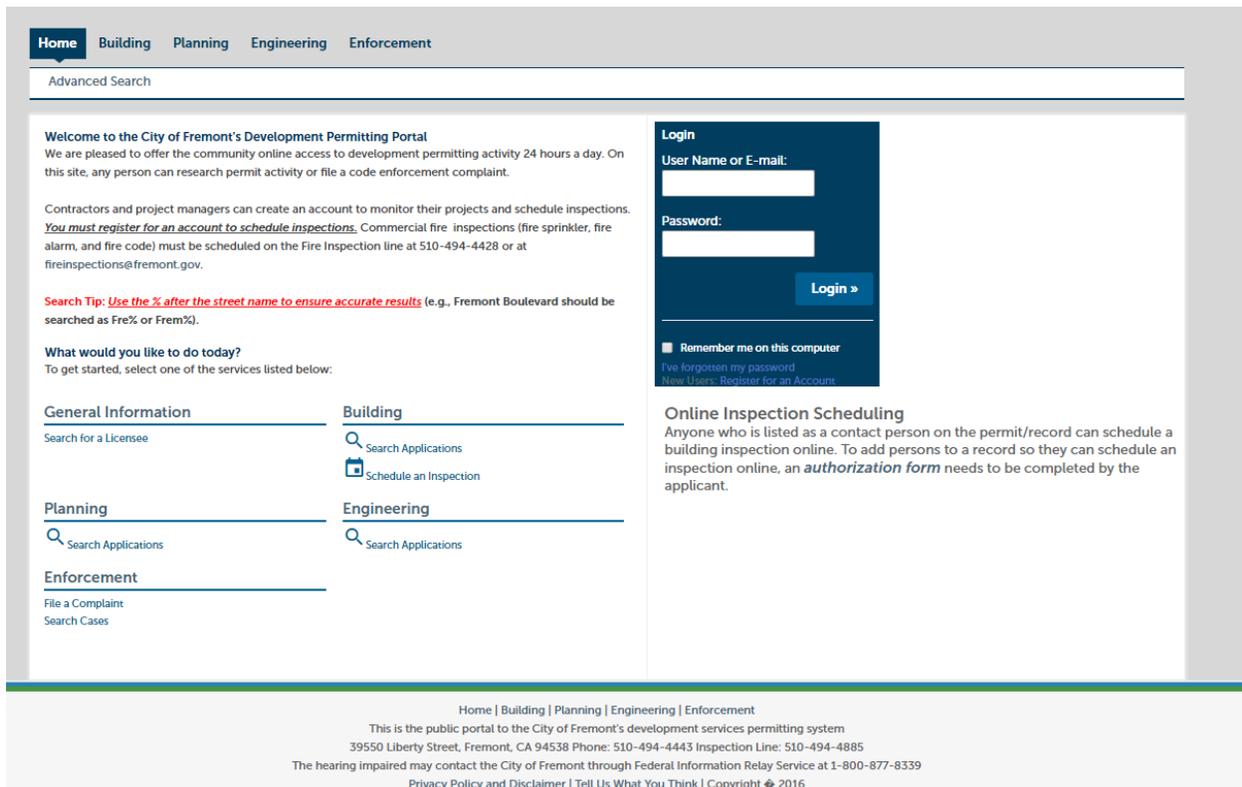


CITY OF FREMONT Community Development Department

Citizen Access USER GUIDE



The screenshot shows the top navigation bar with links for Home, Building, Planning, Engineering, and Enforcement. Below the navigation is an "Advanced Search" field. The main content area is divided into two columns. The left column contains a welcome message, a "What would you like to do today?" section with links for General Information, Planning, and Enforcement, and a "Building" section with links for Search Applications and Schedule an Inspection. The right column contains a "Login" form with fields for User Name or E-mail and Password, a "Login »" button, and a "Remember me on this computer" checkbox. Below the login form is a link for "New Users: Register for an Account". The bottom of the page features a footer with contact information and a copyright notice for 2016.

Direct link to the Citizen Access Portal:
www.Fremont.gov/CitizenAccess

Updated 10/22/2018

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INTRODUCTION

The City of Fremont's Citizen Access portal allows residents, businesses, and visitors conducting business in Fremont to view and track details of various permits, as well as to report a code enforcement concern online.

Contractors and project managers can create an account to monitor their projects and schedule inspections. ***You must register for an account and be a contact on the permit record to schedule inspections.*** To add persons to a record so they can schedule an inspection online, an [Online Inspection Scheduling Authorization Form](#) needs to be completed by the applicant of the permit.

Commercial fire inspections (fire sprinkler, fire alarm, and fire code) must be scheduled by calling the Fire Inspection Line at 510-494-4428 or by sending your request to fireinspections@fremont.gov. When you make your fire inspection request, please provide your fire permit number (starting with FAP, FCP, or FSP), address, type of inspection, and your preferred inspection date and time. A fire inspector will follow up to confirm the date and time of the inspection.

