

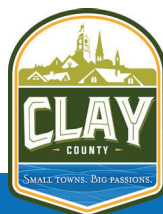
Enterprise Permitting and Licensing Citizen Access Portal User Manual

The online component of EnerGov that allows citizens to view basic information related to Permits, Plans, Inspections, and Code Cases.



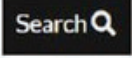
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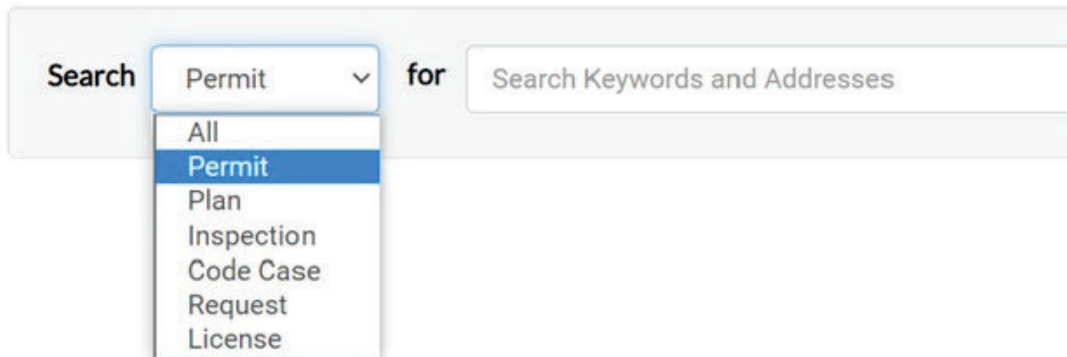


SEARCHING WITHOUT LOGGING INTO CSS

CSS provides a home page to allow users to access public information without being logged into CSS. Users can still access the GIS Map, Global Search, User Registration, Today's Inspections, and Global Notifications.

Citizens may click on  to access information:

Public Information



Search Permit for

- All
- Permit**
- Plan
- Inspection
- Code Case
- Request
- License

REGISTERING FOR CSS (FIRST TIME USE)

Before using EnerGov (for the first time only), you must register by creating an account.

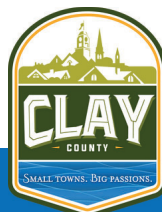
After you have registered, you can log into the Citizen Access Portal (CAP) portal at any time in the future.

From the home tab, click the Login or Register tile pictured here.



Login or Register

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



Enter your email address.

After clicking “Next,” an email will be sent to the email address entered. You must click on the “Confirm” link in the email to move to the next step of the registration process.

Citizen Self Service New User Account Confirmation Inbox x

TotalTyler@energov.com

to me ▾

You are receiving this automated e-mail based on a user registration request that we received for the Citizen S process is the correct e-mail address for your user account. Please click the link below to continue to the next:

[Confirm](#)

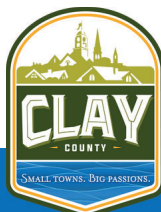
LOGGING INTO CSS

Visit the Clay County EnerGov CSS Portal at the following link:
<https://claycountyfl-energovpub.tylerhost.net/apps/SelfService#/home>

Enter your Username and Password in the fields provided. If you do not have an Email Address/Password already registered with CSS and EnerGov, click on “Register Here” and follow the directions to register for an account.

Mark the Remember Me checkbox to have the system remember your credentials.

Click Log In. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.

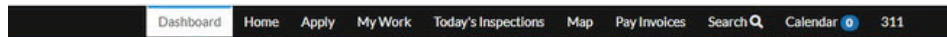


TOP MENU NAVIGATION TABS

Across the top of the page, there are various tabs which you will use to navigate CSS.

DASHBOARD

Contains an overview of your current permits, plans, inspections, invoices, and licenses.



My Permits

Attention	Pending	Active	Draft	Recent
99+	99+	99+	0	99+
Residential Cons... 9	Mechanical/HVA... 32	Antenna/Tower 42		Antenna/Tower 38
Window/Door/S... 7	Pool Heater/Gas... 20	Mechanical/HVAC... 23		Mechanical/HVAC... 31
Other 101	Other 165	Other 64		Other 50

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
4	6	0	0	1
Master Plans: Singl... 3	Master Plans: Singl... 6			Variance 1
Variance 1				

[View My Plans](#)

My Inspections

Requested	Scheduled	Closed
32	9	79
BLD - Miscella... 3	MEP - WTR/S... 2	BLD - Notice... 32
BLD - Tie Do... 3	SW - Initial Co... 1	BLD - Electric... 6
Other 26	Other 6	Other 41

[View My Inspections](#)

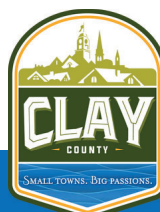
My Invoices

Current	\$0.00
0	
Past Due	\$0.00
0	
Total	\$0.00
0	

[View My Invoices](#)

