

Civic Access – How to Schedule an Inspection

In order to schedule an inspection, several prerequisites must be completed. All plan reviews (if required) must be passed, all permit fees must be paid, the permit must be issued, and the contractor of record (if there is a contractor) must be in good standing (license, tax receipt, liability insurance, proof of worker's compensation insurance). If a recorded Notice of Commencement is also required, that must be provided. Any and all applicable Holds on the permit must also be addressed.

**** OUR INSPECTION SCHEDULING CUTOFF TIME IS 7AM THE SAME DAY ****

To schedule an inspection on a permit, you can call Development Services' main line to reach the IVR automated phone system at 561-805-6700. If you are going to use the IVR system, please note your **six-digit IVR number** in the screenshot below. You will use this unique number, not your permit number, to call in inspections on a permit record. (See Pg. 9)

SCHEDULING ON CIVIC ACCESS

Let's take the example below. From the **Summary** tab you can view the **Workflow** box and see the permit has passed plan review, all fees are paid, and the permit has been issued. Once all those prerequisites are met, the **Available Actions** box will list all of the inspections that can be scheduled. Please note that you may or may not need every inspection. You can either schedule an inspection from the **Available Actions** box, or you can go to the **Inspections** tab.

Permit Number: 23060510-COM-BLDG



Permit Details | Tab Elements | Main Menu

Type: Addition - Commercial	Status: Issued	Project Name:
IVR Number: 105092	Applied Date: 06/21/2023	Issue Date: 06/21/2023
District: District 5	Assigned To: Librarian, Permit	Expire Date: 12/18/2023
Square Feet: 100,000.00	Valuation: \$1,000,000.00	Finalized Date:
Description: COM Addition Test		

Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info

Progress

17% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00

[View Details](#)

Workflow

- Create/Print - Permit Card - Passed
- Plan Review [BLDC | Addition] - Passed : 06/21/2023
- Plan Review [Prescreen] - Passed : 06/21/2023
- Confirm Invoice Created For Initial Permit Fees - Passed : 06/21/2023
- Confirm all Permit Fees Invoiced and Paid - Passed : 06/21/2023
- Create/Link - Building (Commercial) Roofing Sub-Permit
- Create/Link - Electrical (Commercial) Sub-Permit
- Create/Link - Mechanical (Commercial) Sub-Permit

Available Actions

- Request Inspection
Monolithic Slab [Request](#)
- Request Inspection
Footing [Request](#)
- Request Inspection
Stem Wall [Request](#)
- Request Inspection
Slab [Request](#)
- Request Inspection
Framing [Request](#)

Civic Access – How to Schedule an Inspection

If you click on the **Inspections** tab, you can view all of the available inspections. If your permit has not been issued yet, you will see a red banner like in the below screenshot, and you are prevented from selecting anything or scheduling any inspections.

- Summary
- Locations
- Fees
- Reviews
- Inspections**
- Attachments
- Contacts
- Sub-Records
- More Info

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

Existing Inspections

Sort

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

- Cannot request inspections. The permit hasn't been issued

Request Inspections

Sort

Description	Reinspection	Action
Monolithic Slab	No	
Footing	No	
Stem Wall	No	
Slab	No	
Framing	No	
Framing Anchors (Straps)	No	
Beam/Column	No	
Wall Sheathing	No	
Roof Framing	No	
Roof Sheathing	No	

Results per page 1 - 10 of 20 << < 1 2 > >>

[Request Inspection](#)

Optional Inspections

Description
No records to display.

Civic Access – How to Schedule an Inspection

If your permit has been issued and inspections are available to schedule the red banner disappears, and you see checkboxes under the **Action** column.

- Summary
- Locations
- Fees
- Reviews
- Inspections**
- Attachments
- Contacts
- Sub-Records
- More Info

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

Existing Inspections

Sort

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections

Sort

Description	Reinspection	Action
Monolithic Slab	No	<input type="checkbox"/>
Footing	No	<input type="checkbox"/>
Stem Wall	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Framing Anchors (Straps)	No	<input type="checkbox"/>
Beam/Column	No	<input type="checkbox"/>
Wall Sheathing	No	<input type="checkbox"/>
Roof Framing	No	<input type="checkbox"/>
Roof Sheathing	No	<input type="checkbox"/>

Results per page 1 - 10 of 20 << < 1 2 > >>

[Request Inspection](#)

Optional Inspections

Description
No records to display.

Civic Access – How to Schedule an Inspection

To schedule an inspection, click the check boxes next to the inspections you want to schedule. You can schedule them one at a time or select more than one. Once you have checked the ones you want, click **Request Inspection** at the bottom.

