

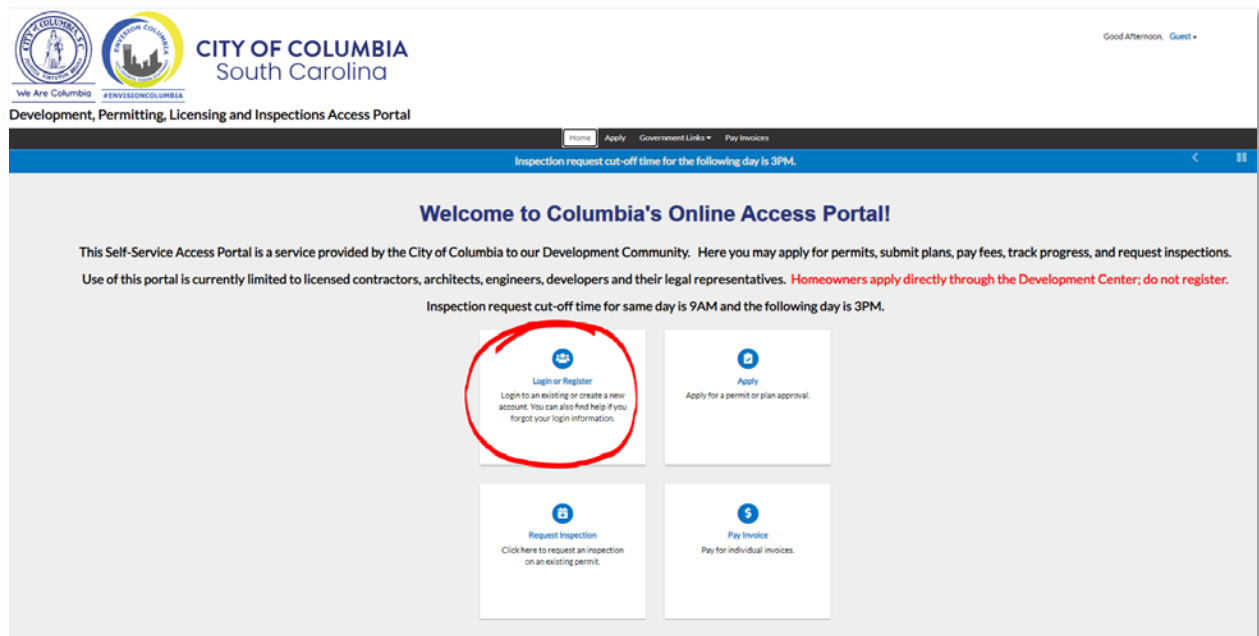
Access Portal Guide and Frequent Issues and Fixes

The portal is for use by contractors, engineers, architects, other development professionals, and their employees. It is *not* currently for use by homeowners.

