

## **I.V.R. INSTRUCTIONS**

The following is the basic instruction for the use of the Pinellas County I.V.R. system. This system is not a voice response system, it only responds to the input from the key pad.

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

1. You will be asked to enter your user ID and then press the# key.
2. Next, it will ask you to enter your PIN number. Again after you have entered your PIN number press the # key
3. Now you will be asked to press 1 to select a permit, or press 2 to change your user settings. By pressing 2, you can now listen to a list of options that will allow you to change different user settings if you wish.
4. If you entered number 1, you will now be asked to enter your IVR number. You will find the IVR number located in the upper left hand corner of your permit printout under the File Reference Number. Once this number is entered press the # key
5. Next, the system will give you 4 options. They are:
  - Press 1 to hear the status of the permit
  - Press 2 to look-up an inspection
  - Press 3 to hear the details about the permit inspections
  - Press 4 to schedule an inspection.
6. The first option will simply tell you if the permit is issued and is active.
7. The second option will tell you if there are any current inspections scheduled. This option also gives you the ability to cancel an inspection.
8. The third option allows you the ability to hear a specific inspection result or all inspection results for your part of the permit.
9. The fourth and final option is used to schedule your inspection. Once you have scheduled the inspection, the system will give you a confirmation number.