Goochland's Citizen Self Service Site (CSS) User Guide

Community Development - 2020.1

OVERVIEW

Online access is a crucial part of community development software. The essential purpose of this application is to provide public-facing tools for citizens and contractors to use to interact with the EnerGov land management and permitting processes administered by Goochland County. CSS is compliant with the Americans with Disabilities Act (ADA).

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TABLE OF CONTENTS

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FEATURE LIST

This page briefly describes the features of EnerGov's Citizen Self Service (CSS) product.

Feature	Help	Description
ADA Compliance		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.
Application Security		CSS and CSS Administration come with powerful and professional security, CAPTCHA support for user registration, secure authentication, password strength indicators, case-sensitive credentials, and more.
Draft Saving		CSS users can begin applying for cases and resume the application process later. This is helpful when users want to save completed work and then continue when they're ready.
GIS Maps		CSS integrates with ESRI map functionality. The maps allow for powerful searches, pinned results, EnerGov data incorporation, layers, filters, a legend, and more. The map is available to both logged in and logged out users.
Global Search		Citizens can perform robust searches across several key areas in CSS (i.e., permits, plans, inspections, and addresses) from 1 centrally accessible location.
Invoice Management		CSS users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the dashboard and the menu system and can be added to the electronic shopping cart.
Metric Dashboards		Visual dashboards in CSS display data that is contextual to the logged in user. The dashboard communicates the statuses and counts of several key items (i.e., permits plans, inspections, and invoices).
Mobile Capabilities		The fully functional CSS and CSS Administration sites can be accessed on mobile devices without having to install or configure any mobile applications. The sites adjust to screen sizes automatically.
Permits & Plans		Core CSS functionality allows permits and plans to be viewed online.
Printable Reports		Printable reports are available in CSS and CSS Administration. Examples include permits and invoices. These documents can be printed and/or saved to PDF on demand based on business rules.

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Request Inspections		CSS users are able to request inspections. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.
Shopping Cart		CSS's integrated electronic shopping cart allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.
User Registration		CSS user registration includes several key features: user profiles, user account registration, password retrieval, automatic EnerGov global entity recognition, secure authentication, and more.

CSS HOME SCREEN AND MAIN MENU BAR

The CSS Home screen and main menu bar were created by Goochland County to provide access to frequently used websites and tools. On the menu bar you will find: Apply, My Work, Today's Inspections, Map, Pay Invoices, Citizen & Customer Feedback, Department of Professional and Occupational Regulation (DPOR) site, Helpful Links, Calendar, Contact Merge Request, and Search.

An example of a CSS Home screen appears on the next page. You do not need a CSS account to search public records. You will need a CSS account to apply for permits or plans.

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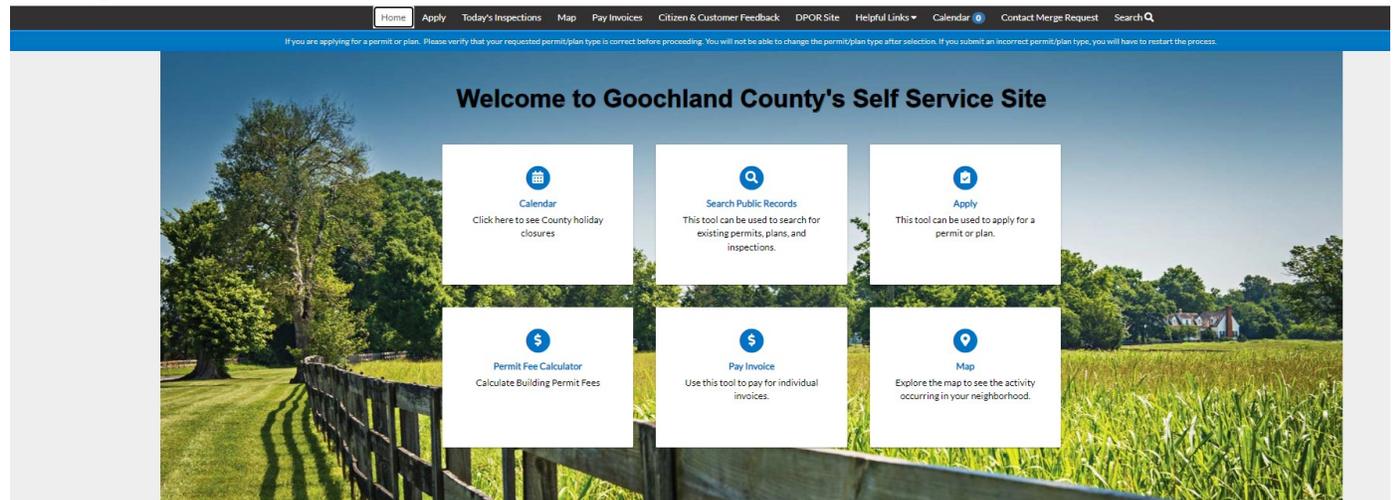
SEARCHING PUBLIC RECORDS WITH OUT LOGGING INTO CSS

The CSS portal can be found here: https://CommDevPortal.goochlandva.us

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.

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:

You may search Permits, Plans, and Inspections.

Search Permits

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. If desired, 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 buttons 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 buttons 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 buttons 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.

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13. Click *Advanced* to hide the search criteria.
14. Click *Export* to export the results into a specified document.
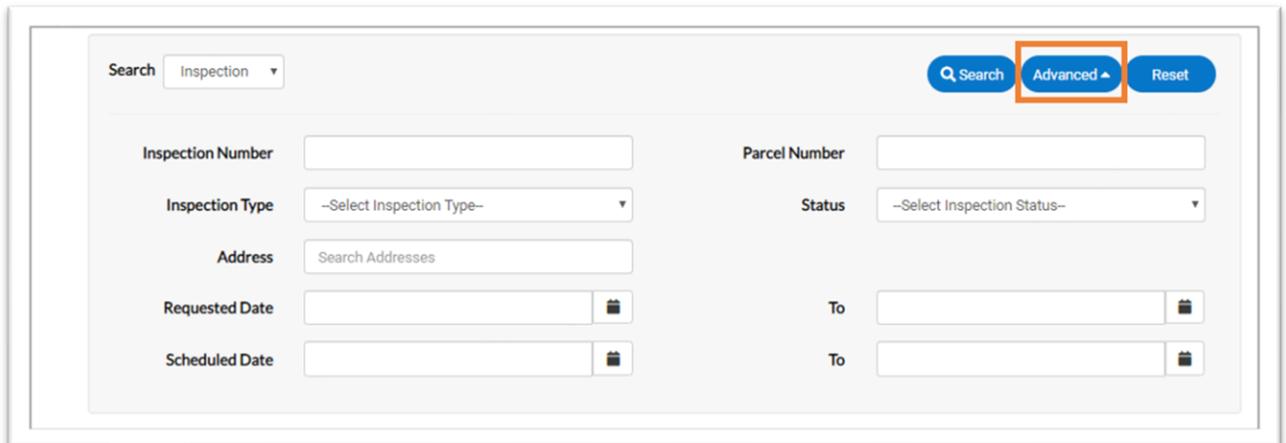
Search Plans

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. If desired, 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 buttons 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 buttons 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 buttons to select the dates.
11. Click *Search* to display a list of results that meet the search criteria.