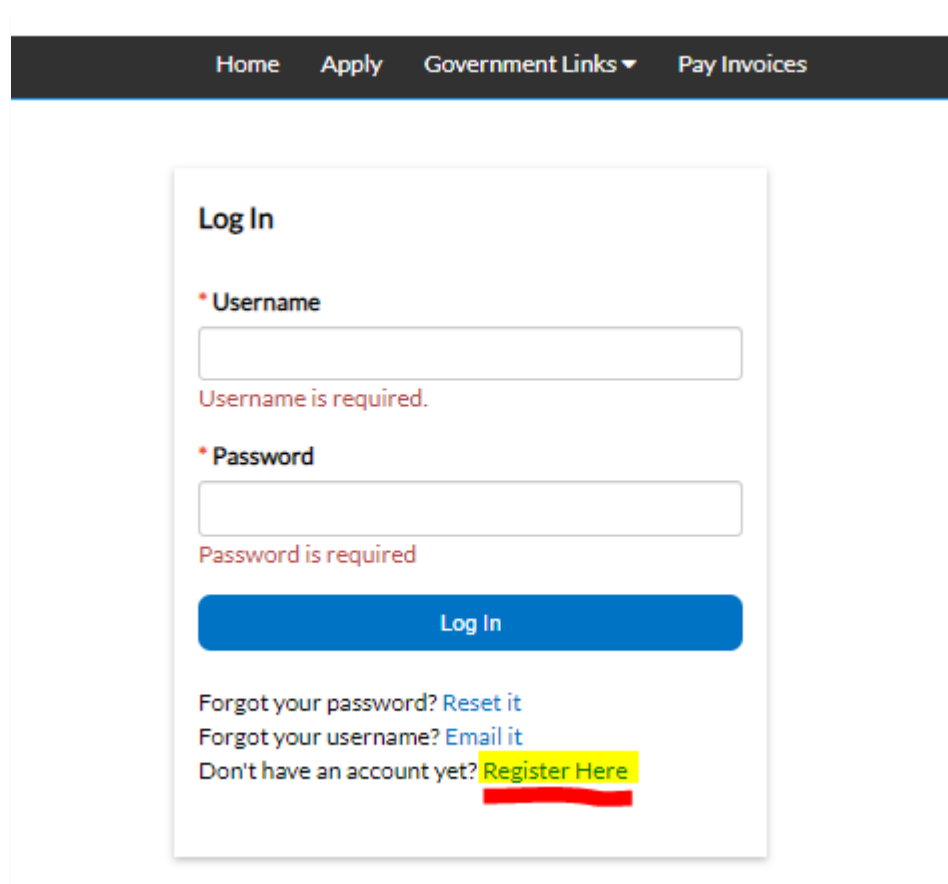
Users will visit the portal at <https://access.columbiasc.gov>.

Registration

Upon reaching the Access Portal site, new users will click on the **Login or Register** card to begin the process of registration.



On the following **Log In** page, new users will click on the link for **Register Here** at the bottom, and progress to the next page.

A screenshot of a web application's login page. At the top is a dark navigation bar with links: Home, Apply, Government Links (with a dropdown arrow), and Pay Invoices. The main content area is white and contains a 'Log In' form. The form has two input fields: 'Username' and 'Password', both preceded by an asterisk. Below the 'Username' field is a red error message 'Username is required.' Below the 'Password' field is a red error message 'Password is required'. A blue 'Log In' button is positioned below the password field. At the bottom of the form, there are three links: 'Forgot your password? Reset it', 'Forgot your username? Email it', and 'Don't have an account yet? Register Here'. The 'Register Here' link is highlighted with a yellow background and a red underline.


On the **Registration** page, new users will check the box to make affirmation, and enter the email address that they wish to be associated with their login. Preferably, their email should be the one associated with the entity for which they are registering. If the prospective user needs to manage multiple entities, then they will need a different login for each. This will be their personal login, not to be shared with others. Multiple users for a specific entity should have their own personal login, not a shared login. Then click the **Next** button.

[Home](#) [Apply](#) [Government Links](#) [Pay Invoices](#)

Registration

Step 1 of 5: Email Address

This system is intended for the purposes of facilitating applications, payments, and inspection requests electronically by persons or business entities with the City of Columbia, SC. By requesting an Access account, under penalty of perjury, you are acknowledging that you are the person being portrayed, and that you have legal authority to conduct business on behalf of said entity.

 I hereby affirm that I am the person represented herein and that I have legal authority to make application and conduct business on behalf of the entity for which I am requesting.

Email

Next

Email address is required

Forgot your password? [Reset it](#)

If they have previously registered, “**This email address is in use.**” Will present below their email address to alert them that the address is already registered. User should then proceed to either reset their password or register with a different email address.

Upon successfully entering a valid email address, the user will be presented with the following message:

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

New user will proceed to check their email, and click on the link **Confirm**.

From: Development Center
Sent:
To:
Subject: Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

On the **Registration** page, new users will complete the **reCAPTCHA** verification process, enter their email as their **Username**, enter a complex **Password**, confirm the same password, and click **Next**.

Registration

Step 2 of 5: Login information

*REQUIRED

☐

I'm not a robot



* Username

* Password

* Confirm Password

Email sw [REDACTED]@ [REDACTED].net

Next

On the proceeding page, new users will enter their personal information along with the name of their company. Failure to provide the name of their company will delay or negate the approval of their request. New user will then complete the registration process by clicking **Submit**.

