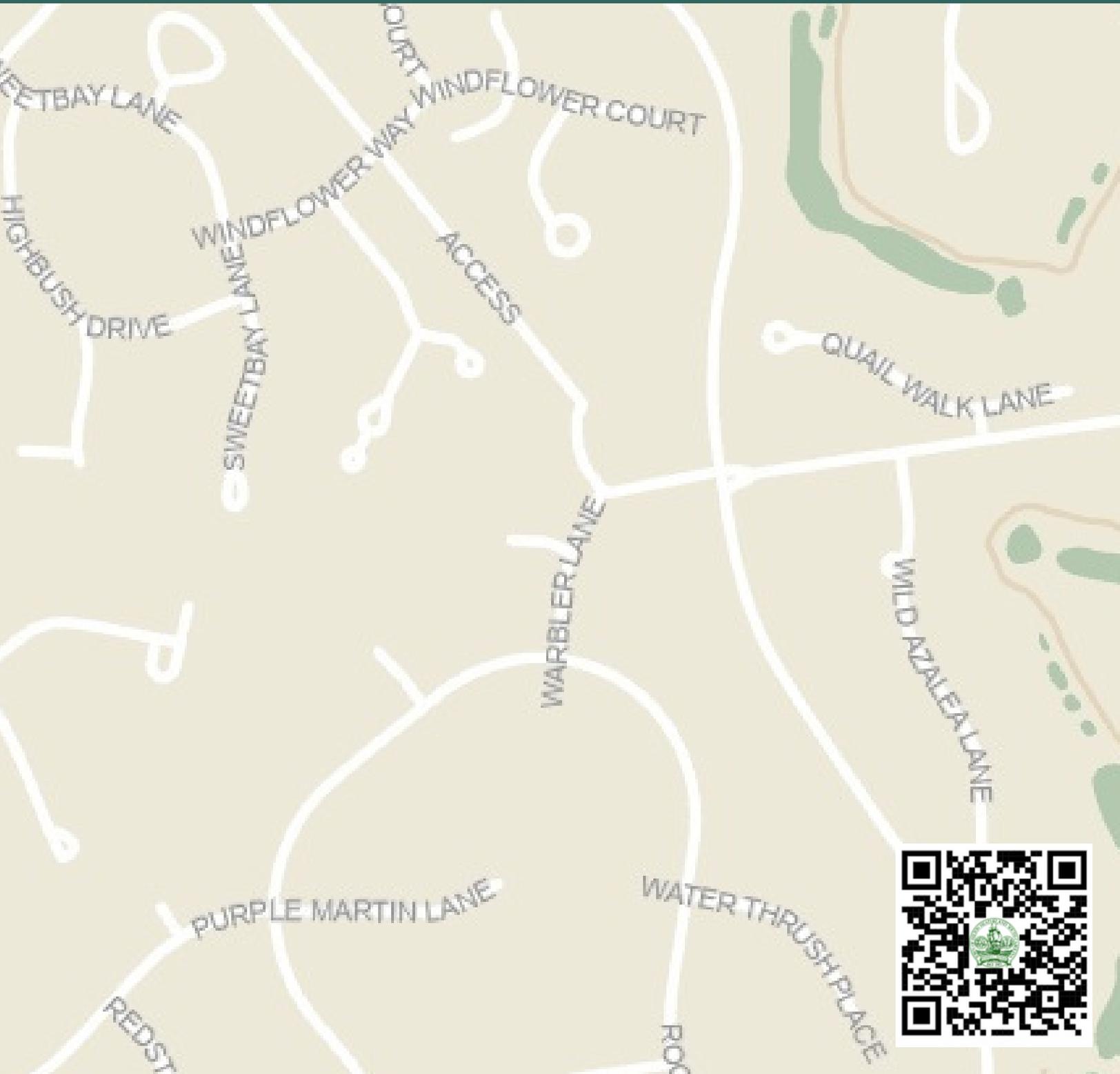


Town of Hilton Head Island

BUILDING & DEVELOPMENT CITIZEN SELF SERVICE



USER MANUAL





Town of Hilton Head Island Building & Development Citizen Self Service (CSS) User Manual

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CSS Website Overview

The Town of Hilton Head Island Customer Self Service (CSS) Website allows users to access a variety of information and, with a login, the ability to apply for permits and plans, request inspections on active permits, and upload documents to permits on your account.

In this manual, you will learn how to use the website both as an external user to access public information and how to apply for permits and access your ongoing work as an internal user with an active login. The external user search option will allow you access to permit and planning information to help keep you abreast of the changes and improvements to the Town of Hilton Head Island. With the internal permitting system, you have the ability to apply for permits online to expedite the process and save you the trip to Town Hall. Additionally through the internal system you can arrange for inspections, upload additional information to your active permits and track the progress of your permits and plans as they are processed by the Town of Hilton Head Island.

The Town of Hilton Head Website can be found at <http://css.hiltonheadislandsc.gov/> or by scanning the QR Code below.

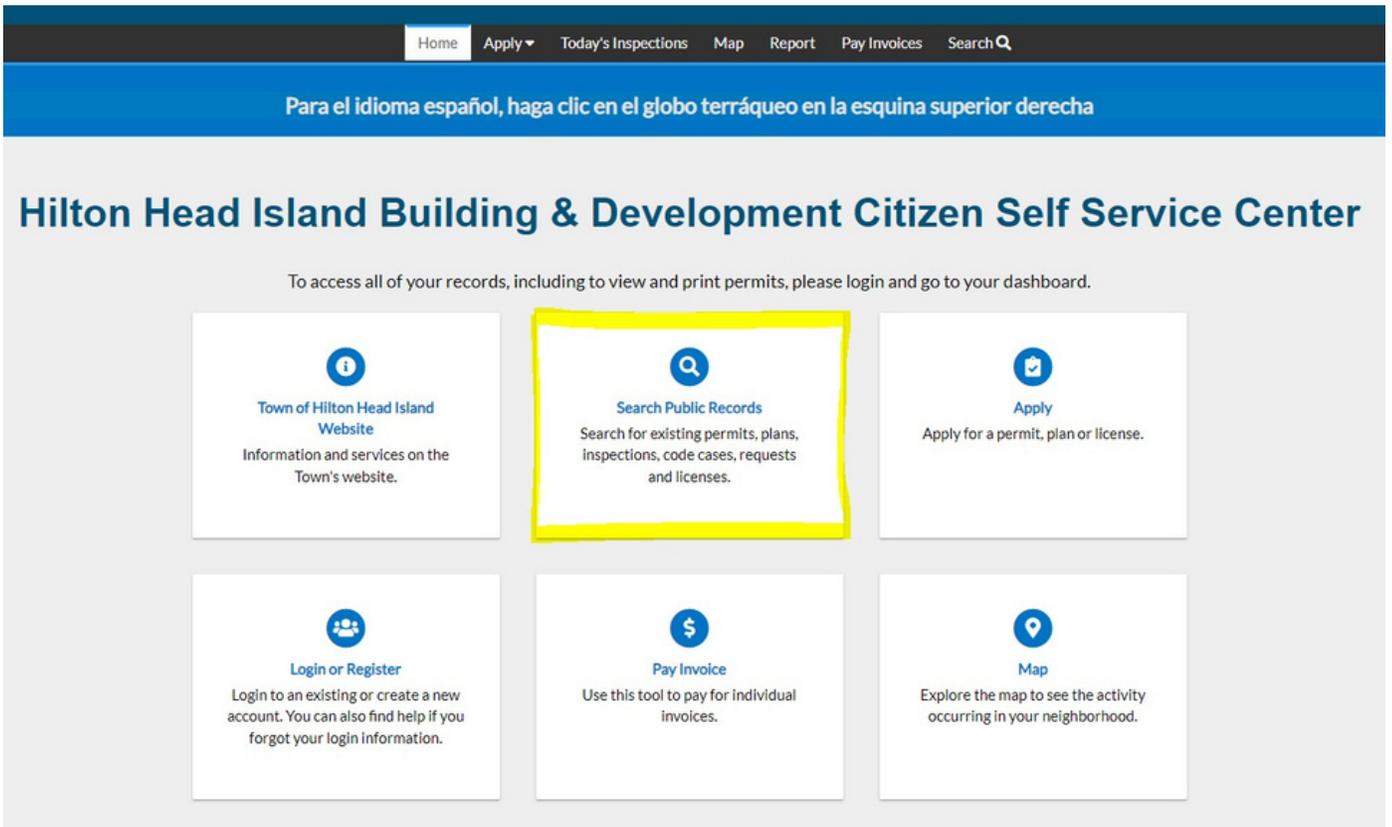


Content Available Without Logging Into CSS

There are several areas of interest available on the Town of Hilton Head CSS website that are accessible even without a login. Anyone has easy access via the website to search permits, view today’s inspections, pay an invoice and view an interactive map of the island that shows active permits and plans.