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12. Click *Reset* to clear the entered search criteria.

13. Click *Advanced* to hide the search criteria. 💡

Search Inspections

💡 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. If desired, select a **Status** from the drop-down 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 buttons 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 buttons 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.

REGISTERING ON CSS – SEE SEPARATE TRAINING DOCUMENT FOR MORE INFORMATION

To register to use CSS, please see the separate training document titled: *How to Set up a CSS Account*.

LOGGING INTO CSS

Follow the steps below to login to CSS:

1. Navigate to the URL designated for your Citizen Self Service environment - https://CommDevPortal.goochlandva.us.
2. Enter your **Username** and **Password** in the fields provided OR if you registered with Google, Apple, or Microsoft, click on the respective sign in. If you do not have a **Username/Password** already registered with CSS and EnerGov, click on *Register Here* and follow the directions to register for an account.
   SEE SEPARATE TRAINING DOCUMENT FOR MORE INFORMATION ON HOW TO REGISTER
3. Click *Sign In*. CSS validates your log in and, if valid, opens CSS with functions you are authorized to access.

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GOOCHLAND COUNTY

Sign in to community access services for
the Goochland County.

G   Sign in with Google

     Sign in with Apple

     Sign in with Microsoft

f   Sign in with Facebook

———————— OR ————————

Email address

Password

👁

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account?   Sign up

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DASHBOARD

My Licenses

Expired	Draft
2	**0**
Cape San Blas Biscuits	
No. SBC-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 (Residenti... 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

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CSS provides the ability for users to see a visual representation of aggregated data on the **Dashboard**. Users can see data for permits, plans, inspections, and invoices. Users can click on the Draft circles to access saved drafts; users can also add unpaid invoices directly to the shopping cart. The **Dashboard** displays data that is specific to the logged in user.

Follow the steps below to use the **Dashboard**:

1. Click *Draft* in the **Permits** or **Plans** section to view saved Permit or Plan application drafts.
2. Click the desired *Status Card* in the **Permits** section to view a list of the corresponding Permits. Beneath each status is a breakdown of the Permit Types. Click ***View My Permits*** to view all Permits.
3. Click the desired *Status Card* in the **Plans** section to view a list of the corresponding Plans. Beneath each status circle is a breakdown of the Plan Types. Click ***View My Plans*** to view all Plans.
4. Click the desired *Status* in the **Inspections** section to view a list of the corresponding Inspections. Beneath each status is a breakdown of the Inspection Types. Click ***View My Inspections*** to view all Inspections.
5. Click ***Add to Cart*** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding Invoices to the Shopping Cart. Click *View **My Invoices*** to view all Invoices.

PERMITS
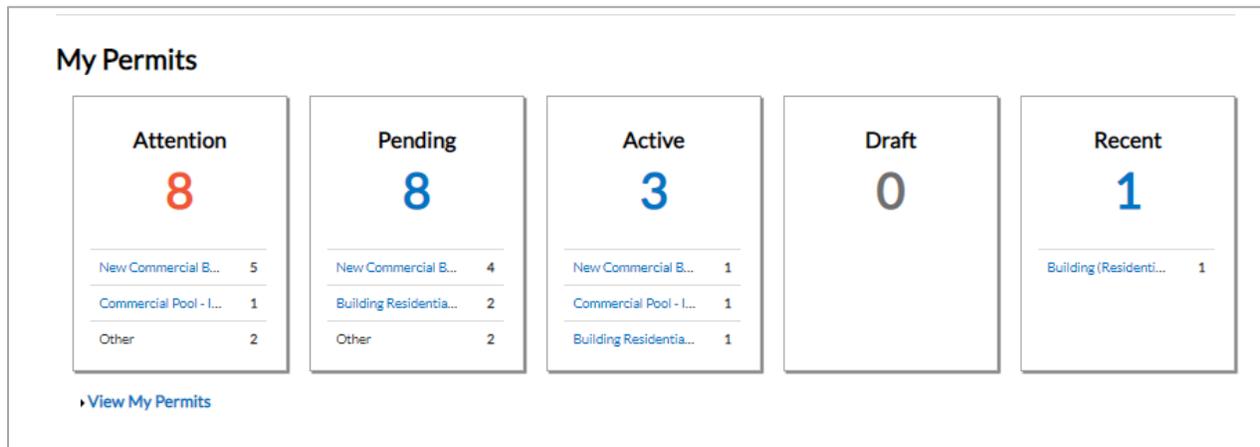
1. **Attention:** By clicking on the ***Attention*** status from the **Dashboard**, you will be given a list of all Permit Numbers that have been applied for that have a status of Attention, Project name, Address attached to the Permit, Type, Status and the Reason that the Permit needs the citizen's attention. (Criteria for the Attention status is: Active holds, unpaid fees, failed reviews (submittals), failed inspections.)

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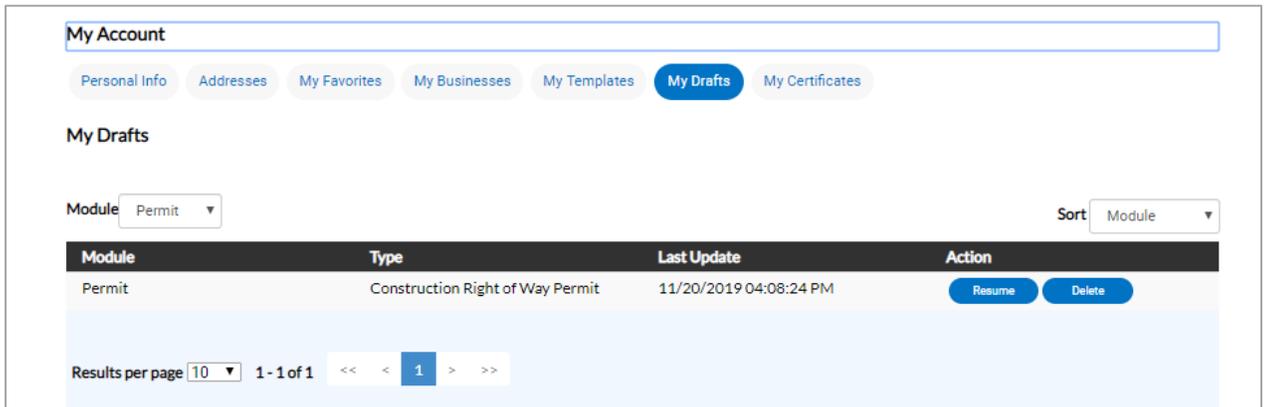
5. **Recent:** By clicking on the *Recent* status from the **Dashboard**, you will be taken to the **My Work** Tab. You will be given the list of all Permit Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Permit, Type, Status and Reason. (Criteria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

