

Downloading and Installing Oregon Inspector App

IMPORTANT: Beginning with v. 1.0.22 released in March 2021, you no longer need to uninstall the previous version of the app before downloading/installing with the following instructions.

<https://citygovapp.com/app/oregoninspectorapp.htm>

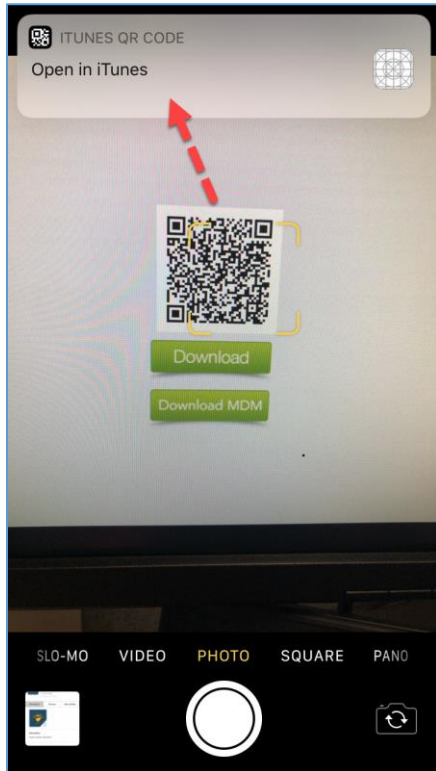
There are three options to download and install the new Oregon Inspector App using the above URL:

1. [Open the URL above on a computer and use the QR code.](#)
2. [Open the URL above on the mobile device and use the Download button.](#)
3. [Work with your IT department to install the MDM file on your agency's app catalog.](#)

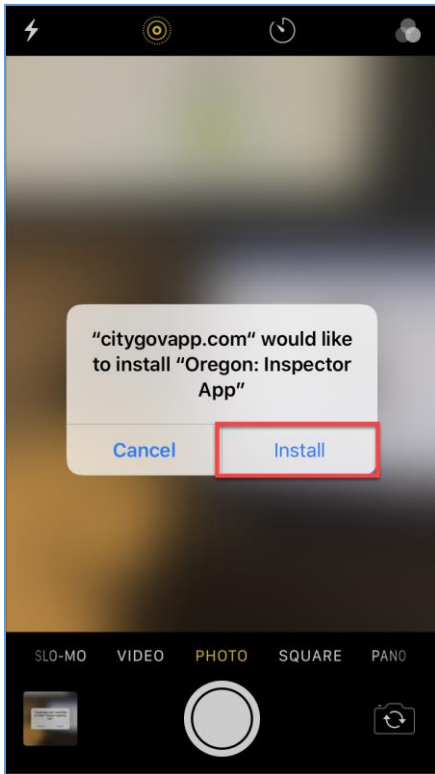
Option #1 - Open the URL above on a computer and use the QR code:

IMPORTANT: This is the most straightforward method.

1. Go to [this URL](#) on a computer, at your desk for example.
2. Open the **Camera App** on your **mobile device** > Point it at the **QR code** (black and white square) on the webpage.
3. A yellow viewfinder will automatically recognize the QR code.
4. Click the **prompt** at the top of the screen to **Open in iTunes**.