Searching Permits

1. On the landing page of the Customer Self Service (CSS) Portal, you will see a series of white boxes like the ones shown below. We will be reviewing the “Search Public Records” function, so it is highlighted in yellow.

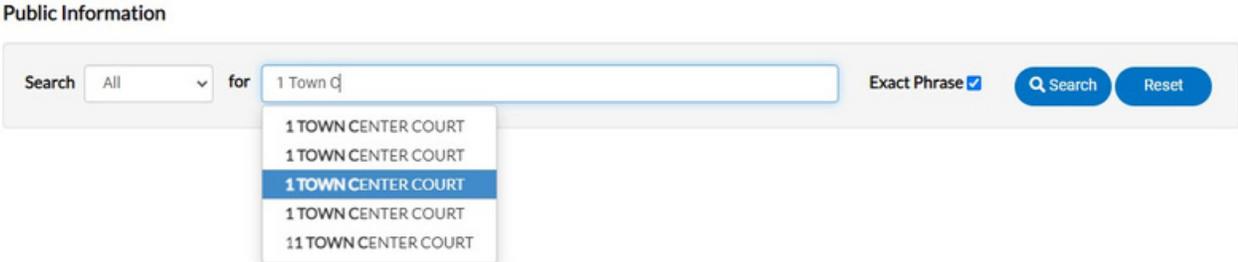


2. After clicking on the “Search Public Records” box, you will be presented with a search box where you can search by any number of keywords or addresses. If you would like to narrow down your search, you can use the pull down menu in the left to select the type of application you are searching for as shown below.

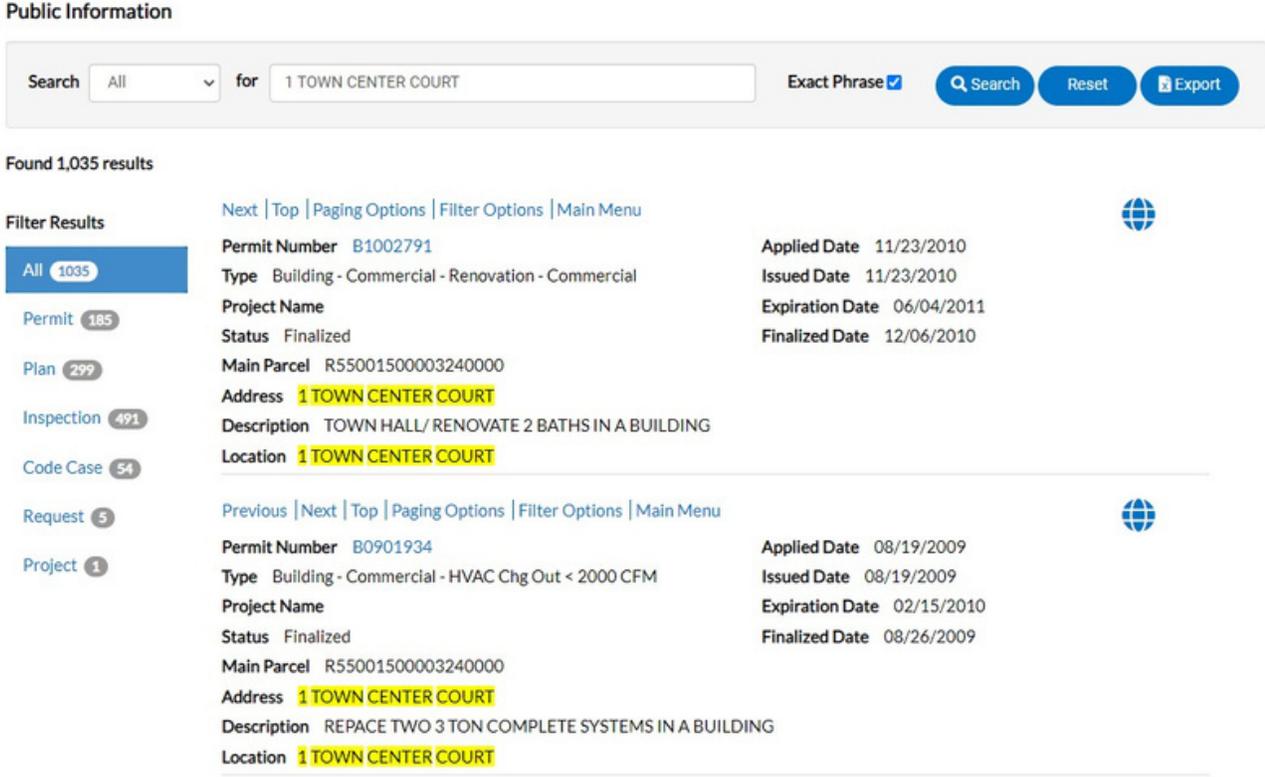
Public Information

Content Available Without Logging Into CSS

3. As you start to type in any box in the CSS Website, the program will start to offer suggestions to search. In the case below, a search is input for 1 Town Center Court (Town Hall).



4. After hitting the blue search button on the right, the system will then populate information related to that address.



Content Available Without Logging Into CSS

5. Areas with blue text are clickable to give you additional information. If you were interested in the HVAC Replacement at Town Hall from 2009, you could click on that blue permit number in the middle of the screen.

Permit Number: B0901934

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Building - Commercial - HVAC Chg Out < 2000 CFM	Status:	Finalized	Project Name:	
IVR Number:	637451	Applied Date:	08/19/2009	Issue Date:	08/19/2009
District:	NOT APPLICABLE	Assigned To:		Expire Date:	02/15/2010
Square Feet:	0.00	Valuation:	\$0.00	Finalized Date:	08/26/2009
Description:	REPACE TWO 3 TON COMPLETE SYSTEMS IN A BUILDING				

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

Progress

100% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00

[View Details](#)

Workflow

✔ Commercial HVAC Change Out - Passed: 08/26/2009

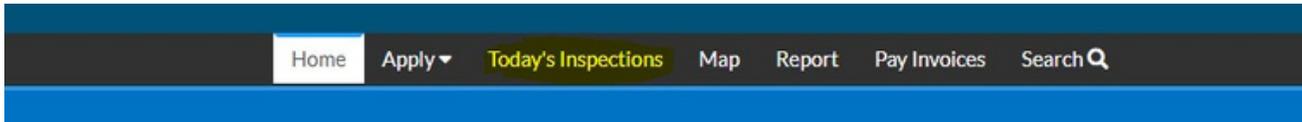
Available Actions

No Actions

6. Again, in this new page, the blue fonts are generally the areas that are clickable to find additional information. The inspections tab will show you all of the inspections that were required for the project and the status of each inspection. The attachments tab will house items like application materials on the project. The contacts tab will show you which contractors were involved in the project.

Viewing Today's Inspections

1. On the landing page of the Customer Self Service (CSS) Portal, you will see a series of options in the top black bar of the site. In this section, we will be reviewing the “Today’s Inspections” area so the area to click on is highlighted in yellow.



2. Once you click on the “Today's Inspections”, the inspections for the day will automatically populate on the next screen. If you wanted to see inspections for another day, you could change the date in the “Date” section by clicking on the calendar icon next to the box.

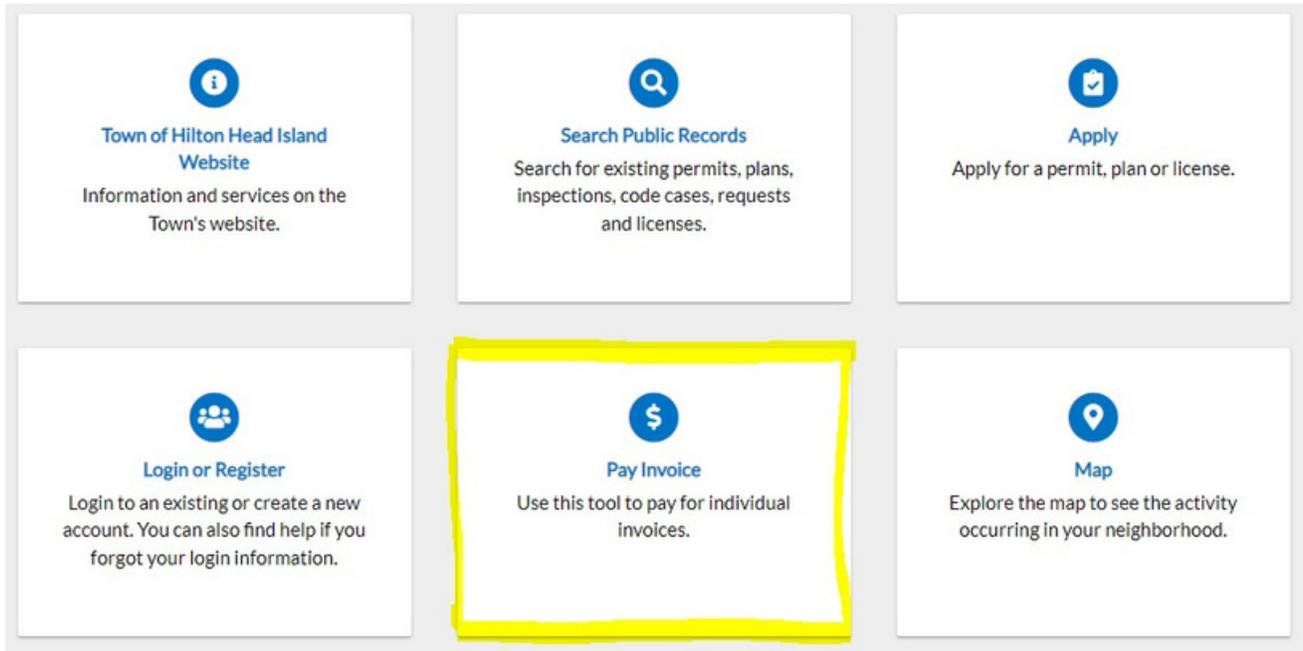
*Date Exclude Completed Sort

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
012723-2023	BLDC-000183-2023	Permit	Com Firewall	36 SHELTER COVE LANE 171B Hilton Head SC 29928	Deluca, Howard	01:10 PM	01:10 PM	Pending	0
012641-2023	BLDC-000183-2023	Permit	Com Rough In Electrical	36 SHELTER COVE LANE 171B Hilton Head SC 29928	Deluca, Howard			Scheduled	0
012563-2023	BLDC-000239-2023	Permit	Com Hurricane Straps	81 ARROW ROAD Hilton Head SC 29928	Schulze, Michael			Passed	0
012564-2023	BLDC-000239-2023	Permit	Com Flashing Window(s)/Door(s)	81 ARROW ROAD Hilton Head SC 29928	Schulze, Michael			Passed	0
011704-2023	BLDC-000432-2023	Permit	Com Fire Stopping	50 SHELTER COVE LANE B Hilton Head SC 29928	Deluca, Howard			Passed	0

3. You can see on the main inspection screen information for each inspection including the type of inspection, address of inspection, town employee assigned to the inspection and, if the inspection has been completed already, whether it has passed or not. You can click on any blue font on the left side of the screen to find more information about each scheduled inspection including a link to the permit attached to the inspection.

Pay an Invoice

1. On the landing page of the Customer Self Service (CSS) Portal, you will see a series of white boxes like the ones shown below. To pay an invoice, you would click on the center bottom box.



2. Generally if you are submitting a permit or plan, a Town of Hilton Head employee will notify you when the invoice is available to be paid and provide you with an invoice number and amount due. Once you click on the “Pay Invoice” box on the CSS landing page, you will be taken to a screen that asks for you to search by invoice number. You will enter the 8 digit invoice number on that screen.

Invoice Search

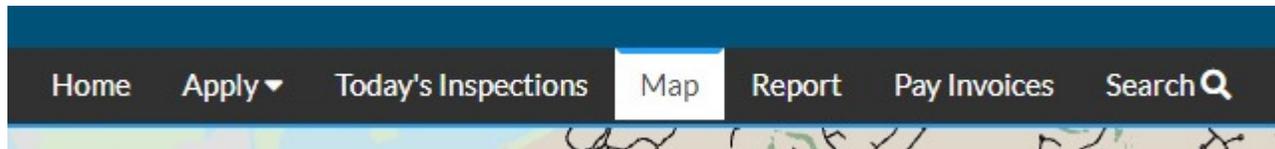
The image shows a search interface with a light gray background. It features a search input field with the placeholder text "Search for invoices using entire invoice number, including any prefixes or suffixes". To the right of the input field is a blue button with a white magnifying glass icon and the text "Search".

3. Once the invoice loads, you can select the blue “Pay Now” button that will populate next to the invoice information and you will be direction to the Payment Options to process your payment.