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

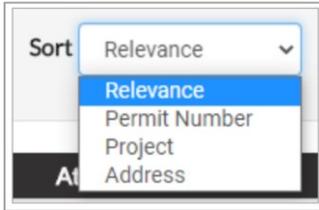7. **Select Case Type**: This field allows the selection of a specific **Case Type**. As you type the case type name, common results will display to select.
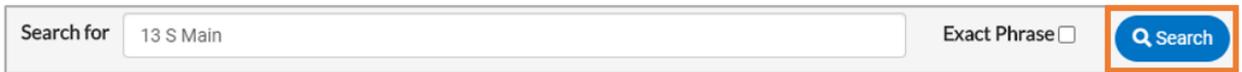
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8. **Sort:** This dropdown box allows the citizen to sort by **Relevance, Permit Number, Project or Address**.

9. **Search Box:** This box allows the citizen to search by **Permit Number, Project Name, or Address** by typing in the information in the box and clicking *Enter* on your keyboard or by clicking the *Search* button.


PLANS

1. **Attention:** By clicking on the *Attention* status from the **Dashboard**, you will be given a list of all Plan numbers that have been applied for that have a status of Attention, Project name, Address attached to the Plan, Type, Status and the Reason that the Plan needs the citizen's attention. (Criteria for the Attention status is: Active holds, unpaid fees, failed reviews (submittals), failed inspections.)
2. **Pending:** By clicking on the *Pending* status from the **Dashboard**, you will be given the list of all Plan Numbers that have been applied for that have a status of Pending, Project name, Address attached to the Plan, Type, Status and Reason. (Criteria for the Pending status is: statuses for the case is not success, failures, on hold or cancelled.)

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3. **Active:** By clicking on the *Active* status from the **Dashboard**, you will be given the list of all plan numbers that have been applied for that have a status of Active, Project name, Address attached to the Plan, Type, Status and Reason. (Criteria for the Active status is: the status is successful.)

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 Plan Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Plan, Type, Status and Reason. (Criteria for the Recent status is: has been applied for within the last 30 days.)

INSPECTIONS
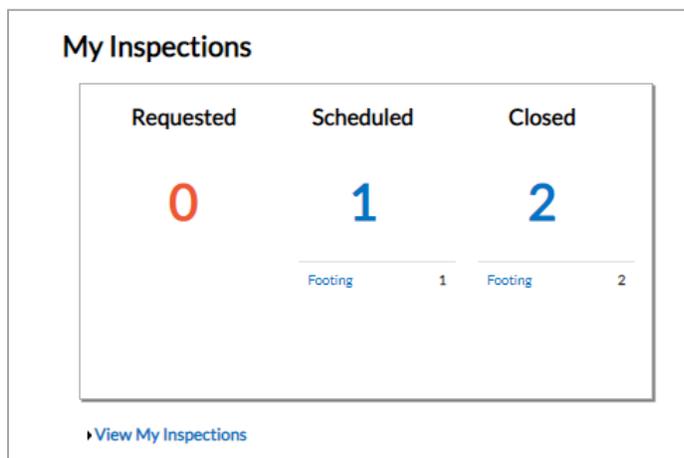
1. **Requested:** By clicking on the *Requested* status from the **Dashboard**, you will be taken to the **My Work** tab to view **My Existing Inspections**. You will be given a list of all Inspection Case Numbers that have a status of Requested, Address attached to the Inspection, Inspection Type and Requested Date.

2. **Scheduled:** By clicking on the *Scheduled* status from the **Dashboard**, you will be taken to the **My Work** tab to view **My Existing Inspections**. You will be given a list of all Inspection Case Numbers that have a status of Scheduled, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

3. **Closed:** By clicking on the *Closed* status from the **Dashboard**, you will be taken to the **My Work** tab to view **My Existing Inspections**. You will be given a list of all Inspection

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Case Numbers that have a status of Closed, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

INVOICES

CSS users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart. CSS's integrated electronic shopping cart allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.

1. **Current:** Click on the ***Add To Cart*** oval to the right of Current invoices, the citizen will be able to access the Shopping Cart screen where all current invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click ***Remove*** to the right of the invoice. To checkout, click on the ***Check Out*** oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

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2. **Past Due:** By clicking on the *Add To Cart* oval to the right of Past Due invoices, the citizen will be able to access the Shopping Cart screen where all past due invoices are listed. The citizen may access the Invoice by clicking on the *Invoice Number* or they may access the Case by clicking on the *Case Number*. To remove an Invoice from the Shopping Cart, the citizen may click *Remove* to the right of the invoice. To checkout, click on the *Check Out* oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

3. **Total:** By clicking on the *Add To Cart* oval to the right of Total invoices, the citizen will be able to access the Shopping Cart screen where all invoices are listed. The citizen may access the Invoice by clicking on the *Invoice Number* or they may access the Case by clicking on the *Case Number*. To remove an Invoice from the Shopping Cart, the citizen may click *Remove* to the right of the invoice. To checkout, click on the *Check Out* oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

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APPLYING FOR PERMITS/PLANS

Users are presented with several options on the **Application Assistant** screen: All, Trending, My History (when logged in), Permits and Plans.

1. Click on **All** to choose from all types of Permits, Plans available.
2. Click **Show Categories** to help determine which category type to choose from. Click **Hide Categories** to remove category list.

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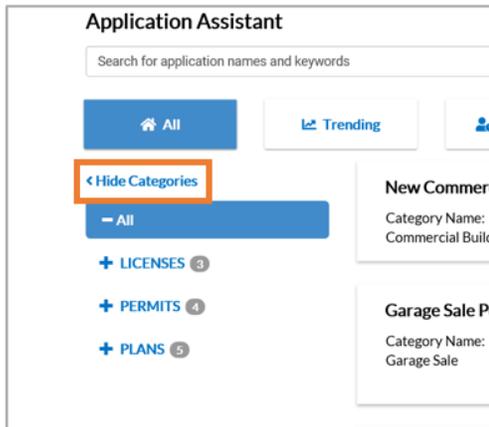
3. Click *Trending* to choose from application types that are currently being applied for the most within the municipality.

4. Click *My History* to choose from application types that have been applied for by the logged in user. This tab will only show when logged in by a registered user.

