

EnerGov Citizen Self Service User Guide

for the City of



As adapted from Tyler Technologies:

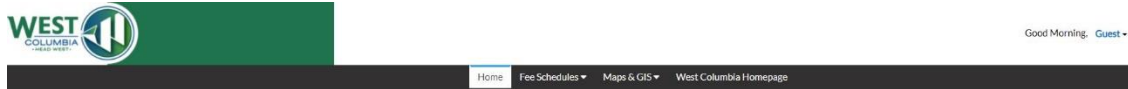
OVERVIEW

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).



GETTING STARTED

The Home Screen:

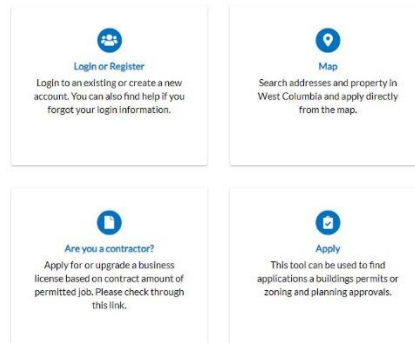


Welcome to the City of West Columbia Permit Portal

Questions or comments?

Feel free to contact us to discuss any questions you may have about the Permit Portal.

[Email Staff Member](#)



- 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:

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.

- Dashboard tab:

My Permits

Attention	Pending	Active	Draft	Recent
0	1	1	0	1
	New Single Family ... 1	New Single Family ... 1		New Single Family ... 1

▶ View My Permits

My Inspections

Requested	Scheduled	Closed
0	0	0

▶ 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

Q

New **Single** Family Home Construction Permit

Zoning
My History
Building Permits
Fees

➤ Show Categories
Show My Templates

Accessory Building for Commercial Property Apply

Category Name: Commercial Permits	Description: Accessory buildings are subordinate structures located on the lot, the use of which is clearly incidental to and associated with the principal structure. Examples may include structures such as detached garages, sheds, storage buildings, pergolas, greenhouses, private studios, and other similar buildings.
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Addition to a Commercial Structure Apply

- 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. 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.
- 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).

Search

Favorite	First Name	Last Name
	TEST	SAMPLE

Attachments

A building plan and zoning compliance application are **required** for this application. Please attach these documents below. Any other supportive documents can also be uploaded to the application as well.

The Zoning Compliance Application can be downloaded [HERE](#). This document **MUST BE SIGNED** before upload (no eSignature).

- 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: BLDR21-0120 [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 [Pay Now](#)

\$5.00
01-21-2021

Fees

\$5.00

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

- The permit summary screen allows you to view progress of the entire permitting progress, 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 <input type="text"/>	Billing Street <input type="text"/>	Billing Zip Code <input type="text"/>
Card Type Select one... <input type="text"/>	Card Number <input type="text"/>	Expiration Date Month... <input type="text"/> Year... <input type="text"/>
CVV Code <input type="text"/>	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. A copy of the permit should also be e-mailed to you.

- Alternatively, you can print out the permit by clicking on the document icon in the upper right-hand corner of the Permit Summary page



- Request Inspections

- To set-up an inspection, please either email inspections@westcolumbiasc.gov or request an inspection time through the Inspections tab of a specific permit summary page. Check off 1 or more inspection types and click [Request Inspection](#). Choose an available data and either AM or PM and click [Submit](#). No Day-of inspection requests will be accepted.

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

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections

Description	Reinspection	Action
Concrete Slab	No	<input checked="" type="checkbox"/>
Floor Framing	No	<input type="checkbox"/>
Footing	No	<input type="checkbox"/>
Foundation Wall	No	<input type="checkbox"/>
Wall Framing	No	<input type="checkbox"/>
Final Building	No	<input type="checkbox"/>
Final Planning and Zoning	No	<input type="checkbox"/>

Results per page: 10 | 1-7 of 7

1 #BLDR21-0120

Inspection Type: Concrete Slab

Case Type: New Single Family Home Construction Permit

Address: 267 GUM SWAMP TRL WEST COLUMBIA, SC 29169

*Requested Date: 01/27/2021 AM

Comments/Gate Code: THIS IS A TEST

[Request Inspection](#) [Submit](#)

- The status of the inspections will be updated with any notes or commentary (Checklist) and photos/other documents (attachments) from the West Columbia Building Department.

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