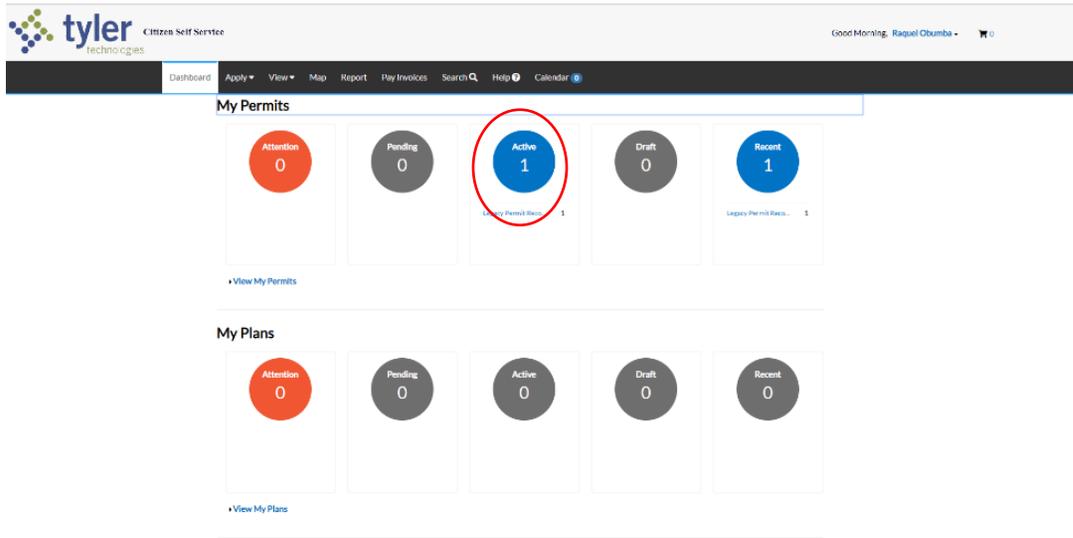




How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

Scheduling An Inspection

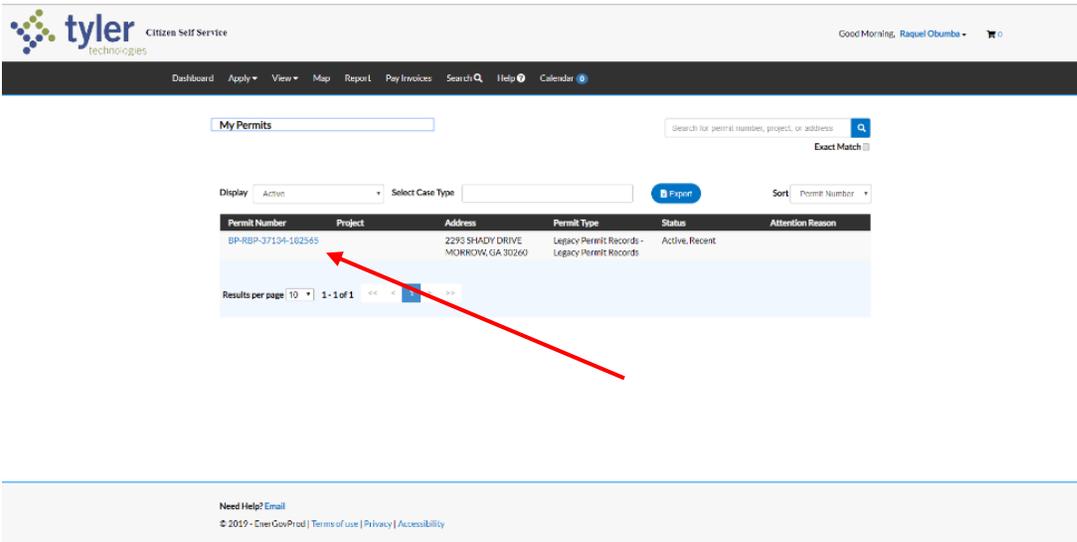


Step 1: Log into the Citizen Self Service (CSS) Portal using your email address and password associated with your permit(s)

Step 2: From the Dashboard, look in the My Permits section to view your 'Active' permits

Step 3: Click on 'Active' blue circle to display all of your active permits

Step 4: After the list of your active permits displays, click on the permit you desire to schedule an inspection for



