**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.