



NOTICE TO INDUSTRY

Inspection Scheduling Protocol

EFFECTIVE October 1, 2025

It has come to the attention of the Building Division that inspection staff are increasingly receiving direct phone calls and emails from contractors requesting that City personnel schedule inspections on their behalf.

Please be advised that all contractors are required to schedule their inspections through the City's Citizen Self-Service (CSS) Portal. The CSS system is designed to ensure transparency, trackability, and efficiency in the permitting and inspection process.

Staff have been directed not to manually schedule inspections for contractors, except in rare, extenuating circumstances pre-approved by a supervisor. Our inspection team must prioritize conducting inspections, processing results, and ensuring code compliance, core responsibilities that are hindered when time is spent performing administrative functions that are the responsibility of the permit holder.

Effective October 1, 2025:

- All inspection requests must be submitted via the CSS Portal.
- Staff will no longer respond to scheduling requests made by phone or email.
- If you are experiencing technical issues with the portal, please contact our permitting support staff for assistance, not the inspection team.

We appreciate your cooperation in adhering to this policy, which helps ensure our team can meet the growing volume of inspections and maintain the level of service expected by the community.

Inspection Scheduling Training Video - <https://www.youtube.com/watch?v=8XoW9V4rsig>

Inspection Service Information - https://www.capecoral.gov/departments/community_development/building_division/index.php

(Select Inspection Info & Permit-Related Contacts)



EnerGov User Manual -

[https://www.capecoral.gov/Comms%20&%20Marketing/EnerGov%20CSS%20User%20Manual%20\(2\).pdf](https://www.capecoral.gov/Comms%20&%20Marketing/EnerGov%20CSS%20User%20Manual%20(2).pdf)

If you have any questions regarding the proper use of the CSS Portal or require training, please contact the Permitting Division at (239) 574-0546 or via email at permits@capecoral.gov.

Thank you for your attention to this matter and your continued partnership in building a safe and compliant Cape Coral.

Shane Kittendorf

Building Official

City of Cape Coral – Building Division



HOW TO SCHEDULE YOUR ONLINE INSPECTIONS

1. Go to:

https://www.capecoral.gov/department/community_development/customer_service-permitting/energov.php

2. Select “Citizen Self-Service Portal

HOME > DEPARTMENTS > DEVELOPMENT SERVICES > PERMITTING SERVICES DIVISION > E

PERMITTING SERVICES DIVISION

- EnerGov Citizen Self-Service (CSS)
- Permit Document Center
- Permitting Fees
- Join a Line / Schedule an Appt

EnerGov Citizen Self-Service (CSS)

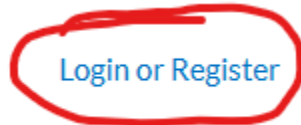
The EnerGov Citizen Self-Service Portal (CSS) streamlines City of Cape Coral services for citizen applications, eliminating paperwork. Need help? [Troubleshoot here](#).

TID-C Login Authentication

- [Click here to see Instructions for Logging in with TID-C for the first time](#)
- [Click here to see Frequently Asked Questions about TID-C](#)

Applying for Permits:

3. Select Log in or Register link at the top right of page



4. Type in the email address associated with your account, check the ‘Keep me signed in’ box and then click on “Next”.

Sign in to community access services.

Email address

Keep me signed in


Next




5. Verify your account.

Verify it's you with a security method

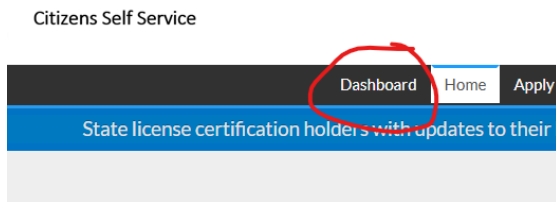
Select from the following options

Email 

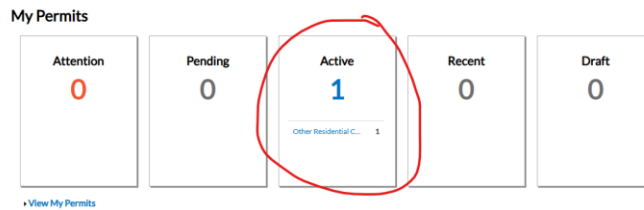
Password 

[Back to sign in](#)

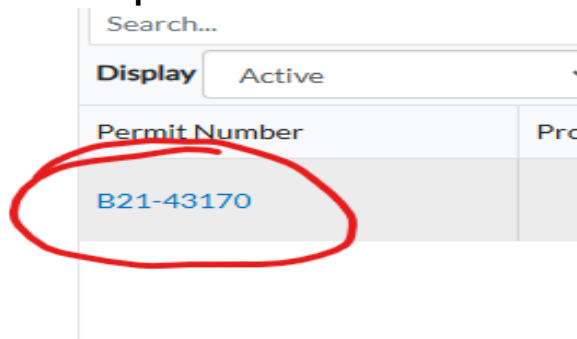
6. Click on the word "Dashboard"



7. Click on the "Blue number" in the active box.



8. Click on the "Blue permit number".





9. The bottom righthand of the screen look at available actions and select what inspection you want to schedule.

A screenshot of a web interface titled "Available Actions". It lists two inspection options, each with a calendar icon, the text "Request Inspection", and a sub-description. The first option is "BLD - Awning/Shutter" and the second is "BLD - Blower Door Test". Each option has a blue "Request" button to its right. A red hand-drawn oval highlights the "Request" button for the "BLD - Awning/Shutter" option.

10. Select the date you would prefer. No weekend inspections. Blocked out dates are full. Inspections must be requested by 2 pm for next day inspections. Add any additional comments that the inspector might need to know.

A form section with a light blue header containing the text "Address: 1003 NW 7TH PL PARCEL CAPE CORAL, FL 33993". Below the header are two input fields. The first is labeled "* Requested Date" and has a calendar icon to its right. The second is labeled "Comments/Gate Code" and is a larger text area.

You can find your inspector's name and phone number the morning of the inspection by logging into your CSS account.