



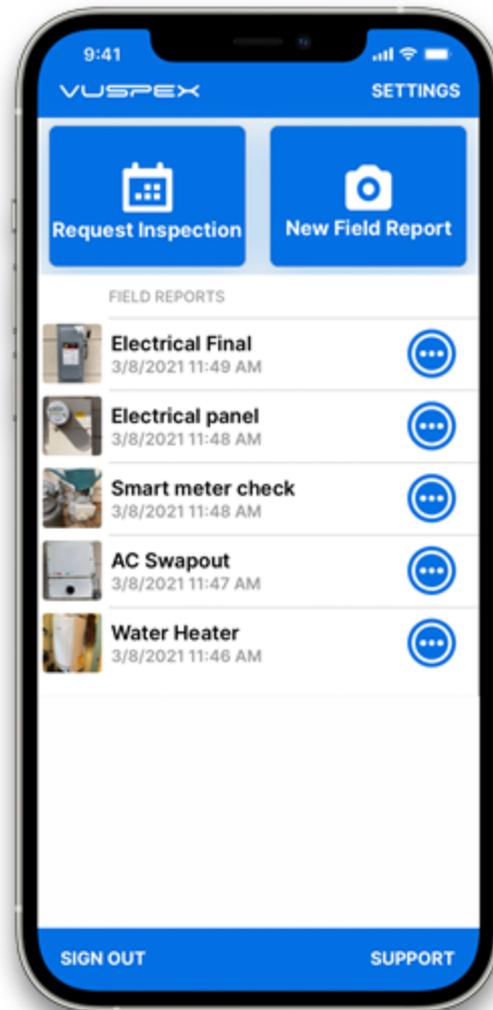
VUSPEX GO

USER GUIDE FOR CONTRACTORS

VuSpex GO is an iOS & Android mobile app for Contractors and customers located at the inspection site. The app enables you to:

- Participate in a virtual inspection with an inspector
- Create an offline field report and send it to the inspector
- Request an inspection directly from the app.

VuSpex GO is compatible with VuSpex AC, our Accela integrated Inspector-based solution.





Who uses VUSPEX GO?

Contractors & Homeowners

Inspectors may use VuSpex GO for training and testing purposes

- For VuSpex (integrated) customers
- Used by permit applicants & homeowners
- Mobile users located at the inspection site



Before Getting Started

Things to know

- Download the VuSpex GO app to your phone.
- Create a VuSpex Contractor account.
 - From the VuSpex GO app
 - From the Contractor portal

Get VuSpex GO on your device

iOS (iPhone, iPad)

- Tap the App Store icon
- Search for 'VuSpex GO'
- Tap the GET button



Android (Smartphone)

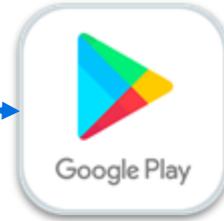
- Tap the Play Store icon
- Search for 'VuSpex GO'
- Tap the Install button



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



App Store icon



Google Play Store icon

Not sure how to do this?

- Talk to your IT Department or have a technical person help you.

Sign in

1. Launch the VuSpex GO app

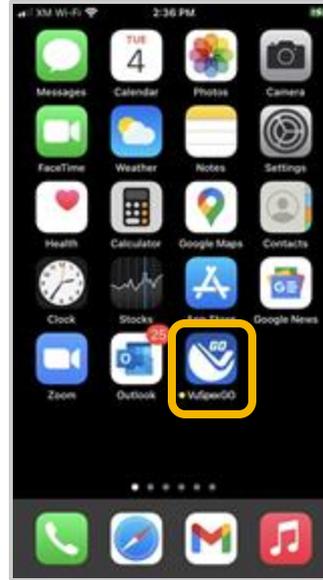
- Tap the icon

2. Sign-in

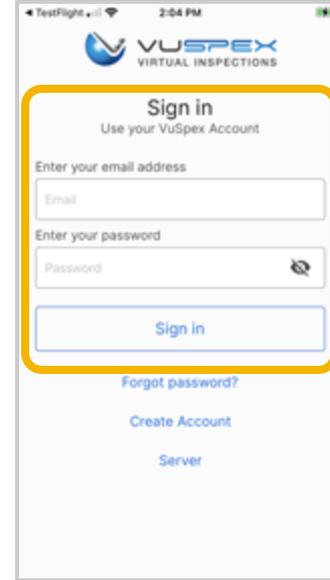
- Enter your VuSpex Contractor account credentials. Same as the VuSpex APP.

