



OPTIONS FOR SCHEDULING A REMOTE VIDEO INSPECTION

Schedule by phone:

1. Dial 714-667-2738
2. For English, press "0" or "9" for Spanish
3. Listen to the message and pay close attention to the **next available inspection date**.
4. When prompted (at the tone), you will need to enter the following information in this order:
 - a. Permit number(s). Include each permit number requiring an inspection (i.e. building, electrical, plumbing and mechanical). Permit number is located on the upper right corner of the permit or on the job card.
 - b. Project address. Located on the permit or job card.
 - c. Job code or description. Located on the job card.
 - d. Provide the name and valid phone number of individual that will be at the project address. See **NOTE** above.
 - e. Provide type of device (Android or iPhone) and preferred platform (video call, FaceTime or Google Duo) to conduct the remote video inspection.
5. To conclude the message, you may hang up or press (#) pound for more options.

The inspection department will make every effort to perform the inspection for the day it is scheduled. If unforeseen circumstances arise, including a larger than normal volume of requests, we will make every effort to contact you that same day at the name and phone number provided.

Schedule on the web:

1. Go to <https://www.santa-ana.org/pb/building-safety-division/building-inspection-scheduling>
2. Click on "**Building Inspection**" to advance to next screen
3. Click on "**Schedule Inspection**" to advance to next screen
4. Input the permit number, pin number and security code. **Note:** The permit and pin number are located on the upper right corner of the permit. Click on **search** to advance to next screen
5. This screen will display the permit number, location and job description. Confirm all information is correct, then press **Yes** to advance to the next screen
6. This screen will display the permit number, location and job description again, but will prompt you to enter the contact name, email and phone. **Important!** Please enter the information of the individual that will be present for the remote video inspection.
 - a. Then mark up to 3 choices for the type of inspection. The choices will be for the provided permit number only. Each permit number will need to be entered for different permit type(s) that require inspection (i.e. building, plumbing, mechanical and electrical).
 - b. Provide additional information in the **Site Access Instruction** box. In this box, *please note what type of phone or device will be used for the remote video inspection* (i.e. iPhone, Android, etc.)