

## How to gain access to the Self Service Access Portal

Type [access.columbiasc.gov](https://access.columbiasc.gov) into your browser address bar. From the main page, click on “Register”.

The screenshot shows the homepage of the City of Columbia Self Service Access Portal. At the top left is the City of Columbia logo. To its right is the text "CITY OF COLUMBIA" and "Self Service Access Portal". On the top right, it says "Good Afternoon, Guest" with a red arrow pointing to a dropdown menu that contains "Log In" and "Register" (which is circled in red). Below the header is a navigation bar with "Home", "Map", and "Government" (with a dropdown arrow). The main content area has a heading "Welcome to Columbia's Online Service Portal!" followed by a paragraph: "This Self Service Access Portal is a service provided by the City of Columbia to our Community. We hope you find it useful!". Below this is a section "Use our online portal to:" with a bulleted list: "Apply for permits.", "Pay fees related to licensing or permits.", "Print permits and receipts.", "Search for permits and plan submittals.", and "Request inspections or see inspections results for permits.". A note follows: "If you experience challenges with online application submittal or document upload, please call the Development Center 803-545-3420." At the bottom, there is a box for "New Users" with the text: "Online accounts require approval for use; please allow 1-3 business days for approval; however, additional time may be required for cases where there may be questions about some aspect of the account or business." Below this text is a "Register" button circled in red.

On the Register page, enter the email account that you wish to associate with your “access” account.

The screenshot shows the "Registration" page of the City of Columbia Self Service Access Portal. At the top left is the City of Columbia logo. To its right is the text "CITY OF COLUMBIA" and "Self Service Access Portal". On the top right, it says "Good Afternoon, Guest" with a dropdown arrow. Below the header is a navigation bar with "Home", "Map", and "Government" (with a dropdown arrow). The main content area has a heading "Registration" followed by a box that says "Step 1 of 3: Email Address". Below this is the text "Your e-mail address is your username." followed by an "Email" label, an input field, and a "Next" button. Below the input field is a red error message: "Email address is required".

After clicking “next”, you will receive an email requesting confirmation. Click on the provided link in the email to verify the address and complete the registration process.

When registering your information, please be accurate and thorough in your answers. Errors and omissions will hinder City staff from authenticating your access request in a timely manner.

Please allow up to 48 hours (excluding holidays and weekends) for review and approval of your access account request. You will receive a follow-up email informing you upon approval. Should an issue arise, a staff member will contact you by phone or email for additional information or verification.