CITY OF GREENVILLE INSPECTIONS DIVISION 252-329-4466

GREENVILLE CITIZEN SELF SERVICE (CSS)

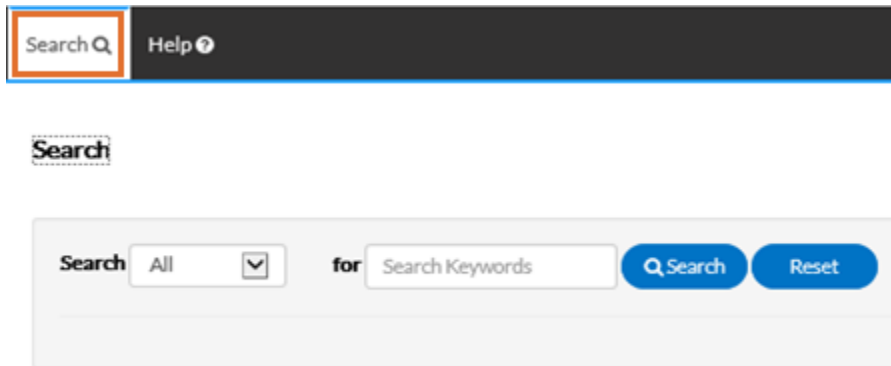https://energov.greenvillenc.gov/EnerGov/SelfService#/home

OVERVIEW

Citizen online access is a crucial part of a community development software. The essential purpose of this application is to provide public-facing tools for citizens to use to interact with the community development and permitting processes administered by the City of Greenville. CSS is compliant with the Americans with Disabilities Act (ADA).

HOME

CSS provides a home page to allow users to access public information without logging into CSS. Users can still access the GIS Map, Global Search, User Registration, Today's Inspections, and Global Notifications.
Citizens can click the Search Permits, Search Plans, and Search Inspections links to access information.

SEARCH

Citizens can perform robust searches across several key areas in CSS (i.e., permits, plans, inspections, and addresses) from 1 centrally accessible location. Users do not have to log in to CSS to access the global search tool.

Select the type of record to search for from the Search dropdown.

ALL

1. Type relevant search keywords in the "for" field.

2. Click Search to display a list of results that meet the search criteria.
    Click Reset to clear the entered search criteria.

SEARCH PERMITS

| Home | Apply ▾ | Map | Report | Search 🔍 | Help ❓ | Calendar 0 |

Greenville
NORTH CAROLINA

🔍

Search Public Records

This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

👥

Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.

☑️

Apply

This tool can be used to apply for a permit, plan or license.

$

Pay Invoice

Use this tool to pay for individual invoices.

📍

Map

Explore the map to see the activity occurring in your neighborhood.

🔢

Estimate Fees

Use this tool to quickly estimate the required fees for a permit or plan.

Search

| Module | Permit ▾ | Q Search | Advanced ▴ | Reset |

Permit Number		Project Name	
Permit Type	--Select Permit Type-- ▾	Parcel Number	
Address			
Applied Date	📅	To	📅
Issue Date	📅	To	📅
Expire Date	📅	To	📅
Finalized Date	📅	To	📅

3

📌 Users do not have to utilize all fields.

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. Type at least part of the address associated to the permit to search for in the **Address** field.

5. Type a range of permit issue dates to search for permits within in the **Issue Date** and **To** fields, or click the calendar icons to select the dates.

6. Type a range of permit expiration dates to search for permits within in the **Expire Date** and **To** fields, or click the calendar icons to select the dates.

7. Type a range of permit finalization dates to search for permits within in the **Finalized 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. Click **Reset** to clear the entered search criteria. Click **Advanced** to hide the search criteria.

SEARCH PLANS

🖈 Users do not have to utilize all fields.

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 at least part of the address associated to the plan to search for in the **Address** field.

5. Type a range of plan application dates to search for plans within in the **Applied Date** and **To** fields, or click the calendar icons to select the dates.

