



# Remote-Virtual Inspections via Facetime/WhatsApp

The City of Port St. Lucie Building Department is committed to the building industry by remaining open for business and operational. In response to COVID-19, temporarily certain inspections that require an inspector to enter an occupied business or residence will be completed via Facetime App or WhatsApp / Business.

An example of these are a/c changeouts, water heater changeouts, windows, exterior doors, and room additions.

## **Below are the instructions to conduct your Remote-Virtual Inspection:**

1. You must have Facetime (via an Apple interface) or WhatsApp or WhatsApp Business (android/apple).
2. **FACETIME:**
  - a. Must have apple device, with Facetime installed.
  - b. Schedule your inspection online.
  - c. In the comments area, provide the contact number of the person who will be on-site to conduct the inspection.
  - d. In the morning, the inspector will contact you to schedule a time for the Remote-Virtual Inspection.

### **WHATSUP / BUSINESS:**

- a. Can be used for Apple or Android devices. Application must be installed. See setup instructions below.
  - b. Once set up, schedule your inspection online.
  - c. In comments area, provide the contact number of the person who will be on-site to conduct inspection.
  - d. In the morning, the inspector will contact you to schedule a time for the Remote-Virtual Inspection
3. To prepare for your inspection, we would advise you to have available a flashlight, tape measure, mirror, or other necessary tools that may be needed to expose or open areas to allow for the inspection.
  4. Additionally, the following must be viewed at the beginning of the inspection: house or business number, permit card, and supporting documents.
  5. Next the inspector will direct you to the location of the work and continue to direct you through the inspection.
  6. Results will be posted in our system; you will receive an email with passed/failed results.
  7. In some cases, the inspector may be able to provide the service at time of installation, please contact inspections at 772-871-5040 or 772-871-7388.
  8. **Photos or previously recorded videos will NOT be accepted in lieu of a in-person or Inspector-directed Virtual Inspection.**

# WHATSAPP BUSINESS SETUP

Below are the instructions for the **INITIAL** Setup for WhatsApp /WhatsApp Business:

1. In your devices APP STORE, search for WhatsApp or WhatsApp BUSINESS.
2. Download WhatsApp or WhatsApp BUSINESS
3. Open App, click on AGREE & CONTINUE
4. Type in YOUR phone number.
5. You will receive a confirmation text with a verification number. Enter the verification number into WhatsApp/Business.
6. After you confirm it may ask you to restore from iCloud, select Skip Restore
7. Next you will be asked to edit profile – Type in your name and select the Business Category. Click DONE.



You are all set at this point. However, you will need to allow access to your camera and allow push notifications in your settings, if it was not done. All phones are different. If you are unsure how to allow these items, you may need to google it or conduct a search on how to, on your specific phone.

Please note, if you do not allow notifications, you may MISS your call from the inspector!

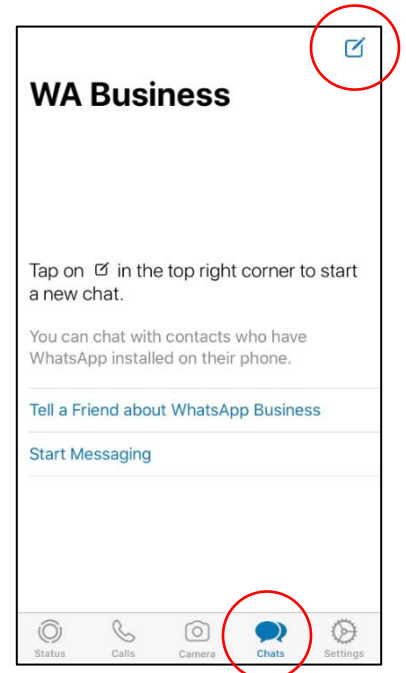


Figure 1

## To MAKE a call:

1. Once you have completed the above. Open up WhatsApp Business app.
2. Go to Chats (located at the bottom) (see figure 1)
3. Click on the note icon in the upper right-hand corner (see figure 1)
4. Select who you want to call. If they are not already in your CONTACTS list, select NEW CONTACT and add details (name and phone number) Click SAVE. (see figure 2)
5. Click on the contact name.

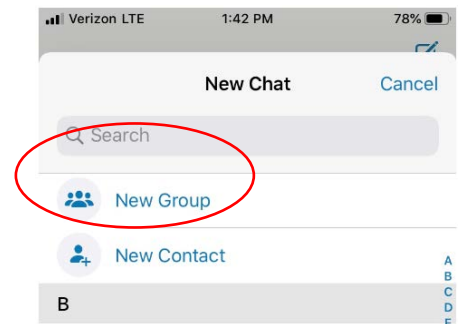


Figure 2

6. When chat screen comes up, click the camera button in the upper-right hand corner. (see figure 3)

If the other person is NOT getting your call. Make sure they have their notifications ON. Otherwise, they must actively be in the application for it to show that there is an incoming call.

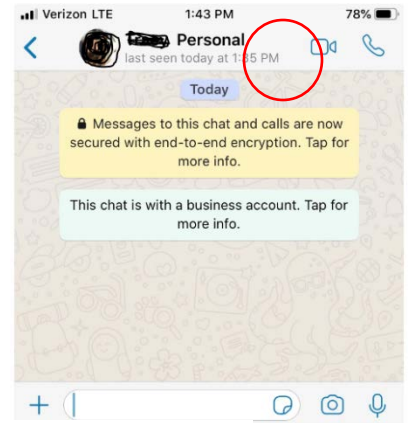


Figure 3

The above is subject to change. Keep in mind, this is a temporary fix, put together to allow the continuation of work. The Building Department wants to stress that we are here to work with you on achieving the common goal of plans submittal and compliance. To do that we need you all to work with us as well. We will strive to continue to provide a high level of customer service and meet service goals during this time.

If you should have any questions or suggestions, please contact [awaters@cityofpsl.com](mailto:awaters@cityofpsl.com) or [vmontalto@cityofpsl.com](mailto:vmontalto@cityofpsl.com)