



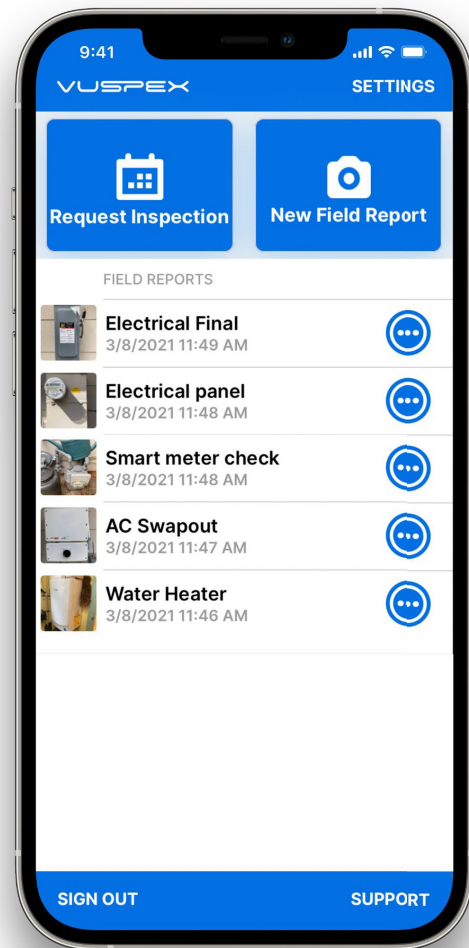
VUSPEX GO

USER GUIDE

iOS & Android mobile app for **Contractors and Field Agents** located at the inspection site.

- Accept an invite from an Inspector and connect to a live virtual inspection video call.
- Create a field report and send 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 & Field Agents

Sorry Inspectors, VuSpex GO is not for you.

- For VuSpex AC (Accela) Agency customers
- Used by permit applicants & homeowners
- Mobile users located at the inspection site

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 techie help you.



Sign in

1. Launch the VuSpex GO app

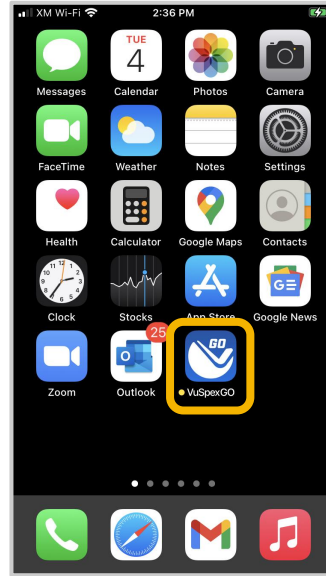
- Tap the icon

2. Sign-in

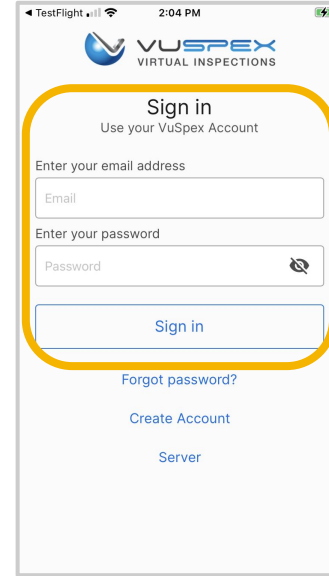
- Enter your VuSpex Contractor account credentials

3. Allow permissions

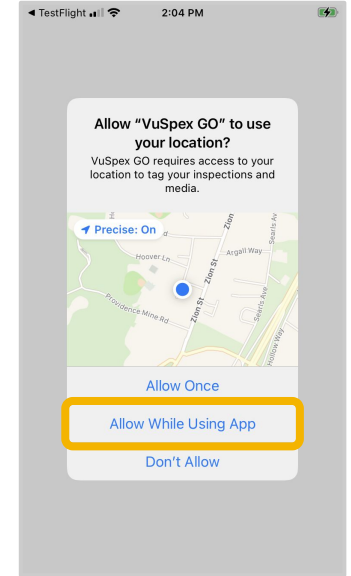
- Tap 'Allow While Using App'