6. Click **Search** to display a list of results that meet the search criteria. Click **Reset** to clear the entered search criteria. Click **Advanced** to hide the search criteria.

SEARCH INSPECTIONS

 Users do not have to utilize all fields.

1. Type at least part of the inspection number to search for in the **Inspection Number** field.

2. Type at least part of the address associated to the inspection to search for in the **Address** field.

3. Type a range of inspection request dates to search for inspections within in the **Requested Date** and **To** fields, or click the calendar icons to select the dates.

4. Type a range of inspection schedule dates to search for inspections within in the **Scheduled Date** and **To** fields, or click the calendar icons to select the dates.

5. Click **Search** to display a list of results that meet the search criteria.
Click **Reset** to clear the entered search criteria. Click **Advanced** to hide the search criteria.

LOG IN/TO REGISTER
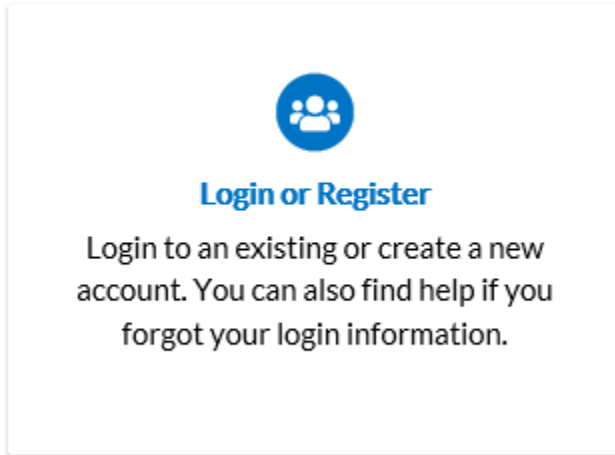
IMPORTANT NOTE: Before you register on the site, please contact Inspections to provide an email address for your company. This email will link your system account with your online account. If you do not do this prior to registering, your online account may not be linked to the correct system account which will cause you to not see open permits, schedule inspections, etc.

1. Click on the Register button.

2. Enter email address. Click Next.

3. An email will be sent to the account. Log in to your email and open the email titled "Citizen Self Service New User Account Confirmation".

4. Open email, click the link and fill out the required information to complete registration.

Registration

Step 2 of 3: Email Address

Your e-mail address is your username.

Email christy.goss@tylertech.com

Is this you?

Christy Goss

christy.goss@tylertech.com

Christy's Kayak Company

Log In

Back

HOME

To access your account information select the "My Account" icon.

To access the Dashboard, click on the Dashboard option on the tool bar.

DASHBOARD

My Permits

Attention	Pending	Active	Draft	Recent
10	**16**	**6**	**0**	**6**

CG - Building Res...	8	CG - Building Res...	8	CG - Building Res...	3	CG - Building Res...	3
Building (Non-Resid...	3	Deck	3	Building (Non-Resid...	3	Demolition - Non-R...	5
Other	3	Other	9	Other	3	Other	3

· View My Permits

My Plans

Attention	Pending	Active	Draft	Recent
2	**2**	**4**	**0**	**5**

CG - Prelim PUD - P...	5	CG - Prelim PUD - P...	5	Standard Building P...	3	JW - Prelim PUD - P...	3
JW - Prelim PUD - P...	5	JW - Prelim PUD - P...	5	Business License Re...	3	Business License Re...	3
						CG - Prelim PUD - P...	5

· View My Plans

My Inspections

Requested	Scheduled	Closed
1	**6**	**23**

Foundation W...	5	Recurring Fire...	3	Footing	6
		Electrical Per...	5	Foundation W...	6
		Other	3	Other	11

· View My Inspections

My Invoices

Current 0	$0.00	Add To Cart
Past Due 12	$204,551.55	Add To Cart
Total 12	**$204,551.55**	Add To Cart

· View My Invoices

CSS allows 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 the Draft circles to access saved drafts and also add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the logged in user.