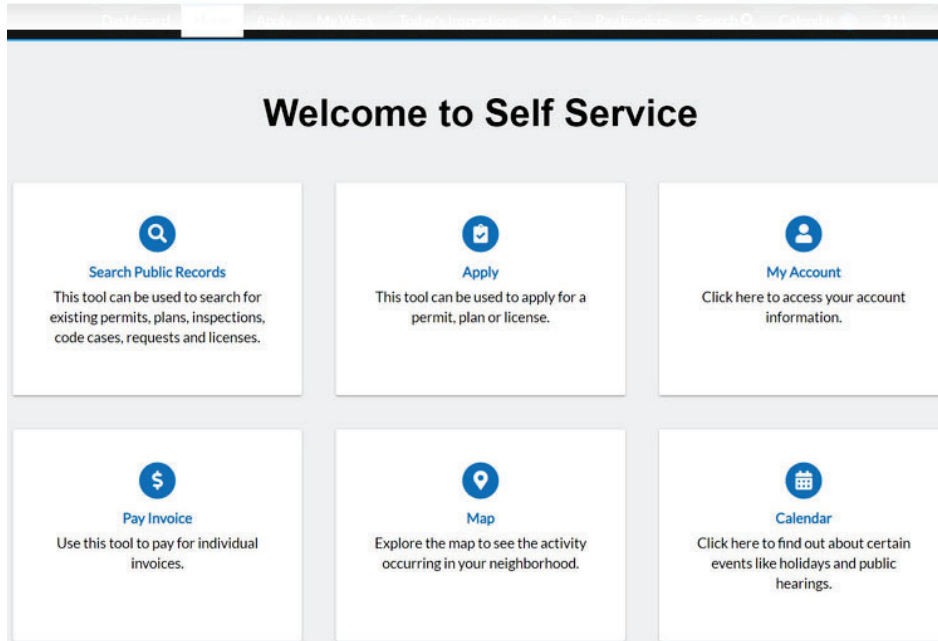
My Licenses

Expired	Draft
492	0
Deon Anderson	



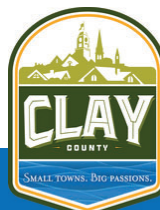
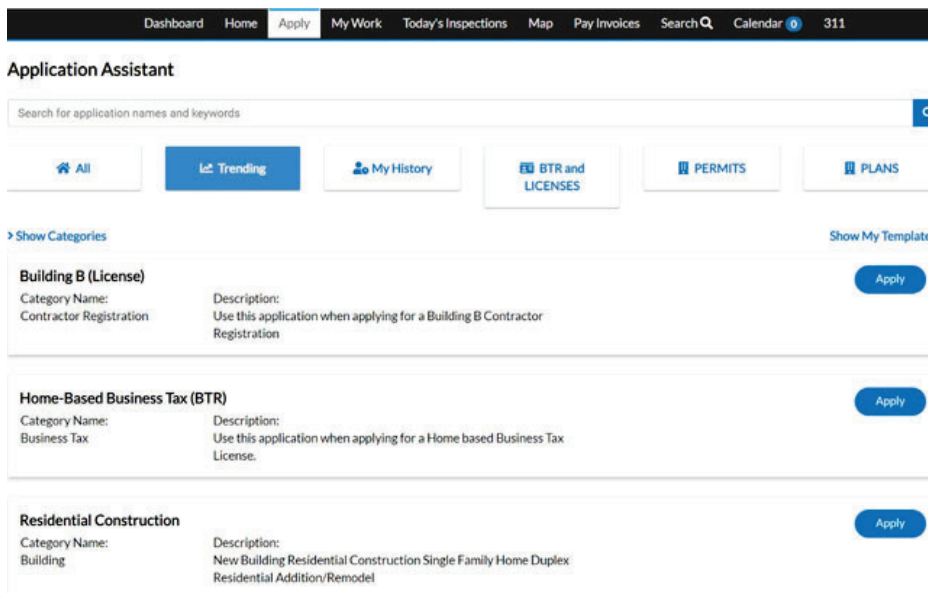
HOME

The starting point for many activities. Contains links to search public records, apply for a permit, access your account information, pay invoices, use the GIS map feature, and access the calendar.



APPLY

Search and apply for any permit type, business license, or plan.



MY WORK

Search and access all of your invoices, permits, plans, inspection history, and licenses, or request an inspection.

The screenshot shows the 'My Work' dashboard with a navigation bar at the top containing 'Dashboard', 'Home', 'Apply', 'My Work', 'Today's Inspections', 'Map', 'Report', 'Fee Estimator', 'Search', and 'Calendar'. Below the navigation bar, there are two tabs: 'MY PERMITS' and 'MY EXISTING INSPECTIONS'. The 'MY EXISTING INSPECTIONS' tab is active, displaying a table with the following columns: Permit Number, Project, Address, Permit Type, Status, and State. The table contains three records:

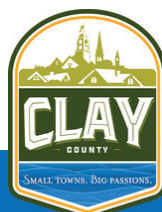
Permit Number	Project	Address	Permit Type	Status	State
12208539		2990 OAK STREAM DR GR...	Clay County - Legacy Building Permit - Single Family Dwelling (Detached)	Certificate of Oc...	
BLDC0523-0190		1845 EAST WEST PKWY Un...	Clay County - Building Permit (Commercial) - Commercial Alteration, Remodel, Build-out	In Review	Attention, Recent, Pending ID Hold, Review Not Approved, Resubmit File
BLDR0223-0318		6123 BOBBY FADGETT RD ...	Clay County - Building Permit (Residential) - Mobile Home	Issued	Active, Attention (On Hold)

At the bottom right of the table area, it says 'Showing 3 records.' There is also a search bar at the top of the table area and an 'Export to Excel' button.

TODAY'S INSPECTIONS

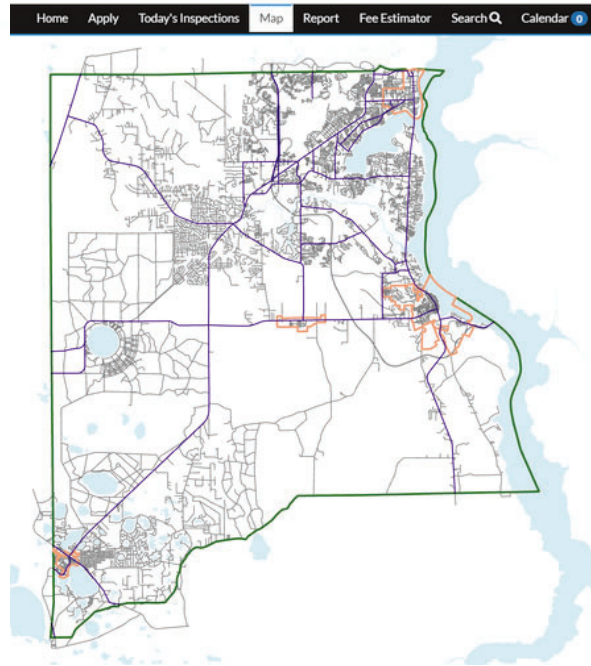
View your inspections scheduled for the day. Search function allows you to search or sort by case number, case type, inspection type, inspection status, address, primary inspection, or inspection order.

