

## How Applicants Can Request an Inspection in the Public Portal

This article provides a guide on how applicants can request an inspection in the public portal of the application. It explains that users can initiate an inspection request by locating the relevant record and choosing an active inspection step. The article further details the process of selecting the type of inspection, choosing preferred dates, and how to remove a selected inspection type or date if needed. The guide emphasizes the flexibility of the application, allowing users to request multiple types of inspections and dates, and specify a preference for morning or afternoon slots.

Users of the public portal, including main applicants and guests, have the ability to initiate an inspection request. This can be done by locating the relevant record and choosing an active inspection step.

In the inspection step review screen, you'll see four different tabs: 'Scheduled', 'Requested', 'Past', and 'Comments'. This particular guide is focusing on the 'Requested' tab, which relates to asking for an inspection.

To initiate an inspection request, you'll need to click on the "New Appointment" button. This button is located within the 'Requested' tab, as well as in the upper right corner of the page.

The screenshot displays the public portal interface for an Electrical Inspection. On the left, a sidebar lists navigation options: 'Jason Momoa's Big House', 'Electrical Permit Record No. 1234XVZ', 'Your Submission', 'Attachments', 'Members', 'Workflow Steps', 'Building Department Review', 'Construction Fee', 'Electrical Inspection' (highlighted with a red box), 'Permit Issuance', and 'Custom Document'. The main content area is titled 'Electrical Inspection' and includes a 'New Appointment' button in the top right corner. Below the title, there is a description of the inspection process and a note. A horizontal tab bar contains 'Scheduled', 'Requested' (highlighted with a red box), 'Past', and 'Comments'. The 'Requested' tab shows a 'New Appointment' button at the bottom center. The right sidebar, titled 'Inspection Checklist', lists items: 'Power/Light Rough & Passed', 'Power/Light Final ES Scheduled', 'Low Voltage Rough Not Requested Request Now', and 'Low Voltage Rough Not Requested Request Now'.

Following that, you'll be able to choose the type or types of inspection you wish to schedule. You have the flexibility to select either a single inspection type or multiple types based on your needs. If you decide to

remove a selected inspection type after it has been chosen, simply click the trash can icon next to it. Once you're satisfied with your selection, click the "Next" button to proceed to the subsequent step.

## New Appointment ✕

- Add Inspection Types**
- Request Dates
- Add Appointment Contact
- Add Notes  
Optional

Add Inspection Types from the list below. You may add multiple types to an Appointment.

Available Types

Low Voltage Rough	+ Add
Low Voltage Final	+ Add
Power/Light Rough	+ Add
Power/Light Final	+ Add
Another Type	+ Add
Some Other Type	+ Add

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## New Appointment ✕

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Optional

Add Inspection Types from the list below. You may add multiple types to an Appointment.

Low Voltage Rough	
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Available Types

Low Voltage Final	+ Add
Power/Light Rough	+ Add
Power/Light Final	+ Add
Another Type	+ Add
Some Other Type	+ Add

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To request specific days for your inspection, simply choose your preferred dates from the provided calendar. Public portal users have the liberty to request multiple days, and specify a preference for either morning (AM) or afternoon (PM) slots.

## New Appointment X

**1 Add Inspection Types**  
2 Types Added

**2 Request Dates**

**3 Add Appointment Contact**

**4 Add Notes**  
Optional

You may propose upto 5 dates convenient to you for this Appointment. Your community will try to confirm one of these dates. This is however based on Inspector availability, and your community might also propose a different date for this Appointment. Click on the dates in the calendar below to add to your request.

< December 2020 >

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

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If you decide to remove a selected date from your request, you can do so by either clicking on the date again in the calendar or by clicking the trash can icon next to the date. Once your desired dates are correctly chosen, click the "Next" button to proceed to the following step in the process.

# New Appointment



## 1 Add Inspection Types

2 Types Added

## 2 Request Dates

## 3 Add Appointment Contact

## 4 Add Notes

Optional

You may propose upto 5 dates convenient to you for this Appointment. Your community will try to confirm one of these dates. This is however based on Inspector availability, and your community might also propose a different date for this Appointment. Click on the dates in the calendar below to add to your request.

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				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- Tues, December 13
- Wed, December 14
- Thur, December 15
- Fri, December 16
- Mon, December 19

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When scheduling an inspection, you can assign appointment contacts. The primary applicant is automatically selected as the default contact, but you also have the option to select a guest or manually add another contact. However, please be aware that manually adding a contact does not automatically create an OpenGov account for them, nor does it send them a notification with the appointment details. The contact information provided is utilized to inform the inspector about who they should connect with upon arrival at the appointment. Once you've set the contact details, click the "Next" button to advance to the subsequent step.

# New Appointment



## ✓ Add Inspection Types

2 Types Added

## ✓ Request Dates

4 Dates Added

## 3 Add Appointment Contact

## 4 Add Notes

Optional

Please enter details for the individual that will be present during this Appointment. This individual will be contacted in the case of any changes. An account for them will not be created on this site.

