

HOW TO REQUEST AN INSPECTION

1. Log in (If you do not currently have an account, see separate instructions).
2. **If you do not see any permits linked to your account** when looking at the dashboard you will need to go to the search tab (**Go to Step #8, below**).
3. If you see permits in the colored status circles, click the appropriate circle in the **Inspections** section to view a list of the corresponding Inspections. Beneath each status circle is a breakdown of the Inspection Types. Click **View Full List** to view all Inspections (shown below).

The screenshot displays the 'Citizen Self Service Access' dashboard. At the top, there is a navigation bar with 'Dashboard' selected, and other options like 'Apply', 'View', 'Map-Address Search', 'Search', 'Help', and 'Calendar'. Below the navigation bar, the 'Permits' section is visible, featuring five status circles: 'Attention' (1), 'Pending' (0), 'Active' (4), 'Draft' (0), and 'Recent' (4). Each circle is accompanied by a table of inspection types and counts. A red arrow points to the 'View Full List' link under the 'Attention' status. Below the 'Permits' section, the 'Plans' section is also visible, with five status circles: 'Attention' (0), 'Pending' (0), 'Active' (2), 'Draft' (0), and 'Recent' (1). A 'View Full List' link is present at the bottom of the 'Plans' section.

Status	Count	Inspection Types and Counts
Attention	1	Single Family: 1
Pending	0	
Active	4	Mechanical - Reside...: 1 Single Family: 1 Other: 2
Draft	0	
Recent	4	Mechanical - Reside...: 1 Single Family: 1 Other: 2

Status	Count	Inspection Types and Counts
Attention	0	
Pending	0	
Active	2	BI Temp CO - New: 1 BI CO - New: 1
Draft	0	
Recent	1	BI Temp CO - New: 1

HOW TO REQUEST AN INSPECTION

3. Click the permit number for which you would like to schedule an inspection (shown below).

Citizen Self Service Access

Dashboard Apply View Map-Address Search Search Help Calendar

My Permits Exact Match

Display All Export Sort Permit Number

Permit Number	Project	Address	Type	Status	Attention Reason
ELEC-031438-2017		1601 13TH ST Lubbock, TX 79401	Electrical - Residential	Active, Recent	
MECH-031439-2017		1601 13TH ST Lubbock, TX 79401	Mechanical - Residential	Active, Recent	
PLUMB-031440-2017		1601 13TH ST Lubbock, TX 79401	Plumbing - Residential	Active, Recent	
RES-031307-2017		1601 13TH ST Lubbock, TX 79401	Single Family	Active, Attention, Recent	Failed Inspections

Results per page 10 1 - 4 of 4 << < 1 > >>

4. The Permit case will open. Click the "Inspections" tab below the permit detail information to view your inspection results (shown below).

Citizen Self Service Access

Dashboard Apply View Map-Address Search Search Help Calendar

Permit Number: RES-031307-2017

Permit Details | Tab Elements | Main Menu

Type: Single Family IVR Number: 146520 Application Date: 01/11/2017
Status: Active Project Name: Issued Date: 01/31/2017
District: ORIGINALTOWN LUBBOCK Assigned To: Gay, Stephen Expiration Date: 07/25/2017
Finalized Date:
Description: CSS Prod Test - Res

Locations Inspections Fees Sub-Permits Sub-Plans Attachments Contacts Submittals Holds More Info

Addresses | Parcels | Next Tab | Permit Details | Main Menu

Addresses

Main	Address
✓	1601 13TH ST Lubbock, TX 79401

Results per page 10 1 - 1 of 1 << < 1 > >>

Parcels Sort Main

Main	Parcel	Section	Township	Range
✓	41389			

Results per page 10 1 - 1 of 1 << < 1 > >>

HOW TO REQUEST AN INSPECTION

5. Locate the inspection you want to request and select the check box next to it. Then click "Submit".

Locations **Inspections** Fees Sub-Permits Sub-Plans Attachments Contacts Submittals Holds More Info

[Existing Inspections](#) | [Remaining Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections Sort: Description ▾

Description	Status	Request Date	Scheduled Date	Inspector	Action
Footings	Canceled	01/12/2017	01/12/2017	Zielinski Gregory	
Slab Building	Passed	01/12/2017	01/12/2017	Zielinski Gregory	

Results per page: 10 ▾ 1 - 2 of 2 << < 1 > >>

Remaining Inspections Sort: Description ▾

Description	Reinspection	Action
Basement Slab/Floor	No	<input type="checkbox"/>
Basement Walls	No	<input type="checkbox"/>
Brick Tie	No	<input type="checkbox"/>
Building Final	No	<input type="checkbox"/>
Fire Wall	No	<input type="checkbox"/>
Fireplace	No	<input type="checkbox"/>
Footings	Yes	<input checked="" type="checkbox"/>
Framing	No	<input type="checkbox"/>
Miscellaneous Structural	No	<input type="checkbox"/>
Monolithic Slab	No	<input type="checkbox"/>

Results per page: 10 ▾ 1 - 10 of 12 << < 1 2 > >>

Submit

Need Help? [Email](#) or call us at 806-775-2106

HOW TO REQUEST AN INSPECTION

6. Select the date you want to schedule the inspection by clicking on the calendar icon at right (shown below). Then enter comments relevant to the inspection (also shown below). Both date and comments are required fields. Click on "Submit" (shown below) and the inspection request will be processed. Once scheduled by staff, the inspection will show up on the "Calendar" tab.

