

Below are step by step instructions on how to apply for a building permit online. We are currently accepting all residential trade applications online through our CSS portal: <https://onslowcountync-energovpub.tylerhost.net/Apps/SelfService#/home>

If you have questions you may contact our Systems Coordinator, Whitney Buck via phone at 910-989-3083 or via email at Whitney_Buck@onslowcountync.gov.

Prior to starting the online application process ensure that you have created an account on the CSS portal. The first step to applying online is to click the “apply” dropdown option.


The screenshot shows the Onslow County Self Service portal. At the top left is the Onslow County logo with the text "ON SLOW COUNTY NORTH CAROLINA". To the right of the logo is the text "Good Afternoon, Whitney Buck". Below this is a navigation bar with the following items: Dashboard, Home, Apply (with a red arrow pointing to it), View, Map, Help, and Search. Below the navigation bar is a blue banner with the text "WELCOME!". Below the banner is a heading "Welcome to Self Service" in a blue box. Below the heading are six service tiles arranged in a 2x3 grid:

- Custom**: A tile with a magnifying glass icon and the text "Custom".
- Search Public Records**: A tile with a magnifying glass icon, the title "Search Public Records", and the text "This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses."
- Apply**: A tile with a document icon, the title "Apply", and the text "This tool can be used to apply for a permit, plan or license."
- My Account**: A tile with a person icon, the title "My Account", and the text "Click here to access your account information."
- Pay Invoice**: A tile with a dollar sign icon, the title "Pay Invoice", and the text "Use this tool to pay for individual invoices."
- Map**: A tile with a location pin icon, the title "Map", and the text "Explore the map to see the activity occurring in your neighborhood."

Choose Permit Type

Select the permit type that you are applying for.

PERMITS

- Residential Mechanical Change Out 
- Residential Mechanical New
- Residential Electrical
- Residential Electrical Change Out
- Residential Electrical Repair
- All (7)

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

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



My Account

Click here to access your account information.



Pay Invoice

Use this tool to pay for individual invoices.



Map

Explore the map to see the activity occurring in your neighborhood.

Add Address

Add the address where the work is being completed by clicking “add location.”

Apply for Permit - Residential Mechanical Change Out

REQUIRED



LOCATIONS

Search your address below. When searching, less is more. You do not need to type the entire address for it to populate.

A blue rectangular button with a white border. At the top, there is a search input field with the placeholder text 'Location' and a dropdown arrow. Below the input field, the text 'Add Location' is centered. In the center of the button is a large white plus sign '+'. At the bottom of the button, the word 'REQUIRED' is written in white. A red arrow points from the right side of the button towards the plus sign.

Save Draft Next

After clicking “add address” you will be brought to the screen below. You will need to use the search option to find the address. When searching for the address you do not need to type the entire address. If you type only a portion of the address and search, it should populate. See below. Once you find the correct address, click the “add” button.

[← Back to Application](#)

Add Location

Address Parcel

Add Address As Location ▾

Search Enter Manually

Address Information

Search 

Address	Action
234 NORTHWEST CORRIDOR BLVD , JACKSONVILLE, NC, 28540	Add

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



Add permit details

In the description of work text box, list all work that is being completed. Once done click “next.”

Apply for Permit - Residential Mechanical Change Out

*REQUIRED



PERMIT DETAILS

In the description box list the work that is being completed.

* Permit Type

* Description

Add Contacts

Your contact information will automatically populate as the applicant. If you need to add an additional contact, click “add contact.” Please note that you cannot add a contact twice. If you are unable to add a contact at this step our permitting staff will add any missing contact information prior to permit issuance.

The screenshot shows the Onslow County website header with the logo and navigation menu. The main content area is titled 'Apply for Permit - Residential Mechanical Change Out' and includes a progress bar with six steps: Locations, Type, Contacts, More Info, Attachments, and Review and Submit. The 'Contacts' step is currently active. Below the progress bar, there is a 'CONTACTS' section with instructions to search for contacts. A card for the applicant 'Whitney Buck (You)' is shown, and a blue 'Add Contact' button with a plus sign is highlighted by a red arrow. The button also features a dropdown menu set to 'Mechanical Contractor'. At the bottom, there are 'Back', 'Save Draft', and 'Next' buttons.

ON SLOW COUNTY
N O R T H C A R O L I N A

Good Afternoon, [Whitney Buck](#)

Dashboard Home Apply View Map Help Search

Apply for Permit - Residential Mechanical Change Out *REQUIRED

Locations Type Contacts More Info Attachments Review and Submit

CONTACTS

Please search contacts before entering their information in manually. You can search a contact by the company name, first name or last name.

