



Pickens County's EnerGov Customer Self-Service (CSS) Portal

What are EnerGov and CSS?

On December 11, 2017, Pickens County embarked down an exciting road to bring you the latest in permitting technology in employing Tyler Technologies' *EnerGov* Permitting Software and *iG Workforce* "in the field" apps. Our plan all along was to go one step further and implement Tyler's *Citizen Self-Service*, allowing online permits and plan application, payment, and inspection requests.

With the implementation of the CSS portal, our hope is for operational transparency with enhanced customer service. CSS users will be able to:

- Submit online applications for select permit and plan types
- Upload plans, documents, and other supplemental information
- View the status of active and completed permits and plans
- Request, search, and view inspections
- Pay invoiced permit and plan fees
- Print issued permits

The CSS link can be found at:

https://www.co.pickens.sc.us/departments/building_codes/index.php
<https://www.co.pickens.sc.us/departments/planning/index.php>
<https://energovweb.pickenscountysc.us/EnerGovProd/SelfService#/home>

How do I apply for a permit?

- Create a user account - In order to apply for and pay all associated fees for permits and plans, you must first create a user account – (only one email address may be linked to a user account)
- Once registered, you will be able to select the "Apply" tab
- Enter the site/location address, permit/plan (case) type, and follow the remaining, prompted steps
- Detailed information can be found under the "How To" section of the *User Guides and Links* tab.

How do I request an inspection?

- Citizens and customers now have the flexibility to request, manage, and view inspections through your CSS dashboard, by clicking on the "view inspections" button, or on the CSS calendar.
- You can manage inspection requests for any permit you have been issued by Pickens County – for permits issued prior to December 11th, 2017, please call a member of the building codes staff to ensure your permit has been entered into EnerGov.

Need additional help?

- Detailed "How To" guides can be found under the User guides and Links tab
- For additional technical questions related to our CSS portal, please call us @ 864-898-5950 or send us a Support Ticket from the bottom of the main CSS page.
- For help with permit related questions, please speak with a permitting specialist at 864-898-5950 during regular business hours.