hold or Cancelled.

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.

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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

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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-000570-2019   ✕

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**.

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Request Inspections (1)

1 Case #BLDC-000570-2019

Inspection Type:	Footing
Case Type	New Commercial Building Application
Address:	630 MIAMI NE Atlanta, GA
Requested 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

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
IBLD-000602-2019	Footing	Scheduled	10/16/2019	10/16/2019	Goss Christy	

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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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