



ANDREW J. GINTHER, MAYOR

DEPARTMENT OF BUILDING AND ZONING SERVICES

USER MANUAL FOR ONLINE INSPECTION SCHEDULING

CONTENTS

Scheduling an inspection online	2
Rescheduling an inspection online	9
Cancelling an inspection online	14

SCHEDULING AN INSPECTION ONLINE

The following describes how to schedule inspections through the Citizen Access Portal. At this time, only standard inspections can be scheduled through the online portal. Certain fire protection related inspections must be requested separately. Download the request form by clicking the link below.

[Fire Protection Inspection Request Form](#)

Requests for after-hours inspections must be submitted by clicking the link below:

[After-Hours Inspection Request Form](#)

Begin clicking the “Schedule an Inspection” link under the Building section. It is important to choose the “Building” section in order to navigate to the appropriate permit.

The screenshot shows the Citizen Access Portal interface. On the left is a 'Login' box with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'Register for an Account'. The main content area is titled 'Welcome to the Citizen Access Portal' and contains several paragraphs of text, including a 'NEW!' announcement about permits, instructions on when permits are available, and a note about logging in. At the bottom, there are two service categories: 'Building' and 'Engineering'. Under 'Building', there are two links: 'Search Applications and Permits' and 'Schedule an Inspection'. The 'Schedule an Inspection' link is highlighted with a red rectangular box.

- Note: It is **NOT** necessary to log in with your Citizen Access public user account credentials to schedule an inspection. However, if you choose to log in, upon clicking the “Schedule an Inspection”, you will be presented with a list of permits associated to your user account. This may make identifying your permit and scheduling your inspection easier.

Next, either search for the permit for which you'd like to schedule an inspection or, if you elected to log in, select your permit from the list of permits associated with your public user account. To search, enter your permit number in the "Record Number" box, and press the search button.

- If you don't know your permit number, you can search by address, parcel or any other criteria listed on the search form. Then select the correct permit from the search results list.

Search for Records

Enter information below to search for records.

- Record Information
- Parcel Number
- Address

Select the search type from the drop-down list.

General Search General Search ▼

Record Number:

Record Type: --Select-- ▼

Start Date: ? ? **End Date:**

Parcel No.:

First: **Last:**

Name of Business:

Verify that the permit number is correct and matches the permit for the project you wish to have an inspection. Then click the “Schedule an Inspection” button.

- Note: you can view any upcoming, scheduled inspections as well as a list of completed inspections for this project in the boxes below the “Schedule an Inspection” button.

The screenshot shows a web interface for scheduling an inspection. At the top, it displays 'Record CBLD1708798:' followed by 'Building/Commercial/New Construction/Structural' and 'Record Status: Active'. Below this is a navigation bar with three tabs: 'Record Info' (selected and underlined in red), 'Payments', and 'Custom Component'. A text instruction reads: 'To view additional information - such as attachments, click the drop down menu labeled "Record Info"'. The 'Inspections' section follows, with instructions on how to view inspection trips and a link to 'Purchase an Inspection Trip'. Below that, it says 'To request an after-hours inspection, click the link below:' followed by a link 'Request an After-Hours Inspection'. The 'Upcoming (6)' section contains a red button labeled 'Schedule an Inspection', which is pointed to by a large red arrow.

Record CBLD1708798:
Building/Commercial/New Construction/Structural
Record Status: Active

Record Info ▾ Payments ▾ Custom Component

To view additional information - such as attachments, click the drop down menu labeled "Record Info"

Inspections

To view available inspection trips, click the "Record Info" dropdown and select "Record Details". Then expand the "More Details" item and open the "Application Information" section.

If you need to buy an inspection trip before you schedule, click the link below:

[Purchase an Inspection Trip](#)

To **request** an after-hours inspection, click the link below:

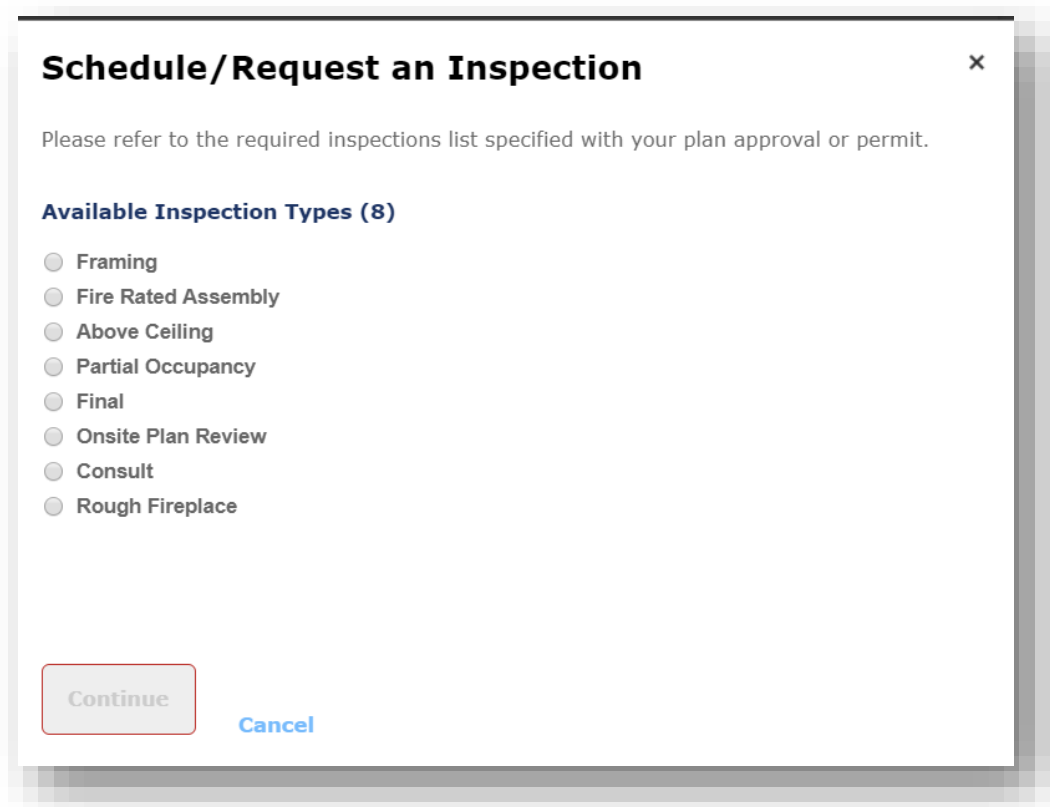
[Request an After-Hours Inspection](#)

Upcoming (6)

[Schedule an Inspection](#)

Select the desired inspection from the list of available options, then press “Continue”.

- Note: If you need to request multiple inspection types for the same permit and day, such as rough and service electric inspections or framing and above ceiling structural inspections, you will need to enter a request for each inspection type. As long as the different types are scheduled on the same date, only one trip will be debited. This does not apply to on-site plan review.



The screenshot shows a modal dialog box titled "Schedule/Request an Inspection" with a close button (X) in the top right corner. Below the title, there is a text instruction: "Please refer to the required inspections list specified with your plan approval or permit." Underneath, the section "Available Inspection Types (8)" lists eight options, each with a radio button: Framing, Fire Rated Assembly, Above Ceiling, Partial Occupancy, Final, Onsite Plan Review, Consult, and Rough Fireplace. At the bottom left, there is a "Continue" button with a red border, and at the bottom right, there is a "Cancel" button in blue text.

Next, choose the date of the desired inspection, and select the inspection time window. Then press "Continue".

- Note that at this time, only standard inspections can be scheduled through the online portal. Requests for after-hours inspections must be submitted by clicking [here](#).

[After-Hours Inspection Request Form](#)

Schedule/Request an Inspection

Please refer to the required inspections list specified with your plan approval or permit.

Inspection type: Framing

Jul 2019

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Aug 2019

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sep 2019

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

« Prev

Next »

Available Times for Thursday, Jul 25 2019

☐ 08:30 AM - 03:30 PM

Continue

Back

Cancel

Confirm the location and contact information for the project where the inspection is to occur. To change contact information, click the “Change Contact” link and fill out the necessary fields. Once everything is verified, click the “Continue” button.

Schedule/Request an Inspection ×

Please refer to the required inspections list specified with your plan approval or permit.

Inspection type: Framing

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location
757 CAROLYN AVE
COLUMBUS OH

Contact
TBD TBD TBD

[Change Contact ▼](#)

Continue[Back](#)[Cancel](#)

Next, confirm the details of the inspection. Click the “Include Additional Notes” to detail additional information to the inspector. Once confirmed, click the “Finish” button.