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

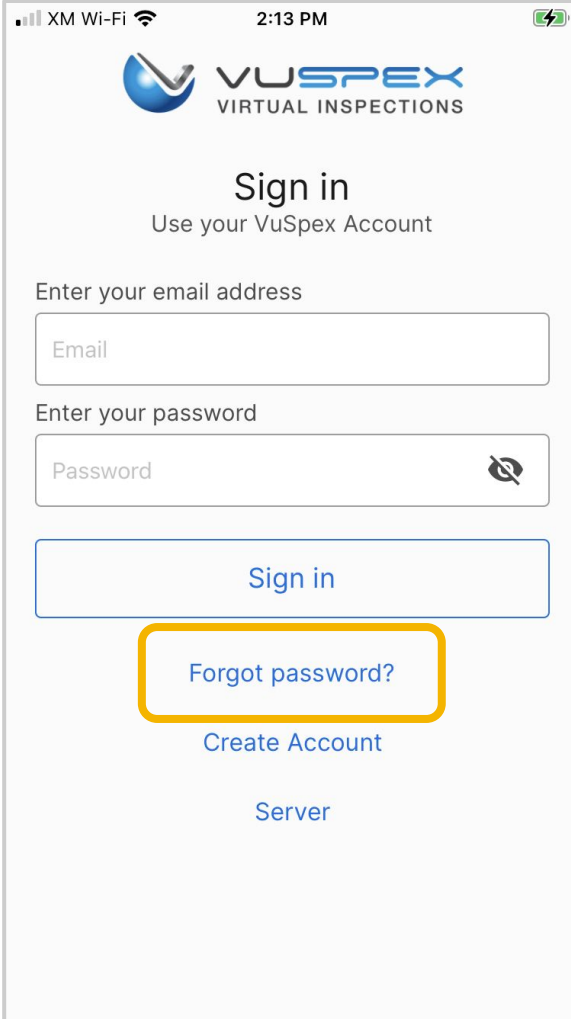
Server




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

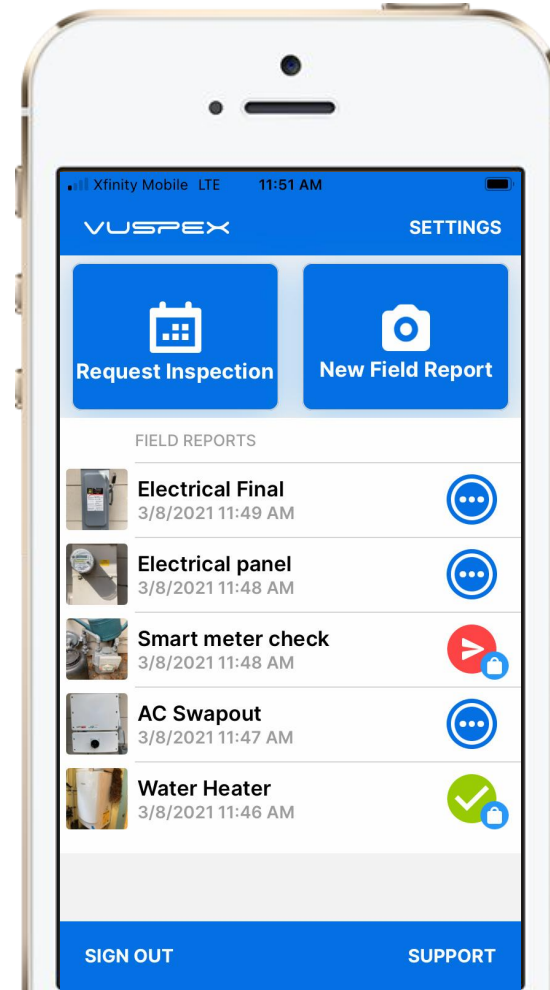




Main Menu Screen

VuSpex GO features:

- Virtual Inspection
- Schedule / Request Inspection
- Create a New Field Report
- Saved Field Report Status
- 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.**

