

# City of Anaheim

## Virtual Inspections

### A Guide for iPhone and Android Users

#### **Goals and Objectives**

1. Increase efficiency while decreasing the impact to the environment by requiring less time on the road for the inspector. This will in turn save money for the taxpayers and ease access for citizens to complete required inspections.
2. In addition, virtual inspections will provide homeowners with a precise inspection time, thus eliminating any wait times.

#### **Requirements for the Requester:**

Must have:

1. Internet access
2. iPad, iPhone, Tablet or Android device with webcam capability
3. If using Skype; application downloaded from the AppStore or PlayStore
  - <https://go.skype.com/skype.download.for.phone.iphone>
  - <https://go.skype.com/skype.download.for.phone.android>
4. If using FaceTime; FaceTime activated on Apple device

#### **To Schedule a Virtual Inspection:**

1. Contact the City of Anaheim Code Enforcement Division online at [www.anaheim.net/Virtual-Inspections](http://www.anaheim.net/Virtual-Inspections), by E-mail at [CodeVI@anaheim.net](mailto:CodeVI@anaheim.net), or by phone at (714) 765-5158 and provide the following information.
  - a) Record ID number (COD2020-xxxxx)
  - b) Violation Address
  - c) Date and time of requested inspection
  - d) Contact Person Name, phone number, and email address
  - e) Requested platform for virtual inspection (FaceTime or Skype)
  - f) Skype User ID or E-mail address, or
  - g) FaceTime phone number or E-mail address

## **On the Day of the Virtual Inspection**

1. Requester answers Skype/FaceTime call from **Anaheim Virtual Inspections** at specified time.

Note: Requester must ensure the video and sound are switched on under their respective phone settings prior to the schedule Virtual Inspection time. Once these icons are switched on, the requester and inspector will be able to see and hear one another on both ends during the call.

2. The requester is guided through the inspection and will be asked by the inspector to direct their video to certain areas of the site for confirmation and approval. Requester will be directed to hold their device steady during portions of the inspection so the inspector can capture screen shots/photos for compliance documentation.
3. During the call, the requester 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 the requester at the site location.
4. Inspection is concluded. Once the virtual inspection is completed, the inspector will advise the requester of the outcome. Please note that the inspector may need to conduct further review of compliance photos prior to making a determination. If this is the case, the inspector will contact the requester at a later time with inspection results.
5. End call. 