**GASTON COUNTY BUILDING INSPECTIONS**

Mailing Address : P.O. Box 1578 Gastonia, N.C. 28053-1578 ,   Phone Number (704) 866-3155
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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
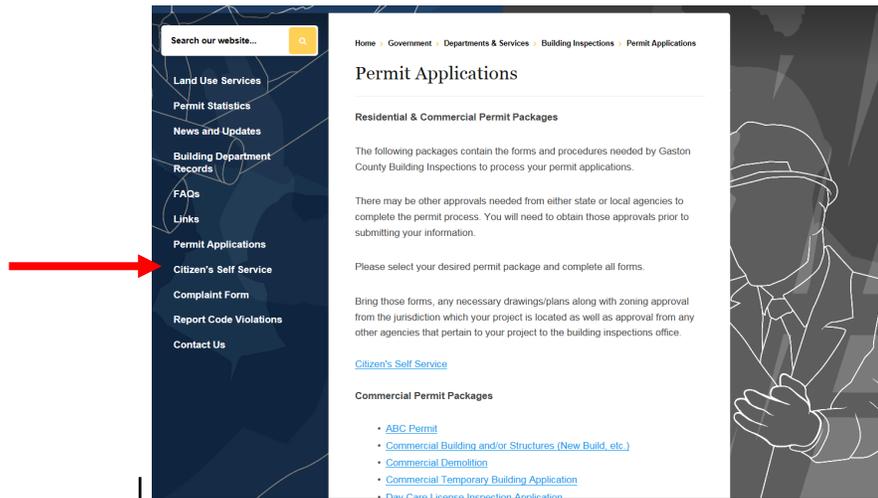
Should this be your first time pulling a permit electronically you will need to register with Gaston County by selecting 'Register' or 'Sign Up'; once selected you will enter a valid email address*
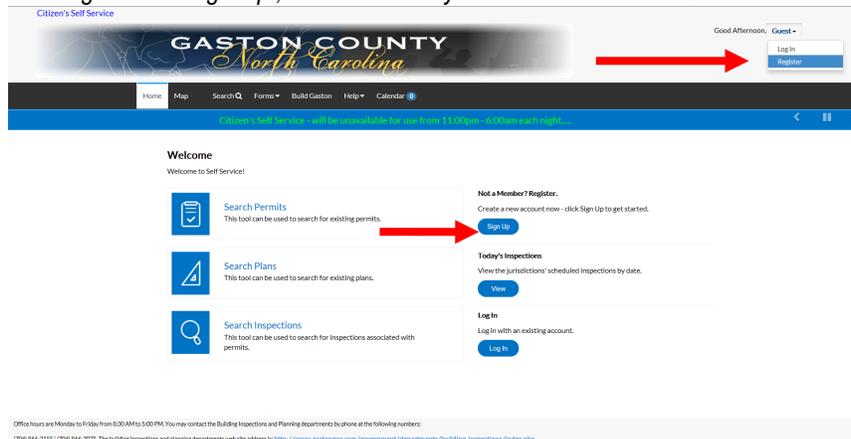

*After entering email address you will receive an email in your inbox from 'no-reply@gastongov.com' asking that you confirm your registration; select 'Confirm' and answer all applicable questions

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

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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
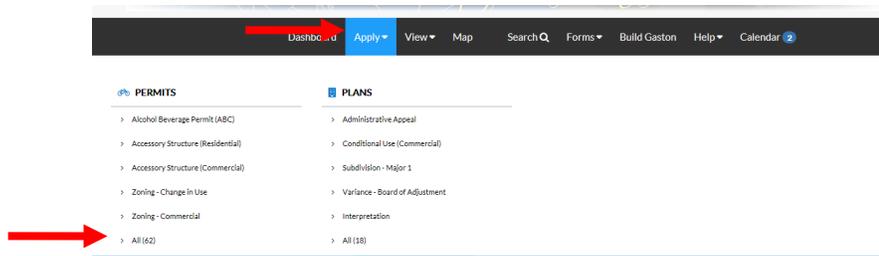

Enter project location by selecting the **+** sign; search for address and then 'Add' to the permit
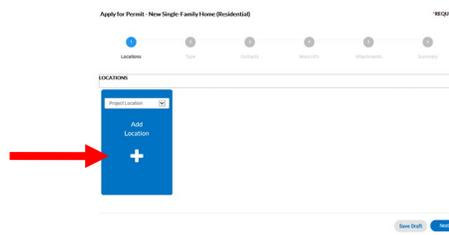
Provide details for specific project being permitted; the 'Valuation' field is required but is only needed to provide an *estimated* permit price
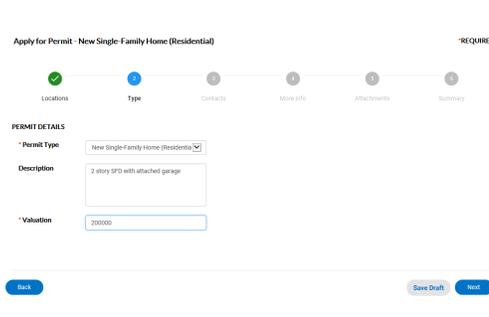
Provide contact information for all persons involved with project; for all new single family dwellings there will be 6 contact references needed in order to proceed with permit application
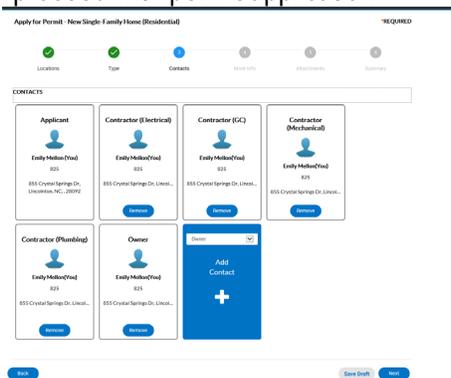
Complete information regarding structure(s) involved with project including, but not limited to, square footage, utility types, etc

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

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

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
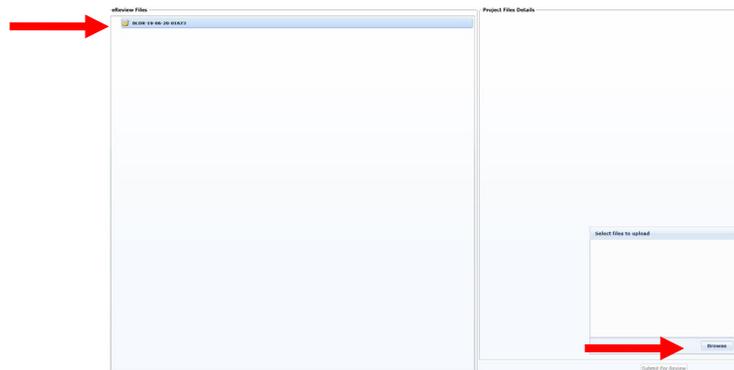
After browsing and uploading files to the eReview portal you will need to hit 'Submit for Review' as this allows for the plans to be sent to Gaston County for review
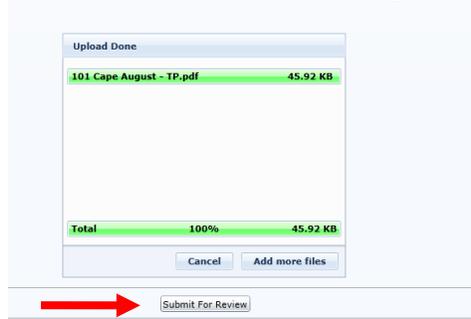
Once you select 'Submit for Review' you will not be able to upload further plans until initial review is completed.

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

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

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.

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