



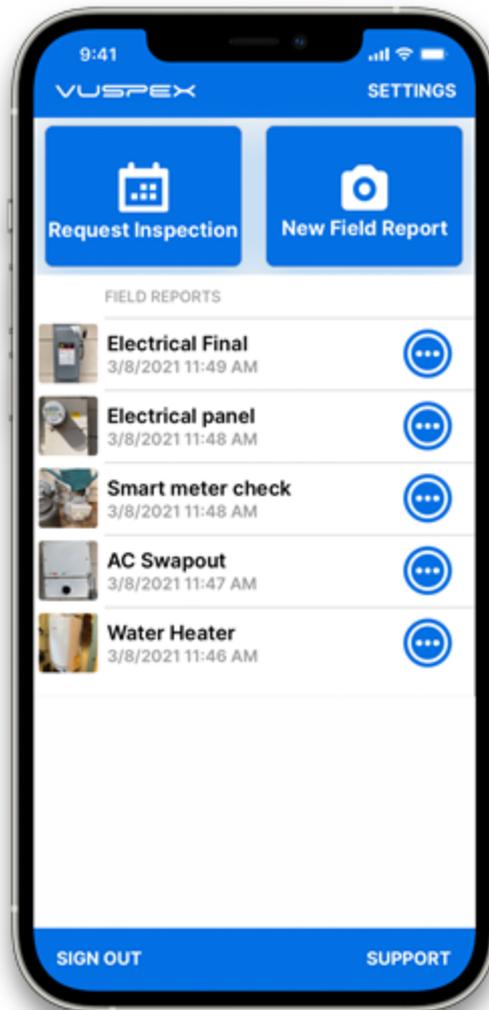
# VUSPEX GO

## 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

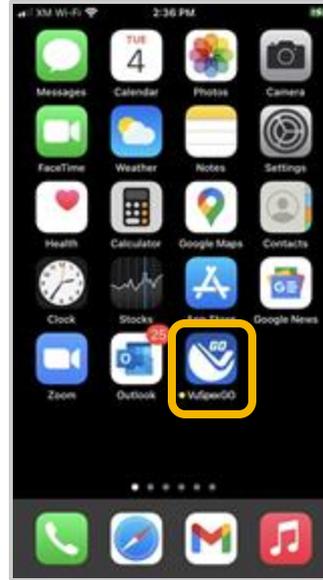
- Tap the icon

## 2. Sign-in

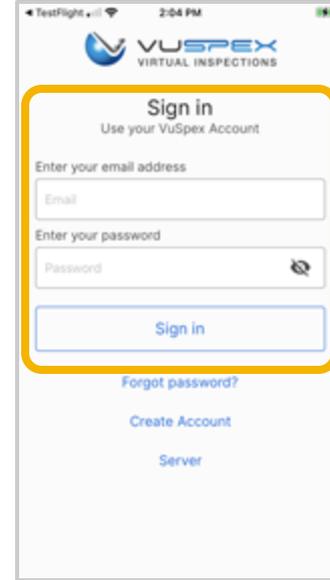
- Enter your VuSpex Contractor account credentials. Same as the VuSpex APP.

## 3. Allow permissions

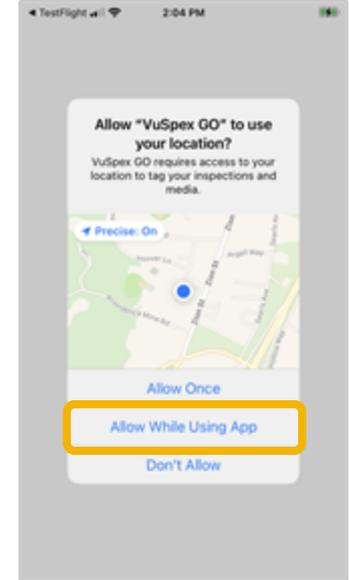
- Tap 'Allow While Using App'



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

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](#)

