



EnerGov Citizen Self Service User Guide

As adapted from Tyler Technologies:

OVERVIEW

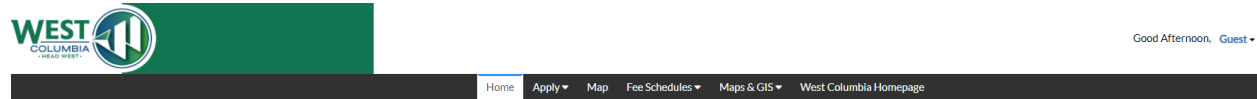
Citizen online access is a crucial part of community development software. CSS ePortal uses the latest tools in software development and modern aesthetics. The essential purpose of this application is to provide public-facing tools for citizens to use to interact with the EnerGov land management and permitting processes administered by local government municipalities. CSS is compliant with the Americans with Disabilities Act (ADA).



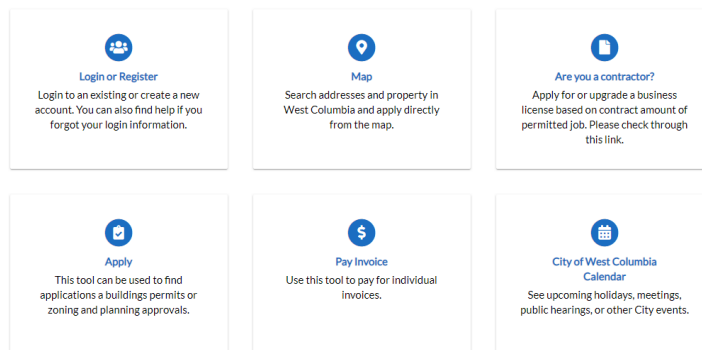
Updated 01/26/2021.

GETTING STARTED

The Home Screen:



Welcome to the City of West Columbia Permit & Plan Portal



- Before any applications can be submitted, a user account must be registered.
 - Click on the Login or Register button on the Home Screen layout.
 - The option to Log In with an existing Username and Password will appear, which can be used for returning users.
 - For First-Time Users, please click on the [Register Here](#) option at the bottom of the Log In screen.
 - Enter your e-mail address in the space provided to receive a registration confirmation link from the address shown on the screen. The e-mail should arrive in your inbox in a few minutes.
 - Clicking on the [Confirm](#) link in the e-mail message will bring you back to the Registration process in the West Columbia Self Service Portal. Please follow the subsequent steps to create your account.
 - NOTE: There should be a reCAPTCHA box with the “I’m not a robot” checkbox on Step 2 of 5. If this box is not present, please refresh.
 - Upon successful signature verification and submittal, your new account will officially be created, as seen in upper right of window:

Good Afternoon, [Mister Example](#)  0

EXPLORING TABS AND BUTTONS

- Once logged-in, the tabs on the Home Screen change slightly.
 - Home tab:

Welcome to the City of West Columbia Permit & Plan Portal

 My Account Click here to access your account information. View and edit account information (Phone, addresses, etc.).	 Map Search addresses and property in West Columbia and apply directly from the map.	 Are you a contractor? Apply for or upgrade a business license based on contract amount of permitted job. Please check through this link . Contractors must obtain business licensing per each job (outside link).
 Apply This tool can be used to find applications a buildings permits or zoning and planning approvals. Find all available applications to send to West Columbia personnel.	 Pay Invoice Use this tool to pay for individual invoices. Explore open invoices.	 City of West Columbia Calendar See upcoming holidays, meetings, public hearings, or other City events. Link to outside web page of West Columbia Calendar of events.

- Dashboard tab:

My Permits

Attention 0	Pending 1 New Single Family ... 1	Active 1 New Single Family ... 1	Draft 0	Recent 1 New Single Family ... 1
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[View My Permits](#)

My Inspections

Requested 0	Scheduled 0	Closed 0
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[View My Inspections](#)

My Invoices

Current 0	\$0.00	Add To Cart
Past Due 0	\$0.00	Add To Cart
Total 0	\$0.00	Add To Cart

[View My Invoices](#)

Summary of all your Permits, Plans, Inspections, Invoices. Click on items for more details.

- Fee Schedules tab
 - This tab links to information on the current rates for permitting, inspection, and zoning fees (opens new window).
- Maps & GIS tab
 - This tab links to external resources that may aid in permit application submittals (opens new window).

External Map Resources

- > [Overall City Viewer](#)
- > [Zoning Map](#)
- > [WeCo GIS Home](#)
- > [Lexington County Online Map](#)

- West Columbia Homepage
 - Navigates to the City of West Columbia’s main home page (WestColumbiaSC.gov) in new window.

SUBMITTING A NEW APPLICATION

- On the Home Tab, click the [Apply](#) button.
- Browse available applications or search for keywords (Single Family, Sign, Addition, Electrical, etc.) in the search bar. Click the [Apply](#) button for your desired application.

