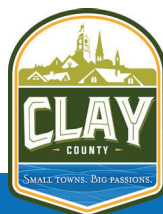# Enterprise Permitting and Licensing Citizen Access Portal User Manual

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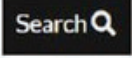
CLAY COUNTY
ADMINISTRATION
BUILDING

CLAY
COUNTY
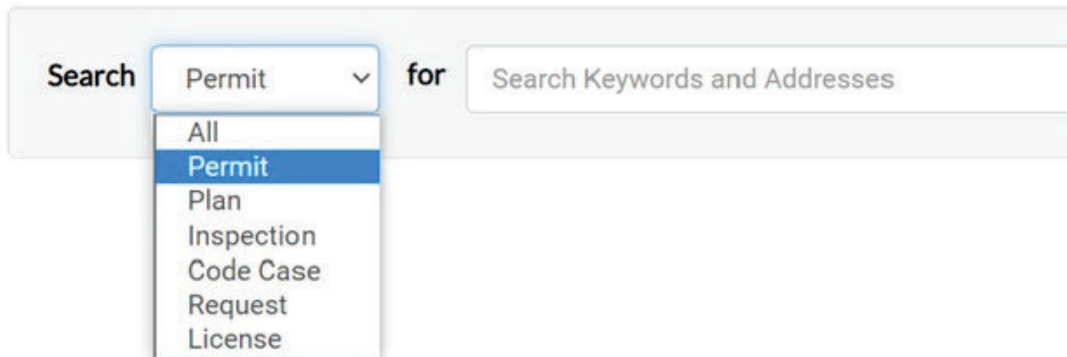SMALL TOWNS. BIG PASSIONS.

Contents

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 **Search Q** to access information:

Public Information

Search	Permit ∨	for	Search Keywords and Addresses

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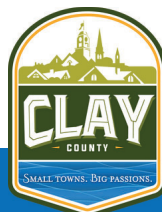
After you have registered, you can log into the Citizen Access Portal (CAP) portal at any time in the future.

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.

IAfter 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.

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.
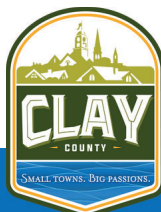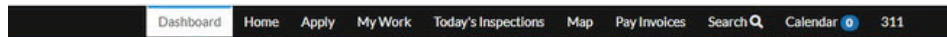
TOP MENU NAVIGATION TABS