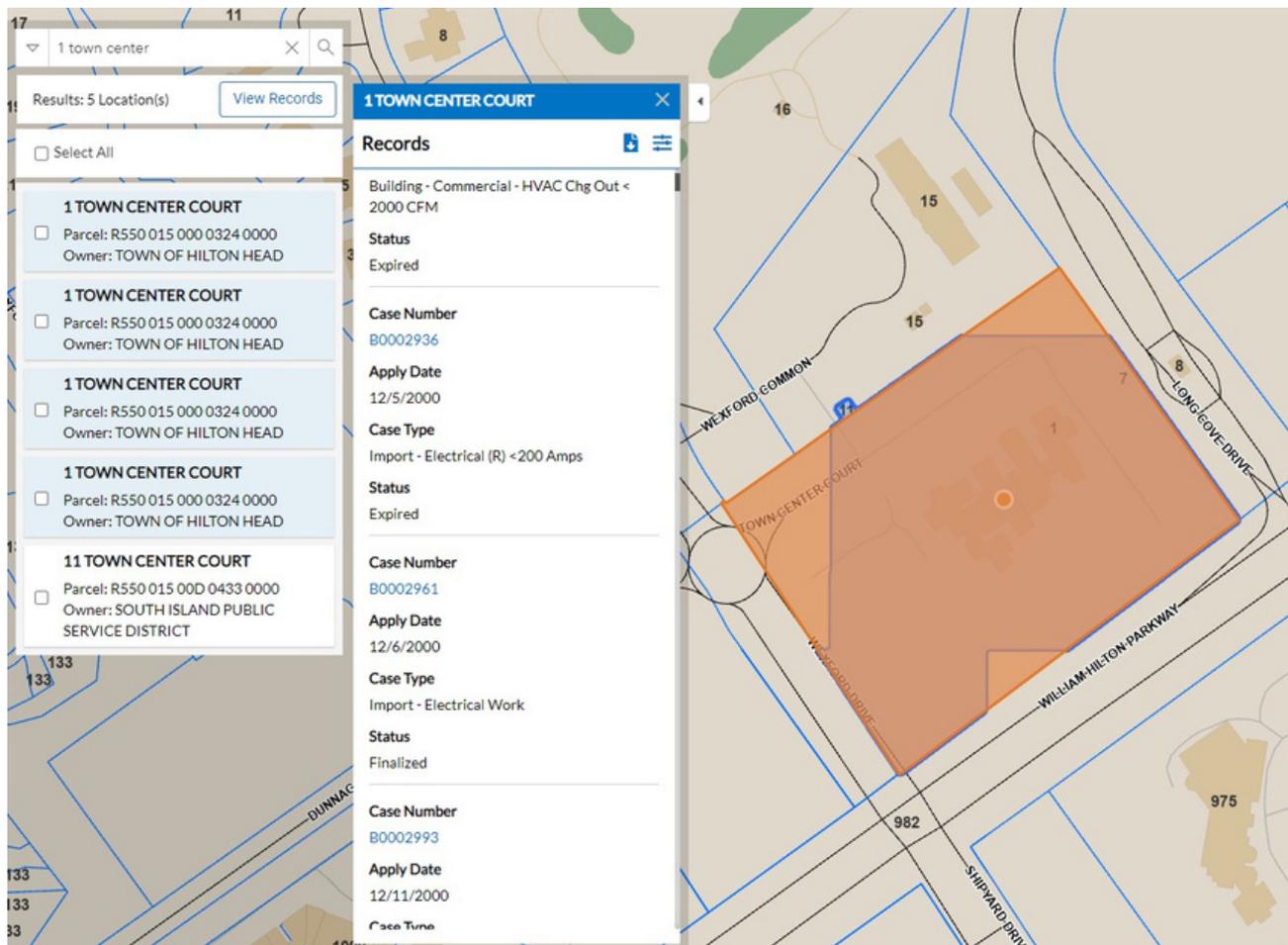
If you are a contractor with a login to the Town of Hilton Head Island Customer Self Service (CSS) Portal, you will also see a list of the invoices that are attached to your account upon logging into the system. Details on finding that information can be found in the “My Work” section.

View Map of Current Permits and Plans

1. On the landing page of the Customer Self Service (CSS) Portal, you will see a series of options in the top black bar of the site. In this section, we will be reviewing the Map section so you will select “Map” in the top center.



2. A map will populate of the island and you can use the search bar in the top left to select an address and then it will populate all records related to that address. Again, for example we can use Town Hall at 1 Town Center Court.

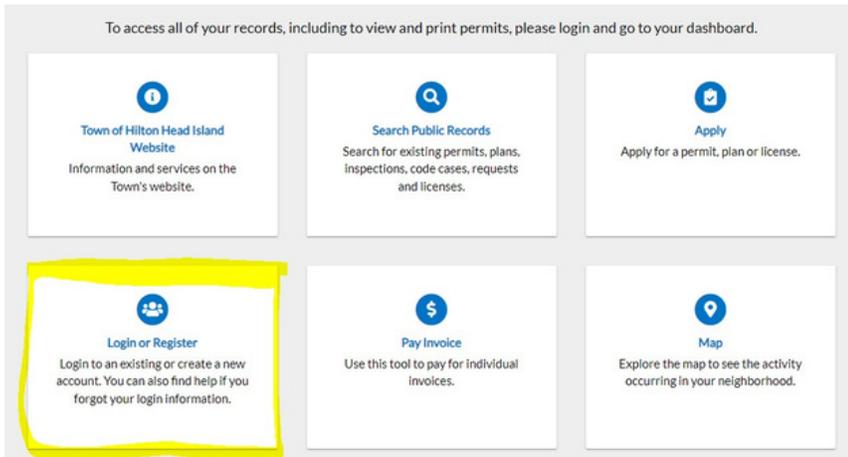


3. From there, you can again click on the blue font showing the case numbers on any of the records that populate to find additional information.

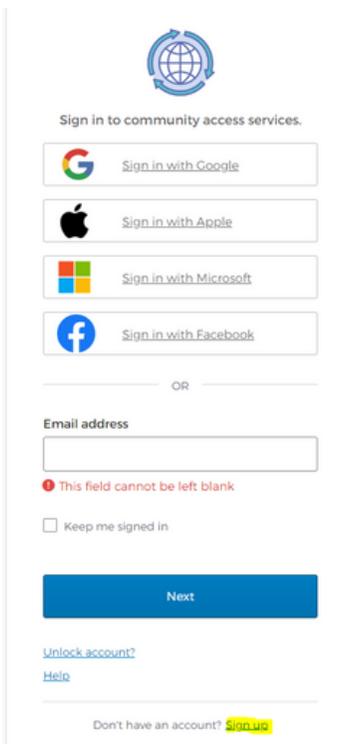
Register for the CSS Portal

For most citizens, the public access available on the CSS Portal will suffice and you will not require a registered account. However, for contractors who are submitting permits, registering on the portal is extremely helpful to help organize work, request inspections and apply for permits and plans online to allow for expedited permitting.

1. On the landing page of the Customer Self Service (CSS) Portal, you will see a series of white boxes like the ones shown below. To register for the portal, you would click on the bottom left box that says “Login or Register”.



2. On the next page, you will select “Sign Up” on the bottom.



Register for the CSS Portal

3. You will fill in the information as requested as shown below and click “Next”.

Registration

Step 1 of 4: Email Address

Thank you for registering with the Hilton Head Island Community Development Citizen's Self Service portal. Your account is under review and could take 3 business days to be activated.



Information you are providing is true and correct.

Email

@hiltonheadislandsc.gov

Next

4. Once you proceed, it will notify you to check your e-mail for a code. The e-mail will come from Community Access Identity and will contain a code to confirm your contact information. The e-mails take around 5 to 30 minutes to show up in your inbox. Be sure to check your junk mail as the e-mails often get routed into that folder in error. The e-mail will look like the one shown below, and you will enter the 6-digit code on the CSS website as requested one time.

Hi Katie,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code:

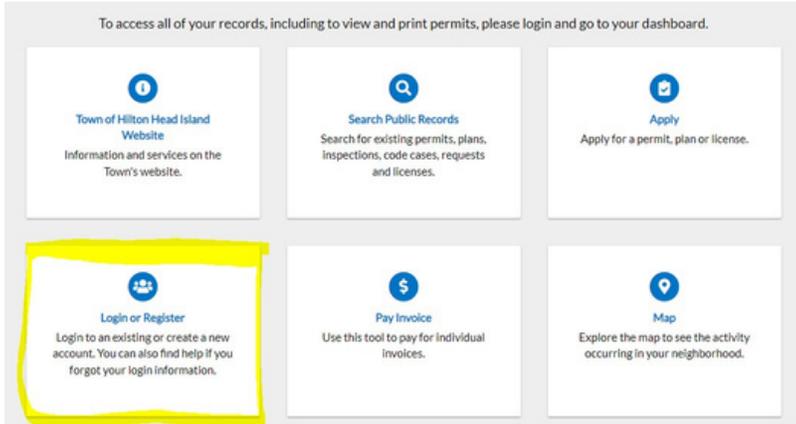
#####

5. You will be directed to a page that will request additional information. Information with a red asterisk is required. Please note that each registration is vetted by Town of Hilton Head staff and is linked to each businesses' licenses. For that reason, it is required that you list you company name, and, if you are not the registered agent or owner of the business, you will be required to fill out an authorization form that is completed by the registered agent or owner on record authorizing you to apply for permits on behalf of the company. The form can be found on our website at <https://www.hiltonheadislandsc.gov/forms/bldgdev/Homebuilders-GenContractorRegistration.pdf>

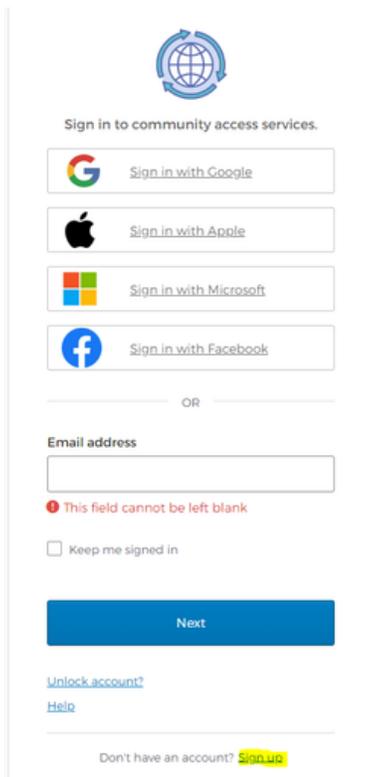
6. Once your account has been vetted and authorized by the town, you will receive an e-mail notifying you that you can now log in to the Town of Hilton Head Island CSS Portal.