1. Click **Draft** in the **Permits** or **Plans** section to view saved Permit or Plan application drafts.

2. Click the appropriate status circle in the **Permits** section to view a list of the corresponding Permits. Beneath each status circle is a breakdown of the Permit Types. Click **View Full List** to view all Permits.

3. Click the appropriate status circle 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 Full List** to view all Plans.

4. Click the appropriate status circle in the **Inspections** section to view a list of the corresponding Inspections. Beneath each status circle is a breakdown of the Inspection Types. Click **View Full List** to view all Inspections.

5. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the Invoices section to add the corresponding Invoices to the Shopping Cart. Click **View Full List** to view all Invoices.

PERMITS

Permits

Attention 26	Pending 56	Active 9	Draft 5	Recent 28
Fire Burn 21	Fire Burn 45	Fire Burn 4	Fire Burn 3	Fire Burn 25
Commercial Buildi... 3	Commercial Buildi... 5	Commercial Building 4	Commercial Building 1	Fire Suppression 1
Other 2	Other 6	New Residential Ele... 1	Residential Demolit... 1	Other 2

▸ View Full List

Field Name	Description
Attention	Clicking the Attention status circle on the Dashboard displays a list of all permit numbers applied for that have a status of Attention. The list shows the project name, address attached to the permit, type, status, and the reason that the permit needs the citizen's attention.
Pending	Clicking the Pending status circle on the Dashboard displays a list of all permit numbers applied for that have a status of Pending. The list shows the project name, address attached to the permit, type, status, and reason.
Active	Clicking the Active status circle on the Dashboard displays a list of all permit numbers applied for that have a status of Active. The list shows the project name, address attached to the permit, type, status, and reason.
Draft	Clicking the Draft status circle on the Dashboard displays a list of all saved but not yet submitted permit and plan applications. These drafts can be incomplete and action may resume at any point in time. Users can also delete them from this window if they are now unnecessary.

My Drafts

Module [Permit ▼]

Module	Type	Last Update	Action
Permit	Commercial Building	08/31/2016 09:43:36 AM	Resume
Permit	Fire Burn	09/20/2016 02:33:29 PM	Resume
Permit	Fire Burn	10/04/2016 02:48:02 PM	Resume
Permit	Residential Demolition	10/19/2016 08:30:42 AM	Resume
Permit	Fire Burn	10/28/2016 09:14:44 AM	Resume

Results per page 10 ▼ 1 - 5 of 5 << < [1] > >>

Recent	Clicking the Recent status circle on the Dashboard displays a list of all permit numbers applied for that have a status of Recent. The list shows the project name, address attached to the permit, type, status, and reason.

My Permits

Search for permit number, project, or address [ ] 🔍

Exact Match ☐

Display [Recent ▼] 📄 Export

Sort [Permit Number ▼]

Field Name	Description
Display	This dropdown allows the citizen to organize and select a status to view.
Sort	This dropdown allows the citizen to sort by Permit Number, Project or Address.
Search	This allows the citizen to search by permit number, project name, or address by typing in the information and clicking the lookup icon.

PLANS

IMPORTANT NOTE: While you may see plans that have been submitted to the City of Greenville, at this time the City is not accepting online applications for plans or payments for submitted plans.

Plans

› View Full List

Field Name	Description
Attention	Clicking the Attention status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Attention. This list shows the project name, address attached to the plan, type, status, and the reason that the plan needs the citizen's attention.
Pending	Clicking the Pending status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Pending. The list shows the project name, address attached to the plan, type, status, and reason.
Approved	Clicking the Approved status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Approved. The list shows the project name, address attached to the plan, type, status, and reason.
Denied	Clicking the Denied status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Denied. This list shows the project name, address attached to the plan, type, status, and reason.
Draft	Clicking the Draft status circle on the Dashboard displays a list of all saved but not submitted permit and plan applications. These drafts may be incomplete and action may resume at any point in time. Users can also delete them from this window if they are now unnecessary.
Recent	Clicking the Recent status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Recent. The list shows the project name, address attached to the plan, type, status, and reason.