5. Click *Permits* to choose from application types for Permits.

6. Click *Plans* to choose from application types for Plans.

7. Type in key words in the field under the heading of Application Assistant to search for application types. As you type, common results will display. Select the correct result in the list, or Click *Enter* on your keyboard or click the *Magnifying Glass* at the end on the search field to search.
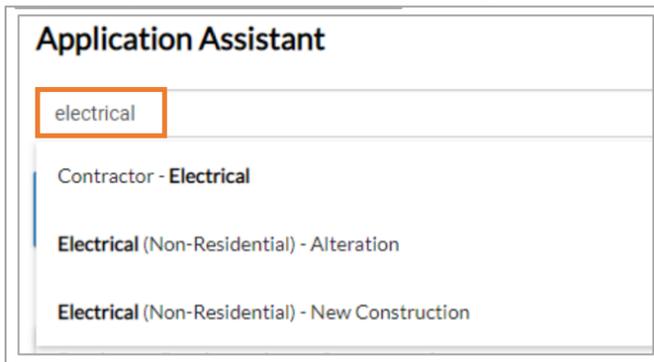
8. Click the *Apply* button to the right of the application type desired.

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STEP 1: LOCATION

1. **Locations:** Click on the *Location* card to add the location for the application.
2. You will be directed to the Map screen. Here you may: search for an address or tax map number. You can also zoom to the parcel you want and click on it.
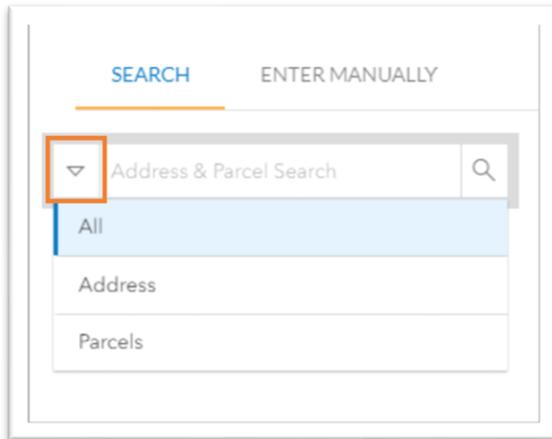
*To Search for an Address/Parcel:*

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

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4. Click *Search* under **Add Address As** and enter in an address in the **Address & Parcel Search** field. The user may also select: *Use current location*. This appears once you click in the field. This field will also allow partial information of the address.
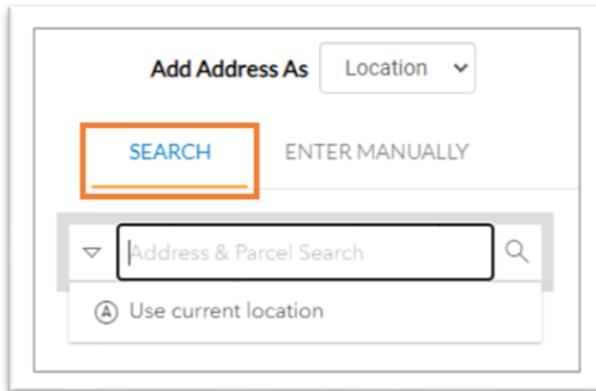
5. Type the address or tax map number in the search field hit *Search*. The system will list common results specific to the address you type below the search field. If there are multiple buildings on the parcel, be sure to choose the correct address for which you want to apply. Note: You must type the exact Tax Map Number including the zeros to locate the parcel (Example: 42-1-0-40-0). If you do not know the exact tax map number, you can use the zoom feature on the map to navigate to the parcel you want and click on the parcel then skip to step 7.

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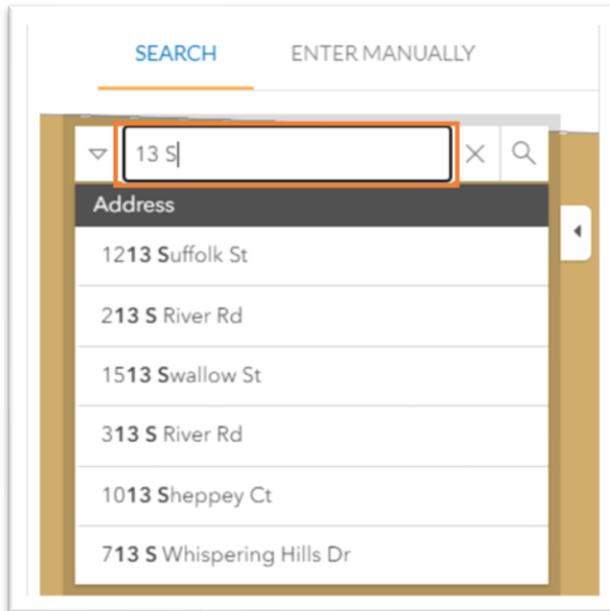
6. The information will render on the left of the screen. Click on the address/parcel you want to use. It will zoom to the parcel.
7. Once an Address or Parcel has been found, click **Add** in the pop-up on the map.
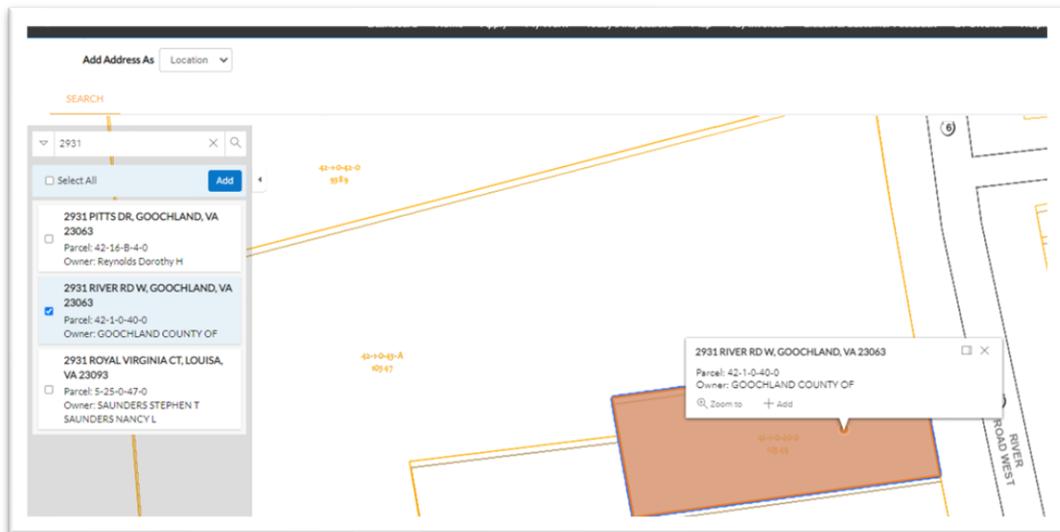
8. Once the address or Parcel has been added to the Locations screen, click **Next**.