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

Existing Inspections

Sort

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections

Sort

Description	Reinspection	Action
Monolithic Slab	No	<input checked="" type="checkbox"/>
Footing	No	<input checked="" type="checkbox"/>
Stem Wall	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Framing Anchors (Straps)	No	<input type="checkbox"/>
Beam/Column	No	<input type="checkbox"/>
Wall Sheathing	No	<input type="checkbox"/>
Roof Framing	No	<input type="checkbox"/>
Roof Sheathing	No	<input type="checkbox"/>

Results per page 1 - 10 of 20 << < 1 2 > >>

Request Inspection

Civic Access – How to Schedule an Inspection

That will take you to a new screen, where you can select the date you want to schedule your inspection, as well as enter any comments. If you're scheduling more than one inspection at a time, you will see a box like below for each inspection. Each inspection will also have a number next to it in the top-left hand corner.

Request Inspections (2)

*REQUIRED

1 #23060510-COM-BLDG ✕

Inspection Type: Footing [COM-BLDG] **Case Type:** Addition - Commercial

Address: 5400 S Dixie Hwy West Palm Beach, FL 33405

*** Requested Date**

Comments/Gate Code

Use same date for all

Submit

When you click the date button, a drop-down menu will appear. Our cutoff time is 7am the same day, meaning you can schedule an inspection on a Monday for that Monday, as long as it's before 7am. If it's after 7am, the earliest you'll be able to schedule is for the following day, Tuesday. You can schedule an inspection for weeks ahead of time.

2 #23060510-COM-BLDG ✕

Inspection Type: Monolithic Slab [COM-BLDG] **Case Type:** Addition - Commercial

Address: 5400 S Dixie Hwy West Palm Beach, FL 33405

*** Requested Date**

Comments/Gate Code

Submit

06/23/2023

June 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	01
02	03	04	05	06	07	08

Today Clear Close

Civic Access – How to Schedule an Inspection

If you want to schedule multiple inspections for the same day, you can also use the checkbox “Use same date for all”. Once you are sure everything is correct, click the **Submit** button.

1 #23060510-COM-BLDG ✕

Inspection Type: Footing [COM-BLDG] **Case Type:** Addition - Commercial

Address: 5400 S Dixie Hwy West Palm Beach, FL 33405

*** Requested Date** 

Comments/Gate Code

Use same date for all

Submit

Once you click **Submit**, you’ll see a confirmation box, like the below. To return to your permit, click the **Back** button at the top.

[◀ Back](#)

Request Inspections (1)

1 Case #23060510-COM-BLDG

Inspection Type: Stem Wall [COM-BLDG]

Case Type: Addition - Commercial

Address: 5400 S Dixie Hwy West Palm Beach, FL 33405

Requested Date 06/26/2023

Comments/Gate Code



Civic Access – How to Schedule an Inspection

When you return to your permit, you can view your scheduled inspections, as well as a **Cancel Inspection** button to the right. Below that you can see the remaining inspections available to be scheduled. Please note that you can also see that the scheduled inspections have been assigned a number.

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Existing Inspections

Sort Description ▼

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
INSP-001384-2023	Footing	Scheduled	06/22/2023			Cancel Inspection
INSP-001385-2023	Monolithic Slab	Scheduled	06/23/2023			Cancel Inspection

Results per page 10 ▼ 1 - 2 of 2 << < 1 > >>

Request Inspections

Sort Order ▼

Description	Reinspection	Action
Stem Wall	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Framing Anchors (Straps)	No	<input type="checkbox"/>
Beam/Column	No	<input type="checkbox"/>
Wall Sheathing	No	<input type="checkbox"/>
Roof Framing	No	<input type="checkbox"/>
Roof Sheathing	No	<input type="checkbox"/>
Buck/Flashing	No	<input type="checkbox"/>
Lath/Metal	No	<input type="checkbox"/>

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Civic Access – How to Schedule an Inspection

If you click on the inspection number, it will take you into the inspection record.

Inspection Number: INSP-001384-2023

Cancel Inspection

[Inspection Details](#) | [Tab Elements](#) | [Main Menu](#)

Inspection Type:	Footing [COM-BLDG]	Requested Date:	06/22/2023	Requested Time:	05:12 PM
Inspection Status:	Scheduled	Scheduled Date:		Scheduled Time:	
Permit Number:	23060510-COM-BLDG	Completed Date:		Completed Time:	
Main Address:	5400 Dixie West Palm Beach, FL 33405				

Locations

Contacts

Checklist

Fees

Attachments

[Locations](#) | [Next Tab](#) | [Inspection Details](#) | [Main Menu](#)

Locations

Sort

Type: Location

US
5400 S Dixie Hwy , West
Palm Beach, FL, 33405

Main Address

Parcel Number
74434403150000630

Main Parcel

If you click the **Cancel inspection** button, it will ask you to confirm. Inspections can be canceled up until the cutoff time. If you wish to cancel an inspection the same day it was scheduled, please also contact the chief inspector of the same trade type as the inspection you are canceling.

