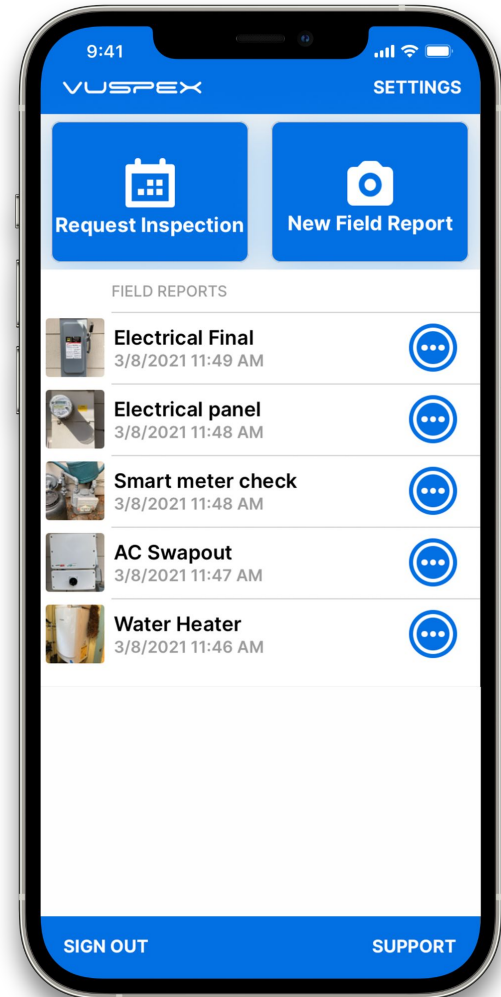# VUSPEX GO

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

![Download on the App Store]

Android (Smartphone)

- Tap the Play Store icon
- Search for '**VuSpex GO**'
- Tap the Install button

![GET IT ON Google Play]

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.
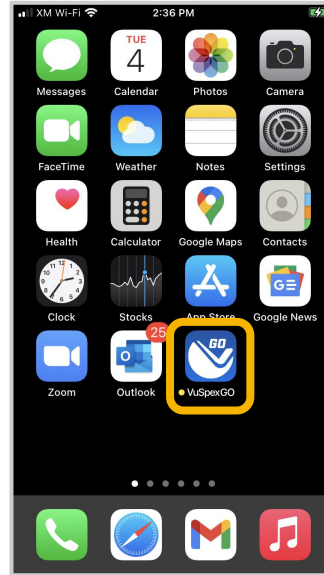
Sign in

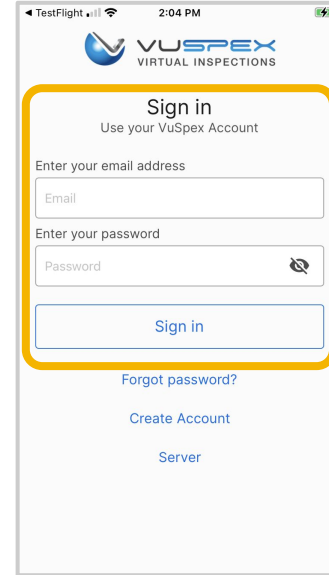**1. Launch the VuSpex GO app**

- Tap the icon

2. Sign-in

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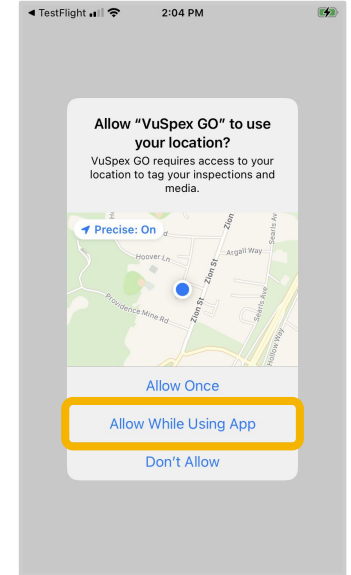
3. Allow permissions