Application Assistant

Electrical (Commercial) - **Sign**

Commercial **Sign** Application

> [Show Categories](#)
[Show My Templates](#)

Commercial Sign Application Apply

Category Name:	Description:
Commercial Permits	Sign application for all modified or new signs for businesses (freestanding, wall, etc.)

- Filling out the application:
 - Locations
 - Click the + sign to enter the search and add location process. Enter an address in the space provided and click the Search button. Confirm your desired address is available and click the [Add](#) button for that address.

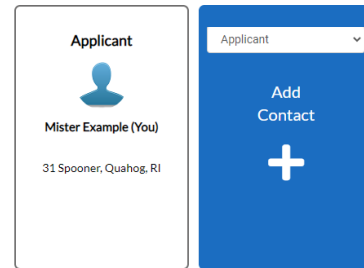
Address Information

Search

Address	Action
267 GUM SWAMP TRL, WEST COLUMBIA, 29169, SC	

- NOTE: If no address is known, the TMS# from Lexington County can be used using the Parcel option.
- Type
 - In this step, please fill in a brief description of the project as well as the Valuation (how much did/will the project cost). If the Valuation isn't known at the time, enter 0.
- Contacts
 - All contacts/interested parties of the project should be added at this step. Your information will automatically be included as an Applicant.
 - Add more contacts with the + button.

- Add contacts for:
 - Contractors
 - Developers
 - Property Owners
 - Other



- Search for an existing contact in our database and add to project, if needed.
- If desired contact is not available, create a new contact through the Enter Manually option.

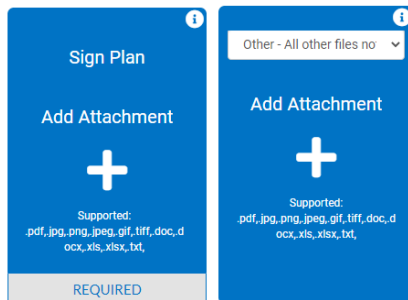
Search

Favorite	First Name	Last Name
	TEST	SAMPLE

- More Info
 - Enter all known information in the fields provided.
- Attachments
 - Some documents are required for application submittal, depending on the application. Please note any special instructions (i.e., Zoning Compliance Application).

Attachments

A sign plan with complete dimensions and renderings is **required**. Please attach documents here. Other documents, as needed, can be submitted below as well.



- Please upload all required documents using the corresponding buttons provided. Miscellaneous documents can also be attached by choosing the 'Other – All other files not required' option in the dropdown.
 - Review and Submit
 - Review all information entered. The Estimated Fees are preliminary. If any information needs to be modified, use the [Back](#) button at the bottom of the page.
 - When ready, click [Submit](#).
- A confirmation message should appear. A link to the Permit Summary is also available.
- Payment is not available until approved and invoiced by West Columbia Personnel.

TRACKING PERMIT PROGRESS

Permit Number: BLD21-0120 [Add to Cart](#)

Permit Details | Tab Elements | Main Menu

Type: New Single Family Home Construction Permit Status: Submitted - Online Project Name: [▼](#)

Summary Locations Fees ● Reviews Inspections Attachments Contacts Sub-Records Holds Meetings More Info

Progress

7% Completed

● Completed
● In Progress
● Not Started

Workflow

- Building Review (Residential) - Passed: 01/20/2021
- Issue Permit
- Electrical (Residential, New)
- Mechanical (Residential, New)
- Plumbing (Residential, New)
- Concrete Slab -
- Floor Framing -
- Footing -
- Foundation Wall -

Available Actions

- ▲ Unpaid Fees \$5.00 01-21-2021 [Pay Now](#)

Fees

\$5.00

[View Details](#) [Add to Cart](#)

- The permit summary screen allows you to view progress of the entire permitting process, including any Trade Permits that are related to the project.
 - Key tabs to keep in mind:
 - Fees (Invoices will show up here where you can pay online)
 - Reviews
 - Approval/Rejection decisions will be shown here.
 - Any comments or requests for revisions will be available for viewing as well.
 - Inspections
 - When appropriate fees have been paid and a permit issued, inspection requests can be sent to the Building Department.
 - Attachments
 - See all original and revised documents involved with the permit.
 - Pay Fees
 - In the Fees window, click [Add to Cart](#) to start the payment process. Click [Check Out](#).

West Columbia, SC

Order Number: 6

Friday, January 22, 2021

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000297	NONE	1	\$5.00	\$5.00
			Item Total:	\$5.00
			Order Total:	\$5.00

Payment Details

*all fields are required

Cardholder Name

Billing Street

Billing Zip Code

Card Type

Card Number

Expiration Date

CVV Code

[Pay Now - \\$5.00](#)

- Fill in credit card information and click [Pay Now](#). A message should say **Your payment was successfully processed**. Click [Continue to site](#). A receipt will be e-mailed to the address on file from (svc.CSSSMTP@tylerhost.net). You may also receive a separate payment confirmation from noreply@mygovpay.com.
- When payment has been received, West Columbia personnel will contact you when the permit is ready for pick-up at City Hall.

For feedback and questions, please contact Joel at jmathwig@westcolumbiasc.gov or 803-605-710.