

# 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.

		Dashbo	ard Home	Apply	My Work	View -	Мар	Report	Record Search Q	<b>L</b> (	Calendar 🧿	Help Guid	le
My۱	Work												
Ν	INVOICES	MY PERMI	TS MY F	LANS	MY EXISTIN	G INSPEC	TIONS	REQU	EST INSPECTIONS		MY LICENSES	PRC	JECTS
Sea	arch												🖹 Export to Exp
Re	quest Inspection												
	Case Number	٣	Address			Υ.	Туре			٣	Inspection Typ	pe	٣
	MECHR24-2081		657 Center D	)r Ann Arbo	er, MI 48103		Mechanic	al (Resident	ial) - General HVAC		Final [MECH]		
	MECHR24-2081		657 Center D	)r Ann Arbo	er, MI 48103		Mechanic	al (Resident	ial) - General HVAC		Rough [MECH	4]	
	ROW24-0751		1841 Alhamb	ora Dr Ann A	Arbor, MI 4810	3	Right-of-V	Vay - Reside	ential		Final [ROW]		
								un pasta	10.1		Et-al (DOM)		

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.

mit Details   Tab Elements   Main Menu				
Type: Plumbing - Addition/Re	Residential Status: model	Awaiting Payment	Project Name:	
Aurmary Locations Fees	Reviews Inspections eReviews	Attachments Cont	acts Sub-Records Holds Me	eetings
Progress	Workflow		Available Actions	
15% Completed	Collect Fees - Passed : 12/19/2017	7	Request Inspection	Request
Completed In Progress Not Sharted	O Plumbing Rough -		Request Inspection	Request
indi Starieo	O Sewer - O Water Service -		Request Inspection	Request
Fees	O Leave Out -		Request Inspection	Requiest
¢0.00	O Grease Trap		INSP Top Out - BI	maducar
\$0.00	O Plumbing Above Ceiling -		Request Inspection	Request
CONTRACTOR AND	0.00		114/31: MOOL FU GHID - PU	

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	Attachments	Contacts Sub-Record	is More Info	
Existing Inspections   Request Existing Inspections	Inspections Optional Inspect	tions   Next Tab   Permit De	tails   Main Menu		Sort Description V
View Inspection	Description	Statu	is Request Date	Scheduled Date	Inspector Action
No records to display.					
Request Inspections					Sort Order 🗸
Description		Reinspection	Action		
Rough [MECH]		No	· · · · · · · · · · · · · · · · · · ·		
Final [MECH]		No			
Results per page 10 🗸 1	-2of2 << < 1 >	>>			
Quitertherestics					Request Inspection
Optional inspections					
Description	0	Action			
Pressure Test [MECH]	0	0			
Underground [ELEC]					
Results per page 10 V 1	-3of3 << < 1 >	>>			

### **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:

equest inspections (1)			
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			
	Submit		

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.



- 3. If you have any Comments/Gate Code, please place those in the comment section, these fields are not required.
- 4. 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.
- 5. 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.

Inspection Type:	Final [ROW]	Case Type:	Right-of-Way - Resid	lential		
Address:	1841 Alhambra Dr Ann Arbor, Ml	48103				
Please use the calendar Note that Right-of-Wa	below to select your requested inspections must be requested	inspection date. Your i at lease 72 hours in ad	nspection time and insp vance so do not request	ector will be assigned for y a date within that window	vou. K	
	* Requested Date	09/12/2024				
	Comments/Gate Code					

- 6. After filling out the request fields, be sure to click on the **Submit** button **Submit** for each inspection you have in this list or else your request is not sent to our system.
- 7. 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:

					*REQUIRE
1 Case #MECHR24	-2081				
Inspection Type:	Final (MECH)				
Case Type:	Mechanical (Residential) - Ge	eneral HVAC			
Address:	657 Center Dr Ann Arbor, M	48103			
Requested Date	09/19/2024				
Comments/Gate Code					
	<b>V</b>				
2 #MECHR24-208	1				×
Inspection Type:	Rough[MECH]	Case Type:	Mechanical (Residential) -	General HVAC	
Address:	657 Center Dr. Ann Arbor, MI 48	103			
Plana calactica con	reaction data Vaurine action for	and incontor will be a	relevant for up up a later them	the marsing of an arise of the de	
Note: Each inspecti	on request covers ONE inspection t	type and time slot. If you	need multiple inspections of	inducted, you must request one in	spection for
each. Additional ins	pections may be selected under "O	ptional Inspections" on	your permit dashboard.		
	* Requested Date	09/19/2024			

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)

 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: MECHR2	24-2081					
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 In	spections Attachments	Contacts Sub-Re	cords	More Info	
Progress		Workflow			Available	Actions
	Application 08/29/202	n Review [MECHR   HVAC] 4	- Started - Scheduled for	曲	Request Inspection	Request
	ompleted O Final (MF)	CH1-Scheduled Time TBD			Rough [MECH]	
• Ir	ompleted Final [MEG Progress lot Started Create/Lin	CH] - Scheduled, Time TBD nk - Electrical (Residential) (	General		Rough [MECH]	
• Ir	ompleted Progress lot Started Create/Lin Create/Lin	CH] - Scheduled, Time TBD nk - Electrical (Residential) nk - Electrical (Residential) I	General Reconnect		Rough [MECH]	
Fees	ompleted Final [MEK   Progress Create/Lin   Iot Started Ireate/Lin   O Rough [Mill	2H] - Scheduled, Time TBD nk - Electrical (Residential) nk - Electrical (Residential) ECH] -	General		Rough [MECH]	
Fees \$0.00	improgress Improgress   into Started Create/Lin   into Started Improve Starte/Lin   into Started Rough [Million]	CH] - Scheduled, Time TBD nk - Electrical (Residential) nk - Electrical (Residential) ECH] -	General		Rough [MECH]	

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.