

Create an Application using the Self Service Portal

<https://barrowcountyga-energovweb.tylerhost.net/apps/selfservice#/>

For assistance, please call 770-307-3021



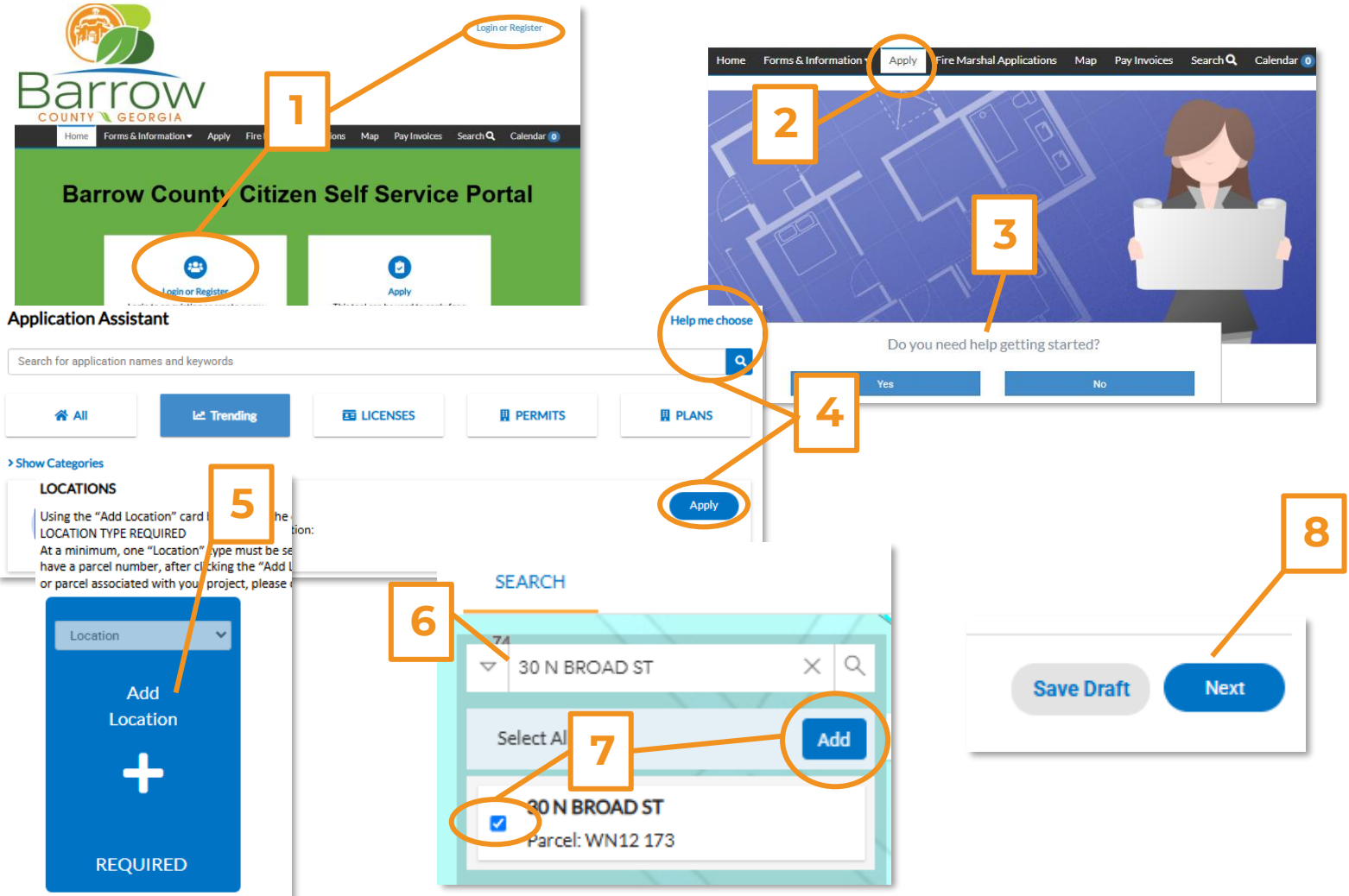
Beginning **August 26, 2025** applications should be submitted using the Barrow County Citizen Self Service Portal.

Please note during the submittal process:

- The **Save Draft** button can be used to come back to the application at any point in time. Please note, staff cannot see in draft applications.
- The **Create Template** button could be used for those completing permit applications that follow the same specs.

Steps 1-8 to create an application:

1. Login	5. Click Add Location to add the address location(s) for the application
2. Choose Apply on the menu	6. Search for the address . Please note less is more when searching and street types are abbreviated (for example Street = St).
3. Select Yes , if you need help getting started with application prompts, otherwise select No	7. Select the checkbox and select Add when the address is located. Please note some applications allow for manual entry of addresses, only use that for vacant pieces of property with unassigned addresses.
4. Find or search for the application name, select Apply on the desired application. Application prompts are also in the help me choose link.	8. Add additional addresses as applicable, otherwise select Next .