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APPLICATION TEMPLATES

Application Templates are drafts that the citizen may reuse when applying for the same Case Type and Workclass.

1. Fill in any details on the case that may be needed to be repeated for upcoming uses.

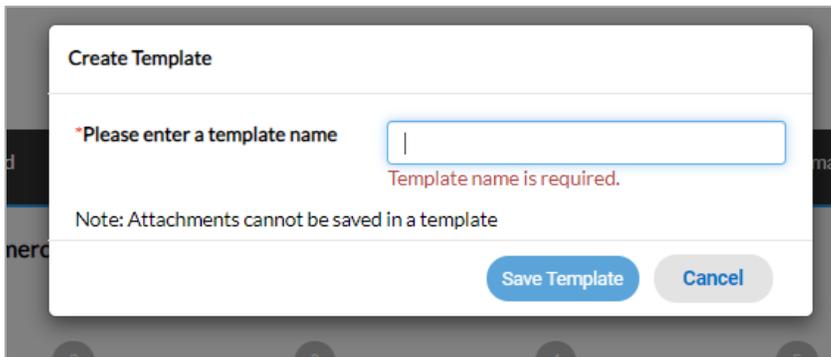Note: The Add Location card may be disabled when creating a Template.

2. Click **Create Template** at the bottom of any step in the process.

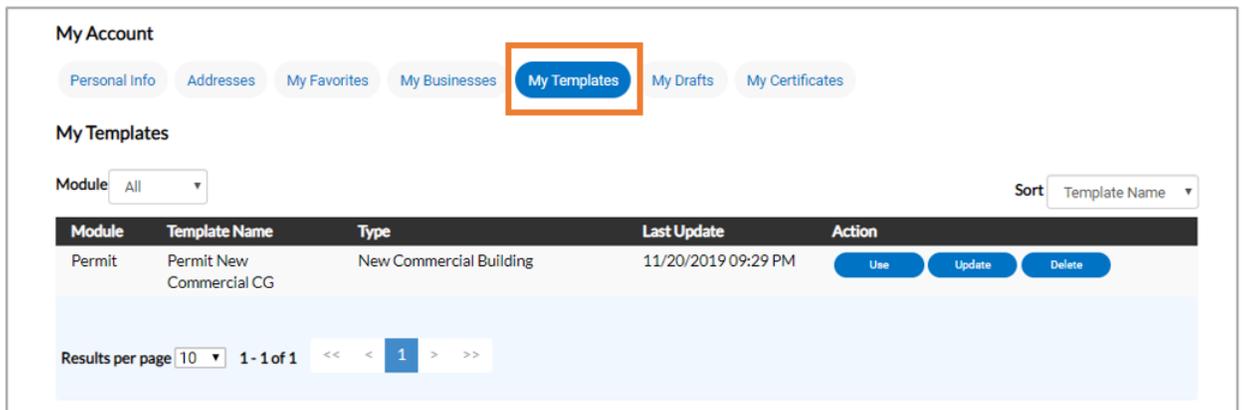Note: By default the Template will not allow saving of Attachments.

3. Enter in the name of the template and click **Save Template**.

Create Template

*Please enter a template name

Template name is required.

Note: Attachments cannot be saved in a template

[Save Template] [Cancel]

4. Once the Template has been saved, a pop-up will appear to navigate to the template or the template may be found under **My Account**. To access the templates, click on the *My Templates* button.

My Account

Personal Info | Addresses | My Favorites | My Businesses | **My Templates** | My Drafts | My Certificates

My Templates

Module [All ▾]   Sort [Template Name ▾]

Module	Template Name	Type	Last Update	Action
Permit	Permit New Commercial CG	New Commercial Building	11/20/2019 09:29 PM	[Use] [Update] [Delete]

Results per page [10 ▾] 1 - 1 of 1   << < **1** > >>

5. The citizen has the ability to **Use, Update or Delete** the template by clicking the applicable button.

STEP 2: TYPE

The application type that was initially selected will default in the Type field.

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1. A description to support the details of the application type must be added in the **Description** box. Please be detailed in your scope of work. For example, New Single Family Dwelling with attached garage or 1,000 square foot addition to add bedroom and bathroom. For commercial permits with multiple buildings on one parcel, be sure to include the building number and full scope of work.
2. **Square Feet and/or Valuation** on this page is optional. You will be asked to enter in that information under the *More Information* step.
3. Click *Next*.

STEP 3: CONTACTS

The registrants contact information will default to the first Contact card listed. Additional contacts can be added if applicable. Most permits will require additional contacts be added.

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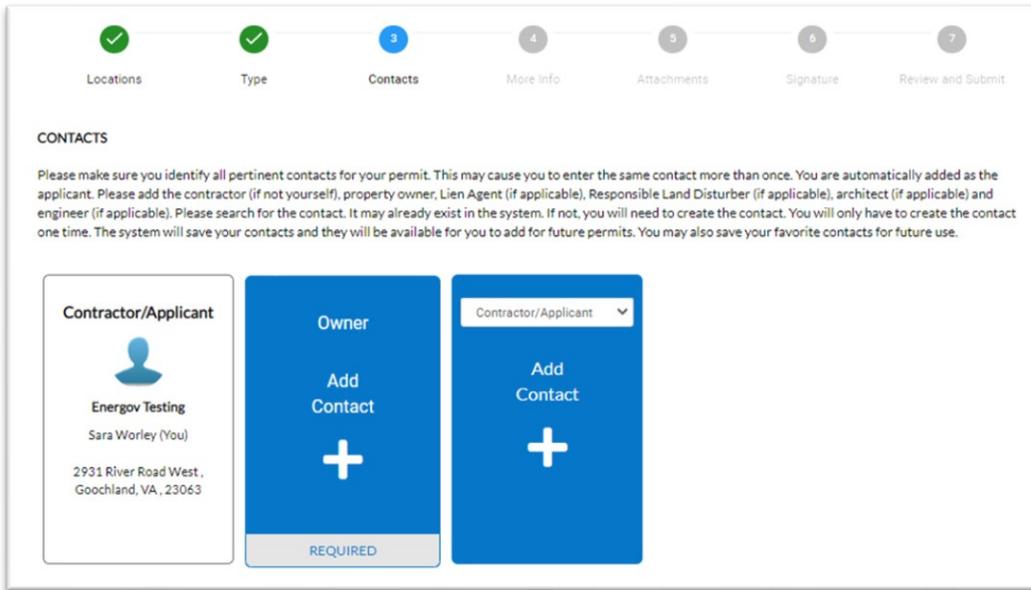
1. To add additional contacts, click the **Plus Sign** located on the Contact Card.
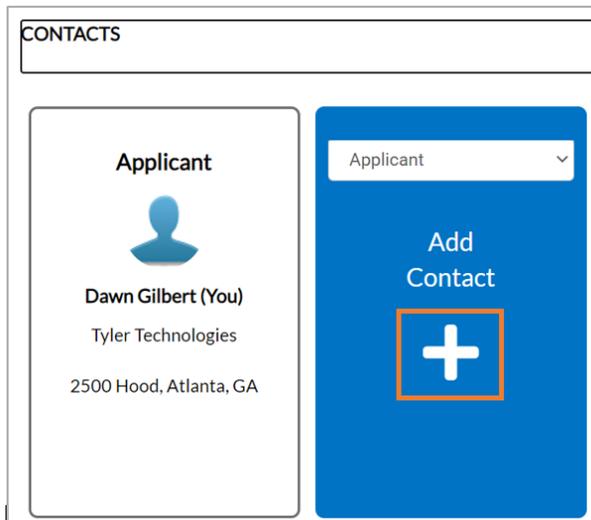
2. Click the dropdown arrow to select the Contact Type applicable to the contact.

