In order to schedule, cancel or check inspection status, you must be logged into your ePortal/Citizen Self Service (CSS) account and associated as a contact to the permit. If you do not have an ePortal/CSS account, please review the help document on “Registering for an ePortal/Citizen Self Service (CSS) Account”. To link your contact to the associated cases, please contact the Department of Development Services, Building Development division for assistance. You can also contact another person who is already linked to the case and they can log in and associated you to the appropriate permit or plan.

How to find an Inspection for Scheduling

There are several ways of accessing the appropriate permit in order to perform the inspection activities. Three of those methods are listed here.

1. **Dashboard – Active** - In order to schedule an inspection the permit must be “Active”, so you can click on the ACTIVE circle and all of your permits (permits you are linked to) will appear. You can also click on the “Recent” circle if the permit had some recent activity on it, like it was recently issued or has had a recent inspection conducted, etc.

![Dashboard Image]

From the list of your Active permits, you can either scroll through the list until you find the permit you want to perform inspection actions against, or you can search for the permit.
2. **Search Menu** - Another method you can use to find your permit is to simply search for the permit number. Instructions on how to search can be found in the “How to Search for Cases in CSS” document.

3. **View Menu** - Finally you can go to the VIEW menu and select REQUEST INSPECTIONS.

From the list that populates, you can scroll through until you find the inspection type you which to schedule or you can search for the permit to see which inspections are available to schedule. You can open the permit from this screen OR directly request an inspection.
There are several ways to select an inspection for scheduling in CSS. Three of those methods are listed here.

1. **Directly on the Permit** - Once the selected permit opens, please verify that the information is correct. Check the permit number, permit details, and the address, then proceed to the Inspections tab.

   ![Permit Image]

   Once you’ve selected the Inspections tab, you’ll see two areas. You’ll see Existing Inspections and Request Inspections.

   ![Inspections Tab Image]
The “existing” inspections displays all inspections which have either been completed or have been requested/scheduled. If the inspection has been completed, you can click on the inspection number to view details of the inspection. This includes reasons for rejection if appl. If the inspection has been scheduled but not yet assigned to an inspector, then you can cancel the inspection. (Note: Instructions for canceling are a few pages further below in these instructions.)

The “requested” inspection area lists all inspections which can be scheduled on this permit at this time. Simply select the inspection(s) you wish to request by checking the Action box, and then clicking on REQUEST INSPECTION button. If an inspection cannot be scheduled through CSS it will be noted.

2. Through REQUEST INSPECTION screen - which can be found inside the VIEW menu.
In the below screen shot, it lists the available inspections for BLD2018-06530. You check the boxes of the inspections you wish to schedule. You CAN schedule more than one inspection on the SAME permit or on MULTIPLE permits at the same time from this screen. Click on REQUEST INSPECTION to start the request process.

![Request Inspections]

Here is an example of searching for a 103R Building Footing. There are 3 permits that I’m linked to which has the 103R available. I can choose to schedule all three permits at the same time. Click on REQUEST INSPECTION to start the request process.

![Request Inspections Example]

3. From your Dashboard - you’ll notice there is a circle labeled “Attention”. Within that list are items that require your attention. Among those items are failed inspections. If you select that button, a list of all items that require your attention appear. If the inspection you wish to schedule was previously rejected it will appear on this list.
If you select “Failed Inspections”, you’ll be taken to a screen where you can reschedule the inspection in question or any others on that same permit.
<table>
<thead>
<tr>
<th>Description</th>
<th>Retested</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>110 Lot Grading Final (Single Family Dwelling)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>116 Erosion Control Inspection</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>120 Erosion Inspection</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>140 Furniture or Equipment Storage</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>150R Residential Combo-Ceiling</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>150R Residential Combo Final</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>VSAP Inspection</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Results per page: 10 • 11 - 17 of 17
How to Schedule an Inspection

Once you’ve selected your inspections and have clicked on REQUEST INSPECTION, you’ll be taken to another page which lists all of the inspections you’ve selected. If you only selected one inspection you’ll see only one but if you selected multiple inspections to schedule at the same time, you’ll see them all listed on this screen. In the below example, I’ve selected 3 inspections to schedule on 3 different permits (two are shown here).

Now let’s take a moment to review the inspection itself. You’ll notice there are three required fields which are marked with an asterisk. Those fields are the Requested Date, Contact Name, and Contact Phone. The Comments/Gate Code field is optional.
In addition, the system allows you to populate “all” of your inspections with the same information as the first without having to enter it in more than once, simply by checking the “Use same date for all” and “Use same field contact for all” checkboxes.

If you do not want to use the same date for all or the same contact for all, leave those checkboxes unchecked and update each of the inspections individually.

Once you are finished updating your inspections, click on the SUBMIT button after each of the inspections. If there are no scheduling conflicts (i.e. pre-requisites), then you’ll see a green checkmark indicating the inspection was submitted successfully.

If after you submit, there are pre-requisites that need to be met, the system will indicate all that is needed prior to allowing you to schedule the inspection in question.
Inspection may not be scheduled. ALL of the following items need to be completed:

62. Sprinkler Hydro approved or partially approved on this case FPP2019-00750
63. Sprinkler Visual approved or partially approved on this case FPP2019-00750
73. Fire Alarm approved or partially approved on Fire Alarm case FPP2019-00751
To cancel an inspection, locate the appropriate permit. Within the Existing Inspections tab, locate the proper inspection and select Cancel Inspection. Please note: Only those inspections which do not yet have a “scheduled date” and only have a “requested date” can be canceled. The inspector is usually assigned at the time the Scheduled Date is set.

A window will open to confirm that the inspection should be cancelled. Select Yes.

If the cancellation is successful the following message will appear. Click OK to return to the list of Existing Inspections.
To check the inspection status, locate the appropriate permit. Within the Existing Inspections area, there is a column which displays the inspection status.

To view the details of a rejected inspection, locate the proper inspection and select the inspection number link to open the inspection details.

In the inspection screen, the Status, Completion Date, Inspector Details, Inspection Checklist items and Attachments are visible.
How to Check the Inspection Route

Through CSS, the inspector who is scheduled to conduct the inspection and their planned route for the day can be seen. To do this, after 8:00am on the date of the inspection, go to the “Today’s Inspections” screen which can be found within the View menu.

Select the date of the inspection... a list of inspections scheduled for that date appears. You can either scroll through the list until you find your inspection or you can “search” for your inspection by querying the permit. Once you find your inspection you can see who the inspector is and what order your inspection is in. Along with that you can also see the inspectors estimated time of arrival. Please note this is only an estimate and is subject to change.

In the example below inspection number IBU2019-000005 is the “4th” inspection on the inspectors list for 10/25/2018, and she is expected to arrive between 10 AM – 12 PM on that day. You’ll notice that because we have “Exclude Completed” checked off, that inspection #1, and 6 from the order are no longer listed. Those have been completed (#6 was canceled which is why it appears the inspector went out of order).

If you wish to “Export” the list you can click on the EXPORT button.
You'll be asked to give the file a name then click on OK.