This user guide provides details on:

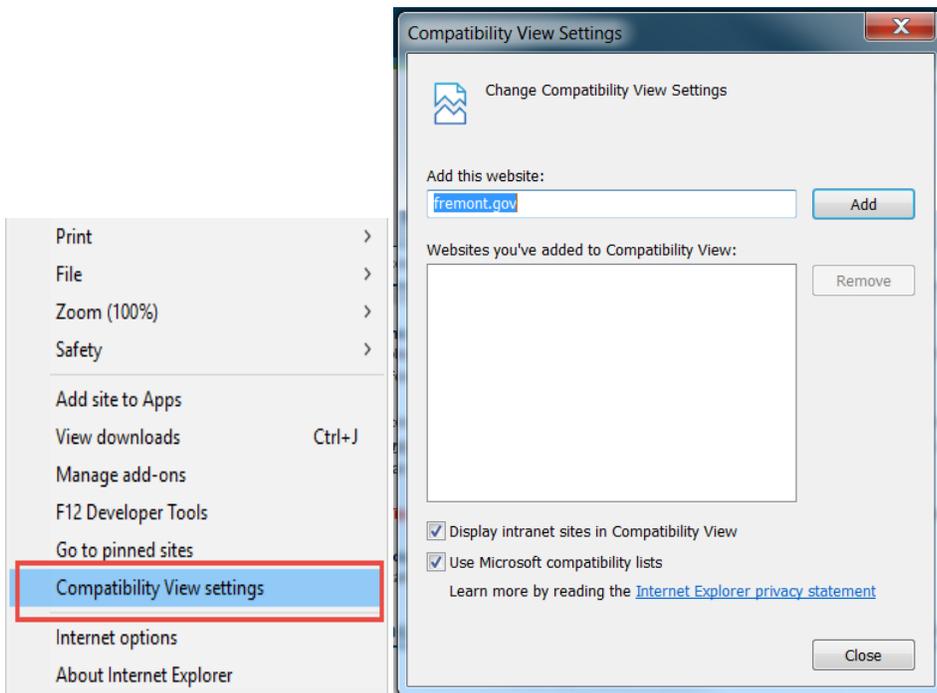
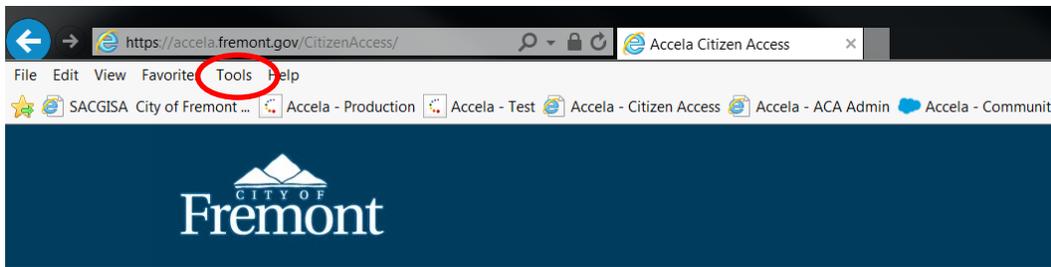
- [Setup and Compatibility](#)
- [Registering for an Account](#)
- [Login](#)
- [Resetting Your Password](#)
- [Search Functionality](#)
- [Problems Logging Into Your Citizen Access Account](#)
- [How to Search Records](#)
- [Adding a Contact to Your Account and Permit Records](#)
- [Linking Your Permit Records to Your Citizen Access Account](#)
- [Using Your Dashboard and Accessing Your Records](#)
- [Setting Up Collections of Your Records](#)
- [Scheduling an Inspection](#)
- [Understanding Notices on Records and How to Resolve Them](#)

SETUP AND COMPATIBILITY

Citizen Access Browser Requirements:

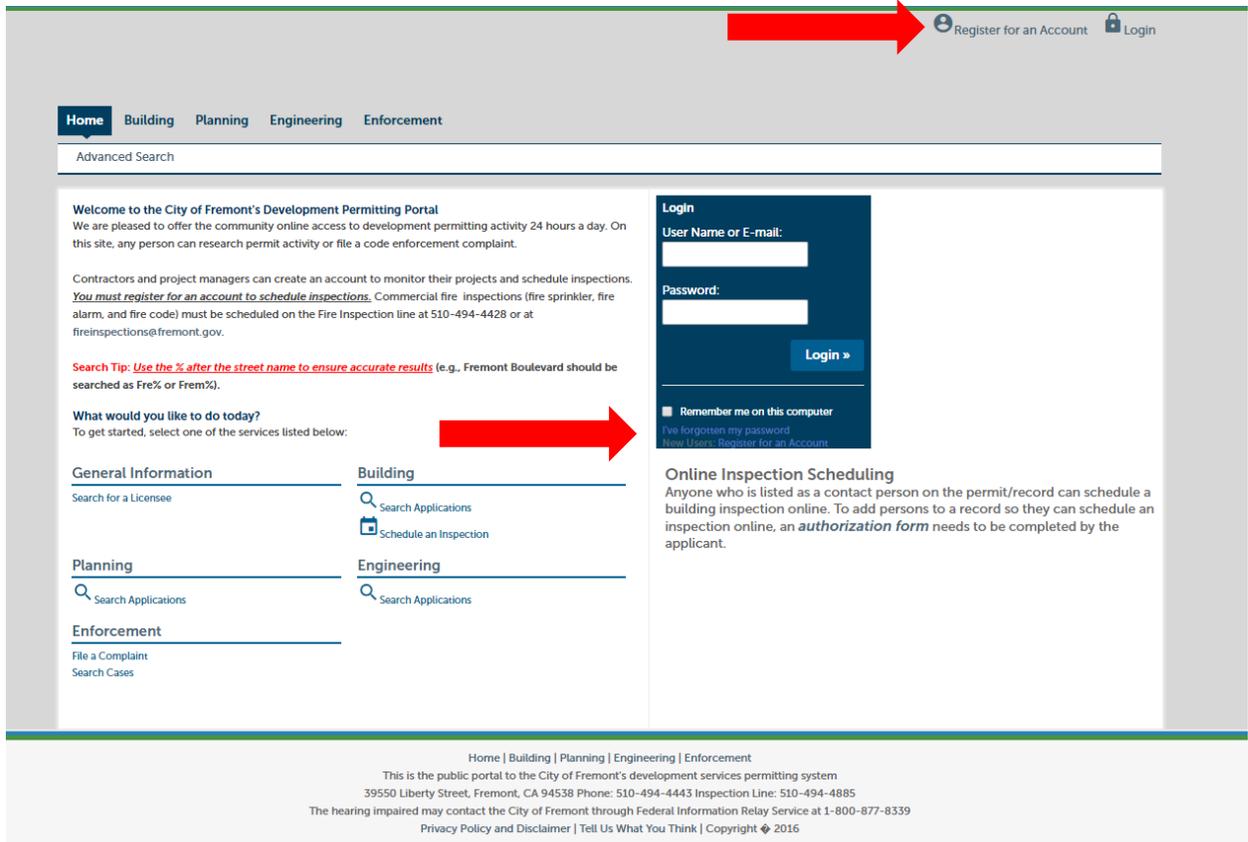
- Internet Explorer (IE) 9 & 10
- Firefox 23
- Google Chrome 31
- Safari 6

Note about Internet Explorer: If you use Internet Explorer and are having trouble viewing the Citizen Access webpage, please check your compatibility view settings. In Internet Explorer, click on **“Tools”** and select **“Compatibility View Settings.”** Add **Fremont.gov** under **“Add this Website.”**



REGISTER FOR AN ACCOUNT

- 1) Open your internet browser. Go to the web address for the Fremont Citizen Access site at: www.Fremont.gov/CitizenAccess.
- 2) Click on **“Register for an Account”** at the top of the homepage or **“New Users: Register for an Account”** at the bottom of the login field.



- 3) Review the Terms and Conditions. Check the checkbox *“I have read and accepted the above terms”* and click the *“Continue Registration”* button to continue the registration process.

The screenshot shows a web page for account registration. At the top, there is a navigation menu with links for Home, Building, Planning, Engineering, and Enforcement. Below the menu is an 'Advanced Search' bar. The main heading is 'Account Registration'. Underneath, it states: 'You will be asked to provide the following information to open an account:' followed by a bulleted list: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional (optional)'. Below the list, it says: 'Please review and accept the terms below to proceed.' A scrollable box contains a 'General Disclaimer' with the following text: 'While the City of Fremont attempts to keep its web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.' Below the disclaimer, there is a checkbox labeled 'I have read and accepted the above terms.' and a blue button labeled 'Continue Registration »'. Two red arrows point to the checkbox and the button respectively.

- 4) Enter your account information. Fields marked with a red asterisk * are required and must be entered to continue. Password must be 8-21 characters in length.

**Account Registration Step 2:
Enter/Confirm Your Account Information**

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

- 5) Click ***Add New*** to add your contact information. Click ***Continue Registration.***

Contact Information

Choose how to fill in your contact information.

Add New ←

Continue Registration >

- 6) Complete the **“Contact Information.”** Fields marked with a red asterisk * are required and must be entered to continue. Click on **“Continue”** to continue with the registration. If you are setting up an account for your business, be sure to complete the **“Name of Business”** field and use an email address that any employee you add as a contact on your account will know.

Contact Information [Close]

* First: [] Middle: [] * Last: []

Name of Business: []

Country: [United States]

* Address Line 1: []

* City: []

* State: [--Select--]

* Zip: []

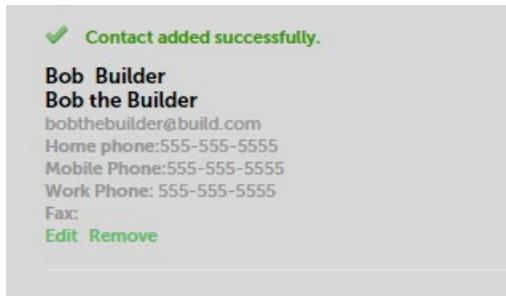
Phone 1: [] Work Phone: [] Mobile Phone: []

Fax: []

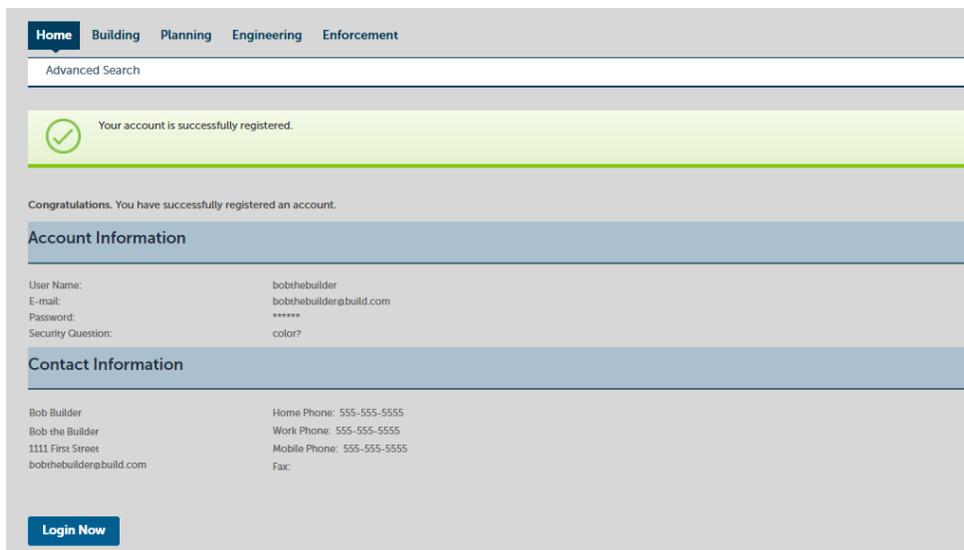
E-mail: []

Continue Clear Discard Changes

- 7) Next, you will get a message stating, *“The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.”* Click *“Continue.”* The following confirmation will be received:



- 8) Click *“Continue Registration.”*
- 9) After the registration has been completed, the information you used to register the account will be displayed.