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3. In the search box, type in Name, Email, or Company name and click the **_Magnifying Glass_** to search Global Contacts in EnerGov for an existing contact.

4. If the person, email or company is an existing contact click **_Add_** to add the contact to the application.

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5. If the contact does not exist in Global Contacts, click **Enter Manually** and fill in the required fields. Note: you should only have to manually enter in contacts one time. The system should save contacts.
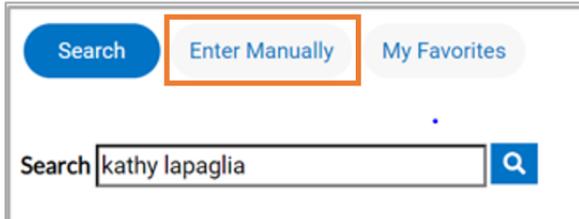

6. Click **Next**.

STEP 4: MORE INFO

The More Info fields reflects the Additional Information fields that are based on the permit type. The citizen may fill in the information needed, and some fields may be required. Any information given in these fields will be shown in EnerGov. Once this information is submitted by the citizen, the citizen will not be able to edit the information, however County staff may edit.
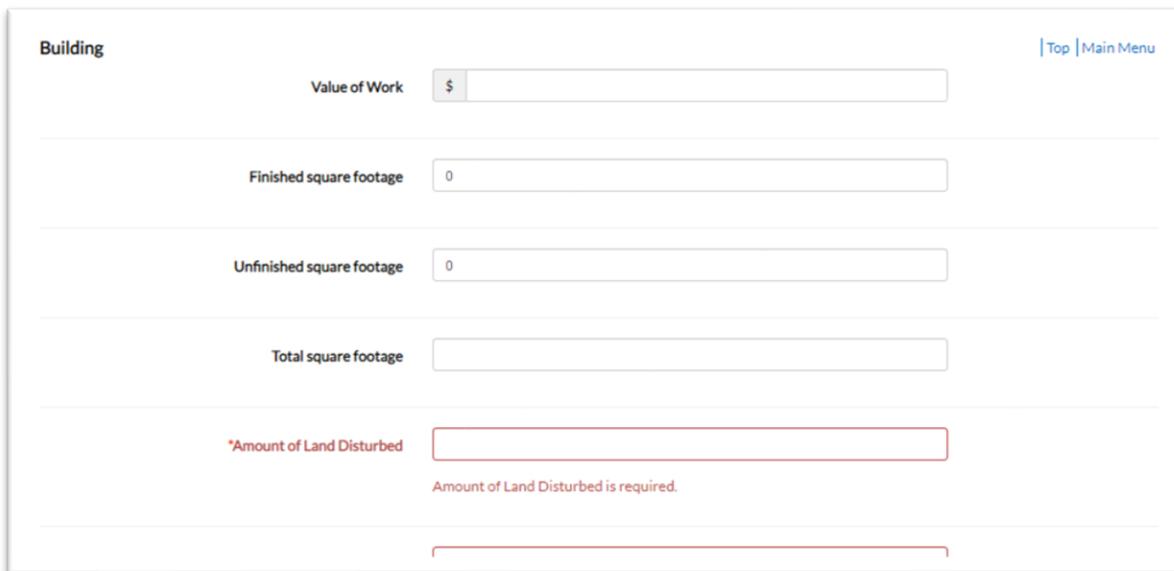
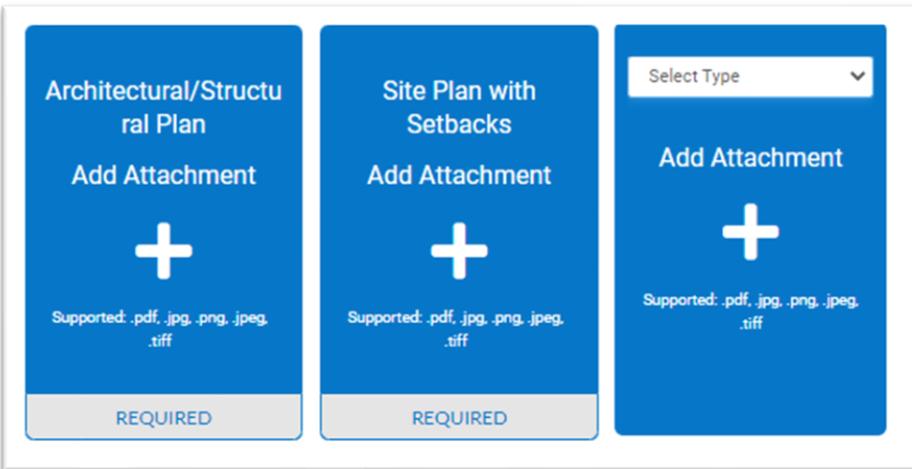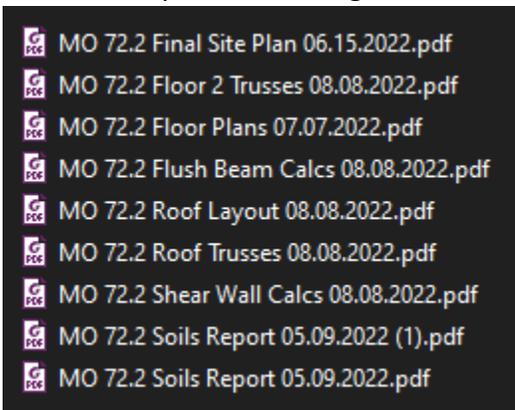1. Enter information as needed or required.
2. Click **Next**.

STEP 5: ATTACHMENTS

Attachments gives the citizen the ability to upload files or documents needed or required for the application process.

