



VuSpex GO User Guide

Mobile App for Contractors and Inspectors

Table of Contents

1. [Who Uses VuSpex GO](#)
2. [Before Getting Started](#)
3. [Get VuSpex GO](#)
4. [Sign In](#)
5. [Create Account](#)
6. [Forgot Password](#)
7. [Main Menu](#)
8. [Virtual Inspection](#)
9. [User Interface Features](#)
10. [Request Inspection](#)
11. [Offline Field Report \(OFR\)](#)
12. [Field Report Summary](#)
13. [OFR — Contractor Portal](#)
14. [Settings](#)
15. [Support](#)

Who Uses VuSpex GO

VuSpex GO is designed for:

- **Contractors** — to participate in virtual inspections and submit offline field reports for permit work

- **Inspectors** — to conduct live video-based inspections using a mobile device

Both roles use the same app. Your account type determines the features available to you.

Before Getting Started

Before using VuSpex GO, make sure you have:

- A VuSpex account — your agency or administrator must create one for you
- Your account **email address** and **password**
- A compatible device: iPhone, iPad, or Android smartphone
- A reliable internet connection (Wi-Fi or cellular data)

Note: VuSpex GO requires camera, microphone, and location permissions. You will be prompted to grant these when you first sign in. You must allow them to participate in virtual inspections.

Get VuSpex GO

Download the free VuSpex GO app from the Apple App Store or Google Play Store.

iOS — iPhone or iPad

1. Tap the **App Store** icon
2. Search for *VuSpex GO*
3. Tap **GET** to install



Android — Smartphone

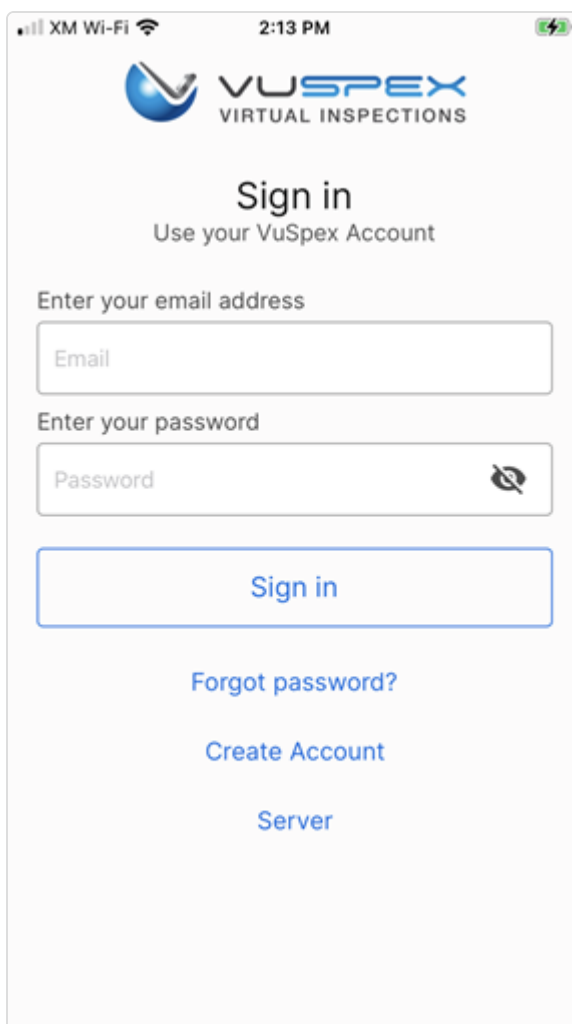
1. Tap the **Play Store** icon
2. Search for *VuSpex GO*
3. Tap **INSTALL**



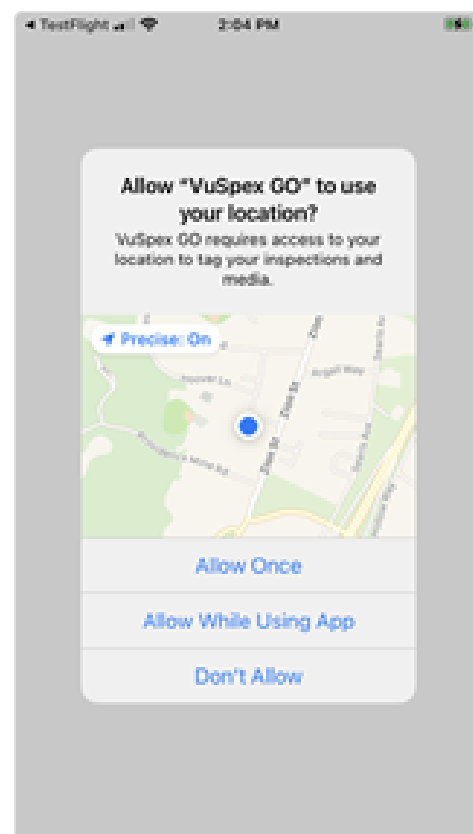
Sign In

Follow these steps to sign in to VuSpex GO for the first time:

- 1** Launch the VuSpex GO app on your device. The Sign In screen will appear.
- 2** Enter your account **email address** and **password**, then tap **Sign In**.
- 3** When prompted, allow VuSpex GO to access your device **location**, **camera**, and **microphone**. These permissions are required for virtual inspections.



Sign In screen



Location permission prompt (iOS)

Tip: If you are unable to sign in, confirm your credentials with your agency administrator. Your account must be set up in VuSpex before you can log in.

Create Account

If you do not yet have a VuSpex GO account, you can create one from the Sign In screen:

1. Open the VuSpex GO app and go to the Sign In screen.
2. Tap **Create Account**.
3. Enter your full name, email address, phone number, and a password.
4. Select your state(s) and link to your agency.
5. Tap **Submit** to complete registration.

Note: After creating an account, your agency administrator must approve it before you can sign in.

Forgot Password

To reset a forgotten password:

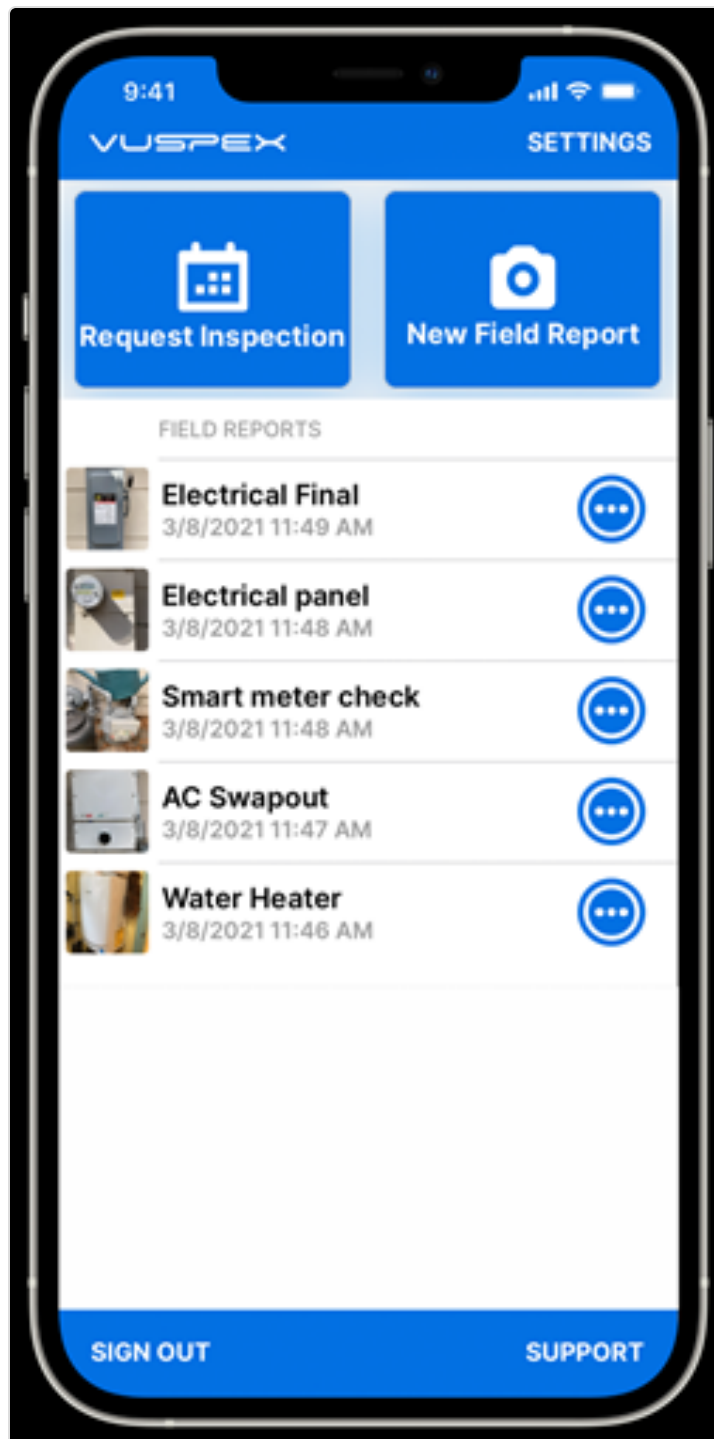
1. On the Sign In screen, tap **Forgot Password**.
2. Enter your account email address.
3. Tap **Send Reset Email**.
4. Check your email for a password reset link and follow the instructions.