The collage shows the following steps:

- Step 1:** Login or Register button on the portal header.
- Step 2:** Apply button in the top navigation bar.
- Step 3:** Help me choose dialog box with Yes/No options.
- Step 4:** Apply button on a category card (e.g., TRENDING).
- Step 5:** Add Location button on the LOCATION TYPE REQUIRED card.
- Step 6:** Search bar with address input (30 N BROAD ST).
- Step 7:** Add button next to a search result (30 N BROAD ST).
- Step 8:** Save Draft and Next buttons at the bottom of the application flow.

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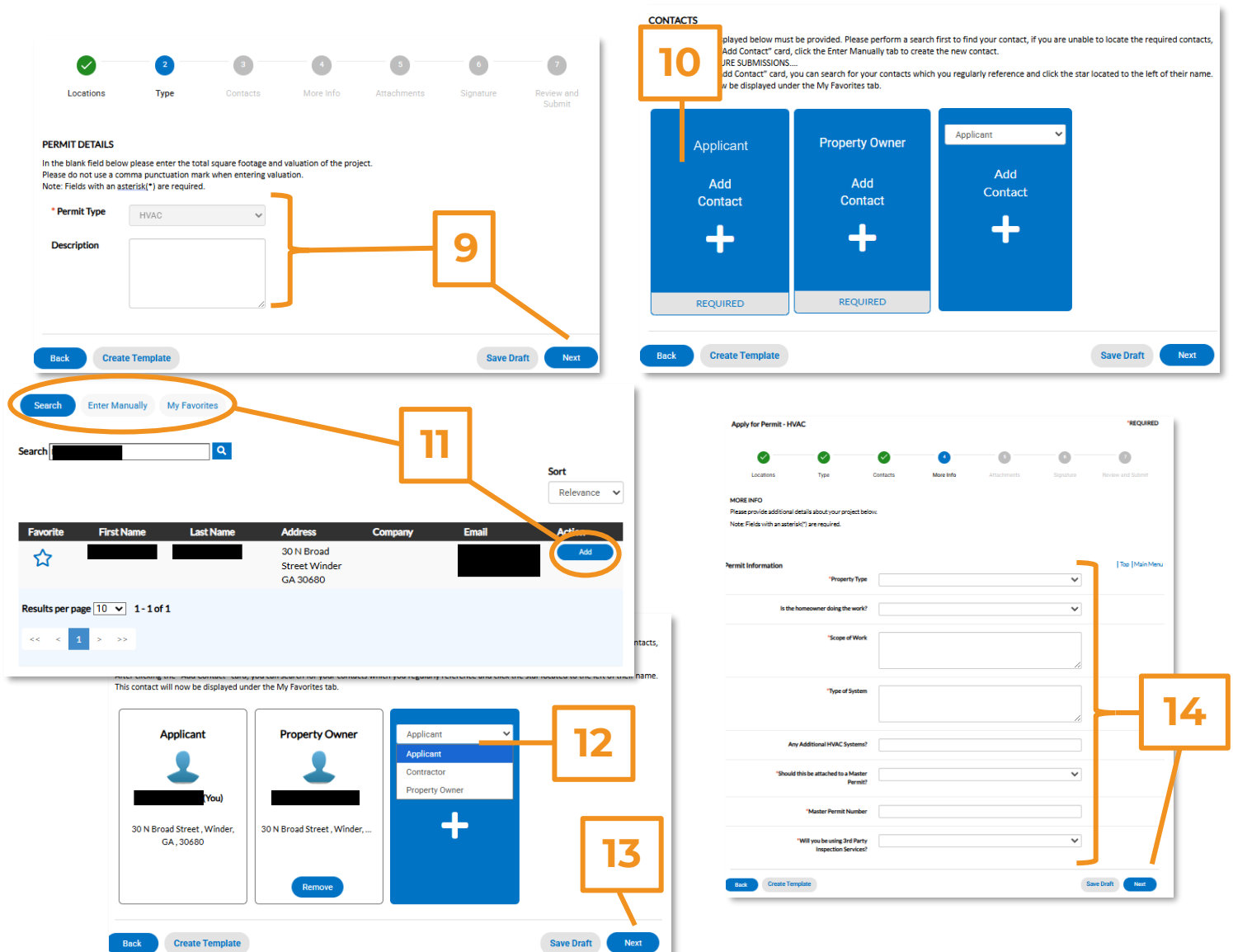
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Steps 9-14 to create an application:

9. On the **Type** page, enter any pertinent details for your project or application. Click **Next**
10. On the **Contacts** Page, select the blue card (without the dropdown) to add a contact that fits the requirements.
11. Use the **Search** to find your name completed when registering. You can also **Search** for other contacts if they've done business with the county previously. There is also a ★ star to add searched contact(s) to your **Favorites**. Alternatively, you can enter a new contact via **Enter Manually**. Select the **Add** button when the contact is located or entered.
12. Repeat step 10/11 for each applicable contact. *Please note you can add contacts that are not listed by clicking the blue card to the right (with the dropdown) and selecting the contact type.*
13. Click **Next**.
14. Enter all details in the fields for your application in the **More Info** Page. Click **Next** when completed.