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.
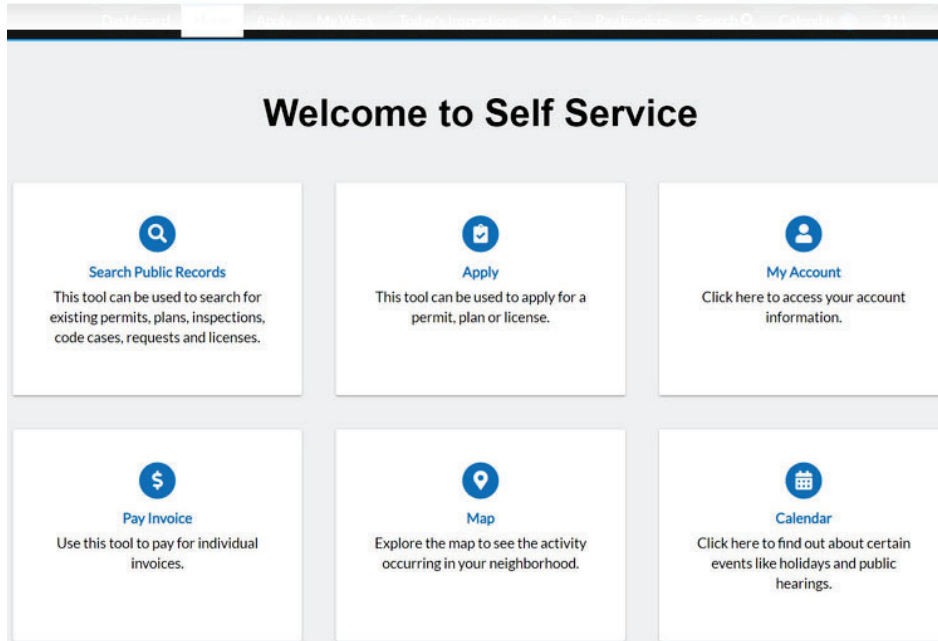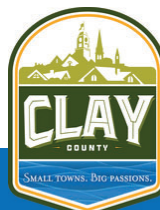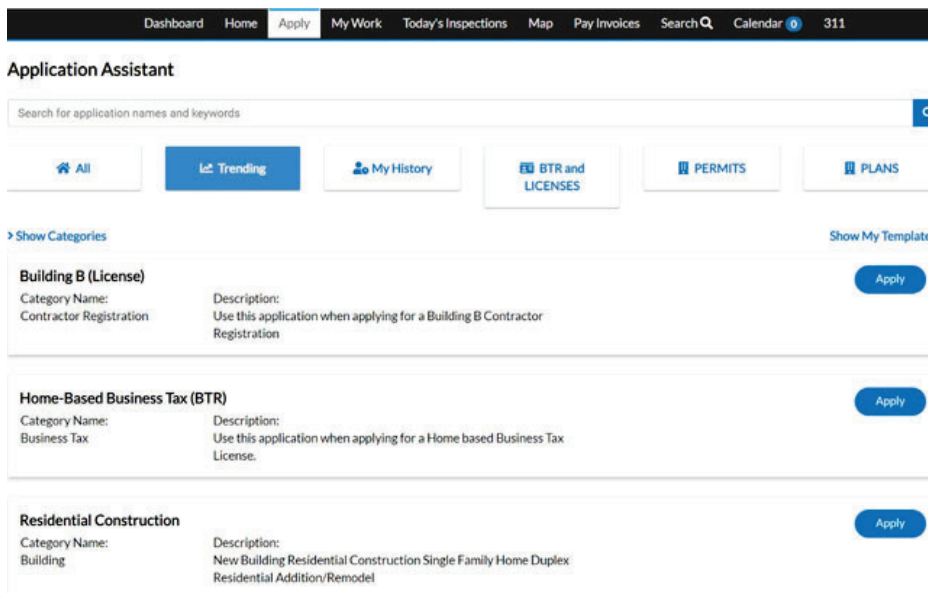
HOME

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.


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.
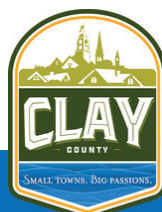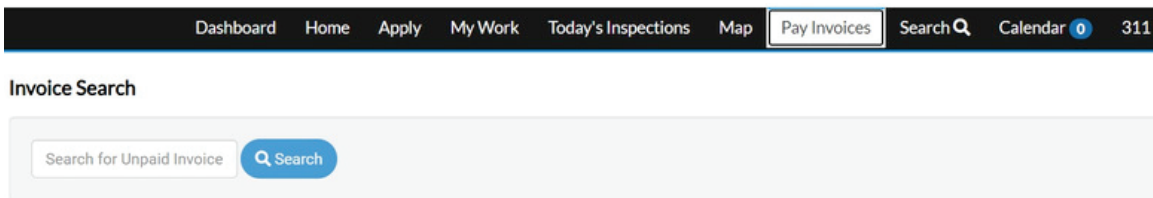
MAP