Tip: If you do not receive the reset email, check your spam or junk folder, or contact your agency administrator.

Main Menu

After signing in, the Main Menu is the starting point for all VuSpex GO features. From here you can:

- **Request Inspection** — submit a new inspection request
- **New Field Report** — create an Offline Field Report (OFR)
- View your list of saved field reports
- Access **Settings** from the top navigation



VuSpex GO Main Menu

Virtual Inspection

What Is a Virtual Inspection?

A virtual inspection is a live video call between a contractor and a building inspector. The inspector uses VuSpex to view your work remotely in real time, without visiting the site in person.

- Conducted over a secure video connection
- Inspector sees the work through your phone's camera
- Inspector can take screenshots and document findings during the call
- Results are recorded in the permit record

Before the Inspection — Preparation Checklist

Complete the following before your scheduled virtual inspection:

- Charge your phone to at least 50% battery
- Connect to Wi-Fi or verify strong cellular (4G/LTE) signal at the inspection site
- Ensure the work area is well lit
- Have a copy of the approved plans available
- Know your permit number
- Confirm VuSpex GO camera and microphone permissions are enabled in device Settings

Pro Tip: Use headphones with a microphone so the inspector can hear you clearly and you can hear them better.

How to Connect — iOS (iPhone or iPad)

When it is time for your virtual inspection, follow these steps on an iPhone or iPad:

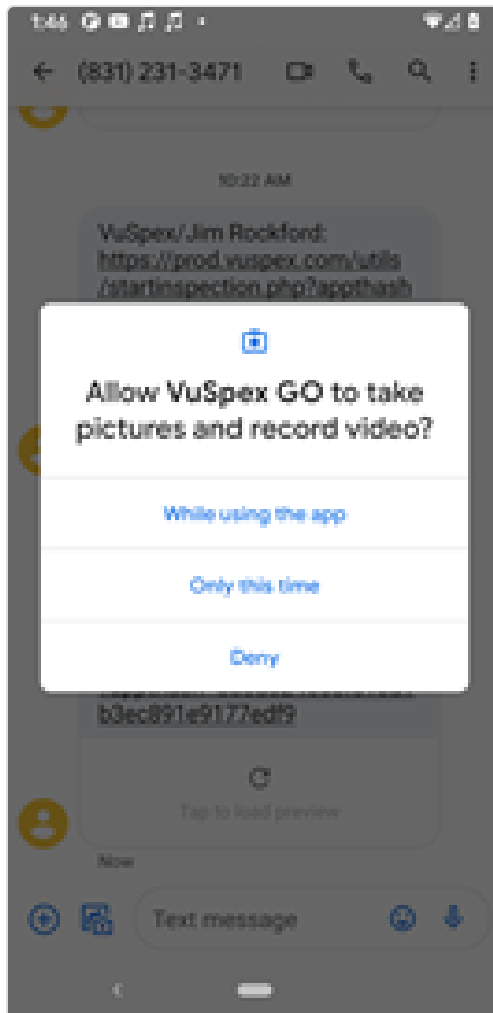
1. Open the email or text message from VuSpex and tap the **inspection link**.
2. When prompted, allow VuSpex GO to access your **camera** and **microphone**.

3. Wait in the virtual waiting room. The inspector will connect when ready.

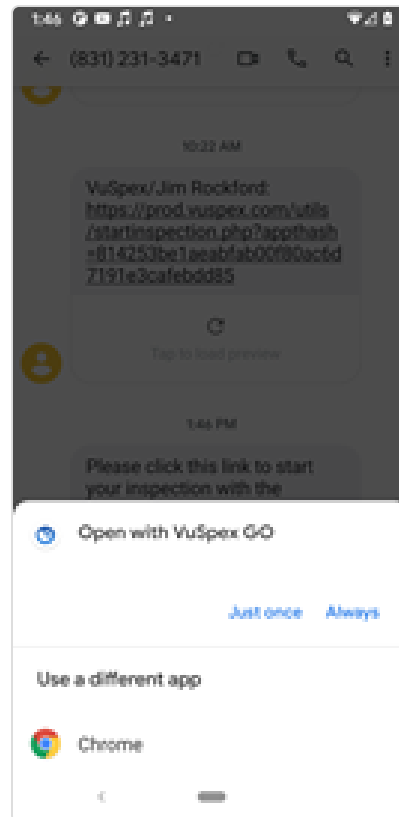
How to Connect – Android

To join a virtual inspection on an Android device:

1. Open the email or text message from VuSpex and tap the **inspection link**.
2. If prompted to choose an app, select **VuSpex GO**.
3. When prompted, allow VuSpex GO to access your **camera** and **microphone**.
4. Wait in the virtual waiting room. The inspector will connect when ready.



Android camera permission prompt



Android app selection dialog

User Interface Features

During a virtual inspection, the VuSpex GO interface provides the following controls:

Button / Control	Description
Mute / Unmute	Toggle your microphone on or off. Tap to mute; tap again to unmute. A crossed-microphone icon indicates muted status.
Camera On / Off	Turn your camera on or off. When off, the inspector cannot see your video feed.
Flashlight	Toggle the device flashlight (torch) to illuminate dark areas during the inspection. Available on iOS and Android.
End Call	Tap the red phone icon to end the virtual inspection call.
Switch Camera	Flip between the front-facing and rear cameras on your device.

Pro Tip — Audio: Use headphones with a built-in microphone so you can hear the inspector clearly and they can hear you better, especially in noisy environments.

Request Inspection

What Is a Request Inspection?

The Request Inspection feature lets you submit a virtual inspection request directly through the VuSpex GO app. Benefits include:

- Instant submission — no phone calls or emails required
- Automatically routed to the correct inspector for your agency
- Confirmation sent to your registered email
- Inspection scheduled based on inspector availability

How to Submit a Request Inspection

1. From the Main Menu, tap **Request Inspection**.
2. Select your **Agency** from the dropdown list.
3. Enter your **Permit Number**.
4. Choose the **Inspection Type**.
5. Add any **Comments** for the inspector (optional).
6. Tap **Submit** to send the request.

Note: You must have a valid permit number linked to your account's agency to submit a request.

Offline Field Report (OFR)

What Is an Offline Field Report?

An Offline Field Report (OFR) is a variation of a virtual inspection that does not require an inspector's real-time participation. The contractor independently submits a form containing inspection media (photos, videos, and comments). An inspection report is automatically generated and uploaded to the permit record for the inspector to review and result the virtual inspection.

How to Create an Offline Field Report

1. From the Main Menu, tap **New Field Report**.
2. Select your **Agency** and enter your **Permit Number**.

3. Tap **Search** to locate the permit record.
4. Select the appropriate **Inspection Type**.
5. Tap **Create Report**.

How to Fill Out an Offline Field Report

1. Tap **Add Photos / Videos** to attach inspection media from your camera or photo library.
2. Add any relevant **comments** in the Comments field.
3. Review all uploaded items before submitting.
4. Tap **Submit** to send the report to the inspector.

Important: Choose existing photos or videos from your gallery rather than taking new ones at submission time. Capture all photos and videos at the inspection site before submitting the form.

Offline Field Report — Status Icons

After saving a field report, its status is shown in the Main Menu list. The following icons indicate each report's current state:

Icon	Status	Meaning
Blue dot	Saved — Not Submitted	The report has been saved locally on your device but has not yet been submitted to the inspector.
Red send arrow	Submission Failed	An attempt was made to submit the report, but it failed (for example, due to no internet connection). Tap to retry.
Green checkmark	Submitted Successfully	The report has been successfully submitted and is now in the

Icon	Status	Meaning
		inspector's queue for review.

Field Report Summary

After a successful OFR submission, VuSpex automatically generates an **Inspection Summary Report** and uploads it to the permit record. The report is delivered in PDF format and includes:

- GPS coordinate verification
- Date and timestamp of submission
- Permit information
- Inspection type
- Inspector information
- Inspection media: photos, video links, and comments

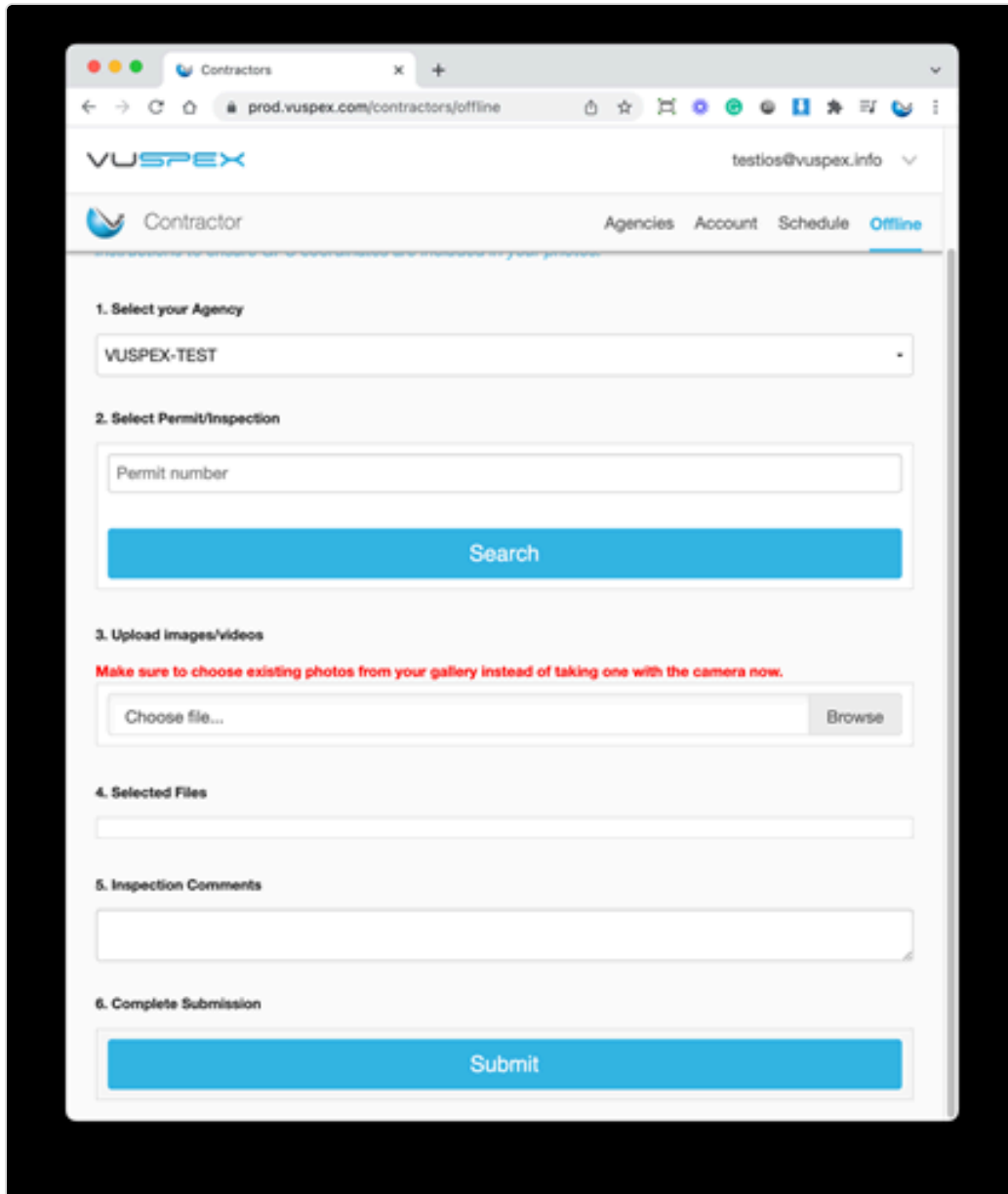
The report is stored in VuSpex CLOUD and is automatically available to the inspector for review.

Inspection Summary Report	
Inspection ID:	13683
Assigned Inspector:	Todd Wahoske
Permit:	TOD01
Inspection Type(s):	Submitted Garage Door
Contractor:	Jack Bell
Contractor Phone:	5305758455
Contractor Email:	testios@vuspex.info
Inspection Date:	2021-05-11 14:29:22
Permit Address:	800 Lindley Ave, Nevada City CA 95959
Comments:	Water heater

Sample Inspection Summary Report

OFR — Contractor Portal (Web)

In addition to the VuSpex GO app, contractors can submit an Offline Field Report using the VuSpex web portal at prod.vuspex.com/contractors/offline. The web form includes the same fields as the mobile app.



The screenshot shows a web browser window with the URL `prod.vuspex.com/contractors/offline`. The page header includes the VuSpex logo, the user email `testios@vuspex.info`, and navigation links for `Contractor`, `Agencies`, `Account`, `Schedule`, and `Offline`. The form is divided into six numbered sections:

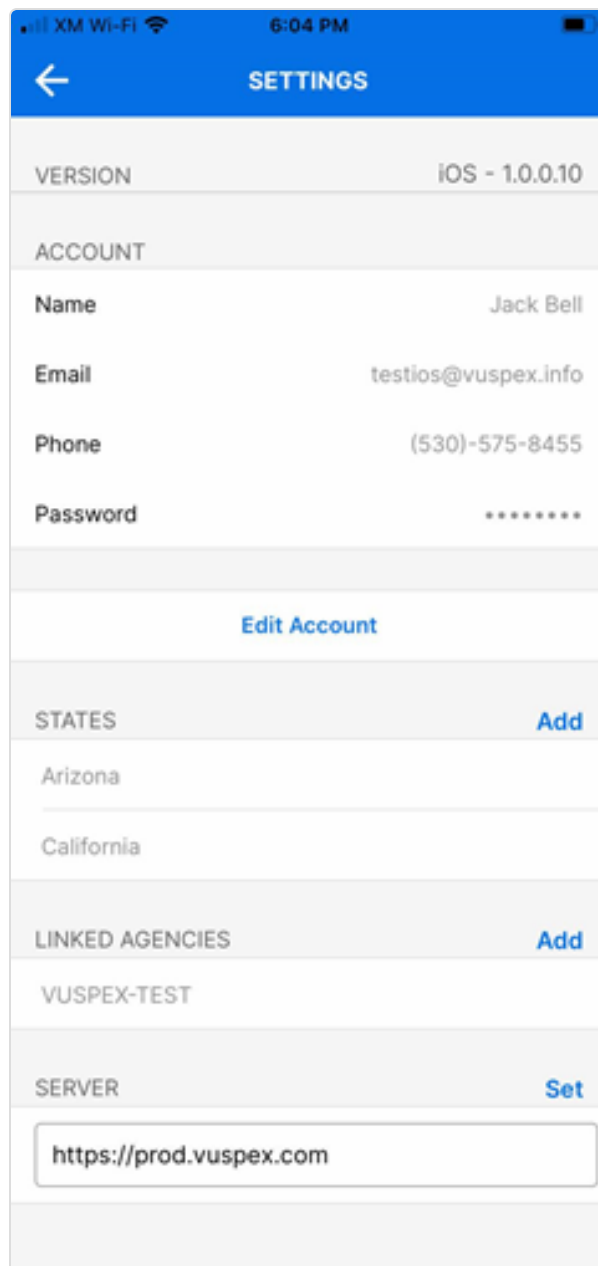
- 1. Select your Agency**: A dropdown menu with `VUSPEX-TEST` selected.
- 2. Select Permit/Inspection**: A text input field labeled `Permit number` and a blue `Search` button.
- 3. Upload Images/videos**: A red instruction `Make sure to choose existing photos from your gallery instead of taking one with the camera now.` and a file upload area with `Choose file...` and a `Browse` button.
- 4. Selected Files**: An empty list area.
- 5. Inspection Comments**: A text area for entering comments.
- 6. Complete Submission**: A blue `Submit` button.

VuSpex OFR submission form — web portal

Settings

To access Settings, tap the **Settings** icon or menu option in the top navigation of the Main Menu. The Settings screen includes:

- **App Version** — displays the installed version of VuSpex GO
- **Account information** — your name, email, phone number, and password (masked)
- **Edit Account button** — update your account details
- **States** — the states where you are licensed to work
- **Linked Agencies** — your linked agency (State, County, City, Company)
- **Server** — the VuSpex server address (default: <https://prod.vuspex.com>) — do not change this setting)



VuSpex GO Settings screen (iOS)

Support

If you need help with VuSpex GO, contact VuSpex support:

- **Email:** support@vuspex.com
- **Website:** www.vuspex.com

For account setup and permit-related questions, contact your agency administrator directly.

VuSpex GO User Guide — VuSpex Virtual Inspections. For accessibility assistance, contact support@vuspex.com.