- 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

Forgot password?
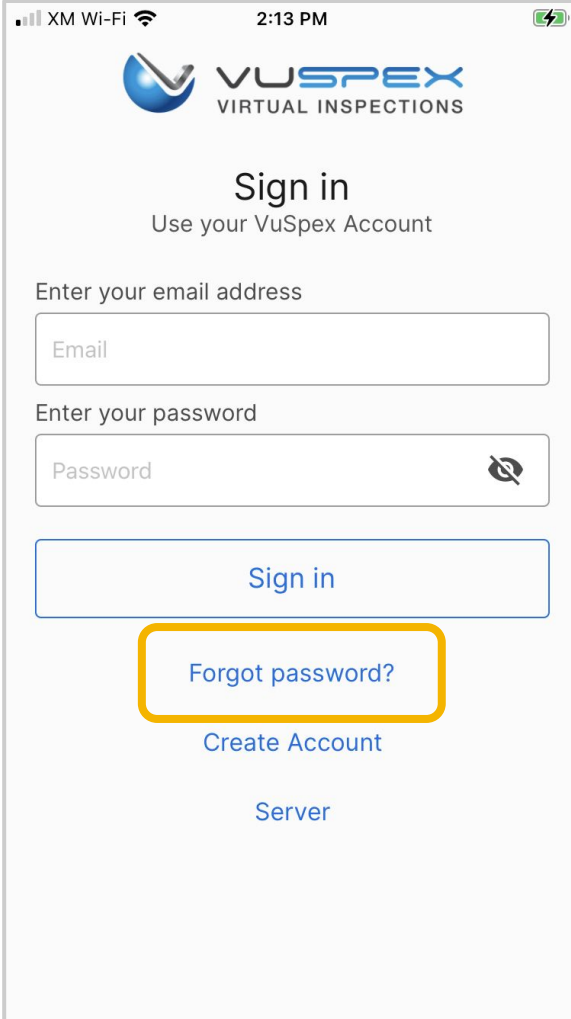
If you have a VuSpex Contractor Account, but forgot your password:

- 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

Main Menu Screen
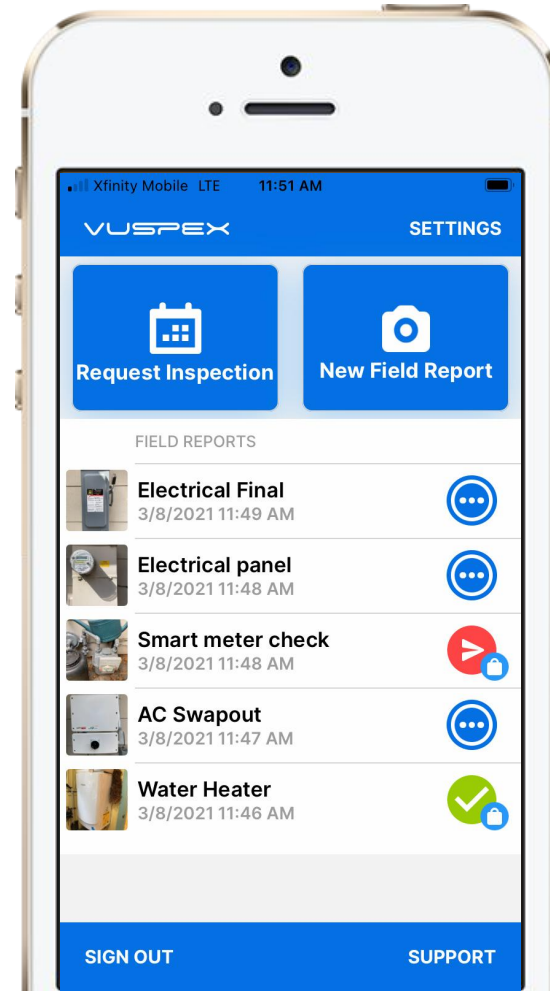
VuSpex GO features:

- **Virtual Inspection**

- **Request Inspection**

- **Offline Field Report (OFR)**

- **Field Report Status / History**

- **Settings menu**

- **Support**

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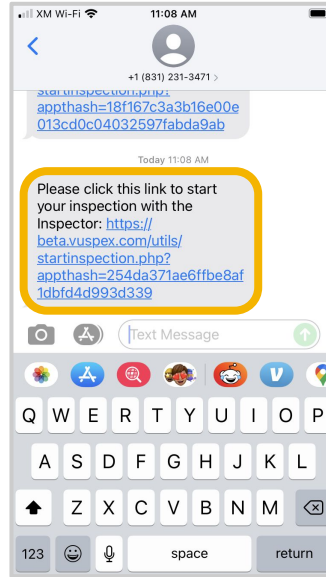
Receiving a Phone Call During an Inspection – On iPhone/iOS: phone calls during a video call can disable the video from the virtual inspection on the mobile screen. Please enable your iPhone's "Do Not Disturb" mode to prevent interruptions during the inspection.
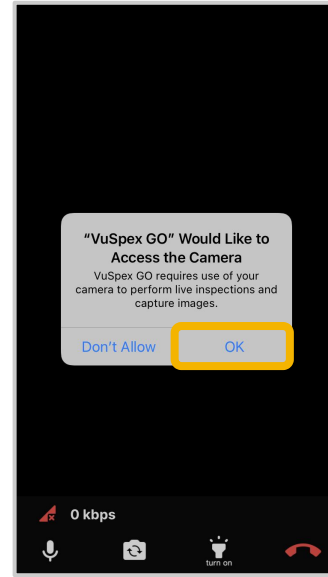
Virtual Inspection Connect - iOS

1. **Tap the link** in the text message to launch the App

2. Tap OK to **allow permissions**

3. Wait a moment to connect

1. Tap the link

2. Allow permissions

3. Wait to connect

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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.
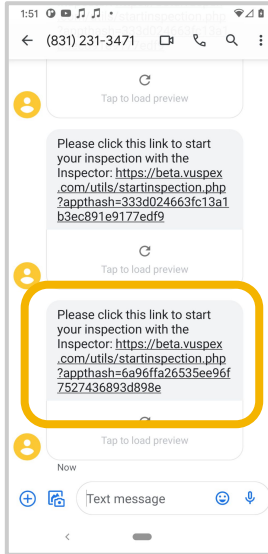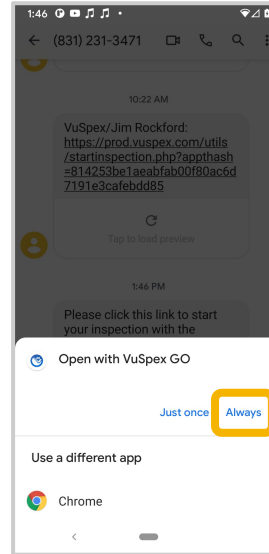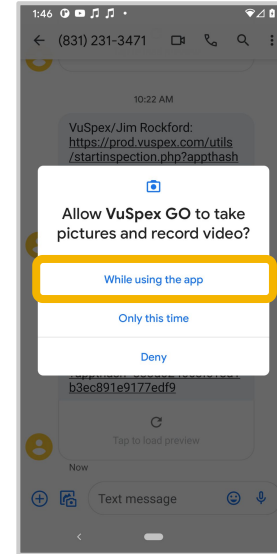

1. Tap the link
2. Open with VuSpex GO
3. Allow permissions
4. Wait to connect

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.

PRO-TIP - AUDIO
Use headphones with a mic so you can hear the Inspector and they can hear you better.

BANDWIDTH
Real-time update of your bandwidth (kbps) with quality indicator icons as you navigate the inspection site.