City staff will receive notification of the pending request and review it for acceptance. Upon acceptance, the new user will receive a confirmation email stating their access account has been set up and is active.

New user will return to access.columbiasc.gov and again click on the Login card, which will present the login page. The user is now ready to login and proceed to their records.

Log In

* Username

* Password

Log In

Forgot your password? [Reset it](#)

Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

Login Failure: Locked Out, Forgot Password, etc.

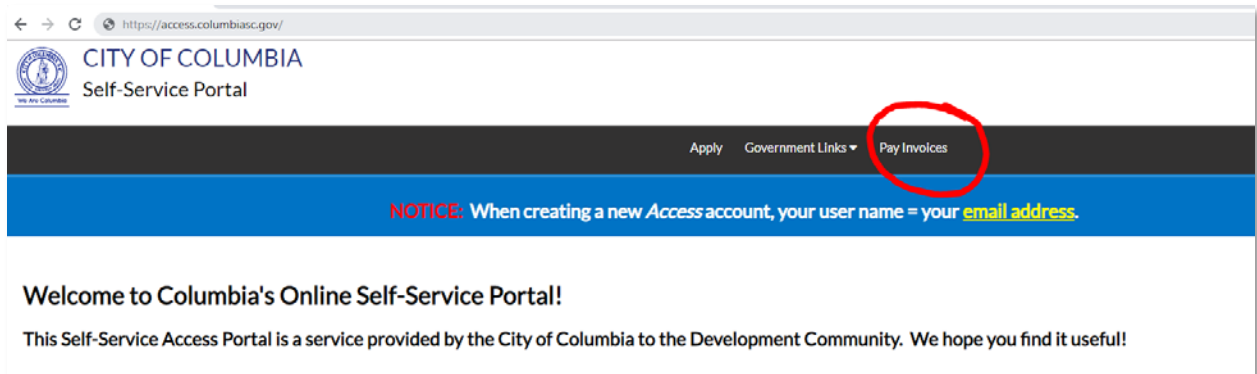
If you are experiencing login failure, please make sure to use your email address as your user name. Please double check your password. If you have forgotten your password, you can reset it. If you enter the incorrect email too often, you will be locked out of your account for 10 minutes after which time you should reset the password.

Occasionally, a newly registered user may experience one of two issues: you created a username that wasn't your email address; or your email provider may be blocking The City of Columbia's automated email from getting to you. Usernames are automatically reset to the registered email address on a continuous 4-hour cycle daily beginning at midnight.


Online Payments

Any customer may pay for an invoice online with or without having an Access account. Convenience fees apply. Customers are able to pay fees associated with building permits, development plans, business licenses, code violations, rental permits, and inspections without creating an account if an invoice has been issued. Payment options are credit/debit card or electronic check.

Registered users go to <https://access.columbiasc.gov/> and **Login**. All invoices ready for payment and associated with your entity will be present on your dashboard. If customer is unregistered or paying an invoice for an unrelated entity, from the main page, click **Pay Invoices**.



Nonregistered customers may also go directly to <https://access.columbiasc.gov/selfservice#/payinvoice>. Enter the complete Invoice number provided on your unpaid invoice, then click **Search**. Only valid, unpaid invoices will be presented.


**CITY OF COLUMBIA**
Self-Service Portal

ApplyGovernment LinksPay Invoices

Invoice Search

Search for Unpaid InvoiceSearch

Click the **Pay Now** button.

Invoice Number: 002[REDACTED]

Invoice Total: \$10.00

Status: Invoiced, Past DueInvoice Date: 03/10/2020Due Date: 03/11/2020

Description: NONE

Primary FeesMisc FeesPaymentsAttachmentsContacts

Primary FeesSort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Zoning Compliance Review Fee	\$10.00	\$10.00	[REDACTED]	Business License	

Results per page 101 - 1 of 1<<<1>>>

Pay Now

Customer will be taken to the SC.GOV payment portal to complete the transaction.

