Oregon Inspector App User Instructions for Android

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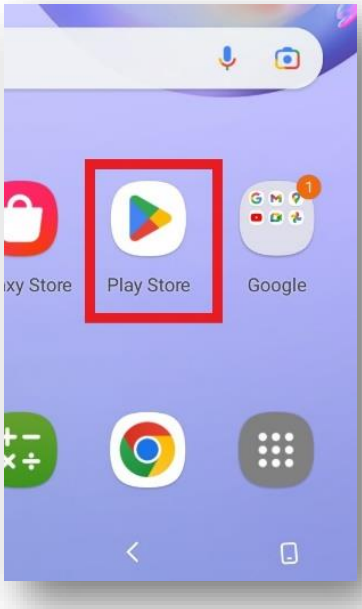
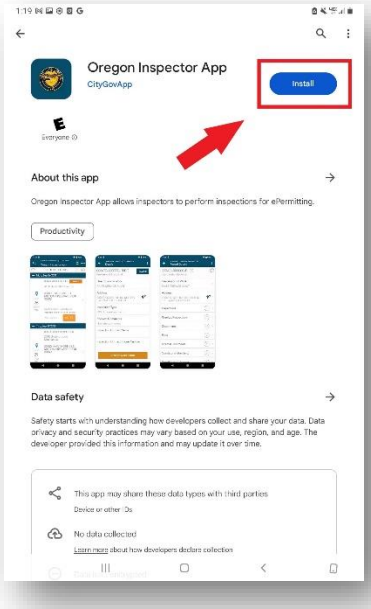
1. Download App from the Google Play Store

On your Android device, look for the Google Play Store icon and open it. (If you don't have the Google Play Store on your device contact your jurisdictions IT Department for assistance.)

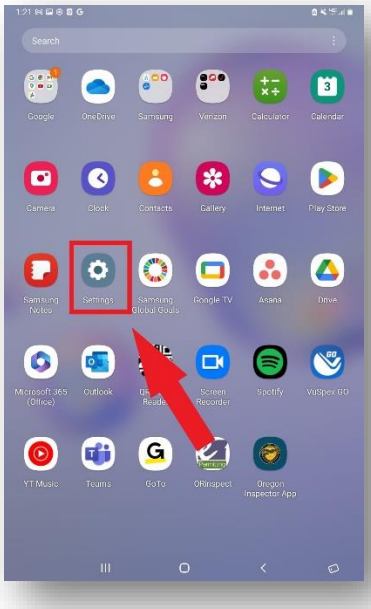
Next, touch the magnifying glass/search function at the top of the screen and type "Oregon Inspector App" then press enter. Press "get" to download the App. This will require your Apple ID and Password so make sure you have this or obtain it from you IT Department so you can install the App.

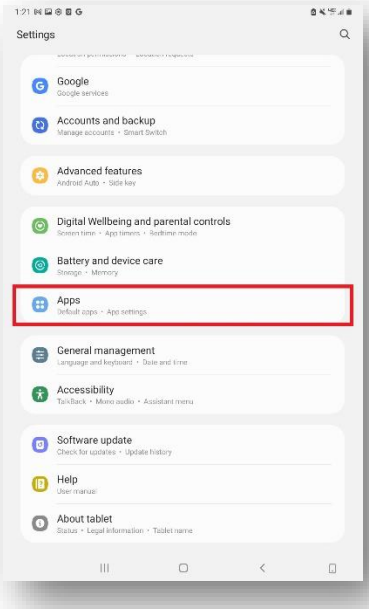


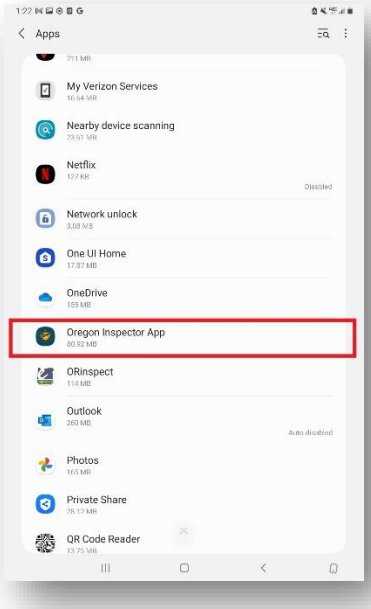


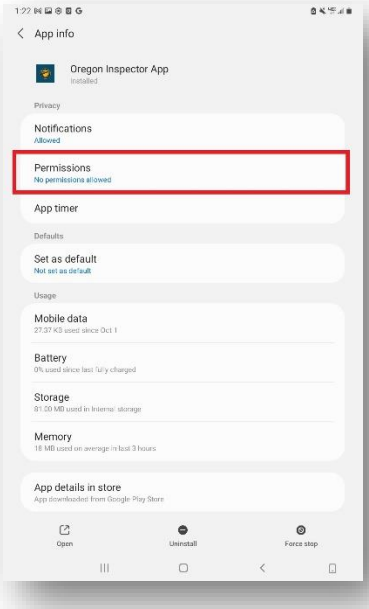
2. Allow Location Use and Notifications

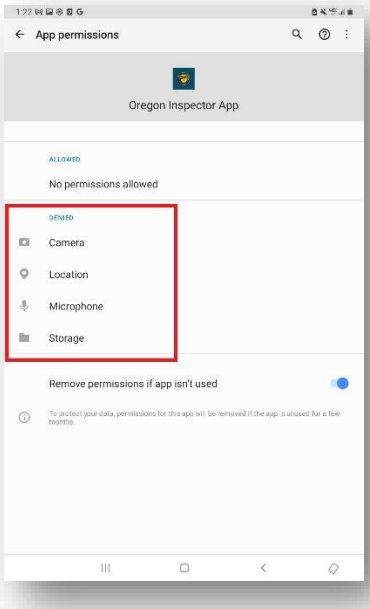
Next, find the "Settings" Icon on your Android device so you can give the App permission to access your location, photo's, microphone and storage. Open the settings icon on your device after installing the App for the first time and allow the insepctor App to use your camera, location, microphone and storage "While Using App" and also allow the App to send you notifications. There should be no restrictions on the App for it to work correctly.

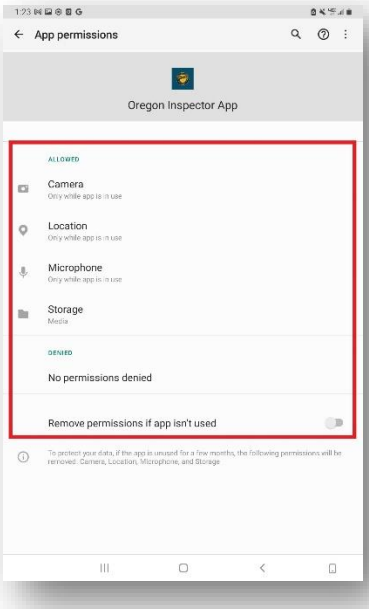

Search
Google
OneDrive
Samsung
Verizon
Calculator
Calendar
Camera
Clock
Contacts
Gallery
Internet
Play Store
Samsung Notes
Settings
Samsung Global Goals
Google TV
Asana
Drive
Microsoft 365 (Office)
Outlook
Screen Recorder
Spotify
YT Music
Teams
GoTo
ORinspect
Oregon Inspector App


Settings
Google
Google services
Accounts and backup
Manage accounts • Smart Switch
Advanced features
Android Auto • Side key
Digital Wellbeing and parental controls
Battery and device care
Storage • Memory
Apps
Default apps • App settings
General management
Language and keyboard • Date and time
Accessibility
TalkBack • Mono audio • Assistant menu
Software update
Check for updates • Update history
Help
User manual
About tablet
Status • Legal information • Tablet name


