

User Manual

Citizen Self Service (CSS) Scheduling Inspections User Guide

Electronic Permitting Application System

June 2020 | Version 1.0



Table of Contents

1. Scheduling an Inspection via CSS.....	3
2. Canceling an Inspection via CSS.....	7
3. Scheduling/Canceling an Inspection via Interactive Voice Response System (IVRS)	11
4. Scheduling/Cancel an Inspection via Agent Assistance	12

1. Scheduling an Inspection via CSS

****Note: Your permit MUST BE ISSUED before attempting to Schedule an Inspection****

Note:

- Customer may contact the depot that is servicing their inspection between the hours of 6:45-7:30 am to speak with their inspector. At this time, they may relay any special requests, contact information, job details, or desired time frame for the inspection to occur. The inspector typically provides a 2-hour window to the customer.
- If the Inspection is going to be conducted virtually, the arrangements will be made at this time.

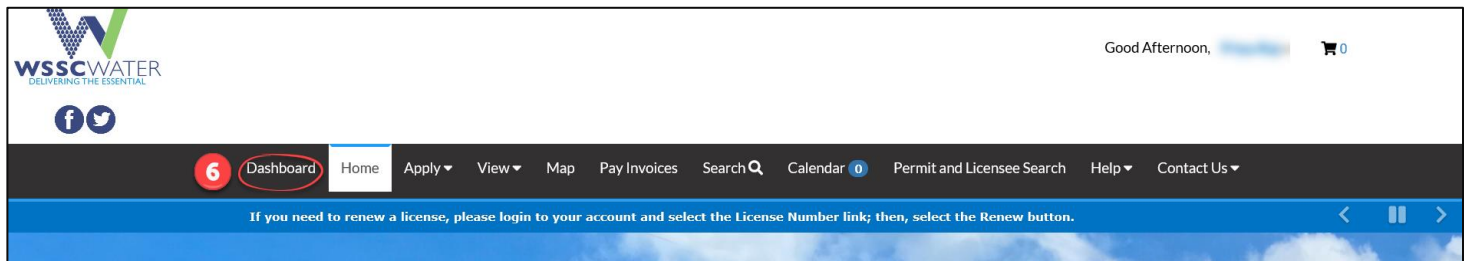
Inspection Key:

Inspection Status	Inspection Status Color
Scheduled Inspections	Blue
Non-Scheduled Inspections	Grey
Passed Inspections	Green
Failed/Rescheduled Inspections	Red

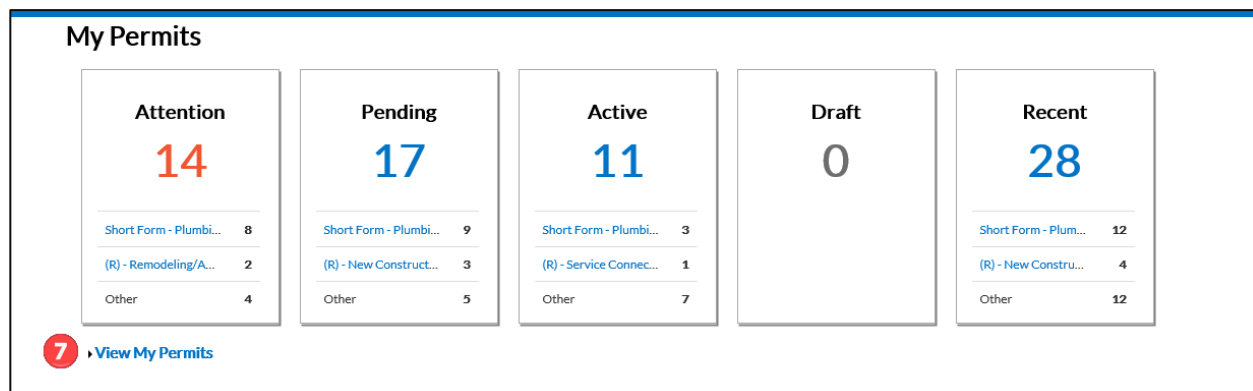
Note: All inspections statuses are viewable to the PUBLIC, including Non-Registered Users.

To log into your CSS account, please refer to [Getting Started User Manual \(Steps 1-5\)](#).