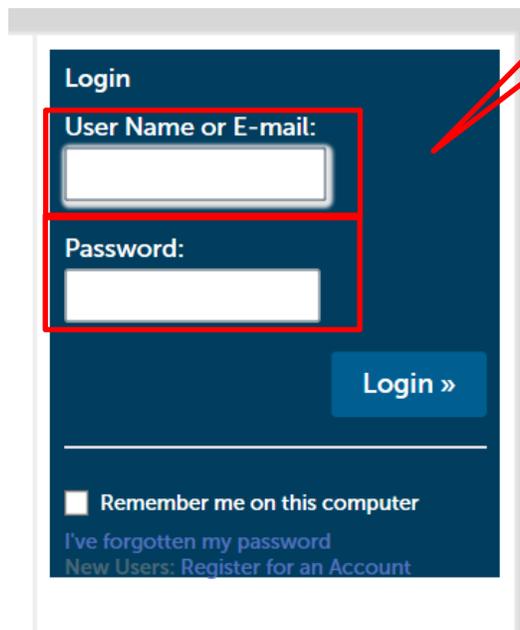
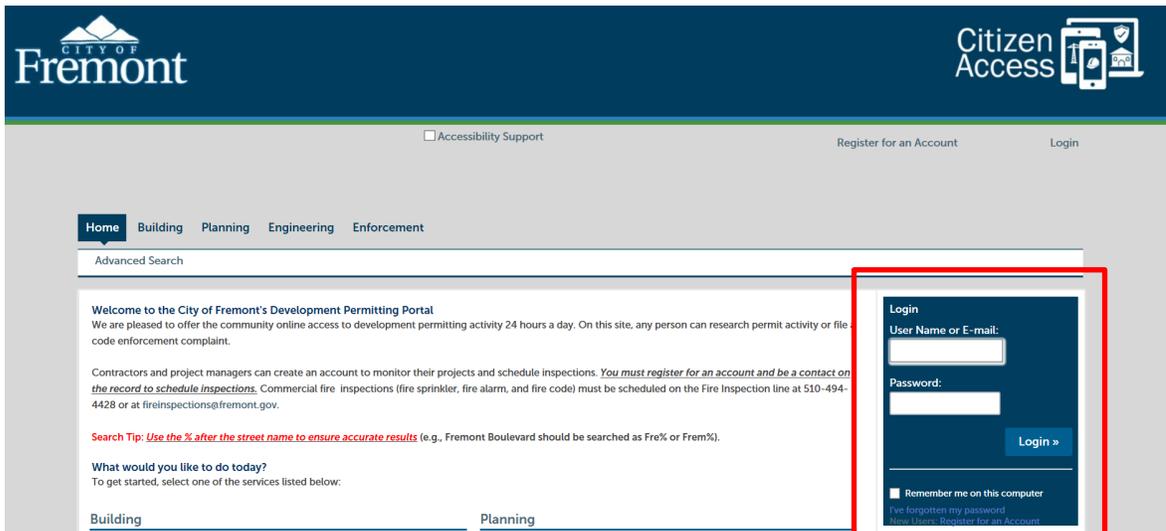


- 10) To login to your new account, click the *“Login Now”* button at the bottom of the page.
- 11) Enter the *“User Name or E-mail”* and *“Password”* you used to register your account. Click the *“Login”* button to continue.

LOGIN

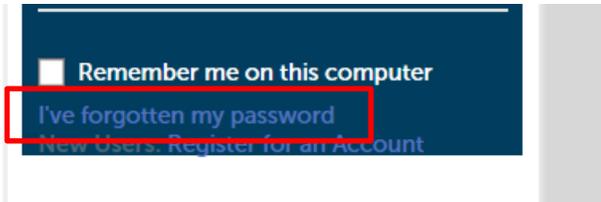
After you have set up your Citizen Access account, login to Accela to access your permit records.

- 1) Open your web browser and navigate to: www.Fremont.gov/CitizenAccess.
- 2) Enter the **“User Name or E-mail”** and **“Password”** you used to register your account. Click the **“Login”** button to continue.



RESETTING YOUR PASSWORD

If you forget your password, click on *“I’ve forgotten my password.”*



Input your *“E-mail Address.”*

Reset Password
Forget your password? A new password will be sent to you via e-mail after your e-mail address and security answer have been verified.

* E-mail Address:

* Security Answer?

[Send New Password »](#)

After your email address is inputted, your security question will pop up. Provide your *“Security Answer?”*

Reset Password
Forget your password? A new password will be sent to you via e-mail after your e-mail address and security answer have been verified.

* E-mail Address:

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
color?

