

## **INSPECTION REQUESTS ONLINE**



Requesting an inspection online is quick and easy! One of the advantages of using this service is the ability to make payments online using a credit card. This allows our customers to pay any balances due and then instantly schedule inspections as needed.

### **HOW TO REQUEST A BUILDING OR PUBLIC WORKS INSPECTION ONLINE**

1. Open an internet browser window and type the following URL into the address box: <http://www.anaheim.net/InspectionRequest>
2. Type the permit number in the "Permit Number" field and click "Submit" (*figure 1*)

*\*\*Note: The permit number must be formatted as it appears on your permit or job card. It is not case sensitive.*

The image is a screenshot of the City of Anaheim website. At the top, there is a banner with the word "ANAHEIM" in large, blue, stylized letters. Below the banner, the address "200 S. Anaheim Blvd. Anaheim, CA 92805" and the phone number "Dial 311 or (714) 765-4311" are displayed. A navigation menu includes links for "Home", "Residents", "Businesses", "Visitors", "Departments", "Online Services", and "Quick Links". The main content area features a form titled "Permit Number" with the instruction: "In order to successfully process your request, a valid permit number and email address will be required. Please enter your permit number and press the submit button." The form contains a text input field with the value "BLD2010-04428" and a "Submit" button. At the bottom of the page, there is a footer with "All contents © 2010 City of Anaheim | Privacy Policy | Contact Us" and "Accessibility".

Figure 1

3. Enter your email address in the appropriate field. This will allow the system to send an email confirmation that the inspection was successfully scheduled.

***\*\*Note: for Building permits, the email will include a link to access your inspection timeframe. Please click on the link after 7:30 am on the day of your inspection.***

4. Verify that the address for the permit is correct, then click "Verify Site Address" (figure 2)

The screenshot displays the City of Anaheim website header with the city name in large blue letters, the address "200 S. Anaheim Blvd. Anaheim, CA 92805", and the phone number "Dial 311 or (714) 765-4311". A navigation bar includes links for Home, Residents, Businesses, Visitors, Departments, Online Services, and Quick Links.

The main content area shows a permit verification form with the following details:

<b>Permit Number:</b>	BLD2010-04428
<b>Site Address:</b>	163 S CAROUSEL ST

Below the form is a section titled "Verify Address and Enter Email" with the instruction: "Please verify that the site address is correct before you continue. Enter your email and press the Verify button." This section contains an input field labeled "Enter Your Email Address:" and two buttons: "Verify Site Address" and "Cancel".

The footer of the page contains the text: "All contents © 2010 City of Anaheim | Privacy Policy | Contact Us" and "Accessibility".

Figure 2

5. If fees are due on the case, the system will require that credit card information (card holder's name, card number, expiration date, and security code from the back of the card) be entered. The information is transmitted to a third-party vendor (Virtual Merchant) who verifies that the card is valid. Once verified and the transaction completed, an inspection can be scheduled.

**Please note: If you are prompted to enter the credit card information but cannot proceed to schedule an inspection, please do not re-enter the credit card information as it may have already gone through. For Building permits, please call 714 765-5153 and press 0 for assistance. For Public Works permits, please call 714 765-4583.**

6. Use the drop down fields to select the inspection type being requested and the desired inspection date. Type in a call back number and any special instructions. Verify the information and click "Process Request". (figure 3) (Note: If there is previous inspection activity, a summary table will appear on this screen.)

The screenshot shows the City of Anaheim website header with the city name and contact information. Below the header is a navigation menu with links for Home, Residents, Businesses, Visitors, Departments, Online Services, and Quick Links. The main content area displays a form for requesting an inspection. The form includes fields for Permit Number (BLD2010-04428) and Site Address (163 S CAROUSEL ST). Below these fields is a section titled "Request An Inspection" with instructions: "Please pick an inspection type and inspection date, then press the Process Request button. To request inspections on a different permit, press the Cancel button." The form contains several input fields: "Pick An Inspection Type" with a dropdown menu showing "BUILDING Roof Sheathing Inspection"; "Pick An Inspection Date" with a dropdown menu showing "11/29/2010"; "Leave A Call Back Number" with a text input field containing "( ) - "; and "Special Instructions" with a large text area. At the bottom of the form are two buttons: "Process Request" and "Cancel". The footer of the page contains the text "All contents © 2010 City of Anaheim | Privacy Policy | Contact Us" and "Accessibility".

Figure 3

7. For Public Works inspections, also include the desired inspection time (figure 4)

**Permit Number:** GRA2010-02864

**Site Address:** 5124 E CRESCENT DR

**Request An Inspection**

Please pick an inspection type and inspection date, then press the Process Request button. To request inspections on a different permit, press the Cancel button.

