

Inspections in STREAM

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Requesting an Inspection in STREAM

Criteria for Eligible Inspection Requests

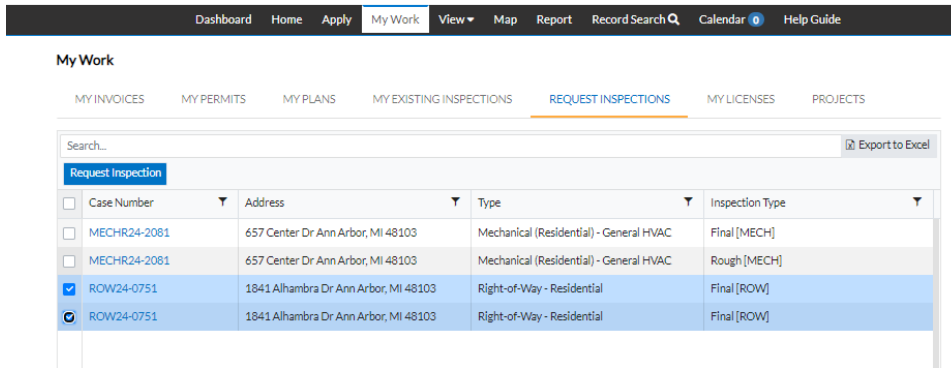
Inspections can be requested on a permit or plan that meets the following criteria:

1. Issued or Approved status
2. All invoices paid in full
3. No holds exist on the case
4. Requestor (you) are logged in as a case contact

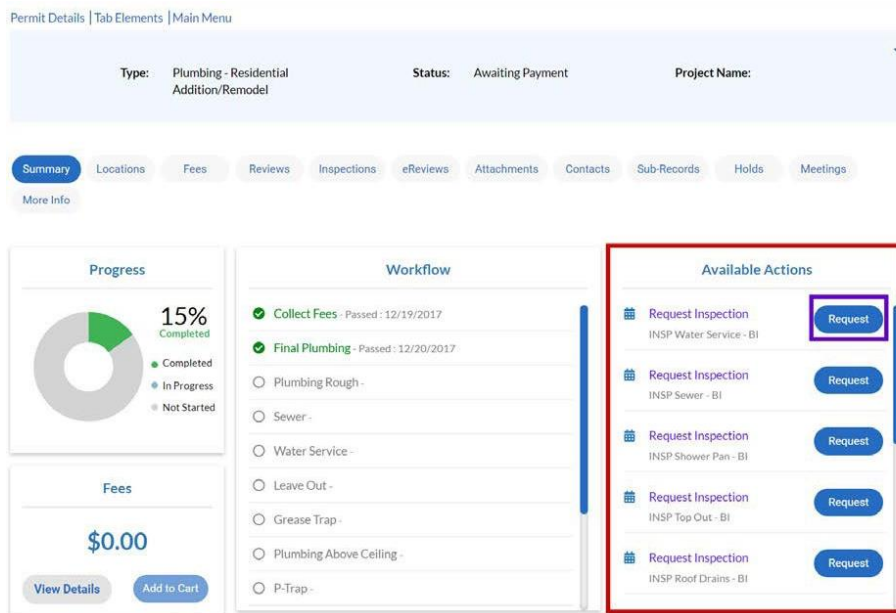
Where to Access Inspection Requests

Inspections can be requested from three places:

1. Under your “My Work” page, within the “Request Inspections” header
 - a. This location allows you to see all of your inspections eligible for request right now and request multiple at once by checking the boxes.



2. Within your case dashboard (once you’ve opened the case itself) in the **Available Actions** section of the case dashboard, you will see a list of any inspections that are ready for request and can click “Request” directly from there. This only allows you to request one at a time.



3. Within your case dashboard, go to the **Inspections** tab in the case dashboard and will see your inspections in list form with more context and with the ability to request multiple inspection

types at once (see below).

- a. From the inspections tab, you must first check the box next to any inspections you wish to request, which will then make the “request” button active and clickable.
- b. The primary difference is that in the Inspections tab you will also see any additional inspections not yet ready to be requested, as well as any **Optional** ones that can be requested at any time but are not required.

Type:	Mechanical (Residential) - General HVAC	Status:	Issued	Project Name:	
Applied Date:	08/15/2024	Issue Date:	08/16/2024		
District:	Ward 5	Assigned To:	Oostendorp, Anna	Expire Date:	02/12/2025
Finalized Date:					
Description:	Test				

- Summary
- Locations
- Fees
- Reviews
- Inspections**
- Attachments
- Contacts
- Sub-Records
- More Info

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

Sort Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections

Sort Order

Description	Reinspection	Action
Rough [MECH]	No	<input checked="" type="checkbox"/>
Final [MECH]	No	<input type="checkbox"/>

Results per page 10 1 - 2 of 2 << < 1 > >>

Request Inspection

Optional Inspections

Description	Action
Onsite Consultation [MECH]	<input type="checkbox"/>
Pressure Test [MECH]	<input type="checkbox"/>
Underground [ELEC]	<input type="checkbox"/>