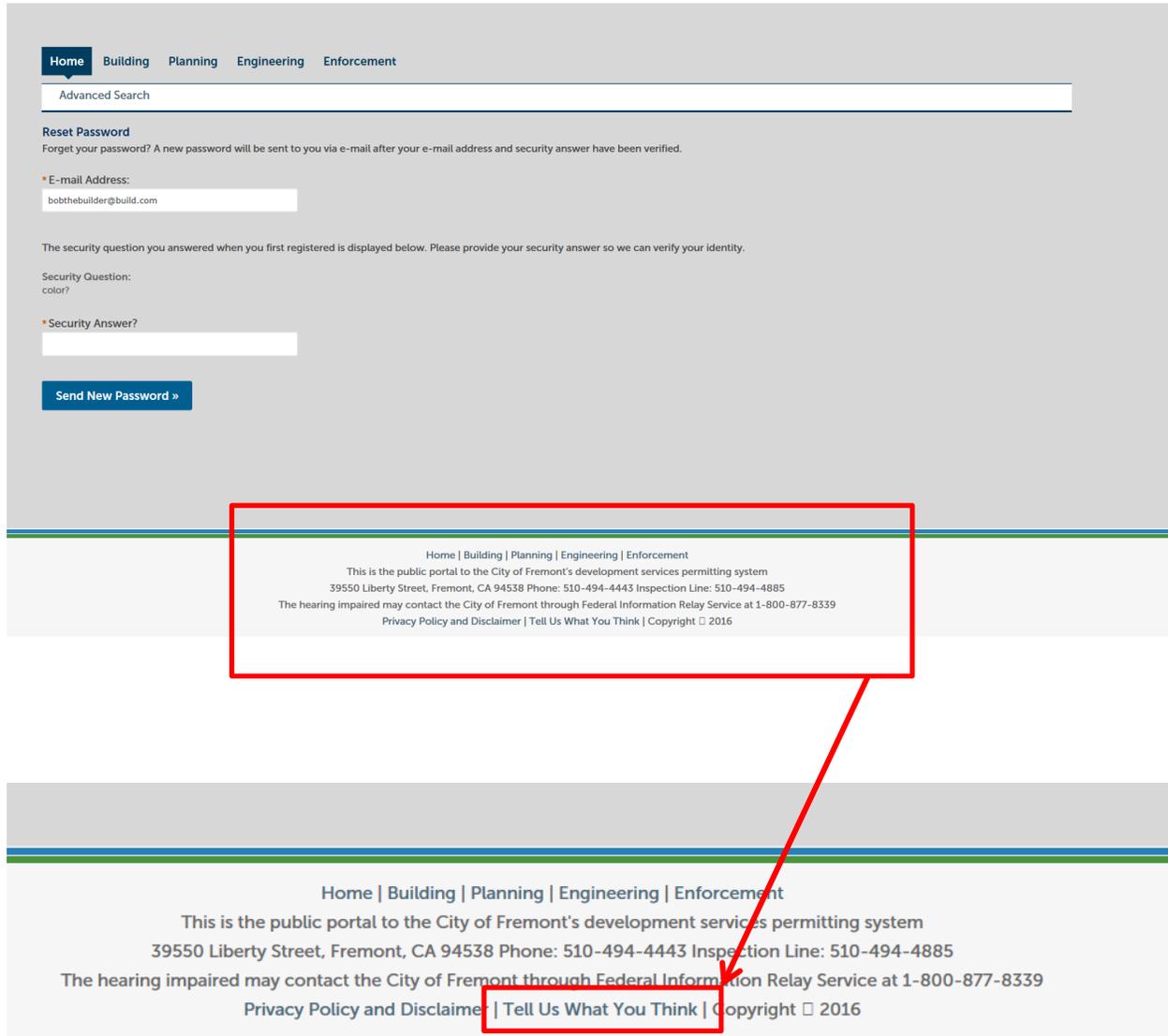
* Security Answer?

[Send New Password »](#)

You will be sent an email with your user name and a temporary password. Login to Citizen Access with your temporary password, and then you’ll be asked to choose a new password. Passwords are case sensitive.

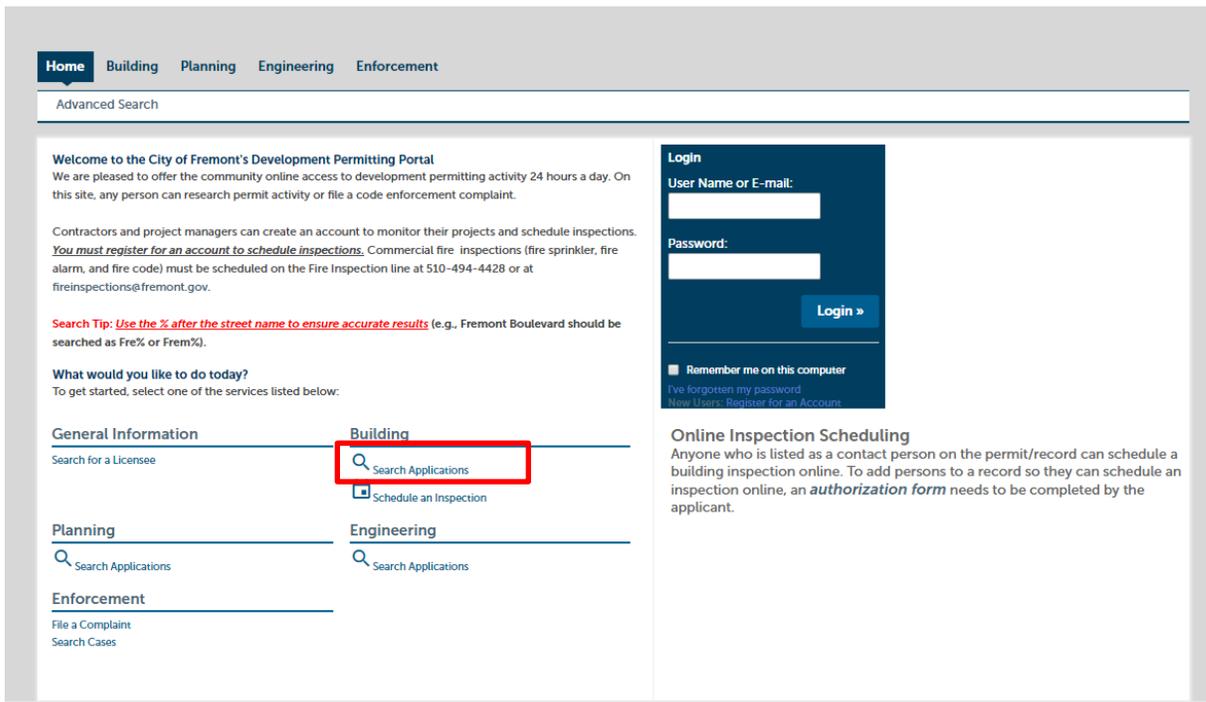
PROBLEMS LOGGING IN

If you have problems logging into your Citizen Access account, send an email to developmentservices@fremont.gov or by clicking ***"Tell Us What You Think"*** at the bottom of the webpage. A City staff person will follow up to assist you with your login problems.