The screenshot shows the 'Today's Inspections' dashboard. The navigation bar at the top includes 'Dashboard', 'Home', 'Apply', 'My Work', 'Today's Inspections', 'Map', 'Pay Invoices', 'Search', 'Calendar', and '311'. Below the navigation bar, there is a search bar with the text 'Search for Case Number, Inspection Type, Address' and a search icon. To the right of the search bar is an 'Exact Match' checkbox. Below the search bar, there is a 'Date' field with the value '02/04/2022' and a calendar icon, and an 'Exclude Completed' checkbox. To the right of these is a 'Sort' dropdown menu with 'Case Number' selected. Below the filters is a table header with the following columns: View Inspection, Case Number, Case Type, Inspection Type, Address, Primary Inspector, Estimated Start Time, Estimated End Time, Status, and Order. Below the table header, it says 'No records to display.'



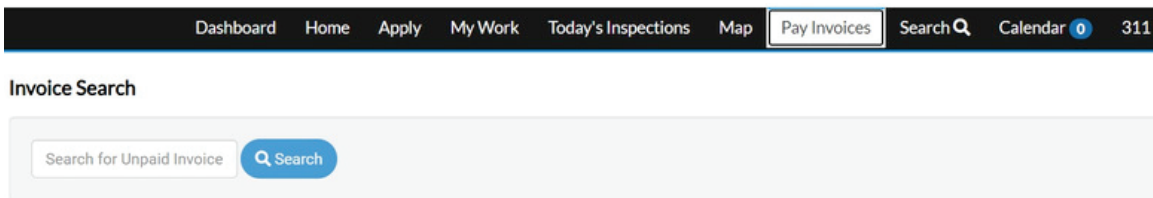
MAP

Access the GIS mapping system. Type in a specific address to obtain permitting history, apply for a new permit for a particular parcel, and more.



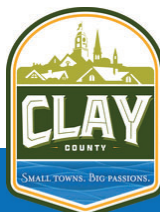
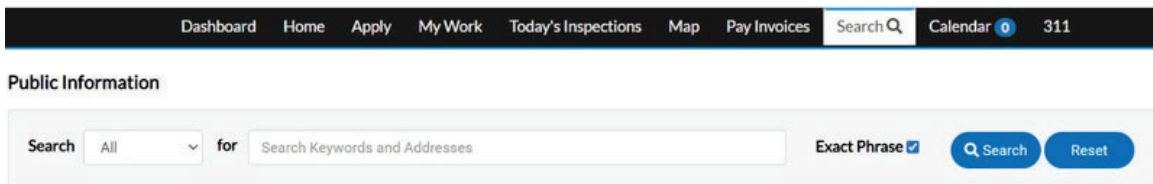
PAY INVOICES

Search for a specific invoice number.



SEARCH

Search for public information by permit number, plan number, inspection, code case, request, or license.



CALENDAR

View upcoming events by month, week, or day. Filter results by public hearings and meetings, City holidays, inspections scheduled, plans expired, permits expired, licenses expired, and invoices due.

Calendar Events

February 2022

Month Week Day

< Today >

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

30 31 1 2 3 4 5

6 7 8 9 10 11 12

Filter By

- Public Hearings
- Public Meetings
- Holidays Closed
- Inspections Scheduled
- Plans Expired
- Permits Expired
- Licenses Expired
- Invoices Due

COMMON TASKS

APPLYING FOR A PERMIT (USING THE APPLY TAB - RESIDENTIAL CONSTRUCTION EXAMPLE)

Follow the process explained below to apply for a permit.

Before using EnerGov (for the first time only), you must register by creating an account. After you have registered, you can log into Citizen Self-Service (CSS) portal at any time in the future.

After logging into your account, click the “Apply” tab at the top menu.

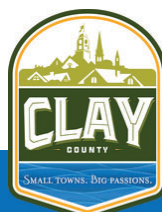
Note: Alternatively, you can also begin the new permit application process through the Home or Map tabs.

tyler Citizen Self Service

Good Afternoon, Sheri L. Rhine

Dashboard Home Apply View Map Report Pay Invoices Search Calendar 1 311

My Permits



Type in keywords "Residential" or "Construction" to search for the permit type and click the search icon on the right.

Application Assistant

residential construction



Click the 'Apply' button.

Dashboard Home **Apply** My Work Today's Inspections Map Report Fee Estimator Pay Invoices Search 311

Application Assistant

residential construction

All Trending My History BTR and LICENSES PERMITS PLANS

Show Categories

Residential Construction Show My Templates

Category Name: Building Description: New Building Residential Construction Single Family Home Duplex Residential Addition/Remodel

Apply

Click the 'Add Location' button.

Dashboard Home **Apply** My Work Today's Inspections Map Report Fee Estimator Pay Invoices Search 311

Apply for Permit - Residential Construction

*REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Review and Submit

LOCATIONS

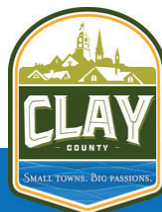
Please enter the site address where the work is being done.