Cancel Inspection

Are you sure, you are going to cancel this inspection?

Yes

No

Civic Access – How to Schedule an Inspection

When the morning of your inspection comes, after the 7am cutoff time the chief inspections will assign out the scheduled inspections to their inspectors. At around 8am you will be able to go to Civic Access, log in to your account, and click on the **Today's Inspections** button from the main Menu Bar. This screen will show you only the inspections scheduled for that day, but it will also show you the assigned inspector's name and phone number. You are now able to call the assigned inspector directly and ask for a two-hour inspection window without having to call City Hall first.

Please note that some inspections will take place at or around 8am, so you will want to make sure someone is on-site early in case your inspection is one of the first ones of the day.

Please also note that if you change the date in the date field to another day, it does not work – this screen is only for today's inspections, not for tomorrow or another future day.

Dashboard Home Apply My Work **Today's Inspections** Map Report Fee Estimator Search Calendar

Today's Inspections

Search for Case Number, Inspection Type, Address Exact Match

*Date Exclude Completed Sort

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Inspector Phone Number	Status	Order
INSP-001234-2023	21040006-RES-BLDG	Permit	Footing [RES-BLDG]	323 Golf Rd West Palm Beach FL 33407	Brunelle, Richard	02:46 PM	02:46 PM	561-805-6670	Scheduled	0
INSP-001221-2023	21060037-COM-BLDG	Permit	Roof Metal/Tin Tag [COM-BLDG]	5300 45th St West Palm Beach FL 33407	Brunelle, Richard	09:45 AM	09:45 AM	561-805-6670	Scheduled	0

To view detailed instructions on how to schedule inspections using our IVR phone system, see the next page. If you have any questions or issues, please call our main line at 561-805-6700.

Civic Access – How to Schedule an Inspection

SCHEDULING OVER IVR

Please remember that you can also schedule over the phone using our IVR phone system, which you can reach using our main phone line at 561-805-6700. The system will ask you for your six-digit IVR number. You can find your IVR number, which is unique to each permit, from the permit record like in the below screenshot.

Permit Number: 23060510-COM-BLDG



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Addition - Commercial	Status:	Issued	Project Name:	
IVR Number:	105092	Applied Date:	06/21/2023	Issue Date:	06/21/2023
District:	District 5	Assigned To:	Librarian, Permit	Expire Date:	12/18/2023
Square Feet:	100,000.00	Valuation:	\$1,000,000.00	Finalized Date:	
Description:	COM Addition Test				

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Then, the IVR system will ask you to select the date you wish to schedule your inspection on. Once you select the date, the system will ask you to enter the inspection code of the inspection you wish to schedule. For that, please see the below list, or our Contact/Inspection Brochure.

Please note that our base inspection codes are the same as before EPL and Civic Access, but we have now added **prefixes** to our codes depending on whether your permit is on Commercial or Residential property. For our example permit number in this walkthrough, 23060510-COM-BLDG, you can see from the suffix that it is a Commercial permit as noted by the “COM”. Residential permits will have a “RES” suffix. Therefore, if you see a “COM” in your permit number you will use the Commercial inspection code prefix, which is a “1”. If you see a “RES” in your permit suffix, your inspection codes will have a prefix of “2”. In the below list, we list out all the inspection codes with the prefix attached.

INSPECTION CODES

CODE COMMERCIAL BUILDING

1101	Building Pre-Inspection	1115	Stem Wall
1103	Drywall/Fastening	1116	Tie-Down/Trailers
1104	Final/CO	1117	Wall Sheathing
1105	Footing	1118	Roof Sheathing
1106	Framing	1119	Buck/Flashing
1107	Insulation	1120	Beam Column
1108	Lath/Metal	1121	Roofing In-Progress
1109	Pool Deck	1124	Framing Anchors/Straps
1110	Pool Steel	1125	Fire Stopping
1111	Roof Framing	121	Onsite Consultation
1112	Roof Metal/Tin Tag	1128	Monolithic Slab
1113	Sidewalk & Driveway	1143	Miscellaneous Inspection
1114	Slab	149	TCO Inspection

Civic Access – How to Schedule an Inspection

CODE COMMERCIAL ELECTRICAL

1201	Generator Test
1202	Slab/Underground
1203	Final
1204	Rough – Above Ceiling
1205	Rough – In Wall
1206	Service Change
1207	Temporary Power
1208	Elec. Pre-Inspection
1209	Permanent Power
1210	Meter Check
1211	Early Power Release
1213	Pool Deck Bonding
1214	Pool Niche Bonding
1243	Miscellaneous Inspection
1216	Onsite Consultation
249	TCO Inspection