6. When you log in, the Home screen is automatically defaulted. Click [Dashboard](#) to see your permit applications.



7. Scroll down until you see View My Permits. Click '[View My Permits](#)'.



8. Select the Permit you would like to schedule an inspection.

8

My Permits

Exact Match

☐

Display

All

Select Case Type

Export

Sort

Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
AB-1289187-2020		14501 SWEITZER LN LAUREL, MD 20707-0000	(NR) - Abandonment - SEP Use Only	Active, Recent	
ABANDONMENT - 2020		14501 SWEITZER LN LAUREL, MD 20707-0000	Abandonment - Non-Res Permit	Active, Recent	
FC - 1289187-2020		14501 SWEITZER LN LAUREL, MD 20707-0000	FC - Future Credit for SEP	Active, Recent	
FC - 1289187-2020		14501 SWEITZER LN LAUREL, MD 20707-0000	FC - Fuel Gas	Active, Recent	
FC - 1289187-2020		14501 SWEITZER LN LAUREL, MD 20707-0000	FC - Water Supply Only - Abandonment	Active, Recent	

9. Click on the permit number you would like to schedule for an inspection.

9

Exact Match

☐

Display

All

Select Case Type

Export

Sort

Relevance

Permit Number	Project	Address	Permit Type	Status	Attention Reason
SFP-1288862-2020		14501 SWEITZER LN LAUREL, MD 20707-0000	Short Form - Plumbing/Fuel Gas	Active, Recent	

- The status reads, **Issued**, once you click on the permit. Click **Request** next to Request Inspection.

Permit Number: SFP-1288862-2020 

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

Type: Short Form - Plumbing/Fuel Gas

Status: Issued

Project Name:

[Summary](#) | [Locations](#) | [Fees](#) | [Reviews](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [Holds](#) | [Meetings](#) | [More Info](#)

Progress

0% Completed

 Completed
 In Progress
 Not Started

Fees

\$0.00

[View Details](#) | [Add to Cart](#)

Workflow

☐ Short Form Permit Inspection -

Available Actions

10  **Request Inspection**

Short Form Permit Inspection

[Request](#)

- Enter the **Requested Date** for your Inspection.
- Optional:** Enter Comments/Gate Code.
- Click **Submit**

[Back](#)

Request Inspections (1)

1 #SFP-1288862-2020 

Inspection Type: Short Form Permit Inspection
Case Type: Short Form - Plumbing/Fuel Gas
Address: 14501 SWEITZER LANE LAUREL, MD 20707-0000

***REQUIRED**

11 *** Requested Date** 

Comments/Gate Code

12 [Submit](#)

13. You will receive a checkmark as a confirmation that your inspection has been scheduled.

[Back](#)

Request Inspections (1)

1 Case #SFP-1288862-2020

Inspection Type:

Short Form Permit Inspection

Case Type

Short Form - Plumbing/Fuel Gas

Address:

14501 SWEITZER LANE LAUREL, MD 20707-0000

Requested Date

04/13/2020

Comments/Gate Code

This is a test.

13

✓

14. Congratulations! Your Inspection has successfully been scheduled.

Permit Number: SFP-1288862-2020

[Print](#)

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

Type: Short Form - Plumbing/Fuel Gas

Status: Issued

Project Name:

[Summary](#) | [Locations](#) | [Fees](#) | [Reviews](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [Holds](#) | [Meetings](#) | [More Info](#)

Progress

0% Completed

Completed

In Progress

Not Started

Fees

\$0.00

[View Details](#)
[Add to Cart](#)

Workflow

[Short Form Permit Inspection - Scheduled](#)

14 ✓

Available Actions

No Actions

If you have any questions regarding scheduling an inspection, please contact the appropriate party by clicking on this link:

<https://www.wsscwater.com/files/live/sites/wssc/files/regulatory/RSD%20CONTACTS.pdf>

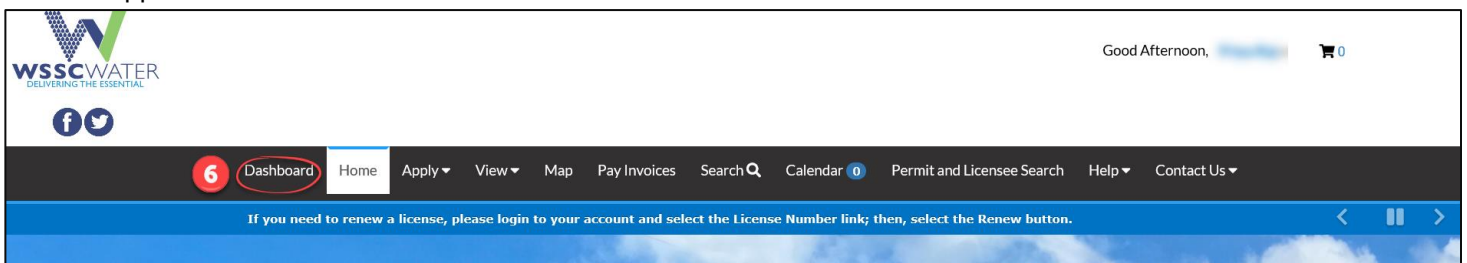
2. Canceling an Inspection via CSS

Note:

- If after 7:30am on the day of inspection the customer determines they need to cancel their inspection, they can call inspection support at 301-206-4004 and a support agent will contact the inspector to cancel the inspection. However, if the inspector has already been to the site and failed the inspection, the results will not change in the inspection record.

