

**Accela Automation
User Manual
for
Gwinnett County**

**Automated Inspection Request System
(IVR)**

Version 1.2

9/30/2010

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IVR Instructions

Initial Entry Instructions

Dial 678-518-6277 to access the IVR System

'Welcome to the Gwinnett County Automated IVR System'

Permit Access Instructions (Main Menu)

Enter permit number and then press #

Example – for BLD2009-00100, enter 253200900100

BLD = 253

CDP = 237

FPL = 375

LDP = 537

MDP = 637

SDP = 737

Performing a task on a Permit

Get the status of your permit

Press 1 to hear the status of this permit

Press 1 to perform another task on this permit -OR-

Press 2 to return to the main menu -OR-

Press 3 to exit

Look up an inspection

Press 2 to look up an inspection

Please choose from one of the following list of inspections scheduled for this case, **press the star (*) key to return to the permit menu**

After selecting inspection:

Press 1 to reschedule this inspection

Press 1 to choose one of the available inspection dates

Enter the corresponding (#) of the available dates given

Press 1 to choose AM as the inspection time

Press 2 to choose PM as the inspection time

Press 3 to ignore the inspection time

Do you want to enter an inspection phone number? **(Phone Number)**

Press 1 for Yes

If yes, enter phone number

Press 2 for No

Confirm inspection, scheduled date and time

Press 1 if correct

Press 2 to cancel

Press 3 to cancel and try again

Confirmation number given

Press 1 to go on

Press 2 to listen again

Press 2 to enter exact date for the inspection

Enter the date on when you would like to schedule this inspection (MMDD)

Press 2 to update the status of this inspection

Enter the date on which you would like to update this inspection (MMDD)

Press 3 to research inspection

Press 1 to perform another task on this inspection

Press 2 to perform another task on this permit

Press 3 to return to the main menu

Press 4 to exit

Press 4 to cancel this inspection

Press 1 if correct

Press 2 to abort cancellation

Press 5 to hear the comments of this inspection

Details for all inspections on this permit

Press 3 to hear the details for all inspections on this permit

Press 1 to play the inspection comment

Choose from the following inspections, press the star (*) key to replay all inspections
press 0 to skip to the next inspection reading

Press 2 to hear the details of the inspections

Press 3 to go back to the permit menu

Request a new inspection on this permit

Press 4 to request a new inspection on this permit

Enter the inspection type code -OR-

Press the * key to select an inspection type from the menu

Choose from the inspection types (###)

Response 'You have selected inspection type...'

Press 1 to create the inspection -OR- Press 2 to go back to the main menu -OR- Press 3
to redo the selection

Press 1 to choose one of the available inspection dates

Enter the corresponding (#) of the available dates given

Press 1 to choose AM as the inspection time

Press 2 to choose PM as the inspection time

Press 3 to ignore the inspection time

Do you want to enter an inspection phone number? (Phone Number)

Press 1 for Yes

If yes, enter phone number

Press 2 for No

Do you want to leave an inspection comment?

Press 1 to leave a comment

Press 2 to skip

Confirm inspection, scheduled date and time

Press 1 if correct

Press 2 to cancel

Press 3 to cancel and try again

Confirmation number given

Press 1 to go on

Press 2 to listen again

Press 2 to enter exact date for the inspection

Enter the date on when you would like to schedule this inspection (MMDD or
YYYYMMDD)

Get the comments for this permit

Press 5 to get the comments for this permit

Look up related permits

Press 6 to look up related permits

INTERACTIVE VOICE RESPONSE INSPECTION REQUEST SYSTEM (IVR)

To Begin: Dial 678.518.6277

Enter permit number then press #: Example for BLD2010-00100, enter 253201000100 #

