

How to Schedule Inspections via the CSS Portal:

1. Log in to the portal using your credentials.

Welcome to Charleston County CSS Portal

Contractor Licenses, Permits, Plans, Inspections Online

Login or Register

Home How to Guides Apply Today's Inspections Map Pay Invoices Search Q Calendar Customer Survey

SCAM ALERT: Charleston County is seeing a rise in Business Email Compromise (BEC) scams. Emails may look like variations of the email address: (Example)Planning.charlestoncounty.gov@usa.com (NOT a valid County address). DO NOT trust payment or banking requests from suspicious emails. Charleston County Government does NOT request wire payments. VERIFY email senders are real County emails that end in @charlestoncounty.org. REPORT anything suspicious to Charleston County at CSSPortalSupport@charlestoncounty.org right away.

Welcome to Charleston County

Search Public Records
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Apply
This tool can be used to apply for a permit, plan or license.

Request Inspection

Pay Invoice

Map

2. Once logged in, select 'My Work', then 'My Permits'.

Dashboard Home How to Guides Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar Customer Survey

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	State
BLDR-04-25-31236			Alteration Residential Permit	ACTIVE	Active

3. Under the "My Permits" tab, select the relevant permit.

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My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	State
BLDR-04-25-31236			Alteration Residential Permit	ACTIVE	Active

4. Once the permit is selected, it will bring up the Permit Details page. On the far-right side, you will see the 'Available Actions' section. Select 'Reschedule' for re-inspections or 'Request' next to the inspection you need to call in.

Permit Details | Tab Elements | Main Menu

The screenshot displays the 'Permit Details' page. At the top, there are three columns of information: 'Type: Alteration Residential Permit', 'Status: ACTIVE', and 'Project Name:'. Below this, 'Applied Date: 04/08/2025' and 'Issue Date: 10/22/2025' are shown. Further down, 'District: Town of Hollywood', 'Assigned To:', and 'Expire Date: 04/20/2026' are listed. 'Square Feet: 0.00', 'Valuation: \$10.00', and 'Finalized Date:' follow. At the bottom, 'Description: TEST' is provided. A navigation bar includes 'Summary' (selected), 'Locations', 'Fees', 'Inspections', 'Attachments', 'Contacts', 'Sub-Records', and 'More Info'. The main content area is divided into three sections: 'Progress' (0% Completed), 'Workflow' (a list of tasks like 'Verify Business License', 'Collect Fees', etc.), and 'Available Actions' (circled in yellow). The 'Available Actions' section lists five inspection types: 'Follow-Up Inspection', 'Insulation', 'Footing', 'Framing', and 'Pile', each with a 'Request' button.

5. Once you select 'Reschedule' or 'Request', it will bring up a new page for you to enter the name and contact number for the onsite contact, select a day from calendar, and a comments box for gate codes or other information necessary for the inspectors to have.

The screenshot shows a form for requesting an inspection. At the top left, there is a permit ID: '#BLDR-04-25-31236'. Below this, 'Inspection Type: Insulation' and 'Case Type: Alteration Residential Permit' are displayed. An 'Address:' field is present but empty. A yellow highlighted note reads: 'Please Note: Inspection times shown do not reflect actual arrival times. Only the scheduled date of inspection is confirmed.' The form contains four main input fields: '* Contact Name', '* Contact Phone', '* Requested Date' (with a calendar icon), and 'Comments/Gate Code'. A 'Submit' button is located at the bottom right of the form.

- Once you select 'Submit', you will receive a confirmation message page confirming the inspection requested.

1 #BLDR-04-25-31236

Inspection Type: Insulation Case Type: Alteration Residential Permit

Address:

Please Note: Inspection times shown do not reflect actual arrival times. Only the scheduled *date* of inspection is confirmed.

* Contact Name: Jane Doe

* Contact Phone: (123) 456-7890

* Requested Date: 02/20/2026

Comments/Gate Code: Gate Code: 1234

Submit

1 Case #BLDR-04-25-31236

Inspection Type: Insulation

Case Type: Alteration Residential Permit

Address:

Requested Date: 02/20/2026

Comments/Gate Code: Gate Code: 1234

Contact Name: Jane Doe

Contact Phone: (123) 456-7890

✓

7. To schedule an inspection from the 'Inspections' tab, you will need to check the box of the inspection(s) you want to call in and select 'Request Inspection'.

Summary Locations Fees **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
INSP-2503209-2026	Insulation	Canceled	02/20/2026	02/20/2026	Administrator System	

Results per page 10 1 - 1 of 1 << < 1 > >>

Request Inspections Sort Order

Description	Reinspection	Action
Insulation	Yes	<input type="checkbox"/>
Follow-Up Inspection	No	<input type="checkbox"/>
Footing	No	<input checked="" type="checkbox"/>
Framing	No	<input checked="" type="checkbox"/>
Pile	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Plans Check (BIS Inspectors only)	No	<input type="checkbox"/> Inspection type doesn't allow public request.
Grouting	No	<input type="checkbox"/>
Brick-tie	No	<input type="checkbox"/>
Sheathing / Strapping	No	<input type="checkbox"/>

Results per page 10 1 - 10 of 13 << < 1 2 > >>

Request Inspection

8. Once you select 'Request Inspection', this will bring up the same page from step 5. You can fill out multiple requests at once instead of repeatedly going back to the inspection page. However, you still must individually enter the information for each inspection request before submitting. Otherwise, it will not give you the option to submit your second request.

* Contact Phone

* Requested Date 

Comments/Gate Code

- Use same date for all
- Use same field contact for all

[Submit](#) [Request All](#)

2 #BLDR-04-25-31236 

Inspection Type: Framing Case Type: Alteration Residential Permit

Address:

Please Note: Inspection times shown do not reflect actual arrival times. Only the scheduled date of inspection is confirmed.

* Contact Name

* Contact Phone

* Requested Date 

Comments/Gate Code

[Submit](#)

Requesting an Inspection via Email

- [Email inspections \(InspectionRequest@charlestoncounty.org\)](mailto:InspectionRequest@charlestoncounty.org) and include the following information in your email request:
 - **Permit number**
 - Contractor name and phone number (**REQUEST MUST COME FROM SOMEONE AUTHORIZED TO CALL IN INSPECTIONS, TRADES/SUBS MUST CALL IN INSPECTIONS FOR THEIR PERMITS**)
 - Project address
 - Requested inspection date
 - Type of inspection

Inspection Scheduling

Charleston County Building Inspection Services will schedule inspections as they are received throughout the day.

- Requests made before (4:00pm) will be scheduled one business day out. **Example: Request taken at 3:30pm on Monday - Inspection scheduled for Tuesday.**
- Requests received after (4:00pm) will be scheduled two business days out. **Example: Request taken at 4:30 p.m. on Monday - Inspection scheduled for Wednesday.**

Please note all inspections are performed Monday through Friday, except Charleston County designated holidays.

Assistance with Inspections

- Email BuildingServices@charlestoncounty.org
- Phone: 843-202-6930 EXT. 2 (**Please note, inspection requests will not be accepted via phone call and/or voicemail, and results can be found on the [Customer Self Service \(CSS\) portal](#)**)