Apps
My Verizon Services
Nearby device scanning
Netflix
Disabled
Network unlock
One UI Home
OneDrive
Oregon Inspector App
ORinspect
Outlook
Auto disabled
Photos
Private Share
QR Code Reader


App info
Oregon Inspector App
Installed
Privacy
Notifications
Allowed
Permissions
No permissions allowed
App timer
Defaults
Set as default
Not set as default
Usage
Mobile data
Battery
Storage
Memory
App details in store
App downloaded from Google Play Store
Open
Uninstall
Force stop



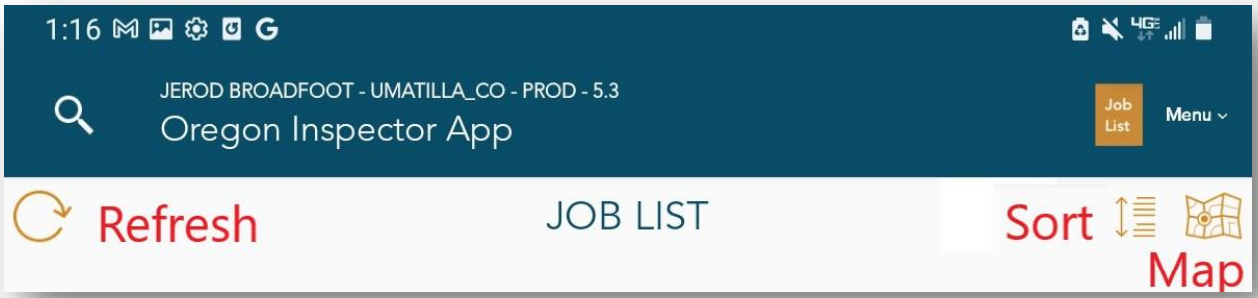


3. Logging into the App

After allowing the App to access your location, photo's, microphone and storage you will be able to login using your Accela credentials. For environment select PROD. Production (PROD) is the only live enviorment. All others are used for testing and development.

4. Job List, App Layout & Buttons

After logging into the App you will see your Job List.



The Magnifying Glass – Search function allowing user to search for any permits and inspections. (See Section 5)

Job List Button – When active this button is orange letting the user know they are viewing their job list. ***NOTE**** the job list is only a snapshot of your assigned inspections. The job list only looks at two days ahead and two previous to the current day. This is intentional so the job list isn't overwhelming with missed or future inspections. To find older missed inspections or future ones use the search function.

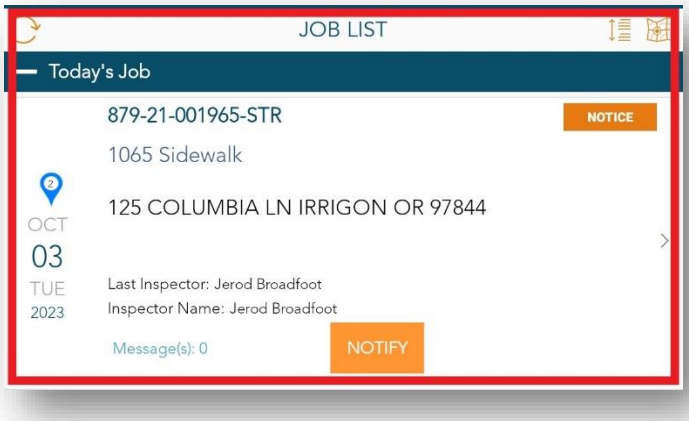
Menu – Provides user with all menu options. (See Section 6)

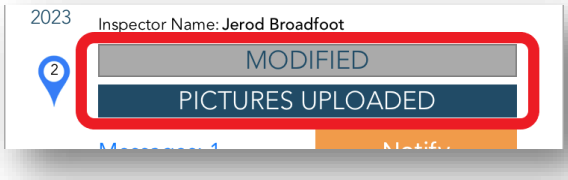
Refresh – Refreshes your job list or the page you are on.

Sort Feature – The sort feature is located direclty beneath the job list. It is a single line with arrow points at each end with lines next to it. This feature allows the user to sort their job list or any search results in ascending or descending order by date, address or route sheet order.

Map – The orange map icon allows the user to view their inspections as drop pins on a map. When touched, the icon changes into a list icon which can be pressed to return the user the list view instead of the map view.

When an inspection is on your job list you will see the following information:



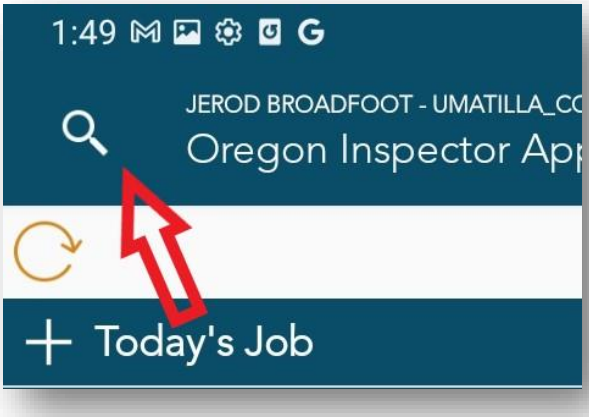


1. **Date**.
2. **The permit/record number**.
3. **Job name** if given.
4. The **number and type of inspection requested**.
5. **Site address**.
6. **Last inspector**.
7. **Current inspector**.
8. **Messages button** – this button allows the inspector to direct message the customer if the customer uses the Oregon ePermitting App.
9. **Notify button** – allows the inspector to send a notification from a list of pre-written notices.
10. **Modified tag** – once an inspector has started the inspection or added comments the “modified” tag will Appear on the inspection until it is resulted.

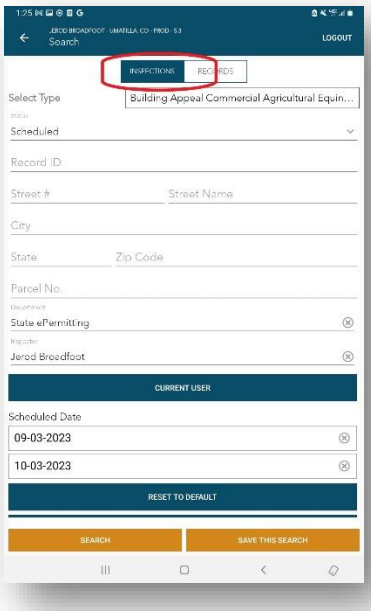
11. **Pictures Uploaded tag** – this tag Appears when a customer uploads pictures to an inspection at the inspector's request.

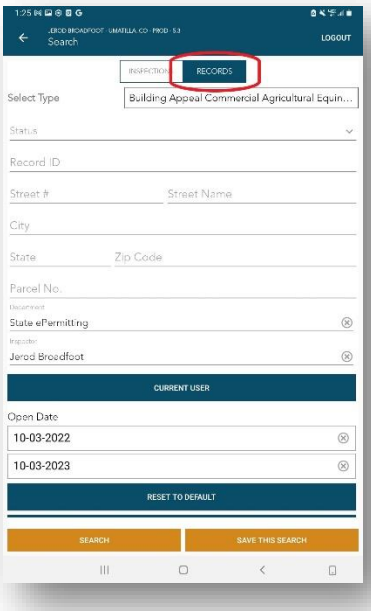
5. Search Function

The magnifying glass at the top left-hand side of the App is the search function.