The screenshot displays the SC.GOV payment portal interface. At the top, a navigation bar includes the SC.GOV logo and a 'Contact' link. Below this, a progress bar shows four steps: 1. Payment Type (active), 2. Customer Info, 3. Payment Info, and 4. Submit Payment.

Transaction Detail

The following amounts will be remitted back to the City of Columbia.

SKU	Description	Unit Price	Quantity	Amount
002 [REDACTED]	NONE	\$10.00	1	\$10.00
Total				\$10.00

Payment

Payment Type

Payment Type *

Credit Card [dropdown arrow] ✓

Next >

Customer Information

Payment Info

Cancel

Transaction Summary

NONE	\$10.00
SC.GOV Total	\$11.17

Need Help?

Select Payment Method and Continue to proceed with payment.

After successfully completing the payment, SC.GOV will send the customer an email receipt and City of Columbia staff will be notified of payment. Customer will automatically be returned to the Access Portal.

Repeat customers such as licensed contractors are strongly encouraged to create an Access account.

Addresses

When applying for a permit, customer will first be asked to add a location. In most circumstances, customer will add the official address; the process for doing so is shown below. In less common circumstances, the customer will add the parcel (when no official address exists), i.e. Subdivision Plats.

Click **Add Location** to begin the process. Most plan and permit types allow multiple address selections.

Apply for Permit - Residential Renovation *REQUIRED

1 2 3 4 5 6 7

Locations Type Contacts More Info Attachments Signature Review and Submit

LOCATIONS

Provide the legal address of the structure where work is to be performed.

Site Address ▼

Add Location

+

REQUIRED

Create Template Save Draft Next

On the next page, customer will search for the address by entering ONLY the street number and street name. Omit street type, city, etc. Only valid addresses located within the City of Columbia will return.

Click **Add** to select the address where work is to be done.

◀ Back to Application

Add Location

Address Parcel

Add Address As Site Address

Search

Address Information

Search 1333 main

Address	Action
1333 MAIN ST., COLUMBIA, SC 29201	Add
1333 MAIN ST, 100, COLUMBIA, SC 29201	Add
1333 MAIN ST, 110, COLUMBIA, SC 29201	Add
1333 MAIN ST, 170, COLUMBIA, SC 29201	Add
1333 MAIN ST, 170B, COLUMBIA, SC 29201	Add

The location can also be searched by the tax parcel ID number (TMS). To use the TMS in place of an address, simply select **Parcel** under **Add Location** instead of **Address**. Then enter the parcel number as 00000-00-00 and click **Search**. If addresses exist which are associated with the entered parcel, user may select one or more addresses by clicking **Add**.

Addressing Issues

There are currently 3 known reasons why a customer may not be able to find the project address through the online permitting portal:

- 1) The address is not in the City;
- 2) The address or street name was improperly typed (misspelled); or,
- 3) The address provided does not exist.

The address should first be confirmed by Development Center or Zoning staff. If the customer is still experiencing an issue, then it may be an internal GIS issue where the address or parcel causes an error when added to a permit. This is a known issue relating to condominiums.