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1. Click on the **Add Attachment** card to open Windows Explorer.
2. Click to insert or drag files into the **Add Attachment** card. It is important to label your various PDF plans according to their content. Here is great example:

MO 72.2 Final Site Plan 06.15.2022.pdf
MO 72.2 Floor 2 Trusses 08.08.2022.pdf
MO 72.2 Floor Plans 07.07.2022.pdf
MO 72.2 Flush Beam Calcs 08.08.2022.pdf
MO 72.2 Roof Layout 08.08.2022.pdf
MO 72.2 Roof Trusses 08.08.2022.pdf
MO 72.2 Shear Wall Calcs 08.08.2022.pdf
MO 72.2 Soils Report 05.09.2022 (1).pdf
MO 72.2 Soils Report 05.09.2022.pdf

Note: Certain application types may have required documents that must be attached in order to save. The County encourages electronic submissions however, if you do not have access to your plans electronically, you may submit a PDF stating that plans will be dropped off at the Customer Service Center.

3. Click **Next**.

STEP 6: SIGNATURE, REVIEW AND SUBMIT

The signature screen allows both typed and drawing of signature.

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SIGNATURE

I hereby acknowledge that I have read this application and know the information to be true and agree to comply with all County ordinances and State laws regulating building construction and use.

* **Please type your name as consent to electronically sign this application.**

Enable Type Signature ⊙

Worley Energov
August, 31 2022

X   **Draw Signature Here**

Clear

Hit *Next*.

Review and Submit gives the citizen the ability to review all information entered in the application to include attachments uploaded, estimated fees and additional information fields that were populated.

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Apply for Permit - New Commercial Building Application   *REQUIRED

Locations   Type   Contacts   More Info   Attachments   Review and Submit

Submit

Locations

| Location | 630 MIAMI NE , Atlanta, GA, , |
| Parcel Number | 17 004800010734 |

Basic Info

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

Contacts

| Applicant | Christy Goss |
| | 123 Smith , Duluth, GA, , |

More Info

General Info   Next Section | Top | Main Menu

Construction Type
☐ I-A
☐ I-B
☐ II-A
☐ II-B
☐ III-A

1. Click **Save Draft** if the information is incomplete and needs to be finished at a later date. The citizen may click on the Draft status circle on the Dashboard to resume their application.
2. If the application is complete and accurate click Submit at the bottom of the screen.

SUCCESS SCREEN

Once an application has been submitted, a Success screen will appear. County staff will review your application and let you know if more information is needed. After review, you will receive an electronic invoice with the fees associated with your application. See INVOICES section for more information on how to submit payment.

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REQUESTING INSPECTIONS

CSS provides a great way for citizens to request inspections. Users must be logged in to CSS to request inspections, and they must be a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

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.

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Permit Number: BLDC-000055-2019

Permit Details | Tab Elements | Main Menu

Type:	Building (Non-Residential) - New Construction	**Status:**	Issued
IVR Number:	100058	**Applied Date:**	03/27/2019
District:	East	**Assigned To:**	Thompson, Tyler
Square Feet:	0.00	**Valuation:**	$0.00
Description:			

Summary	Locations	Fees	Reviews	Inspections	Attachments	Contacts	Sub-Records

4. A list of Inspections will be at the bottom of the page.

Request Inspections

| Description	Reinspection	Action
Footing Inspection	No	☐
Foundation Wall Inspection	No	☐
Concrete Slab Inspection	No	☐
Floor Framing Inspection	No	☐
Wall Framing Inspection	No	☐
Final Building Inspection	No	☐
Final Engineering Inspection	No	☐
Final Fire Inspection	No	☐

Results per page 10 ⌄   1 - 8 of 8   << < [1] > >>

5. Click in the *checkbox* under **Action** for the inspection you would like to request. If you do not see the inspection type you wish to request, continue scrolling to see if it is listed under *Optional Inspections*.

Note: If the workflow of the case has not been completed up to the inspection step (based on a priority set), the Action boxes will not be visible. Continue scrolling to see Optional inspections based on permit type.

6. Click *Request Inspection* at the bottom right of the page.
7. The **Request Inspections** screen will open.
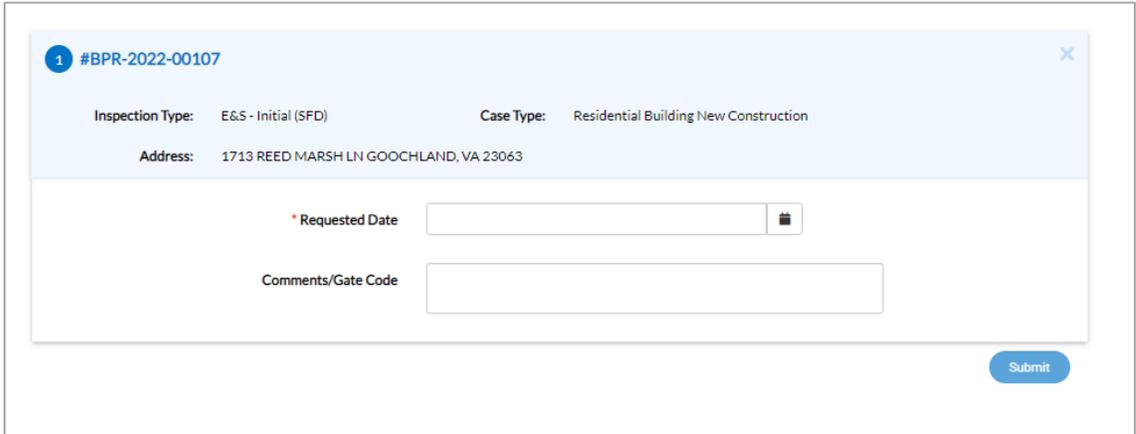
8. Click on the *Calendar* to choose a requested date for the inspection.

9. Fill in comments about the requested inspection in the **Comments/Gate Code** box. You may also request an AM or PM inspection that staff will try to honor.

10. Click *Submit*.

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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**.

13. The citizen may cancel the requested inspection by clicking the *Cancel Inspection* button to the right. Once the inspection has been scheduled the **Cancel Inspection** button will disappear and you will need to call the office before 9:00am the day of the inspection to cancel.

TODAYS INSPECTIONS

Use this window to view, sort, and access all inspections scheduled for a specific day.