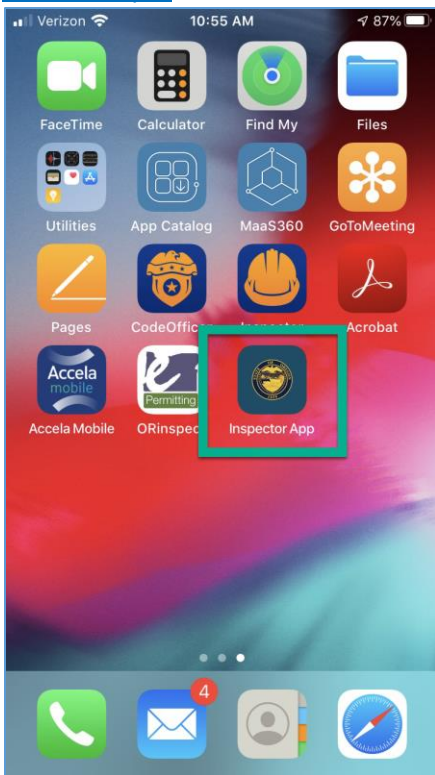


5. Click **Install**.



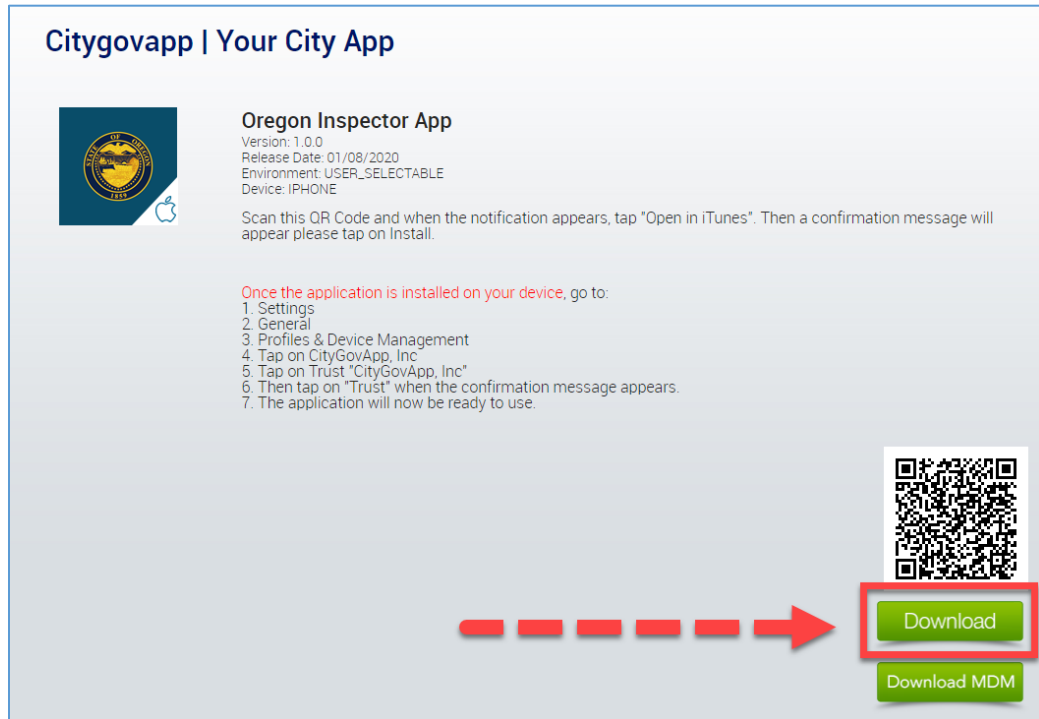
6. Launch the app.

IMPORTANT: If you get an error message, follow along with the instructions at the end of this document to [Trust the Developer](#).

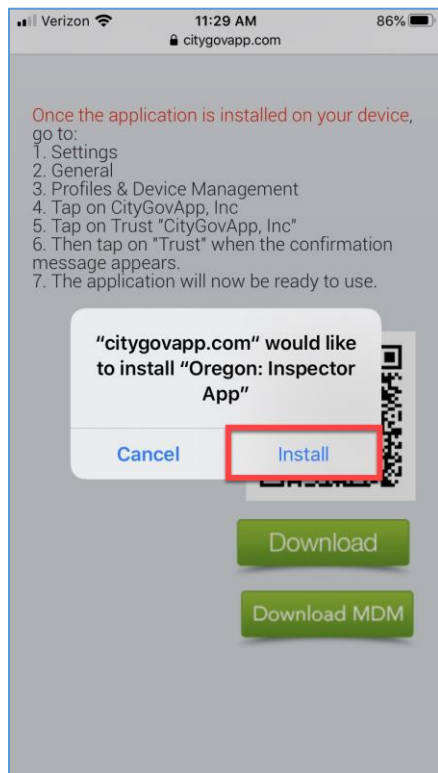


Option #2 - Open the URL above on iPhone ONLY and use the Download button:

1. Go to [this URL](#) on the **mobile device** where you will be using the Oregon Inspector App.
2. Click on the **Download** button.