3. Allow permissions

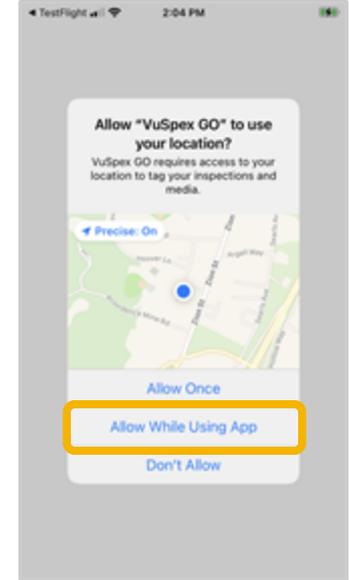
- Tap 'Allow While Using App'



1. Launch App



2. Sign in



3. Allow permissions

Create an Account

If you do not already have a VuSpex Contractor Account:

- Tap 'Create Account'
- Follow the steps to create a new account
- Sign in

XM Wi-Fi 2:13 PM

 **VUSPEX**
VIRTUAL INSPECTIONS

Sign in
Use your VuSpex Account

Enter your email address

Email

Enter your password

Password 

Sign in

Forgot password?

Create Account

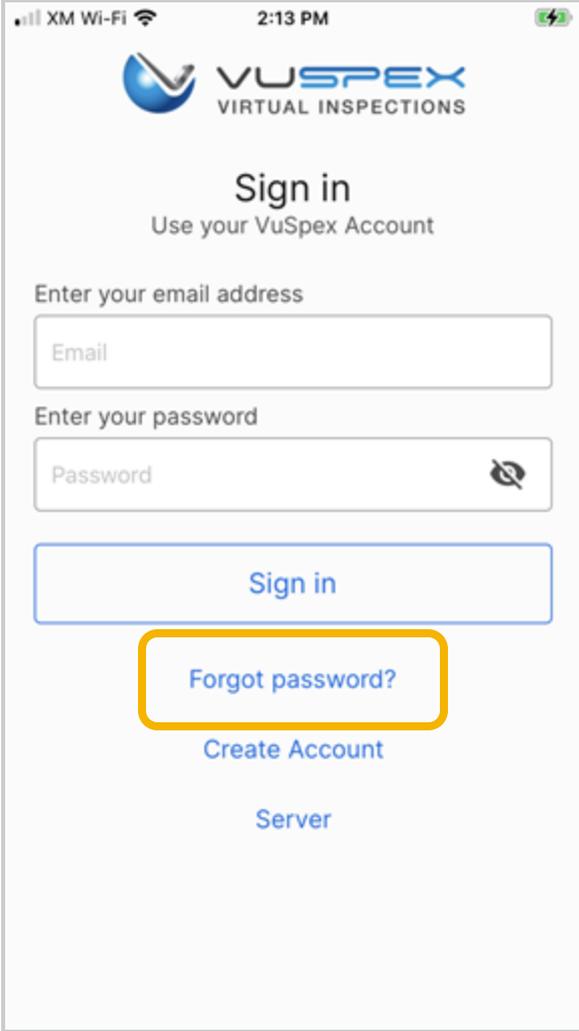
Server



Forgot password?

If you have a VuSpex Contractor Account, but forgot your password:

- Tap 'Forgot password'
- Enter the phone number for your VuSpex Account
- Enter the 'One time code'
- Enter the new password
- Confirm the password
- Tap 'Reset Password'
- Sign in



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 **VUSPEX**
VIRTUAL INSPECTIONS

Sign in
Use your VuSpex Account

Enter your email address

Email

Enter your password

Password 

Sign in

Forgot password?

