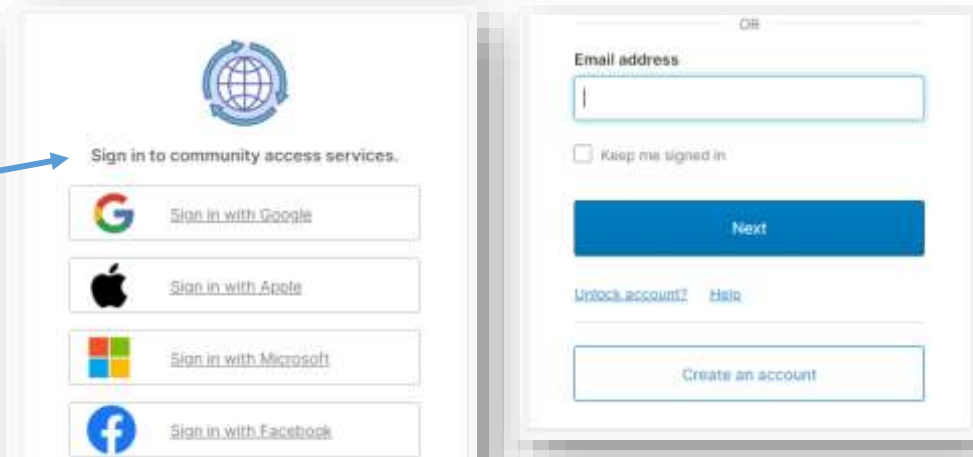
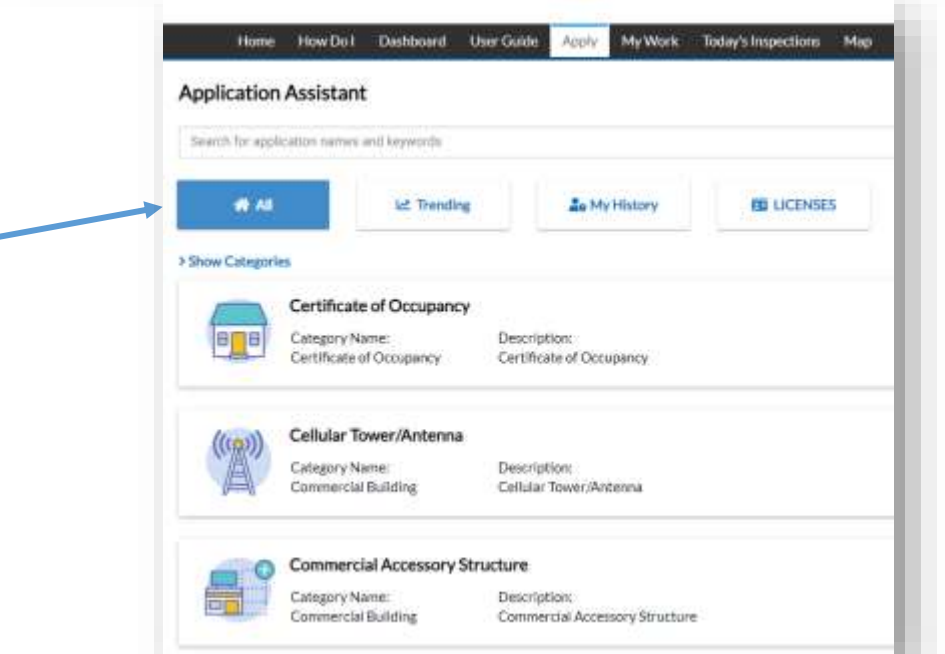
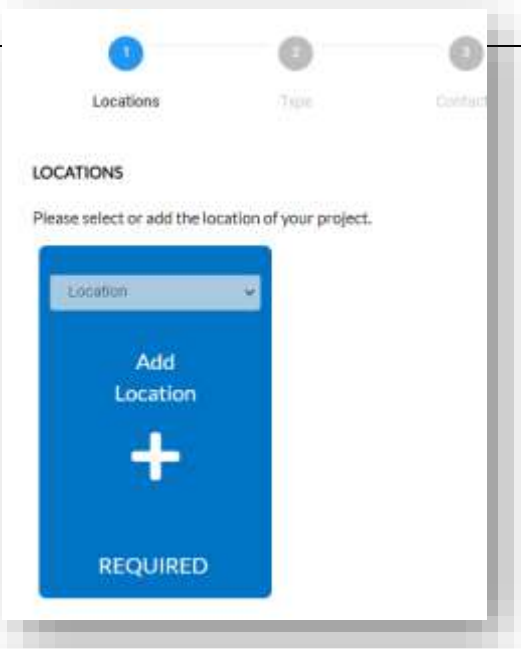
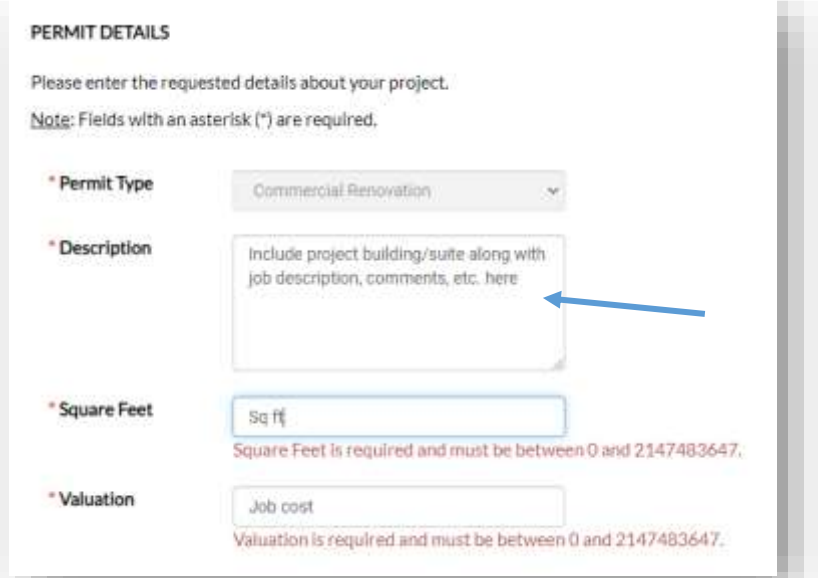


