

SCHEDULING INSPECTIONS

CITIZEN ACCESS USER GUIDE

To Schedule an Inspection

Instructions:

1. In your web browser, go to our Citizen Access portal at

<https://citizenportal.meridiancity.org/citizenaccess/>

Log in by entering your user name and password.

Note: Our software works with a variety of browsers, but was designed to work best with Internet Explorer, especially version 11. If you experience difficulty, it is most commonly fixed by adding meridiancity.org to your Compatibility View settings; and ensuring that your pop-up blocker is not enabled. This site does use pop-ups.

2. Once logged into the Citizen Access, select the Building Services Tab.

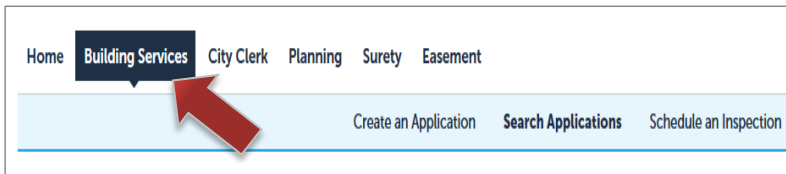


Figure 1: screenshot of example citizen access portal department tabs

How do I schedule my inspections?

» All inspections through Building Services are scheduled online through the Citizen Portal.

<https://citizenportal.meridiancity.org/citizenaccess/>



Contact Information

Building Services Division

- » The first floor of City Hall at 33 E. Broadway Ave. Suite 102, Meridian, Idaho 83642
- » Phone | 208.887.2211

Citizen Access Portal

» For Applications, Inspections, and Permits, see the link below.

<https://citizenportal.meridiancity.org/citizenaccess/>



- If permits were pulled online, they should be listed here when you log in. Select the permit number to open the details and schedule an inspection. If the permit you wish to see does not appear here, you can enter the permit number, the project address, or your company name in the search bar at the top of the page.

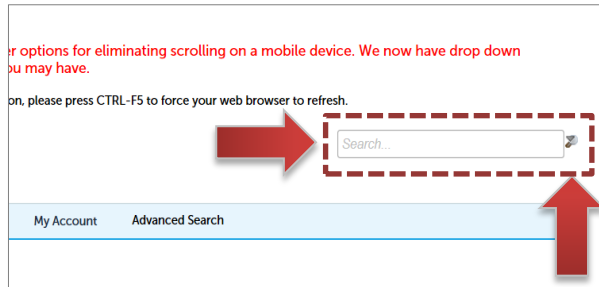


Figure 2: screenshot of example citizen access portal search bar

- To open the details of a permit and schedule inspections, select the Record Info drop down.

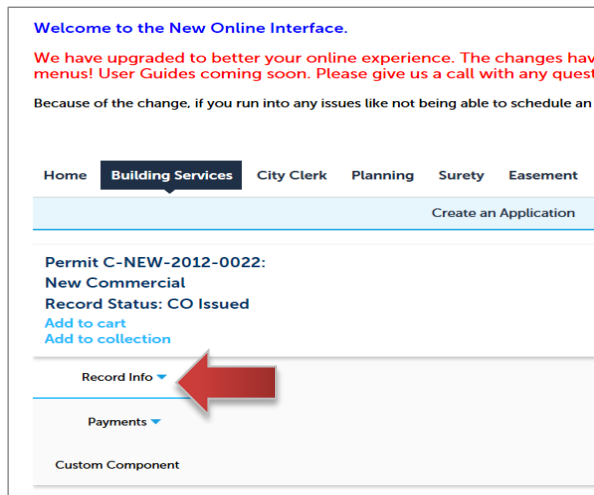


Figure 3: screenshot of example citizen access Record Info drop down selection

- After selecting the Record Info drop down, select the Inspections link.

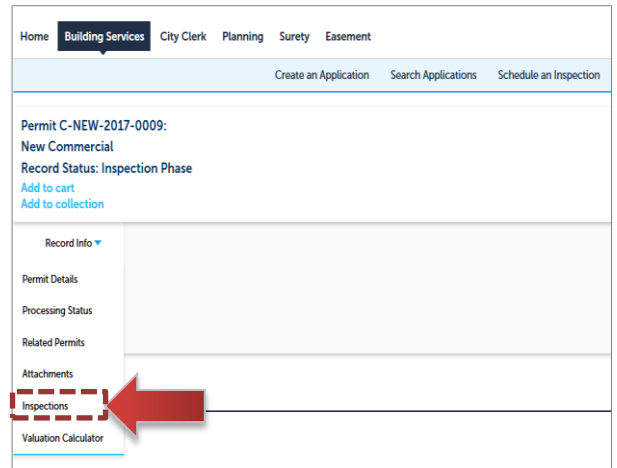


Figure 4: screenshot of example citizen access portal Inspections link

- When the Inspections link is open, select the highlighted blue words Schedule or Request an Inspection. This will open a new window.

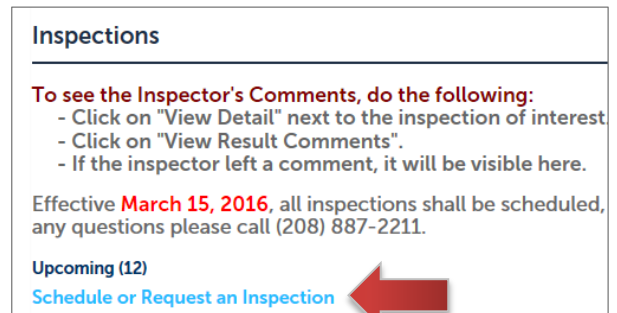


Figure 5: screenshot of example citizen access portal schedule or request an inspection link

7. In the first inspection scheduling window choose the inspection type you require (some of the inspection types are on page two.) Select continue.
8. Choose the date for your inspection. Scroll down and select the circle that says "All Day." If you are hoping for a more specific time, there is an opportunity before you finish to request that. Select Continue.
9. In the second inspection screen verify that the contact listed is the job site contact and available to answer any questions the inspector may have. If you need to change the contact, select the highlighted Change Contact drop down link. Otherwise select Continue.
10. Confirm that the inspection details are correct and select the finish button to schedule the inspection.