Location

Add Location

+

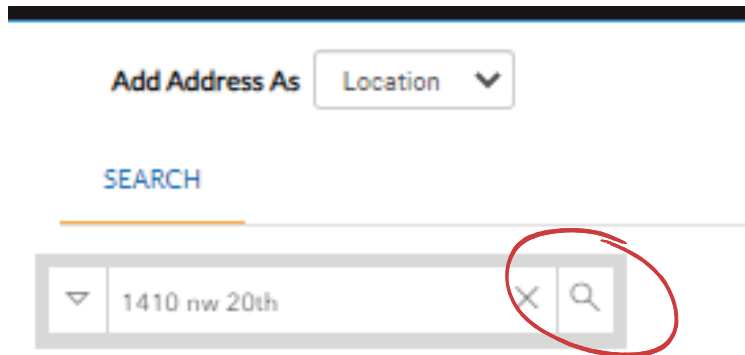
Create Template Save Draft Next



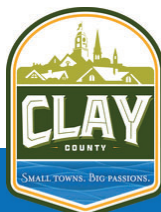
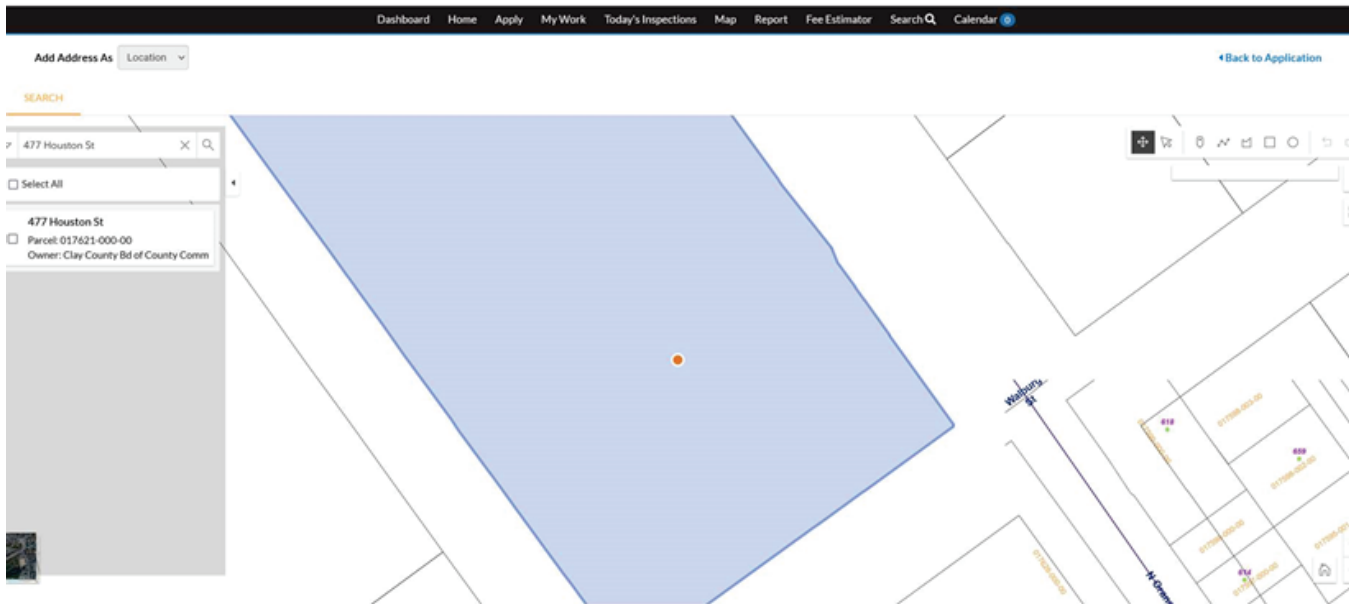
Enter the address or parcel number in the search box.

Note: If you enter a parcel number, you will insert the last three sections of the parcel (i.e. 000000-000-00).

Click the magnifying glass or Enter on your keyboard to start the search.



Select the box next to the correct site address so a blue checkmark is displayed, and click to add the address to the permit:



Click the 'Next button to continue.

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar 311

Apply for Permit - Residential Construction *REQUIRED

- 1 Locations
- 2 Type
- 3 Contacts
- 4 More Info
- 5 Attachments
- 6 Review and Submit

LOCATIONS

Please enter the site address where the work is being done.

Type: Location
1410 NW 20TH AVE Parcel

Main Address

Parcel Number
044423C1037990050

Main Parcel

[Remove](#)

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

Enter the Description, Square Feet and Valuation, then click 'Next'

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar 311

Apply for Permit - Residential Construction *REQUIRED

- 1 Locations
- 2 Type
- 3 Contacts
- 4 More Info
- 5 Attachments
- 6 Review and Submit

PERMIT DETAILS

This permit is for New Construction (Single Family Homes, Duplexes, Townhouses, Model Homes, Semi-Detached Houses, Detached Garages), Residential Remodels, Residential Additions and New Construction of Single Family Homes using Mastered Plans.

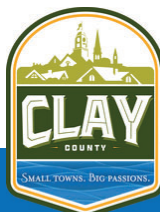
*Permit Type: Residential Construction

*Description: Single family home

*Square Feet: 3105

*Valuation: 200000

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



If the contractor/applicant does not have the correct license type, they will get an error message at this point.

There is no limit to the number of Contacts you can add. You must be a Contact to have access to this permit.

Add any other required/optional contacts by selecting the identifier from the pull-down menu in the blue tile, and clicking Add Contact.

When you have added all the required contacts for the permit, click 'Next'.



Apply for Permit - Clay County - Irrigation Permit *REQUIRED

Locations Type **Contacts** More Info Attachments Signature Review and Submit

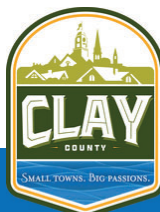
CONTACTS

Contact Instructions can go here

Required certification(s) not found

<p>Applicant</p>  <p>Steve Schoeff (You)</p> <p>1600 Penn Av.</p>	<p>A/C Contractor</p>  <p>Steve Schoeff(You)</p> <p>1600 Penn Av.</p> <p>Remove</p>	<p>Select Type <input type="text"/></p> <p>Add Contact</p> <p>+</p>
---	---	--

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



Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar 201

Apply for Permit - Residential Construction *REQUIRED

✔ Locations ✔ Type ✔ Contacts 1 More Info 2 Attachments 3 Review and Submit

MORE INFO

Master Permit Number [Next Section](#) [Top](#) [Main Menu](#)

Basic Info

*Occupancy Type [Previous Section](#) [Next Section](#) [Top](#) [Main Menu](#)