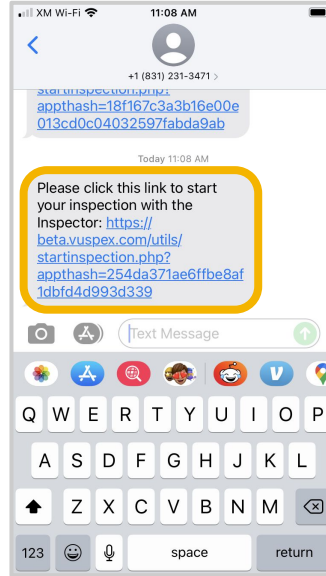
***Note:** The Contractor **does not** start the inspection. Look for for the text message invite from the Inspector to begin.*

Virtual Inspection Connect - iOS

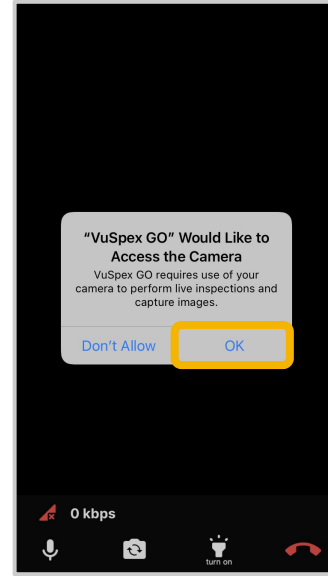
1. Tap the link in the text message to launch the App
2. Tap OK to allow permissions
3. Wait a moment to connect



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



1. Tap the link



2. Allow permissions



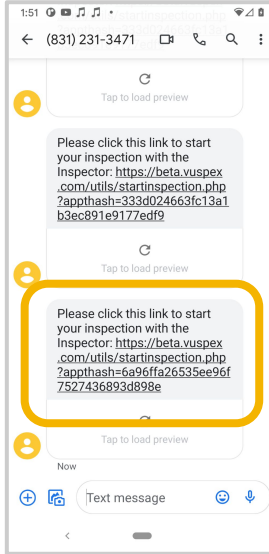
3. Wait to connect

Virtual Inspection Connect - Android

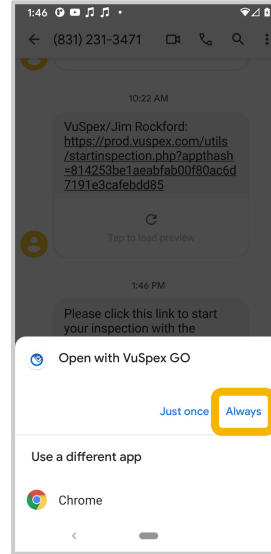
1. Tap the link in the text message to launch the App
2. Open with VuSpex GO: Tap on 'Always'
3. Tap OK to allow permissions
4. Wait a moment to connect



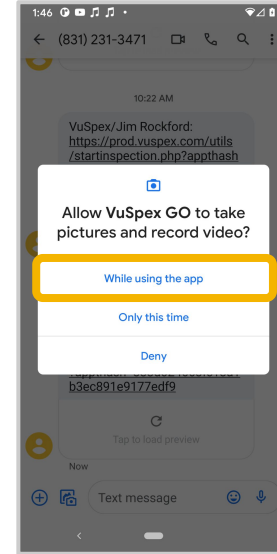
The Inspector sends a text message invite near the scheduled time.



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
from VuSpex GO.

***Note: Some Agencies do not use
this feature. 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
- Comments

The image shows a smartphone screen displaying a mobile application interface for "Request Inspection". The status bar at the top shows "XM Wi-Fi" and "11:46 AM". The app title is "Request Inspection" with a back arrow. Below the title, there are links for "Review or Cancel Inspections" and "Need help? Watch a video.". The form is divided into three sections:

- 1. Select your Agency**: A dropdown menu with "VUSPEX-TEST" selected.
- 2. Select Permit/Inspection**: A text input field containing "TODD1" and a dropdown menu with "BLDG_GENERAL:Progress Check" selected. Below these is a blue "Search" button.
- 3. Selected Inspections:**: A table with columns for "ID", "Type", and "Remove". The first row shows "Progress" under the "Type" column.