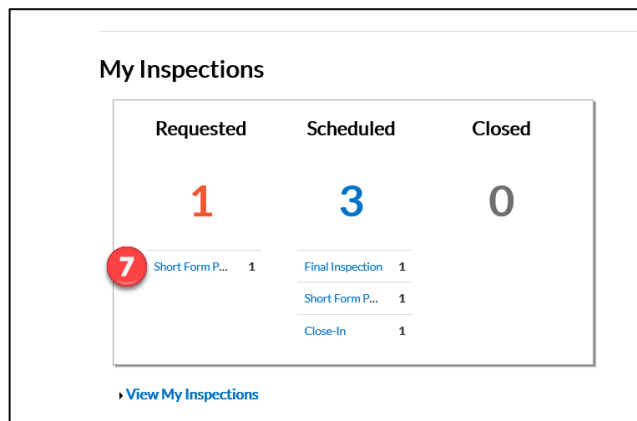
To log into your CSS account, please refer to [Getting Started User Manual \(steps 1-5\)](#).

6. When you log in, the Home screen is automatically defaulted. Click [Dashboard](#) see your permit applications.



7. You will see your requested inspections. Click on the [permit](#) under Requested inspections OR View My Inspections

Note: Users can ONLY cancel inspections that have been requested, but not scheduled. If an inspection has been scheduled, the user needs to contact Inspection Support to cancel.



8. Click on the **Inspection Number** for the inspection you would like to cancel

My Existing Inspections

Search for Inspection Number, Inspection Type, ☐ Exact Match

Display Select Inspection Type Sort

Inspection Number	Inspection Type	Address	Status	Case Type	Case Number	Reinspection	Requested Date	Scheduled Date	Completed Date
8 SFP-211171-2020	Short Form Permit Inspection	14501 SWEITZER LN LAUREL, MD 20707-0000	Requested	Permit	SFP-1288862-2020	No	04/13/2020		

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

9. The Inspection Details appear. Click **Cancel Inspection**

Inspection Number: SFP-211171-2020 **9**

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

Inspection Type:	Short Form Permit Inspection	Requested Date:	04/13/2020	Requested Time:	12:00 AM
Inspection Status:	Scheduled	Scheduled Date:		Scheduled Time:	
Permit Number:	SFP-1288862-2020	Completed Date:		Completed Time:	
Main Address:	14501 SWEITZER LN LAUREL, MD 20707-0000				

[Locations](#) | [Next Tab](#) | [Inspection Details](#) | [Main Menu](#)

