

# How to Schedule/View Inspections

## Standard Operation Procedure for Customer

7/16/2019

### Inspections: Schedule/ View Results

**Log into ACA: this is our Accela Citizen Access portal. (if you do not have an account you may still schedule an inspection)**

#### Things to NOTE:

You should already have created an account as a user in Citizen Access but you do not need to be able to log in in order to schedule an inspection. \* If you do not have a log in and are scheduling an inspection then you will need your permit number to do so.

Anyone may schedule the inspection.

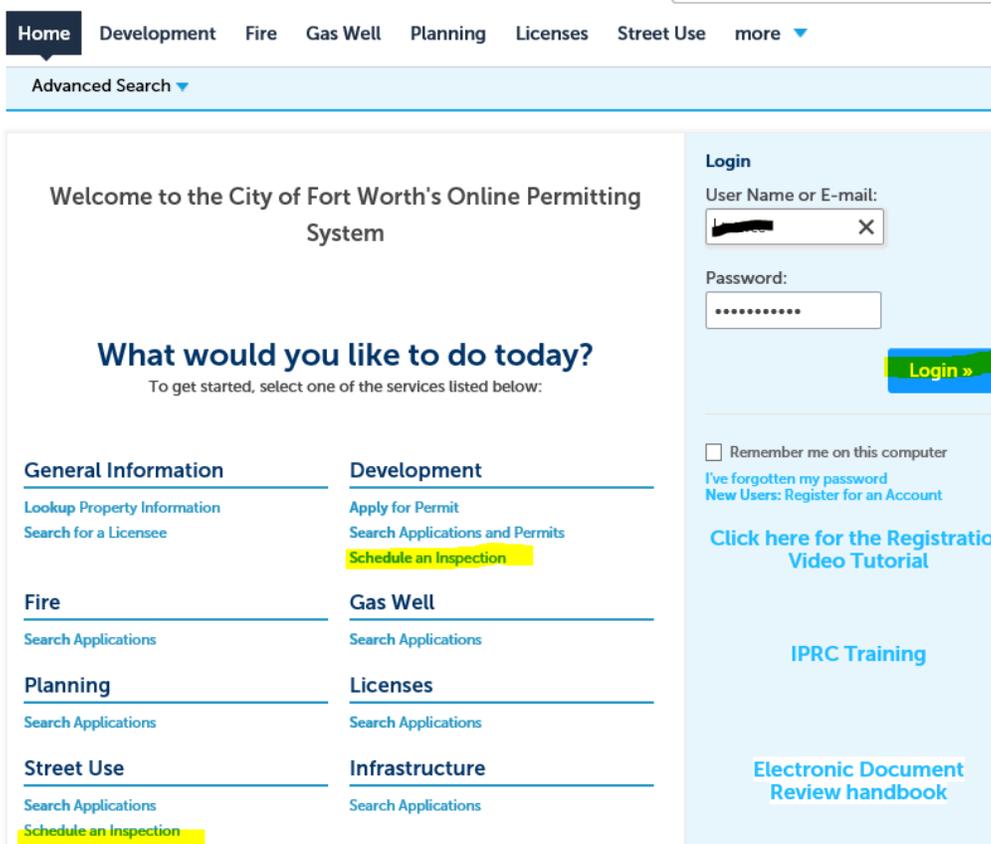
Check to see that your registration is not expired.

If you can't view or schedule an inspection please call customer service at x2222.

If you are getting an error of any kind when trying to view or schedule an inspection, please take a screenshot of the error so that you can send it to customer when you call or be able to describe it to them via the phone call. It is important so that customer service may assist more efficiently and effectively.

#### “Now, let's schedule/view that inspection!”

See on the homepage that you can either log in on the right hand side if you have a log in; OR you can simply click “schedule an inspection” under the section needed. If you do not log in, you will need your permit number.



The screenshot shows the homepage of the City of Fort Worth's Online Permitting System. At the top, there is a navigation menu with links for Home, Development, Fire, Gas Well, Planning, Licenses, Street Use, and more. Below the menu is an "Advanced Search" dropdown. The main content area is divided into two columns. The left column features a "Welcome to the City of Fort Worth's Online Permitting System" message and a "What would you like to do today?" section with a list of services: General Information, Development, Fire, Gas Well, Planning, Licenses, Street Use, and Infrastructure. Each service has a "Search Applications" link, and the "Schedule an Inspection" link under Development and Street Use is highlighted in yellow. The right column contains a "Login" section 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", "New Users: Register for an Account", "Click here for the Registratio Video Tutorial", "IPRC Training", and "Electronic Document Review handbook".

