



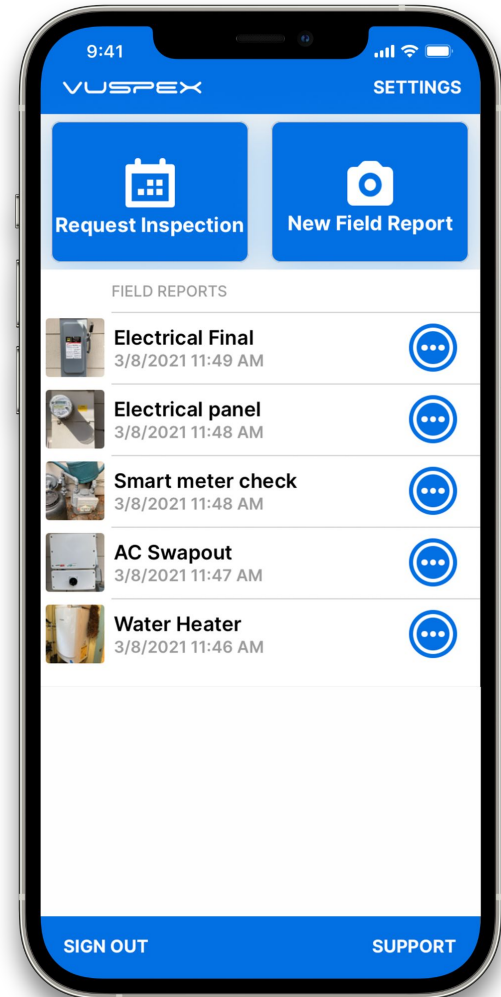
# VUSPEX GO

## 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 AC (Accela integrated) customers
- Used by permit applicants & homeowners
- Mobile users located at the inspection site
- Learn more at <https://vuspex.com/go/>



# 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

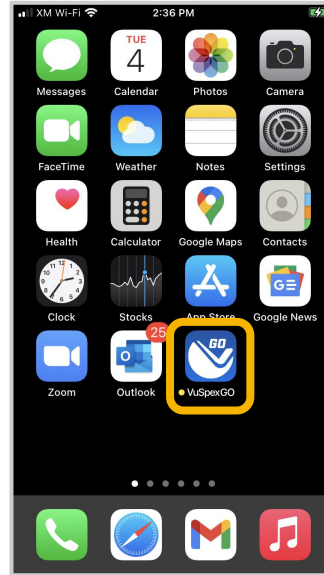
- Tap the icon

## 2. Sign-in

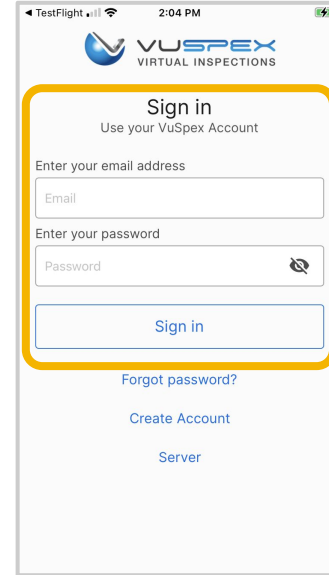
- Enter your VuSpex Contractor account credentials. Same as the VuSpex APP.

## 3. Allow permissions

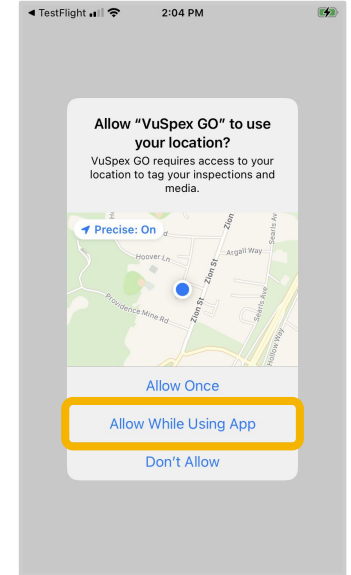
- Tap 'Allow While Using App'