BLD = 253

CDP = 237

SDP = 737

LDP = 537

MDP = 637

FPL =375

Then press 1 to schedule an inspection

Then press the inspection number listed below

To use the short cut code put a 1 in front of the inspection code

TYPE OF INSPECTION	IVR ID
COMMERCIAL TYPE OF INSPECTION	IVR ID
STRUCTURAL	100-150
PRECONSTRUCTION CONFERENCE	100
COMMERCIAL CONFERENCE	101
COMMERCIAL PARTIAL FOOTING	103
COMMERCIAL COMPLETE FOOTING	104
COMMERCIAL PARTIAL MONOLITHIC SLAB	105
COMMERCIAL COMPLETE MONOLITHIC SLAB	106
COMMERCIAL PARTIAL SLAB	107
COMMERCIAL COMPLETE SLAB	108
COMMERCIAL PARTIAL ELEVATED SLAB	109
COMMERCIAL COMPLETE ELEVATED SLAB	110
COMMERCIAL PARTIAL POURED WALL	111
COMMERCIAL COMPLETE POURED WALL	112
COMMERCIAL PARTIAL FRAMING	120
COMMERCIAL COMPLETE FRAMING	121
COMMERCIAL EXTERIOR SHEATHING	122
COMMERCIAL TILT PANEL	123
COMMERCIAL PARTIAL ROOFING	130
COMMERCIAL COMPLETE ROOFING	131
COMMERCIAL PARTIAL CEILING	140
COMMERCIAL COMPLETE CEILING	141
FOOTING BASKET	142
SIGN SETBACK	143
COMMERCIAL TEMPORARY FINAL	149
COMMERCIAL FINAL	150
ELECTRICAL	200-253
ELECTRICAL CONFERENCE	200
ELECTRICAL TEMPORARY POLE	210
ELECTRICAL PARTIAL SLAB	211
ELECTRICAL COMPLETE SLAB	212
ELECTRICAL UNDERGROUND	213
ELECTRICAL SERVICE ROUGH	214
ELECTRICAL PARTIAL WALL ROUGH	215
ELECTRICAL COMPLETE WALL ROUGH	216
ELECTRICAL PARTIAL CEILING ROUGH	217
ELECTRICAL COMPLETE CEILING ROUGH	218
LOW VOLTAGE ROUGH	220
LOW VOLTAGE PARTIAL WALL ROUGH	221
LOW VOLTAGE COMPLETE WALL ROUGH	222
LOW VOLTAGE PARTIAL CEILING ROUGH	223
LOW VOLTAGE COMPLETE CEILING ROUGH	224
LOW VOLTAGE FINAL	225
ELECTRICAL ROUGH	230
ELECTRICAL TEMPORARY POWER RELEASE	231
SWIMMING POOL AIR TEST	235
ELECTRICAL TEMPORARY FINAL	248
ELECTRICAL BONDING/LIGHT	249
ELECTRICAL FINAL	250
SWIMMING POOL FINAL	251
COMMERCIAL PARTIAL ELEVATION	252
COMMERCIAL COMPLETE ELEVATION	253
HVAC	300-350
HVAC CONFERENCE	300
HVAC GAS LINE UNDERGROUND	301
HVAC SLAB	302
HVAC PARTIAL ROUGH	303
HVAC COMPLETE ROUGH	304
HVAC GAS LINE CONCEALED	310

TYPE OF INSPECTION	IVR ID
COMMERCIAL TYPE OF INSPECTION	IVR ID
PLUMBING	400-450
PLUMBING CONFERENCE	400
PLUMBING PARTIAL SLAB	401
PLUMBING COMPLETE SLAB	402
PLUMBING EXTERIOR FIRE MAIN	403
PLUMBING SEPTIC TANK HOOKUP	410
PLUMBING SEWER LATERAL	411
PLUMBING WATER SERVICE	412
PLUMBING PARTIAL ROUGH	413
PLUMBING COMPLETE ROUGH	414
PLUMBING GREASE TRAP	420
PLUMBING STORM DRAIN	430
PLUMBING IRRIGATION	439
PLUMBING TEMPORARY FINAL	449
PLUMBING FINAL	450
EROSION CONTROL	500
EROSION CONTROL	500
RESIDENTIAL TYPE OF INSPECTION	IVR ID
STRUCTURAL	160-190
RESIDENTIAL CONFERENCE	160
RESIDENTIAL SETBACK	161
RESIDENTIAL PARTIAL FOOTING	170
RESIDENTIAL COMPLETE FOOTING	171
RESIDENTIAL SLAB	172
RESIDENTIAL MONOLITHIC SLAB	173
RESIDENTIAL FRAMING	175
RESIDENTIAL PARTIAL WALL	176
RESIDENTIAL COMPLETE WALL	177
SIGN SETBACK	180
FOOTING BASKET	181
RESIDENTIAL FINAL	190
ELECTRICAL	210-290
ELECTRICAL TEMPORARY POLE	210
ELECTRICAL CONFERENCE	260
ELECTRICAL UNDERGROUND	261
ELECTRICAL ROUGH	262
ELECTRICAL TEMPORARY POWER RELEASE	263
SWIMMING POOL AIR TEST	270
ELECTRICAL BONDING/LIGHT	280
ELECTRICAL FINAL	290
HVAC	360-390
HVAC CONFERENCE	360
HVAC GAS LINE UNDERGROUND	361
HVAC SLAB	362
HVAC COMPLETE ROUGH	370
HVAC GAS LINE CONCEALED	371
HVAC FINAL	390
PLUMBING	460-490
PLUMBING CONFERENCE	460
PLUMBING COMPLETE SLAB	461
PLUMBING EXTERIOR FIRE MAIN	465
PLUMBING SEPTIC TANK HOOKUP	470
PLUMBING COMPLETE ROUGH	475
PLUMBING GREASE TRAP	481
PLUMBING STORM DRAIN	482
PLUMBING IRRIGATION	483
PLUMBING FINAL	490
EROSION CONTROL	501