END CALL
Tap this icon when you are finished with the virtual inspection. The Inspector can also end the call.

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.

FLASHLIGHT
Toggle the flashlight ON/OFF. The Inspector can also toggle the flashlight from their dashboard.

9:41

62 kbps

turn off

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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

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.

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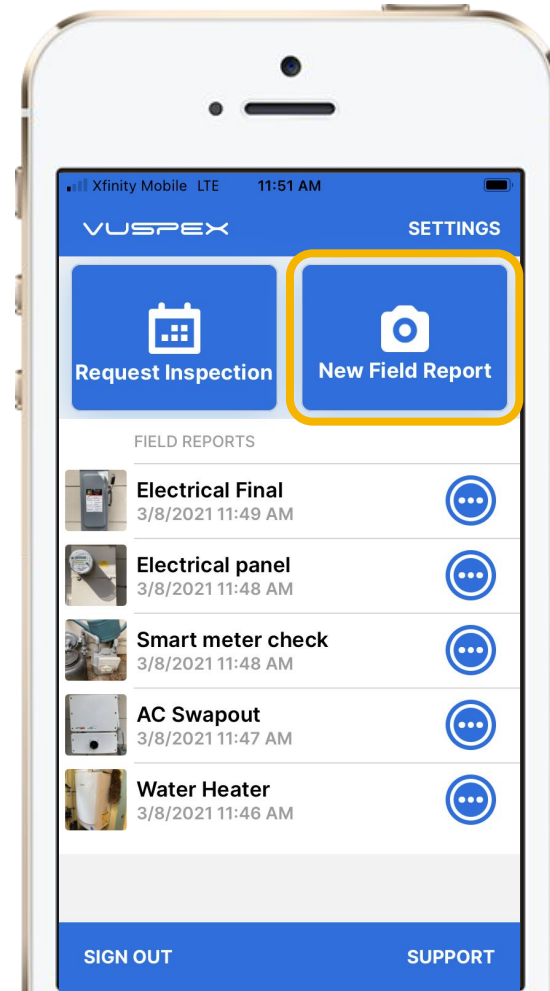
Offline Field Report (OFR)

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.
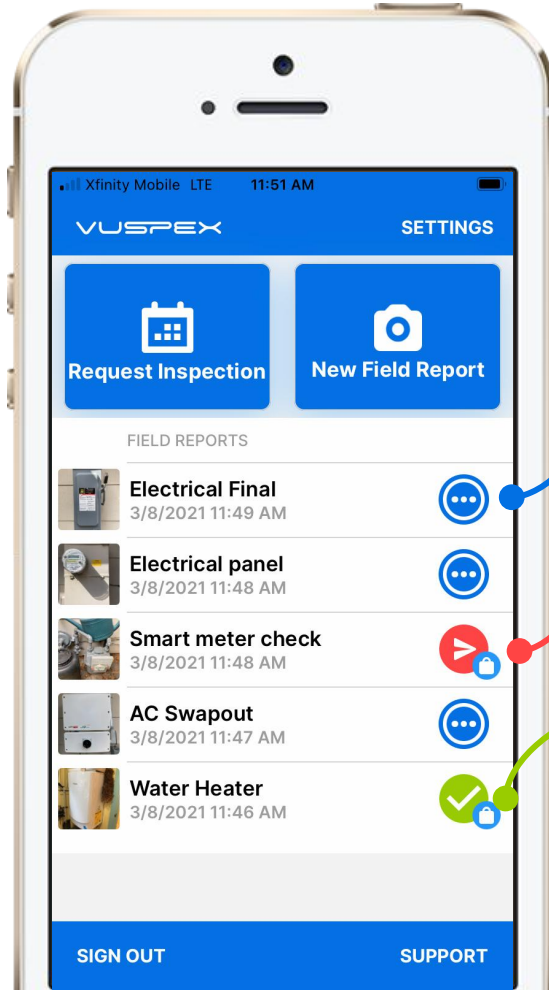
Field Report

