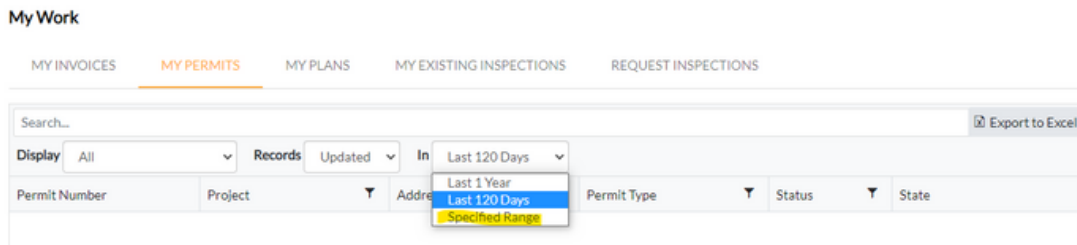


My Work

4. Select the arrow next to the “Last 120 Days” to change it to “Specified Range”.



5. Use the calendar icon next to the start date to change the date to a date far enough back to capture all your current projects. Then select the magnifying glass icon to search

6. Not only will the screen now show you all your current projects, it will also tell you if there are any inspections that didn't pass that would require your attention in the far right “state” column. Just like most other screens within the CSS portal, areas where you see blue font are clickable to find out more information so you can use this section to click on the permit number to find out more information about that specific permit including further details about the inspections that require your attention.

My Work

7. The “My Plans” tab is similar to the “My Permits” tab and will show a list of your current “Plans” that have been submitted to the town such as subdivision requests, street name requests, etc.

8. On the inspections tab, you can use the drop down to select a number of inspections that you might be interested in- those scheduled in the future, those requested but not yet scheduled and those that have been completed.

My Work

MY INVOICES MY PERMITS MY PLANS **MY EXISTING INSPECTIONS** REQUEST INSPECTIONS

Search... Export to Excel

Display Scheduled
All
Requested
Scheduled
Closed

Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
-----------------	---------	--------	-------	-------------	-----------	-----------	------

9. On the request inspections tab, you will see all your inspections that are available to schedule. You can use the top box on the left immediately beside “Case number” to schedule ALL of the inspections listed or you can use the individual boxes immediately beside each individual line to schedule inspections individually. Once you have selected the inspections that you would like to schedule, select the “Request Inspection” button on the top.

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS **REQUEST INSPECTIONS**

Search... Export to Excel

Request Inspection

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input checked="" type="checkbox"/>	BLDR-00 -2022	COURT Hilton Head, SC 2...	Building - Residential - New Residence	Stucco Flashing & Mesh
<input type="checkbox"/>	BLDR-00C -2022	COURT Hilton Head, SC 2...	Building - Residential - New Residence	Shower Pan
<input type="checkbox"/>	BLDR-00 -2022	COURT Hilton Head, SC 2...	Building - Residential - New Residence	Permanent Service
<input type="checkbox"/>	BLDR-00C -2022	COURT Hilton Head, SC 2...	Building - Residential - New Residence	Electrical Final
<input type="checkbox"/>	BLDR-000 -2022	COURT Hilton Head, SC 2...	Building - Residential - New Residence	HVAC Final

10. It will ask you on the following screen to select a date for each inspection. Please note that the first option available to select will be the following day and all requests are due by midnight. There will be an area to input important information for the inspector such as door codes or contact information for notification requests.

My Work

10. Once you have requested inspections, Town of Hilton Head Island staff will check to ensure that all required previous inspections and all required documents are complete prior to scheduling the inspection. Inspections are scheduled the day after the request is made so be sure to get all requests in the system prior to midnight.

The screenshot shows the 'My Work' section of a web application. At the top, there is a navigation bar with links: Dashboard, Home, Apply, My Work (selected), Today's Inspections, Map, Report, Pay Invoices, and Search. Below the navigation bar, the 'My Work' title is displayed on the left, and a toggle switch for 'Include Contractor Name, Records' is on the right. Underneath, there are tabs for MY INVOICES, MY PERMITS, MY PLANS, MY EXISTING INSPECTIONS, and REQUEST INSPECTIONS (which is highlighted). The main content area features a search bar and an 'Export to Excel' button. Below these is a table with a 'Request Inspection' button and a table of inspection requests.

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input type="checkbox"/>	B1201979	DRIVE	SINGLE FAMILY RENOVATION	Final Inspection
<input type="checkbox"/>	BLDR-	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Block-No Survey/Rebar
<input type="checkbox"/>	BLDR-	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Plumbing Final
<input type="checkbox"/>	BLDR-	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Final Inspection
<input type="checkbox"/>	BLDR-	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Rough In Plumbing
<input type="checkbox"/>	BLDR-	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Rough in Electrical
<input type="checkbox"/>	BLDR-C	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Rough In HVAC
<input type="checkbox"/>	BLDR-	: ROAD Hilton Head, SC ...	SINGLE FAMILY RENOVATION	Rough In Electrical

Submitting Documents

There are several types of documents that can be submitted to a permit or plan including plats, as-built drawings, landscaping plans, sub-rosters, owner affidavits, and more. It is important that these documents are uploaded with the correct name and material type as listed in Appendix A. You can add the documents when applying for the permit or plan as one of the steps or you can add them at a later date.