Field Report

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

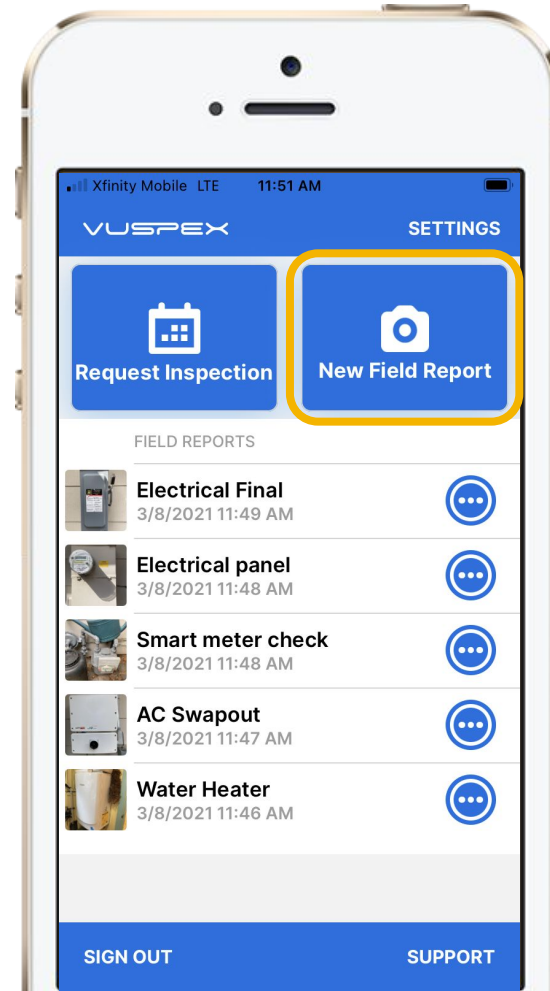
A variation of a virtual inspection that does not require an Inspector's real-time participation. The Contractor independently submits a form containing inspection media.

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 app for GPS verification.





Field Report

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.

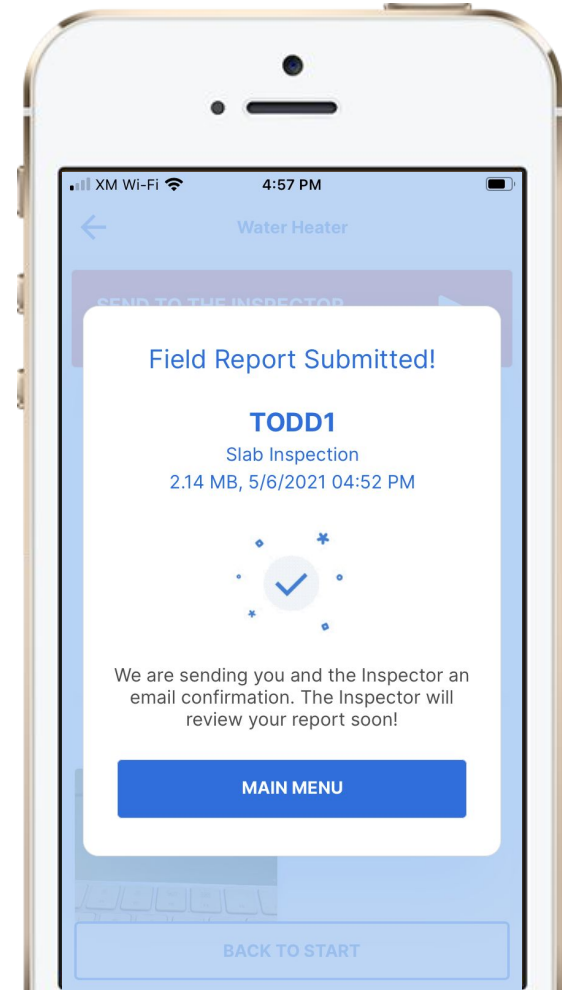
Step 4 - SAVE: Finalizing the report locks it from being edited. Then send the Field Report to the Inspector when you have a good internet connection.

A smartphone screen showing a mobile application interface for a field report. The screen displays a progress bar with four steps: MEDIA, COMMENT, PERMIT, and SAVE. Below the progress bar is a 'FIELD REPORT SUMMARY' section with the following details: PERMIT: TODD1; INSPECTION TYPE: Offline AC Mechanical Change Out; WORKSITE ADDRESS: 800 Lindley Ave, Nevada City, CA 95959 (with a 'TAP TO EDIT' link); DESCRIPTION: Test comments. At the bottom, there is a 'REPORT MEDIA' section showing a photo of a computer keyboard with a red 'X' icon in the top right corner. Two buttons are visible at the bottom: 'BACK TO START' and 'SAVE & FINALIZE'. The status bar at the top shows 'XM Wi-Fi', '11:16 AM', and a battery icon.

