Welcome to Citizen Access
How To Request an Inspection Tutorial

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Citizen Access - Inspection Requests Tutorial
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Request an Inspection

- Log In to Citizen Access
- Type in Email Address and Password
- Click on the Log In button
Request an inspection –

My applications

- The Welcome screen displays
- Click on My Applications from the menu on the left to begin an Inspection request
Request an inspection – Comdev

- Click on Comdev from the menu on the left to access Permits (where you will request the inspection)
Request an inspection – Permits

- Click on Permits from the menu on the left
Request an inspection – Building Permits

- If you have requested and paid for a permit it will display on your Building Permits list
- You can view the permit by Status or Address
- You can search for the permit using the Search functions.
  - NOTE: Street address numbers must be entered as five (5) or more digits, example: 00306
- When you have found the permit, click on the row to view the details
Request an inspection –
Navigate Back to previous screen

- Click on the back link, to navigate back to the previous screen
Request an inspection – Refresh screen

- Click on the Refresh tab to refresh the screen after an action, example, search, attachment, request an inspection, etc.
Request an inspection –
Navigate back to Welcome screen

- Click on the comdev arrow to navigate back to the Welcome screen.
Request an inspection – Refresh

- After you click on the row, the details of the permit display on the Summary tab
Request an inspection – Inspection tab

- Click on the Inspection tab
- If a permit has been issued, a list of inspections displays
Request an inspection – Scheduling options

- Click on a row to view the details and scheduling options for the inspection
- If the inspection has not been scheduled, a ‘none’ will display in the Schedule row
- Click on the Schedule button
Request an inspection –
Request a date for inspection

- Click on the calendar field next to the Requested Date field
- **NOTE:** Same date inspections are not available on Citizen Access. Same day inspections can only be done by calling the Building Department directly.
Request an inspection – Request a date for inspection

- The schedule date calendar displays.
- Select a date on the calendar that you want to schedule the inspection and the date will auto-fill in the date field.
- Enter any notes you would like the inspector to know about the inspection.
- Click on the Request Inspection button to schedule the inspection.
Request an inspection – Inspection successfully requested

- The Schedule Inspections displays that the request was successfully made with the inspection date
- Click on the Back button to view the new status of the inspection request
Request an inspection – Inspection scheduled

- The Schedule status displays the requested inspection date
- Click on the row to view details and schedule options
- At this point you can:
  - Cancel the Inspection by clicking on the Cancel Inspection button
  - Print a copy of the inspection ticket (if you have an available printer attached to your computer) by clicking on the Print Inspection Ticket button
  - Print comments by clicking on the Print button
  - Fetch attachments by clicking on the Fetch button
Attachments Tab – How to attach and view a document

- Click on the Attachments tab
- If you have saved a document on your computer it can be uploaded and attached to Citizen Access
- Click on the Upload New button
Attachments Tab – Browse for file to attach

- The file upload screen displays
- Click on the Browse button to find the document you want to upload
Attachments Tab – Choose file to upload

- The Choose File to Upload displays
- Select the file you want to upload
- Click on the Open button
Attachments Tab – Upload and attach document

- File to be uploaded displays in the Browse field
- Click on the Upload button to upload the file
Attachments Tab – File uploaded and ready for view

- The uploaded file displays in the Title field
- Click on the View button to view the document
Fetch Documents – Review a document

- Documents and reviews can be requested by using the Fetch button.
- If documents have been attached, the details will indicate Attachments.
- Click on the Fetch button to display the attached document.
Printables Tab – How to view and print the permit

- The Printables tab allows you to view and print the issued Permit
- Click on the Permit Number
Printables Tab –

How to view and print the permit

- The Building Permit displays
  - **NOTE:** You must have Adobe Acrobat downloaded to view and print the document
There are seven (7) types of inspection results that will display in the Result column:

- **Canceled** – The inspection has been canceled
- **Closed without Final** – The permit was closed without a final inspection
- **Failed** – A reinspection is required
- **Failed** – A reinspection is required and there is a fee
- **Partial Pass** – The inspection only passes partially
- **Passed** – The inspection passed
- **Passed with Comments** – The inspection passed and the Building Inspector made comments
Inspection Result Types – Inspection Canceled

