Instructions for Online Inspection Requests

Notes

- Online inspection requests are currently available for Electrical, Mechanical, and Plumbing permits. All other inspection requests for other record types must be made by phone. Please call (828) 250-5360 to schedule an inspection or if you have questions.
- In order to request an inspection on a permit, you must be a licensed professional or an authorized contact of the licensed professional on the permit record.
- Inspections requests are completed the following business day. We cannot guarantee a time for the inspection. Inspections are completed between 9:30 AM and 4:00 PM Monday through Friday, excluding holidays.

Instructions:

1. Go to [https://onlinepermits.buncombecounty.org](https://onlinepermits.buncombecounty.org)
2. Log in with your credentials.
3. Use the search box to locate your permit record. Alternatively, you can go to the Building tab and search using the Permit Number field.
4. On the Record Details screen, click the Record Info button and choose Inspections.

5. You should see a pending required inspection on the screen. Click the Actions menu next to the inspection and choose Request.

6. You may also click on Schedule Other Inspections to see a full list of available inspections. If you choose this option, select the radio button next to the inspection you wish to schedule and click the Continue button.
7. Select a contact from the record. Contacts are pulled from the Licensed Professional info or the Contact info on the permit record when it was created. Do not use the Specify Another Contact option. It does not work. It is an identified bug in our application and we are working on a fix.
8. On the next screen, if there is additional information that the inspector needs to know, please click Include Additional Notes and enter the information (Examples: a gate code is required for entry, an alternate phone number and name).
9. Then click the finish button. You will receive an email letting you know your inspection request is complete. The following day you will receive an email with your inspector name and phone number when it is assigned.