Once pressed the search screen will Appear allowing the user to search for either inspections or records. Notice that you must choose what you want to search for. *There are differences between the two searches so pay close attention*.

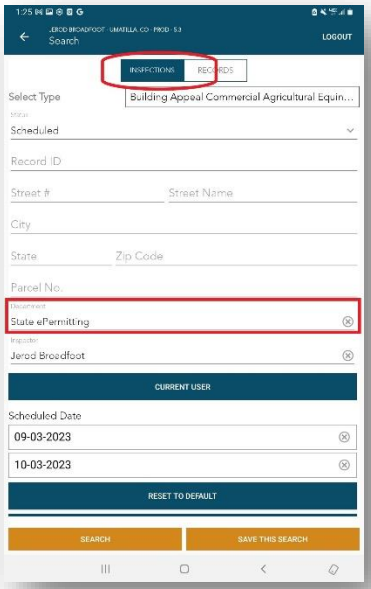


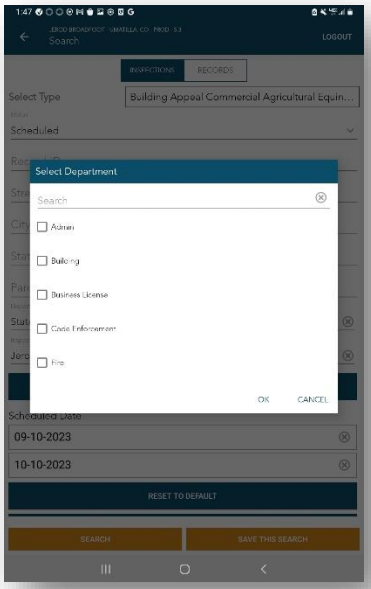


Inspections Search – When searching for inspections you can easily find inspections regardless of who they are assigned to. Users can search by record number, address, city or parcel number. In the screenshot above you can see that the inspections search defaults to the current user and looks back one month for scheduled inspections.

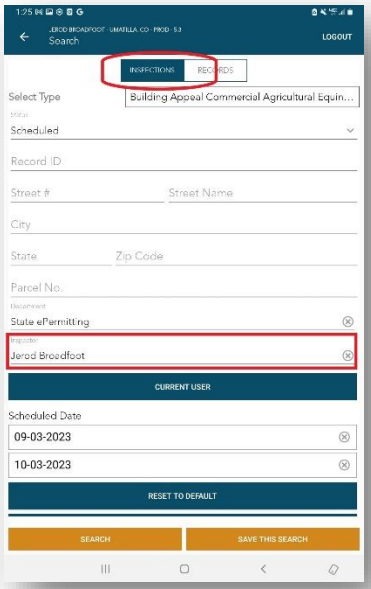
Record Type – By default the Inspector App searches for all record types, but the user can change it if desired. We do not recommend changing this unless you need to narrow the search results.

Department - To change the department touch the "Department" box to access more departments.

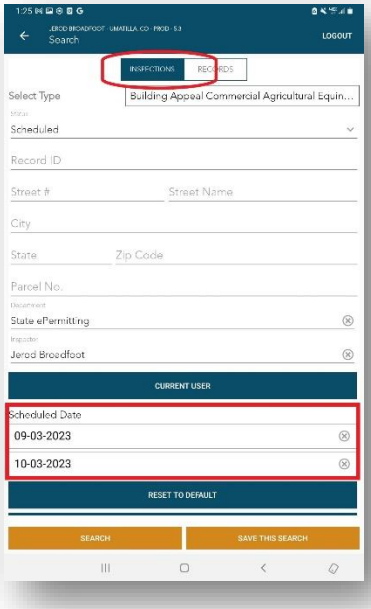




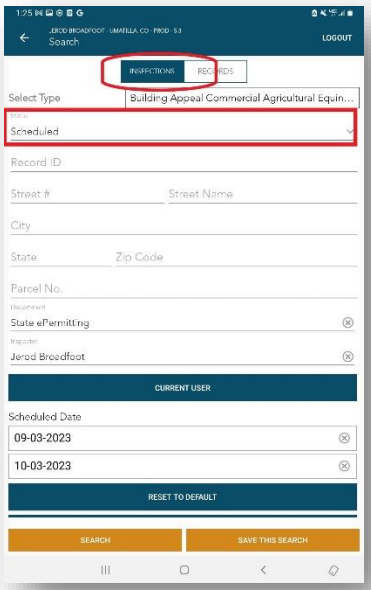
Inspector – To change the inspector touch the “Inspector” box.

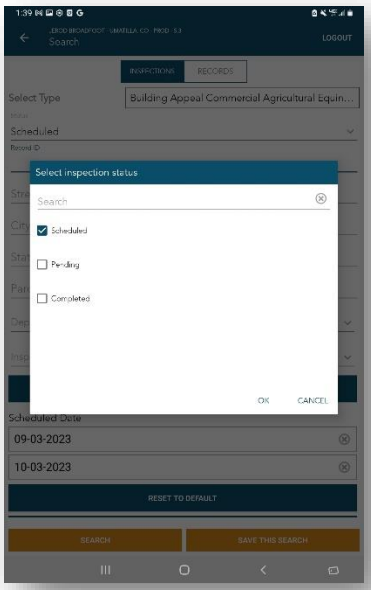


Scheduled Date – To change the date range of your search touch the beginning or ending date to modify it.

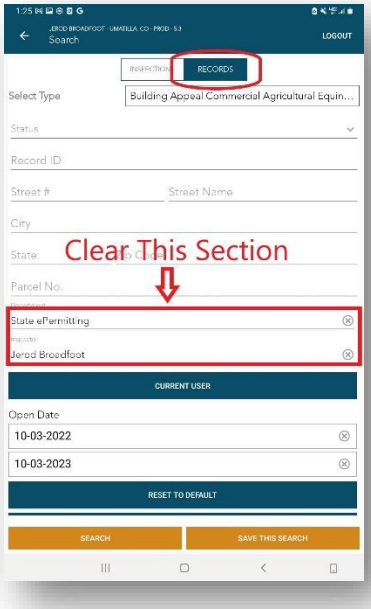


Select Status – To change the status of the inspection from scheduled to pending or completed touch the box next to the words “select status.”





Record Search – A record, or permit search, allows the user to search for records based on record number, address, city or parcel number. Records aren't assigned to inspectors or department's so those fields **MUST BE CLEARED**. **DO NOT fill these fields in while searching for a Record or you will get no search results.**



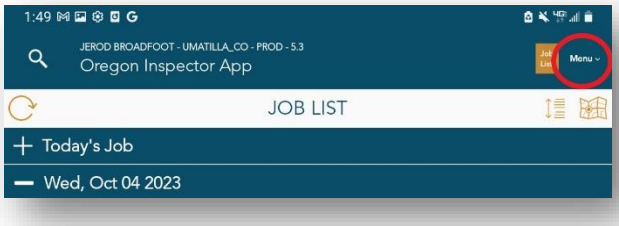
Record Type – By default the Inspector App searches for all record types, but the user can change it if desired. ***We do not recommend changing this*** unless you need to narrow the search results.

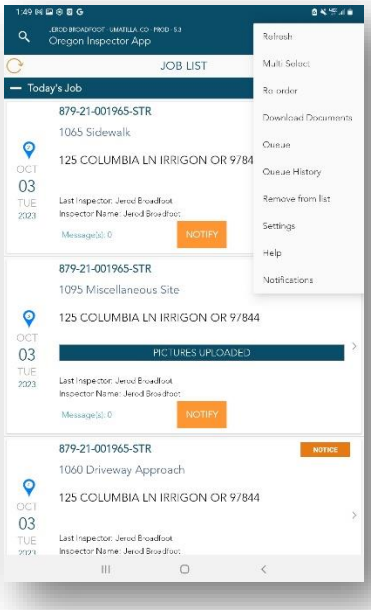
Opened Date – To change the date range the permit was opened. All record numbers have the year in them as the second set of numbers. For example, 879-21-000000-STR was issued in 2021.