Locations

Type: Location

P

14501 SWEITZER LN
LAUREL, MD
20707-0000

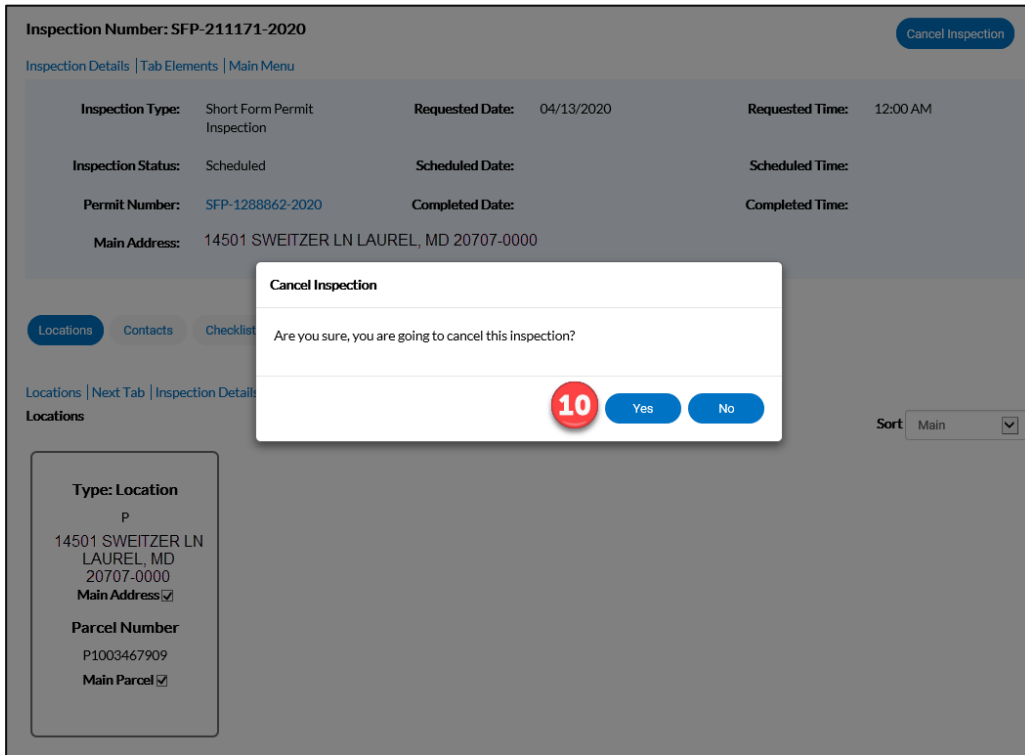
Main Address ☒

Parcel Number

P1003467909

Main Parcel ☒

10. You will be asked, ‘Are you sure you want to cancel this inspection?’. Click **Yes**.



Inspection Number: SFP-211171-2020 Cancel Inspection

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Short Form Permit Inspection	Requested Date:	04/13/2020	Requested Time:	12:00 AM
Inspection Status:	Scheduled	Scheduled Date:		Scheduled Time:	
Permit Number:	SFP-1288862-2020	Completed Date:		Completed Time:	
Main Address:	14501 SWEITZER LN LAUREL, MD 20707-0000				

Locations | Contacts | Checklist

Locations | Next Tab | Inspection Details

Locations

Type: Location

P

14501 SWEITZER LN
LAUREL, MD
20707-0000

Main Address ☒

Parcel Number

P1003467909

Main Parcel ☒

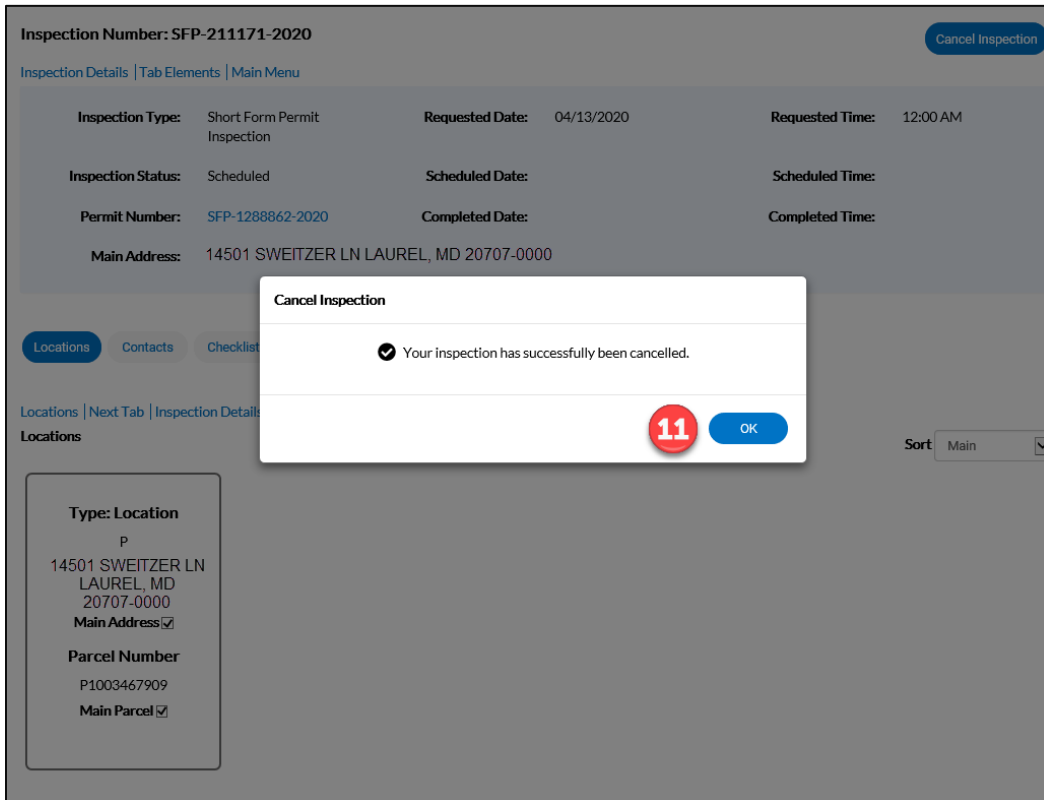
Sort: Main ☐

Cancel Inspection

Are you sure, you are going to cancel this inspection?