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.
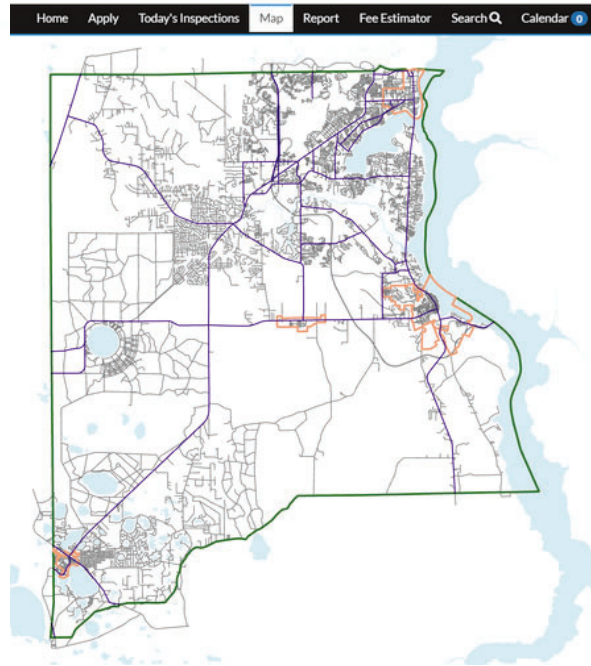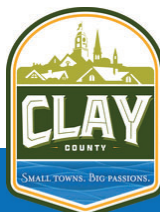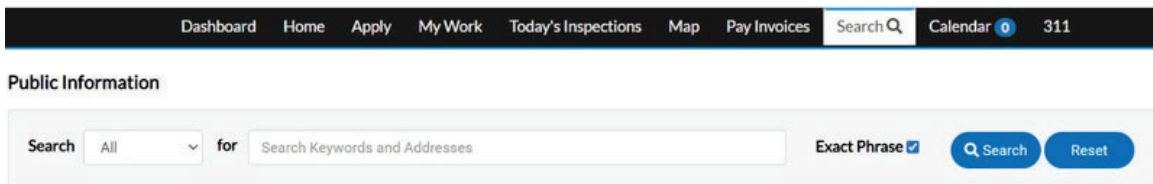

PAY INVOICES

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.

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.

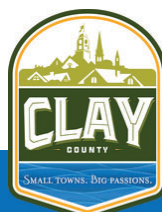After logging into your account, click the "Apply" tab at the top menu.

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

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

Click the 'Apply' button.

Click the 'Add Location' button.
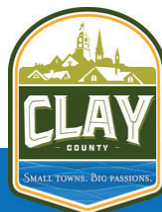
Enter the address or parcel number in the search box.

