



Virtual Inspections

Using Facetime/WhatsApp/Microsoft Teams

The St Lucie County Building Department is committed to the building industry by remaining open for business and operational. In response to COVID-19, certain inspections that require an inspector to enter an occupied business or residence may be completed via the Facetime App for Apple devices, WhatsApp or Microsoft Teams for most devices.

An example of these are a/c changeouts, water heater changeouts, windows, exterior doors, and roofs.

Below are the instructions to conduct your Remote-Virtual Inspection:

1. You must have Facetime (via an Apple interface), WhatsApp or WhatsApp Business (android/apple) or Microsoft Teams to utilize this service
2. **FACETIME:**
 - a. Must have apple device, with Facetime installed.
 - b. Schedule your inspection as usual.
 - c. In the comments area, provide the contact number of the person who will be on-site to conduct the inspection and note you are requesting a virtual inspection.
 - d. In the morning, the inspector will contact you to schedule a time for the Remote-Virtual Inspection.

WHATSAPP / BUSINESS:

- a. Can be used for Apple or Android devices. Application must be installed. See setup instructions below.
- b. Once set up, schedule your inspection online.
- c. In comments area, provide the contact number of the person who will be on-site to conduct inspection and note you are requesting a virtual inspection.

MICROSOFT TEAMS

- a. Can be used for Apple or Android devices. Application must be installed. See setup instructions below.
 - b. Once set up, schedule your inspection online.
 - c. In comments area, provide the contact number of the person who will be on-site to conduct inspection and note you are requesting a virtual inspection.
 - d. In the morning, the inspector will contact you to schedule a time for the Virtual Inspection
3. To prepare for your inspection, we advise you to have available a flashlight, tape measure, mirror, or other necessary tools that may be needed to expose or open areas to allow for the inspection.
 4. At this time, the inspector will arrive at the site and the person showing the items for inspection should be in front of the structure for the inspector to visually verify presence and to view at the beginning of the inspection: house or business number, permit card, and supporting documents.
 5. Next the inspector will direct you to the location of the work and continue to direct you through the inspection.
 6. Results will be posted in our system; you may access results via our online permitting system.

7. In some cases, the inspector may be able to provide the service at time of installation, please contact inspections at 772-462-1553 or contact the inspector via County cell phone at the numbers posted on the website at http://codeinspectionpublic.stlucieco.gov/Inspectors_Schedule.aspx
8. **Photos or previously recorded videos will NOT be accepted in lieu of an in-person or Inspector-directed Virtual Inspection.**

Microsoft Teams App

The app offers a variety of ways to communicate: chat, audio-only, and video. Everybody participating has to have the app on their device, and you also need a Microsoft account (which is relatively simple to sign up for).

To begin, download the Microsoft Teams app from the iOS App Store or Google Play Store. Sign in with your Microsoft account; if you don't have one, you can sign up at this point. It's free.

If your workplace uses Microsoft Office, you will be asked to either select your organization or to create a personal account. In this case, tap on "Personal."

At this point, you're told that others will be able to find you either using your phone number or your Microsoft email address. This information isn't made public anywhere, but those who have one or the other (and who hopefully know you) will be able to use them to connect with you on Teams.

The next screen allows you to sync your contacts with the Team app. It's not required.

Now you're at the main screen for Teams. Tap on the pencil / paper icon to start a conversation. Teams lets you chat via text, audio, or video.

Along the bottom of Teams' main screen are a variety of features.

Finally, a three-line icon on the side lets you set your availability and a status message, leads to your settings, and lets you set notifications, among other features.

To begin a chat, you can select a previous participant or tap the pencil icon for a new one.

Chats can include text, photos, and audio.

To start a chat, tap on the "Chat" icon. The page will list people or groups of people you've recently chatted with; select one to start a new conversation. To start a session with a new person, tap on the pencil / paper icon and you'll be invited to enter the person's name, phone number, or email address. (You can allow Teams to access your contacts to make things a bit easier.) You can also start a group chat with up to 20 people and name the group for use again.

Once you've identified the person or persons you want to chat with, select "Send invite." They'll get a notice that you're starting a chat, and they'll be invited to download Teams (assuming they haven't done so already). After they've signed in, you will receive a notice that they want to chat with you, and you can either accept or block it.

When you make a video or audio call, a caller can be put on hold.

Teams' video meeting features are basic but effective.

Above the chat area, video and phone icons let you turn the chat into either a video session or an audio-only session. There are no real differences between the two; the audio session simply blocks the cameras of the participants.

WHATSAPP BUSINESS SETUP

Below are the instructions for the **INITIAL** Setup for WhatsApp /WhatsApp Business:

1. In your devices APP STORE, search for WhatsApp or WhatsApp BUSINESS.
2. Download WhatsApp or WhatsApp BUSINESS
3. Open App, click on AGREE & CONTINUE
4. Type in YOUR phone number.
5. You will receive a confirmation text with a verification number. Enter the verification number into WhatsApp/Business.
6. After you confirm it may ask you to restore from iCloud, select Skip Restore
7. Next you will be asked to edit your profile – Type in your name and select the Business Category. Click DONE.



You are all set at this point. However, you will need to allow access to your camera and allow push notifications in your settings, if it was not done. All phones are different. If you are unsure how to allow these items, you may need to perform an internet search on how to install this on your specific phone.

Please note, if you do not allow notifications, you may MISS your call from the inspector!

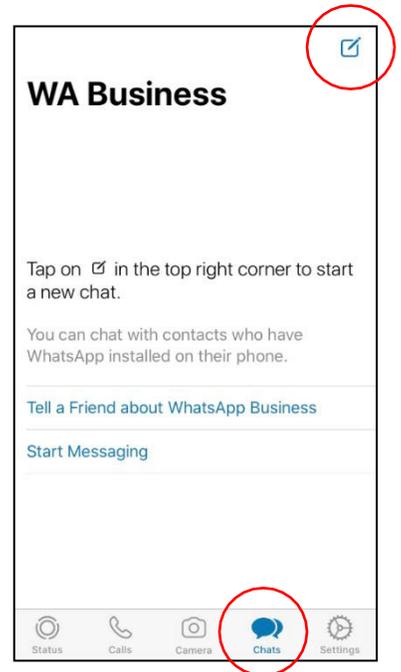


Figure 1

To MAKE a call:

1. Once you have completed the above. Open up WhatsApp Business app.
2. Go to Chats (located at the bottom) (see figure 1)
3. Click on the note icon in the upper right-hand corner (see figure 1)
4. Select who you want to call. If they are not already in your CONTACTS list, select NEW CONTACT and add details (name and phone number) Click SAVE. (see figure 2)
5. Click on the contact name.

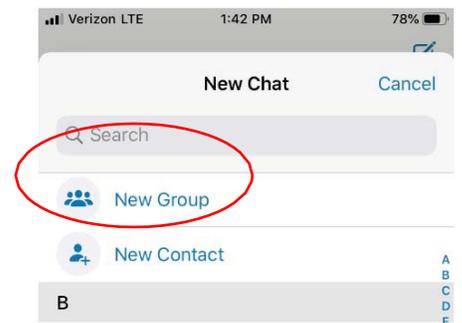


Figure 2

6. When chat screen comes up, click the camera button in the upper-right hand corner. (see figure 3)

If the other person is NOT getting your call. Make sure they have their notifications ON. Otherwise, they must actively be in the application for it to show that there is an incoming call.



Figure 3

Summary

The above is subject to change. Keep in mind, this is an evolving process put together to comply with CDC and County guidelines while allowing for the continuation of work while protecting both you and us. The Building Department wants to stress that we are here to work with you on achieving the common goal of plans submittal and compliance. To that end we appreciate the industry working with us and assure you we will strive to continue to provide a high level of customer service and meet service goals during this time. Your input and suggestions for improving this process are always welcome.

If you should have any questions or suggestions, please contact harveyd@stlucieco.org or johnsond@stlucieco.org