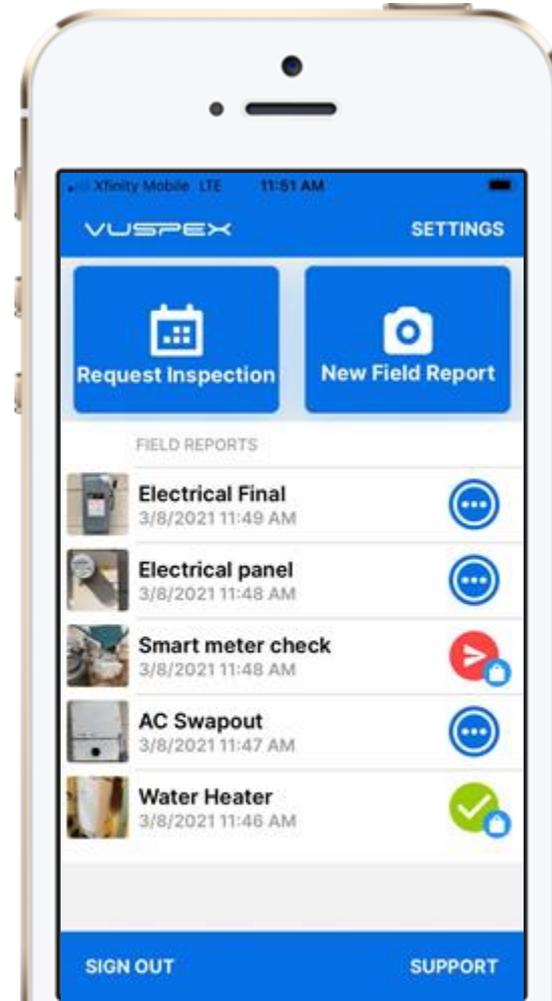




# Main Menu Screen

## 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.

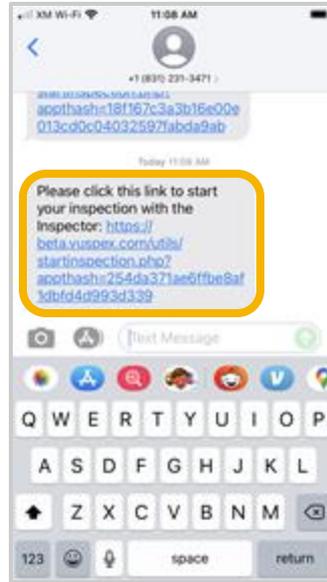
**Receiving a Phone Call During an Inspection** – On iPhone/iOS: phone calls during a video call can disable the video from the virtual inspection on the mobile screen. Please enable your iPhone’s “Do Not Disturb” mode to prevent interruptions during the inspection.

# Virtual Inspection Connect - iOS

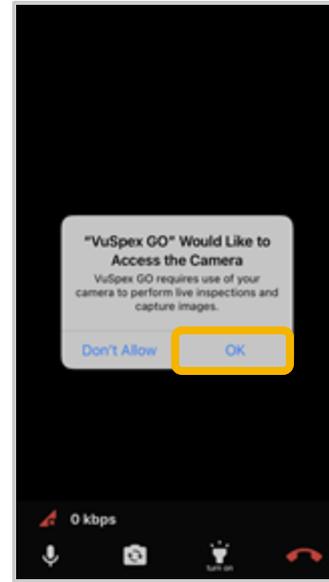
1. Tap the link in the text message to launch the App
2. Tap OK to allow permissions
3. Wait a moment to connect



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



1. Tap the link



2. Allow permissions



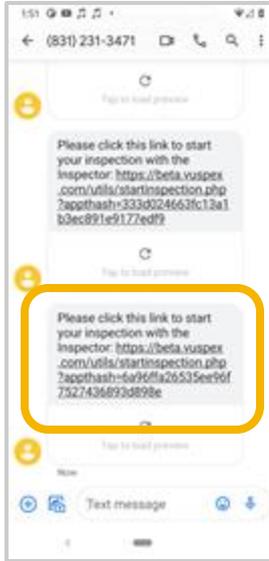
3. Wait to connect

# Virtual Inspection Connect - Android

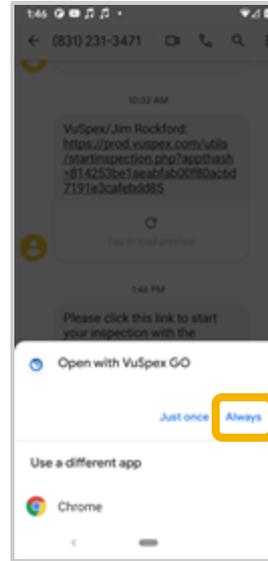
1. Tap the link in the text message to launch the App
2. Open with VuSpex GO: Tap on 'Always'
3. Tap OK to allow permissions
4. Wait a moment to connect



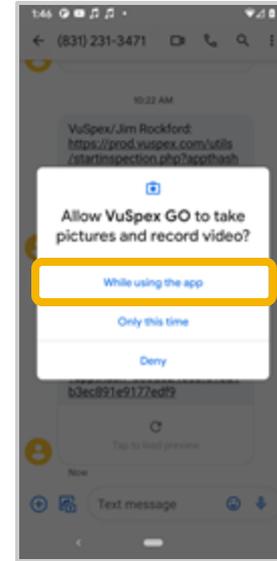
The Inspector sends a text message invite near the scheduled time.