SEARCH FUNCTIONALITY

- 1) Open your web browser and navigate to: www.Fremont.gov/CitizenAccess.
- 2) You do not need to be registered to search by date range, record number, address, or parcel number. To schedule an inspection, you will need a registered Fremont Citizen Access account.
- 3) Click on the discipline (e.g., Building) that you are interested in researching. To search permit records under that discipline, select “*Search Applications.*”



- 4) In the **“General Search”** section, complete the search fields. Your search results will be best when the least amount of information is entered (e.g., partial street name). If you’re looking for a specific record number or parcel number, the system should return that result. If you don’t see the result you expected, simplify the search information (e.g., instead of BLD2018-00001, try BLD2018).

Note about search dates: The search dates default back 5 years from today. Adjust the search dates for a smaller or larger search date range.

Note about parcel numbers: Parcel numbers should be formatted as “### #####” (e.g., 525 164701301; there should be a space after the first three digits in the parcel number). The parcel number search will work with a partial number (e.g., 525 or 525 1647).

The screenshot shows a web interface for searching records. At the top, there are two tabs: "Search Applications" and "Schedule an Inspection". Below the tabs, the section is titled "Search for Records" with the instruction "Enter information below to search for records." and a list of search criteria: Site Address, Record/Application Number, and Date Range. A red search tip states: "Search Tip: Use the % after the street name to ensure accurate search results (e.g., Fremont Boulevard should be searched as Fre% or Frem%).". The "General Search" section contains several input fields: "Record Number:", "Parcel No.:", "Start Date:" (with a calendar icon and a question mark), "End Date:" (with a calendar icon and a question mark), "Address No.:" (with a placeholder "Enter here" and an "Optional" label), "Street Name:" (with a question mark), and "Unit No.:" (with a question mark). At the bottom of the search section, there is a link "Search Additional Criteria".

SEARCH TIP: Use the “%” sign after the street name to ensure accurate search results (e.g., Fremont Boulevard should be searched as Fre% or Frem%).

- 5) Click the **“Search”** button when you have entered your search criteria.



6) View the permit record information by clicking on the permit number from the results list.

<input type="checkbox"/>	BLD2019-00017	08/03/2018	Building Permit	Green - NSFD	39550 Liberty St	Received
<input type="checkbox"/>	BLD2019-00016	08/03/2018	Building Permit	Green Apartments-NMFD	39550 Liberty St	Received

7) Specific permit record information will be displayed, including record number (e.g., BLD2019-00017), type of record (e.g., Building Permit), and record status (e.g., Received), work location (e.g., 39550 Liberty St), and record details (e.g., applicant, project description, owner).

Home **Building** Planning Engineering Enforcement

Search Applications Schedule an Inspection

Record BLD2019-00017: Add to collection

Building Permit
Record Status: Received

Record Info Payments

Work Location

39550 Liberty St

Record Details

Applicant: Bob Builder Bob the Builder 1111 First Street Build City, CA, 99999 Phone 2555-555-5555 Phone 1555-555-5555 bobthebuilder@build.com	Project Description: 30,000 sq. ft. single-family dwelling	Owner: CITY OF FREMONT PO BOX 5006 FREMONT CA 945375006
--	--	---

More Details

8) To view *“More Details,”* click on the ▶ next to each field to see details pertaining to that specific field.

More Details

- Parcel Information
 - Parcel Number:
525 096412500

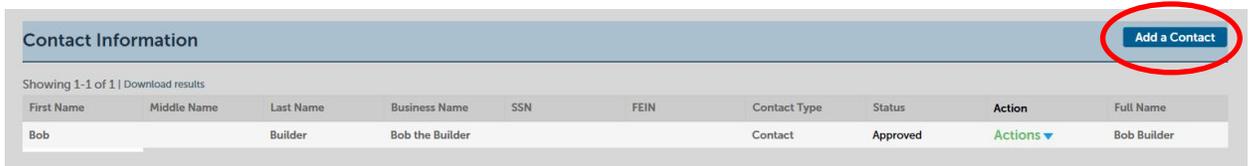
ADDING A CONTACT TO YOUR ACCOUNT AND PERMIT RECORDS

If you set up your Citizen Access account with the intent of having more than one person accessing it, including scheduling inspections on your various permit records, you'll need to add these additional people as a "Contact" on your account. To add a contact:

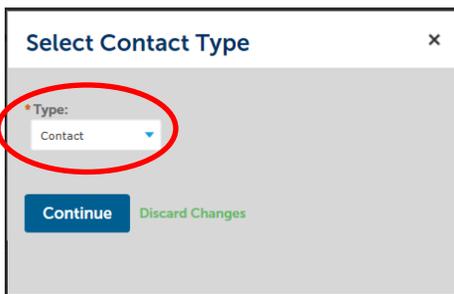
- 1) Open your web browser and navigate to: www.Fremont.gov/CitizenAccess.
- 2) Login to your account. Please see the "[Login](#)" section for details on how to login.
- 3) Click on "[My Account](#)."