Select Status – To change the Status of the record you are searching for. We don't recommend changing this unless you are searching by status only.

6. Menu

To access the menu, touch the word Menu.





Refresh – Refreshes job list.

Multi Select – Allows user to select multiple inspections at once and either result them with the same result, reschedule or reassign them to another inspector. If you result multiple inspections they will all need to have the same result status and any comments will be printed on all inspection summary reports.

Re-Order – Allows user to reorder the inspections on the job list. This feature resets each time your job list is refreshed so we don't recommend using it.

Download Documents – REPLACED WITH OFFLINE MODE

Queue – This is where the App processes resulted inspections. If there is an error with submitting an inspection it will be listed here.

Queue History – A history of everything that has processed through the queue.

Remove from list – Allows user to manually remove an inspection from the job list that is *"stuck".* Sometimes inspections will get "stuck" with a yellow bar with "in queue" next to it. If this happens press remove from list and then choose the

inspection you would like removed and then touch the red “Remove from list” button then refresh your job list.

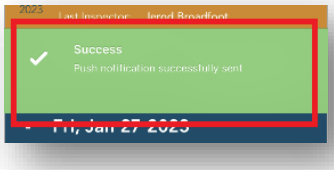
Settings – Allows user to access and manage favorite comments, update Application configuration and choose the default mapping software the App uses when getting directions. Users can choose between Apple maps and Google maps if Google maps is installed on the device.

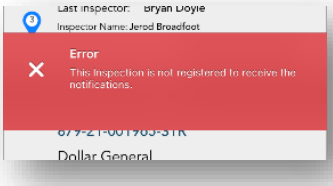
Help – Takes users to the Oregon Inspector App help webpage where they can find contact information, view written instructions and find links to training videos.

Notifications – Allows users to view the push notifications they have received from customers that upload photos to an inspection at their request.

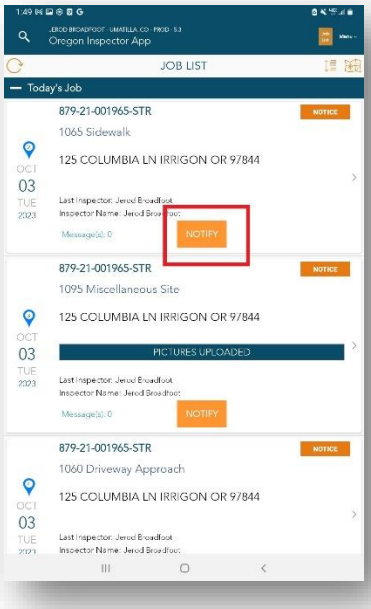
7. Sending Push Notifications

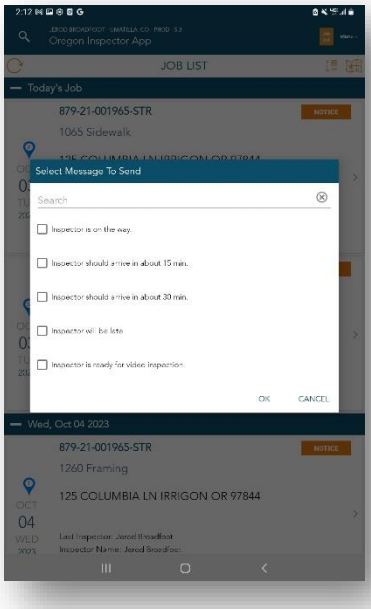
The Oregon Inspector sends push notifications automatically each time an inspection is resulted. When this happens there will be a pop-up at the bottom of the screen that is either green or red. If the customer is using the Oregon ePermitting App to schedule their inspections you will get a green bar that says “push notification successfully sent.” If the customer isn’t using the Oregon ePermitting App you will get a red bar that says “This inspection is not registered to receive the notification.” This is not error and you don’t need to do anything at this point. The pop-up is only meant to tell you the customer isn’t using the Oregon ePermitting App.





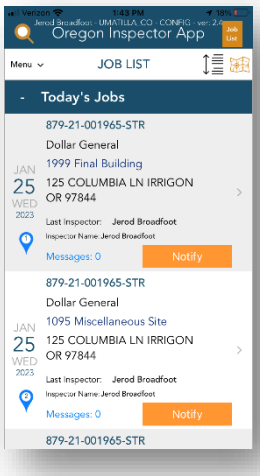
In addition to sending automatic push notifications with inspection results to customers the Oregon Inspector App will allow you to send push notifications manually to a customer that you know is using the Oregon ePermitting App. To send a push notification manually to a customer on any inspection touch the “Notify” button on the inspection thumbnail that is on the Job List. Next, touch the notification you wish to send and then touch OK at the bottom of the screen.

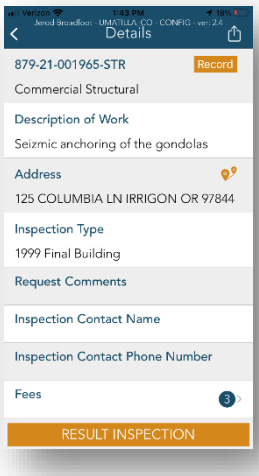


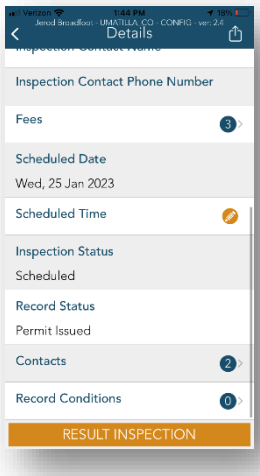


8. Resulting Inspections

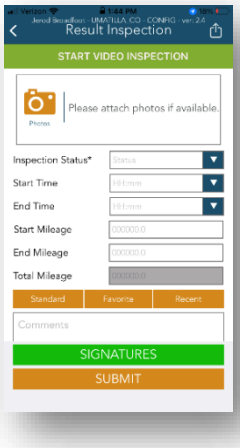
To result an inspection touch on the inspection from your job list. This will show the “Details” page with all of the inspection details. This is very important as it has any request comments that the customer may leave when requsting the inspection. Read the request comments for all inspections as customers may request that you call or notify them before coming or leave important information about how to access the jobsite.







To result an inspection, touch the orange “result inspection” button at the bottom of the screen. This will open the page that allows you to result the inspection, take and attach pictures, write comments, view any photos uploaded by a customer and even initiate a live video inspection.

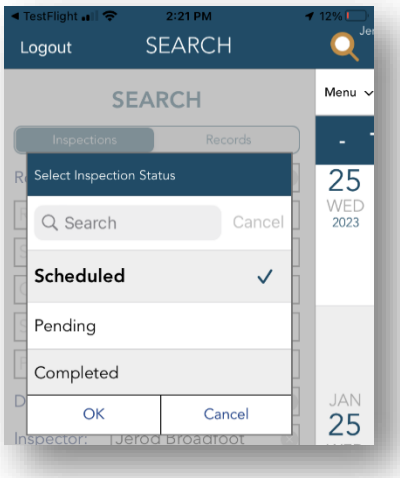


The “result inspection” page allows the inspector to:

Start Video Inspection – In order to conduct a live video inspection, touch the green button and then request the customers location. See live video inspection instructions for further detail.

