



## GASTON COUNTY BUILDING INSPECTIONS

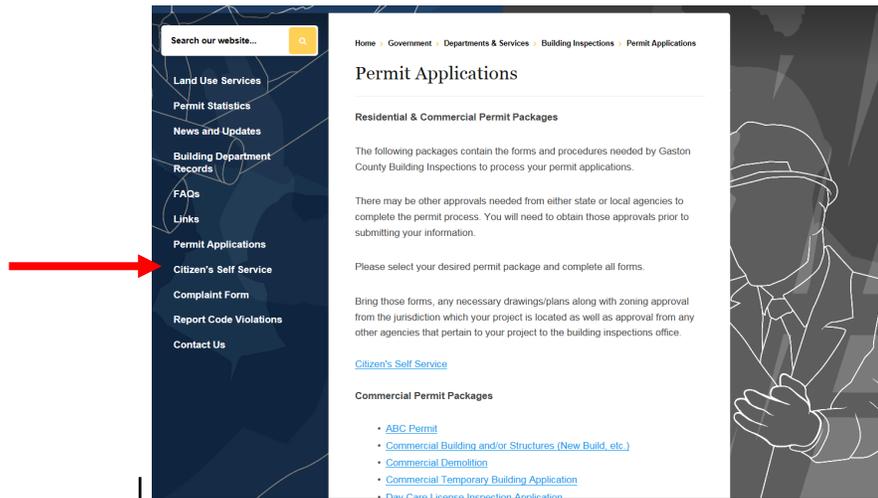
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# Navigating the Online Permitting Portal

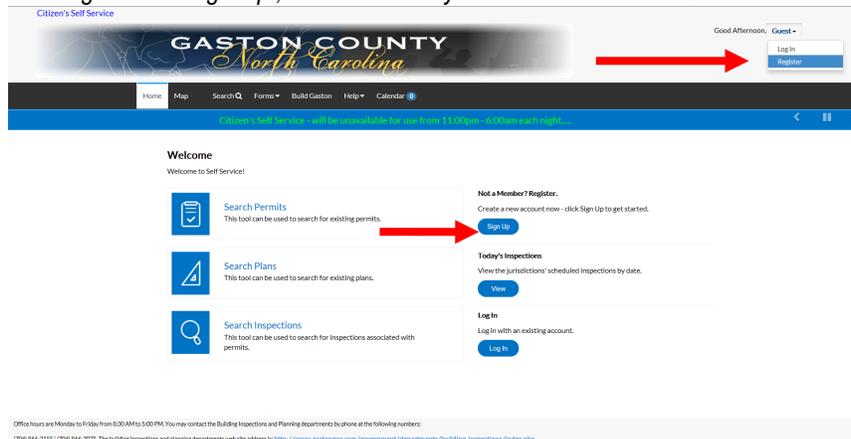
Requirements needed to support plan submittal website: Internet Explorer v.11 & Microsoft Silverlight

## Step 1: Locating Citizen Self Service (CSS) portal

Once on the Building Inspections website select the 'Citizen's Self Service' tab as this will re-direct you to the online portal



Should this be your first time pulling a permit electronically you will need to register with Gaston County by selecting 'Register' or 'Sign Up'; once selected you will enter a valid email address\*

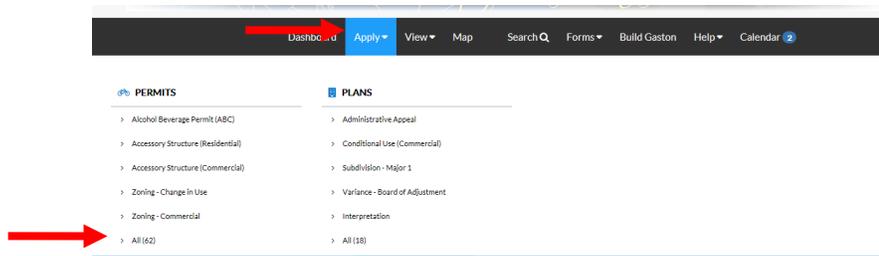


\*After entering email address you will receive an email in your inbox from 'no-reply@gastongov.com' asking that you confirm your registration; select 'Confirm' and answer all applicable questions

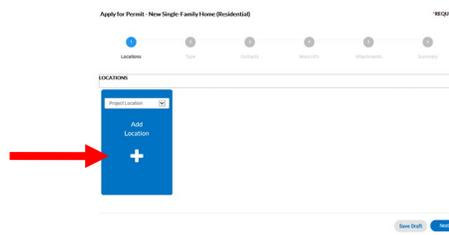
Once registered you will log back into the Citizen Self Service portal to apply for permits.

