

USER GUIDE FOR CONTRACTORS

# VuSpex GO User Guide for Contractors

VuSpex GO is the iOS and Android mobile app for contractors and homeowners at the inspection site. Use it to send an Offline Field Report (OFR) to your inspector, or request an inspection directly from your phone when your jurisdiction allows it.

Online HTML version: [vuspex.com/#/support/go-user-guide](https://vuspex.com/#/support/go-user-guide)

Support: [support@vuspex.com](mailto:support@vuspex.com) · (844) 288-7739 ext. 2

# Contents

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- 1. Overview — Who Uses VuSpex GO? ..... 3
- 2. Before You Start ..... 4
- 3. Install VuSpex GO on Your Device ..... 5
- 4. Sign In ..... 6
- 5. Create an Account..... 7
- 6. Forgot Password ..... 8
- 7. Main Menu ..... 9
- 8. Request an Inspection..... 10
- 9. Offline Field Report (OFR)..... 11
- 10. Create a New Field Report..... 12
- 11. Offline Field Report — Step-by-Step ..... 13
- 12. OFR How-To Basics ..... 14
- 13. Saved Field Report Status ..... 15
- 14. Field Report Summary ..... 16
- 15. Send an OFR from the Contractor Portal ..... 17
- 16. Settings Menu ..... 18
- 17. Support — Contact..... 19

# 1. Overview — Who Uses VuSpex GO?

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VuSpex GO is built for the people at the inspection site:

- **Contractors and homeowners** at the inspection site
- **Permit applicants and homeowners** for VuSpex (integrated) customers
- Mobile users located at the inspection site

Inspectors may also use VuSpex GO for training and testing purposes.

## 2. Before You Start

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- Download the VuSpex GO app to your phone.
- Create a VuSpex Contractor account — either from inside the VuSpex GO app, or from the Contractor portal at [prod.vuspex.com](https://prod.vuspex.com).

### 3. Install VuSpex GO on Your Device

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Use the app store on your phone to get the app.

#### iOS — iPhone or iPad

1. Tap the App Store icon.
2. Search for 'VuSpex GO'.
3. Tap the GET button.

#### Android — Smartphone

1. Tap the Google Play Store icon.
2. Search for 'VuSpex GO'.
3. Tap the Install button.



VuSpex GO app icon

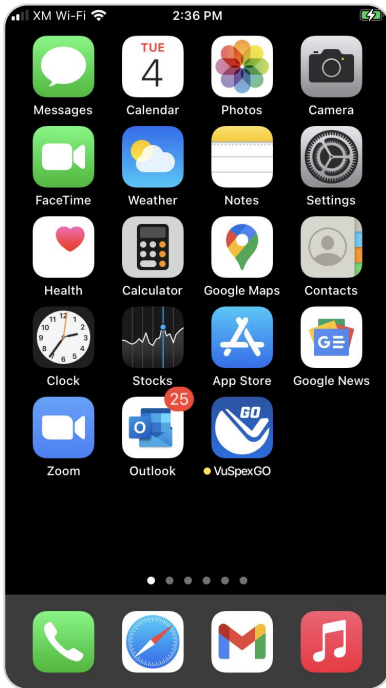


App store search result

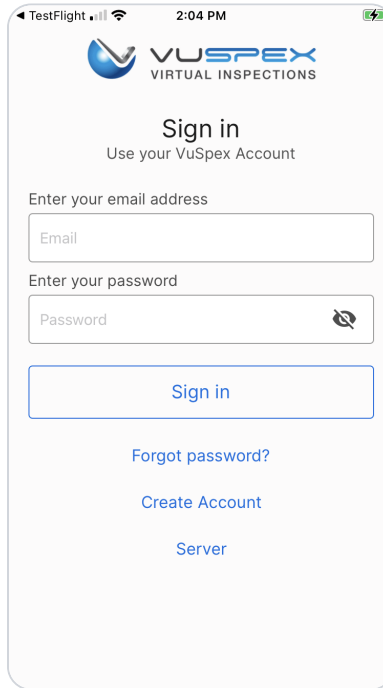
**Note:** Not sure how to do this? Talk to your IT department or have a technical person help you.

# 4. Sign In

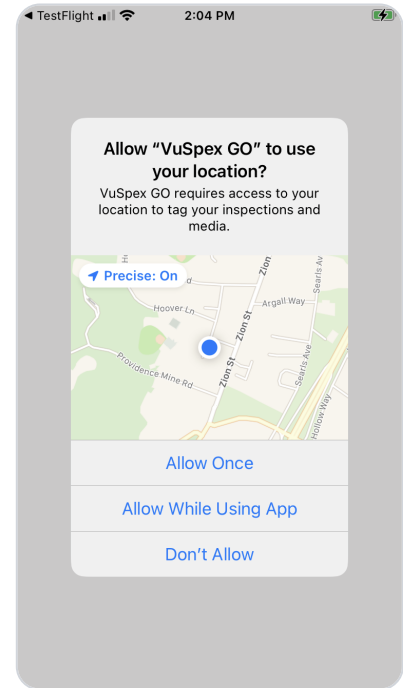
1. **Launch the VuSpex GO app** — tap the icon on your phone.
2. **Sign in** — enter your VuSpex Contractor account credentials. These are the same credentials as the VuSpex web app.
3. **Allow permissions** — tap 'Allow While Using App' when prompted for camera, microphone, and location access.