Photo’s – Allows the inspector to take and upload photo’s using the camera or photo library on their device. A maximum of 10 pictures can be uploaded at one time.

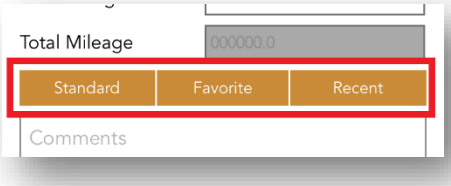
Inspection Status – Touch the empty box next to inspection status to show the drop-down menu.

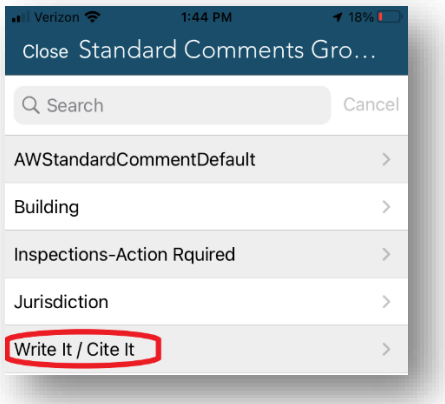


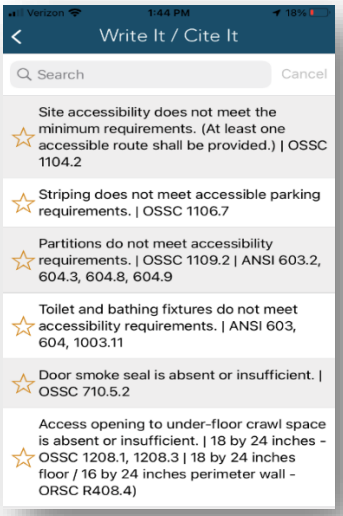
Start & End Time – Allows the inspector to choose their start and end time for each inspection in order to track their time.

Starting & Ending Mileage – Allows the inspector to enter their mileage in order to track it. A report can be pulled for this information in the back-office.

Standard, Favorite & Recent Comments – The three orange boxes directly above the comment box allow an inspector to search and select "Write It / Cite It" comments, favorite comments and even recent comments. To access the pre-loaded "Write It / Cite It" comments touch the "standard" button. From the list choose "Write It / Cite It" then you can search by keyword at the top of the screen. To save a code citation as a favorite touch the star next to the comment and it will turn orange. This indicates it has been added to your favorites.



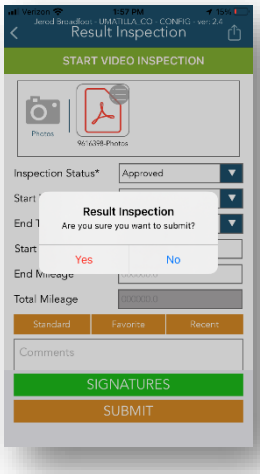




Comment Box – You can manually type, use talk to text, “Write It / Cite It", favorite or recent comments to fill in the comment box.

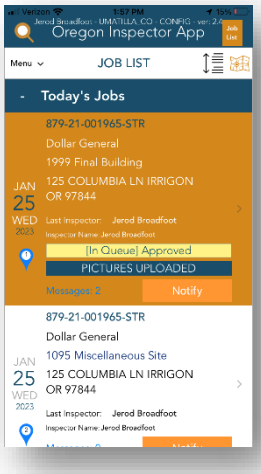
Save As Favorite Button – The small green box below the comment section with a white star and plus sign in it allows the user to take all comments inside the comment section and save them as one favorite comment.

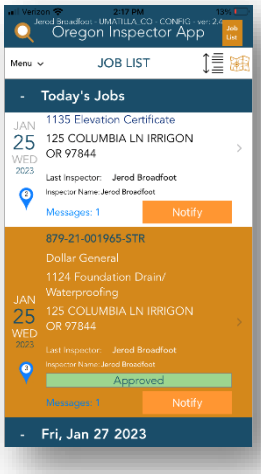
After filling in all of the information to result an inspection press the “submit” button. A pop-up will Appear asking you if you are sure you want to submit the inspection. Answer “yes” to submit the inspection.

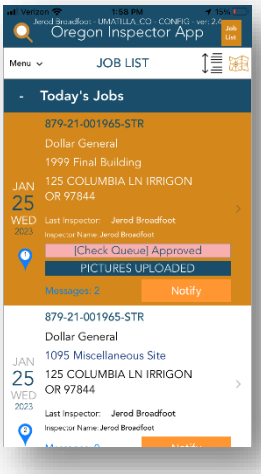


As soon as you press “yes” to confirm the submission of your inspection result you will be taken back to the job list and you will see that

the result you gave the inspection is highlighted with a yellow box. This yellow box indicates that the inspection is submitting. Once done submitting the box will turn either green, indicating that the inspection was submitted successfully, or red, indicating there was an error in submitting the inspection.

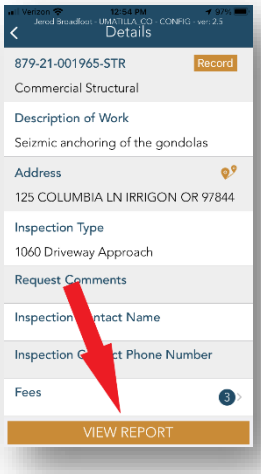


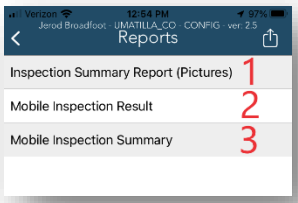




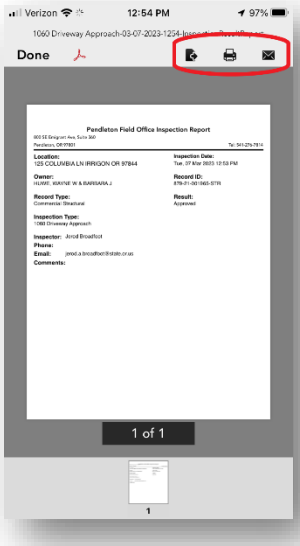
Sending the inspection summary report to the customer is the final step in the process. To send the inspection summary report via email touch on the inspection again. Instead of a button that allows you to result the inspection you will now have a button that says “View Report”. Touch this button and choose which report you want to send to the customer. Note* - If you take pictures that are attached to the inspection the only report that will have the pictures with it will be the first report which is titled Inspection Summary Report (Pictures). If you

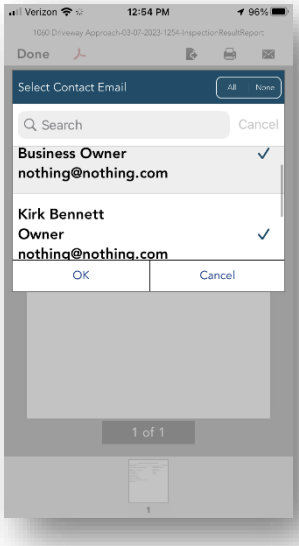
didn’t take any pictures you can use any of the three reports.