Results per page 10 1 - 3 of 3 << < 1 > >>

Request Inspection

Entering Your Inspection Request

1. Once you click “Request Inspection” from any of the above screens, you will be brought to the **Request Inspections** page where you enter your request date:


Request Inspections (1) *REQUIRED

1 #PR1217-1166 ✕

Inspection Type: Water Service

Case Type: Plumbing - Residential Addition/Remodel

Address: 801 DARNEL LN MESQUITE, TX 75149

* Requested Date 

Comments/Gate Code


2. Click on the **Calendar Icon** to the right of the **Requested Date** section and choose the date you want the inspection completed on. Note that dates will be grayed out if they have already reached their maximum inspection requests, or if it is within our inspection request cutoff time of 3pm for next day inspections.

1 #PR1217-1166 ✕

Inspection Type: Water Service

Case Type: Plumbing - Residential Addition/Remodel

Address: 801 DARNEL LN MESQUITE, TX 75149

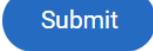
* Requested Date 

Comments/Gate Code

February 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	01
02	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
01	02	03	04	05	06	07

- If you have any Comments/Gate Code, please place those in the comment section, these fields are not required.
- If you are requesting multiple inspections, you can check the box to “Use same date for all” and the date will fill out for all the remaining inspections on the page; you simply have to scroll down the page and click Submit for each one individually.
- Note that as you submit each request, the inspection limits for that date will be re-checked so while the date is automatically filled out for you to request, you may reach the max and need to edit your date selection midway through submitting.


- After filling out the request fields, be sure to click on the **Submit** button  for each inspection you have in this list or else your request is not sent to our system.
- Once you hit submit, that inspection request will be replaced by a confirmation message that the request has been submitted. Any other inspections waiting to be requested (if you are requesting multiple at once) will still be in the list awaiting your date selection and submission:

8. Once all of your inspection requests are submitted, you can hit the **Back** button at the top of the Request Inspection area to return to your prior screen, or you can use the menu bar at the top to navigate wherever you need to go next.



Request Inspections (1)

9. If you return to your case dashboard screen, you can see that the Inspection you requested is no longer in the **Available Action** section, and in the Workflow section the Inspection is now **Blue** and says “Scheduled, Time TBD.”

Permit Number: MECHR24-2081 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Mechanical (Residential) - General HVAC	Status:	Issued	Project Name:	
Applied Date:	08/15/2024	Issue Date:	08/16/2024		
District:	Ward 5	Assigned To:	Oostendorp, Anna	Expire Date:	02/12/2025
Finalized Date:					
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[Summary](#) | [Locations](#) | [Fees](#) | [Reviews](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [More Info](#)

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

- Application Review [MECHR | HVAC] - Started - Scheduled for 08/29/2024
- Final [MECH] - Scheduled, Time TBD
- Create/Link - Electrical (Residential) General
- Create/Link - Electrical (Residential) Reconnect
- Rough [MECH] -

Available Actions

- Request Inspection Rough [MECH] [Request](#)

Fees

\$0.00

[View Details](#)

10. If you go to the Inspections tab of your case dashboard, you will see that this inspection has now been moved to the “Existing Inspections” section at the top of the page and has a To Be Assigned inspector.

What to Expect Next

Once your inspection request is submitted, our staff will schedule and assign your inspection. Most inspections do get scheduled on their requested date, but your time window will be set during this process.

Once your inspection is scheduled, you will receive an email alert and the inspection information will update on the Inspections tab of your case dashboard. The status will change to Scheduled, Time Confirmed and you will have an inspector's name listed rather than "To be Assigned."

Please allow a 2 hour window from the beginning of the scheduled time for the inspector arrival; or a 4 hour window if you are assigned an Outside Contractor as your inspector.

Troubleshooting Inspection Request Issues Online

How do I get into my case dashboard?

Once you are logged into STREAM, navigate to it from your My Work page or search the "Record Search" page for case number or address.

Inspection cannot be requested due to "prerequisites"

This means that there are steps of the review process or workflow that must be completed before the inspection may be requested. For some inspection types, such as Final inspections, you must complete all other inspections before you may request your final. If you believe this message is being displayed in error please contact your case contact.

Inspection cannot be requested because a Hold exists on the Case

Certain holds may prevent inspections from being allowed. Please proceed to the Holds tab of your permit to read hold information.

Inspection cannot be requested because Fees are Due

Inspections require that the permit is already in an issued status and fully paid. If fees are due, they must be paid before any new inspections may be requested. Note that the fees due may be fees for

prior inspections that must be paid before you may request subsequent inspections.

Inspection cannot be requested because “You are not a case contact”

This means that you are either not a contact on the case, OR you might not be logged into your account. Please look at the top right corner of your STREAM screen to see if you are currently logged in or if the site is viewing you as “Guest.” If you are not logged in, please log in and then try again.