- To cancel an inspection click on the row of the inspection to be canceled
- Click on the Cancel Inspection button
Inspection Result Types – Cancel inspection confirmation

- A confirmation displays asking if you want to cancel inspection?
- Click the OK button
Inspection Result Types – Inspection result is Canceled

- A Cancel Inspection message displays confirming that the inspection was successfully canceled
- Click on the ok link
- The Scheduled Status changes back to none
Inspection Result Types – Inspection Result is Canceled

- The inspection is canceled and the Scheduled column status changes to none (no inspection scheduled)
Inspection Result Types –
Inspection result is Canceled by Inspector after inspection is done

- If for some reason and inspection is done and the status is changed to canceled on Building Department system by the Inspector, the result will display as Canceled
- **NOTE:** This is for information purposes only. Usually the contractor will cancel the Inspection on Citizen Access.
Inspection Result Types – Inspection result is Closed without Final

- If the inspection is closed without final, the Result status is Closed without Final
Inspection Result Types – Inspection Passed with Comments

- If the inspection passed with comments you can view the inspection comments
- Click on the Print All Comments button
Inspection Result Types – Inspection Passed with Comments

- The Permit/Inspection document displays and the comments are available to view.
Inspection Result Types –

Inspection result is Failed – a Reinspection is required

- If the inspection is Failed – reinspection is required the Result status is Failed – Reinspection Req’d
Inspection Result Types –

Inspection result is Failed – Reinspection with Fee

- If the inspection is Failed – reinpection with fee, the Result status is Failed – Reinspection with Fee
- NOTE: The fee must be paid prior to rescheduling the inspection
Inspection Result Types –
Failed – Reinspection with Fee – Fee Paid Reschedule

- If the inspection is Failed – reinpection with fee
- When the fee is paid, go back into the Inspections tab
- Select the inspection from the row, the Reschedule button displays
- Click on the Reschedule button and reschedule the inspection
Inspection Result Types –

Inspection result Partial Pass

- If the inspection is Partial Pass, the Result status is Partial Pass
Inspection Result Types –

Inspection result is Passed

- If the inspection is Passed, the Result status is Passed
Inspection Result Types – Inspection is Final

- If the inspection is a final inspection, the Is Final displays a Y (for yes)
Reviews –

Review tab

- If the permit/inspection was reviewed and has comments, the Reviews tab displays
Reviews –

Reviews tab

- Click on the row to review the comments
- The review comments display
- Click on the Print button to review, print, and save the comments
Reviews –

Comment Review, Save and Print

- After clicking on the Print button, the Permits inReview comments display in a PDF document.
- You can review, print and save the comments document.
Using the Search function – by address

- You are ready to log back into Citizen Access
  - NOTE: When entering address data, sometimes less is better as the search provides more results.
  - NOTE: When entering the street number it must be five (5) digits, example: 302 should be 00302. OR, 6th Ave, should be 6.
- Click on the Search button
Using the Search function – by Permit Number

- When searching by Application (permit) number, the entire number, including the dashes must be entered, example: BP-14-00011 as it appears on the permit
- Click on the Search button
Using the Search function – by Primary Contractor

- When searching by Primary Contractor name, enter the contractor name as it appears on permit
- Click on the Search button
Using the Search function – by Project Name

- When searching by Project Name, enter the project name.
- Click on the Search button
Using the Search function – by Owner Name

- When searching by Owner, enter the owner name as it appears on permit
- Click on the Search button
Using the Search function – by Parcel Number

- When searching by Parcel number, enter the entire number as it appears on the permit
- Click on the Search button
Using the Search function –

Filter by Arrows

- You can also search ascending or descending by clicking on the up-down arrow next to each type heading.
Log Out of Citizen Access

- To log out select log out from the menu on the left.
Log Out of Citizen Access

- The screen returns to the log in screen and displays you have been logged out
- Click on the Please click here to return to the log in page OR
- Click on Log In from the menu on the left to log back in to Citizen Access
Returns to Log In screen

- You are ready to log back into Citizen Access