



Where Georgia comes together.

What is CSS?

CSS stands for Citizen Self Service portal, and is part of our new land management software system that allows applications, payments, and permit/inspection requests to be made online. Click the link below and sign up with your email, address, and password. Once complete you are signed into the CSS portal. For easy access on your smartphones, tablets or computers, it is recommended you allow the CSS system to remember your login credentials and save to your home screen for easy access.

<https://perryga-energovpub.tylerhost.net/Apps/SelfService#/home>

Plan submittal requirements are those listed in the policies and procedures adopted January 01, 2018 and updated May 2019 and available at the link listed below.

<http://www.perry-ga.gov/wp-content/uploads/2017/11/Contractor-Requirements-Jan-2018-2.pdf>

What is eReview?

eReview is another component of the new land management software system that allows you and staff to submit and return permit and plan comments, see review status updates and more. eReview can be accessed through your Permit or Plan Details page for each submittal on CSS or via the link provided in your submittal confirmation email.

What's the difference between CSS and eReview?

CSS is a web portal through which you can do the following:

- Apply for plans and permits
- Schedule inspections and pay fees
- View all active plans and permits throughout the city
- View active code cases
- Access information without having to register or sign in

eReview is a separate program / portal where the applicant and city staff can exchange document submittals and comments. This portal is only visible to you as the applicant, and you must be logged in to view your active cases and associated information.

Why can't I find my address when I search for it?

Make sure you only put in the street number and street name when searching for the address. Do not include the suffix when searching for your address (i.e. exclude Drive, Parkway, Road, etc.). You may also search by the parcel number. Make sure you click the magnifying glass to conduct the search.

How do I know when I need to make a payment?

You will receive an email when your invoice has been created and is ready for payment. There must be an email address listed under the billing contact in Global Contacts.

Why can't I add the owner / co-applicant / etc. as another contact in CSS?

To add a contact to your application, the individual will first need to register in CSS. Once they have registered, you will be able to search and add them as a contact.

How to apply for a permit

Make sure you have a registered account in the CSS portal.

- If registered, login to your account. You will arrive at Home Page (referred to as your dashboard)
- Click "apply" from the top menu selection. You have the ability to choose from the available list of permits/plans to apply for or click "all" for options available for either application type.
- By clicking "all" you arrive at a selection page including brief descriptions of each permit/plan type to assist you. Additional categories are available along the left.
- Once you made your selection click "Apply". You have the ability to change your original selection from the dropdown if necessary.
- Type in additional information to describe what you are applying for.
- Keep the location dropdown selected as "Property Location"
- Click the "+" to add the location of the submittal
- For permit submittals you must chose to submit with an address/parcel number
- For plan submittals you can choose to submit with an address/parcel number
- Keep the location dropdown selected as Property Location
- Enter your address and/or parcel number in the Search field (excluding the suffix)
- Click magnifying glass to search
- Click "Add" to add your address/parcel number to your submittal
- Your address will be added to your submittal
- You will be added as the applicant
- Submittal files will differ by submittal type. If attachment is marked required this is a mandatory submittal requirement. Upload documents required.
- Click "Next"
- Fill out the general information fields
- You will arrive at "Application Summary" page where you can review the information before submitting.
- You may "Save as a Draft", go "Back" or "Submit" if complete.
- You will arrive at a confirmation page stating application submitted successfully.
- You can monitor status/progress of your submittal via your CSS account.

How do I pay my fees?

Fees can be paid online or in person. If you are paying with a credit card you can navigate to your invoices directly on the CSS dashboard (only if you are listed as billing contact will it show up on dashboard), otherwise, you can either search by permit or invoice number to pull up the invoice. If you would like to pay by cash or check, please visit our office. **NOTE: Inspections cannot be requested until permit is paid for.**

I'm the owner / co-applicant / etc. Why can't I see any invoices for my submittals?

The original applicant (whoever is logged in when applying) will automatically be assigned as the billing contact. If you need to change the billing contact, please let us know and we can change it for you.

