

## HELP GUIDE

Tempe’s Citizen Access Portal is the online tool that allows the public to check the status of permits, conduct research and schedule inspections. Using the following easy steps, you have access to some of our services and much of our information. Access the site at:

[www.tempe.gov/city-hall/community-development/building-safety/](http://www.tempe.gov/city-hall/community-development/building-safety/)

To check the status of a permit, click the [Check Project Status](#) link. To check inspection status or schedule an inspection, click the [Inspections](#) link; then, click the [Check Inspection Status & Schedule Inspections](#) link.

### How do I check the status of a permit or permit activity?

- Click on the “Search Applications” link under Building Safety.
- Enter a permit number or enter other applicable information in the specific search field(s) and click the Search button (*You can search by any number and/or combination of fields*)
- When using other search fields, all permit activity for that search criteria will be displayed. Select the specific activity you are interested in by clicking on the specific number in the “Record Number” column.
- To view the information, click on the arrow or plus sign beside each bolded category.

### How do I schedule an inspection?

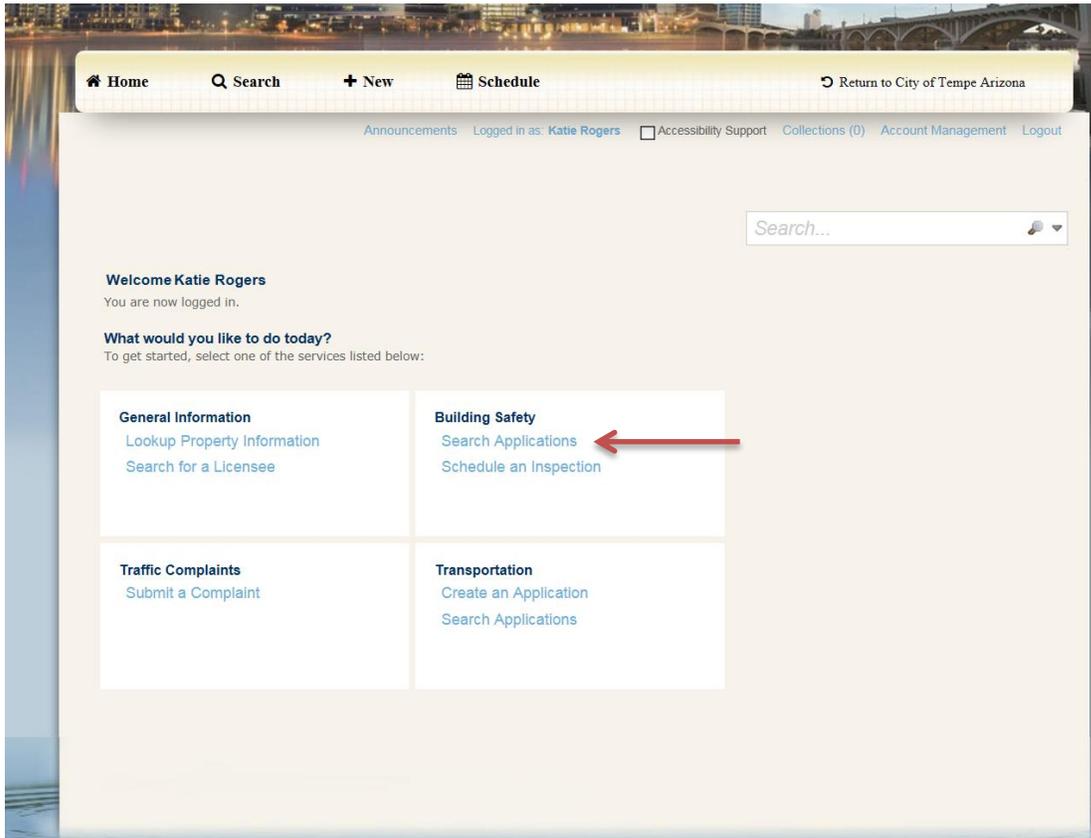
- If you are not a registered user, you will first have to create a login. Otherwise, login to the portal *Underneath the “Login” button is a link to register for an Account.*
- Click on the “Schedule an Inspection” link under Building Safety.
- Enter the permit number or any other available information regarding your project in the relevant search field(s) and click the Search button
- Click the “Schedule an Inspection” link in the Inspections section
- Locate your inspection code by clicking “Next”. Click the button next to your code, click the “Continue” button
- Select your desired date, click “Continue”
- You must click the “All Day” button to activate the “Continue” button, click “Continue”
- If you wish to change the contact information for the inspection, click the “Change Contact” link, otherwise click “Continue”
- Your confirmation screen will be displayed. You can add any additional notes for the Inspector by clicking the “Include Additional Notes” link, otherwise, click “Finish”

**Your scheduled inspection should be in the scheduled inspection list under the Inspections section.**

If you have additional questions on how to check the status of your permit or scheduling an inspection via Tempe’s Citizen Access portal contact the Building Safety Division at 480.350.4311

**\*\*** The webpage requires the following software: Operating Systems – Windows7 or Windows8, Internet Explorer 10 or Internet Explorer 11

## TO FIND INSPECTION RESULTS/RECORD STATUS



The screenshot shows the "General Search" form. The form has a header with "General Search" and a dropdown menu for "General Search". There are two checkboxes: "Search my records only" and "Search All Records". The form contains several input fields: Record Number (BP550003), Record Type (--Select--), Project Name, Start Date (04/15/2007), End Date (04/12/2017), License Type (--Select--), State License Number, First, Last, Name of Business, Street No. (From 31), Direction (E), Street Name (5TH), Street Type (ST), Unit Type (--Select--), Unit No., Parcel No., Lot, City, State, and Zip. There are "Search" and "Clear" buttons at the bottom. A red arrow points to the "Record Number" field, and another red arrow points to the "Street No." field.

You can search by record number (permit number) or street address as shown in example. The rest of the fields are additional information, you do not need to change or put anything in them.

**Record BP550003:**  
**Building Permit**

[Add to collection](#)

Record Status: TCO Issued



▼ **Work Location**

930 E MORNING STAR LN  
1  
TEMPE AZ 85283

▼ **Record Details**

**Licensed Professional:**

TEST  
1400 S RURAL RD  
TEMPE ARIZONA  
85282  
Home Phone:4801111111  
Contractor C000019413

► **More Details**

► **Fees**

▼ **Inspections**

**Upcoming**



[Schedule an Inspection](#)

**Completed (3)**



Denied - 1; Not Ready - 1; Partial Approval - 1

**Denied** 103 Stem Wall/Retaining Wall \* (702037)  
Result by: Katie Rogers on 04/12/2017 at 12:00 AM

[View Details](#)

**Not Ready** 101 Footing Trench & Rebar (700920)  
Result by: Katie Rogers on 04/12/2017 at 12:00 AM

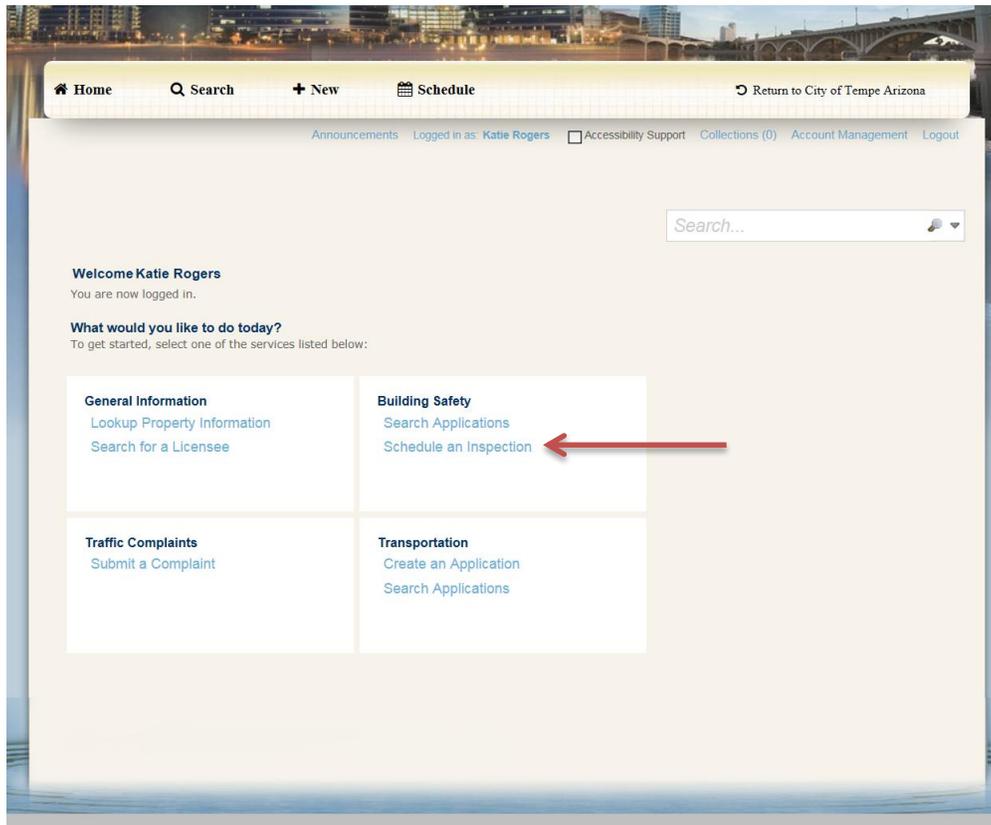
[View Details](#)

**Partial Approval** 181 Building Courtesy (680715)  
Result by: Katie Rogers on 04/12/2017 at 12:00 AM

[View Details](#)

From this page you can see your record summary (Permit Status, Scheduled Inspections, Completed Inspection Results)

## TO SCHEDULE AN INSPECTION



The screenshot shows the "General Search" form. At the top, there is a "General Search" dropdown menu and a "Search my records only" checkbox. Below this, there are several search criteria fields: Record Number (BP550003), Record Type (dropdown), Project Name (text input), Start Date (04/15/2007), End Date (04/12/2017), License Type (dropdown), State License Number (text input), First (text input), Last (text input), Name of Business (text input), Street No. (From 31), Direction (E), Street Name (5TH), Street Type (ST), Unit Type (dropdown), Unit No. (text input), Parcel No. (text input), Lot (text input), City (text input), State (text input), and Zip (text input). A red arrow points to the "Record Number" field, and another red arrow points to the "From" field in the "Street No." section. At the bottom, there are "Search" and "Clear" buttons.

