

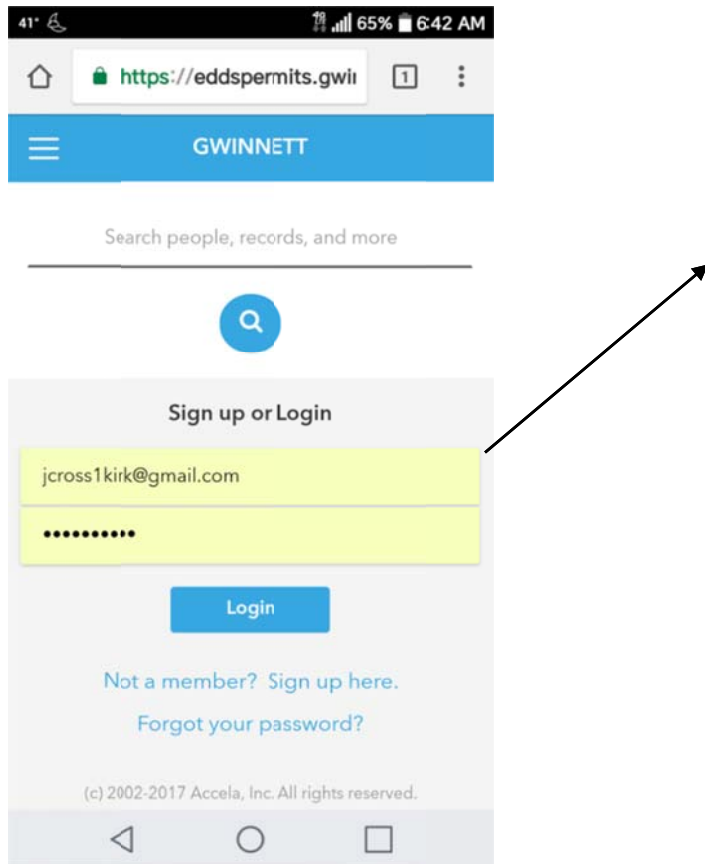
Smartphone / iPhone Users: Scheduling Inspections on the E-Services Mobile Site

This manual will show you how to navigate the Gwinnett County E-Services Mobile site.

NOTE: To access this site, you need to have an E-Services account. You can go to the main E-Services site at <https://eddspermits.gwinnettcountry.com/citizenaccess> and create a free account. If you have ever used the main E-Services website to create a permit or submit a permit application, submit a document or plan, submit a required contractor affidavit, or register as a contractor, you should already have an account. If you are not sure, e-mail john.cross@gwinnettcountry.com and a check will be done to see if you have an active account.

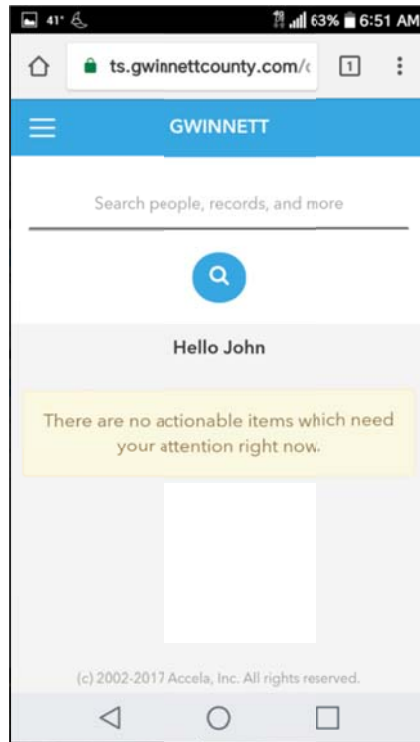
Once you have an account, use your phone's internet browser to navigate to this website:
<https://eddspermits.gwinnettcountry.com/citizenaccess/amca>

The first screen you will see is the login screen:

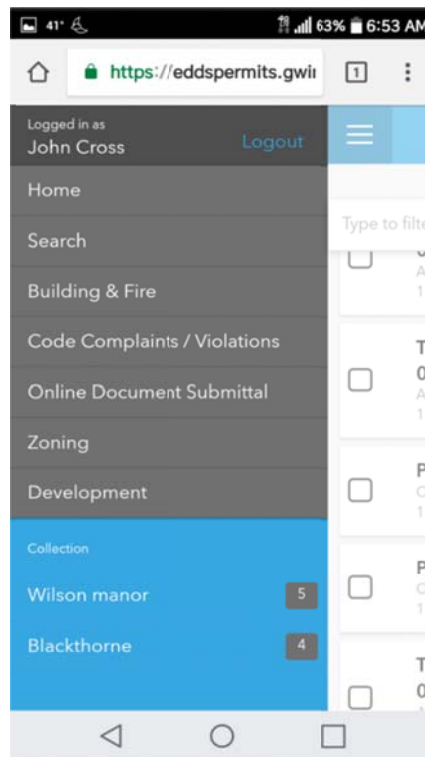


You will enter in your Gwinnett County E-Services login name (or e-mail account) and your password in the provided spaces, and hit the 'Login' button. The 'Home' screen will appear.

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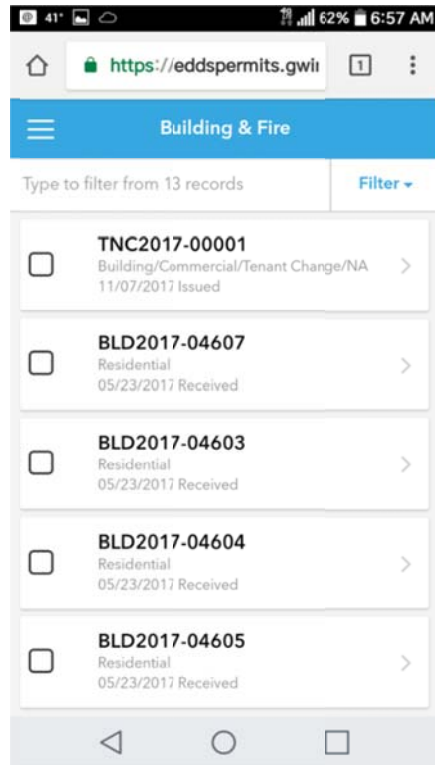


On the upper left, you have the directory list icon ()...hit that to display the different screens and modules available to you.

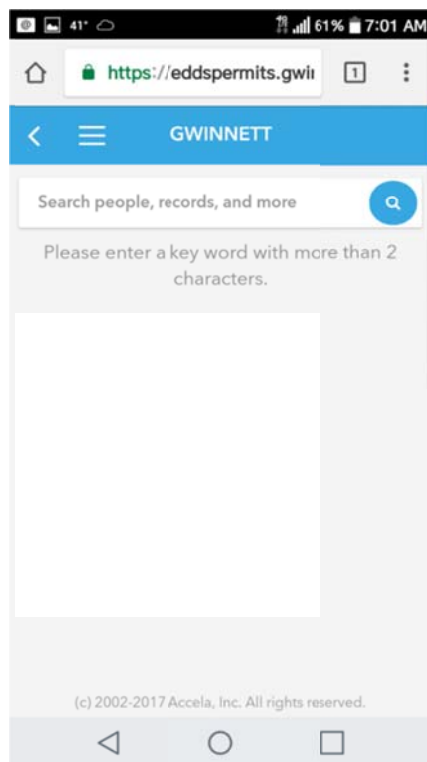


The selection of a module show those cases or permits that you have created under your profile of that type. In this case, the user has selected 'Building and Fire', and here is what the user will see:

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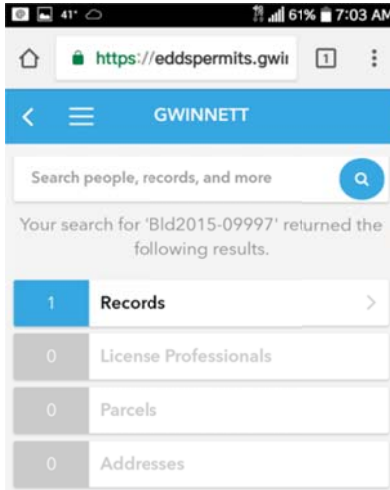


