IVR call flow

The following is the general call flow when using the Oregon ePermitting IVR System:

Call: 1-888-299-2821

Enter 12 digit **IVR Number** located on the permit
(This is different from the permit number.)

**Press 1** to schedule.

**Press 2** to cancel or reschedule.

**Press 3** to hear results.

**Press 0** to contact the jurisdiction who issued your permit during regular business hours.

**Press * for general info about the IVR system.**

**Press * to hear the available inspection codes, if the jurisdiction has pended inspections they will be read first in the list.**

Otherwise, enter the **4 digit inspection code**.

*(You cannot enter an inspection code that is not related to the permit type. Example: 3999 Final Plumbing cannot be scheduled on an electrical permit.)*

**Press the appropriate number for the desired inspection date.**

**Press 1** to leave the inspector a message.

**Press 2** to skip leaving the inspector a message.

Enter **10 digit phone number** where the inspector can reach you.

Inspection is scheduled and confirmation number listed.

Use these commands any time during the call:

- Press # to go back one step.
- Press 0 to be connected to the jurisdiction who issued your permit.