You can search by record number (permit number) **OR** street address as shown in example. The rest of the fields are additional information. You do not need to change or put anything in them.

**Record BP550003:** [Add to collection](#)  
**Building Permit**

Record Status: TCO Issued

**Work Location**  
930 E MORNING STAR LN  
1  
TEMPE AZ 85283

**Record Details**  
**Licensed Professional:**  
TEST  
1400 S RURAL RD  
TEMPE ARIZONA  
85282  
Home Phone:4801111111  
Contractor C000019413

**More Details**

**Fees**

**Inspections**  
**Upcoming (2)**  
[Schedule an Inspection](#)

03/16/2017 at 01:00 PM Scheduled 181 Building Courtesy (680715) Inspector: Selectron Account	<a href="#">Actions</a>
04/07/2017 at TBD Scheduled 101 Footing Trench & Rebar (700920) Inspector: unassigned	<a href="#">Actions</a>

**Completed**  
*There are no completed inspections on this record.*

**Schedule an Inspection** ✕

**Available Inspection Types (71)**

Show optional inspections

- 88 T C O Delivered (optional)
- 99 C of O Delivered (optional)
- 103 Stem Wall/Retaining Wall \* (optional)
- 105 Building Pre-Slab (optional)
- 107 Reinforced Masonry Pre-Grout \* (optional)
- 109 Structural Steel Frame \* (optional)
- 111 Tilt Panels \* (optional)
- 113 Deck Weld/Welding \* (optional)
- 115 Structural Concrete \* (optional)
- 117 Epoxy Anchors \* (optional)

< Prev 1 2 3 4 5 6 7 8 Next >

[Cancel](#)

Go through the pages until you find the inspection you want (unfortunately you can only pick one at a time)  
Once you have chosen your inspection click continue

**Schedule an Inspection** ✕

*Inspection type: 103 Stem Wall/Retaining Wall \**

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**To continue, select an appointment date and time range by clicking a link on the calendar below:**

**Apr 2017**

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	<b>13</b>	14	
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

**May 2017**

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**Jun 2017**

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

[« Prev](#) [Next »](#)

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**Available Times for Thursday, Apr 13 2017**

All Day

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Continue
[Back](#)
[Cancel](#)

and inspections on this record.

Select the date you want. After you have chosen your date, you must select all day to continue. Select continue.

**Schedule an Inspection** ✕

*Inspection type: 103 Stem Wall/Retaining Wall \**

**Location and Contact**

Verify whether the location and contact person for the selected inspection are correct.

**Location**  
 930 E MORNING STAR LN  
 1  
 TEMPE AZ 85283

**Contact**  
 4801111111

[Change Contact](#) ▼

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Continue
[Back](#)
[Cancel](#)

Verify your contact information is correct (it will be the information given at the time of application submittal) you can change the contact info if desired by clicking the change contact link. If no changes click continue.

onal:

### Schedule an Inspection X

**Confirm Your Selection**

Please confirm the details below and click the Finish button to schedule the inspection.

**Inspection Type:** 103 Stem Wall/Retaining Wall \*

**Date and Time:** 04/13/2017

**Location:** 930 E MORNING STAR LN  
1  
TEMPE AZ 85283

**Contact:** 4801111111

[Include Additional Notes](#) ←

**Finish** ←    [Back](#)    [Cancel](#)

Verify everything is correct. If you have any comments for the inspector you can put them in the “Include Additional Notes” section. Otherwise select finish.

<p>► <b>Fees</b></p>		
<p>▼ <b>Inspections</b></p>		
<p><b>Upcoming (3)</b></p>		
<p><u><a href="#">Schedule an Inspection</a></u> ←</p>		
<p><b>03/16/2017 at 01:00 PM Scheduled</b> 181 Building Courtesy (680715) Inspector: Selectron Account</p>		<p><u><a href="#">Actions</a></u> ▼</p>
<p><b>04/07/2017 at TBD Scheduled</b> 101 Footing Trench &amp; Rebar (700920) Inspector: <i>unassigned</i></p>		<p><u><a href="#">Actions</a></u> ▼</p>
<p><b>04/13/2017 at TBD Scheduled</b> 103 Stem Wall/Retaining Wall * (702037) Inspector: <i>unassigned</i></p>		<p><u><a href="#">Actions</a></u> ▼</p>
<p><b>Completed</b></p> <p><i>There are no completed inspections on this record.</i></p>		

It will then take you back to the main record page where you can see what inspections you have scheduled and where you can also select the link again to schedule another inspection. (You should also be able to see inspection results from the completed section; this particular record does not have any previously resulted inspections)