Logging Into The CSS Portal

1. On the landing page of the Customer Self Service (CSS) Portal, you will see a series of white boxes like the ones shown below. To log into the portal, you would click on the bottom left box that says “Login or Register”.

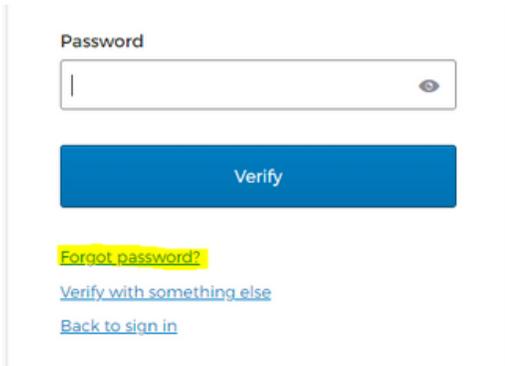


2. From there you will login with your email address and password. You can also link your account to your Google, Apple, Microsoft or Facebook account for one-click access. If your account is locked out, please note that Town of Hilton Head employees are not able to reset your account but the system will automatically unlock the account after 5 minutes.



Logging Into The CSS Portal

3. If you need to reset your password, type your email address in the first login screen and select "next". On the following page under the password section, you will select "Forgot Password" and follow the prompts to reset your password.



The screenshot shows a web form for password verification. At the top, the label "Password" is positioned above a text input field. The input field contains a vertical cursor and a small eye icon on the right side. Below the input field is a solid blue button with the text "Verify" centered on it. Underneath the button, there are three links: "Forgot password?" is highlighted with a yellow background, "Verify with something else" is a blue underlined link, and "Back to sign in" is also a blue underlined link.

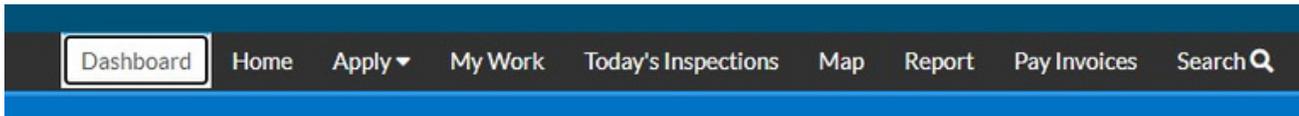
Menu Navigation Tabs

After you have logged into your account, you will have access to additional features of the Customer Self Service portal. These features will help you to organize your current projects on Hilton Head Island by tracking progress, attaching materials and documents to active permits, requesting inspections and applying for additional permits or plans. Applying for permits online will allow for an expedited permitting process.

Dashboard

The dashboard contains an overview of any current permits, plans, inspections and invoices.

1. On the top black bar of the home screen, select “Dashboard”.



2. From the dashboard you can track all of your projects including permits, plans, inspections and invoices all in one easy to view area.

My Inspections

Requested	Scheduled	Closed
32	32	99+
Stormwater ... 15	Fire Safety CO 5	Com Pour Slab 120
Com Fire Stop... 3	Fire Alarm.Ac... 3	Com Rough in... 119
Other 14	Other 24	Other 2269

[View My Inspections](#)

My Invoices

Current 0	\$0.00	
Past Due 1	\$3,689.00	Add To Cart
Total 1	\$3,689.00	Add To Cart

[View My Invoices](#)

3. Any of the areas with blue font are clickable to inquire further on any of those areas.

Apply

1. You can get to the “Apply” section either by selecting “Apply” from the top black bar on the website or by selecting the top right box if you are on the home screen. If you use the “Apply” from the black bar, the options for permitting will populate on the left side of your screen as shown below and you will select one of the options or click “All” at the very bottom of either the permits or plans column if you do not see the permit type that you are searching for.

PERMITS

- > APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Home Builder - Residential Roofing Permit
- > APPLICATION ONLINE SUBMISSION - PAY & PRINT HVAC Change out Multi-Family
- > APPLICATION ONLINE SUBMISSION - PAY & PRINT General Contractor - Residential Roofing Permit
- > APPLICATION ONLINE SUBMISSION - PAY & PRINT HVAC Change out Residential (Single Family)
- > APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Specialty Contractor - Residential Roofing Permit
- > All (6)

PLANS

- > Natural Resources
- > Utility Projects
- > Variance
- > Special Exception
- > Zoning Map Amendment
- > All (29)

Town of Hilton Head Island Website
Information and services on the Town's website.

Search Public Records
Search for existing permits, plans, inspections, code cases, requests and licenses.

Apply
Apply for a permit, plan or license.

My Account
Click here to access your account information.

Pay Invoice
Use this tool to pay for individual invoices.

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

Apply

2. From the “Apply” screen you can select from a number of application types shown or use the search function to search a keyword such as “roof”. If you are still unsure of the type of permit that you might need, please select the “Help Me Choose” in the top right corner of the screen.

3. If you use the “Help Me Choose” option, it will ask you a series of questions to eventually guide you to the permit type that you will need to complete. If the permit type you are searching for is not yet available to apply for online, the “Help Me Choose” option will guide you back to our Town of Hilton Head main website for the appropriate form that can be filled out and dropped off at Town Hall (1 Town Center Court) or emailed to our team at CDIC@hiltonheadislandsc.gov.

4. Once you have selected the permit type you are applying for, you can use the blue “Apply” button on the right to start the online application.

Apply

5. The portal will guide you through a series of questions. In some sections, the question is answered by clicking the plus (+) sign in the blue box like the one shown below for location.

Apply for Permit - APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Home Builder - Residential Roofing Permit *REQUIRED



LOCATIONS

A blue rectangular button with a white dropdown menu at the top labeled 'Location'. Below the menu, the text 'Add Location' is centered above a large white plus sign. At the bottom of the button, the word 'REQUIRED' is written in white capital letters.

Create Template

Save Draft

Next

6. We will use Town Hall as the address. As we type in “1 Town Center Court” there are suggestions that auto populate. Click on the address and then select the magnifying glass to the right to search for that address.

Address Information

A search input field with the text '1 Town' and a magnifying glass icon to its right. Below the input field is a dropdown menu with five suggestions: '1 TOWN CENTER COURT' (highlighted in blue), '1 TOWN CENTER COURT', '1 TOWN CENTER COURT', '1 TOWN CENTER COURT', and '1 TOWNHOUSE MANOR'.

Apply

7. Sometimes multiple options might populate in the search for a single address as it has in this case. You will want to select the address that matches the Parcel ID that you will be working on. Once you select the blue “add” button you will be able to see each parcel ID and you can remove any that are not correct.