Pick An Inspection Type: 800 -GRA Pre Con Meeting

Pick An Inspection Date: 10/21/2010 Time: 11:00 AM

Leave A Call Back Number: ( ) - -

Special Instructions:

Process Request Cancel

Figure 4

8. Once the inspection request is processed, you will receive a confirmation pop-up window , click "OK" to close the window (figure 5)

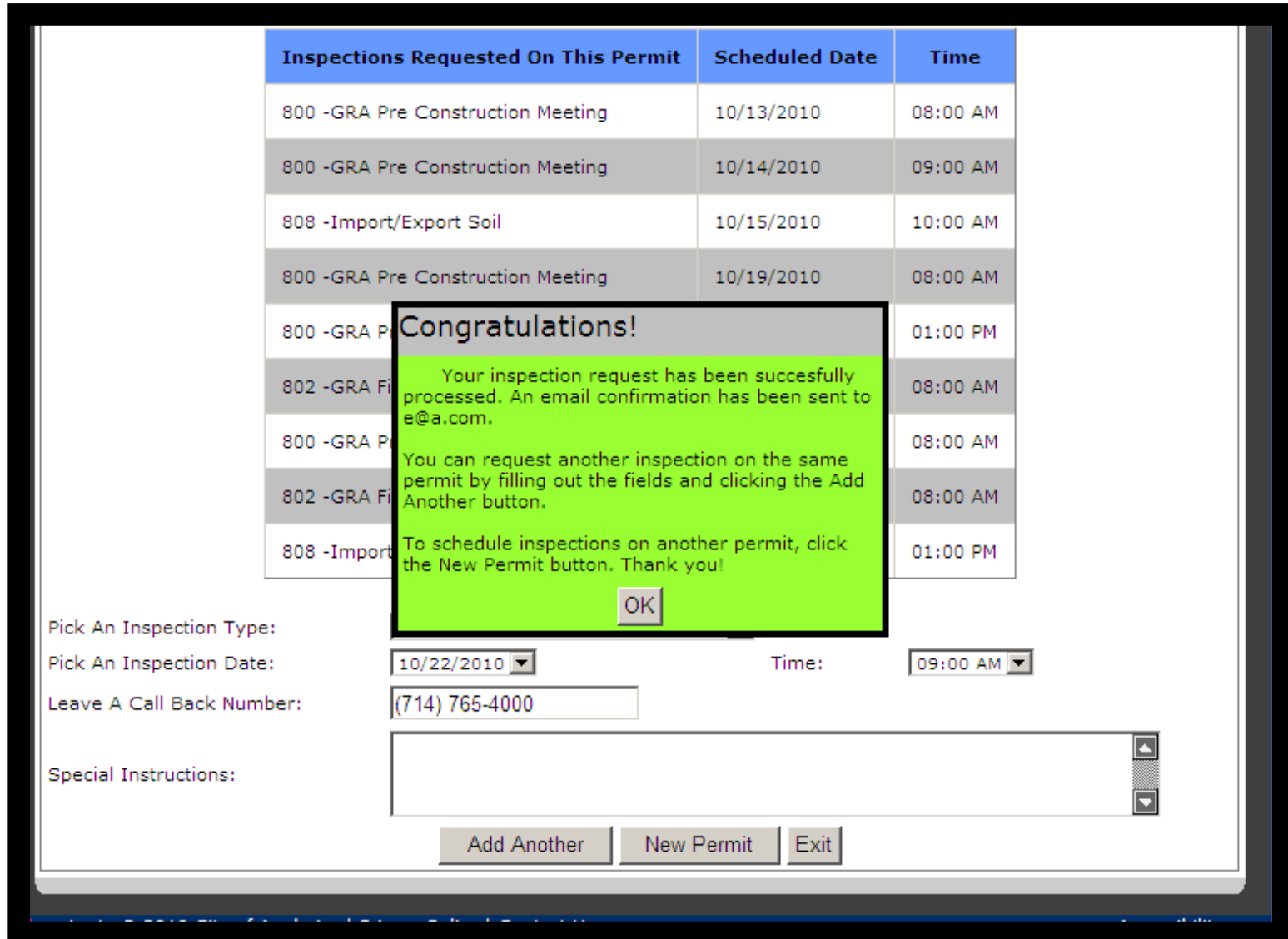


Figure 3

9. If you have another inspection to add for the same permit, click “Add Another”
10. If you would like to request an inspection on a different permit number, click “New Permit”
11. If your transactions are complete, click “Exit” to close the application. A confirmation email will be sent to the email address you entered.