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

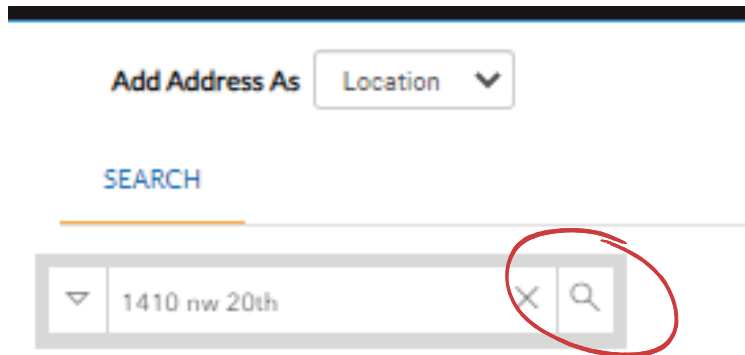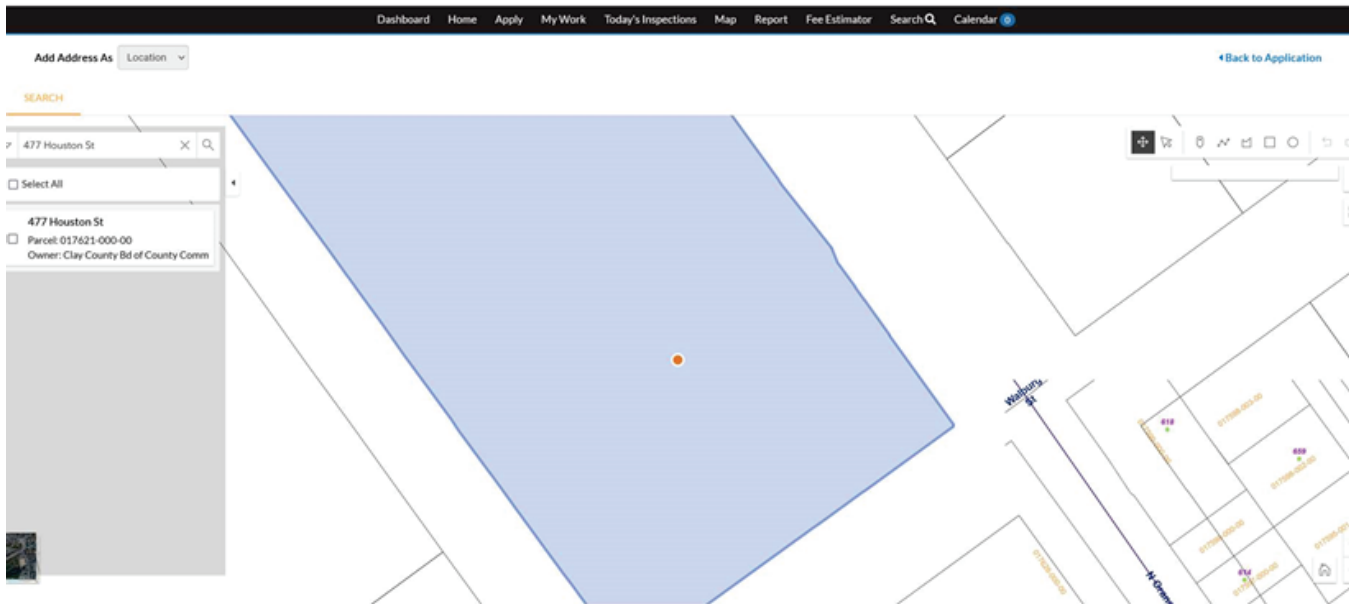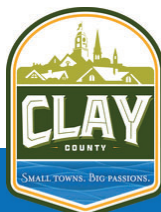Click the magnifying glass or Enter on your keyboard to start the search.

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.

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

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

Then click 'Next'.
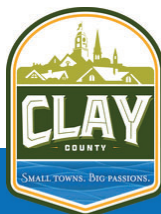
To add the required attachment(s), first select the appropriate attachment description from the pull-down menu on the blue tile(s). You can then either drag-and-drop the appropriate attachment (pdf file) from your desktop into the blue tile or click the "Add Attachment" link on the blue tile and manually 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.

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':
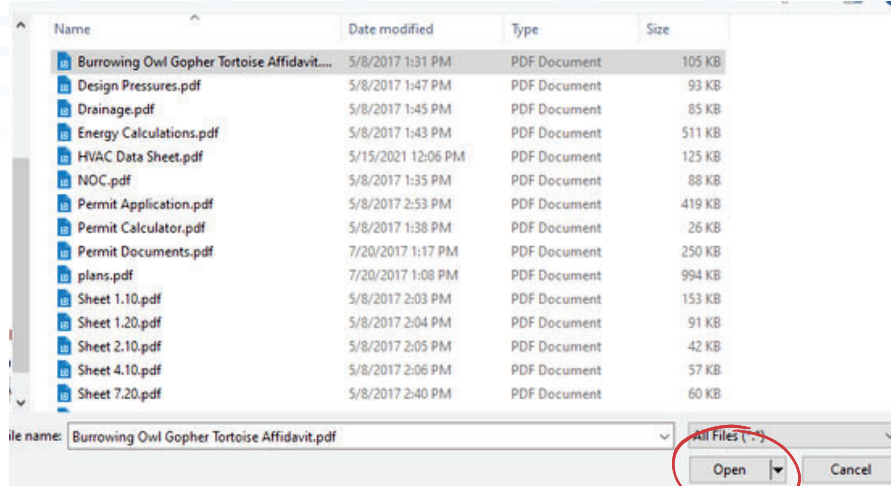
Continue until all required documents have been attached and click 'Next'.
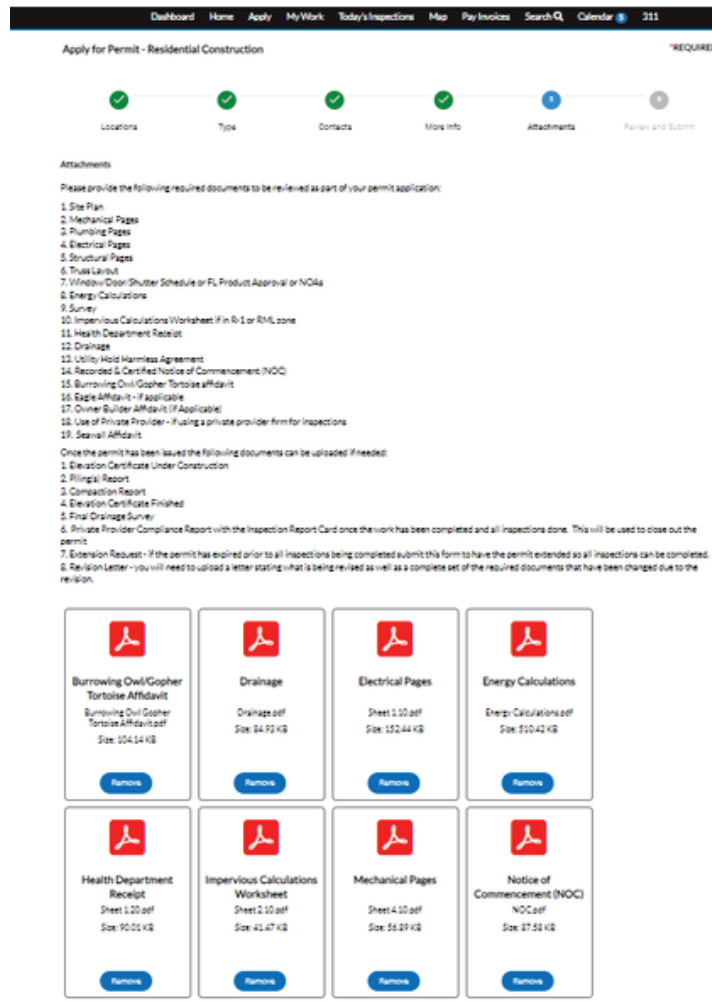
You are now on Review and Submit. Please review the information entered carefully prior to submitting. You can go back to any area and update the information prior to submitting. Once you have reviewed the information click Submit to have the permit created.
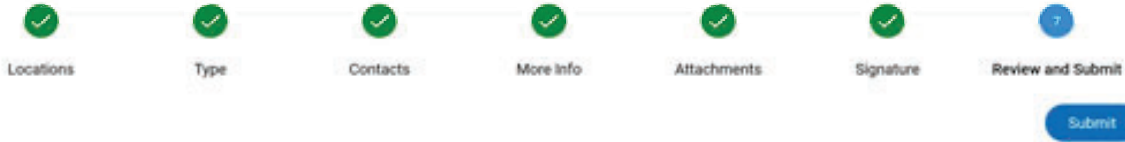
Locations