*Construction Type

*Type of Foundation

*Firewall

*Firewall Rating

*Number of Stories

*Number of Bedrooms

*Number of Bathrooms

*Building Height

*Required Elevation

*Base Floor Elevation

*Roof Type

- Shingle
- Tile
- Metal
- Built up
- Flat Deck
- Other
- Hick

Other List Roof Type

*Proposed Number of Drives

*Basement Footings in Linear Feet

*Septic

Septic Permit Number

Water Meter Quantity

*Water Meter Size

*Electric Service

GIS

*Flood Zone (GIG) [Previous Section](#) [Next Section](#) [Top](#) [Main Menu](#)

Square Feet

*Living Area Sq Ft [Previous Section](#) [Next Section](#) [Top](#) [Main Menu](#)

*Garage Area Sq Ft

*Covered Entry Sq Ft

*Covered Lateral Sq Ft

Setback

*Front Setback [Previous Section](#) [Top](#) [Main Menu](#)

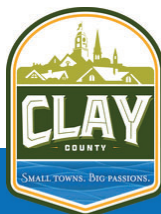
*Rear Setback

*Right Setback

*Left Setback

Enter information into all the required fields (all fields in EnerGov with a red asterisk * next to them are required fields).

Then click 'Next'.



To add the required attachment(s), first select the appropriate attachment description from the pull-down menu on the blue tile(s). You can then either drag-and-drop the appropriate attachment (pdf file) from your desktop into the blue tile or click the “Add Attachment” link on the blue tile and manually select the file from the windows menu that appears. Each tile will hold one document only.

o Note: Documents must be in pdf (portable document) format.

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar 311

Apply for Permit - Residential Construction *REQUIRED

Locations Type Contacts More Info Attachments Review and Submit

Attachments

Please provide the following required documents to be reviewed as part of your permit application:

1. Site Plan
2. Mechanical Pages
3. Plumbing Pages
4. Electrical Pages
5. Structural Pages
6. Truss Layout
7. Window/Door/Shutter Schedule or FL Product Approval or NOAs
8. Energy Calculations
9. Survey
10. Impervious Calculations Worksheet if in R-1 or RML zone
11. Health Department Receipt
12. Drainage
13. Utility Hold Harmless Agreement
14. Recorded & Certified Notice of Commencement (NOC)
15. Burrowing Owl/Gopher Tortoise affidavit
16. Eagle Affidavit - if applicable
17. Owner Builder Affidavit (if Applicable)
18. Use of Private Provider - if using a private provider firm for inspections
19. Seawall Affidavit

Once the permit has been issued the following documents can be uploaded if needed:

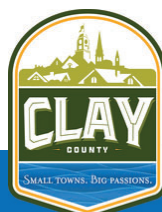
1. Elevation Certificate Under Construction
2. Piling(s) Report
3. Compaction Report
4. Elevation Certificate Finished
5. Final Drainage Survey
6. Private Provider Compliance Report with the Inspection Report Card once the work has been completed and all inspections done. This will be used to close out the permit
7. Extension Request - if the permit has expired prior to all inspections being completed submit this form to have the permit extended so all inspections can be completed.
8. Revision Letter - you will need to upload a letter stating what is being revised as well as a complete set of the required documents that have been changed due to the revision.

Burrowing Owl/Goph

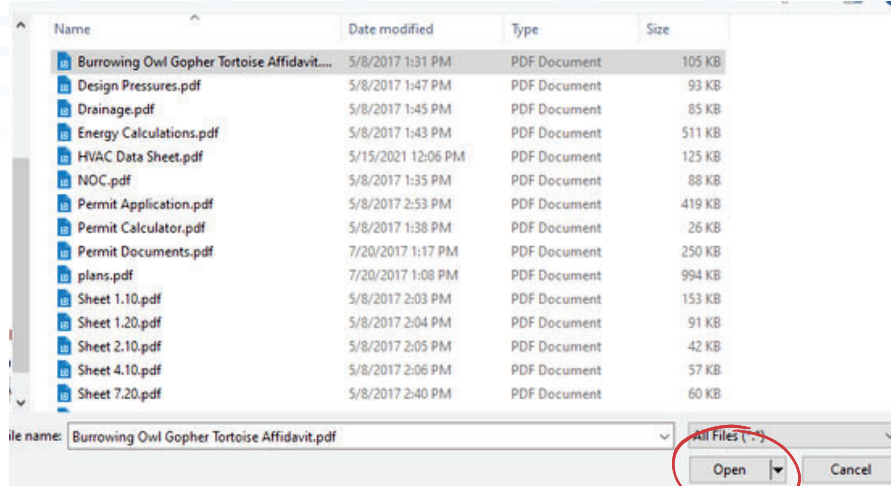
Add Attachment

Supported .pdf

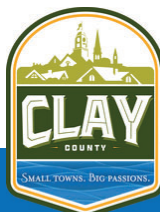
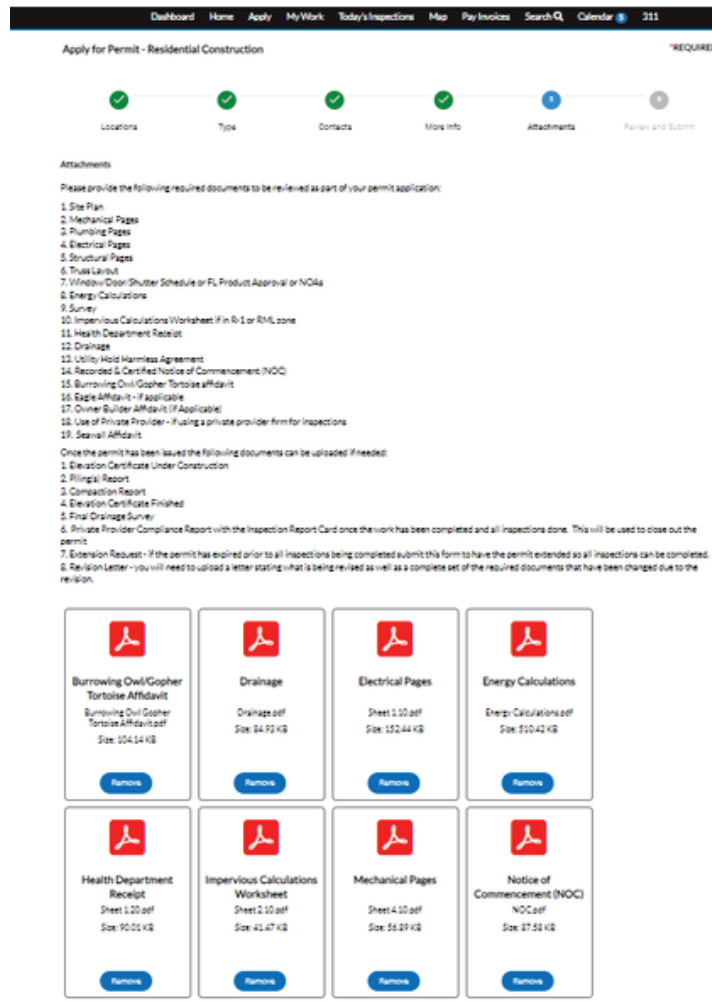
Back Create Template Save Draft Next