Create Account

Server

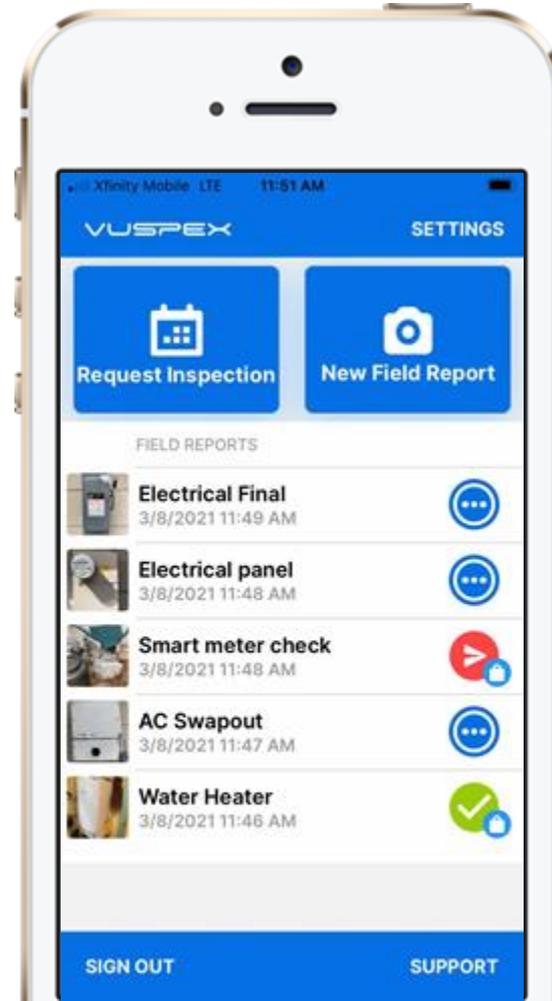




Main Menu Screen

VuSpex GO features:

- Virtual Inspection
- Request Inspection
- Offline Field Report (OFR)
- Field Report Status / History
- Settings menu
- Support





Virtual Inspection

How does a virtual inspection
work with VuSpex GO?

1. Ask your Inspector about scheduling a virtual inspection.
2. The Inspector sends a text message invite near the scheduled time.

Note: The Contractor does not start the inspection. Look for the text message invite from the Inspector to begin.



Preparation

Internet – Make sure you have a strong signal on your device to ensure a good connection with the Inspector.

Preparation – Prior to the video call, make sure you are prepared for the inspection and understand any requirements.

Battery – Charge the smartphone or tablet, particularly for long video calls. Video inspections can drain a battery quickly.

App version – Enable automatic updates for the app on your device. VuSpex periodically updates the app and it is always best to have the latest version to prevent issues.

Privacy – Nothing will be saved to your device, and the Inspector cannot see or copy anything from their device – aside from seeing the live-streaming video and hearing audio during the video inspection.

Permissions – When prompted you must tap “Allow” and/or “Enable” permissions for Camera, Microphone, and possibly Location. These permissions are temporary and constrained to the video call window in the web browser. When the video inspection ends, the permissions end.

Text Message Invite – Be ready to receive an SMS Text Message with a link to join the video call at the scheduled time and respond to requests from the Inspector.

Data – VuSpex video sessions are efficient, a typical call uses between 12-20 MB of data during a 5-minute video call. Costs are minimal and there is no charge for the message, only data rates.

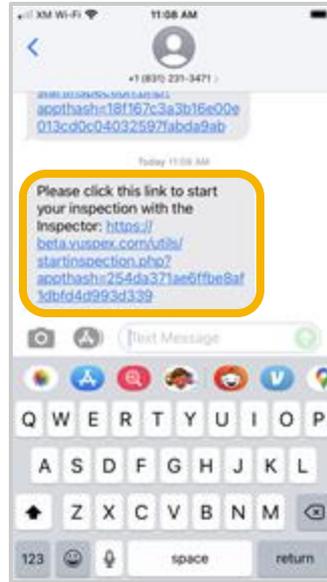
Receiving a Phone Call During an Inspection – On iPhone/iOS: phone calls during a video call can disable the video from the virtual inspection on the mobile screen. Please enable your iPhone’s “Do Not Disturb” mode to prevent interruptions during the inspection.

