How To Schedule Inspections and View Inspections Statues 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

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

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

Step 10: A confirmation screen will display with green check confirming the successful request for an inspection
Checking the Status of 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: Scroll to the ‘My Inspections’ section of the Dashboard.

Step 3: Click on the ‘Scheduled’ blue circle to check the list of scheduled inspections.

Step 4: When checking the status of scheduled inspections click on the number in the ‘Inspection Number’ column.
How To Schedule Inspections and View Inspections Statuses using the Clayton County Customer Self Service Portal

Step 5: View details of the requested inspection

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

Step 2: Click on the number in the ‘Inspection Number’ column

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

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

<table>
<thead>
<tr>
<th>Note</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Checklists and inspections need to be addressed.</td>
</tr>
<tr>
<td>2.</td>
<td>Large portions of the checklist need to be addressed.</td>
</tr>
</tbody>
</table>

[Checklist page 1 of 2]
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

**Step 5:** Click on the inspections button

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

Step 8: Select the preferred date for the rescheduled inspection

Step 9: Click the submit button

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