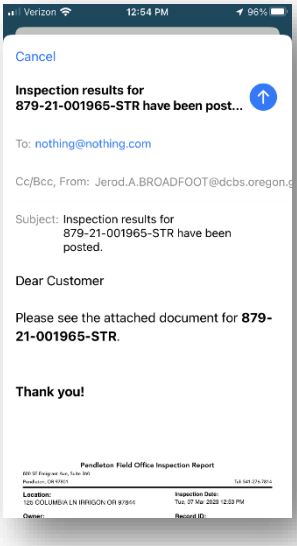




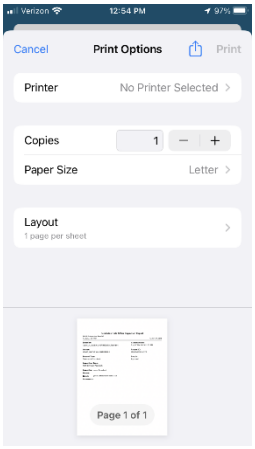
After choosing the report you want to send you will have three options; share, print or email. The Inspector App is designed to work with the Mail Application that comes on all Apple Devices, Apple Mail. It is the blue icon with a white envelope on it. You will need to make sure your work email(s) are set up in Apple Mail to be able to email customers their Inspection Summary Reports. Touch the envelope to send the inspection summary report as a .pdf to the customer via email. Next, choose the contacts from the Record that you wish to email. If you want to email all of the contact you can touch the “all” button located at the top right-hand side of the email pop-up. Once you have made your selection touch “OK”. The Apple Mail App will open and an email will be ready to send to the contacts you chose. Press the blue circle with the white arrow inside of it to send the email.



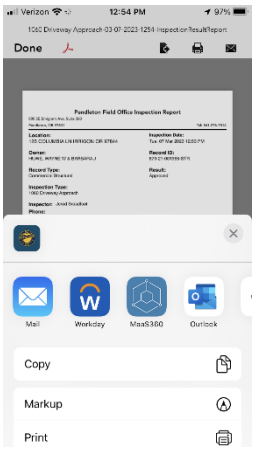




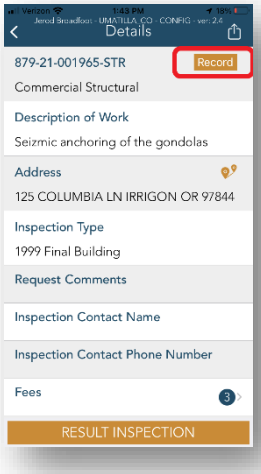
Print the inspection summary report by touching the printer button. The printer button is the middle button on the top right-hand side of the inspection summary report page. Next, choose the printer you want to use and touch print. To connect a mobile printer to your device please contact your jurisdictions IT Department.

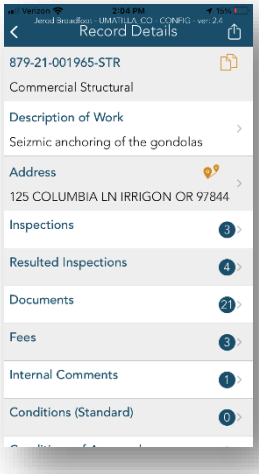


The share button is the first button, but used the least. The share button allows you to use other Apps or methods to send an inspection summary report. These methods do work, but won't allow you to choose from an email list or provide any contact information when sharing them.

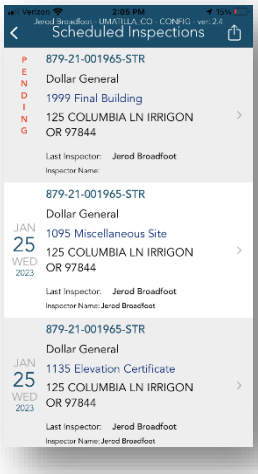


Accessing the "Record" and all record information. To access the record, touch the orange "Record" button at the top right-hand side of the inspection detail screen.

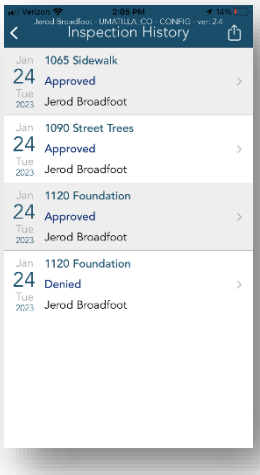




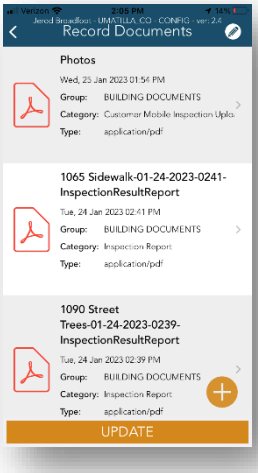
Inspections – Lists any pending or scheduled inspections in chronological order.



Resulted Inspections – Lists all resulted inspections with comments in chronological order.



Documents – All record documents including plans, inspection summary reports, photos or any other documents uploaded to the record by the customer or jurisdiction.



Fees – All fee information for the record.

Internal Comments – Comments entered by the local jurisdiction. Customers cannot see internal comments.

Conditions (Standard) – Standard conditions placed on a Record.

Conditions of Approval – Conditions that must be met for approval.

Owners – Contact information for owners.

Contacts – All contacts on the record including owner, Applicant, site contact and contractors.

Professionals – Information on all licensed professionals on the record.

Custom Fields – N/A

Custom Tables – N/A

Activities – N/A

Related Records – Any other records that are related to the current record. For example, a home remodel may have an electrical, plumbing and structural record. This section allows you to access those other records without having to

search. Please note that in order for this to work the records must be related in the back-office by jurisdiction staff.

Record Status – Gives the status of the record.

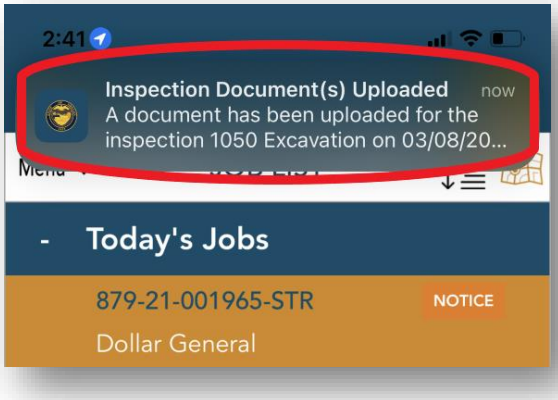
Opened Date – Date the record was opened or Applied for.

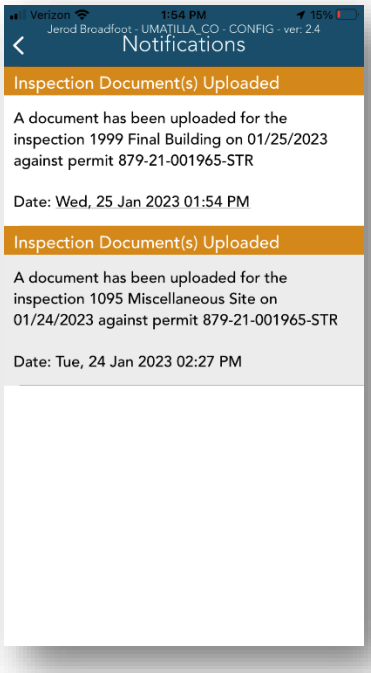
First Issued Date – Date the permit was issued.

Expiration Date – Date the record expires.