Process: Contractor Access Portal

Procedure: Submit Permit Application/Requesting Inspections.

1	To log into an account, utilize the link below in order to access the Energov Portal: https://cityofsouthavenms-energovweb.tylerhost.net/apps/selfservice#/home	 The dashboard titled "Welcome to City of Southaven Civic Access" features six main service tiles: "City of Southaven" (for additional info), "Apply" (for permits/licenses), "Login or Register" (for account access), "Map" (for neighborhood activity), "Pay Invoice" (for individual invoices), and "Request Inspection" (for existing records).
2	Once on the Energov Civic Access Webpage, under Login or Register, individuals will select from one of the Sign In options from the menu.	 This section shows the login interface. On the left, a "Sign in to community access services" panel offers social login options: Google, Apple, Microsoft, and Facebook. A blue arrow points to the Google option. On the right, a standard login form includes an "Email address" field, a "Keep me signed in" checkbox, a blue "Next" button, and links for "Unlock account?" and "Help". A "Create an account" button is located at the bottom.

3	After successfully signing in to the user account, the user can select from several options, including applying for a permit, requesting inspections, and paying invoices associated with the account.	
4	Applying For Permits: To apply for a permit, under Apply Section, individuals will select the All option from the top left of the page and select the applicable permit type. Users will also have the option to view submission history from this page as well. Please note, individuals must exercise mindfulness in selecting the desired type of application as once the permit type is selected prior to application submission, it cannot be changed. Any errors in permit type selection will result in having to restart the application.	

5	After selecting the appropriate type of permit application, users will Select the Location of the project by search. If the project has an unlisted suite within an existing building, the individual will select the building the suite resides in and specify the suite in the job description on the next page. For any applicants submitting new construction projects, the user will need to Add the Location of the project manually, given no physical address for the parcel would exist on our GIS system or have been previously filed with the county.	
6	In the Permit Details section, individuals will include a description of the work being performed as well as provide a numerical value of square footage and valuation or project cost where required for the selected application type. If the project address is taking place at an existing location and has a building/suite number that is not presently listed within current county GIS system, the individual will need to specify the suite in the description box provided. As previously noted, individuals will not be able to revise or modify the permit type at this stage. Any errors in permit type selection will result in having to restart the application.	

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Applicants will then provide additional Contacts – *if applicable*, as well as provide additional details about the project on the More Info section.

Under the attachments section, applicants will have to provide the required attachments, as well as any additional documents they wish to upload. Please note, ***All attachments undergoing review must be uploaded as a pdf file.*** Documents uploaded in any other file format will result in a failed review/denied application status that would require a resubmission as the reviewer will be unable to view the attachments.

Click *Next* to Signature.

Locations

Type

Contacts

More Info

Attachments

Attachments

Please ensure the architectural plans and any related attachments are uploaded as a pdf file.

Architectural/Structural Plan

Add Attachment

+

Supported: .pdf

REQUIRED

BID Contract

Add Attachment

+

Supported: .pdf

REQUIRED

Select Type

Add Attachment

+

Supported: .pdf, .doc, .docx, .jpg, .png, .jpeg, .gif, .tiff, .xls, .xlsx, .dot, .dwt, .zfp, .cax, .rvt, .dxf, .dwg, ...

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After providing a signature and reviewing the application, individuals will complete their submissions.

Typically, new applications must be processed accordingly and take a minimum of 24-48 hours to review and accept, as the process is not instantaneous. Please note that our estimated timeframes for processing and plan reviews is only an average and can differ dependent upon how many ongoing projects we currently have.

To avoid double permit fee penalties for beginning work without a permit, please note that ***a permit application is only an application and is NOT equivalent to a formally issued permit.*** No contractor, homeowner, or applicant should begin work prior to receiving an electronic copy of the permit.