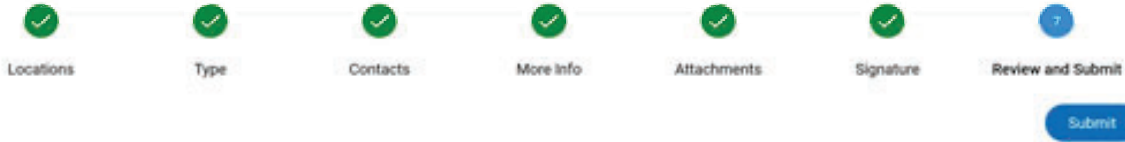
If you choose the second method of attaching documents, navigate to the location of the file on your computer, click the document, and click 'Open':



Continue until all required documents have been attached and click 'Next'.



You are now on Review and Submit. Please review the information entered carefully prior to submitting. You can go back to any area and update the information prior to submitting. Once you have reviewed the information click Submit to have the permit created.



Locations

Location 5989 VILLANUEVA DR, KEYSTONE HEIGHTS, FL, 32656

Parcel Number 006919-045-00

Basic Info

Type Clay County - Residential Accessory Structure - Barn

Description

Square Feet 150

Valuation 500.00

Applied Date 07/14/2023

Contacts

Applicant Steve Schoeff
1600 Penn Av, ,

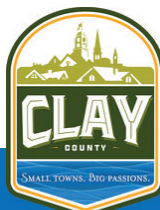
Estimated Fees

The following is a fee estimate and totals are subject to change. Additional fees may apply.

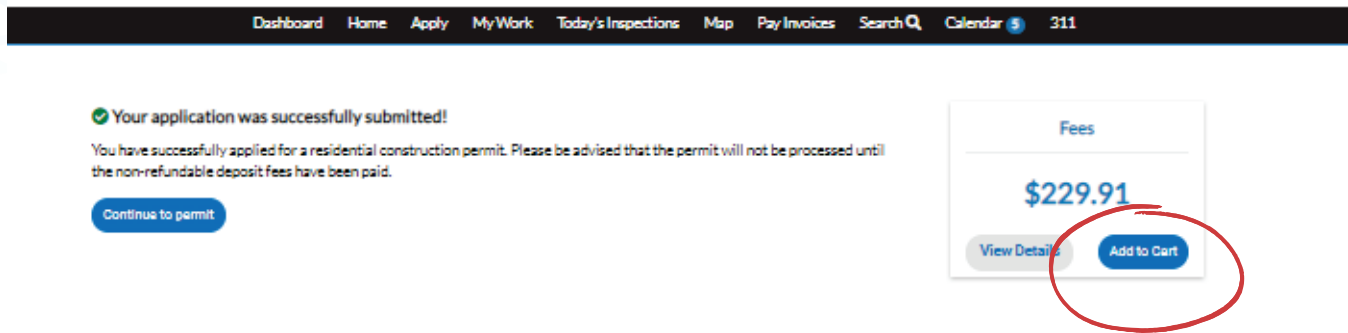
Fee	Amount
Carports, Screen Porches, Barns	\$50.00
Florida State Recovery Fund	\$2.00
Florida State Surcharge	\$2.00

Total: \$54.00

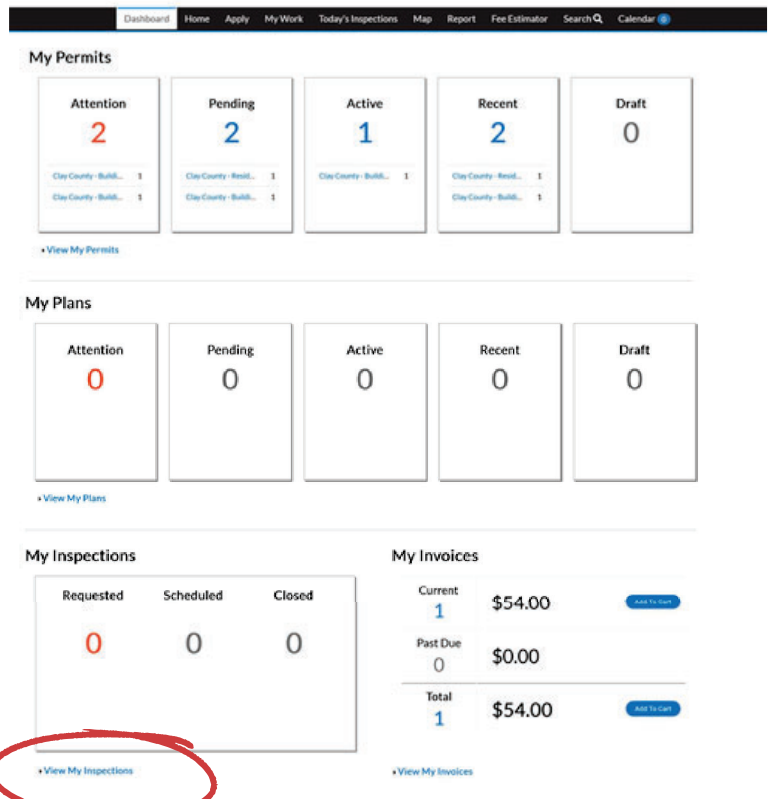
More Info



The following is the Permit successfully created page.