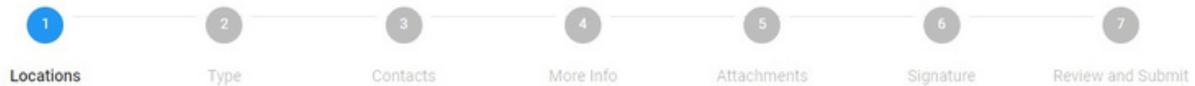
Address Information

Search

Address	Action
1 TOWN CENTER CT , Hilton Head Island, SC 29928	<input type="button" value="Add"/>
1 TOWN CENTER CT , Hilton Head Island, SC 29928	<input type="button" value="Add"/>
1 TOWN CENTER CT , Hilton Head Island, SC 29928	<input type="button" value="Add"/>
1 TOWN CENTER CT , Hilton Head Island, SC 29928	<input type="button" value="Add"/>
11 TOWN CENTER CT , Hilton Head Island, SC 29928	<input type="button" value="Add"/>

Results per page 1 - 5 of 5 << < 1 > >>

8. Once you have found the correct address and parcel, it will add it to the application as shown below and you can select “Next” on the bottom right.



LOCATIONS

Type: Location
1 TOWN CENTER CT ,
Hilton Head Island, SC
29928

Main Address

Parcel Number
R550 015 000 0324 0000

Main Parcel

Apply

9. On the next screen, it will ask you to fill out a number of sections. Note that areas marked with a red asterisk are required. Based on the application type that you selected, the permit type has already been automatically filled in. You will need to enter a description of the work which generally start with an identifier such as the neighborhood, building name or address and is followed by a description of the work to be completed such as “1 Town Center Court- reroof with existing color and material”. For the valuation section, be sure to include numbers only- no dollar signs or commas.

PERMIT DETAILS

* Permit Type

* Description

Square Feet

* Valuation

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

10. The following screen automatically added you as the applicant. You will also need to add the contractor by clicking on the plus (+) in the “Contractor” box.

CONTACTS

<p>Applicant</p>  <p>Katie Kabala (You)</p> <p>1 TOWN CENTER COURT, Hilton Head, SC, United States, 29928</p>	<p>Contractor</p> <p>Add Contact</p> <p>+</p> <p>REQUIRED</p>	<p>Owner</p> <p>Add Contact</p> <p>+</p> <p>REQUIRED</p>	<p>Select Type</p> <p>Add Contact</p> <p>+</p>
--	--	---	--

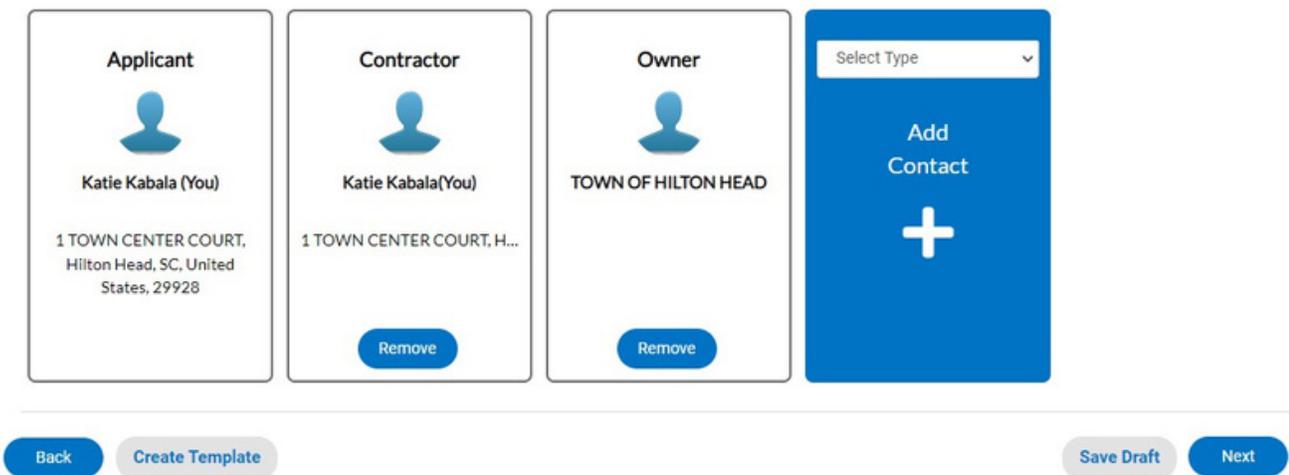
[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

Apply

11. Use the Search function to search for your company. If there are multiple options for your company name, please select the one with the company owner’s name listed. Typically, the contact that was vetted by the town and is linked to the proper licenses is going to be input with all capital letters. If you select the incorrect contractor, it will not allow you to proceed and will result in an error with the messaging “Required certification(s) not found” when you attempt to click the “next” button.



12. You will follow the same process to add the owner of the address that you are working on and then select “Next”.



Apply

13. The following step will ask you a series of questions related to the permit. Again, the areas with red asterisks are required.

*Roof - Material

Roof - Material is required.

*Roof - Type of Fasteners

Roof - Type of Fasteners is required.

*Roof - Amt of Fastners per Shingle

Roof - Amt of Fastners per Shingle is required.

*Roof - Wind Uplift

Roof - Wind Uplift is required.

*Roof - Years of Guarantee

Roof - Years of Guarantee is required.

*Owner Name

Owner Name is required.

*Gen OCC

Gen OCC is required.

*Code Used

Code Used is required.

Apply

14. At the following step you can add attachments if you would like. Plans, plats, subrosters, elevation certificates, etc are required for certain plans or permits and can be added at this step or at a later date. Please see Appendix A at the end of this document for more information on naming Attachments.

15. The next step will ask for your authorization and signature.



SIGNATURE

Acknowledgement: Application is hereby made to perform work on the building and accompanying features, and I am authorized to submit this application. To the best of my knowledge, information included in this application is factual and complete. I hereby agree to abide by all conditions of any approvals granted by the Town and understand that such conditions shall apply to the subject property only. I acknowledge that the Town Municipal Code requires that all construction in a Special Flood Hazard Zone be constructed in accordance with floodplain provisions. I understand that failure to abide by this approval, any conditions, and all codes adopted by the Town of Hilton Head Island deems me subject to enforcement action and/or fines.

PLEASE NOTE: SUBMITTING THIS APPLICATION MAY TAKE SOME TIME. WHEN YOU CLICK SUBMIT ON THE REVIEW PAGE PLEASE BE PATIENT AND ONLY CLICK THE SUBMIT BUTTON ONCE.

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

Enable Type Signature

Katie Kabala May, 09 2023
X Draw Signature Here

Clear

Back

Create Template

Save Draft

Next

Apply

16. The final page will show a summary of your submission for confirmation. If you scroll down you will also see an estimate of the fees. There is a submit button on the top right. It might take a few moments to process.

Please click submit ONLY ONCE.

Submit

Locations

Location	1 TOWN CENTER CT , Hilton Head Island, SC 29928
----------	---

Parcel Number	R550 015 000 0324 0000
---------------	------------------------

Basic Info

Type	APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Home Builder - Residential Roofing Permit
Description	sdf
Square Feet	
Valuation	10000
Applied Date	05/09/2023

Contacts

Applicant	Katie Kabala 1 TOWN CENTER COURT , Hilton Head, SC, United States, 29928
-----------	---

Owner	TOWN OF HILTON HEAD
-------	---------------------

17. Once you hit submit, for some application types there is an option to pay immediately and print the permit. For other application types, Town of Hilton Head staff is required to look over the application for completeness and review any plans attached. For those applications, Town of Hilton Head staff will contact you with any questions and/or when the invoice is available to pay and further instructions on obtaining the permit.

Create a Template

Applying online can expedite the permitting process and there are ways to make the process even easier! With the Town of Hilton Head Customer Self Service Portal, you can create templates for any permit types that you frequently apply for. You can create several templates- perhaps one for deck permits, one for roof permits and one for window replacements.