App launch screen



Sign-in screen



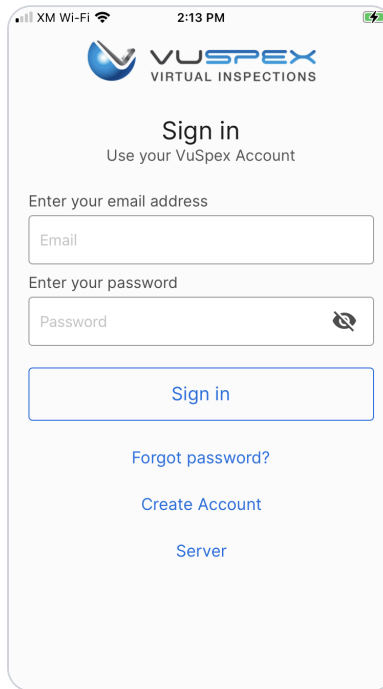
Permission prompts

# 5. Create an Account

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If you do not already have a VuSpex Contractor account:

1. Tap 'Create Account'.
2. Follow the steps to create a new account.
3. Sign in with your new credentials.



Create Account screen

## 6. Forgot Password

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If you have a VuSpex Contractor account but forgot your password:

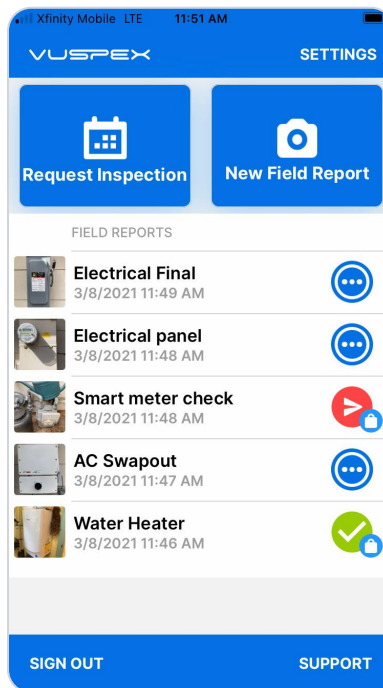
1. Tap 'Forgot password'.
2. Enter the phone number for your VuSpex account.
3. Enter the one-time code that VuSpex sends you.
4. Enter the new password and confirm it.
5. Tap 'Reset Password', then sign in.

# 7. Main Menu

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From the Main Menu screen you can access all of the VuSpex GO features:

- Request Inspection (if your jurisdiction allows it)
- Offline Field Report (OFR)
- Field Report status and history
- Settings menu
- Support



Main Menu screen

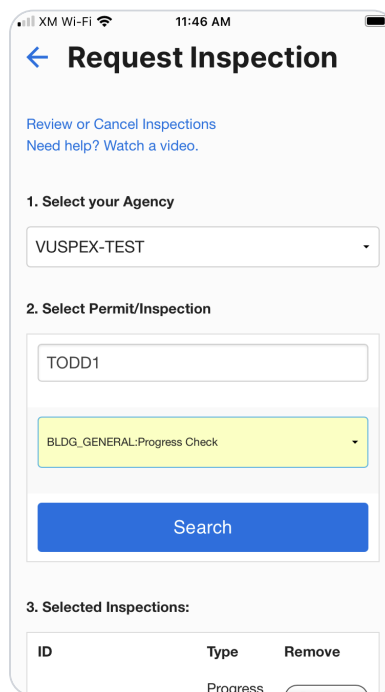
## 8. Request an Inspection

Request Inspection is a highly configurable way for contractors to schedule inspections directly with an agency. It is focused on ease of use for the contractor while still meeting the agency's workflow requirements, and it keeps both the contractor and the inspector up to date through the inspection's status.

