

CITY OF GOLDSBORO INSPECTIONS DEPARTMENT

INTERNET WEB PORTAL INSTRUCTIONS

Log in to the City of Goldsboro web portal: <http://www.goldsboronc.gov>

Locate and click on the **Online Services** symbol then click on **Permits/Inspections**.

You must have a current Business Registration and be a building contractor/sub-contractor to be able to apply for NEW permits. If you are not a contractor/sub-contractor you can do SEARCHES only. Contact Lynn in Inspections if you need to submit a Business Registration

This is where you can apply for new permits, search for existing permits, check the status of inspections. Below is a snap shot for reference.

Goldsboro Online Services lets you:

[Apply for new permits](#)

[Search for Plan Reviews](#)

[Search for existing permits](#)

[View Today's Inspections](#)

[Check the status of requested permits](#)

You can currently apply for the following permits online:

- Plumbing Permits
- Mechanical Permits
- Gas Permits
- Electrical Permits

Getting Started

You do not need to "Register" or "Log On" to SEARCH for permits or plan reviews.

You only need to "Register" or "Log On" if you wish to apply for a NEW permit.

Register allows you to set up a new account. **Log On** allows you to access your existing account. When registering for a new account, please allow one business day for the new account to be processed

You must have 1st already completed a Business Registration form and 2nd Register Online before you can APPLY FOR A NEW PERMIT. If you have already done 1 & 2 you can skip the section below and proceed to applying for a new permit.

If you have not done Step 1 and Step 2, go back to the Inspections Department home page and print and complete the Business Registration Application and submit to the Inspections Department along with the registration fee. If you have already completed your Business Registration and only need to [Register](#) go back to Online Services page and under [Getting Started](#) click on [Register](#) and complete all required fields on the New User Registration page. Then [Submit](#). We will process your registration and you will receive notice via email you are registered. You can now apply for your new permit.

To apply for a **NEW PERMIT**: Click on [Apply for new permits](#).

You must now **LOG ON** using your login information (this is the same information you used when you set up your account).

After you log in you will be at the [Citizens Access Portal](#). Locate the Permits Tab at the top of the page and choose [search or create](#). You can search for existing permits or apply for a new permit.

To Apply for a new permit:

Type: from the drop down choose: Electrical, Gas, Mechanical or Plumbing.

Work Class: From drop down choose what applies to your job.

Square Feet: If you are doing a job based on square feet you must complete this section (i.e. Mechanical duct work)

Description: Provide details of work being performed

Valuation: This is the fee you are charging to do the job

Property Information – skip this section

Address to use: Choose **New Search** and enter the address of where the work is being done. Enter the street number and the street name **(Reminder – Less is best when using a search...enter street number and part of the street name (1412 Center – Not 1412 N. Center Street))** and click on search. Select the correct address from the entries provided. Be sure to complete (*) all required information. Then **SAVE**.

Contact Search: If you have already “Registered” your contractor information should already be here. If not Add your contact information.

REVIEW and complete all additional information that pertains to the job you are doing.

SUBMIT. Now, your request for a permit will be processed and invoiced by the Inspections Department. Once we have processed your permit request you will receive an email notice like the sample below.

Permit number: PLUM-01-17-12345 has now been invoiced and is ready to be paid and printed online.

Please login to the CAP portal and proceed with the payment of this permit at : [Goldsboro Citizen Access](#)

After paying for the permit you can also schedule inspections online at the same link above.

Feel free to contact us with any questions or concerns.

City of Goldsboro Inspections1-866-701-3308

After you receive this email notification you can log in as directed and pay for your permit by credit card.

To Pay for Your Permit. Log back into the Goldsboro **Citizen Access Portal**. If you saved your user name and password you will go directly to your home page. On your home page you will see your company information, existing permits and invoices.

Go to the section at the bottom (“your name” invoices)

Click on the Invoice number you want to pay (the “status” will be “**Due**”)

Click on “Make Payment” at the top of this page

Enter all required information (*)

Click on “Process Payment”

You have successfully paid for your permit! Now you can print your permit if you need a hard copy. If you have another invoice to be paid complete the same steps above until all invoices with status “due” are paid.

Once your permit has been paid for you can perform your work and schedule your inspections as needed by calling the Automated Inspections 24-Hour line at **1-866-701-3308.**

😊 Helpful Hint – take a picture of your permit number and you will have the last six digits readily available when you call the IVR # to schedule your inspection day or night! Don’t forget to add 1-866-701-3308 to your contacts!

CONGRATULATIONS! You have successfully completed the on-line permitting process. We thank you for taking the time to learn the process and encourage you to continue to use our on-line services.

Please don’t give up 😊 If you need assistance, or would like a demonstration on any of our permitting processes please 📞 the Inspections Department at (919) 580-4385 or (919) 580-4389. We will be GLAD to help!