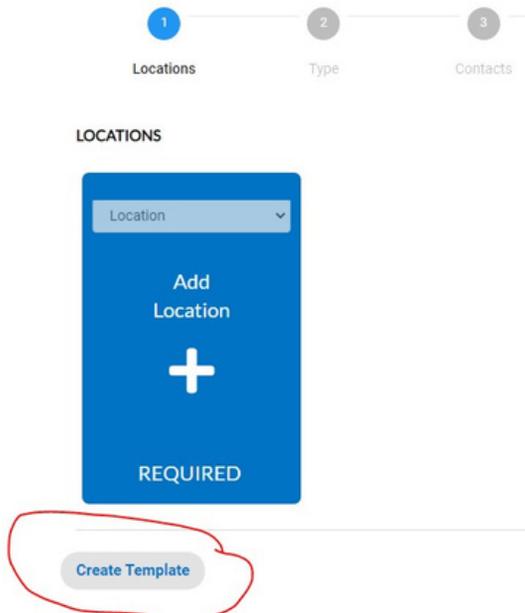
1. Advance to the application section either by selecting “Apply” in the top black bar or from the home screen selecting the white “Apply” box in the top right corner.
2. From the application screen, select the type of application that you would like to make a template for. In this case we will select a Residential Roofing Permit.

The screenshot shows the 'Application Assistant' interface. At the top left is the title 'Application Assistant' and a 'Help me choose' link. Below is a search bar with the placeholder text 'Search for application names and keywords' and a search icon. A navigation bar contains five buttons: 'All', 'Trending' (highlighted in blue), 'My History', 'PERMITS', and 'PLANS'. Below the navigation bar are two links: '> Show Categories' and 'Show My Templates'. The main content area displays three permit categories, each with a title, category name, description, and an 'Apply' button. The 'Apply' button for the 'Residential Roofing Permit' is circled in red.

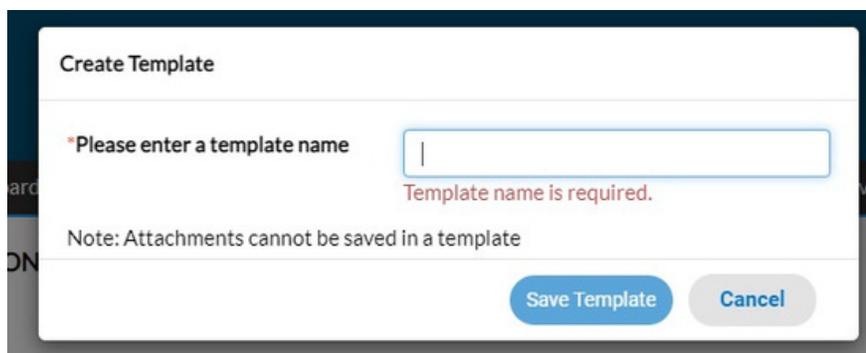
Category Name	Description	Action
APPLICATION ONLINE SUBMISSION - PAY & PRINT HVAC Change out Residential (Single Family)		Apply
Category Name: Application Online Submission Pay and Print	Description: Choose this permit type if you are Changing Out an HVAC unit(s) in a Single Family Residence and the job does not include duct work.	
APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Home Builder - Residential Roofing Permit		Apply
Category Name: Application Online Submission Pay and Print	Description: Choose this permit if you are a Residential Home Builder applying for a Residential Roofing permit. Final Inspection is required.	
Natural Resources		Apply
Category Name: Natural Resources	Description: Choose this plan case if you are applying for a Natural Resource Request.	

Create a Template

3. As the application loads, you will see “Create Template” just below the blue box that requests a location. Select that “Create Template” box.



4. A box will populate asking you to name your template. We will call this one simply “Residential Roofing”.



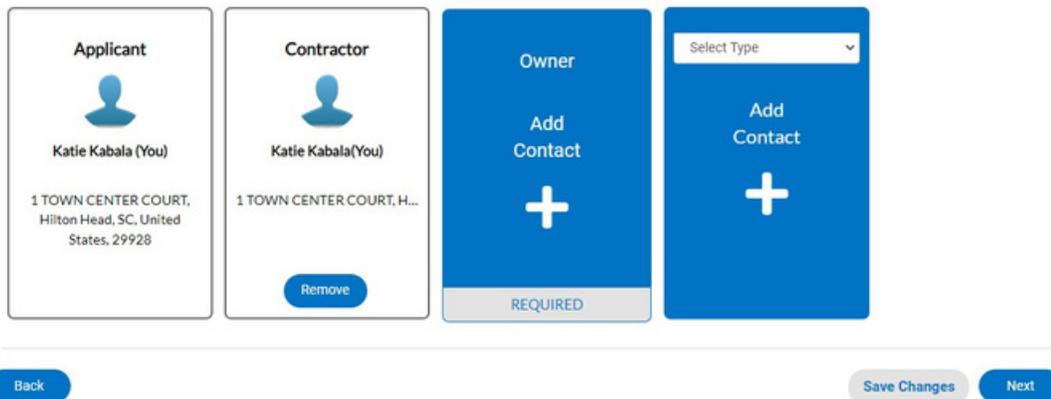
5. When you hit “Save Template” it will say “Save has been successful.” And you will select “Ok” and the it will take you to the next screen to start working on the template. You will know that you are in the template creation screen because of two things: you will no longer see “Create template” under the location field” and it will also allow you to advance past required fields without creating an error message.

Create a Template

6. The first screen that will populate is the location. You will likely not want to add anything to your template for this screen as the location will change from project to project so you will select “Next” to go to the next screen.

7. The second screen also has information that will be different for each permit so we will again select “Next” to go to the next screen.

8. The following screen asks for the contact information. We know in this section that you will always be the contractor so you will select the plus under the “Contractor” box to add your company as the contractor as shown below. The owner will be different for each project, so do not add anything there and hit “Next” in the bottom right.



Create A Template

9. In the roof material screen, it is likely that you will use the same roof materials for many of your residential roofing projects so you can type in all of the information here that is the same for your projects.

*Roof - Material	Asphalt shingles
*Roof - Type of Fasteners	Nails
*Roof - Amt of Fastners per Shingle	6
*Roof - Wind Uplift	150mph
*Roof - Years of Guarantee	50
*Owner Name	<input type="text"/>
	Owner Name is required.
*Gen OCC	Residential
*Code Used	2021 Intern. Res Code w/ SC modifications 1/2023
Are there recorded private covenants and/or restrictions that are contrary to, conflict with, or prohibit the proposed request? If so, a copy of the private covenants and or restrictions must be submitted with this application?	
*	No
Please request your final inspection when complete.	
Roof insulated Y N	Yes

11. Just like when applying for a permit, the final page shows you all your selections to confirm and then you can select “Save Changes” in the top right corner to create your template. It will again alert you that the save has been successful.

Using a Template

1. Advance to the application section either by selecting “Apply” in the top black bar or from the home screen selecting the white “Apply” box in the top right corner.
2. On the right side of the screen, between the section that lists the application types and the section that shows all of the applications in detail, you will see in blue “Show My Templates” and you will select that.

Application Assistant Help me choose

Search for application names and keywords Q

[All](#) **Trending** [My History](#) [PERMITS](#) [PLANS](#)

[Show Categories](#) Show My Templates

APPLICATION ONLINE SUBMISSION - PAY & PRINT HVAC Change out Residential (Single Family) Apply

Category Name: Description:
Application Online Submission Pay and Print Choose this permit if you are Changing Out an HVAC unit(s) in a Single Family Residence and the job does not include duct work.

APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Home Builder - Residential Roofing Permit Apply

Category Name: Description:
Application Online Submission Pay and Print Choose this permit if you are a Residential Home Builder applying for a Residential Roofing permit. Final Inspection is required.