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
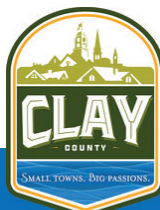
The following is the Permit successfully created page.
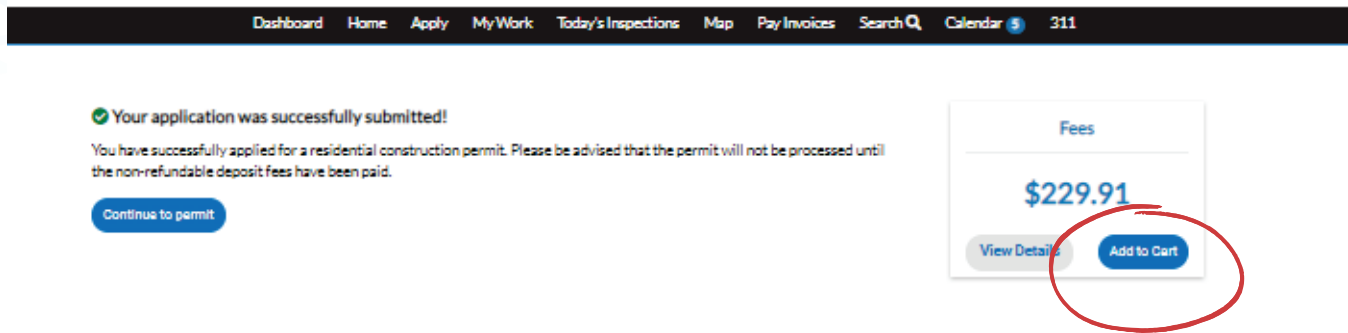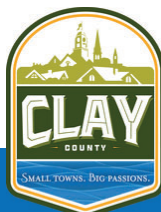
You will be able to see your permit in the Pending tile of the Dashboard tab of your CSS account.
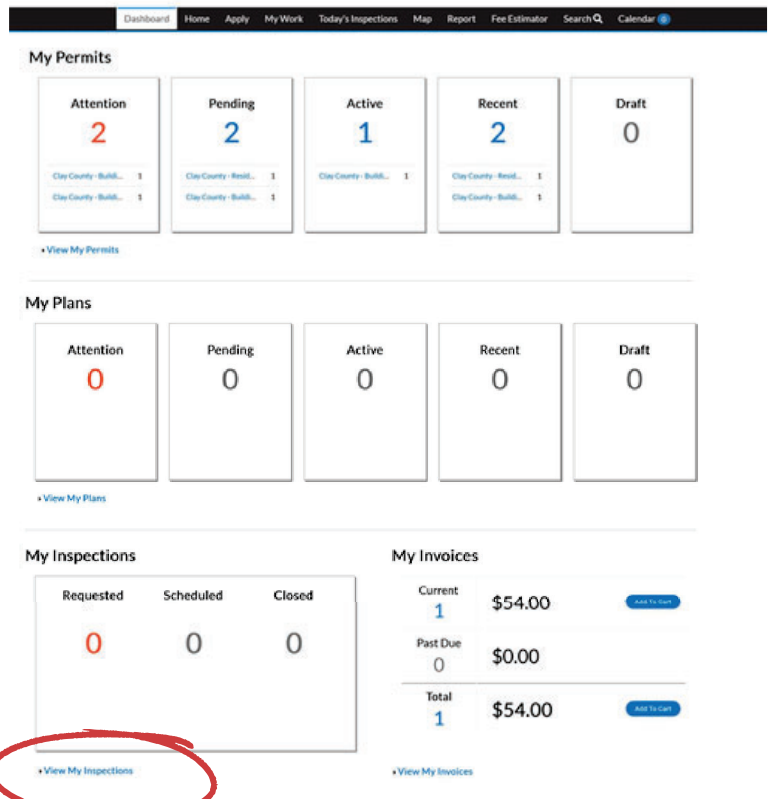
PAYING INVOICES/FEES

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.

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."

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.

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:

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 ❶ | Attachments | Contacts | Sub-Records | Holds | More Info |

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

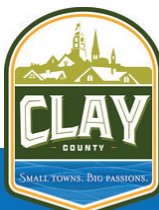**Existing Inspections**   Sort Description ⌄

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

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.