- 4) Once in your account, scroll down the page to "[Contact Information](#)." Click on the "[Add a Contact](#)" button.



- 5) Select your contact "[Type](#)" from the drop down box and click on the "[Continue](#)" button.



- 6) Complete the contact information. Click **“Continue”** to complete adding this person as a contact on your account.

Contact Information

Country: United States

* Address Line 1: 1111 First Street

* City: Metropolis

* State: CA

* Zip: 91271-

Phone 1: 555-555-5555 Work Phone: 555-555-5555 Mobile Phone: 555-555-5555

Fax:

E-mail: betseythebuilder@build.com

Continue Clear Discard Changes

- 7) The additional contact has been added.

Contact Information Add a Contact

Showing 1-2 of 2 | Download results

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action	Full Name
Betsey		Builder	Bob the Builder			Contact	Approved	Actions	Betsey Builder
Bob		Builder	Bob the Builder			Contact	Approved	Actions	Bob Builder

- 8) The new contact will now have access to schedule inspections on your permit records by logging into your Citizen Access account with the username or email address and password you used to set up your account.

- 9) **Ask City Staff to Add Your Account Contacts.** If you'd like City staff to add additional contacts to your account, contact us with an email at developmentservices@fremont.gov or click "*Tell Us What You Think*" at the bottom of the webpage. Provide your Citizen Access account email or username with the request so we can complete the account change.
- 10) **Adding Contacts to Your Permit Records.** If you'd like to add other people to be a contact on any or all of your permit records (which is different than adding a contact to your account), please complete the [Online Inspection Scheduling Authorization Form](#) and email or fax it to the address/number indicated on the form. Only the applicant listed on the permit record is authorized to add contacts to a permit record.

LINKING YOUR PERMIT RECORDS TO YOUR ACCOUNT

In order to see your permit records in your Citizen Access account, your account contact information needs to be added to each permit record to link the two functions. This task must be done by City staff on the backend of the system. If you do not see your permit record(s) in your account, more than likely your account contact has not been added to the permit record.

To get these two items linked, send an email to developmentsservices@fremont.gov or click on *"Tell Us What You Think"* at the bottom of the webpage. Please provide the permit number and the Citizen Access account email address that you'd like linked when you contact us. We will look into the issue and follow up with you to address it.

DASHBOARD AND MY RECORDS

When you login to your account, the default view is the dashboard. The dashboard is setup to allow you to combine related permits for a particular project as a *“Collection.”* It is not necessary to use the collection functionality, but it may help you coordinate the various components of your project, especially when scheduling inspections.

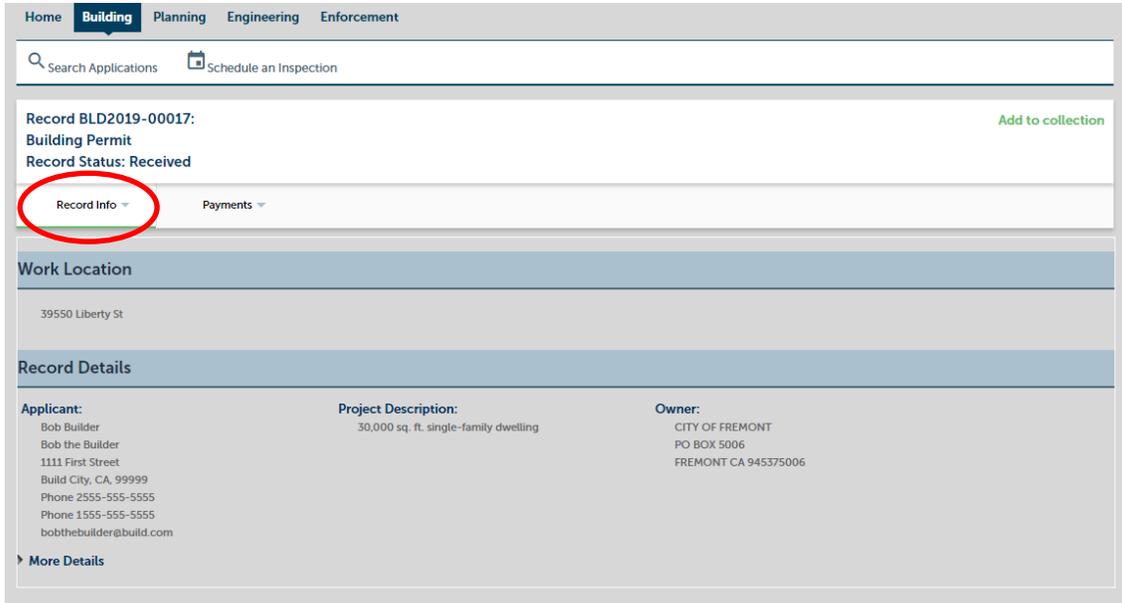
If you simply want to see your permit records, go to *“My Records”* by doing the following:

- 1) Open your web browser and navigate to: www.Fremont.gov/CitizenAccess.
- 2) Login to your account. Your login will default to the Dashboard homepage. To see all of your linked permit records without creating a collection, click on *“My Records.”*
- 3) Under the *“Permit #”* column, click on the permit record number (**blue text**) you want to review. Your permit records will be separated by discipline (i.e., Building, Planning, and Engineering; below only Building records are shown).