CODE COMMERCIAL GAS

1401	Gas Pre-Inspection
1402	Final
1403	Rough-In
1404	Rough Medical Gas
1405	Final Medical Gas
1406	LP Tank
1407	Pool Heater
1408	Underground Gas
1409	Gas Pressure Test
1443	Miscellaneous Inspection
411	Gas Onsite Consult
449	TCO Inspection

CODE COMMERCIAL MECHANICAL/HVAC

1601	Mech. Pre-Inspection
1602	Final
1603	Fire Sprinkler Pipe
1604	Rough
1605	Smoke Control/Stair Pressure
1606	Fuel Storage/Delivery
1607	Mech. Pressure Test
1610	Underground Tank
1611	Above-Ground Tank
1612	Fuel Line Pressure Test
1613	Fire Damper Framing
1614	Fire Damper Clearance
1615	Fire Damper
1616	Underground Exhaust

1617	Duct Wrap
1618	Hood Fire Suppression
1619	Sleeve Pressure Test
1643	Miscellaneous
618	Onsite Consultation
649	TCO Inspection

CODE COMMERCIAL PLUMBING

1701	Sewer Service Lateral
1702	Water Service Lateral
1703	Final
1704	1 st Rough – Under Slab
1705	2 nd Rough – Top Out
1707	Pool Perimeter Piping
1708	Main Drain
1710	Plumb. Pre-Inspection
1711	Storm Drainage
1712	Final Storm Drainage
1743	Miscellaneous
749	TCO Inspection

CODE RESIDENTIAL BUILDING

2101	Building Pre-Inspection
2103	Drywall/Fastening
2104	Final/CO
2105	Footing
2106	Framing
2107	Insulation
2108	Lath/Metal
2109	Pool Deck
2110	Pool Steel
2111	Roof Framing
2112	Roof Metal/Tin Tag
2113	Sidewalk & Driveway
2114	Slab
2115	Stem Wall
2116	Tie-Down/Trailers
2117	Wall Sheathing
2118	Roof Sheathing
2119	Buck/Flashing
2120	Beam Column
2121	Roofing In-Progress
2124	Framing Anchors/Straps
2125	Fire Stopping
2128	Monolithic Slab
2143	Miscellaneous Inspection
199	TCO Inspection

Civic Access – How to Schedule an Inspection

CODE RESIDENTIAL ELECTRICAL

2201	Generator Test
2202	Slab/Underground
2203	Final
2204	Rough – Above Ceiling
2205	Rough – In Wall
2206	Service Change
2207	Temporary Power
2208	Elec. Pre-Inspection
2209	Permanent Power
2210	Meter Check
2211	Early Power Release
2213	Pool Deck Bonding
2214	Pool Niche Bonding
2243	Miscellaneous Inspection
2216	Onsite Consultation
299	TCO Inspection

CODE RESIDENTIAL GAS

2401	Gas Pre-Inspection
2402	Final
2403	Rough-In
2404	Rough Medical Gas
2405	Final Medical Gas
2406	LP Tank
2407	Pool Heater
2408	Underground Gas
2409	Gas Pressure Test
2443	Miscellaneous Inspection
461	Gas Onsite Consult
499	TCO Inspection

CODE RESIDENTIAL MECHANICAL/HVAC

2601	Mech. Pre-Inspection
2602	Final
2603	Fire Sprinkler Pipe
2604	Rough
2605	Smoke Control/Stair Pressure
2606	Fuel Storage/Delivery
2607	Mech. Pressure Test
2610	Underground Tank
2611	Above-Ground Fuel Tank
2612	Fuel Line Pressure Test
2613	Fire Damper Framing
2614	Fire Damper Clearance
2615	Fire Damper
2616	Underground Exhaust
2617	Duct Wrap

2618	Hood Fire Suppression
2643	Miscellaneous
669	Onsite Consultation
699	TCO Inspection

CODE RESIDENTIAL PLUMBING

2701	Sewer Service Lateral
2702	Water Service Lateral
2703	Final
2704	1 st Rough – Under Slab
2705	2 nd Rough – Top Out
2707	Pool Perimeter Piping
2708	Main Drain
2710	Plumb. Pre-Inspection
2711	Storm Drainage
2743	Miscellaneous
799	TCO Inspection

CODE ENGINEERING

801	Rough Inspection
802	Final Inspection

CODE FIRE

301	Fire Alarm Test
131	Fire Final
303	Fire Main Underground
304	Fire Pump Test
308	Stat Check Temp Appr.
309	Fire Pre-Inspection
310	Sprinkler Head Inspection
311	Fire Pressure Test

CODE LANDSCAPE/ZONING

501	Landscape Pre-Inspection
502	Landscape Final
503	Initial Inspection
504	Vegetation Removal
505	Tree Alteration Final
507	Zoning Final
511	TCO Inspection