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7/16/2019

Scheduling an inspection with a log in:

1. Log in at the home page in Accela Citizen Access:

2. Click on the department you want to schedule the inspection with at the top of the page: in this example we are scheduling with 'Development'
3. Then click on Schedule an Inspection on the blue bar under the departments (highlighted below)

Search...

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits **Schedule an Inspection**

### Records

--Select-- ▾

Showing 1-10 of 26 | [Download results](#) | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Action	Date	Permit Number	Status	Record Type	Project Name	Address

4. Here you will see a list of your permits listed below the title bars under "Records"
5. From this point you will click on the "issued" permit that you wish to schedule the inspections for
6. To schedule an inspection the permit must be in "issued" status

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7/16/2019

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits **Schedule an Inspection**

### Records

--Select-- ▾

Showing 1-10 of 26 | [Download results](#) | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Action	Date	Permit Number	Status	Record Type	Project Name	Address
<input type="checkbox"/>		07/05/2019	PB19-07846	Plan Review	Residential New Building Permit	super fake test permit	200 TEXAS ST, Fort Worth 76102
<input type="checkbox"/>		06/25/2019	PB19-07460	Plan Review	New Commercial Building Permit	super fake test permit	200 TEXAS ST, Fort Worth 76102
<input type="checkbox"/>	<a href="#">Resume Application</a>	06/11/2019	[REDACTED]		Residential Remodel Construction Permit		[REDACTED], Fort Worth TX 76028
<input type="checkbox"/>	<a href="#">Resume Application</a>	06/11/2019	[REDACTED]		Residential Remodel Construction Permit		[REDACTED], Fort Worth TX 76028
<input type="checkbox"/>	<a href="#">Resume Application</a>	06/11/2019	[REDACTED]		Residential Remodel Construction Permit		[REDACTED], Fort Worth TX 76028
<input type="checkbox"/>	<a href="#">Resume Application</a>	06/04/2019	[REDACTED]		Residential Remodel Construction Permit		[REDACTED], Fort Worth TX 76028
<input type="checkbox"/>	<a href="#">Resume Application</a>	06/04/2019	[REDACTED]		Residential Remodel Construction Permit		[REDACTED], Fort Worth TX 76028
<input type="checkbox"/>		05/08/2019	[REDACTED]	Pending	Electrical Standalone Permit	super fake test permit	[REDACTED], Fort Worth 76102
<input type="checkbox"/>		05/06/2019	[REDACTED]	Pending	Electrical Standalone Permit	super fake test permit	[REDACTED] PL, Fort Worth 76116
<input type="checkbox"/>		04/08/2019	PB19-04065	Issued	New Commercial Building Permit		[REDACTED] L BLVD, Fort Worth TX 76118

< Prev **1** 2 3 Next >

- Once you click on the issued permit you wish to schedule the inspection for your page will then look like this: at this time you should click on the drop down for “Record Info” and then choose “Inspections”
- Something to note: from this page you can also view your inspection card under “more details”

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits **Schedule an Inspection**

**Record PB19-04065:**  
**New Commercial Building Permit**  
 Record Status: Issued

[Add to cart](#)  
[Add to collection](#)

Record Info ▾	Payments ▾	Custom Component
Record Details		
Processing Status		
Related Records	VD S	
Attachments		
Inspections		

**Applicant:**

**Licensed Professional:**

► **More Details**

[View Record/Inspection Card](#)

[View Conditions/Comments](#)

## How to Schedule/View Inspections Standard Operation Procedure for Customer

7/16/2019

9. Then you will see a list of all of the required/available inspections that you are able to schedule at this time. You can then click on “Actions” and it will give the option to either schedule or view details. From this page you can click either and schedule the inspection or view results. You will see your inspector and the day and time once scheduled. If you notice at the bottom of the screen it also shows other completed inspections with results and you can view details on those from here also.

Home
Development
Fire
Gas Well
Planning
Licenses
Street Use
more ▾

Apply for Permit
Search Applications and Permits
Schedule an Inspection

**Record** XXXXXXXXXX Add to cart  
Add to collection

**New Commercial Building Permit**

Record Status: Issued

Record Info ▾
Payments ▾
Custom Component

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### Inspections

**Upcoming (9)**

[Click Here to Schedule or Request an Inspection](#)

Click the link above to schedule or request one.