## Step 2: Applying for Permit

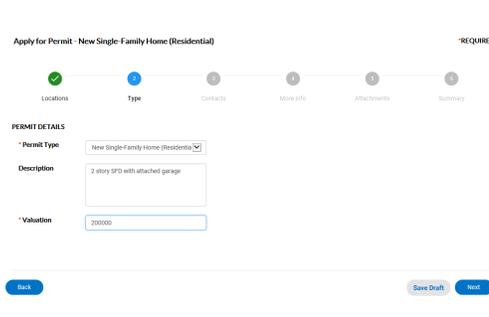
Once logged into the CSS portal select 'Apply' and then 'All (62)' Permits; permit types will be listed in alphabetical order for ease of navigating to the appropriate permit needed



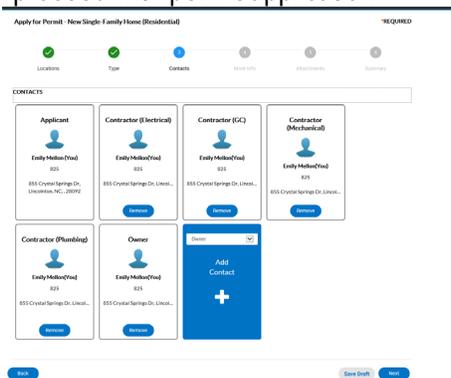
Enter project location by selecting the + sign; search for address and then 'Add' to the permit



Provide details for specific project being permitted; the 'Valuation' field is required but is only needed to provide an *estimated* permit price



Provide contact information for all persons involved with project; for all new single family dwellings there will be 6 contact references needed in order to proceed with permit application



Complete information regarding structure(s) involved with project including, but not limited to, square footage, utility types, etc

The screenshot shows the 'More Info' section of a permit application form. At the top, a progress bar indicates the status of various sections: 'Locations' (checked), 'Type' (checked), 'Contacts' (checked), 'More info' (active), 'Attachments' (not started), and 'Summary' (not started). Below the progress bar, the section is titled 'MORE INFO'. A prompt asks the user to 'Please provide directions to the work site:' with a 'Directions' label and a text input field containing 'Go here'. Below this, another prompt asks to 'Select the structure type(s):' with a 'Make at least 1 selection' note. There are four dropdown menus for selection, with the first one currently set to 'Single Family Residence'. Navigation links for 'Next Section', 'Top', and 'Main Menu' are visible.

Upload documentation in the 'Attachments' section; what is needed here is administrative documentation **NOT PLANS**

The screenshot shows the 'Attachments' section of the permit application form. The progress bar at the top shows 'Attachments' as the active section. Below the progress bar, the section is titled 'ATTACHMENTS'. A note states 'Supported file types include: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, csv'. There are three blue buttons, each labeled 'Add Attachment' with a plus sign and 'REQUIRED'. The first button is for 'Documents', the second for 'Plot Plan', and the third has a dropdown menu set to 'Documents'. At the bottom of the form, there are 'Back', 'Save Draft', and 'Next' buttons.

Review permit information summary provided and 'Submit' for permit; after submitting a permit number will be automatically assigned and a summary table will populate

The screenshot shows a confirmation message: 'Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.' Below this, the 'Permit Number' is displayed as 'BLDR-19-06-20-01673'. A red banner indicates 'Permit cannot be printed at this time. Permit has not been issued.' The 'Permit Details' section includes a table with the following information:

Type:	New Single-Family Home (Residential)	IVR Number:	107707	Applied Date:	04/20/2019
Status:	Submitted - Online	Project Name:		Issue Date:	
District:		Assigned To:	King, Emily	Expire Date:	
		Valuation:	\$200,000.00	Finalized Date:	

Description: 2 story SFD with attached garage

Navigation tabs at the bottom include: Locations, Fees, Reviews, Inspections, eReviews, Attachments, Contacts, Sub-Records, Holds, Meetings, More Info.

### Step 3: Submitting Plans\*\*\*

\*\*\*Plans must be titled 'For Construction' and meet the following criteria:

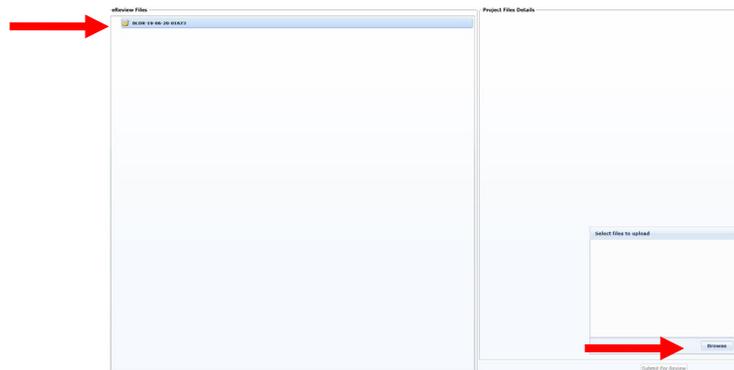
- All drawing sheets must be oriented as **Landscape View** (rotated right side up) & formatted to scale.
- Sheet and Font size must match standard paper sizes (11" x 17" min. – 30" x 42" max.).
- All sheets shall be numbered, named and dated to align with its associated Index Sheet.
- All plans, documents and calculations submitted for plan review must be sealed, signed and dated in accordance with the NC professional licensing boards and the NC Administrative Code.
- All trade files must be formatted to allow for markups and approval stamps – files cannot be locked or read-only files.
- Drawings should be bookmarked by page **and** bound appropriately into trade files i.e. all 'A' sheets combined together, all 'S' sheets combined together etc. Each bookmark name must include a sheet number **and** sheet name (ex. Sheet A1.0 - Building 'A' Floor Plan).

After permit is created you will navigate to the 'eReviews' tab located within the Citizen Self Service webpage; once selected click the 'eReview Number'

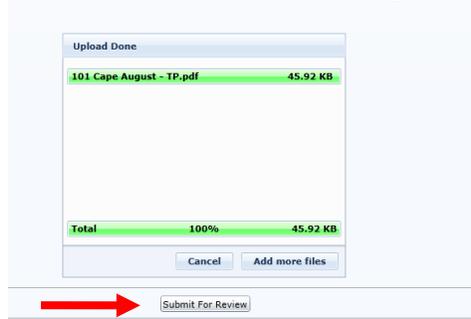


*It is imperative to be using Internet Explorer version 11 and have Microsoft Silverlight downloaded to allow for the eReview portal to operate correctly. If both programs are being used then the website you will be re-directed to will populate and allow for plans to be submitted for review.*

Once in the eReview portal you will select the permit number located under the 'eReview Files' section; select the 'Browse' option and upload plans for project



After browsing and uploading files to the eReview portal you will need to hit 'Submit for Review' as this allows for the plans to be sent to Gaston County for review



Once you select 'Submit for Review' you will not be able to upload further plans until initial review is completed.

## Step 4: Receiving Permit

After plans are approved & the permit is invoiced you will receive an email from 'no-reply@gastongov.com' advising that an invoice will need to be paid; to pay log back into the Citizen Self Service portal and locate 'My Invoices' found at the bottom of the home page

The screenshot shows the top navigation bar with links for Dashboard, Apply, View, Map, Search, Forms, Build Gaston, Help, and Calendar. A blue banner below the navigation bar contains the text: "For a permit to change out HVAC please use the HVAC permit, not single trade permits".

**My Permits**

Attention	Pending	Active	Draft	Recent
8	4	9	0	1
New Single-Family... 4	New Single-Family... 2	New Building (Com... 3		New Single-Family... 1
New Building (Com... 2	Zoning - Residential 1	New Single-Family... 2		
Other 2	Alteration / Remod... 1	Other 4		

[View My Permits](#)

**My Plans**

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

[View My Plans](#)

**My Inspections** → **My Invoices**

Requested	Scheduled	Closed
0	3	99+
	2	24

Current	Past Due
0	5
\$0.00	\$580.00

Buttons: Add To Cart, Add To Cart

To make payment select 'Add to Cart' and then 'Checkout' on the following screen; by doing this you will be redirected to a secure website

**Shopping Cart**

Total \$100.00  
[Check Out](#)

Invoice: INV-00002612	Description: NONE
Due Date: 10/22/2018	Billing: 825 (Mellon, Emily)
	Contact:

Case Number	Project	Case Address	Amount Due
PRI-004514-2018		113 BRISTLEBACK CT MT HOLLY NC 28120	\$100.00

Total \$100.00  
[Remove](#)  
[Check Out](#)  
[Top | Main Menu](#)

After making payment the Gaston County Inspections office will be notified and will then release the permit and plans for project; the permit can be found in the 'Attachments' section online, while the approved plans can be found in the 'eReviews' portal online.