Same as the Primary Applicant

OR

Select from Guest Members ▼

OR

Manually Add A Contact

Add

Name\*

Enter name

Contact Number\*

Enter phone number

KT KEYURI TATU

E-mail Address  
ktatu@contractor.com

Phone Number  
303-566-2121

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Next

# New Appointment



## ✓ Add Inspection Types

2 Types Added

## ✓ Request Dates

4 Dates Added

## 3 Add Appointment Contact

## 4 Add Notes

Optional

Please enter details for the individual that will be present during this Appointment. This individual will be contacted in the case of any changes. An account for them will not be created on this site.

Same as Primary Applicant

OR

Chris McGonagal ▼

OR

Manually Add A Contact

Add

Name\*

Enter name

Contact Number\*

Enter phone number

CG Chris McGonagal

E-mail Address  
chrismc@contractor.com

Phone Number  
303-566-2121

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# New Appointment



## ✓ Add Inspection Types

2 Types Added

## ✓ Request Dates

4 Dates Added

## 3 Add Appointment Contact

## 4 Add Notes

Optional

Please enter details for the individual that will be present during this Appointment. This individual will be contacted in the case of any changes. An account for them will not be created on this site.

Same as Primary Applicant

OR

Chris McGonagal

OR

Manually Add A Contact

[Add](#)

Name\*

Keyuri Tatu

Contact Number\*

404-899-0323

CG Chris McGonagal

E-mail Address  
chrismc@contractor.com

Phone Number  
303-566-2121

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You also have the option to leave a note pertinent to the overall inspection request. This note is specific to your request and will not appear in the general workflow comments. After entering any necessary notes, finalize your inspection request by clicking on the "Request Appointment" button.

# New Appointment

X

## Add Inspection Types

2 Types Added

## Add Request Dates

4 Dates Added

## Add Appointment Contact

Manually Added

## Add Notes

Optional

Add a note about this Appointment for your Community or Inspector.

KT

Hi, I cant think of anything currently, but this is an example of a note that an applicant might write.

Add

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Request Appointment

After you've successfully submitted your inspection request, all the related details will be available for viewing under the "Requested" tab. Even after your request has been placed, you retain the ability to edit both the note and the appointment contact as needed.

Jason Momoa's Big House

Electrical Permit

Record No. 1234XYZ

X Your Submission

\$ Attachments

W Members

Workflow Steps

gj Building Department Review

Q Construction Fee

sj Electrical Inspection

Permit Issuance

Custom Document

## Electrical Inspection

New Appointment

Inspections are offered 7 days a week between the hours of 8:00 a.m. and 11 a.m. We have a new appointment-based requesting process where you can schedule multiple inspection types together. For any questions, please call the Business Office at 413-259-3082.

Note: We prefer that the property owner be present at the time of the Inspection.

Scheduled Q

Requested Q

Past O

Comments

### Low Voltage Rough + 1 other

45 Trallwood Dr.

Requested: KT June 20, 2022

Requested

Your request has been sent to the Community. Our administrators are working on finding an Inspector for your Appointment. Please wait for a confirmation.

Inspection Types

Low Voltage Rough  
-30 min

Low Voltage Rough  
-30 min

Dates Requested

Tuesday, December 13

Wednesday, December 14

Thursday, December 15

Friday, December 16

Inspection Checklist

Power/Light Rough

Passed

Power/Light Final

Scheduled

Low Voltage Rough

Requested

Low Voltage Final

Requested

Appointment Contact

fk KeyuriTatu /

Notes

KT I have no notes that I can think of. But I cant. Wait to see you.

Once the inspection request has been reviewed and the inspection is scheduled, and email will be sent to the applicant informing them of the details.

**! IMPORTANT !**

If you do chose an inspection type or add it in the notes section, the inspection will not be scheduled. You will receive a notice in the portal indicating it has been rejected. This may result in a delay of the inspection.

## **Inspection Policies and Procedures**

If you need to cancel or reschedule your inspection please call our office at 336-753-6050, in addition you can also add a note to the scheduled inspection in the portal.

Inspectors are automatically assigned when inspections are requested, this may change when the inspection is scheduled. You may check the portal on the morning of your inspection to see who your inspector will be.

Inspections are generally performed the next business day after a request is made. Please note we have a **4:30 pm** cut off time for next day requests. Any inspections requested after **4:30 pm** will be scheduled as though they were requested on the following day. There are times that we may not be able to meet our next day goal, we apologize for this inconvenience.

Due to a vastly increased work load we will no longer accept time requests for inspections other than the following exceptions:

1. Inspections requiring the homeowner to be there for access. This would be the case for HVAC change outs and water heater change outs. **This does not include new construction, renovations or additions that have been self-permitted and require the homeowner to be present for all inspections as required by NC General Statute.**
2. Inspections that require the pouring of concrete such as footings or slabs.

**PLEASE NOTE WHILE THE ABOVE EXCEPTIONS ALLOW TIME REQUESTS, IT IS NOT A GUARANTEE THAT WE WILL BE ABLE TO ACCOMMODATE THAT REQUEST.**

There may be times that, due to work load, we may limit the number of inspections a contractor can schedule for next business day.

It is the responsibility of the permit holder or designee to post the 911 site address and have plans available on the site of an active jobsite at the commencement of permitted work.

Failure to do any of the above mentioned items may result in a delay of your inspection.