How can I print my permit and Certificate of Occupancy?

You can search for the permit number to open the permit. If you are listed as a contact on the case, the permit will show on your dashboard. Then click "View My Permits". Under the attachments tab of the permit you can print the CO if the attachment is made available online (which will be done by office

staff). The permit can be printed once it has been issued. On the main permit details screen, a “print” icon will appear automatically once issued.

CSS says my account has been locked out because I entered the wrong password. What do I do?

Wait three minutes and try again. As long as you remember your password and are entering it correctly, it will let you in after it resets. If you need to reset your password, click the Forgot Password link and you will receive an email to reset your password.

How do I know what staff member is conducting my plan review?

Once inside eReview, navigate to the Review Details page for that particular case. Go to the review version you are inquiring about (i.e., Plan Review v.1, Plan Review v.2, etc.), and a list of review departments and staff reviewers will appear to the right. You can also view the status of that department’s review, the anticipated return date for comments and more.

How do I know that the plans I uploaded to eReview were received?

Once your submittal has been received by the system, your files will turn blue on the Case Details page in eReview. Once the plans have been routed to staff, a new review version (i.e., Plan Review v.1, Plan Review v.2, etc.) will appear under Review Details, where you can also see the reviewers and due dates.

How do I add additional contacts to my permit or plan?

Open the permit in CSS portal, under Active permits Open permit, click permit number, this will open the permit with a row of tabs, click on contacts, add contact. Add contact as Builder, Plumber, etc. (can search by last name, company name, or email). Add contact needed, save and refresh.

My trade contractors have changed; how do I change them on my permit?

To remove a contact from a permit, please contact us at 478.988.2720. As long as all contacts have created an account in contacts, you have the ability to add additional contacts to your CSS application at any time. Navigate to the permit you would like to add contacts to, go to the Contact tab and then Add Contact. Type in the name and conduct a search to add a contact (this is why all contacts must register first). **NOTE: When applying for a new permit please add in the subcontractors and job supervisor.**

Building Inspections - After I send in my application, make a payment and receive an inspection, will I receive a confirmation email?

You will receive a confirmation email and you have the ability to log into your CSS account at any time to view your inspection results. You can also view a list of requested inspections on the main screen of the online portal. Click on Today’s Inspections.

Schedule Inspections: From the Dashboard click on Permits – View Full List (you can also click on one of the big circles that apply to your permit). Click on the permit you want to schedule an inspection for. Then click Inspections. Locate the inspection you want to request and select the check box next to it. Then click Submit. Select the date you want to schedule the inspection by clicking on the calendar icon at right. Then enter comments relevant to the inspection. (Comments can be specific to the inspection, gate codes, etc.) Both date and comments are required fields. Click on Submit and the inspection request will be processed. Once scheduled by staff, the inspection will show up on the calendar tab.

Please review the attached breakdown of the required inspections for new single family residential inspections. This is provided so that the appropriate inspections requests are made.

NOTE: We do not give specific times for inspections. If the request is made before Noon it will be done the same day after that is scheduled for the next business morning.

Viewing Inspection Results: Make sure you have a registered account in the CSS portal. If registered, login to your account. You will arrive at your home page (referred to as your Dashboard). NOTE: You can navigate to the permit to view your inspections by clicking on the corresponding Active permit or you can view them from the bottom of your dashboard. To view from the permit click on the corresponding permit link under Active permits. Click the permit link for which you would like to view the inspections. Click the inspections tab below the permit detail information to view your inspection results. To view more information (such as to why failed, etc.) click on the link for which you would like to view. Click the Checklist Tab and you will see detailed comments and notes. You may also view inspection on the bottom left of your dashboard. NOTE: You must have an active online account and be listed on the permit to request inspections.

Building Inspections - How do I cancel a Building Inspection through CSS?

You cannot cancel an inspection digitally through CSS. Please contact the Building Inspections Department at 478.988.2720 and a staff member will assist you with your inspection cancellation.