ePermitting Inspection Scheduling & Tracking Guide

To follow are a number of quick tips to help you navigate our ePermitting software to schedule and track inspection results. Our desire is for you to have a positive online experience. Please send any feedback that you may have to the Permit Center at permitcenter@cityofvancouver.us or contact Permit Center staff at 360-487-7802.
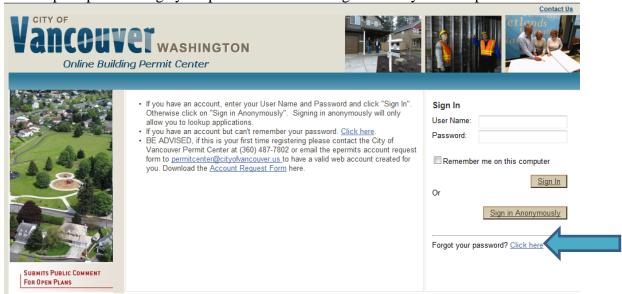
In order to access the City of Vancouver's ePermitting system a user account must be set up for you. Enrollment forms are available on the ePermitting site at https://epermits.cityofvancouver.us/cdr/. Once those are completed they can be faxed to 360-487-7808 or e-mailed to the Permit Center at permitcenter@cityofvancouver.us . *Please note that you will need to use the Internet Explorer browser to utilize this site.* Chrome, Firefox and other browsers will not work. If you are using Internet Explorer 10 you will need to use the Compatibility View.

To Login:

After you have submitted an enrollment form and have received back your login information, *before your 1st attempt to login you will need to **change your password**.* Follow the directions below to do so. If you do not do this you will not be able to login.

Click on the link next to Forgot your password?

Follow the prompts to change your password and then sign in with your new password.

Looking up an Application:

To schedule an inspection you must first lookup your application (also known as your permit) by completing the following steps.
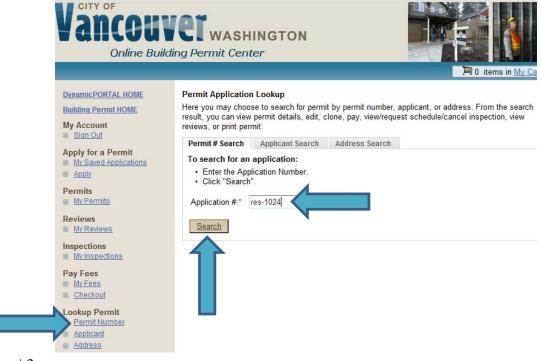
Click on Lookup

Click on Building Permit

You can look up an application in many ways. The easiest way is by Permit Number. Permit Numbers and Application Numbers are the *same* thing. If you do not have the Permit Number searching by Address is the next best way.

To Lookup by Permit Number:

Click on Building Permit arrow over and Click on Lookup by Permit Number (also known as Application Number)

Type in your permit (application) number. Click on Search (Notice that the options in the left column have changed.)

To Lookup by Address:

If you don't have the application number, then after clicking on Lookup, arrow over, click on Building Permit and then click on Lookup by Address.
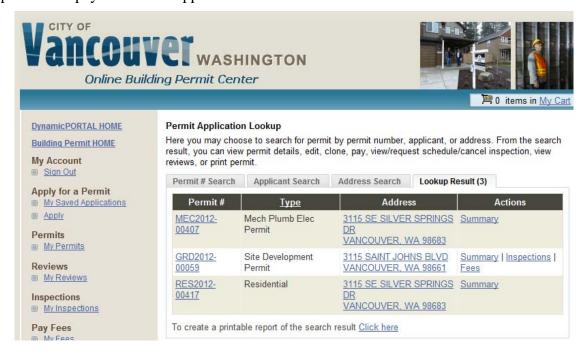

Address searches work best using a wildcard. Also remember that less is more.
Enter the street address in the Number Block and use a %before and after% the street name.
Avoid adding any letters with a numbered street. See example below.

Click on Search

The results of a search by address without any other qualifiers selected may return several pages of possible permits. To sort re-order the results by clicking on the word Type. This will alphabetize the Type column.

You can now page through to find the group of applications similar to the type (CMI, RES, MPE) that you are looking for. Clicking on Summary under the actions column will give you a general view of the application details including the description of work. If you only have the summary available under actions then you are not associated as a contact on the application. You will need to contact the Permit Center to be associated to the application if you need to access inspections or pay fees on the application.

Pull Up Available Inspections:

Now that you have located your application, Under **Actions**, Click on Inspections.

PLEASE NOTE: There can be lengthy processing times between selections due to the volume of data being queried. Allow the system to finish processing before making another selection. Failure to do so may freeze the system. If the system freezes, you will need to close the page and log back in.

All inspections that might be needed are associated with a permit. Inspection lookup results may return several pages of inspections in various stages. To help find the inspection needed, re-order the results by click on the word Description. This will alphabetize the Description column.

Most final inspections will not be available for scheduling until all preliminary inspections are resulted as Approved or N/A by the inspector.

To schedule, Click on Request Inspection

Click on the date that you want the inspection. Holidays will seem to appear as available however the system will give you an error message if you attempt to schedule.

In Comments please add the following:
1. Contact Name
2. Contact Phone Number
3. Any information that the inspector will need to complete the inspection

Click on Request Inspection

Summary	Reviews (10)	Inspections (89)	Fees (18)	**Request Inspection**

Request Inspection Details

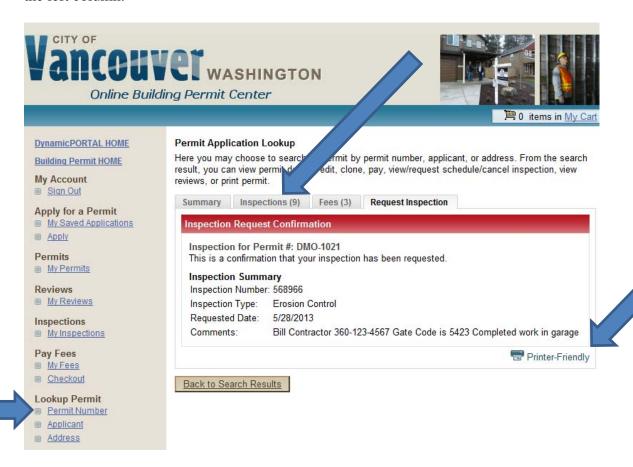**Today's Date/Time:** 5/21/2013 11:09:01 AM

To modify this inspection, follow the instructions below.
You may schedule an inspection within the next 5 business days.
You may not request a same day inspection after 6:59 AM.
1. Select the 'Requested Date' desired
2. Enter Inspection Comments
3. Click the "Request" button

Inspection Information:

Permit Number: RES-1024

Inspection Number: 590508

Inspection Type: Groundwork Plumbing

Requested Date:

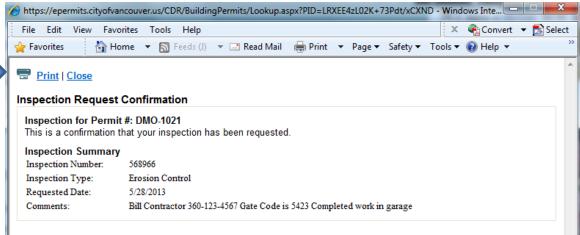| <<		May 2013				>>
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Comments:

Request Inspection

To print a confirmation, click on Printer Friendly and a new window will open, click Print

To schedule another inspection on the *same* permit, click on the tab for **Inspections (9)** (note that this number is unique to each permit)

To schedule an inspection on another permit, click on Permit Number under Lookup Permit in the left column.
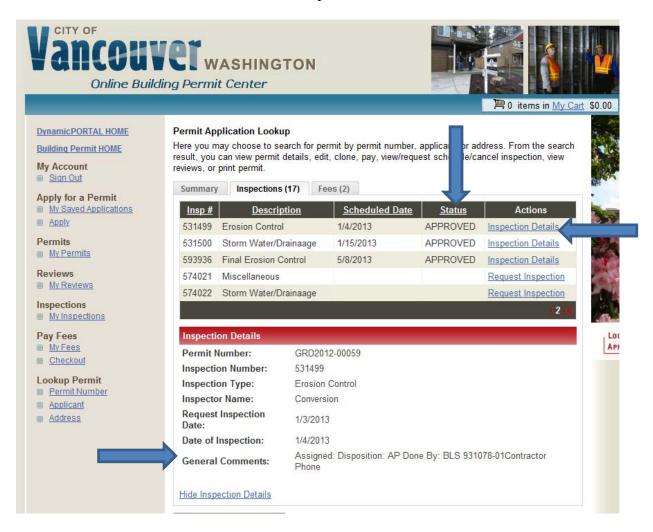
Obtain Inspection Results:

To look up inspection results locate your application (as outlined in this document) and click on Inspections under actions to pull up all available inspections (as you would if you were to schedule). Locate your inspection. Sorting by Description or Scheduled may be useful. To do so click on either of those underlined words.

The status column will have the overall result. Click on Inspection Details under Actions to view more detailed inspection results. Any notes that the inspector might have entered would be under the General Comments section of the Inspection Details.

Cancel Inspections

To cancel an inspection locate your application as outlined in this document and click on Inspections under actions to pull up all available inspections (as you would if you were to schedule). Locate your inspection. Sorting by Description or Scheduled may be useful. To do so click on either of those underlined words.

Under actions, Click on Cancel Inspection.

Once cancelled, the inspection will be made available on the application again for rescheduling.