**Note:** Some agencies do not use this feature, or it may be optional — ask your inspector if you are not sure.

When requesting an inspection, the contractor fills out a form with:

- Agency
- Permit
- Inspection types
- Date and time
- Inspection mode — face-to-face or virtual
- Comments



The screenshot shows a mobile application interface for requesting an inspection. At the top, there is a back arrow and the title "Request Inspection". Below the title, there are two links: "Review or Cancel Inspections" and "Need help? Watch a video.". The form is divided into three sections:

- 1. Select your Agency:** A dropdown menu with "VUSPEX-TEST" selected.
- 2. Select Permit/Inspection:** A text input field containing "TODD1" and a dropdown menu with "BLDG\_GENERAL:Progress Check" selected.
- 3. Selected Inspections:** A table with columns for ID, Type, and Remove. The first row shows "2022-11-16" under ID, "Progress" under Type, and a remove icon.

A blue "Search" button is located below the second section.

Request Inspection form

## 9. Offline Field Report (OFR)

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An Offline Field Report is a variation of a virtual inspection that does not require the inspector to be present in real time. The contractor independently submits a form containing inspection media (photos, videos, and comments). VuSpex automatically generates an inspection report and uploads it to the permit record so the inspector can review and result the virtual inspection.

OFR is the right choice when you have:

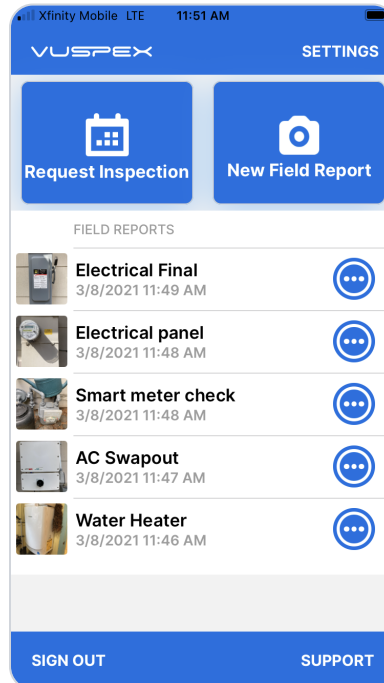
- Rural or congested areas with poor network connection
- Limited or no internet connection at the inspection site

**Note:** Your permit number is required to send a Field Report.

# 10. Create a New Field Report

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1. From the Main Menu, tap the **'New Field Report'** button at the inspection location.
2. Make sure you have your **permit number** — it is required to send a Field Report.
3. You must take photos and videos with the GO app itself for guaranteed GPS verification.



Tap 'New Field Report' to begin

# 11. Offline Field Report — Step-by-Step

Fill out the step-by-step form:

1. **Media** — Add photos and videos with comments.
2. **Comment** — Add a description.
3. **Permit** — Choose the agency, permit, and inspection type.
4. **Save** — Finalizing the report locks it from being edited. Then send the Field Report to the inspector when you have a good internet connection.

Request Inspection

Review or Cancel Inspections  
Need help? Watch a video.

1. Select your Agency  
VUSPEX-TEST

2. Select Permit/Inspection  
TODD1  
BLDG\_GENERAL:Progress Check

Search

3. Selected Inspections:

ID	Type	Remove
Progress	Progress	

Step 1 - Media

Test Field Report

MEDIA COMMENT PERMIT SAVE

FIELD REPORT SUMMARY

PERMIT  
TODD1

INSPECTION TYPE  
Offline AC Mechanical Change Out

WORKSITE ADDRESS TAP TO EDIT  
800 Lindley Ave, Nevada City, CA 95959

DESCRIPTION  
Test comments

REPORT MEDIA

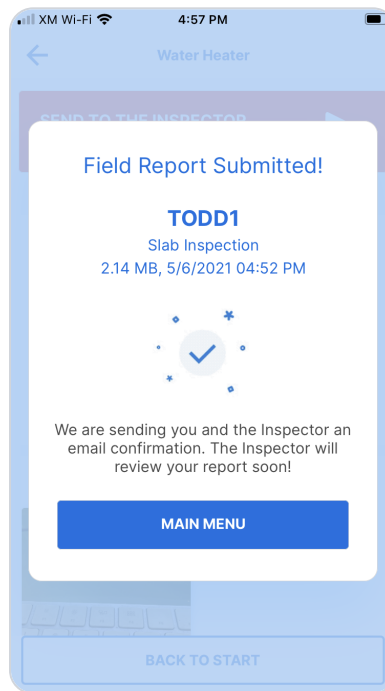
BACK TO START SAVE & FINALIZE

Step 3 - Permit

## 12. OFR How-To Basics

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- Ask your inspector about Offline Field Reports.
- Works for many inspection types.
- Automatically saves as you go.
- You can begin the report without an internet connection.
- Your permit number is required to send the report.
- Send the report from a location with a good cellular or WiFi internet connection.



A saved Offline Field Report

# 13. Saved Field Report Status

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Field Reports are saved and listed on the Main Menu. Their status icons mean:

- **Blue dots icon** — Saved work-in-progress. Can still be edited.
- **Red send icon** — Saved and finalized but not yet sent to the inspector. Cannot be edited.
- **Green check icon** — Saved, finalized, and sent to the inspector. Good to go.