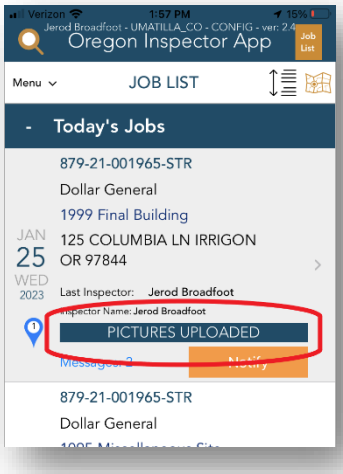
9. Photo's Uploaded by a Customer

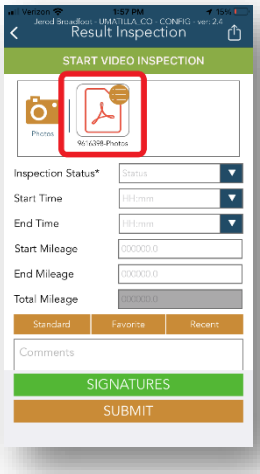
The Oregon ePermitting App allows customers/contractors to upload photo's to an inspection upon an inspector's request. When a customer uploads photo's a push notification will be sent to the inspector's device(s) that the inspection is assigned to. This notification will remain in your device's notification center. Additionally, there is also a notification sent to the Oregon Inspector App that is stored in the Apps notification center available on the Menu.

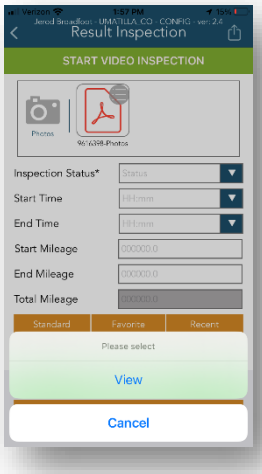


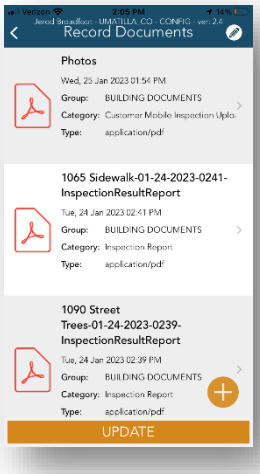


After a photo or photos are uploaded there will be a tag that Appears on the inspection thumbnail on your job list after you perform a refresh of your job list. When you touch on the inspection and then touch “result inspection” you will now notice there is a .pdf or multiple .pdf documents in the photos section by the camera icon. These are the photos that have been uploaded by the customer. If the customer uploads multiple photos at once they will all be combined into a single .pdf document, but if they upload them at different times there will be multiple documents to view. Touch the .pdf and then “view” to access the uploaded photos. Photos are also permanently saved to the “Documents” section of the Record and labeled as a mobile upload by the customer with the time and date they were uploaded.







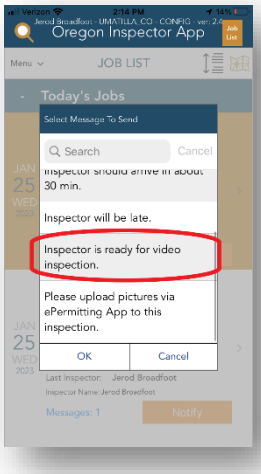


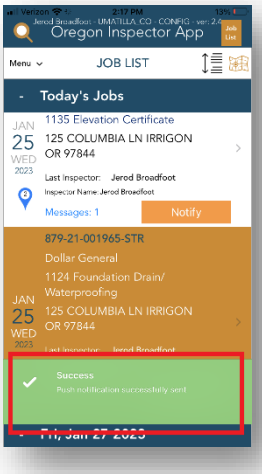
10. Live Video Inspections

Inspectors can use the live video inspection feature on the App with customers who use the Oregon ePermitting App. The customer can download the App from the Apple App Store and touch the Menu option after downloading for assistance and training.

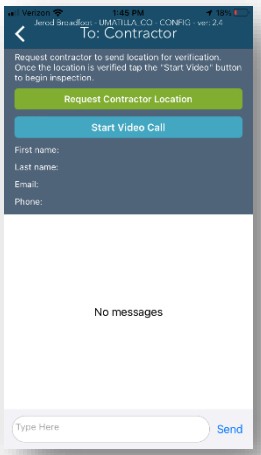
A live video inspection will require coordination with the customer to plan. Each inspection has the ability to conduct a live video feed that allows you to direct the customer to show you the items you wish to inspect. Since the customer will be using the Oregon ePermitting App they can receive Push Notifications on their device and App.

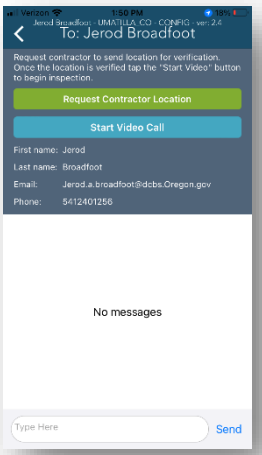
First, send a Push Notification to the customer to let them know you are ready for them to participate in the live video inspection. From the Job List find the inspection you want and touch the orange Notify button on it. Next, touch “Inspector is ready for video inspection” and then touch OK at the bottom of the screen. If the notification was successfully sent to the customer you will receive a green pop-up at the bottom of the screen that says “push notification successfully sent.”





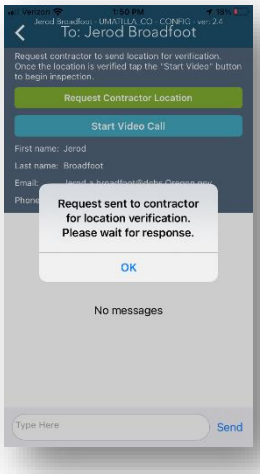
To start the live video, access the inspection the same you would to result any in-person inspection by touching the inspection to open it and touching “Result Inspection.” Next, touch “Start Video Inspection.” You will most likely see that the customer information is blank. This indicates that the customer is not yet on the “Video Inspection Check-In & Messages” page of their App. If this is the case, you can send another push notification to them or call them to make sure they are ready. Once the customer is on the correct page their information will populate in the Oregon Inspector App and you can proceed.

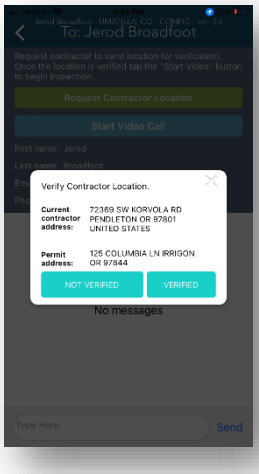




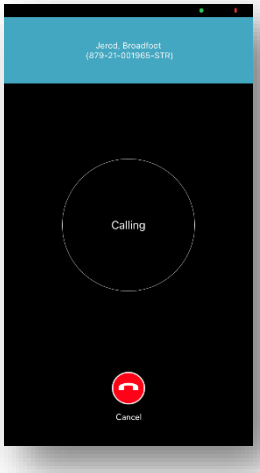
To start the video call, touch the “Request Contractor Location” button and then press “OK” on the pop-up. The location request will be sent to the customer and they will confirm their location. Once they do this you will receive another pop-up

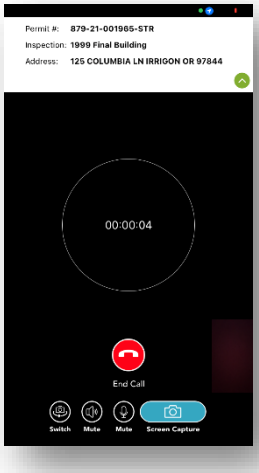
window that indicates the customers current location and the jobsite address. Their current location may be slightly different that the jobsite address as the GPS location technology isn't 100% accurate, but it will allow you to verify if they are near the jobsite. Touch the "Verified" button to start the call.





The call will begin ringing and the customer will have the option to accept the call. Once they do you can direct them to use the camera on the call to show you what you want to inspect. Note* the second screenshot below has the camera view blocked so there is a black screen. You will see what the customers camera sees.