HVAC TEMPORARY GAS RELEASE	311
HVAC HEATING TEMPORARY FINAL	320
HVAC REFRIGERATION SYSTEM	330
HVAC GREASE HOOD	340
HVAC FINAL	350

EROSION CONTROL	501
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CE RESPONSE INSPECTION REQUEST SYSTEM (IVR)

To Begin: Dial 678.518.6277

Enter permit number then press #: Example for BLD2010-00100, enter 253201000100 #

BLD = 253

CDP = 237

SDP = 737

LDP = 537

MDP = 637

FPL = 375

Then press 4 to schedule an inspection

Then press the inspection number listed below

To use the short cut code put a 1 in front of the inspection code

TYPE OF INSPECTION	IVR ID
DEVELOPMENT INSPECTIONS	600-699
ARBORIST 1ST SITE VISIT	601
ARBORIST 2ND SITE VISIT	602
BUFFER	605
CLEARING	608
CO (CONSTRUCTION ENTRANCE/ EXIT)	610
CURB	612
DECEL LANE/ BASE	614
DECEL LANE/ PAVEMENT	616
DECEL LANE/ STRIPING/ SIGNAGE	618
DECEL LANE SUBGRADE	620
DETENTION POND	623
DUMPSTER SCREEN	626
EROSION CONTROL	629
FENCE INSPECTION	632
FINAL INSPECTION	635
GRADING	638
GRUBBING	641
HANDICAP RAMPS	644
LANDSCAPE INSPECTION	647
LANDSCAPE WARRANT INSPECTION	650
NPDES IINSPECTION	653
PARKING LOT STRIPING	656
PORTABLE TOILET	659
PRE-CONSTRUCTION MEETING	662
SIDEWALK	665
SPECIMEN TREE FOLLOW-UP VISIT	668
STORM DRAIN	671
STREAM BUFFER	674
STREET PAVING/ BASE	677
STREET PAVING/ PAVEMENT	680
STREET PAVING/ STRIPING	683
STREET PAVING/ SUBGRADE	686
TREE PROTECTION FENCE	689
TREE SAVE BUFFER INSPECTION	692
ZONING BUFFER	695
STORMWATER	700-799
BUFFER VARIANCE INSPECTION	700
SWM EROSION CONTROL	710
SWM BMP	720
SWM BMP FINAL	730
WATER & SEWER	800-899
FORCE MAINS	800
PUMP STATIONS	810
SEWER AIR TEST	820
SEWER AS-BUILT	823
SEWER INSTALL	826
SEWER TV	829
WATER AS-BUILT	830
WATER CHLORINATION TEST	833
WATER INSTALL	836
WATER PRESSURE TEST	839

TYPE OF INSPECTION	IVR ID
FIRE - BUILDING	900-950
FIRE 50% SPEC SPACE	900
FIRE 80% SPEC SPACE	901
FIRE 100% SPEC SPACE	902
FIRE 50% CONSTRUCTION	910
FIRE 80% CONSTRUCTION	911
FIRE 100% CONSTRUCTION	912
FIRE SPRINKLER	920
FIRE ALARM	921
FIRE COMMERCIAL HOOD	922
FIRE SUPPRESSION SYSTEM	923
FIRE TENANT FINAL CO ONLY	930
FIRE TENANT TRANSFER CO	931
FIRE RACKING SYSTEM	932
FIRE TEMPORARY FINAL	933
FIRE CONSULTATION	940
FIRE PUMP	941
FIRE COMPLIANCE INSPECTION	950
FIRE - SITE	960-990
FIRE BURN PIT	960
FIRE BONFIRE	961
FIREWORKS	962
FIRE SITE FINAL	963
FIRE TENT	964
FIRE KNOX INSPECTION	965