File Upload Issues

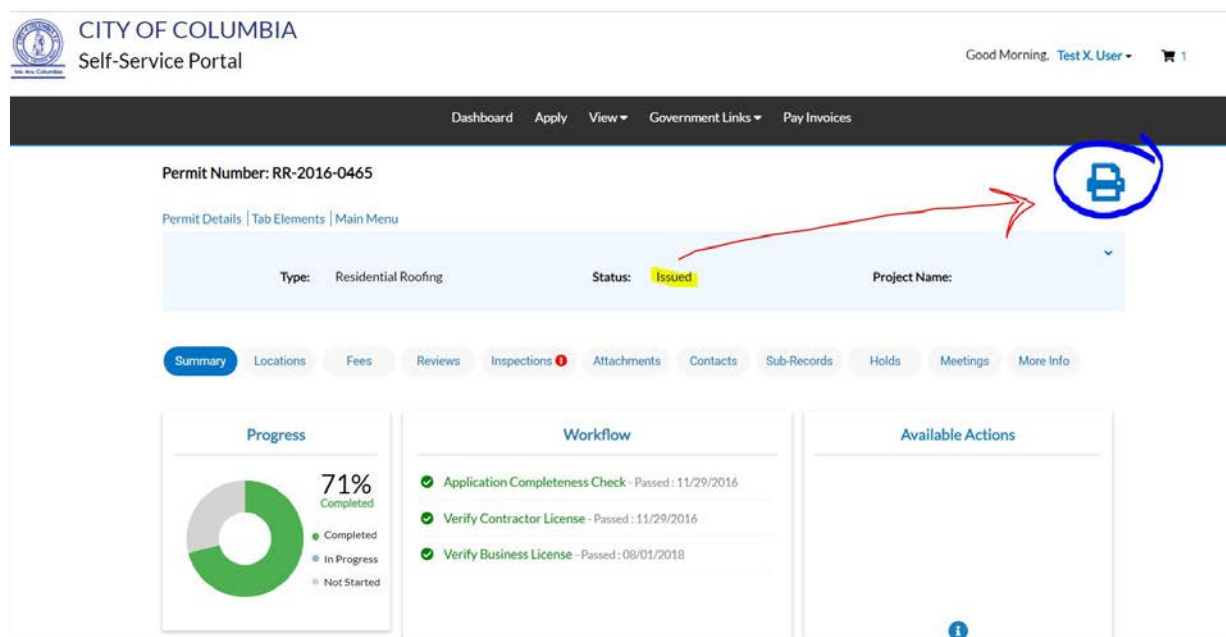
Occasionally, file upload issues on the portal arise. Typically, the customer will experience the file upload freezing at 100% complete. When this occurs, it can be for several reasons:

- 1) Issue: The file(s) is too large; Solution: Customer must either reduce file size or break up into sections and submit each.
- 2) Issue: There is a non-standard character in the file name (i.e. # , @ ! etc.); Solution: Customer should rename the file with plain, alphanumeric text (i.e. ABC 123).
- 3) Issue: One or more files originated in file type other than pdf; Solution: Customer must scan the document directly to pdf and not convert from some other file type to pdf.
- 4) Issue: The file is either corrupted or contains a virus; Solution: Customer must reacquire the file in an uncorrupted and virus-free state.
- 5) Issue: The City server or process running thereon is hung up or in conflict; Solution: IT staff must troubleshoot and resolve.

If the likely issue is #5, the customer must provide the IP address of the device on which they are using to apply online. It must be that specific device! To acquire the IP address, the customer navigates to <https://ipchicken.com/>. City staff then must submit a Helpdesk ticket to IT and provide the customer's IP address along with a description of the issue.

Printing a Permit Online

Registered customers will access their account and navigate to their active permit through either the Dashboard or by searching for the permit record under **My Work/My Permits**. Once on the permit record, if the permit has been issued, they will click on the **Printer** icon to receive their permit record in PDF and their permit placard for posting.



Requesting Inspection Online


Registered users may request inspections on issued permits as needed by first accessing the permit record through the portal. To locate the desired permit, user may use either the **Dashboard** or **My Work**. The **My Work** feature contains an elastic search capability and multiple filter options.

The screenshot displays the 'My Work' section of a web portal. At the top, a navigation bar includes links for Dashboard, Home, Apply, My Work (highlighted), Government Links, and Pay Invoices. Below this, the 'My Work' header is followed by tabs for MY INVOICES, MY PERMITS (selected), MY PLANS, and MY EXISTING INSPECTIONS. A search bar with the placeholder 'Search...' and a magnifying glass icon is positioned above a table. To the left of the table is a 'Display' dropdown menu set to 'Active'. To the right is an 'Export to Excel' button. The table has six columns: Permit Number, Project, Address, Permit Type, Status, and Attention Reason. Two rows of data are visible:

Permit Number	Project	Address	Permit Type	Status	Attention Reason
RR-2016-0465		1136 WASHINGTON St STE...	Residential Roofing	Active, Attention	On Hold Inspection Not Pass
CR-2019-0037		1136 WASHINGTON St CO...	Commercial Roofing	Active, Attention	On Hold Unpaid Fees

Once the desired permit has been located and accessed, the user is presented with an overview of the permit to include any outstanding issues like unpaid fees, failed or upcoming inspections, and holds.

