

# iOS Oregon Inspector App Release Notes, Version 2.0

*Released June 27, 2022*

## 1. Live video inspections with customers – Enhancement

**Enhancement:** Inspectors now have the ability to initiate a live video inspection with any customer that uses the Oregon ePermitting App. When an inspector accesses an inspection by touching the “Result Inspection” button they will have a new option at the top of the screen that says “Start Video Inspection.” This will connect the inspector directly to the customer that is using the Oregon ePermitting App, display their contact info, allow the inspector to verify the exact location of the customer and then start the live video inspection. This additional tool is not required and can be used by inspectors at their discretion.

**Instructions:** Choose the inspection you want to conduct by touching it from your Job List. Next, touch “Result Inspection” and then “Start Video Inspection.” This will take you to a screen that will require you to request and confirm the customers location as well as allow you to direct message with the customer. Touch the “Request Contractor Location” button to send the request to the customer. The customer must have the Oregon ePermitting App open and be on the “Video Inspection Check-In & Messages” page in order to send their location and participate in the video inspection. Once they have sent their location and the inspector has verified it the video inspection will start. Inspectors can take screen shots from the live inspection at any time by touching the “Screen Capture” button. All screen shots are saved to the photo section on the inspection and will be added to the Inspection Summary Report when the inspection is completed.

## 2. Photo uploads by customer - Enhancement

**Enhancement:** We have given customers the ability to upload photos directly to inspections via the new Oregon ePermitting App. This feature allows customers to take and upload multiple photos at an inspectors request. Photos uploaded by the customer are combined into a single .pdf document and uploaded into the photo section of the inspection on the Oregon Inspector App. After photos are uploaded by a customer the inspector will receive a push notification indicating that a document has been uploaded to the record and the inspection on the job list will have a tag added to it that states “Pictures Uploaded.” Inspectors are encouraged to refresh their job list as the pictures

uploaded tag will only appear after a refresh. This additional tool is not required and can be used by inspectors at their discretion.

**Instructions:** Once you receive a push notification that a document has been uploaded to the record, or you have refreshed your job list and see the pictures uploaded tag; touch the inspection and then touch “Result Inspection.” All pictures uploaded by the customer are located in the “photos” section of the inspection result screen as a .pdf document. They are also located in the Documents section of the Record. Open either of the documents to view them and conduct the inspection using the uploaded photos. Please note that the photo’s uploaded by the customer are not added to the inspection summary report. The only pictures added to the inspection summary report are ones taken or uploaded by the inspector. Photo’s uploaded by customers are saved into the Record Documents and labeled as “Photos.”

### 3. Push Notifications – Enhancement

**Enhancement:** Push notifications have been added to both the Oregon Inspector App and the new Oregon ePermitting App. Inspectors will receive a notification anytime pictures are uploaded to an inspection. Notifications received by the inspector can be located on the “Menu” under “Notifications.” Notifications are programmed to auto-delete after 7 days. Additionally, we have added a feature that allows inspectors to send push notifications to customers with updates or requests. We have pre-loaded six notifications that can be sent by the inspector. Current notices are as follows:

1. Inspector is on the way.
2. Inspector should arrive in about 15 min.
3. Inspector should arrive in about 30 min.
4. Inspector will be late.
5. Inspector is ready for video inspection.
6. Please upload pictures via ePermitting App to this inspection.

**Instructions:** From your job list look at each inspection. At the bottom right-hand side of the inspection box there is a new orange button that reads “Notify.” Touch the Notify button and a screen will appear that allows you to choose a notification and then press “OK” to send it. If the customer has the Oregon ePermitting App and has searched for the Record or Inspection you will see a green banner at the bottom of the screen indicating the notification was sent successfully. If the customer doesn’t use the app or hasn’t searched for the Record or Inspection you will see a red banner indicating that no one is signed up to receive the notification.

#### 4. Direct messaging with customers – Enhancement

Enhancement: The new direct messaging feature allows inspectors and customers to communicate without knowing who the inspector or job site contact is for the customer. Direct messaging follows the inspections and not the individuals, so any inspector that is assigned or reassigned an inspection can view and send messages. Customers have the same functionality where they can send messages and they will be received by the inspector that has been assigned the inspection. Messages are located in two places. First at the bottom left hand corner of each inspection on the job list. The second place messaging is located is within the “Start Video Inspection” screen where inspectors can initiate a video inspection.

Instructions: Touch “Messages” on the bottom left hand corner of the inspection as it appears on the job list. This will take you to the messaging section where you can send and receive direct messages. Another way to access the messages is to touch “Result Inspection” and then “Start Video Inspection” to access both messages and the ability to request and verify a customer’s location prior to a video inspection.

#### 5. Scheduled start time now available from Inspector app when scheduling/re-scheduling inspections – Enhancement

Enhancement: When scheduling or re-scheduling an inspection from the Oregon Inspector App there wasn’t an option to set a “Scheduled Start Time.” We have added this option to provide inspectors the ability to schedule start times with customers so that inspections, specifically live video inspections, can be scheduled to start at a specific time.

Instructions: When scheduling or re-scheduling an inspection you will be asked to pick the new inspection date. After choosing the date inspectors will see the “Reschedule Inspection” screen and will have the option to set the start time at the top of the screen.

## 6. Password now viewable upon login – Enhancement

Enhancement: We have added the option to “view” your password when logging into the Oregon Inspector App. Previously it wasn’t possible to view your password after entering it to check spelling or punctuation.

Instructions: When logging into the Oregon Inspector App there is now an eye shaped button of the far right-hand side of the password box that if touched will show your password. Touch the eye shaped button that has a line through it to hide your password.