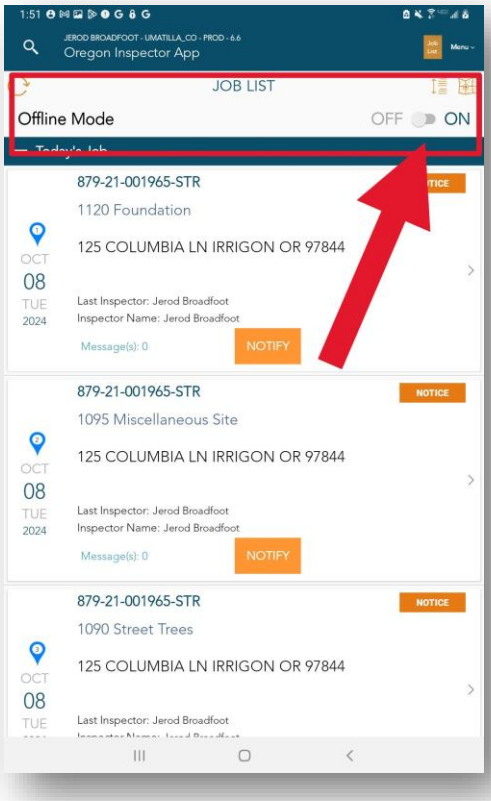


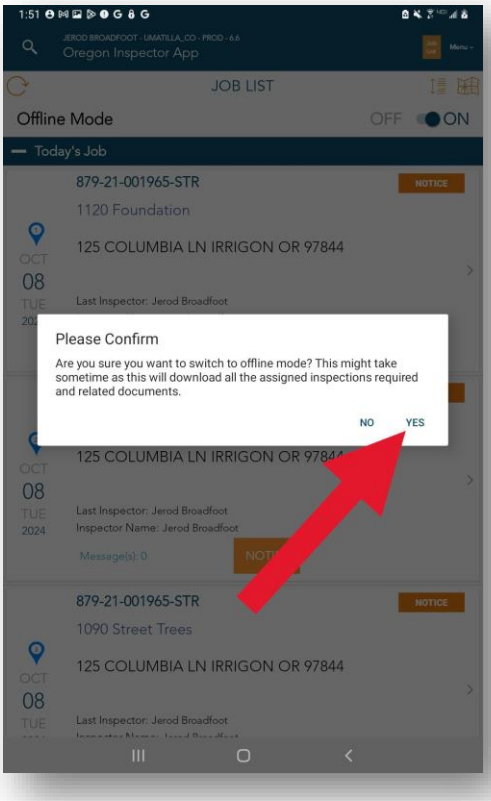
Once you are done with the live video inspection you can end the call and then back out of the live video inspection screen and result the inspection based on the call.

11. Offline Mode – *New October 2024*

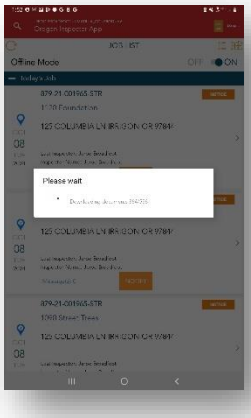
Starting with version 3.2 in October of 2024 we have added a true “Offline Mode” that allows the user to place the App, not the phone or tablet, into offline mode. This means that when in Offline Mode the App will allow the user to access all inspection and record information, result inspections and share the Inspection Summary Report via email while the App is in Offline Mode. All results are saved and sent after the user turns Offline Mode off and is back in cell service or connected to Wi-Fi.

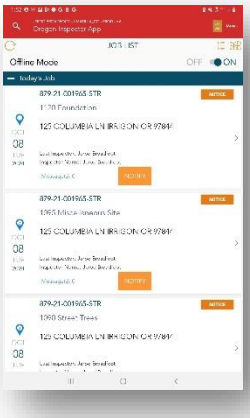
To use Offline Mode you must first switch the App to Offline Mode while connected to Wi-Fi or have enough cellular reception to download all related record information. Once this is complete you have everything you need to work offline on the App without having to place your device into airplane mode. For example, if you are going from one jobsite to another and know that your cellular service will be poor place the App into Offline Mode prior to losing service.

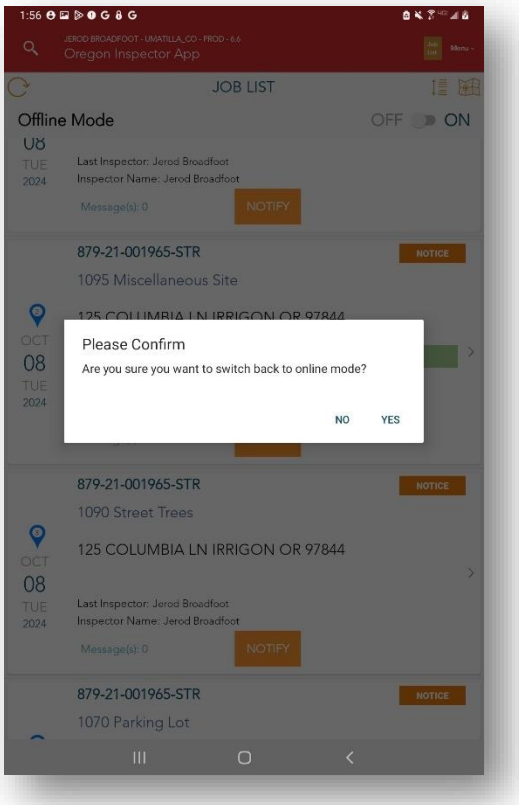
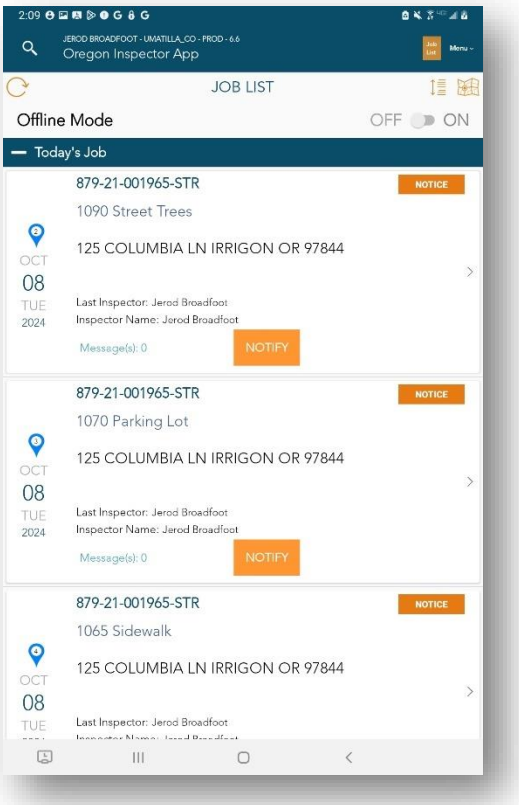




To enter Offline Mode touch the toggle switch and confirm you want to download all required and related inspection and record documents. This is your reminder to look at your cellular service or confirm you are connected to Wi-Fi. Once the App has completed downloading all of the required information the top of the App will turn red and remain red until you turn Offline Mode off.





Offline Mode will allow you to look at all information on the record and inspection as well as allow the user to result the inspection, add favorite or standard comments and email the Inspection Summary Report. The user will not be able to do a search, schedule or reschedule an inspection or any other task that would require the App to access the internet. If the user attempts to use a feature that isn't available in Offline Mode a pop-up window will appear letting the user know that functionality isn't available.

To turn Offline Mode off touch the toggle switch and confirm you want to switch back to online mode by touching yes when prompted.