Field Report

How-To Basics

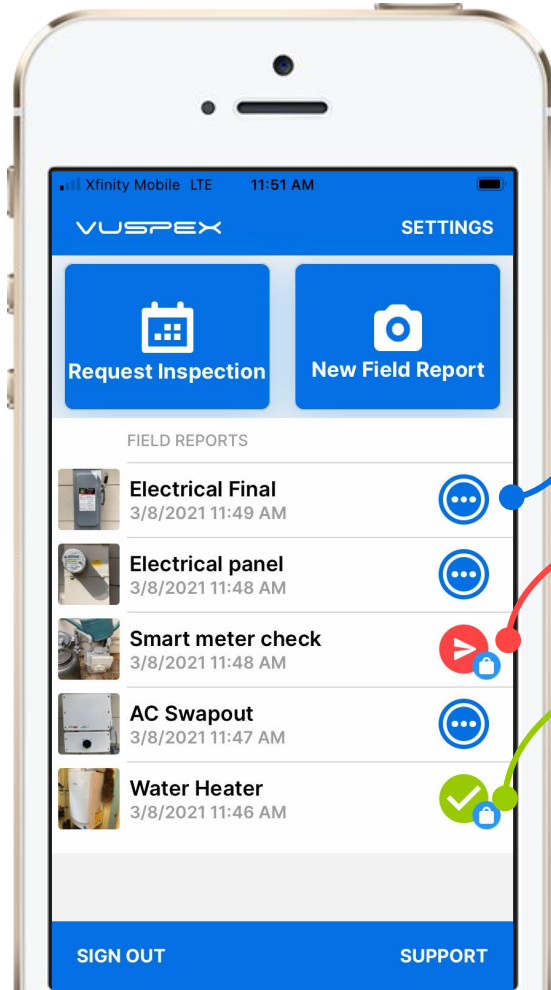
- Ask your Inspector about scheduling a Field Report
- Works for many inspection types
- Automatically saves as you go
- Create the report without an internet connection
- Your permit number is required to send
- Send the report at a location with a good cellular or WiFi internet connection





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





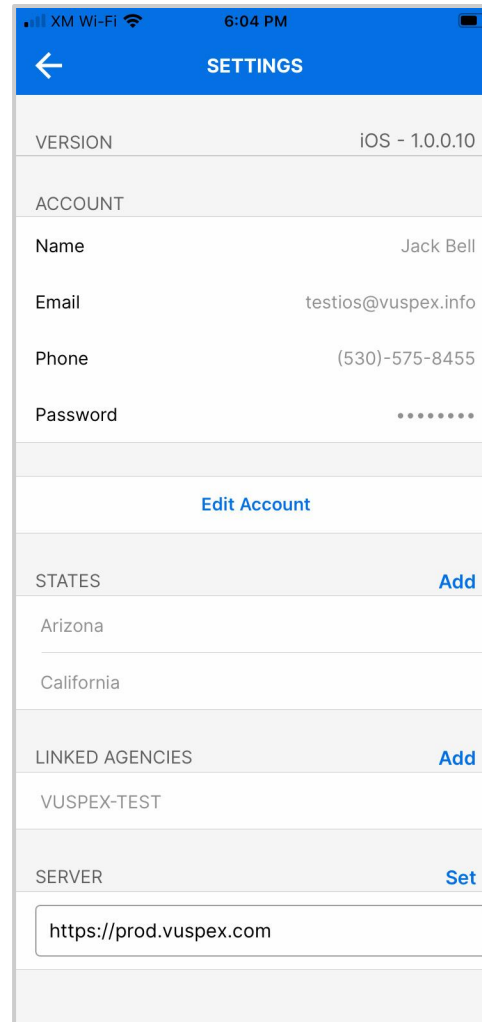
Settings Menu

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>