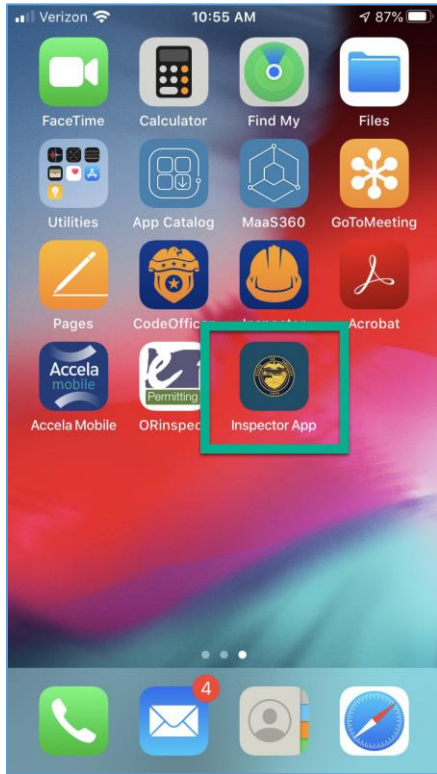


3. If you get an error message when you click the Download button, follow along with the [instructions at the end of this document](#).
4. Click **Install**.



5. The app is ready to use.

IMPORTANT: If you get an error message, follow along with the instructions at the end of this document to [Trust the Developer](#).



Option #3 - Work with your IT department to install the MDM file on your agency's app catalog:

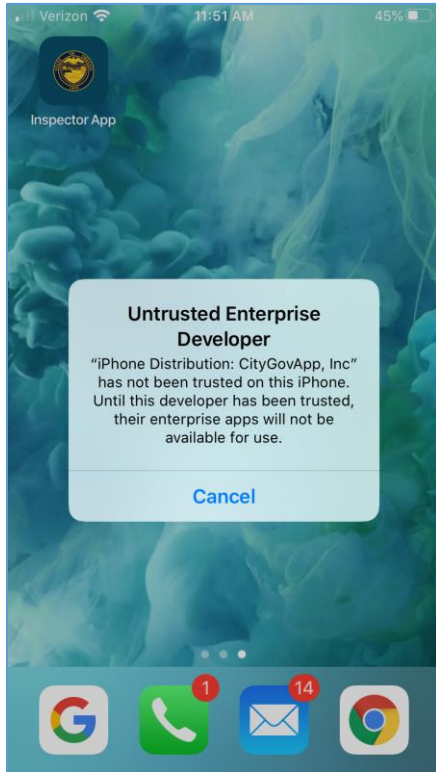
Note: This option only applies to agencies whose security policies require an MDM file. Please work with your IT staff to determine if this applies to you. Your IT staff will need to perform the following steps to get the MDM file and will then work with you to install the app on your device.

1. Go to [this URL](#).
2. Click on the **Download MDM** button to download a ZIP file with the MDM file.

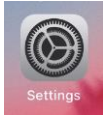
A screenshot of the Citygovapp website. The header reads "Citygovapp | Your City App". Below the header is the Oregon Inspector App logo and details: "Oregon Inspector App", "Version: 1.0.0", "Release Date: 01/08/2020", "Environment: USER_SELECTABLE", and "Device: IPHONE". A QR code is displayed with the instruction: "Scan this QR Code and when the notification appears, tap 'Open in iTunes'. Then a confirmation message will appear please tap on Install." Below the QR code is a list of steps: "Once the application is installed on your device, go to: 1. Settings, 2. General, 3. Profiles & Device Management, 4. Tap on CityGovApp, Inc, 5. Tap on Trust 'CityGovApp, Inc', 6. Then tap on 'Trust' when the confirmation message appears, 7. The application will now be ready to use." At the bottom right, there are two buttons: "Download" and "Download MDM". The "Download MDM" button is highlighted with a red box, and a red dashed arrow points to it from the left.