Applicant
Whitney Buck (You)

Mechanical Contractor

Add Contact

Back Save Draft Next


If you choose to add an additional contact(s) you will need to use the search contact feature. This feature is like the address search. You are only required to type a portion of the contact information to search. Once you find the contact that you would like to add click “add.”

[Back to Application](#)


Add Contact

Add Contact As

[Search](#) [Enter Manually](#) [My Favorites](#)

Search 

Sort

Favorite	First Name	Last Name	Address	Company	Email	Action
			JACKSONVILLE NC 28546	Carolina Comfort Air, INC		Add



Add Additional Information

Complete are pertinent information. Anything outlined in red is required information. Once done click “next” (not pictured) at the bottom of the screen.

Mechanical

[| Top](#) [| Main Menu](#)

Proposed Use

Heated Sq Ft

*Number of Units

Number of Units is required.

*Type of Unit

Type of Unit is required.

*Location of Units

Location of Units is required.

*Construction Cost

Construction Cost is required.

Number of Gas & Fuel Units

*Ductwork

Ductwork is required.

Add Attachments

Please attach a completed application by clicking “add attachment”. The application must have the licensed contractor’s signature. Digital signatures are acceptable. If you need to attach additional documents, you can do so by selecting the document type from the dropdown menu and clicking “add attachment” again. Please name all files appropriately on your computer prior to uploading to the CSS portal. Examples: Application, Site Plan, Septic Permit, Sewer Permit, Building Plans, Engineer Letter, Elevation Certificate.

Applications can be found here <https://www.onslowcountync.gov/1103/Building>.

The image displays two side-by-side screenshots of the Onslow County permit application portal, specifically the 'Apply for Permit - Residential Mechanical Change Out' page. Both screenshots show a progress bar with six steps: Locations, Type, Contacts, More Info, Attachments, and Review and Submit. The 'Attachments' step is highlighted with a blue circle containing the number '5'. Below the progress bar, the 'Attachments' section contains the following text: "Please attach a mechanical and electrical permit application. These applications must have the contractor's signatures. Please name the file 'Application.' If you wish to add additional documents please name each file to accurately describe the attachment."

Left Screenshot (Initial State): Shows two blue 'Add Attachment' buttons. The left button has a red arrow pointing to it. Below the buttons, the supported file types are listed: "Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text". A 'REQUIRED' label is at the bottom of the buttons.

Right Screenshot (After Upload): Shows the 'Add Attachment' button with a red Adobe PDF icon and the text "Application", "Application.pdf", and "Size: 343.08 KB". A blue 'Remove' button is at the bottom of this card. The supported file types are listed below the button.

At the bottom of both screenshots are navigation buttons: 'Back', 'Save Draft', and 'Next'.

Review Application

Review the details of the application. Once you have reviewed the application click "submit."



Submit

Locations

Location 234 NORTHWEST CORRIDOR BLVD, JACKSONVILLE, NC, , 28540

Parcel Number 330-12.9

Basic Info

Type Residential Mechanical Change Out

Description Installing a 3 ton split heat pump

Applied Date 03/19/2020


Contacts

Applicant Whitney Buck

Mechanical Contractor
Carolina Comfort Air, INC

Permit Dashboard

Once your application has been submitted you will be directed to the permit screen. On this screen you can see the progress of your permit and request inspections once your permit has been issued. If a fee has been invoiced, you will also be able to view the amount on this screen. At this time, we will not be accepting payments online. If you see that a fee is due, please contact our office at 910-455-3661 to make payment.

**ON SLOW COUNTY**
N O R T H C A R O L I N A

Good Afternoon, [Whitney Buck](#) ▾

[Dashboard](#) [Home](#) [Apply ▾](#) [View ▾](#) [Map](#) [Help ?](#) [Search 🔍](#)

✔ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly. ✕

Permit Number: RMEC-2020-00854


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

Type: Residential Mechanical Change Out	Status: Submitted - Online	Project Name: ▾
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SummaryLocationsFeesReviewsInspectionseReviewsAttachmentsContactsSub-RecordsHoldsMeetings

More Info

Progress



0%

Completed

- Completed
- In Progress
- Not Started

Workflow

- Application Completeness Check
- Technician Review
- Collect Fees
- Issue Residential Building Permit
- Rough-In Electrical Inspection

Available Actions