Application Assistant Help me choose

Search for application names and keywords Q

All [Trending](#) [My History](#) [PERMITS](#) [PLANS](#)

[Show Categories](#) Show All

(Template: Residential Roofing) APPLICATION ONLINE SUBMISSION - PAY & PRINT - Residential Home Builder - Residential Roofing Permit Apply

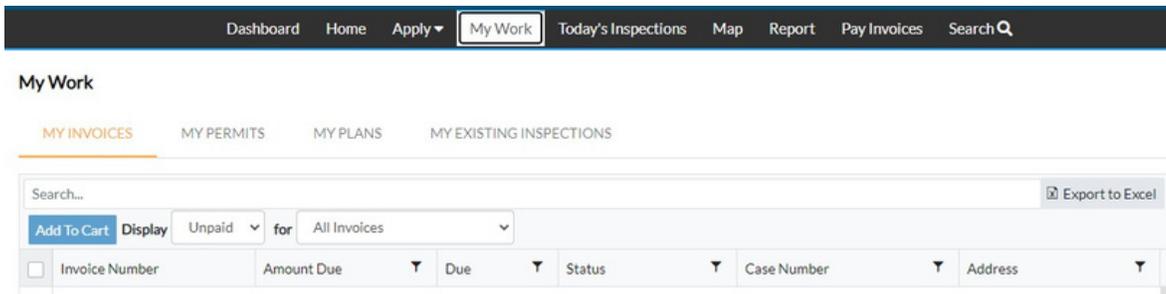
Category Name: Description:
Application Online Submission Pay and Print Choose this permit if you are a Residential Home Builder applying for a Residential Roofing permit. Final Inspection is required.

3. It will show you the templates that you have created and you can select “Apply”.
4. You will continue through the application process as usual and add the unique information for the specific permit like the address, project details, value of the project, etc. The information that you put into the template will automatically populate such as the roofing materials details and the addition of the contractor.

My Work

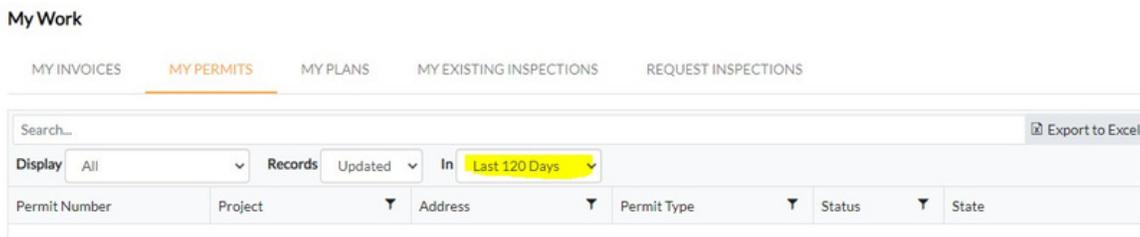
After you have logged into the Town of Hilton Head Island Customer Self Service (CSS) Portal, you will have access to the “My Work” section which will help you to organize your ongoing projects in the Town of Hilton Head Island.

1. In the top black bar of the website, you will select “My Work” which will populate a list of all your current invoices, permits, plans, existing inspections and inspections that are available to be requested on each project.



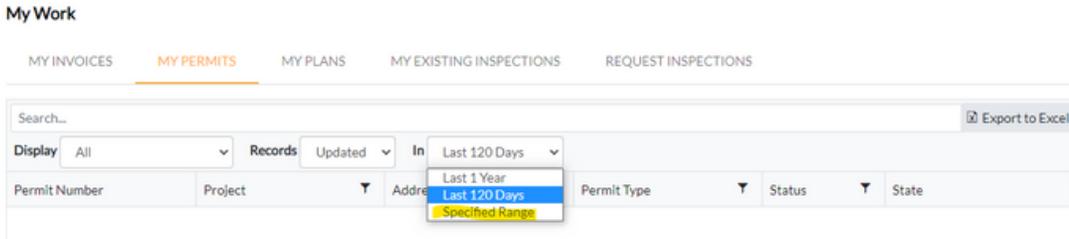
2. The landing page for “My Work” will take you to the “My Invoices” tab. You can select “unpaid” in the display section to find all invoices that are due. Click on the blue invoice number that you would like to pay. Follow the prompts to complete the transaction.

3. You can select any of the tabs at the top to toggle between work types. If you selected “My Permits” it will show you all of your current projects. Please note that as you toggle between tabs, the date range might default to “120 days” so it will likely not show the majority of your currently active permits, if any, so you may need to change that date.

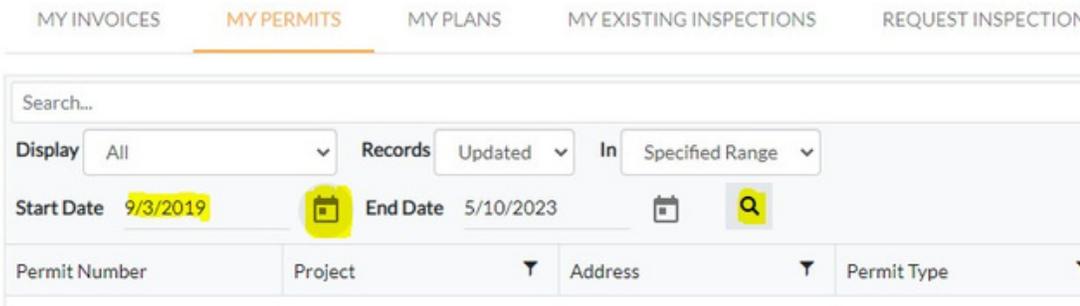


My Work

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.

The screenshot shows the 'My Work' interface with a table of permits. The table has columns for Permit Number, Project, Address, Permit Type, Status, and State. The 'State' column contains blue text indicating inspection status.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-00-2022		COURT...	Building - Residential - New Residence	Issued	Active
BLDR-00-2021		BOULEVAR...	Building - Residential - New Residence	Issued	Active, Attention (Inspection Not Passed)
BLDR-00-2022		BOULEVAR...	Building - Residential - New Residence	Issued	Active, Attention (Inspection Not Passed)
BLDR-00-2021		LANE Hillto...	Building - Residential - New Residence	Issued	Active, Attention (Inspection Not Passed)
BLDR-00-2021		'LANE Hillto...	Building - Residential - New Residence	Issued	Active, Attention (Inspection Not Passed)
BLDR-00-2021		'LANE Hillto...	Building - Residential - New Residence	Issued	Active, Attention (Inspection Not Passed)

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 ▼

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

All Requested **Scheduled** Closed

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 displays the 'My Work' section of a web application. At the top, a dark blue navigation bar contains links for 'Dashboard', 'Home', 'Apply', 'My Work', 'Today's Inspections', 'Map', 'Report', 'Pay Invoices', and a search icon. Below this, the 'My Work' title is followed by a toggle switch labeled 'Include Contractor Name, Records' which is currently turned on. A secondary navigation bar shows tabs for 'MY INVOICES', 'MY PERMITS', 'MY PLANS', 'MY EXISTING INSPECTIONS', and 'REQUEST INSPECTIONS', with the last one being active. The main content area features a search bar and an 'Export to Excel' button. Below these is a table with the following data:

<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

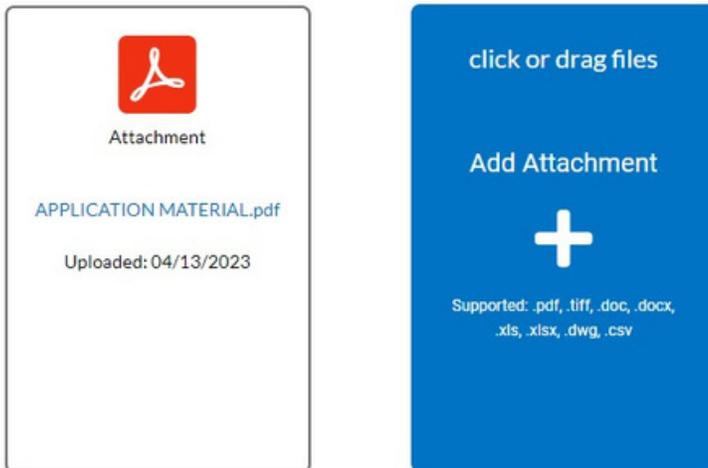
Progress
24% Completed

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.

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

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

Holds

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.

