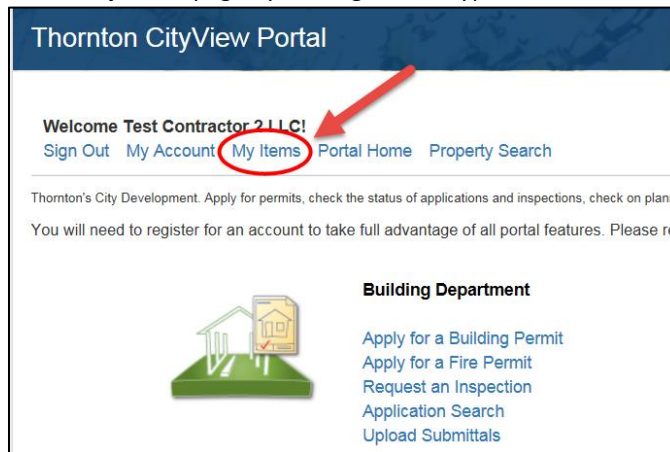


INSPECTION SCHEDULING IN CITYVIEW PORTAL BEFORE YOU BEGIN...

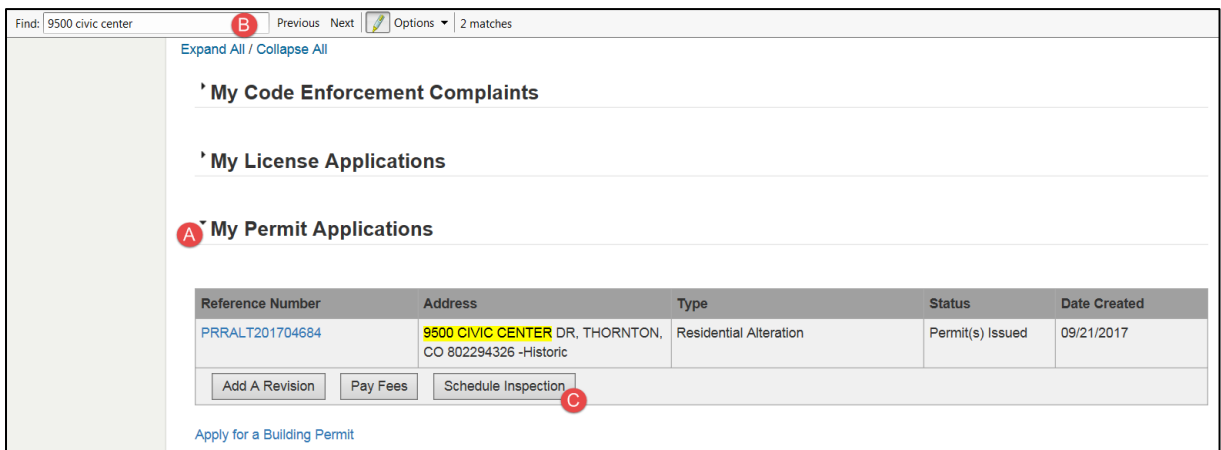
- **An inspection will not be scheduled: if there are any outstanding permit or re-inspection fees, if it is not requested in construction order (refer to the Generic Construction Order document), if there is a stop work order on the permit, or if the permit status is not Permit(s) Issued.**
- **You must be registered in the CityView Portal to view permit information and schedule inspections. Use your login to sign in. If you are not yet registered, follow the registration instructions before you proceed.**
- **If you do not see the permit in the My Items screen, contact our office for assistance.**

1. Log in to your CityView Portal account at: <https://cityviewportal.thorntonco.gov/>
2. Navigate to the **My Items** page by clicking on the hyperlink as indicated below.