INSPECTIONS

Field Name	Description
Requested	Clicking the Requested status circle on the Dashboard displays a list of all inspection case numbers that have a status of Requested. The list shows the address attached to the inspection, inspection type, and requested date.
Scheduled	Clicking the Scheduled status circle on the Dashboard displays a list of all inspection case numbers that have a status of Scheduled. The list shows the address attached to the inspection, inspection type, requested date, and scheduled date.
Closed	Clicking the Closed status circle on the Dashboard displays a list of all inspection case numbers that have a status of Closed. The list shows the address attached to the inspection, inspection type, requested date, and scheduled date.

INVOICES

Invoices

Current 0	$0.00	Add To Cart
Past Due 30	$31.65	Add To Cart
Total 30	$31.65	Add To Cart

▸ View Full List

Shopping Cart

Total $31.65

Check Out

Invoice: INV-00000015		Description: NONE	
Due Date: 09/02/16		Billing Contact: Tyler (Smith, Jane)	

$1.00

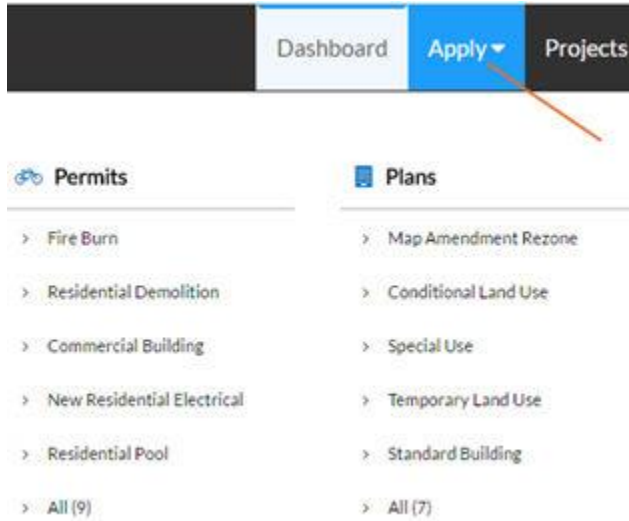| Case Number	Project	Case Address	Amount Due
FIRE-000046-2016			$1.00