Virtual Inspection Connect - iOS

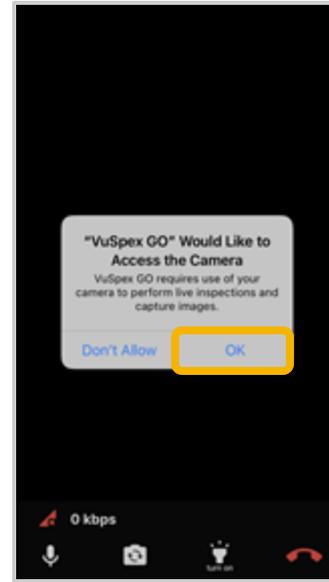
1. Tap the link in the text message to launch the App
2. Tap OK to allow permissions
3. Wait a moment to connect



The Inspector sends a text message invite near the scheduled time.



1. Tap the link



2. Allow permissions



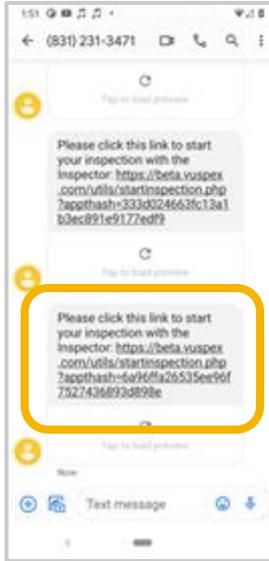
3. Wait to connect

Virtual Inspection Connect - Android

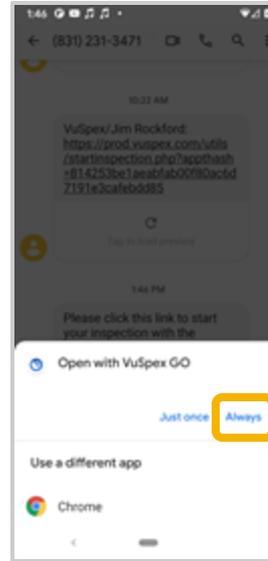
1. Tap the link in the text message to launch the App
2. Open with VuSpex GO: Tap on 'Always'
3. Tap OK to allow permissions
4. Wait a moment to connect



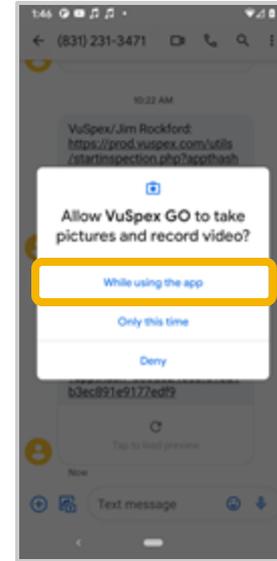
The Inspector sends a text message invite near the scheduled time.



1. Tap the link



2. Open with VuSpex GO



3. Allow permissions



4. Wait to connect

User Interface Features

Virtual Inspection



VIDEO & AUDIO

Displays a live stream of HD video to the Inspector. The Inspector can hear you and you can hear the Inspector.

BANDWIDTH

Real-time update of your bandwidth (kbps) with quality indicator icons as you navigate the inspection site.

MUTE

Toggle your audio ON/OFF. When mute is enabled the screen will display an indicator to both parties.

CAMERA

Toggle the BACK and FRONT camera.

PRO-TIP - AUDIO

Use headphones with a mic so you can hear the Inspector and they can hear you better.

END CALL

Tap this icon when you are finished with the virtual inspection. The Inspector can also end the call.

FLASHLIGHT

Toggle the flashlight ON/OFF. The Inspector can also toggle the flashlight from their dashboard.





Request Inspection

Request an Inspection directly
with VuSpex GO.

