SD Development Services

Troubleshooting Scheduling Inspections

Below is a list of common issues that applicants may encounter when trying to schedule inspections online.

- **To schedule an inspection, you must be listed as a contact on the permit and you must have an Accela account. See below if you need to verify that you meet these criteria.**
  - Do you have an online permitting account? If not, register here.
  - Are you logged into your online permitting account? You can view records but cannot schedule inspections if you are not logged in. You must log into your account to schedule inspections.
  - Are you listed as a contact on the permit (PMT)? You can only schedule inspections when your public user account is listed as a contact for a PMT. Call the help line at (619) 446-5000 if you are not sure.

- **Make sure you are viewing the permit (PMT) record, as that is where inspections are listed.**
  - Are you viewing the PMT record? Plan review is performed on the project (PRJ) record and inspections are listed on the permit (PMT) record.
  - To navigate from the PRJ to PMT record:
    - Use the **Record Info** dropdown menu, and select **Related Records**
    - Click the "View Entire Tree" button   **View Entire Tree »**
    - Click the blue "View" link to the far right of the PMT

- **You cannot schedule inspection on a permit when there are fees due.** Here is how to find out if you have fees due:
  - You will see a blue link, **Pay Fees Due**, to the right of your record list. You can click this link to pay.

  - You can also click the record number and use the *Payment* tab to display outstanding fees and follow the *Pay Fees* link
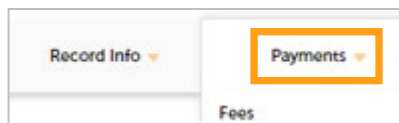
Fees

Outstanding:

Date	Invoice Number	Amount	
08/23/2022	199613	$907.31	Pay Fees

Total outstanding fees: $907.31

- **Inspections can only be scheduled for issued permits. Below are the different statuses for projects. If your project is not in Issued Status, inspections will not be able to be scheduled.**

  - **Issued** or **Inspection Follow Up**: You can schedule inspections on *Issued* or *Inspection Follow Up* statuses
  - **Closed**: There should be no reason for inspection scheduling on a *Closed* permit
  - **Opened**: This means the permit has not been issued yet
  - **Approved Upon Final Payment**: There are fees to be paid (If this is an Electrical/Mechanical/Plumbing/Fire permit associated with a Building permit, the Building permit needs to be issued/paid prior to the associated permits)

- **Certain inspections may have "holds" added to the permit to prevent scheduling as Conditions to your permit. View your PMT to determine if your project has "holds" added.**

  - Inspection holds will show up in the *Conditions* tab and indicate how many holds there are by the number. The reason for the hold is displayed and there may be multiple pages.

  - Conditions are added for many reasons: Deferred items being required, special inspection items, fees due to other agencies, etc.

  - Tier 1 holds stop all inspections from being scheduled. Tier 3 holds stop the final inspection from being scheduled.