Citizen Self Service Access

Dashboard Apply View Map-Address Search Search Help Calendar

[Back](#)

Request Inspections (1)

1 #RES-031307-2017

Inspection Type: Footing

Permit Type: Residential Building

Address: 1601 13TH ST Lubbock, TX 79401

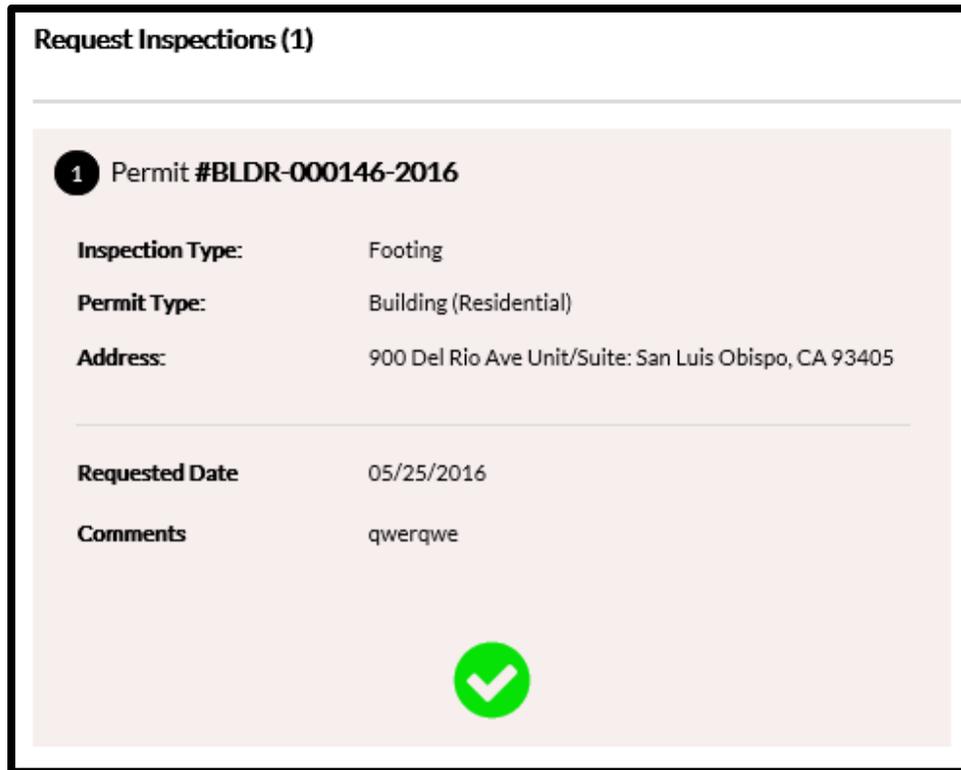
* Requested Date: 01/31/2017

Comments/Gate Code: Call before 867-5309
Partial Framing Inspection
Bldg 3 - Units 3-10

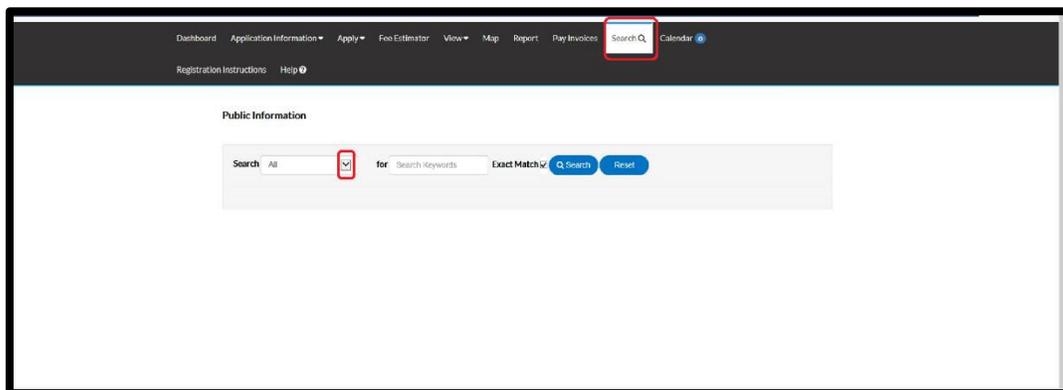
Submit

HOW TO REQUEST AN INSPECTION

7. The inspection information and a green check will pop up in a Requested Inspections screen if it is successfully requested.