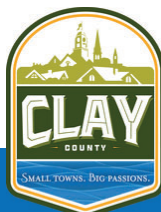
You will be able to see your permit in the Pending tile of the Dashboard tab of your CSS account.



PAYING INVOICES/FEES

Select the 'Dashboard' tab from the top menu.

In the My Invoices section, click “View My Invoices.”



Click the blue Invoice Number that you would like to pay.

My Work

MY INVOICES MY PERMITS MY EXISTING INSPECTIONS

Search... Export to Excel

Add to Cart Display Unpaid for All Invoices

Invoice Number	Amount Due	Due	Status	Case Number	Address
INV-00018494	\$50.00	01/22/2024	Due	RAS0723-0386	5989 VILLANUEVA DR KEY...

Showing 1 records.

Follow the screen prompts to pay the invoice.

REQUESTING INSPECTIONS (PERMITS INITIALLY APPLIED FOR IN ENERGOV)

Click on the 'My Work' tab.
Select 'My Permits' and click on the blue permit number for which you would like to schedule an inspection. The information and workflow screen for that permit will appear.

Note that many permits will display a “Hold” notice at the top of the screen. In many cases, these notices are informational only and will not restrict permitting activity such as scheduling an inspection or paying fees/invoices. Examples include notices stating that the “Parcel is in a Flood Zone” or “Parcel has a Burrowing Owl or Gopher Tortoise present.”

Permit Number: RAS0723-0386 Add to Cart

Permit Details | Tab Elements | Main Menu

Type: Clay County - Residential Accessory Structure - Barn	Status: Submitted - Online	Project Name:
IVR Number: 27835	Applied Date: 07/14/2023	Issue Date:
District: 4	Assigned To: Unassigned	Expire Date:
Square Feet: 150.00	Valuation: \$500.00	Finalized Date:
Description:		

Summary Locations Fees Inspections Attachments Contacts Sub-Records More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00

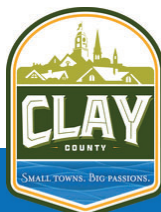
View Details Add to Cart

Workflow

- Confirm Application Complete
- Residential Building Permit Review (non-Subdivision)
- Create Flood Development Case
- Driveway - Site Review
- Zoning Site Simple Review Revision
- Building Revision Review (Residential)
- Collect Fees
- Issue Permit
- Footing/Prepour Inspection

Available Actions

No Actions



Select 'Inspections'. A menu will appear which displays the inspections for the permit.

In the Action column, inspections that can be requested next have a radio box next to them which can be selected.

Inspections that cannot be requested yet due to prerequisite inspections not being passed yet have a red comment declaring this status.

IVR Number:	27835	Applied Date:	07/14/2023	Issue Date:	07/14/2023
District:	4	Assigned To:	Unassigned,	Expire Date:	07/14/2023
Square Feet:	150.00	Valuation:	\$500.00	Finalized Date:	
Description:					

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Description	Reinspection	Action
Footing/Prepour Inspection Residential	No	<input type="checkbox"/>
Concrete Slab Inspection Residential	No	<input type="checkbox"/>
Fill Cell (concrete blocks) Residential Inspection	No	<input type="checkbox"/>
Nailing (Wall) Residential Inspection	No	<input type="checkbox"/>
Roof Nailing Residential Inspection	No	<input type="checkbox"/>
Floor Framing	No	<input type="checkbox"/>
Framing (tie downs) Inspection	No	<input type="checkbox"/>
Wall Framing	No	<input type="checkbox"/>

Select the inspection(s) you would like to schedule and click 'Request Inspection'.

Click the calendar icon in the Requested Date field and select a desired inspection date. Enter any additional information, comments, or gate codes in the box provided, and click Submit .

A confirmation screen will appear:

1 Case #RAS0723-0386

Inspection Type: Footing/Prepour Inspection

Case Type: Clay County - Residential Accessory Structure - Barn

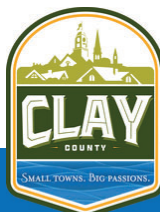
Address: 5989 VILLANUEVA DR KEYSTONE HEIGHTS, FL 32656

Requested Date: 07/28/2023

Comments/Gate Code

Contact Name: steve

Contact Phone: (904) 867-5309



Return to the work area of your choice by clicking one of the menu buttons at the top of the screen.

MONITORING INSPECTION STATUS

Click on the 'My Work' tab.

Select 'My Permits' to view the information for the permit of your choice.

The information and workflow screen for that permit will appear. Permit notifications such as failed inspections will appear as a blue link in the Attention Reason column.

Click on the “Failed Inspections” link to see more information:

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

Type:	Clay County - Residential Accessory Structure - Barn	Status:	Fees Due	Project Name:	
IVR Number:	27835	Applied Date:	07/14/2023	Issue Date:	07/14/2023
District:	4	Assigned To:	Unassigned,	Expire Date:	04/04/2024
Square Feet:	150.00	Valuation:	\$500.00	Finalized Date:	
Description:					

[Summary](#) | [Locations](#) | [Fees](#) | **[Inspections](#)** | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [Holds](#) | [More Info](#)

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

Sort [Description](#) ▾

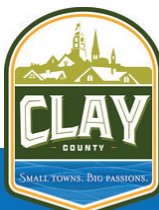
View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-028930-2023	Footing/Prepour Inspection Residential	Re-inspection required (with fee)	07/28/2023			Cancel Inspection

Results per page [10](#) ▾ 1 - 1 of 1 << < 1 > >>

Request Inspections

Sort [Order](#) ▾

Description	Reinspection	Action
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SUBMITTING A REVISION OR RESUBMITTING DOCUMENTS WITH CORRECTIONS

Click on the tab 'My Works'.