Legend for Legacy Permits (applied for before November 15, 2018):

- BP-RBP – Residential Building Permit
- BP-CBP – Commercial Building Permit
- BP-REP – Residential Electrical Permit
- BP-CEP- Commercial Electrical Permit
- BP-RMP – Residential Mechanical Permit
- BP-CMP- Commercial Mechanical Permit
- BP-RPP – Residential Plumbing Permit
- BP-CPP – Commercial Plumbing Permit
- BP-LV- Residential Low Voltage
- BP-TP – Temporary Pole
- BP-TPWR – Temporary Power



How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

Step 5: Select the Inspections button

The screenshot shows the 'Permit Details' page for permit number BP-RBP-37134-182565. The permit is a 'Legacy Permit Records - Legacy Permit Records' with a status of 'Issued'. The location is 2295 SHADY DRIVE, MORROW, GA 30260. The 'Inspections' tab is highlighted in blue, and a red arrow points to it from the left. Other tabs include Locations, Fees, Reviews, Attachments, Contacts, Sub Records, Holds, Meetings, and More Info.

Step 6: Select the type of inspection you are requesting from the menu by putting a check in the Action column

TIP: You can select more than one inspection to schedule at a time

Step 7: Click the Request Inspection button in the bottom right corner

The screenshot shows the 'Request Inspections' table. The table has columns for Description, Respection, and Action. A red arrow points to the 'Request Inspection' button in the bottom right corner of the table. The table lists various inspection types such as Demo/Ruling, Final Demolition, Wall Cover - Commercial, Setbacks/Footings, Slab Commercial, Slab/Mono Slab, Exterior Wrap - Commercial, Ceiling Cover - Commercial, Framing/Rough, and Nail Pattern.

Description	Respection	Action
Demo/Ruling	No	<input type="checkbox"/>
Final Demolition	No	<input type="checkbox"/>
Wall Cover - Commercial	No	<input type="checkbox"/>
Setbacks/Footings	No	<input type="checkbox"/>
Slab Commercial	No	<input type="checkbox"/>
Slab/Mono Slab	No	<input type="checkbox"/>
Exterior Wrap - Commercial	No	<input type="checkbox"/>
Ceiling Cover - Commercial	No	<input type="checkbox"/>
Framing/Rough	No	<input checked="" type="checkbox"/>
Nail Pattern	No	<input type="checkbox"/>



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Request Inspections (1)

#BP-RBP-37134-182565

Inspection Type: Framing/Rough

Case Type: Legacy Permit Records

Address: 2293 SHADY DRIVE MORROW, GA 30260

*Requested Date: 01/07/2019

Comments/Gate Code

Submit

Step 8: Select the preferred inspection date

TIP: If there is a note you would like to communicate to the inspector(s) type the information in the Comments/Gate Code text box

Step 9: Select the Submit button

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Request Inspections (1)

Case #BP-RBP-37134-182565

Inspection Type: Framing/Rough

Case Type: Legacy Permit Records

Address: 2293 SHADY DRIVE MORROW, GA 30260

Requested Date: 01/07/2019

Comments/Gate Code

Checkmark

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Step 10: A confirmation screen will display with green check confirming the successful request for an inspection



How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

Checking the Status of an Inspection

• View My Plans

My Inspections

Requested: 0 | Scheduled: 1 | Closed: 2

• View My Inspections

My Invoices

Current: 0 | \$0.00 | Add to Cart

Past Due: 0 | \$0.00 | Add to Cart

Total: 0 | \$0.00 | Add to Cart

• View My Invoices

Checking the status of a requested inspection

- Step 1: Log into the Citizen Self Service (CSS) Portal using your email address and password associated with your permit(s)
- Step 2: Scroll to the 'My Inspections' section of the Dashboard
- Step 3: Click on the 'Scheduled' blue circle to check the list of scheduled inspections

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My Existing Inspections

Search for Inspection Number, Inspection Type: [] Exact Match

Display: Scheduled | Select Inspection Type: Framing/Rough | Report | Sort: Case Number

Inspection Number	Inspection Type	Address	Status	Case Type	Case Number	Reinspection	Requested Date	Scheduled Date	Completed Date
004072-2019	Framing/Rough	2992 SHADY DRIVE MORROW, GA 30260	Scheduled	Permit	89-RBP-37156-102565	No	01/07/2019	01/07/2019	