[Dashboard](#) [Home](#) [Apply](#) [My Work](#) [Government Links](#) [Pay Invoices](#)

Permit Number: RR-2016-0465 


- A hold currently exists on this permit.

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

Type:	Residential Roofing	Status:	Expired	Project Name:	
Applied Date:	11/29/2016	Issue Date:	08/06/2019		
District:	N/A	Assigned To:	Hudson, Swinton (Skip)	Expire Date:	02/03/2020
		Valuation:	\$0.00	Finalized Date:	
Description:	TEST RECORD FOR CSS				

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

Progress




71% Completed

- Completed
- In Progress
- Not Started

Workflow

- Application Completeness Check - Passed : 11/29/2016
- Verify Contractor License - Passed : 11/29/2016
- Verify Business License - Passed : 08/01/2018

Available Actions


 Failed Inspection
Residential Roofing Final

Reschedule

A failed or available inspection will be presented in the **Available Actions** panel from which the user may choose to **Schedule** or **Reschedule** as needed by clicking on the button.

To see all past, current, and future inspections available to the permit, user simply clicks on the **Inspections** tab of the permit.

To select a specific available inspection, the user will check the open box under **Action** for the specific inspection, and then click the **Request Inspection** button.

Permit Number: RR-2016-0465


- A hold currently exists on this permit.

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

Type: Residential Roofing

Status: Expired

Project Name:

Applied Date: 11/29/2016

Issue Date: 08/06/2019

District: N/A

Assigned To: Hudson, Swinton (Skip)

Expire Date: 02/03/2020

Valuation: \$0.00

Finalized Date:

Description: TEST RECORD FOR CSS

[Summary](#)
[Locations](#)
[Fees](#)
[Reviews](#)
[Inspections 1](#)
[Attachments](#)
[Contacts](#)
[Sub-Records](#)
[Holds 1](#)
[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
INSPRROOF-012236-2019	Residential Roofing Final	Failed	08/08/2019	08/08/2019	Aps Test	
INSPRROOF-041555-2018	Residential Roofing Final	Passed	08/06/2018	03/29/2019	Aps Test	

Request Inspections
Sort Order

Description	Reinspection	Action
Residential Roofing Final	Yes	<input checked="" type="checkbox"/>

Results per page 10
1 - 1 of 1
<< < 1 > >>

Request Inspection

Optional Inspections

Description
No records to display.

Users may encounter instances where the inspection that they need is blocked by a prerequisite that is not applicable to their job. In such cases, the user should directly contact their inspector who must adjust the permit workflow by skipping the unneeded inspection action and then scheduling the requested inspection.

On the **Request Inspection** page, user will complete the required fields and then click **Submit**. The inspection will automatically be assigned to a building inspector and a notification generated.

Dashboard Home Apply My Work Government Links Pay Invoices

[Back](#)

Request Inspections (1)

*REQUIRED

1 #RR-2016-0465

Inspection Type: Residential Roofing Final Case Type: Residential Roofing

Address: 1136 WASHINGTON St Unit/Suite: 201 STE COLUMBIA, SC 29201

* Contact Name

* Contact Phone

* Requested Date

Comments/Gate Code

Submit

Users may review an inspection status or outcome by navigating directly to the affected permit or to **My Existing Inspections** under the **My Work** tab. By changing the **Display** option and utilizing the **Search** feature, users can filter down to locate the desired inspection(s). Clicking on the [blue](#) linked item will open the associated record.

Dashboard Home Apply My Work Government Links Pay Invoices

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS

Search...

Display All

Export to Excel

Inspection Number	Inspection Type	Address	Status	Case Number	Requested	Scheduled	Completed	
INSRPROOF-012236...	Residential Roofing Fi...		Closed	RR-2016-0465	08/08/2019	08/08/2019	10/24/2019	P
INSRPROOF-041555...	Residential Roofing Fi...		Closed	RR-2016-0465	08/06/2018	03/29/2019	05/29/2019	P