TBD at TBD Pending 112 Insulation/Energy (10739320)	<a href="#">Actions ▾</a>
<small>Inspector: unassigned</small>	
TBD at TBD Pending 110 Framing (10739319)	<a href="#">Actions ▾</a>
<small>Inspector: unassigned</small>	
TBD at TBD Pending 105 Stake Out/Precon (10739318)	<a href="#">Actions ▾</a>
<small>Inspector: unassigned</small>	
TBD at TBD Pending 100 Building Final (10739317)	<a href="#">Actions ▾</a>
<small>Inspector: unassigned</small>	
TBD at TBD Pending 108 Wall Sheathing (10739326)	<a href="#">Actions ▾</a>
<small>Inspector: unassigned</small>	

< Prev
1
2
Next >

**Completed (1)**

Turned Down - 1

Turned Down 115 Foundation (10739321)	<a href="#">View Details</a>
<small>Result by: James Quinn on 05/23/2019 at 12:00 AM</small>	

View Details
Schedule

10. If you wish to schedule without a log in; see the alternative instruction below: you will need your permit number.
11. From the homepage you will click on “schedule an inspection” and for this example we clicked this under the development section.

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## Standard Operation Procedure for Customer

7/16/2019

Home Development Fire Gas Well Planning Licenses Street Use more ▾

Advanced Search ▾

Welcome to the City of Fort Worth's Online Permitting System

**What would you like to do today?**  
To get started, select one of the services listed below:

<p><b>General Information</b></p> <p><a href="#">Lookup Property Information</a></p> <p><a href="#">Search for a License</a></p> <p><b>Fire</b></p> <p><a href="#">Search Applications</a></p> <p><b>Planning</b></p> <p><a href="#">Search Applications</a></p> <p><b>Street Use</b></p> <p><a href="#">Search Applications</a></p>	<p><b>Development</b></p> <p><a href="#">Apply for Permit</a></p> <p><a href="#">Search Applications and Permits</a></p> <p><b>Schedule an Inspection</b></p> <p><b>Gas Well</b></p> <p><a href="#">Search Applications</a></p> <p><b>Licenses</b></p> <p><a href="#">Search Applications</a></p> <p><b>Infrastructure</b></p> <p><a href="#">Search Applications</a></p>
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**Login**

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

[Click here for the Registratio Video Tutorial](#)

[IPRC Training](#)

[Electronic Document Review handbook](#)

12. Then your page should look like this. Here you will enter the permit number that you wish to schedule inspections for.

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits **Schedule an Inspection**

**Search for Records**  
Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

**General Search** General Search ▾

Search All Records

Permit Number:

Permit Type:

Street No.:  -  Direction:  Street Name:  Street Type:  Suffix Direction:  Zip:

Project Name:

Applied Date Start:  Applied Date End:

License Type:  State License Number:

First:  Last:

# How to Schedule/View Inspections

## Standard Operation Procedure for Customer

7/16/2019

- Once you enter the permit number and click search at the bottom of the page, you will see this:
- This is the same process from this point as if you had logged in. Click "Record Info" then "inspections" and you will then be able to schedule for all required/available inspections or view results.

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits Schedule an Inspection

**Record PB19-04065:**  
**New Commercial Building Permit**  
 Record Status: Issued

[Add to cart](#)  
[Add to collection](#)

Record Info ▾	Payments ▾	Custom Component
Record Details		
Processing Status		
Related Records	VD S	
Attachments		
<b>Inspections</b>		

**Applicant:** [Redacted] **Licensed Professional:** [Redacted]

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits Schedule an Inspection

**Record [Redacted]:**  
**New Commercial Building Permit**  
 Record Status: Issued

[Add to cart](#)  
[Add to collection](#)

Record Info ▾	Payments ▾	Custom Component
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**Inspections**

Upcoming (9)

[Click Here to Schedule or Request an Inspection](#)

*Click the link above to schedule or request one.*

TBD at TBD Pending 112 Insulation/Energy (10739320) Inspector: unassigned	<a href="#">Actions ▾</a>
TBD at TBD Pending 110 Framing (10739319) Inspector: unassigned	<a href="#">Actions ▾</a>
TBD at TBD Pending 105 Stake Out/Precon (10739318) Inspector: unassigned	<a href="#">Actions ▾</a>
TBD at TBD Pending 100 Building Final (10739317) Inspector: unassigned	<a href="#">Actions ▾</a>
TBD at TBD Pending 108 Wall Sheathing (10739326) Inspector: unassigned	<a href="#">Actions ▾</a>

< Prev **1** 2 Next >

**Completed (1)**

Turned Down - 1

Turned Down 115 Foundation (10739321) Result by: James Quinn on 05/23/2019 at 12:00 AM	<a href="#">View Details</a>
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[View Details](#)  
[Schedule](#)

Thank you! Please call customer service at x2222 with questions, concerns or issues. We are happy to help and we welcome you to the City of Fort Worth Citizen Access Portal.