



How-to Steps

STEP 1: ENSURE YOU HAVE THE RIGHT EQUIPMENT FOR A VIDEO INSPECTION.
Customers must maintain 4G wireless service and have [Skype](#) on the smartphone or tablet

STEP 2: CHECK [HERE](#) TO SEE IF YOUR PROJECT AND INSPECTION TYPE IS ELIGIBLE FOR REMOTE VIDEO INSPECTION

STEP 3: [SCHEDULE YOUR REMOTE VIDEO INSPECTION](#)

STEP 4: PREPARE FOR INSPECTION

- Prior to the scheduled inspection time, ensure all necessary tools based on the type of inspection and appropriate paperwork are readily available. For example, tape measure, level, GFCI tester, flashlight, and ladder when needed.

STEP 5: PREPARE TO RECEIVE THE SKYPE CALL

- Must be at least 18 years old or with an adult to perform the video inspection.
- Ensure smartphone or tablet is fully charged.
- Respond to Skype call from Inspector.
- Be prepared to accept video call at scheduled time.
- Have all required tools as necessary for the inspection.
- Turn off smartphone or tablet notifications that may interrupt the Skype call. This is an important step, as notifications can freeze Skype and will cause delays to the inspection or could require the inspection to be rescheduled.
- Set phone so that you have the small screen view of what the inspector sees:
 - Tap the Skype screen to access the tool bar.

- Tap the camera icon.
- In the small view the inspector sees, tap the reverse camera icon.

STEP 6: THE INSPECTION

- Begin inspection at street view looking at structure.
- The address must be shown in the initial view. You may be asked to pin the address using the map function.
- Follow the directions of the Inspector.
- Walk inspection in a clockwise direction horizontally then bottom to top vertically (if more than one floor).
- Make note of any corrections.
- Be prepared to take and send pictures of paperwork from the inspection.

STEP 7: INSPECTION RESULTS

- The Inspector will inform you if the inspection received a pass, partial or fail.
- The Inspector will update the permitting system with the results at the completion of the Skype call. Results will be available on [Citizen Access](#).

Inspection Failure:

- Upon completion of the Skype call, the Inspector will update the permitting system with the results and email you a Correction Notice.

**It is at the discretion and availability of the Inspector to reschedule a same day reinspection. The Inspector may provide the option for you to send a correction video or photos to them directly. Talk with the Inspector regarding available options.*