



## VIRTUAL INSPECTIONS

### **WHAT IS A VIRTUAL INSPECTION?**

A virtual inspection allows the inspector to remotely view the site using a webcam controlled by the contact person onsite. We are currently using the free application Skype to perform the inspection.

### **VIRTUAL INSPECTIONS**

In response to the COVID-19 emergency the Community Planning and Development (CPD) department has created a virtual inspection program that will allow building inspections to continue. (CPD) will continue to provide this service until further notice.

**Note: Virtual inspection will be at the Inspector's discretion and may not always be a reliable format, therefore a site inspection may have to be conducted.**

### **REQUIREMENTS**

Following are the prerequisites to being able to complete a Virtual Inspection with the City:

1. Internet access, or Wi-Fi enable phone/tablet
2. Phone or Tablet with camera/webcam capability
3. Skype application downloaded and installed (Visit <https://www.skype.com> or use AppStore, or Google Play) This must be the regular skype. NOT skype for business.
4. Creation of a free Skype account at <https://support.skype.com/en/skype/all/> with valid user ID, phone number, or email address used to create the account. ***It will be very important that you know what your Skype Name is to use this program.***

### **HOW TO SCHEDULE A VIRTUAL INSPECTION**

To schedule a Virtual Inspection, you must request an inspection on the City's SmartGov Permit Portal as you ordinarily would, <https://ci-olympia-wa.smartgovcommunity.com/>. In the comments section of your inspection request state, "Virtual Inspection Requested" and provide your contact phone and Profile Name for Skype. If you don't know what your Skype Profile Name is open the app and click on your initials at the top of the screen, then click on Skype profile and your Skype name will be displayed.

Comment Example: "VIRTUAL INSPECTION REQUESTED" Contact (your name)- Phone - (your phone number) (insert Skype Profile Name)

### **BEFORE THE INSPECTION OCCURS**

To prepare for the virtual inspection: You will need the following items ready:

1. Flashlight.
2. Measuring tape.
3. Ladder (if needed).
4. Level (if needed).
5. Air pressure gauge (if needed).
6. Water pressure gauge (if needed).

7. Have the entire scope of inspection visible, including listed equipment labels and all covers removed.
8. Cell phone, or tablet with skype installed and fully charged. Good Cell signal or wi-fi will be required for all remote inspections, if good video quality cannot be obtained, you may need to reschedule the inspection, or require an in-person inspection.
9. Turn off notifications or set to do not disturb.

### **CUSTOMER RESPONSIBILITIES**

1. 4G Wireless service  
Ensure inspection location and smart phone or tablet has minimum 4G connectivity.
2. Skype Account  
An active Skype account with a Skype "name" for performing inspection.
3. Click here for Skype <https://support.skype.com/en/faq/FA11098/how-do-i-get-started-with-skype> page.
4. Prepare for inspection  
Prior to scheduled inspection time, ensure all necessary tools based on type of inspection are readily available. For example; tape measure, level, GFCI tester, flashlight, step ladder, etc.
5. Click here to request the inspection, <https://ci-olympia-wa.smartgovcommunity.com/>
6. Prepare to receive the Skype call
7. Must be at least 18 years old or with an adult to perform the video inspection.
8. Ensure smart phone or tablet is fully charged.
9. Respond to Skype call from Inspector.
10. Be prepared to accept video call at scheduled time.
11. Have all required tools as necessary for the inspection.
12. Turn off notifications that may interrupt the Skype call. This is an important step, because notifications can freeze Skype and will cause delays to the inspection and a possible failed inspection.
13. Use ear buds with a microphone to improve communication.
14. Set phone so that you have the small screen view of what the inspector sees:
15. Tap the Skype screen to access the tool bar.
16. Tap the camera icon.
17. In the small view the inspector sees, tap the reverse camera icon.
18. **Customer takes full responsibility for their safety during the process of the virtual inspection.**

### **The inspection process shall include:**

- Scheduling of remote video inspection via City of Olympia Permit Portal.
- City Inspector will initiate a Skype call to the customer.
- Inspector will direct customer to send video images of work to be inspected.
- Ask for the permit number and description of the work.
- Confirmation of the location.
- Inspector will give directions to inspect the work

### **Inspection Results:**

- Inspector will inform you if the inspection received a pass or fail.
- The inspector will update the permitting system with the results at the completion of the Skype call.

### **Eligible Projects:**

- Reroof
- Re-inspections (determined by the inspector)
- Rooftop Solar
- Patio Cover
- Water Heater
- Water Softener
- Plumbing Re-Pipe
- Gas Line Extension for BBQ and Fire Pits
- A/C Change Out
- FAU
- Main Line Water/Sewer Repair
- Electrical Service Change
- Low voltage electrical inspections such as a thermostat
- Spa Circuit
- \*\*Any virtual inspections will be limited to a maximum of 15 minutes. All other inspections will require the standard site inspection.

**Note: If for any reason the Inspector is not able to complete the inspection via the Residential Video Inspection Program, every effort will be made to route a field inspector to complete the inspection the same day. If this is not possible, the inspector will schedule a field inspection for the next business day.**

**\*\*The City is not responsible for any accidents that occur to the customer during the use of camera during the inspection process.**