How to Guide for Submitting Required Information for Virtual Inspections

If the ‘Request Update’ feature is selected on a record, the Edit action will be made available on the record in Citizen Access so that the public user can submit custom field data within Citizen Access.

If you see an Edit option available under the Action column of a record, you will not be able to schedule an inspection, add an attachment, print a permit, or perform any other function available from the Record Details page.

**Step 1:** To complete and submit the custom field data, click the Edit link on the record.

**Step 2:** You will be forwarded to the Review page of the application page flow which will contain Edit buttons in the Application Details section. Scroll down to the Application Details section to access the Edit buttons.
Step 3: Complete all the custom fields in the Virtual Inspections group in order to save any changes made.
Step 4: Once you have completed the Virtual Inspections custom fields, click the Continue Application button. This is not the final step to submit the changes. There is one more button that must be clicked.
Step 5: Click the Submit Updated Information button located at the top of the Review page in order to submit the changes made to custom fields.

Step 6: Once the changes have been submitted, you will be forwarded to Building Module’s Search page and be presented with a confirmation message stating that the updated information was successfully submitted for the record. You are now able to click the Record Number to access the Record Details page.
Step 7: From the Record Details page, you will now be able to perform all functions necessary such as schedule an inspection, add an attachment, print a copy of the permit, etc.