



## Inspection Scheduler Training Guide

### **Introduction**

Introducing the Development Services **Inspection Scheduler**. This web application offers contractors the flexibility to schedule online inspections at any time using various mobile devices, like the iPhone, iPad, Android phone and tablet. This feature also gives contractors access to schedule online inspections directly with the Hansen permit system and choose what appointment option works best for them.

After selecting an inspection appointment through the Inspection Scheduler, the contractor will receive a confirmation email that provides the appointment 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

### **Table of Contents**

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** can be accessed online in two locations: 1) Development Services home page and 2) Development Services Permits website.

On the [Development Services Department website](#), the **Inspection Scheduler** can be found on the right side of the page under Online Services – Quick Links. The illustration below shows the menu bar on the right side of the home page.

### Right Side Quick Links



Choose “**Inspections**” and you will be directed to the web page with the Inspection Scheduling options. If you are using the system for the first time, you will need to set up an account.

## INSPECTIONS



### INSPECTION SCHEDULING

Each development project requires a specific set of inspections. You can schedule inspections online anytime. Inspections will be scheduled for the next day if you place the request before midnight. If you are using our Online system or Mobile Inspection system for the first time, you will need to set up an account.



You can also call 210.207.1111 during business hours. This option does have a \$3.00 per inspection scheduling fee

If you select “**Permits**” from the Quick Links, you will be directed to the Development Services – Permits login page. You will find the **Inspection Scheduler** located in the header at the top of the page.

**CITY OF SAN ANTONIO**

**CITY OF SAN ANTONIO DEVELOPMENT SERVICES - PERMITS**

sa.Gov Home > Customer Alert System (CAS) > Inspection Scheduler > Development Services Home > Contact Us

▶ **Login**

- 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".
- If you are experiencing difficulty logging into the system, it may be helpful to clear the cache on your system. Please see the [Clear Browser Cache Tutorial](#) to assist you with this process.
- For use information, please read [City Policy and Fraudulent Use](#)

**Login** [Log In](#)

User Name:

Password:

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**Forgot your password?** [Get Password](#)

User Name:

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**Create a new login** [Create Account](#)

For more information on Garage Sales, [click here](#).

## Section 2 Log in to Inspection Scheduler

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

Select the **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.



Enter DynamicPortal User Name and Password to log on to Inspection Scheduler.  
For help, contact Development Services at (210) 207-1111, prompt 0.

User Name

Password

Permit #

(optional)

**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***

▶ Login

- 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](#)

Login

User Name:

Password:

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Forgot your password?

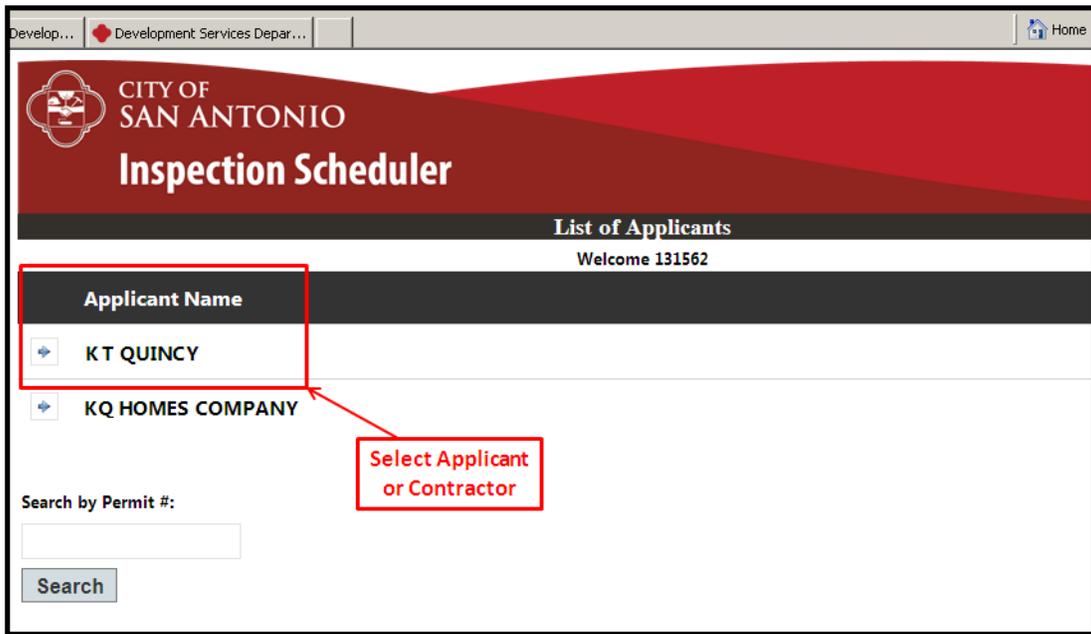
User Name:

---

Create a new login

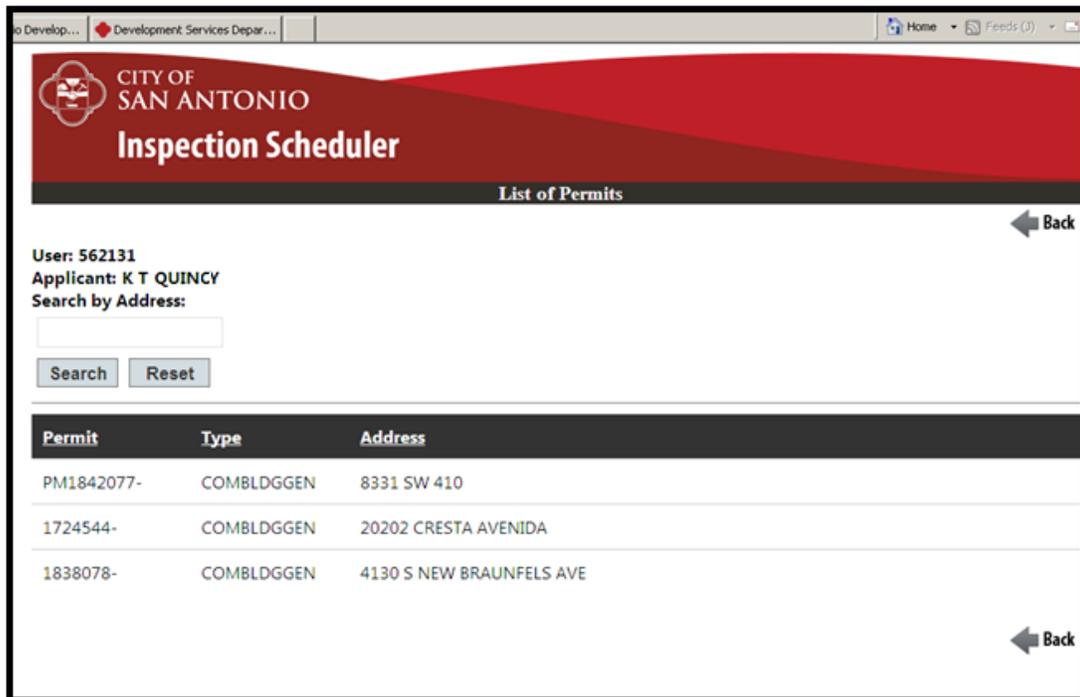
### ***Section 3 Find Permit/Address to Schedule Inspection***