Remove

CSS users can access paid, voided, and unpaid invoices. Invoices are accessible from the Dashboard and the menu system and users can add them 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.
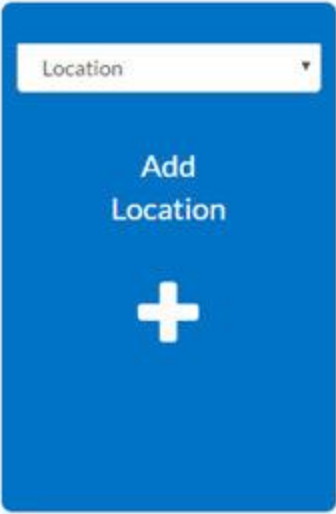
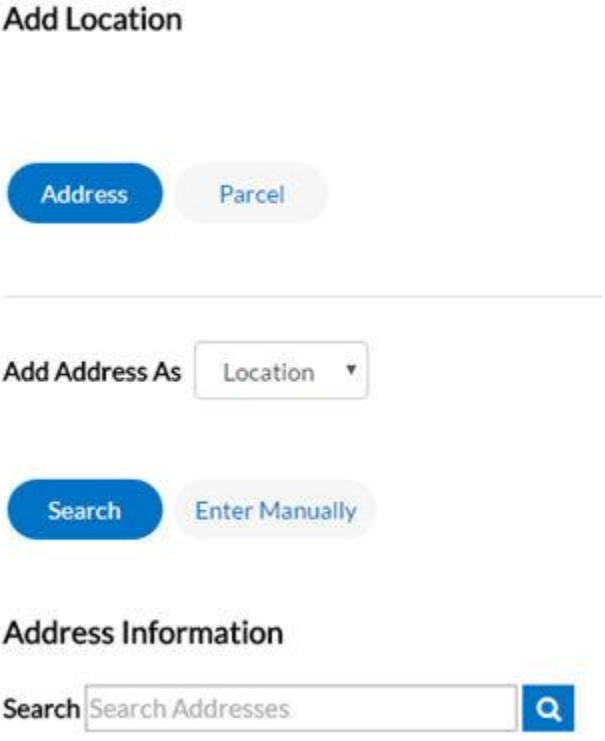| Field Name	Description
Current	Clicking Add To Cart beside Current invoices allows citizens to access the Shopping Cart window where all current invoices display. The citizen can access an invoice by clicking on the invoice number or they can access the case by clicking on the case number. To remove an Invoice from the shopping cart, the citizen can click Remove. To check out, the citizen can click Check Out. This takes them to a payment window to complete the payment for the invoice(s).
Past Due	Clicking Add To Cart beside Past Due invoices allows the citizen to access the Shopping Cart window where all past due invoices display. The citizen can access the invoice by clicking on the invoice number or they can access the case by clicking on the case number. To remove an invoice from the shopping cart, the citizen can click Remove. To check out, the citizen can click Check Out. This takes them to a payment window to complete the payment for the invoice(s).
Total	Clicking Add To Cart beside Total invoices allows the citizen to access the Shopping Cart window where all invoices display. The citizen can access the invoice by clicking on the invoice number or they can access the case by clicking on the case number. To remove an invoice from the shopping cart, the citizen can click Remove. To check out, the citizen can click Check Out. This takes them to a payment window to complete the payment for the invoice(s).

APPLY FOR PERMITS

Field Name	Description
Apply	Select the appropriate permit/plan to apply for from the Apply dropdown. The Apply for Permit (or Apply for Plan) window opens and the type selected auto-populates. An asterisk (*) denotes required fields.
Description	The citizen needs to enter a description of the work that the permit/plan is for.

Square Feet (not required for all types)	The citizen needs to provide how many square feet the permit/plan occupies. This value must be greater than zero.
Valuation (not required for all types)	The citizen needs to provide the estimated cost of the task that the permit/plan relates to in this field. This value must be greater than zero.
Locations	Select the type of address from the dropdown. Click Add Location. An Add Location window displays. Manually enter or search for an address or parcel to add to the application. Click Submit when finished. **LOCATIONS** Location ▾ Add Location +

Add Location

Address   Parcel

Add Address As   Location ▾

Search   Enter Manually

Address Information

Search Search Addresses   🔍

Contacts	The registrant's contact information defaults to the first Contact card listed. To add contacts to the permit/plan application, click Add Contact. Select the contact type from the dropdown. In the search field, type a name, email, or company name and click the lookup icon to search the Global Contacts in EnerGov for an existing contact. If the person, email, or company is an existing contact, click Add to add the contact to the application. If the contact does not exist in Global Contacts, click Enter Manually and fill in the required fields. Click Submit.

CONTACTS

Applicant

Jane Smith (You)

Tyler

2160 Satellite Boulevard, Duluth, GA, US, 30097

Applicant ▼

Add Contact

Add Contact

Add Contact As | Applicant ▼

Search | Enter Manually

Search | Name, E-mail, or Company | Q

First Name	Last Name	Address	Company	Email
Brian	Rubin		Tyler	brian.rubin m
James	Smith		Tyler	
Jane	Smith	2160 Satellite Boulevard Duluth GA 30097	Tyler	zhenhua.wu m
Trevor	Edwards	123 test Buford AK 123	Tyler	trevor.edwa .com

Results per page 10 ▼ 1 - 4 of 4 << < 1 > >>

Attachments	Cards for required attachment types display automatically. Users must add required attachments before submitting the application. Click Add Attachment to open Windows Explorer. The citizen can select files or drag and drop them to add them as attachments to the application.

ATTACHMENTS

Supported file types include: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text

Site Plan

Add
Attachment

＋

REQUIRED

Site Plan

Add
Attachment

＋

Save Draft	Click Save Draft if the information is incomplete and the citizen needs to finish it at a later date. The citizen can click the Draft status circle on the Dashboard to resume their application.
Next	Click Next to go to the Additional Information page. This page houses fields customized by the System Administrator.
Submit	Click Save to submit the application if no other fields are required. If fields are blank and the user clicks Save Draft, Next, or Submit, an alert notifies the citizen that information is missing.

REQUEST INSPECTIONS ON ISSUED PERMITS

Once users have searched for permit and pulled update the details screen, users may schedule inspections from CSS.

1. Choose the **Inspections** tab. A list of Remaining Inspections displays at the bottom.

2. Click **Request**. The Request Inspections window opens.

Request Inspections (1)

1 #BLDC-000018-2016   ✕

Inspection Type:	Final Building
Permit Type:	Building (Non-Residential)
Address:	1000 Olive Street San Luis Obispo, CA 93405

* Requested Date [   ] 📅

Comments/Gate Code [   ]

(Submit)

3. Select a requested date for the inspection by clicking the calendar icon beside the Requested Date field.

4. Fill in comments about the requested inspection in the Comments/Gate Code field if applicable.

5. Click Submit. The inspection information and a green check mark display if the request is successful.

Request Inspections (1)

1 Permit #BLDR-000146-2016

Inspection Type:	Footing
Permit Type:	Building (Residential)
Address:	900 Del Rio Ave Unit/Suite: San Luis Obispo, CA 93405

| Requested Date | 05/25/2016 |
| Comments | qwerqwe |

✅

6. Navigate back to the Permit Details window. The inspection now displays under Existing Inspections in the full list of inspections.

PAY FEES
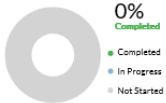
To pay fees on a plan/permit, the citizen needs the case manager to invoice the fees in EnerGov.

1. Navigate into a plan/permit.

2. Choose the **Fees** tab. The citizen can see a list of Remaining Fees and Paid Fees with invoice numbers next to the fee names or click on buttons under the Fees box, View Details or Add to Cart.

INVOICES

CSS users can access paid, voided, and unpaid invoices. Invoices are accessible from the dashboard and the menu system and users can add them to the electronic shopping cart.

Follow the steps below to view invoice information:

1. Click the printer icon to print or save the invoice as PDFs.

2. Choose the **Primary Fees** tab to view the **Fee Name**, **Fee Total**, **Amount Due**, **Reference Entity**, **Entity**, and **Notes** for all fees associated with the invoice. Select the column to sort the fees by from the **Sort** dropdown.

3. Choose the **Misc Fees** tab to view the **Fee Name**, **Fee Total**, **Paid Amount**, and **Amount Due** for all miscellaneous fees associated with the invoice. Select the column to sort the fees by from the **Sort** dropdown.

4. Choose the **Payments** tab to view the **Receipt Number**, **Status**, **Transaction Type**, **Payment Type**, **Payment Amount**, and **Payment Date** for all payments associated with the invoice. Select the column to sort the payments by from the **Sort** dropdown.

5. Choose the **Attachments** tab to view the **File Name** and **Added Date** for all files attached to the invoice. Select the column to sort the attachments by from the **Sort**dropdown.

6. Choose the **Contacts** tab to view the **Company**, **First Name**, **Last Name**, **Title**, and **Email** for all contacts associated with the invoice. Select the column to sort the contacts by from the **Sort** dropdown.