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**

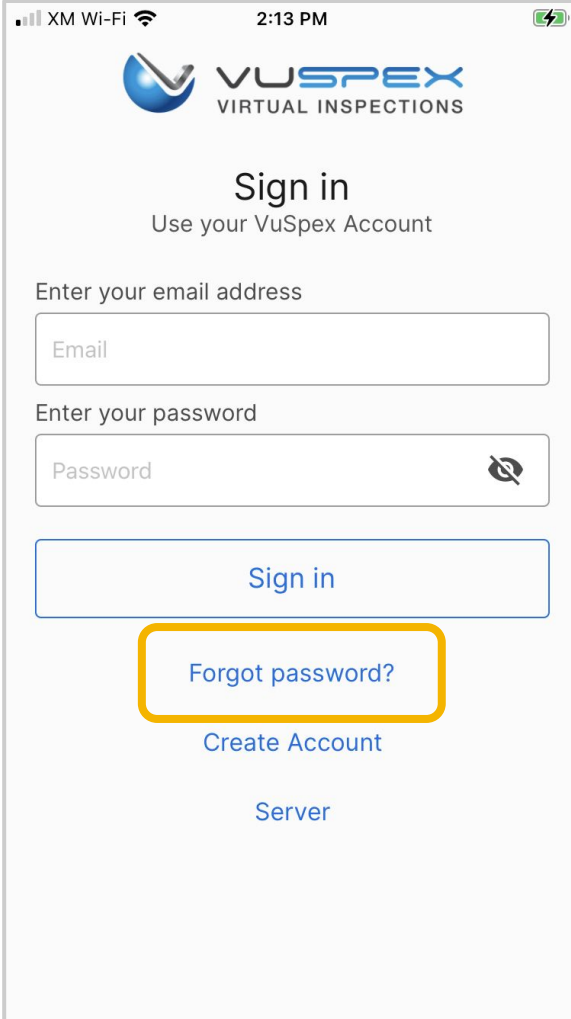
Server




# 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

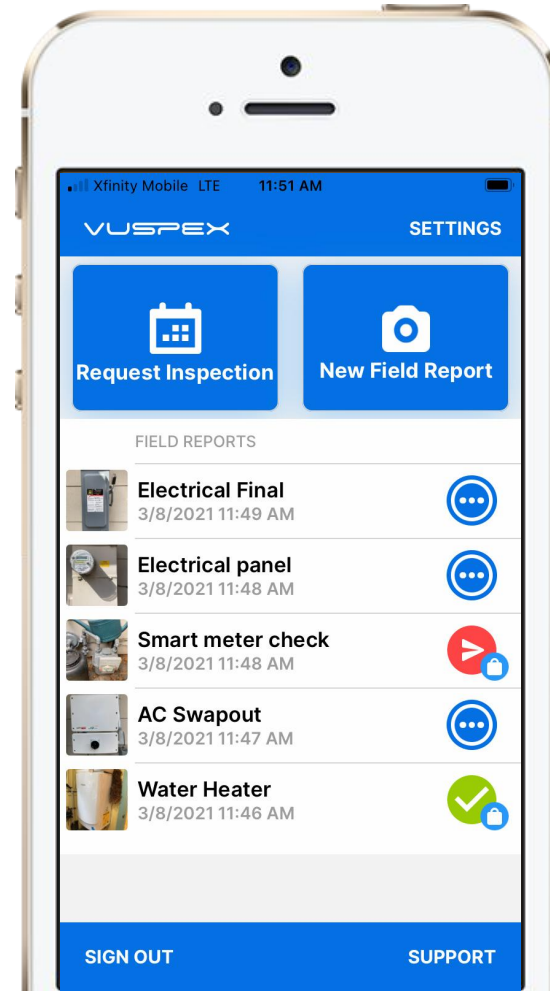




# Main Menu Screen

## 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 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.

**Enable Do Not Disturb (DND)** – Turn off iOS/Android phone or tablet notifications during the video call to prevent interruptions.