Schedule/Request an Inspection

Please refer to the required inspections list specified with your plan approval or permit.

Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the inspection.

Inspection Type: Framing

Date and Time: 7/26/2019 8:30 AM

Location: 757 CAROLYN AVE
COLUMBUS OH

Contact: TBD

Include Additional Notes

Optional Comments or Instructions for your Inspector:

Call Shane when on-site: 614.645.7433

[spell check](#)
(Please include an alternate phone number if different from the contact information provided in your application.)

Finish [Back](#) [Cancel](#)

Congratulations! You have successfully scheduled an inspection using the Citizen Access portal. You should now be able to view your inspection and confirmation number in the “Upcoming” inspection section as depicted below.

[Request an After-Hours Inspection](#)

Upcoming (1)

Schedule an Inspection

07/26/2019 Scheduled Framing (7950525) [Actions ▼](#)

RESCHEDULING AN INSPECTION ONLINE

The following describes how to reschedule inspections through the Citizen Access Portal. A regular business day inspection can be rescheduled at any time on the Citizen Access Portal provided that the inspector has not arrived on the jobsite. An after-hours inspection cannot be rescheduled online. To change the time of an after-hours inspection, the existing inspection should be cancelled and a new after-hours inspection request should be submitted.

Begin by clicking the “Search Applications and Permits” link under the Building section. It is important to choose the “Building” section in order to navigate to the appropriate permit.

The screenshot shows the Citizen Access Portal interface. On the left is a login box with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'Register for an Account'. The main content area is titled 'Welcome to the Citizen Access Portal' and contains several paragraphs of text, including a 'NEW!' announcement about online permits, instructions on when to register, and links to user guides. At the bottom, there are two service categories: 'Building' and 'Engineering'. Under 'Building', there are two links: 'Search Applications and Permits' and 'Schedule an Inspection'. The 'Schedule an Inspection' link is highlighted with a red rectangular box.

- Note: It is **NOT** necessary to log in with your Citizen Access public user account credentials to schedule an inspection. However, if you choose to log in, upon clicking the “Search Applications and Permits”, you will be presented with a list of permits associated to your user account. This may make identifying your permit and rescheduling your inspection easier.

Next, either search for the permit you'd like to reschedule an inspection or, if you elected to log in, select your permit from the list of permits associated with your public user account. To search, enter your permit number in the "Record Number" box, and press the search button.

- If you don't know your permit number, you can search by address, parcel or any other criteria listed on the search form. Then select the correct permit from the search results list.

Search for Records

Enter information below to search for records.

- Record Information
- Parcel Number
- Address

Select the search type from the drop-down list.

General Search General Search ▼

Record Number: **Record Type:** --Select-- ▼

Start Date: **End Date:** **Parcel No.:**

First: **Last:**

Name of Business:

From the record detail screen, select the "Record Info" drop down menu, and click "Inspections".

Next, identify the inspection you'd like to reschedule, click the "Actions" link and select "Reschedule".

Request an After-Hours Inspection

Upcoming (1)

Schedule an Inspection

07/25/2019 Scheduled Framing (7950497)

Actions ▼

Select a date and time window different from the date of the originally scheduled inspection, and press “Continue”.

Schedule/Request an Inspection

Please refer to the required inspections list specified with your plan approval or permit.

Inspection type: Framing

Jul 2019

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Aug 2019

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sep 2019

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

<< Prev

Next >>

Available Times for Thursday, Jul 25 2019

☐ 08:30 AM - 03:30 PM

Continue

Back

Cancel

Confirm the location and contact information for the project where the inspection is to occur. To change contact information, click the “Change Contact” link and fill out the necessary fields. Once everything is verified, click the “Continue” button.

Schedule/Request an Inspection

Please refer to the required inspections list specified with your plan approval or permit.

Inspection type: Framing

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location
757 CAROLYN AVE
COLUMBUS OH

Contact
TBD TBD TBD

[Change Contact](#)

[Continue](#) [Back](#) [Cancel](#)

Next, confirm the details of the inspection. Click the “Include Additional Notes” to detail additional information to the inspector. Once confirmed, click the “Finish” button.

Schedule/Request an Inspection [X]

Please refer to the required inspections list specified with your plan approval or permit.

Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the inspection.

