

Please follow the instructions below:

Go to <https://www.citizenserve.com/OCI>

Be sure to use Google Chrome, Microsoft Edge, or Firefox as your browser. It will not perform well on Internet Explorer.

Once inside the portal, click on My Account.

Use the username provide below for your existing account. Click forgot password below username to access your account. (If may ask you to use the username again as the password) then you will receive an encrypted email to reset your password. Once you are in your account you can change both the username and password. **If you have any outstanding invoices, they will have to be paid prior to requesting an inspection or being able to download your operating certificate(s).**

Username:

To Access Your Permits:

- Click My Account. On the left-hand side, click on View My Requests.
 - On the My Requests page, you will see a list of permits under different status.
 - Under Review are permits that have not yet been issued. Issued are permits that are active and may have invoices out for them. Closed are permits that are marked as inactive.
- Click on Issued. You will see a list of issued permits. The information available are the following: Permit #, Address, Issue Date, Work Description and Balance Due. ***** if you have an outstanding invoice you will need to pay it in the portal before requesting an inspection. ***** You can also click on an elevator, then the inspections tab to request a routine elevator inspection. You only need to request one. Then pick a date and put in contact information. It will go to the correct inspector calendar***.
- Clicking on the permit number will take you to the View Permit page.
 - The View Permit page will give you access to the following: Detailed Permit information, Documents (invoices, permits and emails issued under Citizenserve will be found here), Inspections (all inspections for this piece of equipment.)

To Convert Htm Files to PDF:

- Press the shortcut key Ctrl + P to print the page, and then in the print window that appears, change the Destination to Save as PDF or choose Adobe PDF as the printer.

If you have any additional questions accessing your account, contact Maiya Bradley at mbradley@oci.ga.gov . If you have a question about an overdue invoice when you are in your account contact Evelyn Mejia in our Fiscal Dept., at mevelyn@oci.ga.gov .