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
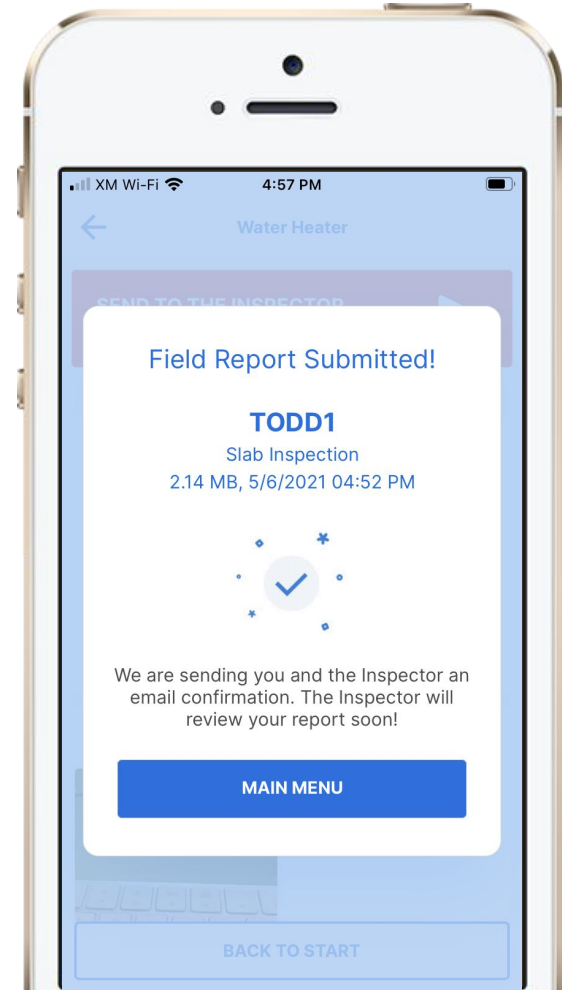
Saved Field Report Status

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

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)
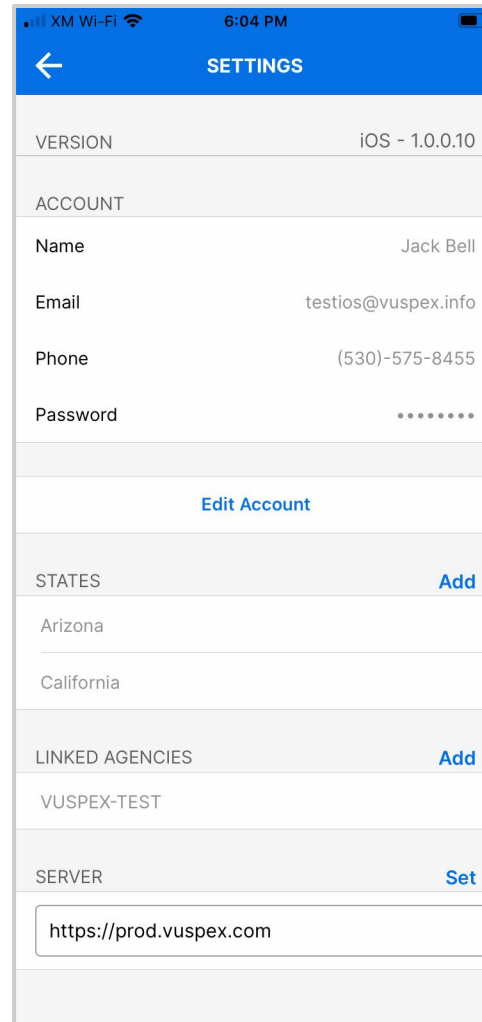
VUSPEX **SUPPORT - CONTACT**

MONDAY - FRIDAY

Hours: **8 AM to 5 PM PT**

Email: **support@vuspex.com**

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