

Purchasing an Inspection Trip Online

Inspection Trips are purchased online by creating a new application. The following sections will walk you through this process.

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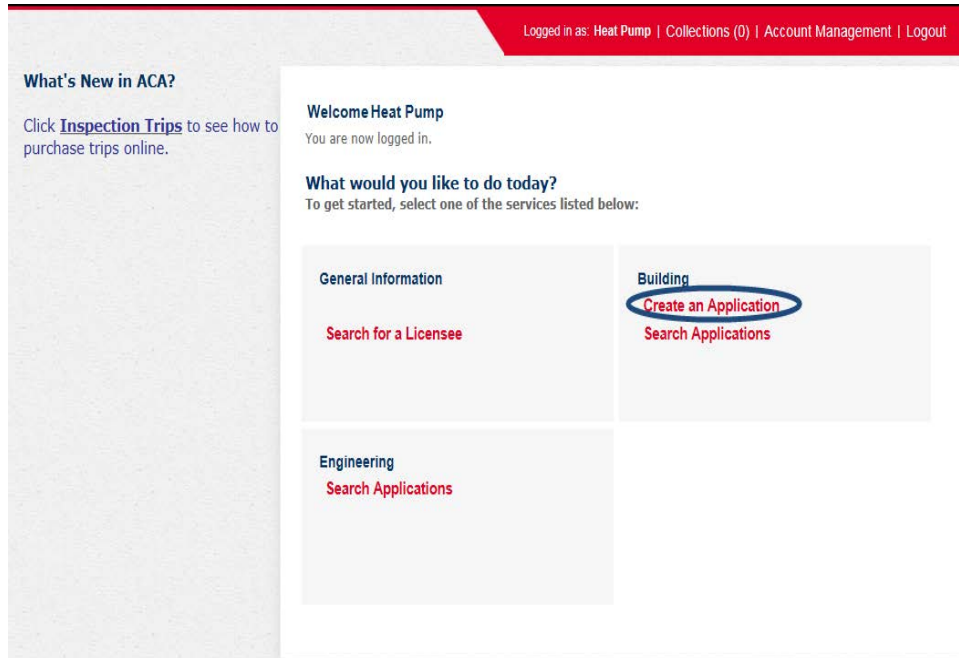
Creating an Application

- Log into Citizen Access using your approved credentials

The screenshot shows the Citizen Access Portal interface. At the top, there is a navigation bar with links for Home, Search, New, Schedule, and Return to The City of Columbus. A red banner on the right side contains links for Register for an Account and Login. The main content area is divided into two columns. The left column features a 'Login' form with fields for 'User Name or E-mail: Required only to purchase on-line permits.' and 'Password:'. Below the fields is a red 'Login »' button, a checkbox for 'Remember me on this computer', and links for 'I've forgotten my password' and 'Register for an Account'. The right column contains a 'Welcome to the Citizen Access Portal' message, followed by a paragraph explaining the portal's purpose. Below this is a 'PLEASE NOTE' section stating that no inspection can be scheduled at the moment. Further down, there are links for 'Having Issues Logging In?' and 'Click INSPECTION TRIPS on how to purchase additional trips online.'. A final 'PLEASE NOTE FURTHER' section provides instructions on how to view available inspection trips. At the bottom, there are three service categories: 'General Information' with a 'Search for a Licensee' link, 'Building' with a 'Search Applications' link, and 'Engineering' with a 'Search Applications' link.

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- In the box labeled “Building”, click “Create an Application”



- Read and check the box accepting the terms and conditions, then press continue application

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please **"Allow Pop-ups from This Site"** before proceeding. You must accept the General Disclaimer below before beginning your application.

On-line-Permitting

The only permit that can be purchased is an Environmental Air, Electrical or Plumbing for Residential/Repair or Replace (permits considered as Minor Limited Scope). The only individuals eligible to use on-line-permitting at this time are Heating/HVAC, Plumbing, Steam and Hot Water Heater, and Electrical contractors who are registered with the City of Columbus, registered on line through Citizen Access and Approved for this process.

I have read and accepted the above terms.

[Continue Application »](#)

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- Select an available license, or choose “None Applicable”, and press “Continue Application”
 - Note that all license types associated with your account are eligible to create this type of application

Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

Licenses: *

Electrical Cont 888888

USER DUMMY2

Home Phone:
Mobile Phone:
Fax:
Electrical Cont
888888

Continue Application »

- Select the record type called “Purchase an Inspection Trip”, then press continue application

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Boiler Repair/Replace

Electrical Permit

HVAC Permit

Plumbing (non Water Heater)

Plumbing (Water Heater Only)

Purchase an Inspection Trip

Continue Application »

Processing an Application

- Once your application is created, enter the desired permit for which you wish to purchase an additional inspection trip in the “Permit Number” box
 - Also, as a feedback mechanism to ensure that you’ve chosen the appropriate permit number, the project address will be displayed in the “Project Address” box. **Verify this is correct before proceeding**

Purchase an Inspection Trip

1 STEP 1	2 REVIEW	3 PAY FEES	4 RECORD ISSUANCE
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Step 1 : Step 1 > Page 1

Application Information

Permit Number:
ENAR1600027

Regular Trips: *
2

After Hours Trips: *
0

Project Address:
757 CAROLYN AVE
[spell check](#)

Continue Application »

- Specify the number of regular and/or after hours trips you wish to purchase in the appropriate box
 - Be aware that you must enter a whole number, and both values cannot be non-numeric or zeros
- Once those fields are completed, press “Continue Application”

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- You will now see a summary screen for you to verify the information you have entered. If there are any errors, press the “Edit” button to return to the entry form. If everything looks acceptable, click “Continue Application”

Purchase an Inspection Trip

1 STEP 1 2 **REVIEW** 3 PAY FEES 4 RECORD ISSUANCE

Step 2 : Review ★

[Continue Application »](#) Save and resume later:

Please review all information below. Click the “Edit” buttons to make changes to sections or “Continue Application” to move on.

Record Type

Purchase an Inspection Trip

Application Information

TRIPS PURCHASE [Edit](#)

Permit Number: ENAR1600027
 Regular Trips: 2
 After Hours Trips: 0
 Project Address: 757 CAROLYN AVE

[Continue Application »](#) Save and resume later:

- Next, you will be presented the fees due for the transaction
- Click “Continue Application”

Purchase an Inspection Trip

1 STEP 1 2 REVIEW 3 **PAY FEES** 4 RECORD ISSUANCE

Step 3 : Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Residential Inspection	2	\$297.00
Residential State Tax	300	\$3.00

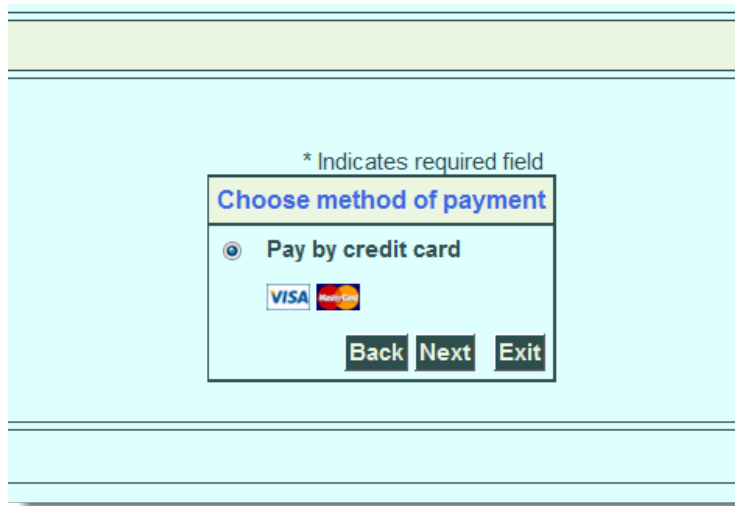
TOTAL FEES
 Note: This does not include additional inspection fees which may be assessed later.

