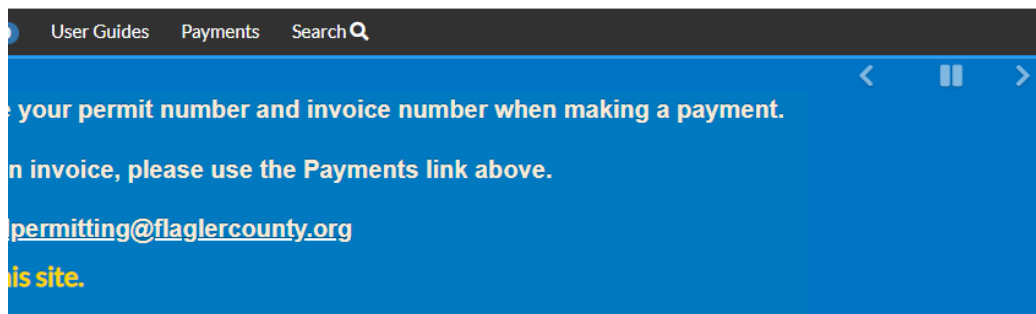
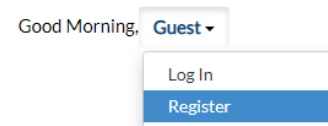


Registering with Flagler County Growth Management Citizen Self Service

Important Note: If your staff will have their own Citizen Self Service accounts to create and manage inspections for the company licenseholder, you will need to contact Brandon Berry at bberry@flaglercounty.gov with their email address after they register to ensure that they are set as a sub-account to the licenseholder. Until this occurs they will not be able to schedule inspections.

- 1) Visit <https://energoweb.flaglercounty.org/EnerGovProd/SelfService#/home>. You can find a link to this page by visiting FlaglerCounty.org, hovering over the 'Departments' menu, and clicking on 'Central Permitting' under the 'Growth Management' header. The link to CSS is about halfway down the page.
- 2) In the top right hand corner of the page, click on 'Guest' and then 'Register'



- 3) Enter your email address on the next page. Please note that, unless this is the email address associated with your licenseholder account in our system, the account you are creating will not immediately be able to schedule inspections. Please email bberry@flaglercounty.gov with the email you are registering to have the account associated with the licenseholder account and begin scheduling inspections.

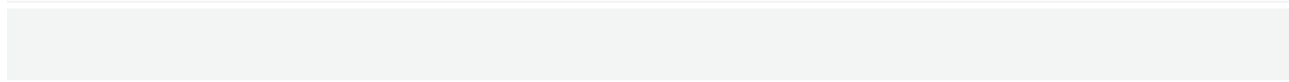
Registration

Step 1 of 4: Email Address

Email Next

Email address is required

- 4) After you enter your email address and click 'Next', you will be sent an email that you must open and click to continue the registration process. Please allow up to ten minutes to receive the email, and check your 'Spam' folder if you have not received it within that time frame.



☐ ☆ ▷ donotreplycss

Citizen Self Service New User Account Confirmation - This email originated outside the

- 5) Clicking the 'Confirm' link in the email will redirect you to CSS. Complete Pages 2-4, which allow you to pick a username and password, provide contact information, and provide your mailing address.
- 6) After you complete registration you will be directed to your dashboard. Unless the email you registered with is associated in our system with the licenseholder account, the dashboard will not contain any permits, plans or inspections. To associate this newly-registered account with the licenseholder account and begin scheduling inspections, please email bberry@flaglercounty.gov with the email address you registered under and the contractor license you wish for it to be associated with. You will receive email confirmation when the account is associated.

Payments for existing invoices can be made through the Payments link above. Please ensure you reference your permit number and invoice number when making a payment.

Note to CSS Users: The shopping cart feature is not currently live. If you were emailed an invoice, please use the Payments link above.

Permit applications can be submitted in person, or by e-mail to centralpermitting@flaglercounty.org

Chrome Browser Required for Proper Use of this site.

Make mailed payments payable to:
Flagler County BOCC
Attention: Growth Management
1769 East Moody Blvd, Building #2
Bunnell, Florida 32110

My Permits

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

[View My Plans](#)

- 7) After you receive email confirmation that the account you just created is associated with the licenseholder, log in to CSS and navigate to the 'Dashboard' tab. The permits applied for under your licenseholder should populate. If not, there may be a switch on the Dashboard that you can click to associate your company's permits with your account. If you do not see the switch and continue to experience problems, please email bberry@flaglercounty.org with a description of the issue.

Payments for existing invoices can be made through the Payments link above. Please ensure you reference your permit number and invoice number when making a payment.

Note to CSS Users: The shopping cart feature is not currently live. If you were emailed an invoice, please use the Payments link above.

Permit applications can be submitted in person, or by e-mail to centralpermitting@flaglercounty.org

Chrome Browser Required for Proper Use of this site.

Make mailed payments payable to:
 Flagler County BOCC
 Attention: Growth Management
 1769 East Moody Blvd, Building #2
 Bunnell, Florida 32110

My Permits

Attention	Pending	Active	Draft	Recent
4	10	0	2	10
Roof Replacement L... 2 Roof Replacement L... 1 New Single-Family ... 1	Roof Replacement L... 8 PERMANENT DRIV... 1 HVAC Change-out L... 1		RESIDENTIAL ROO... 1 Roof Replacement L... 1	Roof Replacement L... 8 Roof Replacement L... 1 HVAC Change-out L... 1

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
3	0	0	0	3
Short-Term Vacatio... 2 Flood Zone Determi... 1				Short-Term Vacatio... 2 Flood Zone Determi... 1

[View My Plans](#)

Scheduling an Inspection with Citizen Self Service

A Note on Permit Fees and Inspections: Inspections cannot currently be scheduled on permits that have outstanding fees. If you have an invoice number, you can now make payments through Citizen Self Service by clicking on the Payments link at the top of the page. Please note there is a delay in applying these payments to your account. We anticipate a solution in Spring 2022.

- 1) After logging into your Citizen Self-Service account, click Dashboard at the top of the screen. All of your pending, active, draft, and recent permits will be shown under the 'My Permits' header. 'Active' permits refers to those permits that have already been issued, and clicking its box will show all permits for which inspections can be scheduled.

My Permits

Attention	Pending	Active	Draft	Recent
5	8	2	2	10
Roof Replacement (...) 3	Roof Replacement (...) 6	Roof Replacement (...) 2	RESIDENTIAL ROO... 1	Roof Replacement (...) 8
Roof Replacement (...) 1	PERMANENT DRIV... 1		Roof Replacement (...) 1	Roof Replacement (...) 1
New Single-Family ... 1	HVAC Change-out (...) 1			HVAC Change-out (...) 1

[View My Permits](#)

- 2) On the next page, click on the permit number of the permit for which you want to schedule an inspection.

My Work

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	Attention Reason
RF-009266-2021		1769 MOODY Unit: 10 BUNNELL, FL 32110	Roof Replacement (Residential)	Active, Recent	
RF-009267-2021		1769 MOODY Unit: 14 BUNNELL, FL 32110	Roof Replacement (Residential)	Active, Recent	

- 3) Click the 'Inspections' bubble underneath the permit information on the page that displays. You will see a list of required inspections, and can click the check boxes under the 'Actions' column to choose which inspections you wish to schedule. Inspections that require a prerequisite to schedule will not be selectable. Once you've selected all of the inspections you wish to schedule for the selected permit, click the 'Request Inspection' bubble at the bottom of the table.

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records 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
No records to display.						

Request Inspections Sort: Order ▾

Description	Reinspection	Action
Dry In	No	<input checked="" type="checkbox"/>
Roof Deck Nailing	No	<input checked="" type="checkbox"/>
Final Building	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.

Results per page: 10 ▾ 1 - 3 of 3 << < 1 > >>

[Request Inspection](#)

- 4) If the permit has outstanding fees, such as reinspection fees from a prior failed inspection, new inspections cannot be requested for that permit through Citizen Self Service until fees are paid. You can navigate to the 'Summary' bubble to view whether there are outstanding fees on the permit, and permits with outstanding fees will have an exclamation point in the 'Fees' bubble.

If you have received an invoice number you can pay these fees by navigating to 'Payments' in the bar at the top of the screen and entering payment, invoice, and permit/plan information on the online payments page. Note that this process currently requires manual payment application by staff and there will be a delay between when payment processes and when the inspection can be scheduled. Furthermore, the 'Pay Now' and 'Add to Cart' buttons within the permit itself are not currently active and payments cannot be made through this method. All payments must be made through the 'Payments' tab in the bar at the top of the screen.

The screenshot displays a permit management interface with a top navigation bar containing tabs: Summary, Locations, Fees (highlighted with a red box and an exclamation point), Reviews, Inspections, Attachments, Contacts, Sub-Records, and More Info. The main content area is divided into three panels:

- Progress:** A donut chart shows 22% Completed. A legend indicates: Completed (green), In Progress (blue), and Not Started (grey).
- Workflow:** A list of steps with checkboxes:
 - Building Review - Passed : 12/27/2021
 - Application Completeness Check - Passed : 12/27/2021
 - Assess Fees
 - Issue Permit
 - Dry In -
 - Roof Deck Nailing -
 - ROOFING AFFIDAVIT SUBMITTED
 - Final Building -
 - Certificate of Completion
- Available Actions:** A section titled "Unpaid Fees" with a red warning triangle icon, showing "\$128.00" and the date "01-26-2022". A "Pay Now" button is present.

A separate "Fees" section is highlighted with a red box, showing "\$128.00" and buttons for "View Details" and "Add to Cart".



www.flaglercounty.org
Phone: (386) 313-4003
Fax: (386) 313-4102

Good Afternoon

A dark navigation bar with the following items: Dashboard, Home, Apply (with a dropdown arrow), My Work, Today's Inspections, Report, Calendar (with a notification bubble), User Guides, Payments (highlighted with a red box), and Search (with a magnifying glass icon).

Permit Number: RF-009258-2021

[Add to Cart](#)

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

4) After selecting the inspections you wish to schedule and entering the next page, you can select a requested date for the inspection and enter comments for the inspector. Please ensure that you enter a date for each inspection scheduled, and provide essential comments (such as the gate code) for each inspection if scheduling on different dates. When you're done, click 'Submit' underneath each inspection request.

1
#RF-009267-2021
✕

Inspection Type: Dry In **Case Type:** Roof Replacement (Residential)

Address: 1769 MOODY Unit/Suite: 14 BUNNELL, FL 32110

*** Requested Date**

Comments/Gate Code

Use same date for all

Submit

Inspection Type: Dry In

Case Type: Roof Replacement (Residential)

Address: 1769 MOODY Unit/Suite: 14 BUNNELL, FL 32110

Requested Date 01/20/2022

Comments/Gate Code Gate code is 1234.

5) Navigating back to the permit will show that your inspection has been requested. When your inspection is confirmed for the requested date and an inspector has been assigned, the confirmation will populate in the appropriate column.

My Work

[MY INVOICES](#)
 [MY PERMITS](#)
 [MY PLANS](#)
 [MY EXISTING INSPECTIONS](#)
 [REQUEST INSPECTIONS](#)

Inspection Number	Inspection Type	Address	Status	Case Number	Requested	Scheduled
IBLD-036020-2022	Dry In	1769 MOODY Unit:14 BUNNELL, FL 32110	Requested	RF-009267-2021	01/19/2022	
IBLD-036021-2022	Roof Deck Nailing	1769 MOODY Unit:14 BUNNELL, FL 32110	Requested	RF-009267-2021	01/19/2022	