If the case does not show, or if the user has a specific permit number, that number can be searched by selecting 'Search' in the Directory List:

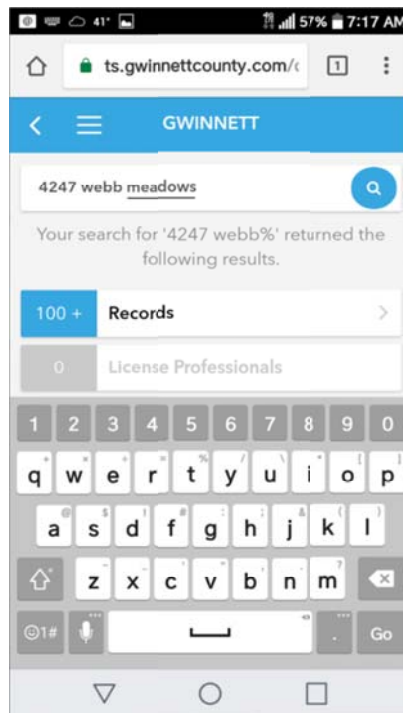


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Enter in the permit, case, or record number into the search field at top and click on the search icon. Permits matching your entered search criteria will appear:



Note that one (1) permit matches the search criteria (the other areas are greyed out...they didn't pull any matching criteria). You are also able to search for addresses, parcels (**parcels must be formatted like this: 1234 567...four numbers, a space, then three numbers**), people (contractors and applicants for permits), and permits. If you have an address to search, enter in the address number and street name only (no street prefix or type). In the case of an address search for 4247 Webb Meadows Dr., enter it in like this:

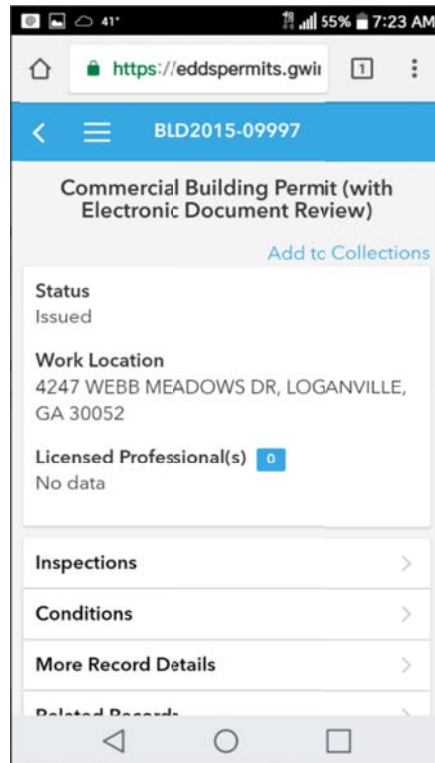


Here is the result listing....there are over 100 records with that specific address. To see the list, hit the 'records' tile for the complete listing.

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If you have a partial record, street name, contractor or applicant name, or parcel #, you can use the percent sign (%) as a wildcard to help you search a larger set of data.

To see the information on a given permit, case, or record, tap on the arrow on the right-hand side of the tile containing the desired case, record, or permit number, and the Case Information screen will appear:



There are different selections you can make on this screen to review the permit or record. The information displayed shows the record or permit status, the location, and the number of licensed contractors assigned to this permit. Underneath, you see five tiles. We will skip 'Inspections' for now, and explain to you the other screens:

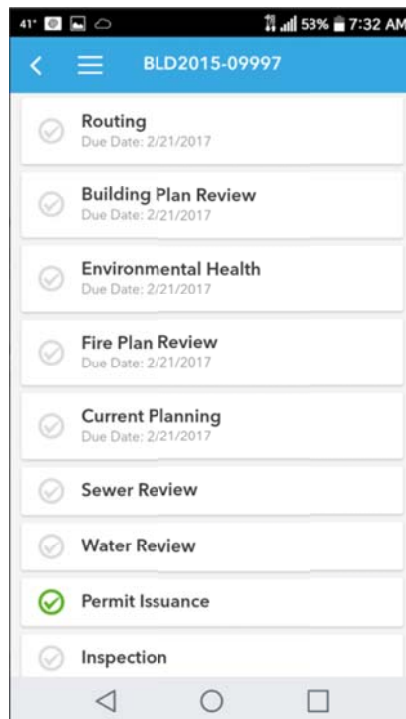
Conditions: Shows any conditions (these may be holds or constraints placed on the property where construction or design is concerned) attached to this case. Some conditions may prohibit the scheduling of inspections. Any questions on a condition, call 678-518-6000.

More Record Details: Shows the type of permit, when it was created, and the description of the permit as given when created.

Related Records: Will show any parent of child cases or records of this record. A plan submittal will have 'child' cases, such as building permits or development permits. You can navigate to child cases if you search the parent case # and select this screen.

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Process Status: Shows the current step of the business process that this permit is at. In this example, the active task in the business process is 'Permit Issuance'.



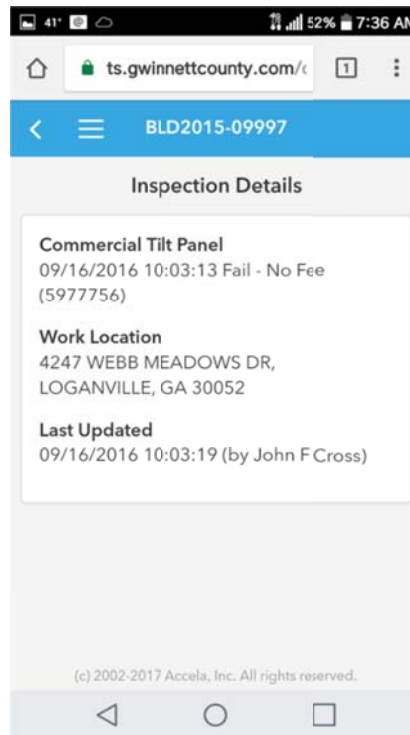
The active task is marked with a green checkmark. In many cases, there will be multiple active process steps.

The next page(s) will step you through the Inspections List and Inspection Scheduling process

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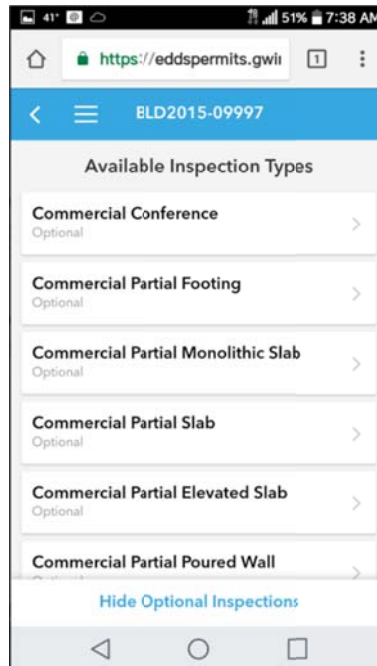
The Inspection List and Inspection Scheduling

From the Case Detail screen, select 'Inspections', and the Inspection List screen will appear, with each inspection having its own tile and thumbnail details. You can scroll down through the completed inspections and, if you wish to see the details of the inspection, click on the 'Details' link within the tile (bottom-left) that contains the inspection you wish to see details about:

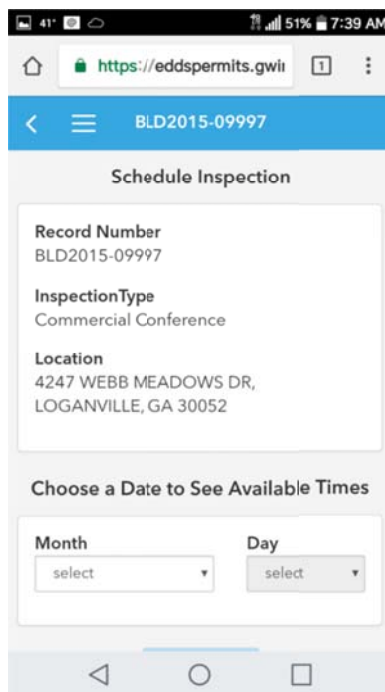


Hitting the 'back' button on your phone will take you back to the Inspection list. At the top of the Inspection list screen is the 'Schedule or Request an Inspection' button. Selecting this will open up the Available Inspection Types list:

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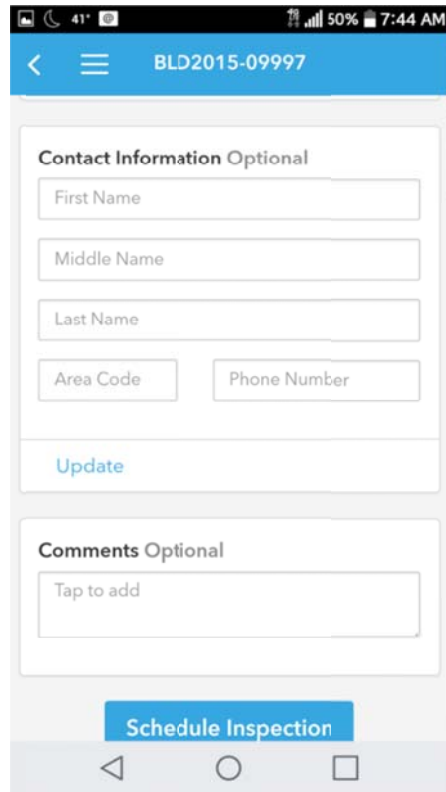


Scroll through the available inspection types to find the one you need to schedule, and select it. This will open the Schedule Inspection screen:



Select the month and day you want the inspection scheduled, then on the 'Choose a Time' field, tap it and select 'All Day'. Once done, scroll to the bottom and select 'Continue'.

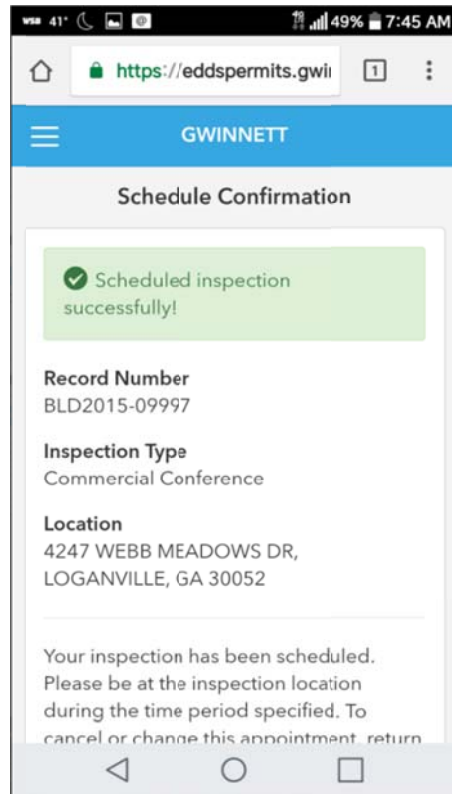
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The screenshot shows a mobile application interface for scheduling inspections. At the top, there is a blue header bar with a back arrow, a menu icon, and the text 'BLD2015-09997'. Below the header, the screen is divided into two main sections. The first section is titled 'Contact Information Optional' and contains five input fields: 'First Name', 'Middle Name', 'Last Name', 'Area Code', and 'Phone Number'. Below these fields is a blue 'Update' button. The second section is titled 'Comments Optional' and contains a single large text input field with the placeholder text 'Tap to add'. At the bottom of the screen, there is a prominent blue 'Schedule Inspection' button. The Android navigation bar is visible at the very bottom.

The next screen will request any information for contacting a person or contractor about the inspection (this is optional) and a field that you can use to enter any additional comments pertaining to the inspection (i.e. “There is a dog in the front yard” or “The door code is 43228”)..this is also optional. When done entering in any desired data into these fields, click on the ‘Schedule Inspection’ button at the bottom of the screen:

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Upon successful completion of the process, you will get a schedule confirmation screen. You can then either scroll to the bottom of the screen to schedule another inspection, or you can return to the Case Information screen.

If you are unsuccessful in scheduling your inspection, you will need to call Planning and Development at 678-518-6000 and ask for the Building Inspection division.