Select 'My Permits' to view the information for the permit of your choice.

The information and workflow screen for that permit will appear.

Note that many permits will display a “Hold” notice at the top of the screen. In many cases, these notices are informational only and will not restrict permitting activity such as scheduling an inspection or paying fees/invoices.

Permit Number: RAS0723-0386 Add to Cart 


Permit Details | Tab Elements | Main Menu

Type:	Clay County - Residential Accessory Structure - Barn	Status:	Fees Due	Project Name:	
IVR Number:	27835	Applied Date:	07/14/2023	Issue Date:	07/14/2023
District:	4	Assigned To:	Unassigned,	Expire Date:	04/04/2024
Square Feet:	150.00	Valuation:	\$500.00	Finalized Date:	
Description:					

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

Attachments | Next Tab | Permit Details | Main Menu

Attachments Sort Needs Action




Architectural Drawings

PSL A2_v1.pdf

Version: 1

Status: Under Review




Owners Affidavit

12200657 CO_v1.pdf

Version: 1

Status: Under Review



Site Plan

2446 Falling Star_v1.pdf

Version: 1

Status: Under Review

Additional Documentation Set

Add Attachment

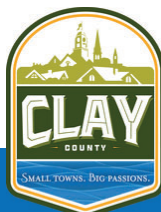
+

Supported:

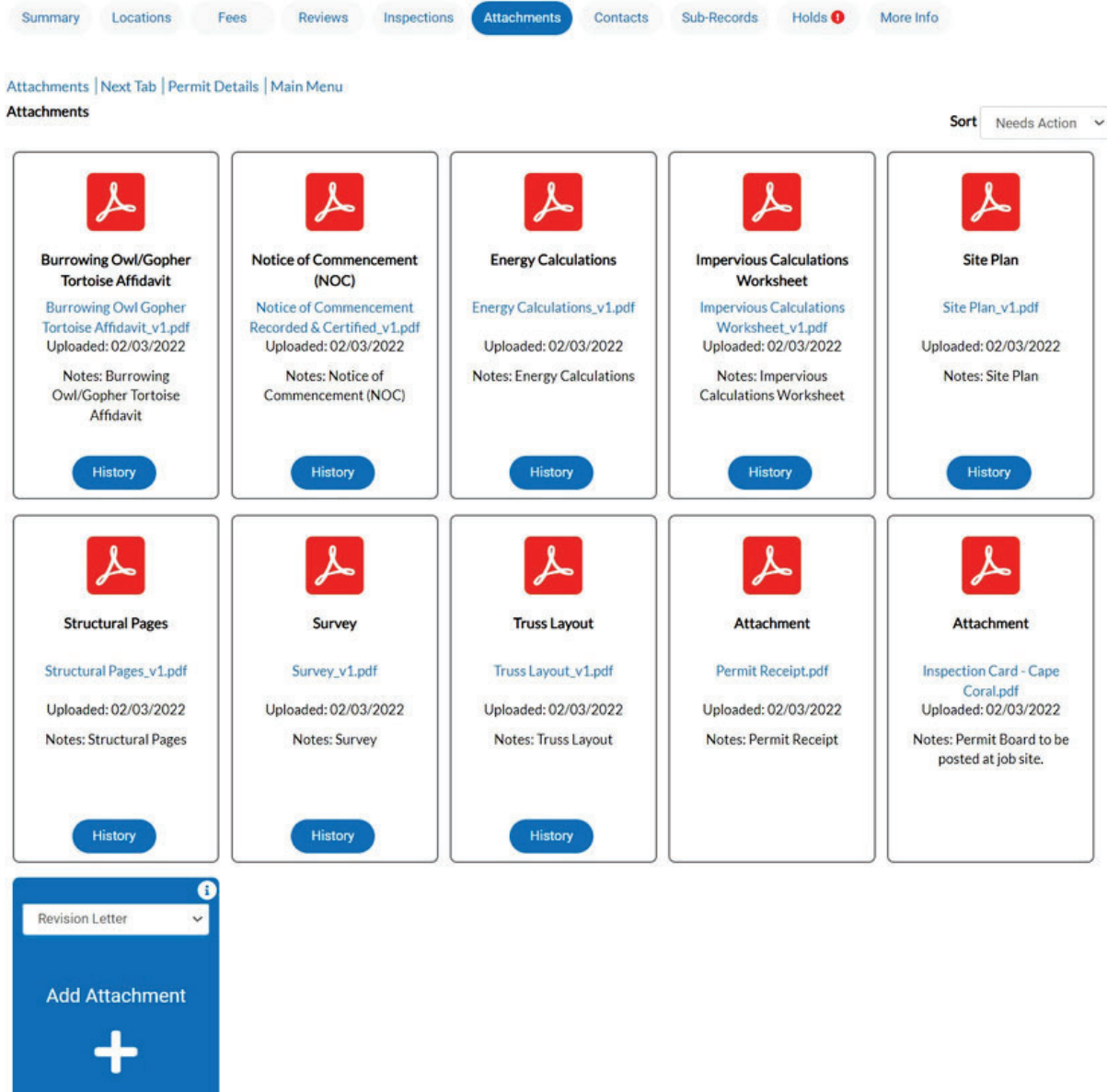
pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, zip, csv, rtf, txt

Submit

Examples include notices stating that the “Parcel is in a Flood Zone” or “Parcel has a Burrowing Owl or Gopher Tortoise present.”



The 'Available Action' menu in the lower right of the screen will list several available actions for the permit. Select the 'Attachments' button. Select "Revision Letter" from the pull-down menu in the blue Add Attachment tile at the bottom of the screen. Drag and drop the Revision Letter (in pdf format) to the blue tile, or click on the plus sign and select the file from your computer.



Repeat this process with any documents which will be part of the revision. Select the appropriate file description from the pull-down menu in the blue Add Attachment tile, drag and drop the Revision Letter (in pdf format) to the blue tile, or click on the plus sign and select the file from your computer. Each tile holds one file (pdf).