**** Trust the Developer:**

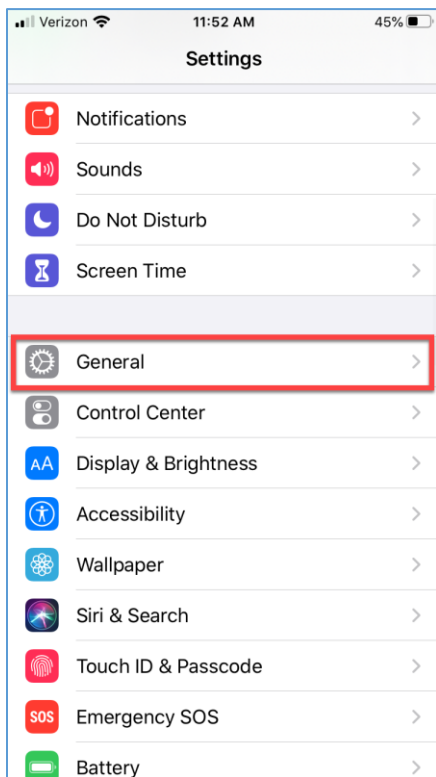
Please do the following if you launch the app for the first time and get this error message:



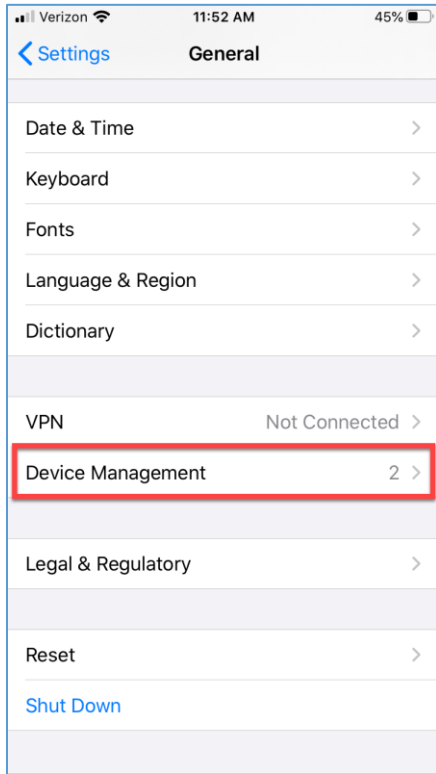
1. Open the **Settings App**.



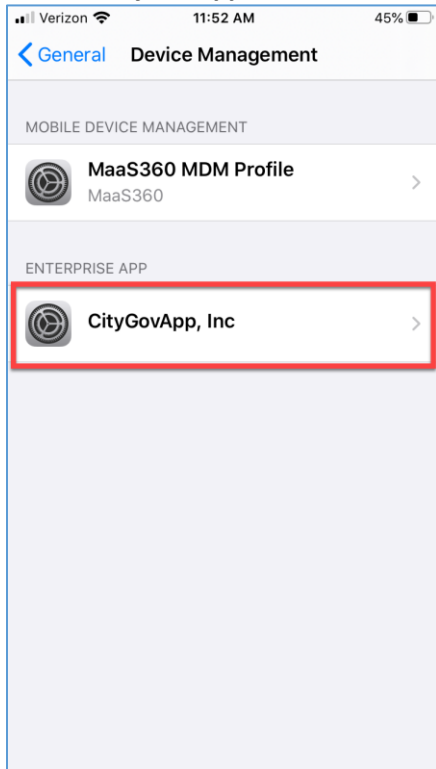
2. Click **General**.



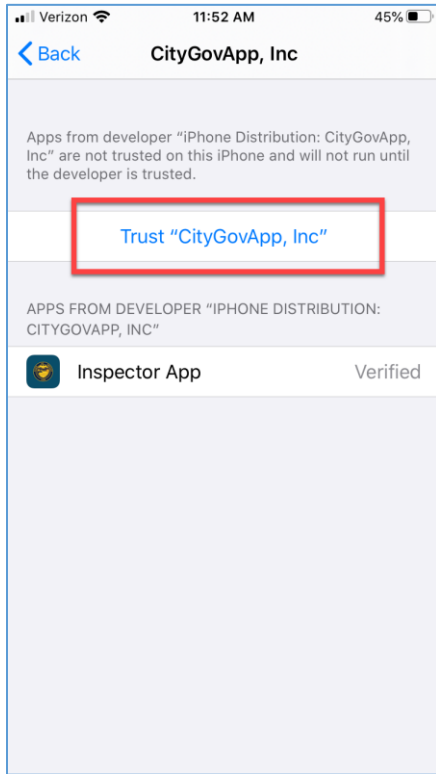
3. Go to **Device Management**:



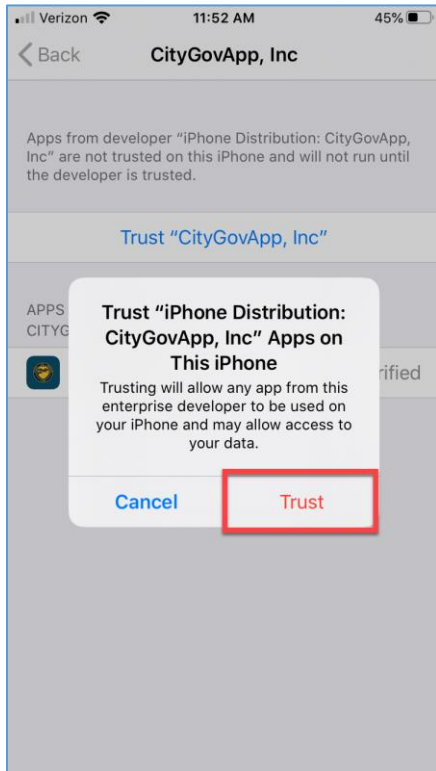
4. Click on **CityGovApp, Inc.**



5. Click on **Trust "CityGovApp, Inc"**



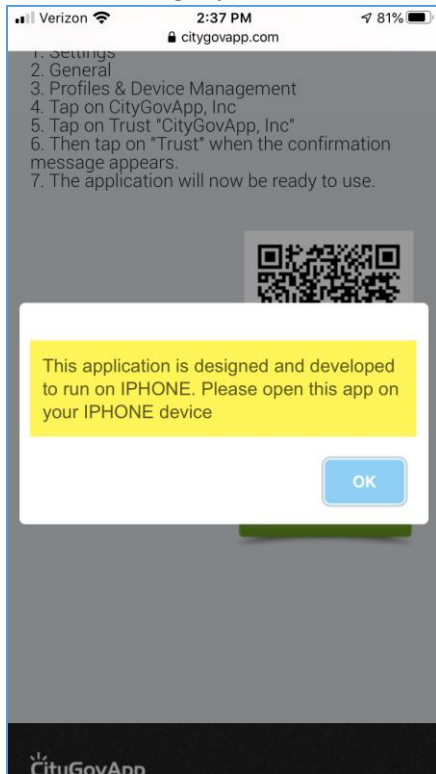
6. Click **Trust**.



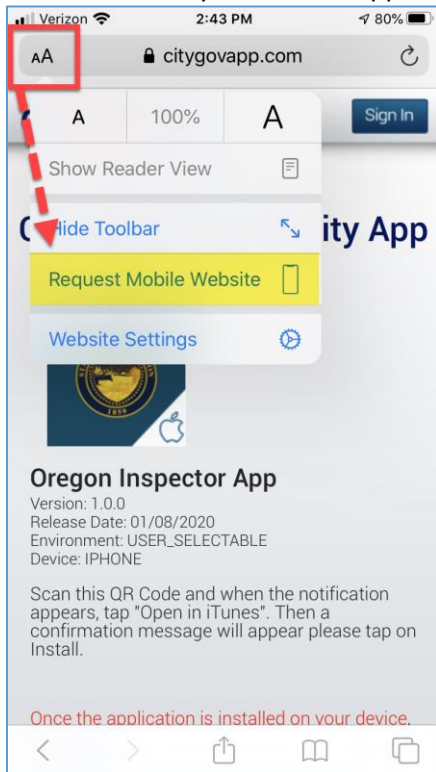
7. The app is now ready to use.

**** Cannot Download App from Browser**

Please do the following if you click the **Download** button in a browser and get this error message:



1. Click on the **AA** symbol in the upper left corner of your **mobile browser** > click **Request Mobile Website**.



2. Your browser will automatically refresh and switch to a mobile version where apps can be downloaded.
3. Click the **Download** button again.