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Follow the steps below to view inspections:

1. In the search field, type a specific Case Number, Address or Inspection Type to search. Click the **Magnifying Glass** to locate inspections that meet the search criteria.
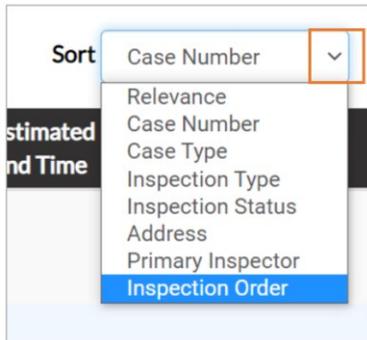

2. Click the **Calendar** icon to select the date to view due inspections or type the date in the Date field.

3. Click the **Exclude Completed** checkbox to exclude completed inspections from the list of results.

4. Click the **Sort** dropdown to sort the Inspections within the search.

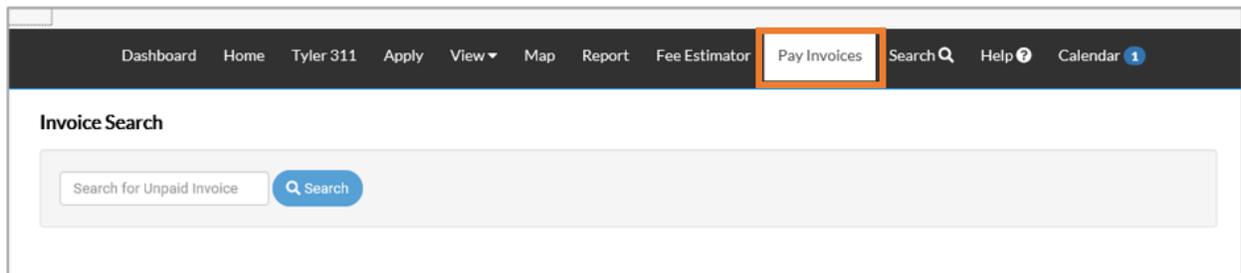Empowering people who serve the public®

5. Select the number of inspections to display on each page from the **Results per page** dropdown.

6. Use the **Page Navigation** buttons to move between pages of inspections.

PAY INVOICES

Pay Invoices may be accessed from the Home screen or the *Pay Invoices* button on the top ribbon. You do not have to be logged into CSS to pay invoices.

1. Enter in the **Unpaid Invoice** number. Example: INV-000024
2. Click *Search*.
3. The *Invoice Number* screen will appear with the desired invoice.

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RESEARCHING INVOICES

CSS users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic **Shopping Cart**.

Follow the steps below to view invoice information:

1. Click the *Printer* button to print or save the invoice as a PDF.

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2.   Click *Primary Fees* to view the **Fee Name**, **Fee Total**, **Amount Due**, **Case Number**, **Case Type**, and **Notes** for all fees associated with the invoice.

3.   Click *Misc Fees* to view the **Fee Name**, **Fee Total**, **Paid Amount**, and **Amount Due** for all miscellaneous fees associated with the invoice.

4.   Click *Payments* to view the **Receipt Number**, **Status**, **Transaction Type**, **Payment Type**, **Payment Amount**, and **Payment Date** for all payments associated with the invoice.

5.   Click *Attachments* to view the **File Name** and **Added Date** for all files attached to the invoice.

6.   Click *Contacts* to view the **Company**, **First Name**, **Last Name**, **Title**, and **Email** for all contacts associated with the invoice.

7.   Click *Add to Cart* to add the invoice to the **Shopping Cart**.

VIEWING PERMIT/PLAN REVIEW STATUS

Citizens may submit electronic plans via CSS to be reviewed by the municipality. Once an application has been submitted and plans reviewed, the citizen may be notified by email or logging back into CSS to review Failed or Approved Reviews.

1.   Navigate to the *Dashboard* and click on the **Attention** card.
2.   A list of the cases needing attention in the specific module will be listed.
3.   Click the **Requires Re-submit** link under the **Attention Reason** column.

4.   The **Review Type** will be listed and will include: **Status, Version, Received Date, Due Date and Completed Date.**

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| Summary | Locations | Fees | Reviews ❶ | Inspections | Attachments | Contacts | Sub-Records | Holds | More Info |

Building Review (Residential)   ⌃

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	10/21/2021	11/15/2021	11/23/2021

❗ **Building Inspections • Requires Re-submit • Worley Sara • Completed : 11/09/2021**   ⌃

Due Date	Completed Date
11/15/2021	11/09/2021

Correction (1)

Correction Type	General	Category	General Correction
Corrective Action	Apply for food permit		
Comment	akhdfkahdkfhlk		

✅ **Zoning Building Permit Review • Approved • Lloyd David • Completed : 11/23/2021**

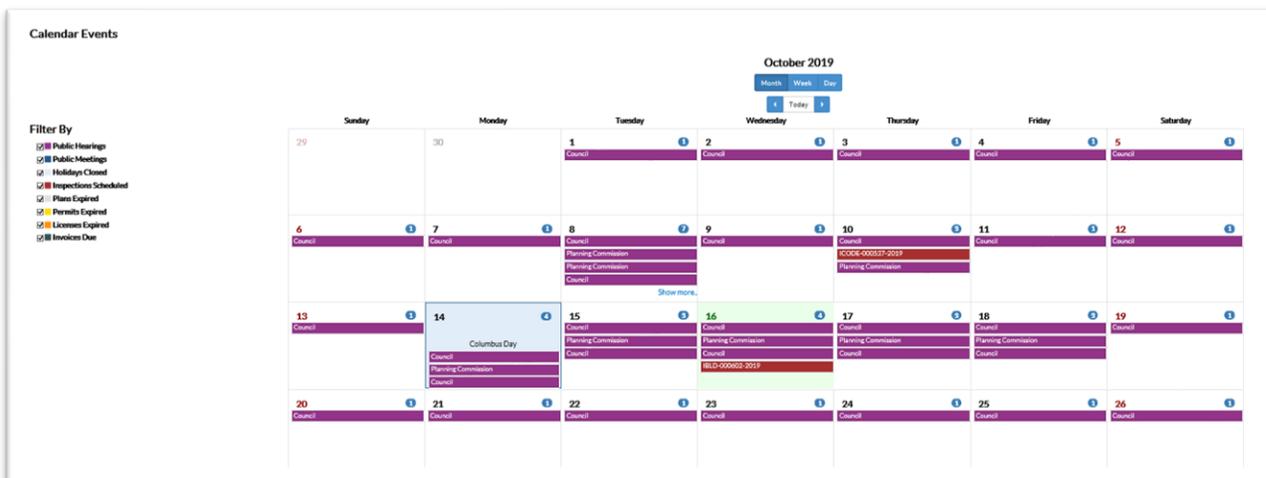5. The citizen will be able to see the status of each review and comments.

Note: this will allow the citizen to start to address the comments in advance of the plan review letter. However, the applicant should wait to receive a formal plan review letter from the County before resubmitting plans.

Note: if the plan review is passed, that does not mean that your permit or application has been approved. You should wait until receive formal notification of permit/plan issuance before beginning any work.

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CALENDAR

The Calendar will show holidays based on configuration in EnerGov. These categories are visible to all that are logged in or not. Once logged into CSS, the citizen will be able to see **Inspections Scheduled, Plans Expired, Licenses Expired, Permits Expired** and **Invoices Due** dates in addition to the **Holidays**. The citizen may click on the desired event and information with links will show on the right of the screen.

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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