Results per page: 10 | 1-1 of 1

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- Step 4: When checking the status of scheduled inspections click on the number in the 'Inspection Number' column



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Inspection Number: IBLD-004072-2019

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Framing/Rough	Requested Date:	01/07/2019	Requested Time:	12:00 AM
Inspection Status:	Requested BIP	Scheduled Date:	01/07/2019	Scheduled Time:	12:00 AM
Link Type Name:	Permit	Completed Date:		Completed Time:	
Link Number:	BP-RDP-37134-102565	Inspector First Name:	C/iris	Inspector Last Name:	Keeling
Main Address:	2293 SHADY DRIVE MORROW, GA 30260				

Locations Contacts Checklist Fees Attachments Previous More info

Locations | Parcels | Next Tab | Inspection Details | Main Menu

Locations

Main	Address
1	2293 SHADY DRIVE MORROW, GA 30260

Results per page: 10 1 - 1 of 1

Parcels

Main	Parcel	Section	Township	Range
No records to display.				

Step 5: View details of the requested inspection

Attention 0 Pending 0 Active 0 Draft 0 Recent 0

View My Plans

My Inspections

Requested 0	Scheduled 1	Closed 2
	Framing/Rough 1	Inspection Framing/Rough 1

View My Inspections

My Invoices

Current	0 \$0.00	Add to Cart
Past Due	0 \$0.00	Add to Cart
Total	0 \$0.00	Add to Cart

View My Invoices

Checking the status of a completed inspection

Step 1: When checking the status of a completed inspection, click on the 'Closed' blue circle on the Dashboard under the 'My Inspections' section



How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

My Existing Inspections

Search for Inspection Number, Inspection Type

Exact Match

Display: Closed Select Inspection Type: Framing/Rough Export Sort: Case Number

Inspection Number	Inspection Type	Address	Status	Case Type	Case Number	Reinspection	Requested Date	Scheduled Date	Completed Date
IBLD-003847-2018	Framing/Rough	11806 MARKHAM WAY HAMPTON, GA 30228	Closed	Permit	RP-RRP-35179-180610	Yes	12/31/2018	01/02/2019	01/02/2019

Results per page: 10 1 - 1 of 1

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Step 2: Click on the number in the 'Inspection Number' column

Inspection Number: IBLD-003847-2018

Inspection cannot be printed at this time. You do not have access to it.

Inspection Details | Tab Elements | Main Menu

Inspection Type: Framing/Rough	Requested Date: 12/01/2018	Requested Time: 1:00 PM
Inspection Status: Failed DP	Scheduled Date: 01/02/2019	Scheduled Time: 12:00 AM
Link Type Name: Permit	Completed Date: 01/02/2019	Completed Time: 11:37 AM
Link Number: RP-RRP-35179-180610	Inspector First Name: Clark	Inspector Last Name: Cummings
Main Address: 11806 MARKHAM WAY HAMPTON, GA 30228		

Locations | Contacts | Checklist | Fees | Attachments | Previous | More Info

Locations | Parcels | Main Menu | Inspection Details | Main Menu

Location	Address
Main	11806 MARKHAM WAY HAMPTON, GA 30228

Results per page: 10 1 - 1 of 1

Step 3: View inspection the inspection results

Step 4: Select the 'Checklist' button to view notes related to failed inspections



How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

• Inspection cannot be printed at this time. You do not have access to it.

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Framing/Rough	Requested Date:	12/01/2010	Requested Time:	1:00 PM
Inspection Status:	Failed BP	Scheduled Date:	01/02/2019	Scheduled Time:	12:00 AM
Link Type Name:	Permit	Completed Date:	01/02/2019	Completed Time:	11:37 AM
Link Number:	BP RRP 35179 180610	Inspector First Name:	Cork	Inspector Last Name:	Cummings
Main Address:	11806 MARKHAM WAY HAMPTON, GA 30228				

- Locations
- Contacts
- Checklist**
- Fees
- Attachments
- Previous
- More Info

Checklist | Next Tab | Inspection Details | Main Menu

Checklist Sort: Checklist Item

Checklist Item	Description	Passed	Comments	Order
General Comments	Checklist item used to track general comments, not specific to any other checklist item	No	Large FHA strap and squash blocks needed ft back garage wall.	1