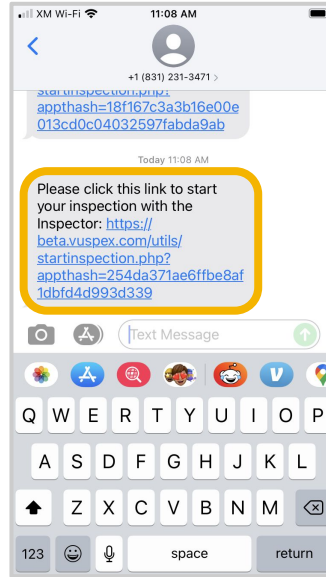
**Receiving a Phone Call During an Inspection** – On iPhone/iOS: phone calls during a video call can disable the video from the virtual inspection on the mobile screen. Please enable your iPhone’s “Do Not Disturb” mode to prevent interruptions during the inspection.

# Virtual Inspection Connect - iOS

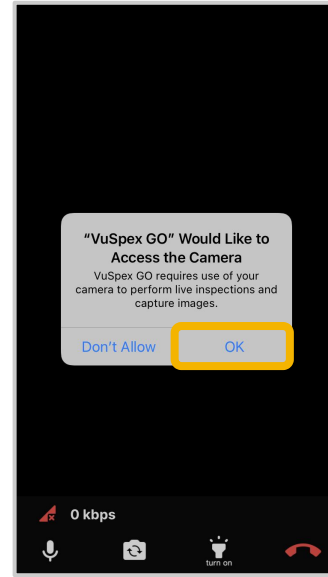
1. Tap the link in the text message to launch the App
2. Tap OK to allow permissions
3. Wait a moment to connect



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



1. Tap the link



2. Allow permissions



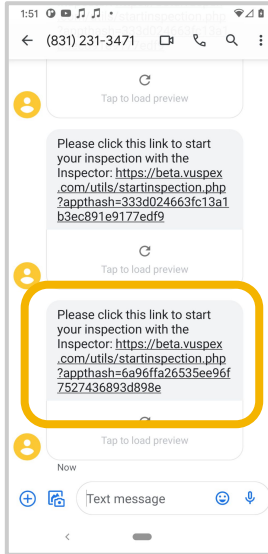
3. Wait to connect

# Virtual Inspection Connect - Android

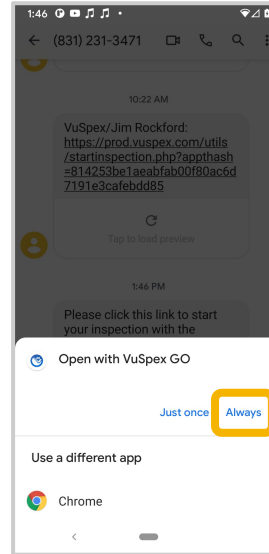
1. Tap the link in the text message to launch the App
2. Open with VuSpex GO: Tap on 'Always'
3. Tap OK to allow permissions
4. Wait a moment to connect



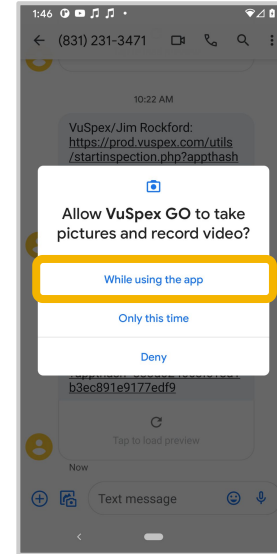
The Inspector sends a text message invite near the scheduled time.



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 "Review or Cancel Inspections". Below is a section "1. Select your Agency" with a dropdown menu showing "VUSPEX-TEST". A second section "2. Select Permit/Inspection" has a text input field with "TODD1" and a dropdown menu with "BLDG\_GENERAL:Progress Check". A blue "Search" button is below. At the bottom, a section "3. Selected Inspections:" shows a table with columns "ID", "Type", and "Remove".