*Note: Some Agencies do not use this feature
and/or this may be optional. Ask your Inspector.*

1. A highly configurable way for Contractors to schedule inspections from an Agency
2. Focused on ease-of-use for the Contractor, meeting Agency workflow requirements
3. Keeps the Contractor and Inspector up-to-date via the inspection status

Request Inspection

The Contractor fills out the form

- Agency
- Permit
- Inspection Types
- Date & Time
- Inspection Mode: Face-to-Face or Virtual
- Comments

A smartphone displaying the 'Request Inspection' form. The screen shows a back arrow, the title 'Request Inspection', and a link for help. The form has three sections: 1. Select your Agency (dropdown menu with 'VUSPEX-TEST'), 2. Select Permit/Inspection (text input with 'TODD1' and a dropdown menu with 'BLDG_GENERAL:Progress Check'), and a blue 'Search' button. Section 3, 'Selected Inspections:', shows a table with columns for ID, Type, and Remove.

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	



Offline Field Report (OFR)

Send inspection media to the Inspector at any time.

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

Note: Your Permit number is required to send a Field Report

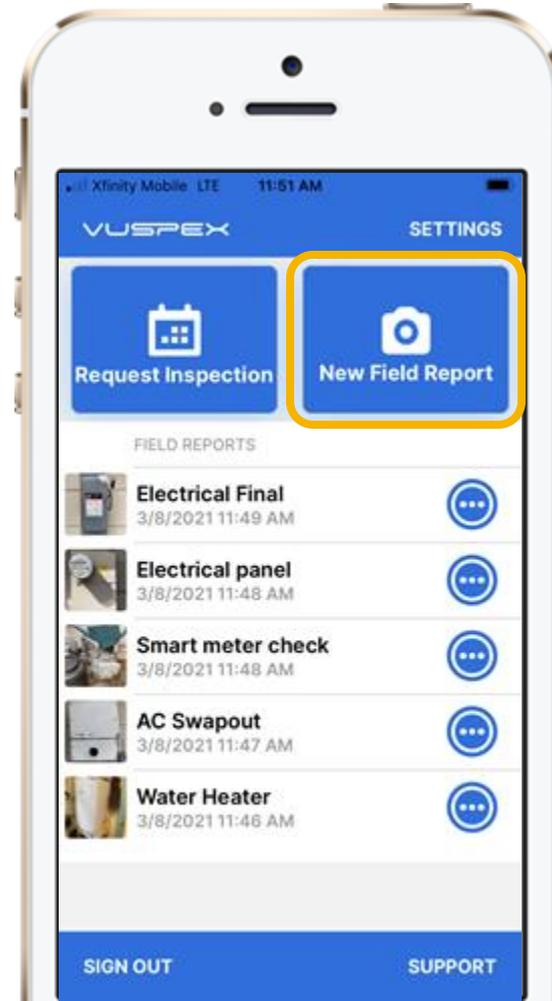
A variation of a virtual inspection that does not require an Inspector's real-time participation. The Contractor independently submits a form containing inspection media.

An inspection report is automatically generated and uploaded to the permit record for the Inspector to review and result the virtual inspection.

Create a New Field Report

On the Main Menu

- Tap the 'New Field Report' button at the inspection location.
- Note: Your **Permit number** is required to send a Field Report.
- You must take photos & videos with the GO app for guaranteed GPS verification.





Offline Field Report (OFR)

Fill out the step-by-step form

Step 1 - MEDIA: Add photos & videos with comments.

Step 2 - COMMENT: Add a description.

Step 3 - PERMIT: Agency, permit, & inspection type.

Step 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.