1. Make sure they have the permit number on the top right corner of the document that you are uploading. It can be hand written on the document or typed. If you do not know the permit number, you can refer to your “My Permits” section of your “My Work”. You can search that section by address or any key words to find the permit number.
2. Under the “My Work” section, you can click on any blue font depicting a Permit or Plan Number to open the document. Click on the permit or plan that you will be attaching a document to.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-00: -2023		... WAY Hill...	Building - Residential - Swimming Pool	Issued	Active, Recent
BLDR-00: -2023		... Hilton Head, ...	Building - Residential - Swimming Pool/Spa Renovation	Issued	Active, Recent
BLDR-00: -2023		... DRIVE Hill...	Building - Residential - Swimming Pool/Spa Renovation	Issued	Active, Recent

3. Once the permit is opened, you will want to click on the “Attachments” tab.

Summary Locations Fees Inspections **Attachments** Contacts Sub-Records Holds More Info

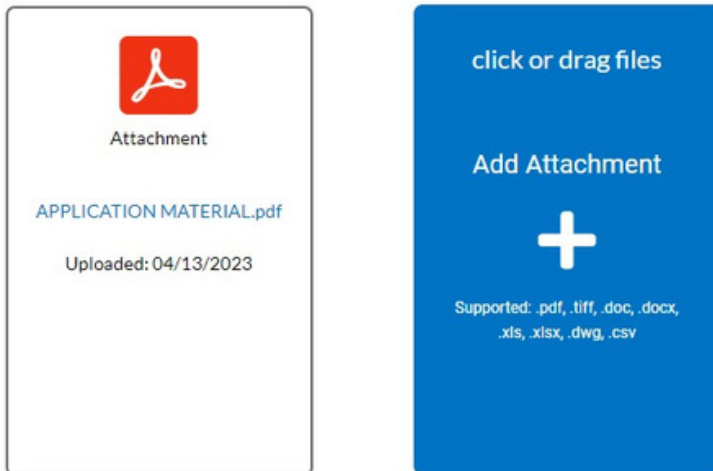
Progress
24% Completed

Workflow
✓ Issue Permit - Passed
✓ Assess Fees - Passed : 04/13/2023

Available Act
Request Inspection
Equipotential Bonding

Submitting Documents

4. This will not only show you the attachments that are already a part of the application (top white box) but also in the blue box, you can select the plus sign to add additional documents.



5. When you click the plus sign, it will open up the files available on your computer to add. Be sure that you are using Appendix A for the proper file naming. (Note: To change the name of a file, you can right click on the document and toggle down to “Rename” and then type in the new name) Double click on the document you would like to add.

6. If you added the incorrect document accidentally, you can remove the document by clicking the blue “Remove” at the bottom of the document you just added.

7. Once you have the correct document added, click the blue “Submit” button on the bottom right corner of the screen to save the document to the file.

8. Please note that if the document you are submitting is a required document for the application in order to proceed (one example is a sub-roster that is required to be submitted prior to the final inspection), you are responsible for alerting the CDIC team of the upload via email at CDIC@hiltonheadislandsc.gov.

Holds

There are several reasons that a hold might be placed on a permit or plan. Holds could be automatically placed on a parcel due to zoning regulations on that specific parcel. The most common hold is placed on a vendor due to licenses expiring. If there is a hold on your account that you would like to inquire more about, please contact the CDIC department at CDIC@hiltonheadislandsc.gov.

1. You can see if there is a hold on a permit or account when you are in the permit. Refer to the sections above on how to access each permit. You will see the hold both at the very top of the screen and also in the tabs towards the bottom you will see a red exclamation point next to the holds tab.

• A hold currently exists on this permit.

Permit Details | Tab Elements | Main Menu

Type: Building - Multi Family - Renovation - Commercial Status: Issued Project Name: [redacted]

Summary Locations Fees Inspections **!** Attachments Contacts Sub-Records Holds **!** More Info

Progress Workflow Available Actions

2. Click on the Hold Tab to find more information about the hold.

Existing Holds | Next Tab | Permit Details | Main Menu

Existing Holds Sort: Description

Name	Description	Comments	Hold Date	Status
Soft Hold Permit	Soft Hold	APPLICATION WAS SUBMITTED ON 3/28/23. ADDITIONAL PAPERWORK, MODIFICATIONS PLANS RECEIVED ON 4/11/2023. SENT FOR PLAN REVIEW ON 4/11/23.	04/12/2023	Inactive
State License Hold	State License Hold	Certification Expiration: 06/30/2023; State Bond Expiration: 02/14/2023	02/16/2023	Active

Hold

3. In the case above, you can see that there are two holds. One is noted as “Inactive” so the conditions that warranted the hold have been satisfied as the additional paperwork required was submitted. The second hold is active and is preventing the permit from going further as the bond for the contractor has expired. If you find a hold on your account due to licensing, please contact CDIC@hiltonheadislandsc.gov with the updated license expiration date, bond information or other required materials. Confirmation can be via a copy of the certificate or license or a screenshot of the information updated on the South Carolina LLR licensing website.