\$300.00

[Continue Application »](#)

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- You will then be directed to our secure payment processing portal, which will look slightly different.
- In the “Choose method of Payment” box, click “Next”
 - Be aware that we only accept VISA and MasterCard



* Indicates required field

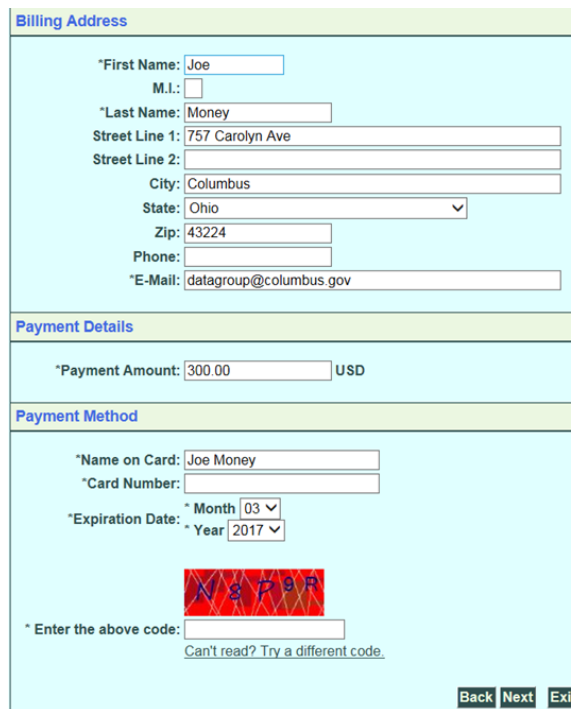
Choose method of payment

Pay by credit card

VISA MasterCard

Back Next Exit

- Complete the Billing Address and Payment Method forms with your billing and credit card information, then click “Next”



Billing Address

*First Name: Joe
M.I.:
*Last Name: Money
Street Line 1: 757 Carolyn Ave
Street Line 2:
City: Columbus
State: Ohio
Zip: 43224
Phone:
*E-Mail: datagroup@columbus.gov

Payment Details

*Payment Amount: 300.00 USD


Payment Method

*Name on Card: Joe Money
*Card Number:
*Expiration Date: * Month 03 * Year 2017
N 8 P 9 7
* Enter the above code:
[Can't read? Try a different code.](#)

Back Next Exit

Purchasing an Inspection Trip Online

- Verify that the information was entered correctly on the summary screen
- Press the “Back” button to modify or press the “Pay Now” button to complete the payment

Address
Billing Address: Joe Money 757 Carolyn Ave Columbus, OH 43224 datagroup@columbus.gov
Payment Method
Credit Card  Joe Money x1114 03/17
Payment Amount
Amount: 300.00 USD
Total: 300.00 USD
Back Pay Now Exit

- You will then be redirected back the Citizen Access portal
- Click the “Print/View Receipt” button to print a receipt of the transaction for your records

Your transaction has completed successfully.

The available trips on the specified permit have been updated accordingly. Please verify and notify Building and Zoning Services at datagroup@columbus.gov if any irregularity occurred.

Thank you for using our online services.
Your Record Number is TRIP1600001.

This record is NOT a permit. Refer to the permit specified during the transaction to verify that the inspection trips were successfully added.

[Print/View Record](#)

[Print/View Receipt](#)

Please contact datagroup@columbus.gov if any problems were encountered during this transaction. Thank you.

[View Record Details >>](#)

(You must post the record in the work area.)

Congratulations! You have successfully added available inspection trips to the permit you indicated.

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It is important to remember the record that was created was not a permit. **Next, verify the trips were added successfully. Search for the permit you specified during the transaction, and view the available trips in the Record Details section (Record Details > More Details > Application Information).**

Contact datagroup@columbus.gov with any questions or problems you encountered.