## **On-line Inspection Requesting**

**Step 1**: Log into the ePermits website using the same credentials that you have used in the past for payments and to check statuses.

**Step 2**: Navigate to the permit for which you would like to request inspections. You should see a list of all permits that have been completed, along with all that are available for you to request.

Step 3: Choose the button a list of all available inspections will be available. Enter the date you want the inspection to be made for all inspections you are trying to schedule. (This should typically be the next day after scheduling – do not pick the same day you are making the request.) Make sure all previous inspections have been passed and that you are requesting the next inspection in the proper order.

Please note that all inspections which are required for the house type submitted should be listed and available to select as soon as the permit is issued.

## DO NOT REQUEST ANY INSPECTION UNTIL THE PROJECT IS READY FOR THAT INSPECTION.

Scheduling inspections out of order or when the project is not ready wastes the time of our inspectors, delays inspections for those that are ready, and will result in fees of up to \$150 for a failed inspection. If you do not know the order of inspections for your foundation type, please visit the Town of Apex Inspections website under publications – there is a printable flowchart for each type of home foundation which shows the order items are to be scheduled.

**Step 4**: If you do not see the inspection you would like to schedule, please call our permitting staff at 919-249-3418. They can help you determine if you need that inspection and if so, can create it for you.

Step 5: The next day you can check the status of the inspection.

CANCEL REQUEST

means that you did request the means it's been scheduled for the date shown. And, of course, pass or fail means the inspection has been completed.

If you requested an inspection that still shows "Cancel Request" it is not scheduled and one of the following is the likely reason:

- 1. You requested the inspection after our cutoff time of 2:00 pm.
- 2. For finals (only), there may be other incomplete inspections, or you may owe fees. Call the office if you review your information and cannot determine the cause.

Please note although you do have the ability to cancel an inspection via the "cancel appointment" button, our cut off time for cancellation without fees remains the same – 7:30 am the morning of the inspection. Failure to cancel before that time may result in fees for a failed inspection.

See attachment for a sample screen.