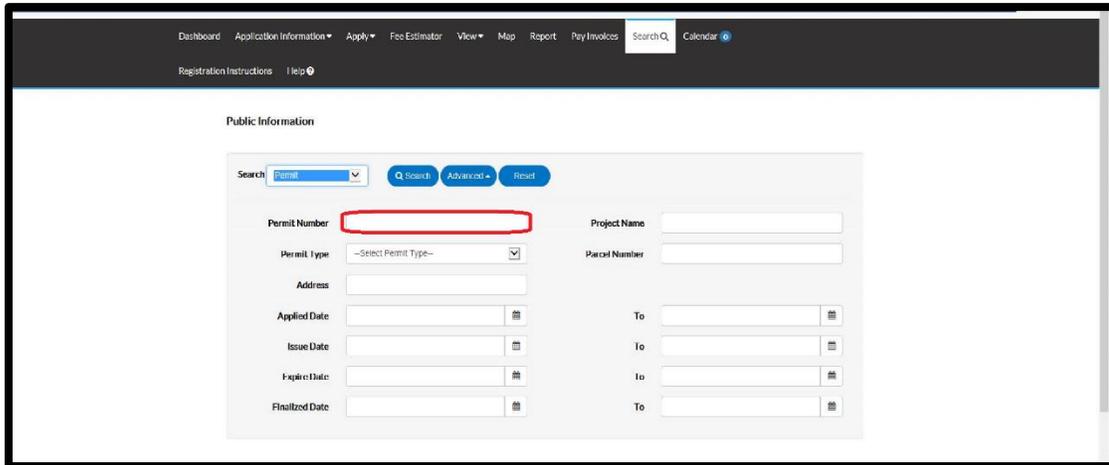


8. If you do not see any permits linked to your account when looking at the dashboard you will need to go to the search tab. Click the drop down menu and select permits.



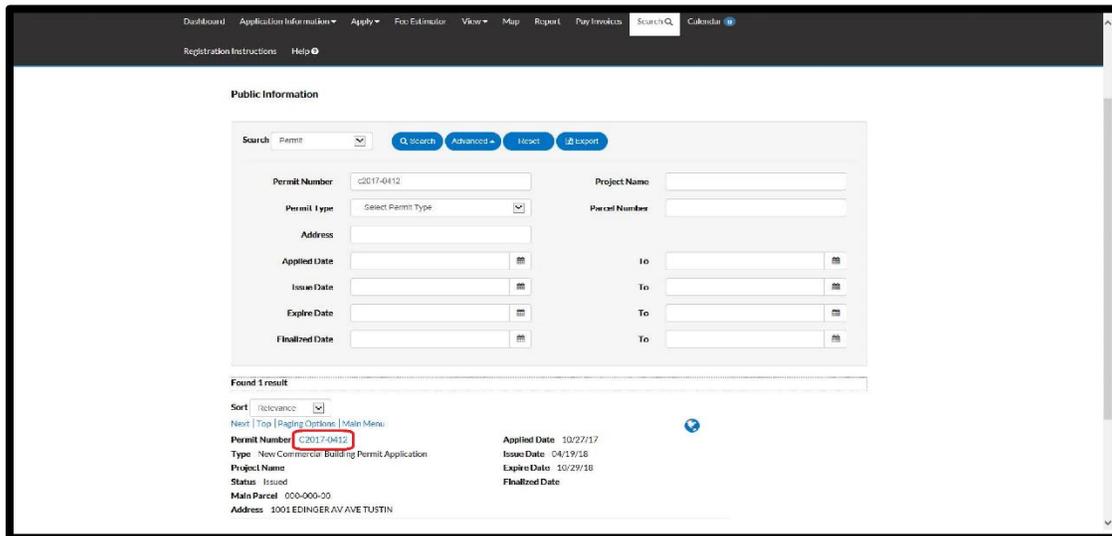
HOW TO REQUEST AN INSPECTION

9. Type permit number of the project you would like to schedule inspections for and then click search. Wait a few seconds then scroll down to find the permit.



The screenshot shows a web application interface for searching permits. At the top, there is a navigation bar with links for Dashboard, Application Information, Apply, Fee Estimator, View, Map, Report, Pay Invoices, Search Q, and Calendar. Below this is a sub-navigation bar with Registration Instructions and Help. The main content area is titled "Public Information" and contains a search form. The form has a "Search" dropdown menu set to "Permit", and buttons for "Search", "Advanced", and "Reset". The "Permit Number" field is highlighted with a red rectangle. Other fields include "Project Name", "Permit Type" (a dropdown menu), "Address", "Applied Date", "Issue Date", "Expire Date", "Finalized Date", and "Parcel Number".

10. Click the Hyperlinked permit number to take you into the case. **Go to Step #4, above** to complete the process.



The screenshot shows the search results page. The search form is still visible at the top, but the "Permit Number" field now contains the value "C2017-0412". Below the form, there is a section titled "Found 1 result". Underneath, there are links for "Sort" (set to "Relevance"), "Next", "Top", "Page Options", and "Main Menu". The search results are displayed in a table-like format with the following information:

Permit Number	C2017-0412	Applied Date	10/27/17
Type	New Commercial Building Permit Application	Issue Date	04/19/18
Project Name		Expire Date	10/29/18
Status	Issued	Finalized Date	
Main Parcel	000-0000-00		
Address	1001 EDINGER AV AVE TUSTIN		