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 main sections: 1. Select your Agency (dropdown menu with 'VUSPEX-TEST' selected), 2. Select Permit/Inspection (text input with 'TODD1' and a dropdown menu with 'BLDG\_GENERAL:Progress Check' selected), and a blue 'Search' button. The bottom section is titled '3. Selected Inspections:' and 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***

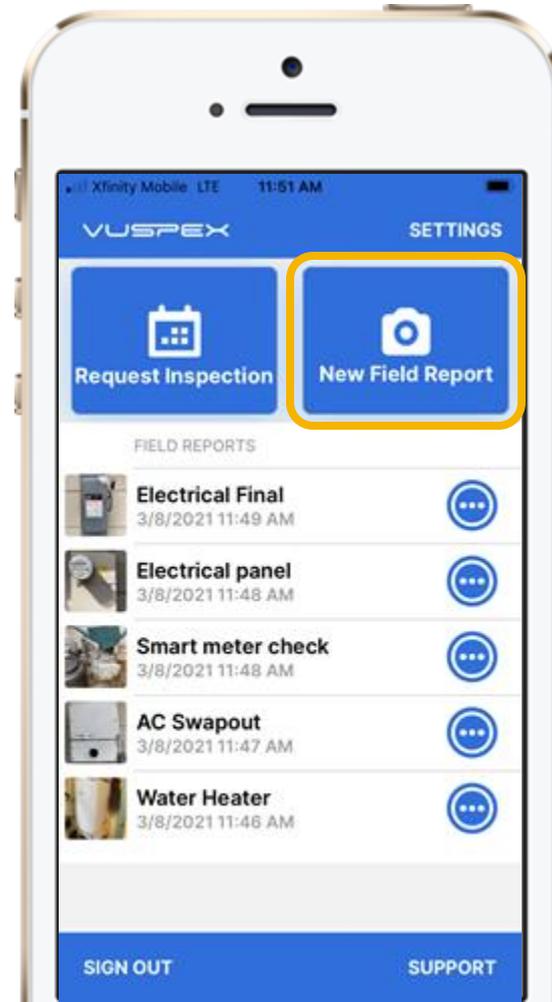
**A variation of a virtual inspection that does not require an Inspector's real-time participation. The Contractor independently submits a form containing inspection media.**

**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.

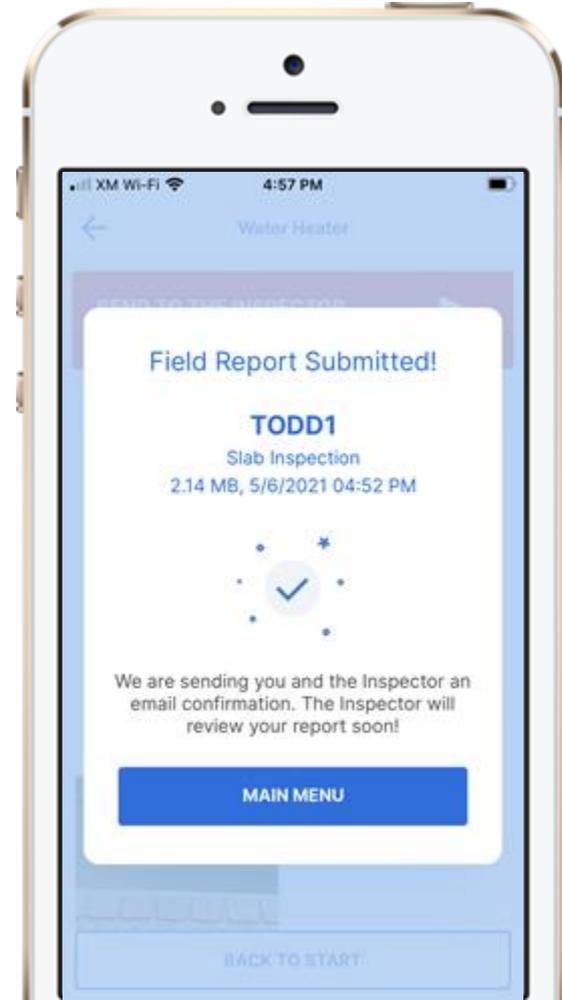
A smartphone screen displaying a mobile application interface for creating a field report. The screen shows a progress bar with four steps: MEDIA, COMMENT, PERMIT, and SAVE. The 'PERMIT' step is currently active. Below the progress bar, the form contains the following information: 'FIELD REPORT SUMMARY', 'PERMIT TODD1', 'INSPECTION TYPE Offline AC Mechanical Change Out', 'WORKSITE ADDRESS 800 Lindley Ave, Nevada City, CA 95959' (with a 'TAP TO EDIT' link), and '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

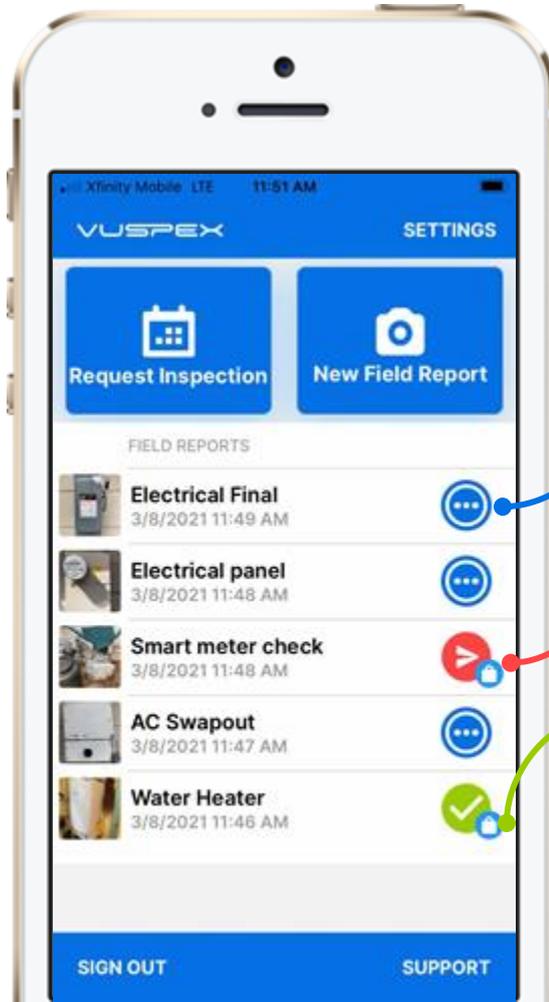
- Ask your Inspector about Offline Field Reports
- Works for many inspection types
- Automatically saves as you go
- Begin the report without an internet connection
- Your permit number is required to send
- Send the report at a location with a good cellular or WiFi internet connection





# 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



The screenshot shows a web browser window with the URL `prod.vuspex.com/contractors/offline`. The page header includes the VuSpex logo and the user email `testios@vuspex.info`. The main navigation bar has tabs for `Contractor`, `Agencies`, `Account`, `Schedule`, and `Offline`. The `Offline` tab is active. The form is divided into six sections:

- 1. Select your Agency**: A dropdown menu with `VUSPEX-TEST` selected.
- 2. Select Permit/Inspection**: A text input field for `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 large text area for comments.
- 6. Complete Submission**: A large blue `Submit` button.

# 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



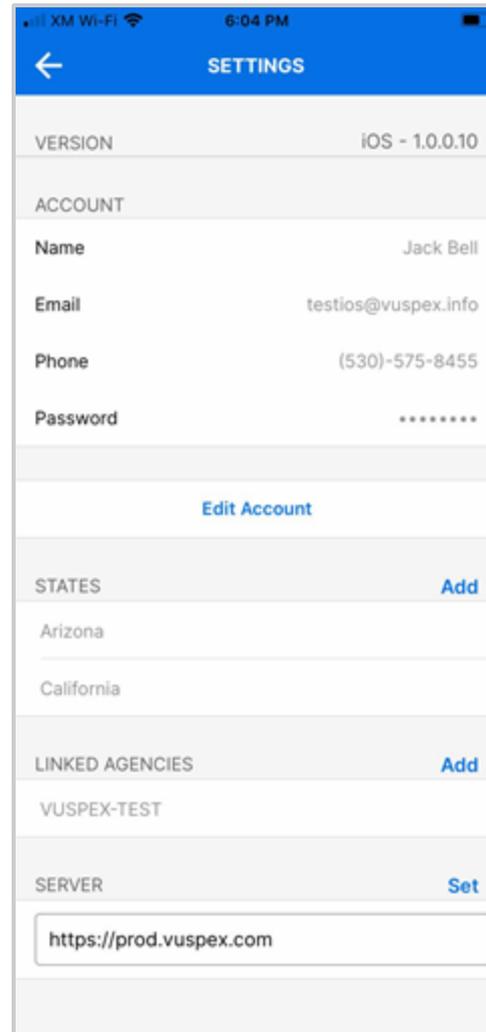
# Settings Menu

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](mailto: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>