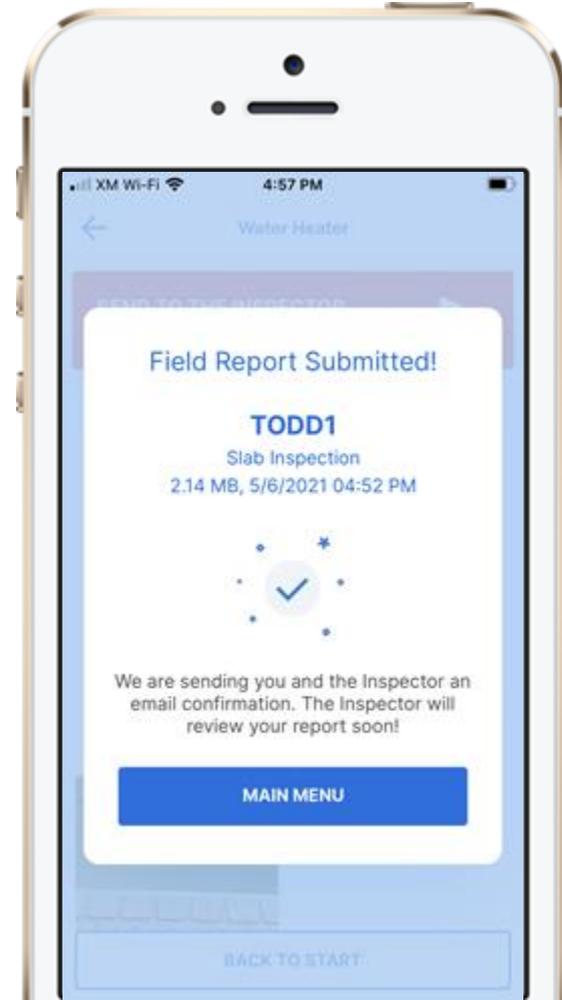
A smartphone screen displaying a mobile application interface for creating a field report. The screen shows a progress bar with four steps: MEDIA, COMMENT, PERMIT, and SAVE. The current step is COMMENT. Below the progress bar, the form is titled 'FIELD REPORT SUMMARY' and contains the following information: PERMIT: TODD1; INSPECTION TYPE: Offline AC Mechanical Change Out; WORKSITE ADDRESS: 800 Lindley Ave, Nevada City, CA 95959 (with a 'TAP TO EDIT' link); DESCRIPTION: Test comments. At the bottom, there is a 'REPORT MEDIA' section with a photo thumbnail and a red 'X' icon. Two buttons are visible at the bottom: 'BACK TO START' and 'SAVE & FINALIZE'.



Offline Field Report

How-To Basics

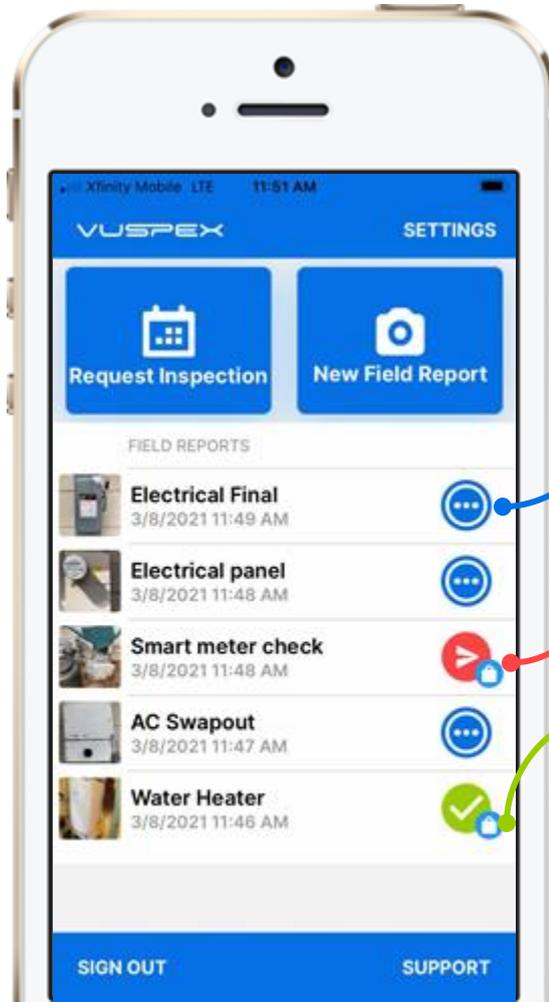
- Ask your Inspector about Offline Field Reports
- Works for many inspection types
- Automatically saves as you go
- Begin the report without an internet connection
- Your permit number is required to send
- Send the report at a location with a good cellular or WiFi internet connection





Saved Field Report Status

Field Reports are saved and listed on the Main Menu



Blue dots icon: Saved work-in-progress. Can be edited.