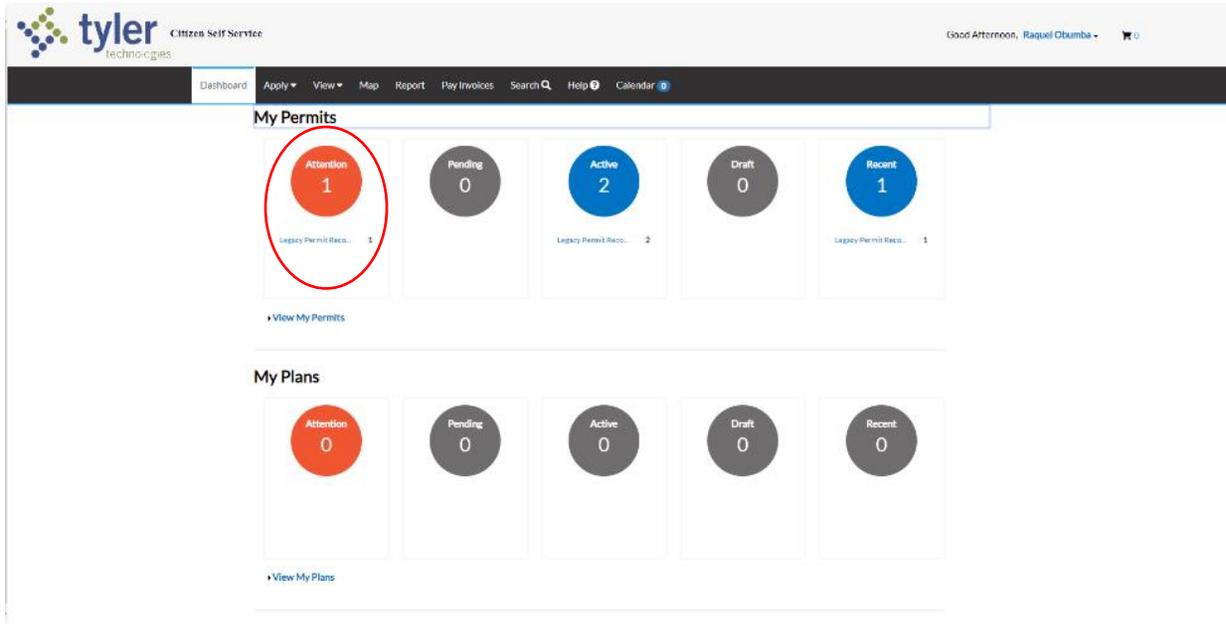
Results per page: 10 | 1 - 1 of 1

Step 5: View the notes related to what needs to be addressed



How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

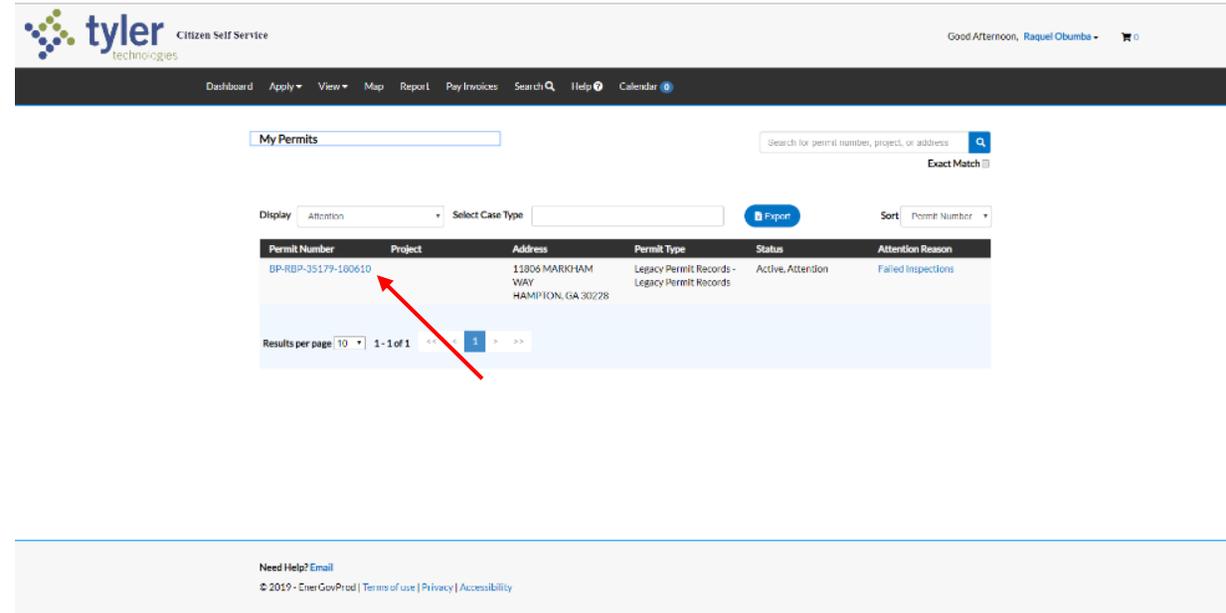
How to Reschedule an Inspection



Step 1: Log into the Citizen Self Service (CSS) Portal using your email address and password associated with your permit(s)

Step 2: From the Dashboard, look in the My Permits section to view your 'Attention' permits

Step 3: Click on 'Attention' orange circle to display all of your permits which need attention



Step 4: After the list of your 'Attention' permits displays, click on the permit you desire to reschedule an inspection



How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

Permit Number: BP-RBP-35179-180610

Permit Details | Tab Elements | Main Menu

Type:	Legacy Permit Records - Legacy Permit Records	IVR Number:	704240	Applied Date:	08/07/2010
Status:	Issued	Project Name:		Issue Date:	08/15/2010
District:	N/A	Assigned To:		Expire Date:	02/11/2019
Square Feet:	3,388.00	Valuation:	\$348,026.08	Finalized Date:	
Description:	RESIDENTIAL BUILDING PERMIT				

Locations | Fees | Reviews | **Inspections** | Attachments | Contacts | Sub Records | Holds | Meetings | More Info

Locations | Parcels | Next Tab | Permit Details | Main Menu

Locations

Main	Address
	11805 MARKHAM WAY HAMPTON, GA 30226

Results per page: 10 | 1 - 1 of 1

Parcels

Main	Parcel	Section	Township	Range
No records to display.				

Step 5: Click on the inspections button

Locations | Fees | Reviews | **Inspections** | Attachments | Contacts | Sub Records | Holds | Meetings | More Info

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

Existing Inspections