 **Your application was successfully submitted!**

Thank you for submitting your application with the City of Southaven Building Department. We are working as quickly as possible to process your application and appreciate your patience. Please be sure to check your email for application updates. Should you not receive an email notification in 2 business days, please contact our office via phone (662-393-4639) or email (buildingdepartment@southaven.org).

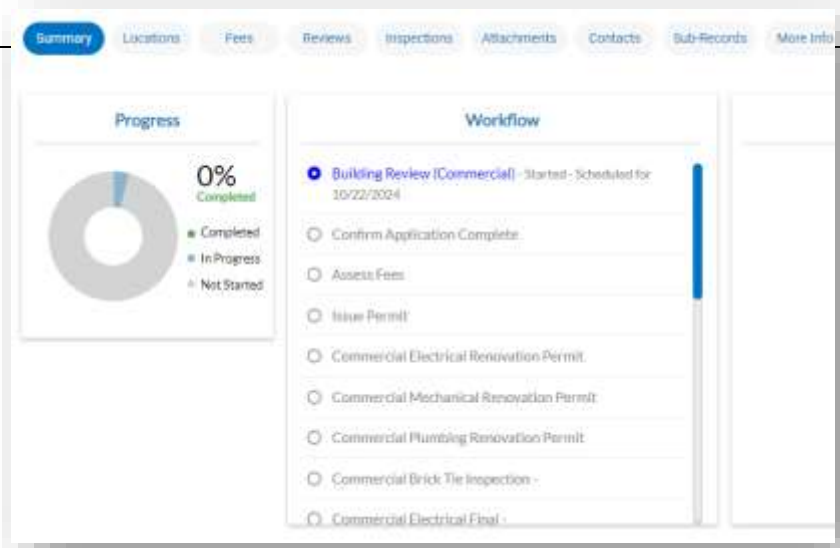
[Continue to permit](#)

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On the permit details page following the submission, applicants will be able to view the status of the project.

The workflow bar provided will display any relevant information pertaining to the project including reviews, fees, permit issuance, and inspections.

For further information related to paying fees, checking review statuses, viewing or requesting inspections, viewing or adding attachments, etc. users will select the applicable option from the icons on the page.



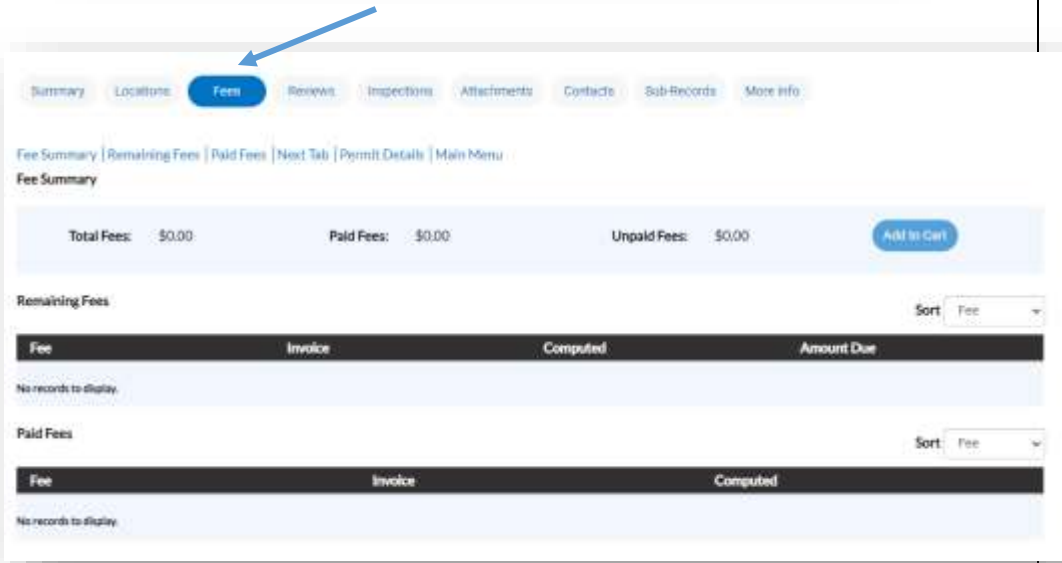
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Paying Invoices:

Invoices associated with a specific project can be accessed under **Fees** section under permit details or can be searched under the **Pay Invoices** option from the menu bar at the top of the page.

Any applicable fees owed or associated with the project will not automatically generate until after the application has been accepted and the system generates the fee, at which time user will both be able to view any associated invoices as well as receive a notification via email.

Contractors, homeowners, and applicants will make payments for any related invoices or outstanding fees via credit card online, or they may drop off/mail in checks to our office.



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Requesting Inspections:

Inspections can be requested under permit details or can be accessed under the **Home** option from the menu bar at the top of the page.

Once on the appropriate page, individuals will request all applicable inspections as needed, selecting the type of inspection and preferred date. Please note, this is only a request and individuals will receive an email confirmation that details the date the inspection will be performed.

While our department works diligently to ensure inspections are scheduled and performed effectively and efficiently, it is highly recommended you view this email confirmation as ***inspections are scheduled strictly based on availability not based on preference.***