7. Click **Add to Cart** to add the invoice to the shopping cart.

VIEW
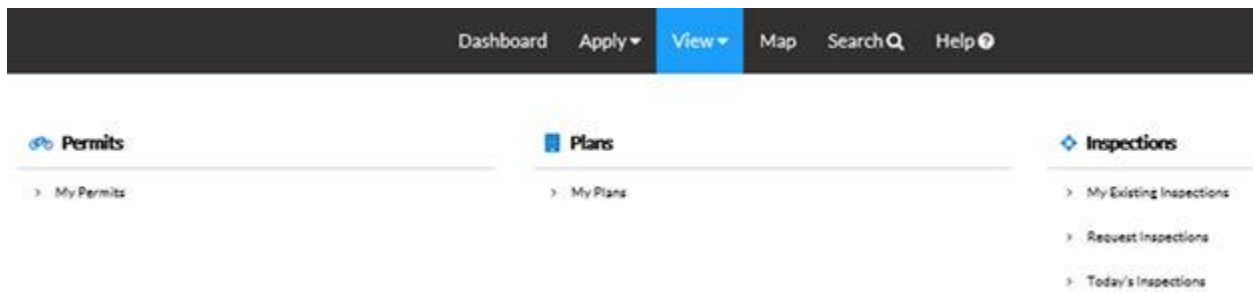
Use the View tab at the top of the Dashboard window to access My Permits, My Plans, and Inspections.

MY PERMITS

CSS allows users to view the details of a permit.

Follow the steps below to view permits:

Not all permit data is available to all users.

1. Type a specific permit number, project, or address to search for in the search field, and click the lookup icon to locate permits that meet the search criteria.

2. Select the statuses of the permits to display in the list from
    the Display dropdown.

3. Select the feature to sort the permits in the list by from the Sort dropdown.

4. Click a permit number to open the associated permit record.

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

6. Use the page navigation buttons to move between pages of permits.

MY PLANS

CSS allows users to view the details of a plan.

Follow the steps below to view plans:

Not all plan data is available to all users.

1. Type a specific plan number, project, or address to search for in the search
    field, and click the lookup icon to locate plans that meet the search criteria.

2. Select the statuses of the plans to display in the list from
    the Display dropdown.

3. Select the feature to sort the plans in the list by from the Sort dropdown.

4. Click a plan number to open the associated plan record.

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

6. Use the page navigation buttons to move between pages of plans.

INSPECTIONS

MY EXISTING INSPECTIONS

Use this window to view, sort, and access all available inspections.

Follow the steps below to view inspections:

1. Type a specific case number, address, or inspection type to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.

2. Select the statuses of the inspections to display in the list from the Display dropdown.

3. Select the feature to sort the inspections in the list by from the Sort dropdown.

4. Click a case number to open the associated record if desired.

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.

REQUEST INSPECTIONS

CSS provides a great way for users to request inspections. Users must log in to CSS to request inspections, and they must be contacts associated with the cases. Users can request multiple related/unrelated inspections simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

Follow the steps below to view inspections:

1. Type a specific permit number, address, or inspection type to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.

2. Select the feature to sort the inspections in the list by from the Sort dropdown.

3. Click a permit number to open the associated permit record. Or, mark the checkboxes next to permits to request inspections for, and click Request Inspection to open the Request Inspections window.

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

5. Use the page navigation buttons to move between pages of inspections.

TODAY'S INSPECTIONS

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

Follow the steps below to view inspections:

1. Type a specific case number, inspection type, or address to search for in the search field, and click the lookup icon to locate inspections that meet the search criteria.

2. Type the date to view due inspections for in the Date field, or click the calendar icon to select the date.

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

4. Select the feature to sort the inspections in the list by from the Sort dropdown.

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.

ADA COMPLIANCE

CSS and CSS Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features make the site accessible to individuals with various impairments. For the Speak to Read feature to work in CSS, users need to install ChromeVox. ChromeVox is an extension for Chrome on Windows and Mac OS X that 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.

Install this feature here: http://www.chromevox.com/installing.html.