

VIRTUAL INSPECTIONS

WHEN CAN THEY BE COMPLETED?

Virtual inspections can be completed for most occupied living spaces. Examples of the type of inspections that can likely be completed virtually include inspections such as: water heaters, furnace replacements, remodels, etc. Virtual inspections cannot be completed for exterior inspections such as: decks, carports and unoccupied structures.

If you are not sure if the inspection you need can be completed virtually, or if you have any other questions please contact one of our Permit Technicians at 360-336-6214 or permittech@mountvernonwa.gov

REQUIREMENTS

Following are the prerequisites to being able to complete a Virtual Inspection with the City:

1. Internet access, or Wi-Fi enable phone/tablet
2. Phone or Tablet with camera/webcam capability
3. One of the below-listed ways to connect your phone or tablet to the City's phone, tablet, or PC:
 - a. Android phone/tablet with Verizon service
 - b. Apple iPhone/iPad with Facetime
 - c. Android or Apple phone/tablet with Skype software (App) and a Skype account
4. Applicants with an android phone/tablet with Verizon service or an Apple phone/ipad with Facetime need to read the section below related to scheduling a virtual inspection and the information on page 2. Applicants using Skype need to read the following sections plus the information on page 3 specific to Skype.

HOW TO SCHEDULE A VIRTUAL INSPECTION

To schedule a Virtual Inspection you must request an inspection on the City's SmartGov Permit Portal as you ordinarily would by navigating to the Permit Portal.

In the comments section of your inspection request state "Virtual Inspection Requested" and provide your contact phone and indicate which technology you will be using to complete the inspection. This is important because it allows the City inspector to be prepared to connect with an Applicant with the correct type of technology. Applicants using Skype also need to include their Profile Name when scheduling an inspection.

Examples of what an Applicant needs to state when scheduling a virtual inspection:

"VIRTUAL INSPECTION REQUESTED" Contact Joe - 360-336-1234, Android phone with Verizon Service

"VIRTUAL INSPECTION REQUESTED" Contact Joe - 360-336-1234, Apple phone with Facetime



"VIRTUAL INSPECTION REQUESTED" Contact Joe - 360-336-1234, Using Skype with username JoetheContractor

BEFORE & DURING THE INSPECTION

To prepare for the virtual inspection: You will need the following items ready:

1. Flashlight
2. Measuring tape
3. Ladder (if needed)
4. Level (if needed)
5. Cell phone, or tablet with skype installed and fully charged. Good Cell signal or wi-fi will be required for all remote inspections, if good video quality cannot be obtained, you may need to reschedule the inspection, or require an in-person inspection
6. Turn off notifications, or set to do not disturb

Following is general information provided so that Applicants are aware of what an inspector will be asking them to do:

1. You will be guided through the inspection and will be asked by the inspector to direct the video to certain areas of the project for review and approval. During the call, You can switch from front to rear camera feed by pressing the  icon located in the upper right area of the call screen on Android phones or the  icon in the bottom right on iPhones. This will allow the inspector to view the site as if he or she were standing next to you at the location. Alternatively you can turn your phone around to show the inspector what they are asking to view.
2. To verify the site where the inspection is occurring the inspector will ask to see the address sign on the subject structure.
3. Follow instructions of inspector, you will be guided around the site and directed to examine various areas.
4. Make note of corrections and locations per the inspectors' directions. The complete inspection report will be available on the Permit Portal for viewing once the inspector has updated it.

INSPECTION RESULTS AND RE-INSPECTIONS

1. The inspector will update our permitting system after the video call is completed. Usually within 1 day after the inspection. Comments will be available on our Permit Portal you can access by clicking [HERE](#)
2. Re-inspection fees may apply if you are unprepared or have too many correction items. The inspector will assess if any additional fees apply.
3. Scheduling of virtual inspections should be done a minimum of 1 day in advance.

HOW CAN WE HELP?

If you need help please contact one of our Permit Technicians at 360-336-6214 or permittech@mountvernonwa.gov

SKYPE USERS: GETTING READY FOR YOUR INSPECTION

1. If you are using Skype you need to complete the following:
 - a. Download and install Skype (Visit www.skype.com or use AppStore, or Google Play) This must be the regular Skype. NOT Skype for Business.
 - b. Create a free Skype account at www.skype.com/help with valid user ID, phone number, or email address to create the account. It will be very important that you know what your Skype Name is to use this program.
2. The Inspector will call you via the Skype app at the scheduled time **BE READY**. Make sure the Skype app. is installed properly, and you have signed up with a user name.
3. To accept the call, click on the Green video button (*Android, and Blue 'Accept' button iPhone)



4. You must ensure the video and sound are switched on under their respective phone settings. IF they are off, they will display as shown below:

