



Inspection Scheduler Training Guide

Introduction

Introducing the Development Services ***Inspection Scheduler***. This new web application offers the building community and homeowners the flexibility to schedule online inspections at any time using various mobile devices, like the iPhone, iPad, Android phone and tablet.

Using this feature, contractors and homeowners have direct access to the Hansen permit system to set up an online inspection. When logged in to Inspection Scheduler, users can choose from up to three dates to find the inspection time that works best for them.

After scheduling the online inspection via Inspection Scheduler, the scheduler will receive a confirmation email that provides the inspection details, including the confirmation number, inspection date, permit, address and special instructions.

Objectives

- Locate Inspection Scheduler
- Log into Inspection Scheduler
- Find Permit/Address to schedule inspection
- Schedule an inspection
- Receive inspection confirmation

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This online resource provides guidance on using the Inspection Scheduler for scheduling inspection appointments.

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Section 1 Inspection Scheduler

The **Inspection Scheduler** is located online in two locations: 1) Development Services home page and 2) Development Services Permits web site.

On the [Development Services Department web site](#), the **Inspection Scheduler** can be found in the rotational banner on the middle of the page and on the right side menu, top button.

The left illustration shows the Inspection Scheduler that is embedded into the rotational banner; the second image shows the menu bar on the right side of the page. Both images on the web site will link to the Inspection Scheduler for access.

Rotational Banner Image



The rotational banner features the City of San Antonio logo and the text "CITY OF SAN ANTONIO Inspection Scheduler". Below this, it introduces the new online tool, stating it gives contractors the opportunity to schedule online inspections using mobile devices. A list of supported devices includes iPhone, iPad, Android phone and tablet, and Windows mobile. It also provides instructions on how to get started by logging in with a DynamicPortal user name and password, and offers a link to the training guide for more information.

Right Side Menu



The right side menu is a vertical list of buttons. At the top is a pink button labeled "(NEW) Inspection Scheduler". Below it are several green buttons: "ONLINE Permits & Inspections", "ONLINE Code Service Request", "Lunchtime Training", and "SABCA". Further down are a blue button for "Development Process Manual", a yellow button for "GRAFFITI WIFGOU", a blue button for "TRAINING VIDEOS", a brown button for "CUSTOMER SURVEY", a blue button for "MAP SEARCH", and a blue button for "Onestop Zoning Map". At the bottom of the menu is the "ias ACCREDITED" logo and a "site map" link.

On the [Development Services – Permits](#) page, you will find the **Inspection Scheduler** on the left side menu bar, as the first item under the Home button.



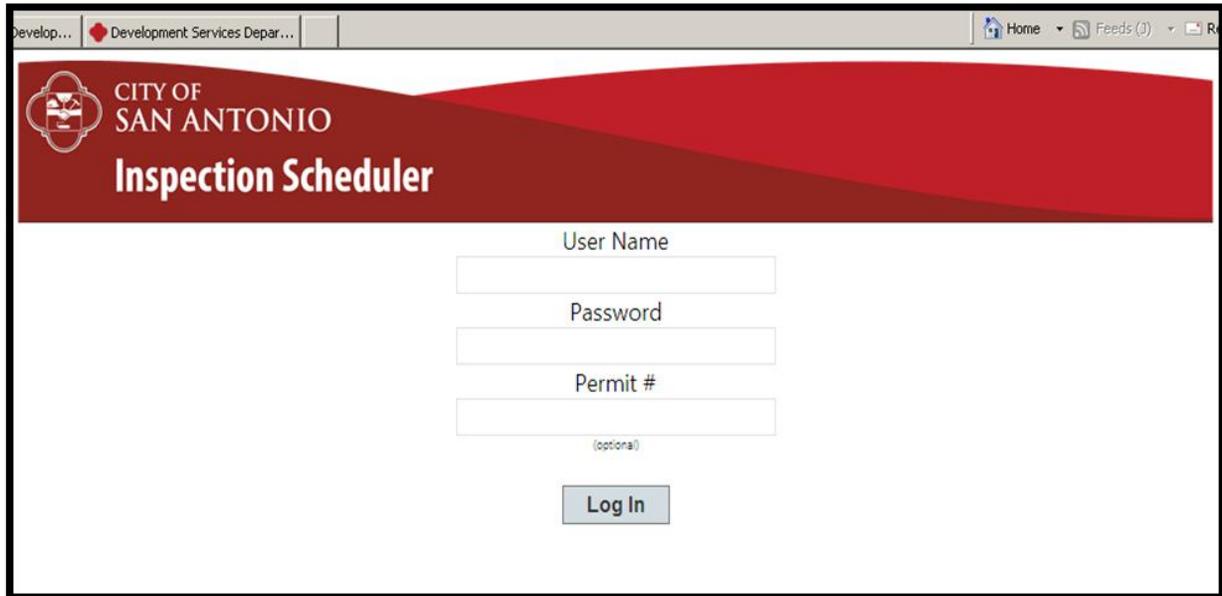
The left side menu bar is a vertical list of blue buttons. The top button is labeled "Home". Below it is a button labeled "**(NEW) INSPECTION SCHEDULER**". The remaining buttons are: "DEVELOPMENT SERVICES HOME", "DIRECTOR'S PAGE", "DEPARTMENTAL DIVISIONS", "BOARDS & AGENDAS", "INSPECTIONS", "PERMITS", "PLANS REVIEW", "CONTACT US", "HOT ITEMS", "NEWSLETTERS", and "LINKS".

Section 2 Log in to Inspection Scheduler

To get started, you must have a **DynamicPortal** user name and password.

From the [Development Services](#) web site or the [Development Services – Permits](#) page, select **Inspection Scheduler** and ‘Log In’ with your DynamicPortal user name and password.

If you know the specific permit number you want to schedule an inspection for, enter the permit number at the same time as logging in. Once logged in, you will be directed to the specific permit details.



The screenshot shows a web browser window with the address bar displaying 'Development Services Department'. The page header features the City of San Antonio logo and the text 'CITY OF SAN ANTONIO Inspection Scheduler'. The main content area contains a login form with the following fields and buttons:

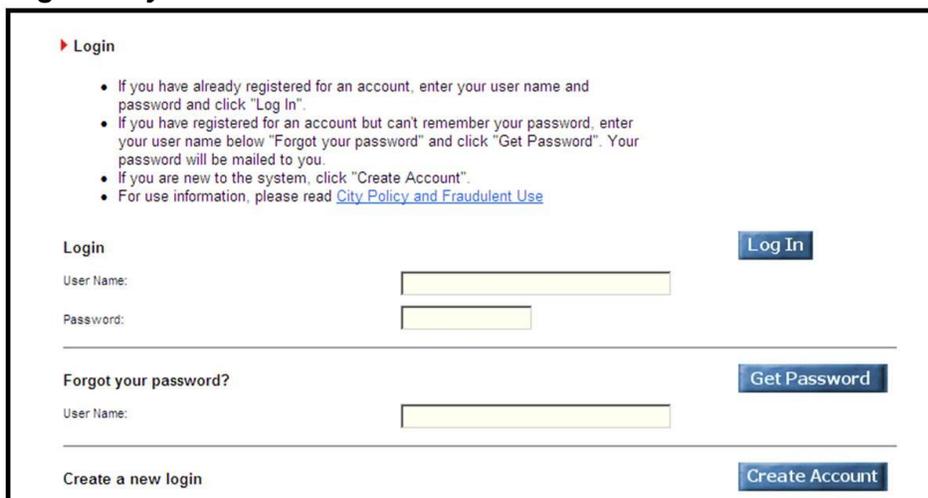
- User Name:
- Password:
- Permit #:
- (optional):
- Log In:

Note: If you are new to DynamicPortal or forgot your password, then go to the [Development Services – Permits](#) page and select ‘Forgot your password?’ or ‘Create a new login’.

If you forgot your password, then add your user name to the Forgot your Password? section and select ‘Get Password’.

Customers new to DynamicPortal will choose ‘Create a new login’ and then select ‘Create Account’.

Login to DynamicPortal Illustration

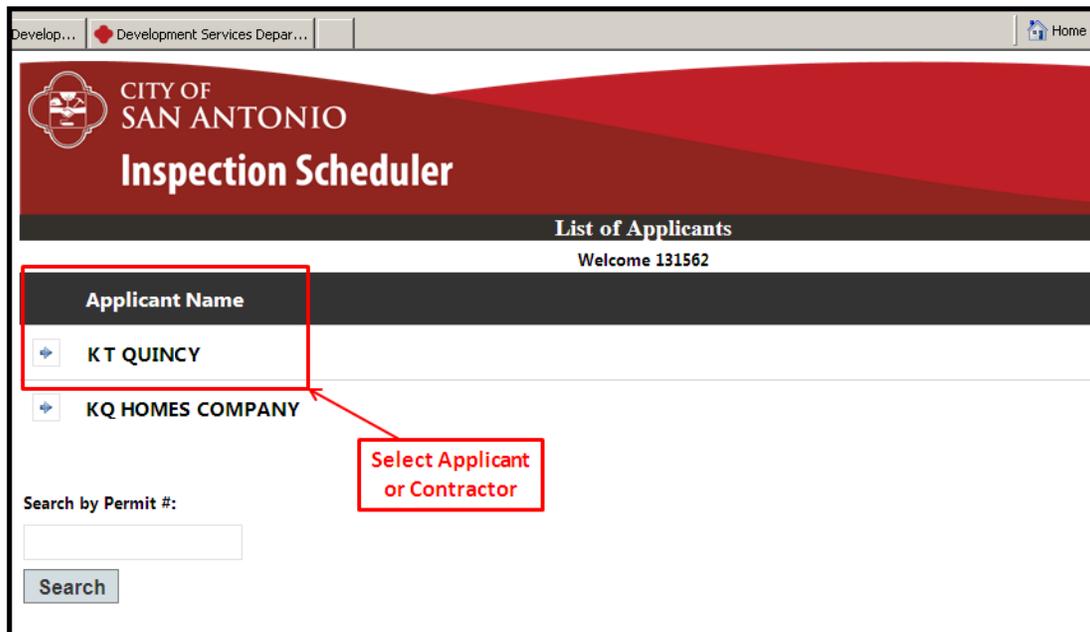


The illustration shows a login page with the following sections and buttons:

- Login** section:
 - Instructions:
 - If you have already registered for an account, enter your user name and password and click "Log In".
 - If you have registered for an account but can't remember your password, enter your user name below "Forgot your password" and click "Get Password". Your password will be mailed to you.
 - If you are new to the system, click "Create Account".
 - For use information, please read [City Policy and Fraudulent Use](#)
 - Fields: User Name: Password:
 - Button:
- Forgot your password?** section:
 - Field: User Name:
 - Button:
- Create a new login** section:
 - Button:

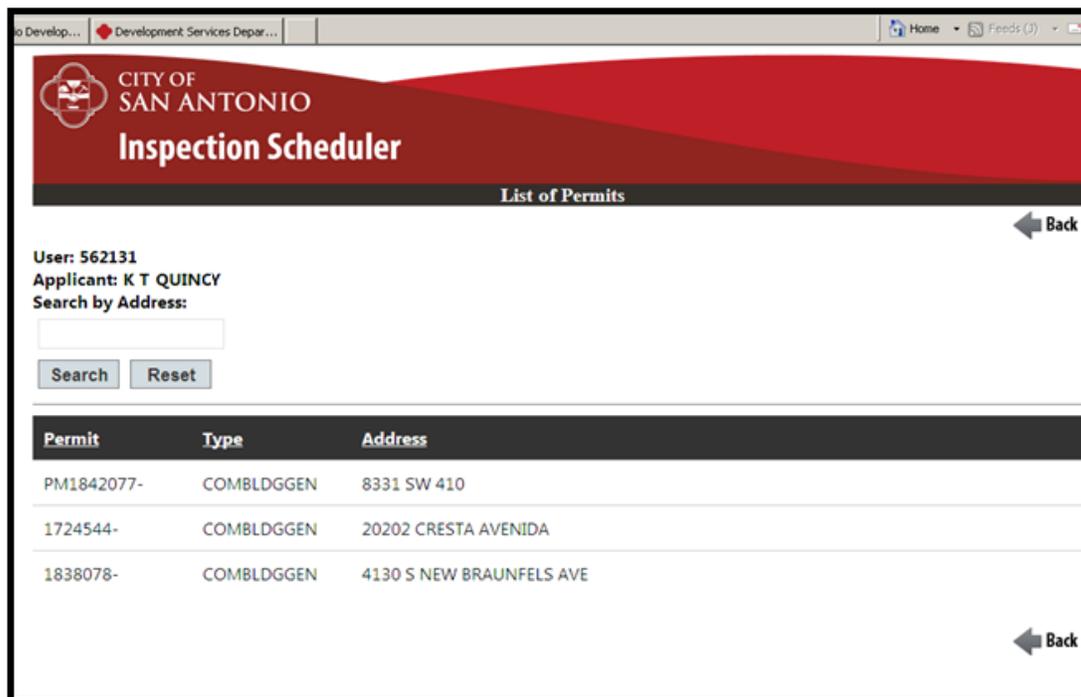
Section 3 Find Permit/Address to Schedule Inspection

After logging in to Inspection Scheduler, the **List of Applicants** page comes up.



Note: If you prefer to 'Search by Permit #', you will be taken to that specific permit.

The **List of Permits** page will display after choosing the applicant name. This screen will show all open permits associated with the applicant/contractor selected.



The titles in the black bar – Permit, Type, and Address – can be sorted in ascending or descending order.

Note: If you prefer to 'Search by Address', enter any part of the address (street number, street name, or both) and you will be taken to the **List of Inspections** page for that specific address.

Select the Permit Number to take you to the **List of Inspections** page.

Permit	Type	Address
PM1842077-	COMBLDGGEN	8331 SW 410
1724544-	COMBLDGGEN	20202 CRESTA AVENIDA
1838078-	COMBLDGGEN	4130 S NEW BRAUNFELS AVE

From this Permit #, you can see there are three different inspections on the **List of Inspections** screen. Choose the Inspection # you want scheduled. **Note:** the 'Type' section provides the kind of inspection associated with the Inspection #.

Inspection #	Type
4972044	HEALTHFOOD
4972038	BUILDFOUN
4972037	BUILDFIN

Section 4 Schedule an inspection

After selecting the inspection number/type ready for an inspection, you are directed to the **Schedule Details** page. This page provides the specifics of the inspection, including User, Applicant, Permit and Inspection Numbers, along with the description, address, type of inspection to be scheduled, and reference number.

CITY OF SAN ANTONIO
Inspection Scheduler

Inspection Details – note Reference # 1

User: 562131
Applicant: KT Quincy
Permit #: 1724544-
Inspection: 4972037

Description: CRESTA BELLA MULTI-FAMILY APTS
Address: 20202 CRESTA AVENIDA
Type: BUILDFIN
Reference: 1

Day

TUESDAY

This screen also identifies three available dates you can choose from:

CITY OF SAN ANTONIO
Inspection Scheduler

Schedule Details

User: 131562
Applicant: KATHY QUINONES
Permit: 1724544-
Inspection: 4972037

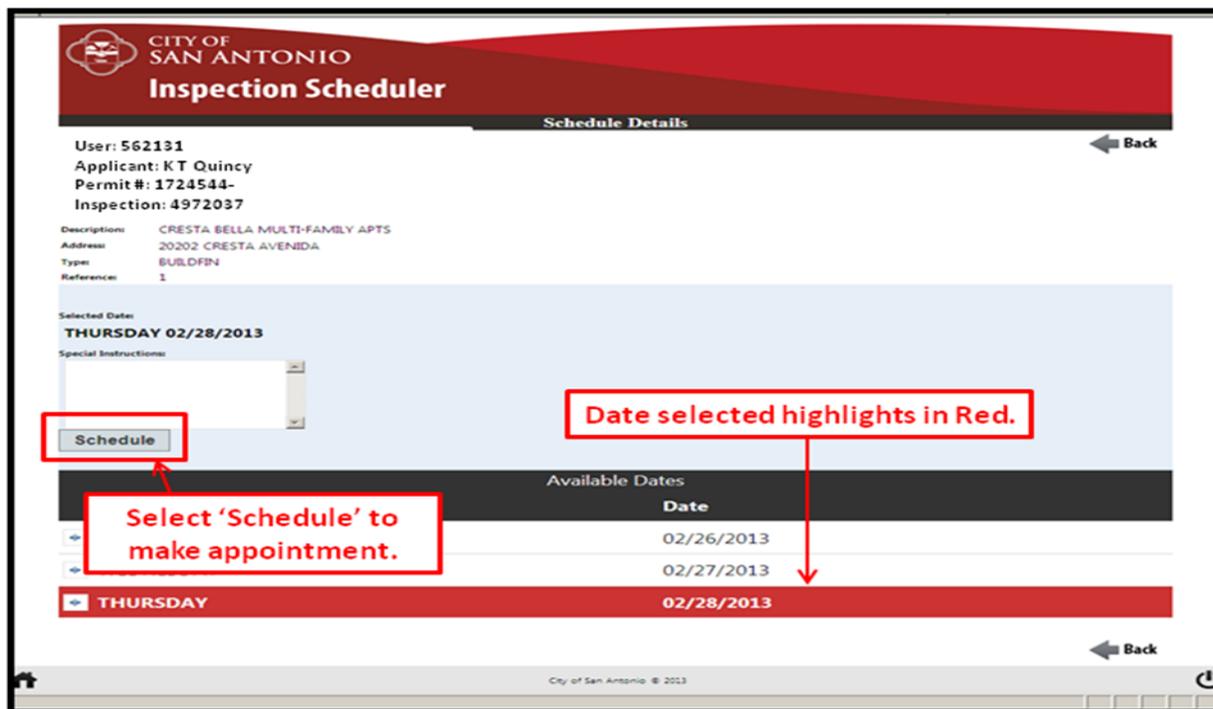
Description: CRESTA BELLA MULTI-FAMILY APTS
Address: 20202 CRESTA AVENIDA
Type: BUILDFIN
References: 1

Day	Date
TUESDAY	02/26/2013
WEDNESDAY	02/27/2013
THURSDAY	02/28/2013

Select Inspection Day/Date that is preferred.

Back

After choosing the inspection date, the selected day/date highlights in red in the 'Available Dates' section as shown below.



To complete the scheduled inspection, select 'Schedule'.

Section 5 Receive inspection confirmation

Once the inspection has been scheduled, the **User Confirmation** page will populate with the inspection details, as shown below:

• Applicant/Email	• Permit #
• Inspection #	• Confirmation #
• Inspection Type	• Inspection Date
• Reference #	• Address

Note: You will notice the #1 after the inspection type in the Inspection details section. The '1' represents the number of inspections performed or scheduled. In this particular instance, this is the first inspection scheduled since there is a '1' after the inspection type.



You will also receive an **Email Confirmation**, sent to the email associated with the applicant/contractor.

Sample Email Confirmation:

From: no-reply@sanantonio.gov [mailto:no-reply@sanantonio.gov]
Sent: Monday, February 25, 2013 6:00 PM
To: KT Quincy
Subject: Inspection 4972037 - BUILDFIN #1 - Scheduled for 02/28/2013

Dear Customer,

Inspection 4972037 - BUILDFIN #1 on permit 1724544 has been scheduled.

Confirmation #: 16446

Date: 02/28/2013

Permit #: 1724544
Address: 20202 Cresta Avenida

Special
Instructions:

If you need to cancel this inspection, or have questions, contact the Development and Business Service Center at (210) 207-1111, prompt 0, during the office hours of 7:45 a.m. to 4:30 p.m.

Thank you
Development Services

Partnering with our community to build and maintain a safer San Antonio
Please take a moment and tell us how we are doing by taking our [survey](#).
For more information about the [Development Services Department](#), visit our website.

As noted in the email, if you need to reschedule or cancel the inspection appointment after completing the Inspection Scheduler process, contact the Development and Business Service Center at (210) 207-1111, prompt 0, during the office hours of 7:45 a.m. to 4:30 p.m.

Section 6 Frequently Asked Questions

Q1 - How long can I use the Inspection Scheduler before it times out?

A. The Inspection Scheduler times out after 20 minutes.

Q2 – Can I use the back browser button?

A. No, the back browser button does not work; use the back arrow buttons located at the top and bottom of each section.

Q3 – What kind of mobile devices can I use to access Inspection Scheduler?

A. You can use the following mobile devices:

- iPhone
- iPad
- Android phone and tablet
- Windows mobile

Q4 – What happens if I enter the correct user name and password but enter the wrong permit number?

A. A message indicating Permit Number not found or invalid will display.

Q5 – Do I have to use the entire permit number to do a search by permit?

A. Yes, you must use the complete permit number.

Q6 – Can I do a search by Permit Number if I have the number?

A. Yes, you can search open permits when you first log in on the Inspection Scheduler home page by entering your User Name, Password and Permit #. You may also search for the Permit Number by entering it in the 'Search by Permit #' field on the **List of Applicants** page.

Q7 – What if I don't know the permit number, can I search by address?

A. Yes, you can 'Search by Address' on the **List of Permits** page.

Q8 – On the List of Permits page, can I sort the Permit Numbers to help me find what I'm looking for faster?

A. Yes, you can sort the Permit, Type, and Address in ascending or descending order.

Q9 – What does 'Reference' mean on the Schedule Details page, in the 'Description' area?

A. Reference refers to the number of inspections scheduled for the associated permit. For example, if the permit needing an inspection has already had two previous inspections, the Reference would reflect '3' since this would be the third inspection scheduled.

Q10 – In the email confirmation, in the Inspection detail section, I noticed a number after the Inspection type – what does that number mean?

- A. The number listed after the inspection type reflects the number of inspections this property has had performed or scheduled. For example, Inspection 4972038 shown below shows inspection type 'BUILDFOUND #1' – the '1' shows this is the first inspection scheduled. If there were a '3' after the #, then this would mean the property has had two previous inspections, the third inspection has now been scheduled.

Example of Inspection Details:

'Inspection 4972038 – BUILDFOUN #1 on permit 1724544 has been scheduled'

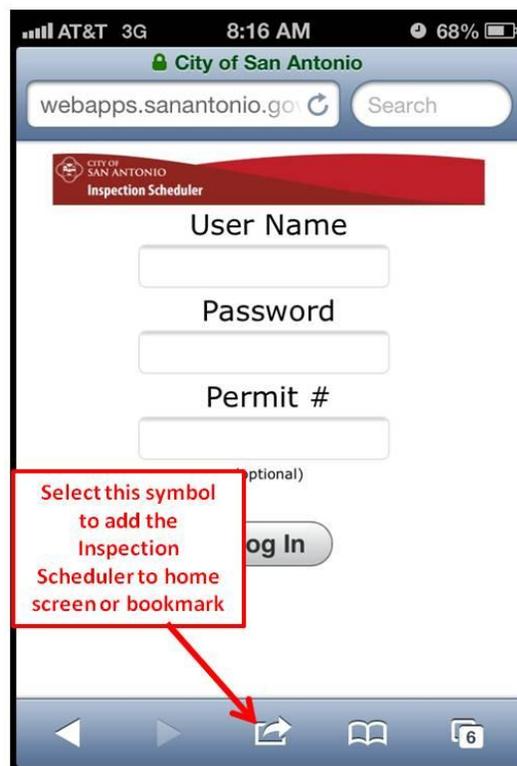
Q11 – How do I cancel an inspection after scheduling through Inspection Scheduler?

- A. To cancel an inspection after it has been scheduled, contact the Development and Business Service Center at (210) 207-1111, prompt 0, during office hours of 7:45 a.m. to 4:30 p.m.

Q12 – How do I add the Inspection Scheduler to my mobile device?

- A. You have two options to adding the Inspection Scheduler to your mobile device: 1) add the web application as a bookmark or 2) add to the home screen.

To add the web application, when on the Inspection Scheduler web site, click the box with arrow (between the open book symbol and right arrow) on the bottom bar.



After selecting the box and arrow symbol, you will get a screen like below, or something similar, select the function that works best for you – ‘Add to Screen’ or ‘Bookmark’.



After adding Inspection Scheduler to your home screen, the mobile device will look similar to the image below:

