



USING THE IVR AUTOMATED TELEPHONE SYSTEM

Before calling the IVR system, please make sure that you have your User ID, PIN, the IVR number of the permit (see number 4, below), and the inspection code of the inspection you want to schedule.

To access the IVR system, dial **1-877-610-1418**.

1. Enter your login ID (**homeowners: be sure to use the proper ID for the trade inspection you are requesting**), then press the pound (#) sign.

2. Enter your PIN, then #.

3. Press 1 to select a permit.

4. Enter the IVR number – **not** the permit number. You will find the IVR number on the permit printout, in the top left corner, under the File Reference Number. It also appears on the placard, at the end of the Legal Description line. Once entered, press #.

5. The system will give you 4 options. They are:

Press 1 to hear the status of the permit – tells you if the permit is issued and is active.

Press 2 to look up an inspection – tells you if there are any current inspections scheduled. This option also gives you the ability to **cancel** an inspection.

Press 3 to hear the details about an inspection – tells you whether an inspection passed or failed. If the inspection failed, the system cannot tell you why.

Press 4 to schedule an inspection.

6. Enter the code for the inspection you want to schedule (see attached list). **DO NOT PRESS #.**

7. Choose the date you want the inspection for.

8. The system will repeat your information, stating, "You have chosen a (type) inspection to be performed on (date). If this is correct, press 1....."

9. Once you have confirmed the information, the system will ask you to hold. When the computerized voice returns, it will give you a confirmation number. Please be sure to note that number for your records, as this is your proof that you scheduled an inspection.