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-003847-2018	Framing/Rough	Failed BP	12/31/2018	01/02/2019	Cummings Clark	
IBLD-003995-2019	Insulation	Passed BP	01/03/2019	01/04/2019	Cummings Clark	

Results per page: 10 | 1 - 2 of 2

Request Inspections

Description	Reinspection	Action
Demo/Nulling	No	<input type="checkbox"/>
Final Demolition	No	<input type="checkbox"/>
Wall Cover - Commercial	No	<input type="checkbox"/>
Setbacks/Footings	No	<input type="checkbox"/>
Slab Commercial	No	<input type="checkbox"/>
Slab/Mono Slab	No	<input type="checkbox"/>
Exterior Wrap - Commercial	No	<input type="checkbox"/>
Ceiling Cover - Commercial	No	<input type="checkbox"/>
Framing/Rough	Yes	<input checked="" type="checkbox"/>
Nail Pattern	No	<input type="checkbox"/>

Results per page: 10 | 1 - 10 of 12

Step 6: Select the inspection to reschedule by checking the box in the 'Action' column

Step 7: Click the Request Inspection button in the bottom right corner



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Request Inspections (1)

#BP-RBP-35179-180610

Inspection Type: Framing/Rough

Case Type: Legacy Permit Records

Address: 11806 MARKHAM WAY HAMPTON, GA 30228

Requested Date: 01/07/2019

Comments/Gate Code

Submit

*REQUIRED

Step 8: Select the preferred date for the rescheduled inspection

Step 9: Click the submit button

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Request Inspections (1)

Case #BP-RBP-35179-180610

Inspection Type: Framing/Rough

Case Type: Legacy Permit Records

Address: 11806 MARKHAM WAY HAMPTON, GA 30228

Requested Date: 01/07/2019

Comments/Gate Code

*REQUIRED

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Step 10: A confirmation screen will display with green check confirming the successful request for an inspection