Inspection Type: Framing

Date and Time: 7/26/2019 8:30 AM

Location: 757 CAROLYN AVE
COLUMBUS OH

Contact: TBD

Include Additional Notes

Optional Comments or Instructions for your Inspector:

Call Shane when on-site: 614.645.7433

[spell check](#)
(Please include an alternate phone number if different from the contact information provided in your application.)

Finish [Back](#) [Cancel](#)

Congratulations! You have successfully rescheduled an inspection using the Citizen Access Portal. You should now be able to view your inspection and confirmation number in the “Upcoming” inspection section as depicted below. Additionally, your originally scheduled inspection should appear as “Rescheduled” in the “Completed” section of the Inspections screen

Request an After-Hours Inspection

Upcoming (1)

Schedule an Inspection

07/26/2019 Scheduled Framing (7950501) [Actions ▼](#)

CANCELLING AN INSPECTION ONLINE

The following describes how to cancel inspections through the Citizen Access Portal. A regular business day inspection can be cancelled at any time on the Citizen Access Portal provided that the inspector has not arrived on the jobsite. An after-hours inspection can only be cancelled before 3:30 PM of the business day immediately preceding the scheduled inspection time.

Begin by clicking the “Search Applications and Permits” link under the “Building” section. It is important to choose the “Building” section in order to navigate to the appropriate permit.

Login

User Name or E-mail:
|

Password:
|

Login »

☐ Remember me on this computer

[I've forgotten my password](#)

[Register for an Account](#)

Welcome to the Citizen Access Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

NEW: Roof, siding, windows, and doors permits are now available online for 1,2,3 family structures.

All work within the city of Columbus' public road rights-of-way, excavations, occupancy, and special hauling require a permit, which is now available on-line.

To use ALL the services we provide, you must register and create a user account. However, you can browse permit information without registering for an account and logging in.

To view user guides and training manuals, including how to create an account and attach a license, click [HERE](#) to access our document library.

PLEASE NOTE: No inspections can be scheduled here at this time.

Having Issues Logging In? You may want to clear your browsing cache and cookies. [Click Here to see how.](#)

To get started, select one of the services listed below:

Building	Engineering
Search Applications and Permits	Search Applications
Schedule an Inspection	

- Note: It is **NOT** necessary to log in with your Citizen Access public user account credentials to schedule an inspection. However, if you choose to log in, upon clicking the “Search Applications and Permits”, you will be presented with a list of permits associated to your user account. This may make identifying your permit and cancelling your inspection easier.

Next, either search for the permit you'd like to cancel an inspection or, if you elected to log in, select your permit from the list of permits associated with your public user account. To search, enter your permit number in the "Record Number" box, and press the search button.

- If you don't know your permit number, you can search by address, parcel or any other criteria listed on the search form. Then select the correct permit from the search results list.

Search for Records

Enter information below to search for records.

- Record Information
- Parcel Number
- Address

Select the search type from the drop-down list.

General Search General Search ▾

Record Number:

Record Type: --Select-- ▾

Start Date: ? ? **End Date:**

Parcel No.:

First: **Last:**

Name of Business:

From the record detail screen, select the "Record Info" drop down menu, and click "Inspections".

Next, identify the inspection you'd like to cancel, click the "Actions" link and select "Cancel".

Request an After-Hours Inspection

Upcoming (3)

Schedule an Inspection

07/24/2019 Scheduled Slab (7950504)

07/24/2019 Scheduled Administrative Action (7950505)

Actions ▾

- View Details
- Reschedule
- Cancel**

Confirm the details of the inspection before cancelling. Once an inspection is cancelled, it cannot be undone and will need to be scheduled if cancelled in error. Once the details are confirmed, press the “Cancel Inspection” button.

Cancel Inspection ×

Confirm Your Selection

Please confirm the details below and click the Cancel Inspection button to Cancel the inspection.

Inspection Type:	Framing
Date and Time:	7/25/2019 8:30 AM
Location:	757 CAROLYN AVE COLUMBUS OH

Cancel Inspection

Close

Congratulations! You have successfully cancelled an inspection through the Citizen Access Portal. You should notice that the previously scheduled inspection no longer exists in the “Upcoming” section, and instead appears as cancelled in the “Completed” section.

Request an After-Hours Inspection

Upcoming

Schedule an Inspection

You have not added any inspections.