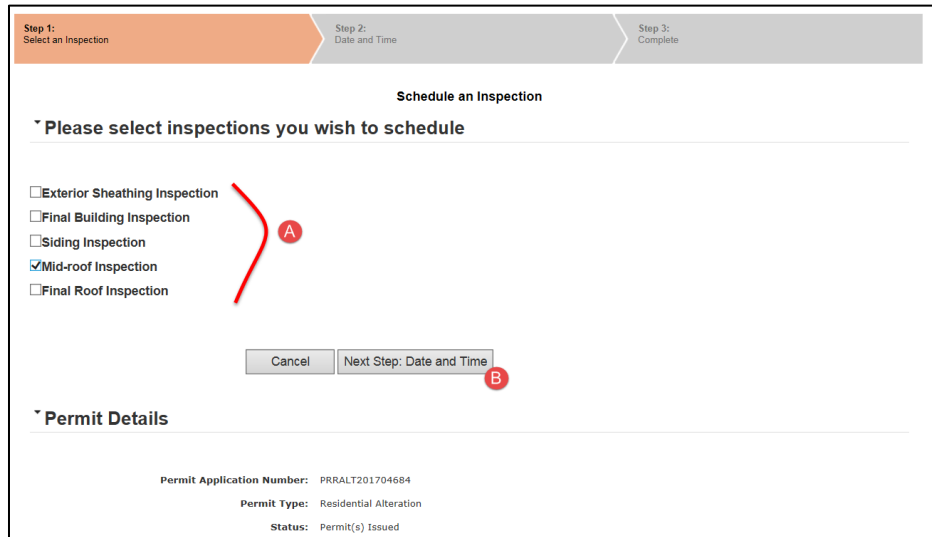
3. SCHEDULE INSPECTION FROM THE MY ITEMS PAGE

- A. Click on the **My Permit Applications** heading to view all your permits.
- B. Find the permit by scrolling through the applications OR press Ctrl + F to open a search bar on your browser.
 - i. If you press Ctrl + F, a search bar will appear. Type in any part of the permit number or address and then click next to view any results. The results will be highlighted on the screen. The more exact you are the less results you will have.
 1. Note: The search bar location and appearance may be different depending on your browser.
- C. Click on the **Schedule Inspection** button below the permit information.



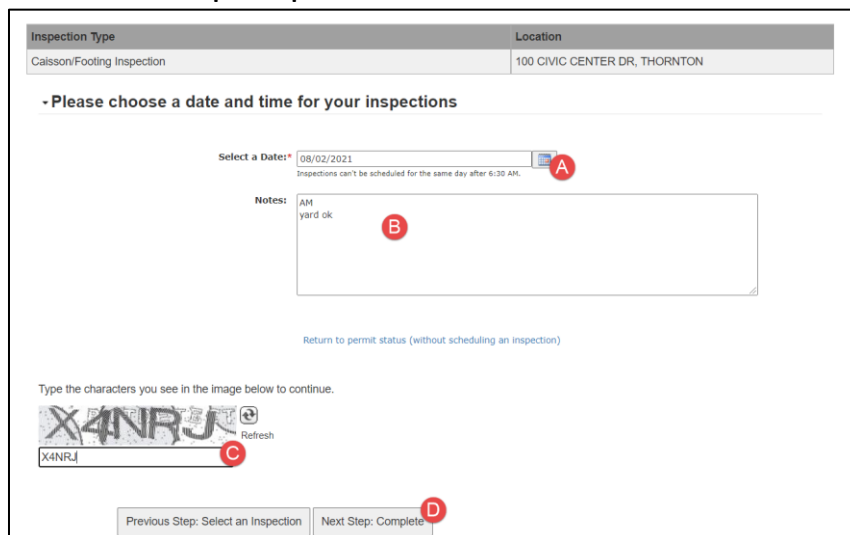
4. **Step 1:** Select an Inspection

- A. Click on the box to the left of the inspection you want to schedule to select it
 - i. You can select multiple inspections for the same day if applicable. **Please be sure to follow construction order (Refer to the Generic Construction Order document).**
If an inspection(s) are requested out of order, the inspection(s) will not be scheduled.
- B. Select the **Next Step: Date and Time** button.



5. **Step 2:** Date and Time

- A. Select a date of inspection by clicking on the calendar icon.
 - i. You can request an inspection up to 6:30 am the morning of.
- B. Type in any applicable notes.
 - i. This is where you would request AM or PM inspections, Yard ok or can enter a lockbox number. For virtual inspections or inspections eligible for a time window enter the name and phone number of the contact onsite.
- C. Enter the **CAPTCHA** code that you see in the colored box in the field underneath it.
- D. Select the **Next Step: Complete** button.



6. **Step 3:** Complete

You're done. Scroll down and click on the Return to Permit Application Status link, then click on Inspections to see that your Request shows on the list. The inspection is scheduled when the date appears in the Scheduled column.