

# Request Inspections

Customers can request an inspection through Civic Access after the jurisdiction issues a permit. This guide uses a permit as an example for requesting an inspection, but the process is similar for other records that allow customers to request inspections based on configuration. Customers must be registered users and a contact associated with the case. Inspection requests interact with the inspection-related data on the dashboard.

To request an inspection:

- 1. Click **Dashboard** in the menu.
- 2. Click the **Active card** in the My Permits section.

Civic Access displays the My Work page and active permits by default.

- 3. Click the **Permit Number** of the desired permit for which you would like to request an inspection.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000308-2023		1214 Cheshire Av Naperville...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDR-000184-2022		1500 Tulane Dr Naperville, I...	Building (Residential) - New Single Family	Issued	Active, Attention, Recent (Unpaid Fees)

**NOTE** Customers also can request inspections through the My Work REQUEST INSPECTIONS tab. For more information, please refer to the [Request Inspections section](#).

Civic Access displays the permit.

- 4. Click the **Inspections** tab.

Permit Number: BLDR-000308-2023

Permit Details | Tab Elements | Main Menu

Type:	Building (Residential) - New Single Family	Status:	Issued	Project Name:	
IVR Number:	100364	Applied Date:	01/31/2023	Issue Date:	01/31/2023
District:	East	Assigned To:	Lopez, Spencer	Expire Date:	07/31/2023
Square Feet:	2,800.00	Valuation:	\$350,000.00	Finalized Date:	
Description:					

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info Public Comments



5. Mark **Action** on the row for the desired inspection. Customers may request more than one inspection at the same time.
6. Click **Request Inspection**.

**Request Inspections**

Description	Reinspection	Action
Foundation Wall Inspection	No	<input type="checkbox"/>
Concrete Slab Inspection	No	<input type="checkbox"/>
Floor Framing Inspection	No	<input type="checkbox"/>
Wall Framing Inspection	No	<input type="checkbox"/>
Final Building Inspection	No	<input type="checkbox"/>
Final Fire Inspection	No	<input type="checkbox"/>

[Request Inspection](#)

**NOTE** If the case workflow is not complete in EPL up to the inspection step (based on the priority), Civic Access does not display the Action settings.

Civic Access displays the Request Inspections page.


7. Click the **calendar** and select a **date** for the inspection.

**Request Inspections (1)**

**1** #BLDR-000308-2023

Inspection Type: Foundation Wall      Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

\* Requested Date  

Comments/Gate Code

8. Type **comments or a gate code** as desired.
9. Click **Submit**.

Comments/Gate Code



Civic Access displays the inspection information and a green checkmark if it is successfully requested.

**1** Case #BLDR-000308-2023

**Inspection Type:** Foundation Wall

**Case Type:** Building (Residential) - New Single Family

**Address:** 1214 Cheshire Av Naperville, IL 60540

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**Requested Date** 02/10/2023

**Comments/Gate Code** Call ahead so contractor can meet you.  
Tim Taylor - 112-234-1234



10. Click **Back** to navigate back to the case details.

Civic Access displays the requested inspection in the Existing Inspections section.

11. Click **Cancel Inspection** to cancel the inspection.

Once scheduled by the jurisdiction, Civic Access does not display the Cancel Inspection button.

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info Public Comments

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000343-2023	Foundation Wall Inspection	Requested	02/10/2023			Cancel Inspection

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