10 Yes No

11. Your inspection has successfully been cancelled.



Inspection Number: SFP-211171-2020 Cancel Inspection

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Short Form Permit Inspection	Requested Date:	04/13/2020	Requested Time:	12:00 AM
Inspection Status:	Scheduled	Scheduled Date:		Scheduled Time:	
Permit Number:	SFP-1288862-2020	Completed Date:		Completed Time:	
Main Address:	14501 SWEITZER LN LAUREL, MD 20707-0000				

Locations | Contacts | Checklist

Locations | Next Tab | Inspection Details

Locations

Type: Location

P

14501 SWEITZER LN
LAUREL, MD
20707-0000

Main Address ☒

Parcel Number

P1003467909

Main Parcel ☒

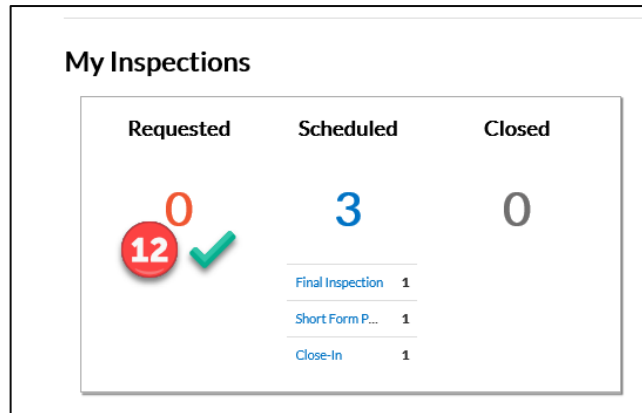
Sort: Main ☐

Cancel Inspection

✓ Your inspection has successfully been cancelled.

11 OK

12. You will see that the inspection has successfully been removed from the Requested list.



3. Scheduling/Canceling an Inspection via Interactive Voice Response System (IVRS)

To Schedule or Cancel an Inspection via IVRS, please call **(301) 369-7751**. You will reach the IVRS operator and you will be able to choose schedule or cancel an inspection via the operator.



4. Scheduling/Cancel an Inspection via Agent Assistance

Note: All required inspections, including new or replacement gas appliances, shall be scheduled for inspection to occur as soon as practical, but not to exceed 10 business days from the date of installation.

1. Inspection Services Agents (ISAs) can schedule inspections for homeowners with issued Short Form Permits or for those with issued "Homeowner's Permits". The ISA is available to troubleshoot scheduling issues with the plumbing/gasfitting community; however most, even if an inspection type must be manually added, is ultimately scheduled by the licensee/designated proxy.

To reach someone for an inspection, please email InspectionSupport@wsscwater.com or call **301-206-4004**. Please have on hand, the Permit #, address (for verification), onsite contact information (for verification) and the date for your inspection request. An additional note to individuals with Homeowner's Permits, please know in advance the type of inspection you are seeking.

Your scheduled inspection will be verified via email or prior to ending the phone call with the ISA. Individuals seeking a smaller inspection window (outside of 7:30 AM-2:00 PM), must obtain the inspector's office number to call the morning (6:45 AM-7:30 AM) of the scheduled inspection. ISAs do not maintain individual schedules.

If requesting the assistance of an ISA for troubleshooting a scheduling issue, callers should be prepared with Permit #, address for verification, Master Plumber/Gasfitter License # and Pin. The ISA will review and will work to resolve scheduling related issues.

2. Homeowners with a Short Form Permit or Homeowner's Permit may cancel an inspection in advance by contacting the Inspection Services Office at InspectionSupport@wsscwater.com or **301-206-4004**.

Like scheduling, homeowners should be prepared with the permit number, address verification and new date for inspection, if known. Otherwise, the inspection will be canceled. The system does not generate a confirmation email; however, permit history is viewable in CSS.

ISAs do not cancel inspections in the system the day of. This information is communicated to the inspector, where he or she makes the system updates.

Note: in order to reschedule, the system update must first take place. If an inspector has already visited the property, the inspection cannot be verbally canceled or otherwise; the inspection results stand.