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



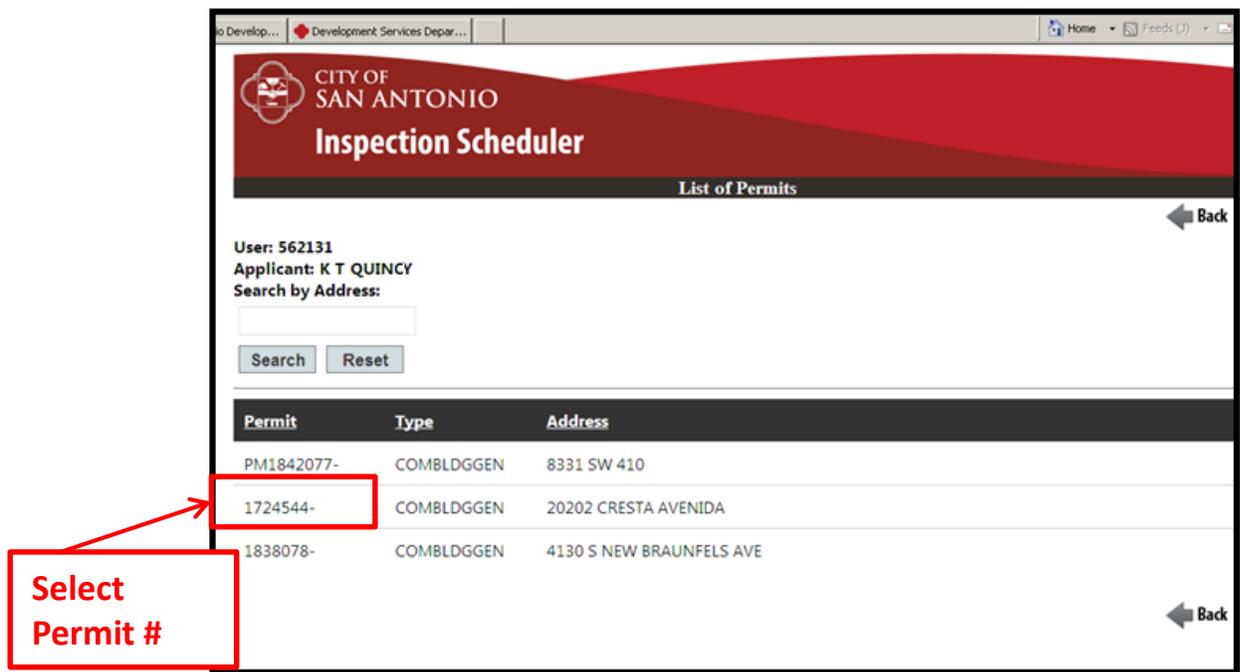
**Note:** If you prefer to 'Search by Permit #', you will be taken to that specific permit.

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.

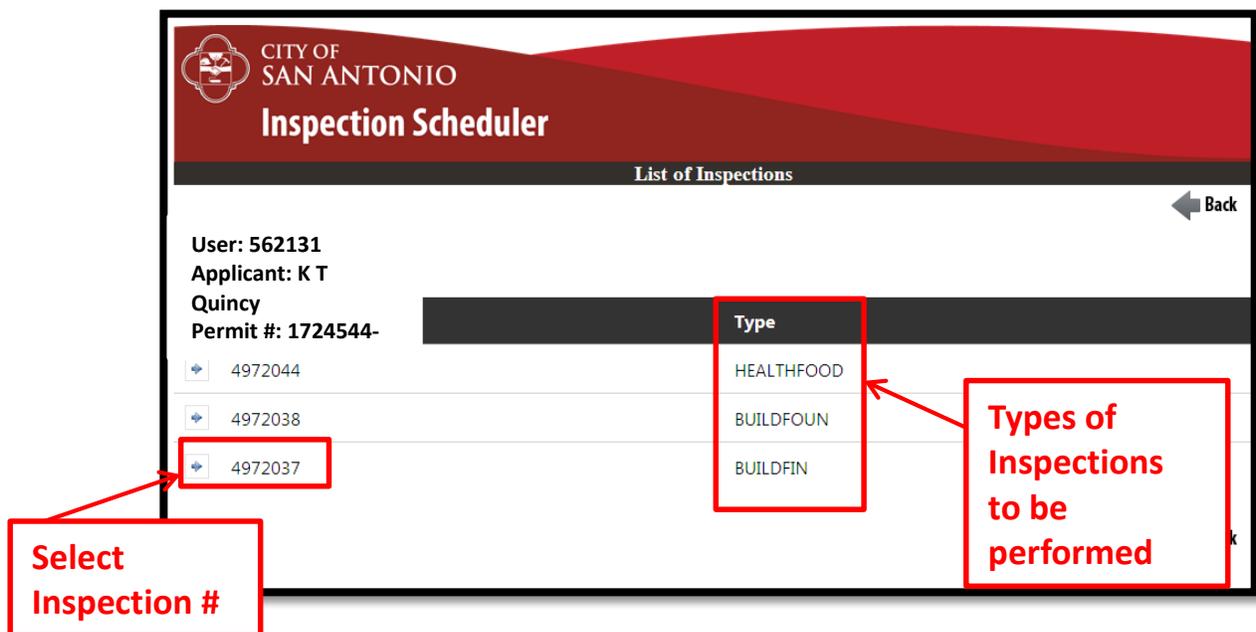


The titles in the black bar – Permit, Type, and Address – can be sorted in ascending or descending order.

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



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 #.



#### 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**

User: 562131  
Applicant: K T Quincy  
Permit #: 1724544-  
Inspection: 4972037

MILY 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

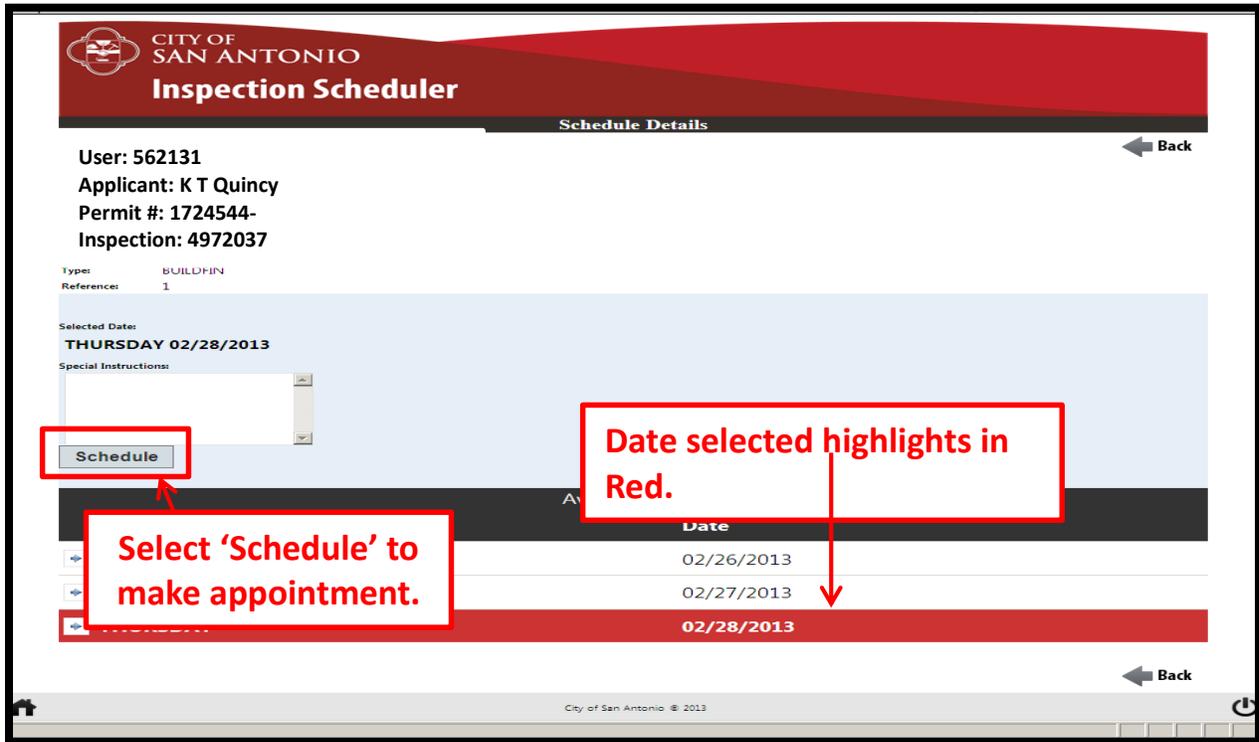
Description: CRESTA BELLA MULTI-FAMILY APTS  
Address: 20202 CRESTA AVENIDA  
Type: BUILDFIN  
Reference: 1

Available Dates

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

Select Inspection Day/Date that is preferred.

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



To complete the appointment, 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.

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 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.