XM Wi-Fi 11:46 AM

← 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
01001110	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.**

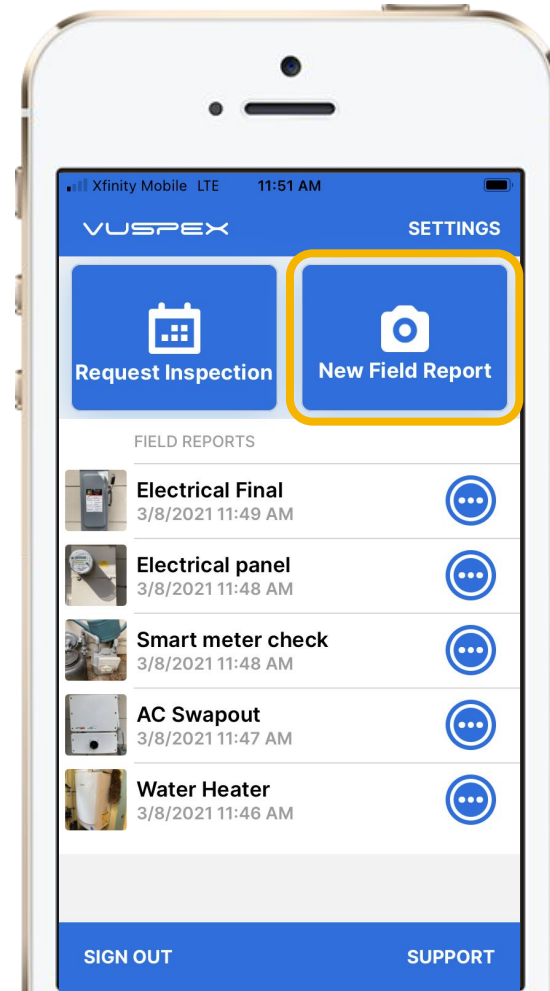
**An inspection report is automatically generated and uploaded to the permit record for the Inspector to review and result the virtual inspection.**



# 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.

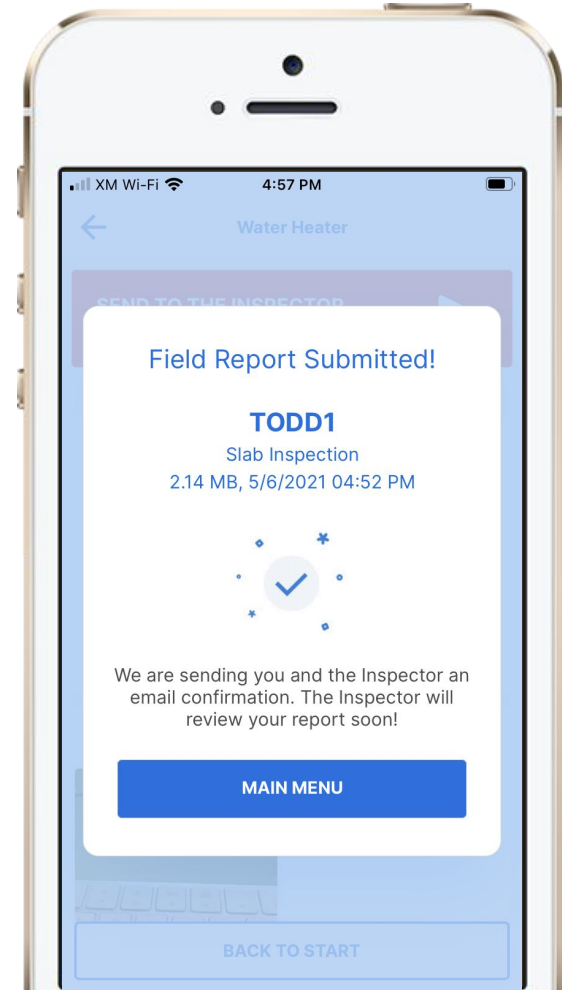
**Step 4 - SAVE:** Finalizing the report locks it from being edited. Then send the Field Report to the Inspector when you have a good internet connection.

A smartphone screen showing the 'Test Field Report' app. The status bar at the top shows 'XM Wi-Fi', '11:16 AM', and a battery icon. The app title is 'Test Field Report'. Below the title is a progress indicator with four steps: 'MEDIA', 'COMMENT', 'PERMIT', and 'SAVE'. The 'PERMIT' step is currently active. The 'FIELD REPORT SUMMARY' section contains the following information: '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 a pencil icon), and 'DESCRIPTION Test comments'. Below this is the 'REPORT MEDIA' section, which shows a photo of a computer keyboard with a red 'X' icon in the top right corner. At the bottom of the screen are two buttons: 'BACK TO START' and 'SAVE & FINALIZE'.

# Field Report

## How-To Basics

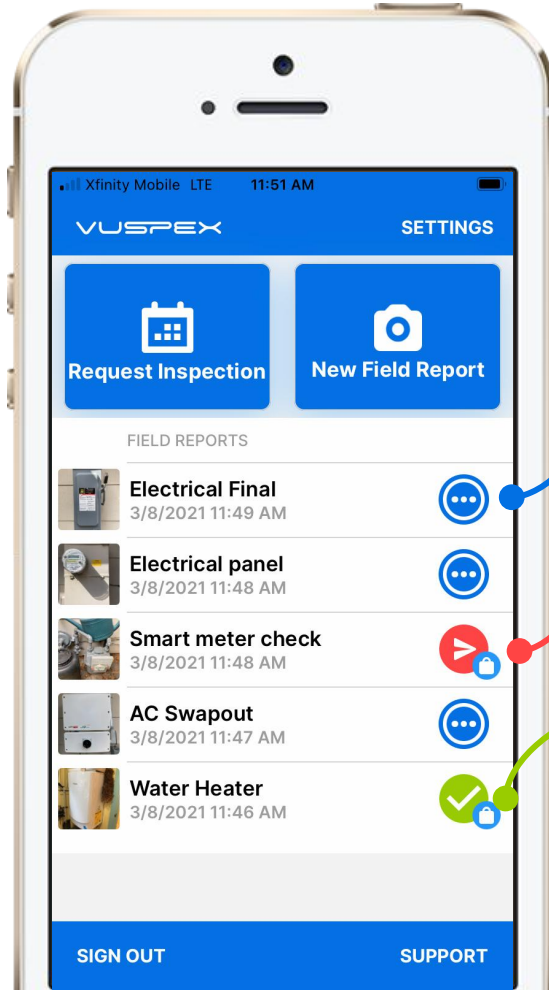
- Ask your Inspector about Offline Field Reports
- Works for many inspection types
- Automatically saves as you go
- Begin the report without an internet connection
- Your permit number is required to send
- Send the report at a location with a good cellular or WiFi internet connection





# 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:	TODD1
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 is titled "Contractors" and has a user profile for `testios@vuspex.info`. The navigation menu includes "Agencies", "Account", "Schedule", and "Offline" (which is highlighted). 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 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



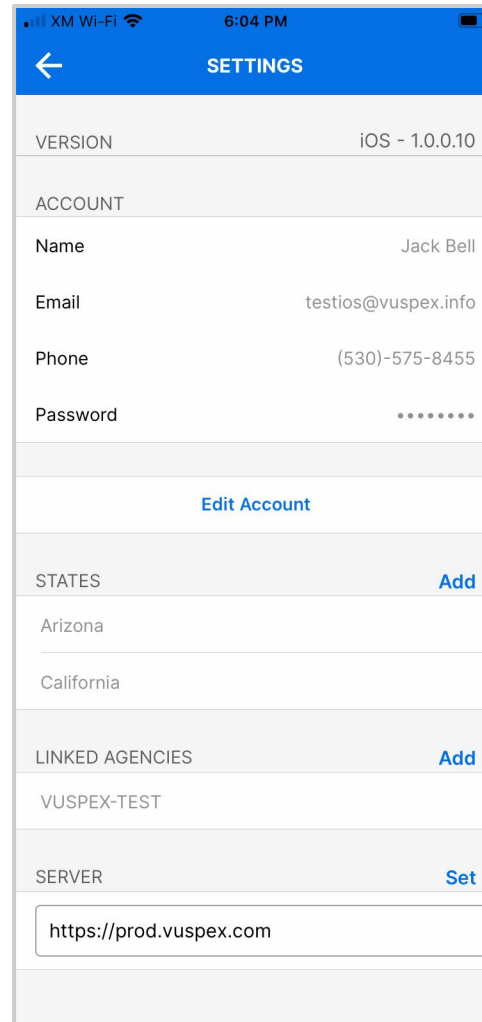
# Settings Menu

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://vuspex.com/support/go/>

**FAQ** (use the filter for 'GO')

<https://vuspex.com/support/faq/>

## **Troubleshooting**

<https://vuspex.com/support/troubleshooting/#go>