Red send icon: Saved and finalized but has not been sent to the Inspector yet. Cannot be edited.

Green check icon: Saved and finalized and sent to the Inspector. Good to go!



Field Report Summary

Automatically notifies and uploads to the Inspector

- PDF format
- GPS coordinate verification
- Date and timestamp
- Permit information
- Inspection type
- Inspector information
- Inspection Media: Photos, video links, comments
- Stored in VuSpex CLOUD

Inspection Summary Report

Inspection ID:	13683
Assigned Inspector:	Todd Wahoske
Permit:	T0001
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



Contractors

prod.vuspex.com/contractors/offline

VUSPEX

testlios@vuspex.info

Contractor

Agencies Account Schedule **Offline**

1. Select your Agency

VUSPEX-TEST

2. Select Permit/Inspection

Permit number

Search

3. Upload images/videos

Make sure to choose existing photos from your gallery instead of taking one with the camera now.

Choose file... Browse

4. Selected Files

5. Inspection Comments

6. Complete Submission

Submit

Another way to send an OFR

Contractor portal

- Sign in to the [Contractor portal](#)
- Select the “Offline” tab
- Fill out the form and submit
 - From an iOS/Android phone or tablet
 - From a desktop, laptop computer
- Cannot guarantee GPS coordinates
- VuSpex GO app not required
- Solution for staff personnel, not in the field



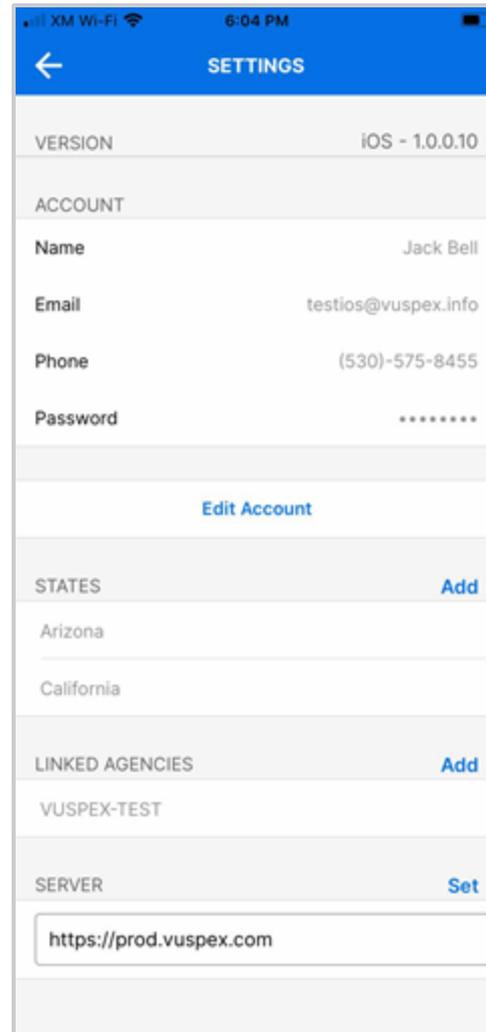
Settings Menu

Tap the 'Settings' link in the upper-right corner to open.

- **Adjust your Account information.**
- **Link a new Agency where you work.**

Settings Menu

- App Version
- Account information
- Edit Account button
- States (where you work)
- Linked Agencies (State, County, City, Company)
- Server: **prod.vuspex.com** (do not change this setting)





VUSPEX SUPPORT - CONTACT



MONDAY - FRIDAY

Hours: **8 AM to 5 PM PT**

Email: support@vuspex.com

Phone: **(844) 288-7739 ext. 2** Leave a detailed voicemail

Online: <https://vuspex.com/support/> Visit our Support page



VUSPEX SUPPORT - LINKS



VuSpex GO Support

<https://www.vuspex.com/support.html>