The following screenshots illustrate the steps for creating an application:

- Step 9:** The "Type" page shows the "PERMIT DETAILS" section. The "Permit Type" is set to "HVAC". The "Description" field is empty. A blue box labeled "9" highlights the "Next" button.
- Step 10:** The "CONTACTS" page shows three blue cards: "Applicant", "Property Owner", and "Add Contact". A blue box labeled "10" highlights the "Add Contact" button on the "Applicant" card.
- Step 11:** The "Search" page shows a search bar and a table of results. A blue box labeled "11" highlights the "Add" button in the "Actions" column of the first row.
- Step 12:** The "CONTACTS" page shows the "Applicant" and "Property Owner" cards. A blue box labeled "12" highlights the "Add Contact" button on the "Applicant" card.
- Step 13:** The "CONTACTS" page shows the "Add Contact" card. A blue box labeled "13" highlights the "Next" button.
- Step 14:** The "Apply for Permit - HVAC" page shows the "MORE INFO" section. A blue box labeled "14" highlights the "Next" button.

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Steps 15-19 to create an application:

15. On the **Attachments** page, select the blue card to add through file explorer a document that fits the requirements **OR** drag and drop a document into that card.
 16. Repeat step 15 for each required document type. **Add additional documentation that may not be required by clicking the blue card with the dropdown, selecting the applicable type and using the same procedure as in step 15.** Click **Next**.
 17. On the **Signature** page, type your name acknowledging the submittal is true and correct. Either toggle to enable type signature or manually draw your signature. Click **Next**.
 18. Review your submittal and click **Submit** when verified all information is correct. Go back through the pages if the submittal needs to be updated.
 19. **Your application was successfully submitted.** **If a sub permit is needed to be pulled click **Continue to Permit**, and in the available actions click Sub-Records to apply.**
- You can review the status of your application at any point in time by going to the Dashboard when logged in and viewing your record.

Attachments

PLAN FILE S
Before plan
Unnecessar
Files attach
Reduce the
Remove an
if a file's st
Documents uploaded cannot have the same file name, if you see the message "File already exists" please rename one of the files and attempt to upload the file again.

15

Now, files must follow the guidelines below:

- removed
- ible without reducing clarity below 300 DPI
- split pages into multiple 500MB files
- Documents uploaded cannot have the same file name, if you see the message "File already exists" please rename one of the files and attempt to upload the file again.

Driver's License

Add Attachment

Supported: pdf, jpg, png, jpeg, tiff

REQUIRED

Select Type

Select Type

Additional Files

Current Business License

Driver's License

State License

text, doc, zip, docx, ppt, pptx, xls, xlsx

16

Back Create Template Save Draft Next

Locations Type Contacts More Info Attachments Signature Review and Submit

18

19

Apply for Permit - HVAC

Locations Type Contacts More Info Attachments Signature Review and Submit

SIGNATURE

I hereby declare under penalty of perjury that the foregoing is true and correct.

* Please type your name as consent to electronically sign this application.

Consent name is required.

Enable Type Signature

Draw Signature Here

17

Clear

Back Create Template Save Draft Next

18

19

Submit

Your application was successfully submitted!

Thank you for applying, you can continue to monitor progress on this application in this portal. For all Trade Permits please access the sub records on the main page of your Permit record. Applications are reviewed in the order in which they are received. Typical turn times are up to 2-3 weeks. Once the staff review is complete, you will receive an email from staff regarding notes pertaining to your application. Fees will be assessed after staff review and an invoice will be provided prior to the permit being issued.

Continue to permit

Home Dashboard Forms & Information Apply Fire Marshal Applications My Work Map Pay Invoices

Permit Number: HVAC1025-00077

Permit Details | Tab Elements | Main Menu

Type: HVAC Status: Submitted - Online Project Name:

Applied Date: 10/10/2023 Issue Date:

District: Barrow County Assigned To:

Finalized Date:

Description:

Summary Locations Fees Inspections Attachments Contacts Sub-Records More Info

Progress

0% Completed

Completed

In Progress

Not Started

Workflow

Confirm Application Complete

Confirm Fees Paid

Issue Permit

Final HVAC

Close Case

Available Actions

No Actions