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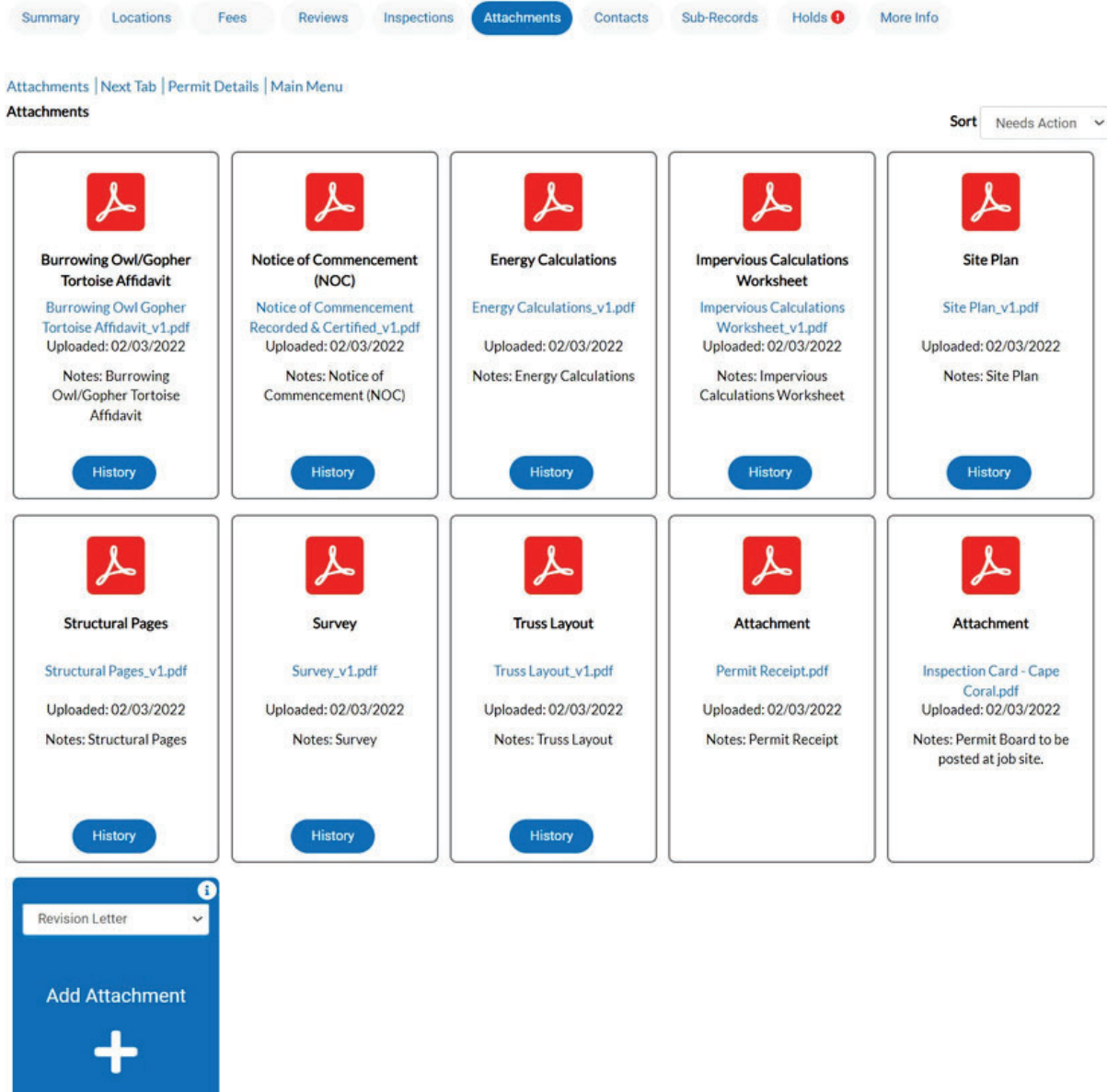
Repeat this process with any documents which will be part of the revision. Select the appropriate file description from the pull-down menu in the blue Add Attachment tile, drag and drop the Revision Letter (in pdf format) to the blue tile, or click on the plus sign and select the file from your computer.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