# 14. Field Report Summary

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Once you send the report, VuSpex automatically notifies the inspector and uploads a Field Report Summary that includes:

- PDF format
- GPS coordinate verification
- Date and timestamp
- Permit information
- Inspection type
- Inspector information
- Inspection media — photos, video links, and comments
- Stored in the VuSpex Cloud

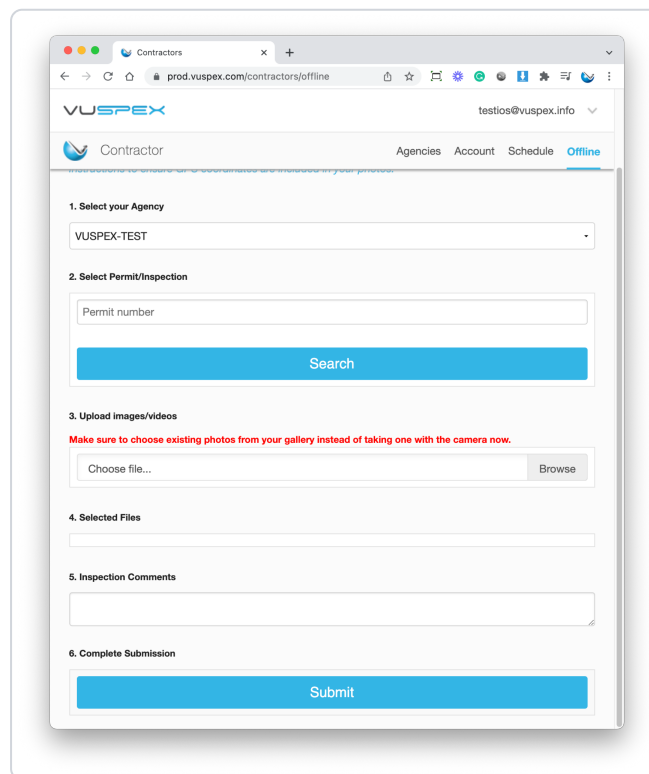
# 15. Send an OFR from the Contractor Portal

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Another way to send an Offline Field Report is from the Contractor portal:

1. Sign in to the [Contractor portal](#).
2. Select the 'Offline' tab.
3. Fill out the form and submit — from an iOS or Android phone, a tablet, or a desktop or laptop computer.

This route does not require the VuSpex GO app and is a good solution for staff personnel who are not in the field. The Contractor portal cannot guarantee GPS coordinates, so use the GO app at the inspection site whenever GPS verification matters.



The screenshot shows a web browser window displaying the Contractor portal's 'Offline' tab. The page is titled 'Contractor' and includes navigation links for 'Agencies', 'Account', 'Schedule', and 'Offline'. The form is divided into several 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 warning message: 'Make sure to choose existing photos from your gallery instead of taking one with the camera now.' Below it is a 'Choose file...' button and a 'Browse' button.
- 4. Selected Files:** An empty text input field.
- 5. Inspection Comments:** A text area for entering comments.
- 6. Complete Submission:** A large blue 'Submit' button.

Contractor portal Offline tab

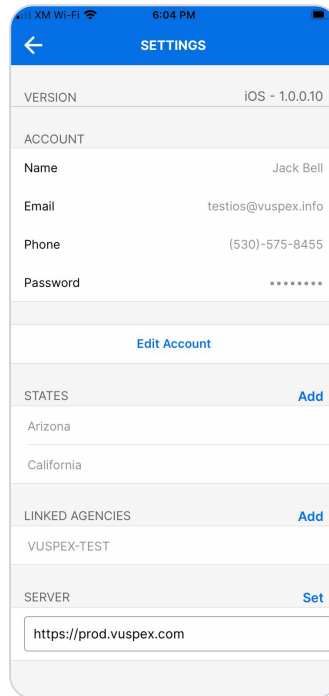
# 16. Settings Menu

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Tap the 'Settings' link in the upper-right corner of the app to:

- View the app version
- View account information
- Edit your account
- View the states where you work
- View linked agencies (state, county, company)
- Link a new agency where you work

**Server setting:** The Server field is set to `prod.vuspex.com`. Do not change this setting.



Settings menu

# 17. Support — Contact

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Monday – Friday, 8 AM to 5 PM Pacific Time.

- **Email:** [support@vuspex.com](mailto:support@vuspex.com)
- **Phone:**  [\(844\) 288-7739, ext. 2](tel:(844)288-7739) — please leave a detailed voicemail if no one answers.
- **Online:** [Visit the VuSpex Support page.](#)

## Helpful Links

- [VuSpex GO Support](#)
- [FAQ](#) — use the filter for 'GO' to see only VuSpex GO questions.