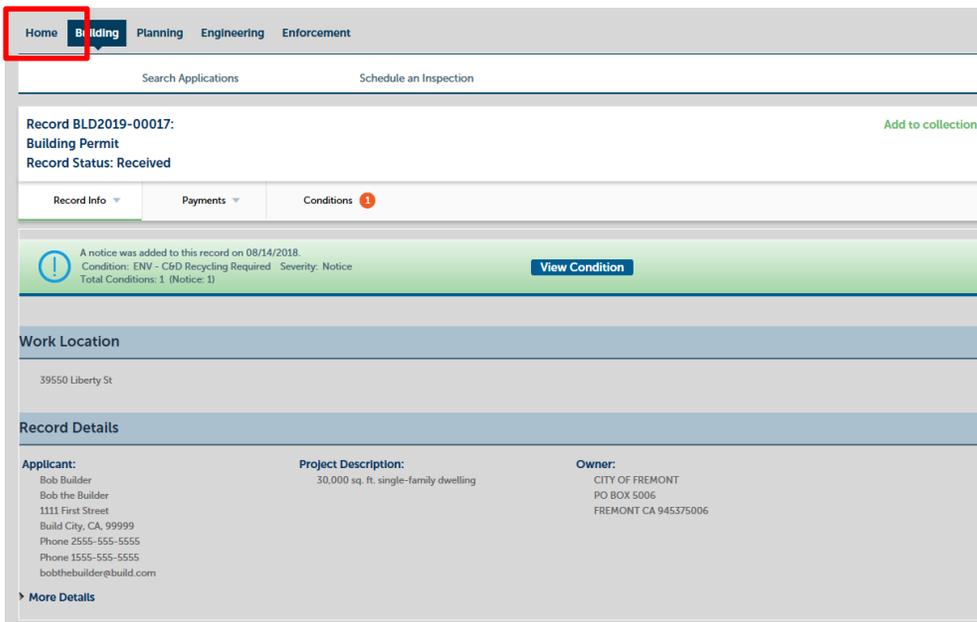
The screenshot shows the 'My Records' page with a navigation bar containing 'Home', 'Building', 'Planning', 'Engineering', and 'Enforcement'. Below this is a sub-navigation bar with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The 'My Records' link is circled in red. The main content area is titled 'Building' and shows a table of permit records. The table has columns for Permit #, Date, Record Type, Project Name, Address, Status, and Action. The permit number 'BLD2019-00017' is circled in red.

<input type="checkbox"/>	Permit #	Date	Record Type	Project Name	Address	Status	Action
<input type="checkbox"/>	TMP2019-00001	08/14/2018	Seasonal Lots	Add electrical review to seasonal lot	39550 Liberty St	Cycle 1	
<input type="checkbox"/>	BLD2019-00017	08/03/2018	Building Permit	Green - NSFD	39550 Liberty St	Received	
<input type="checkbox"/>	BLD2018-05493	06/21/2018	Building Permit	Wireless - Antenna	39550 Liberty St	Received	
<input type="checkbox"/>	BLD2017-06605	04/25/2017	Building Permit	Builder - SHED	39550 LIBERTY ST FREMONT CA	Issued	
<input type="checkbox"/>	BLD2017-02081	09/28/2016	Building Permit	Builder - POOL	39550 LIBERTY ST FREMONT CA	Issued	

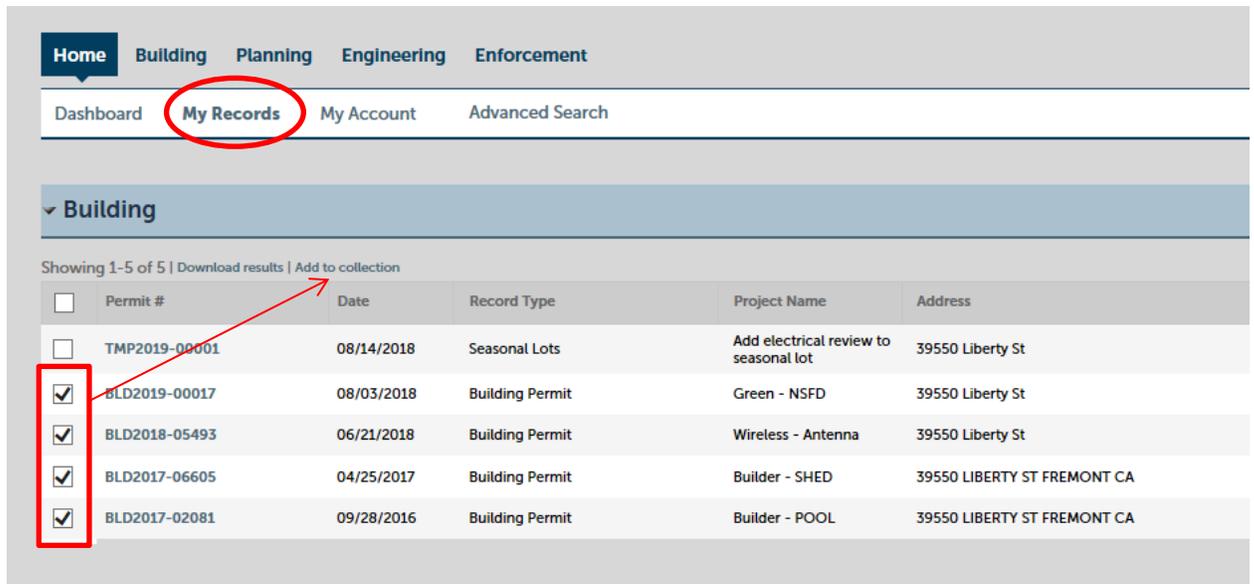
- 4) Once in the permit record, it looks very similar to records when you're not logged into your account. To see specific permit record information, click on **"Record Info."** To schedule inspections, see the next section (["Scheduling Inspections"](#)). To set up a collection, see the next page.



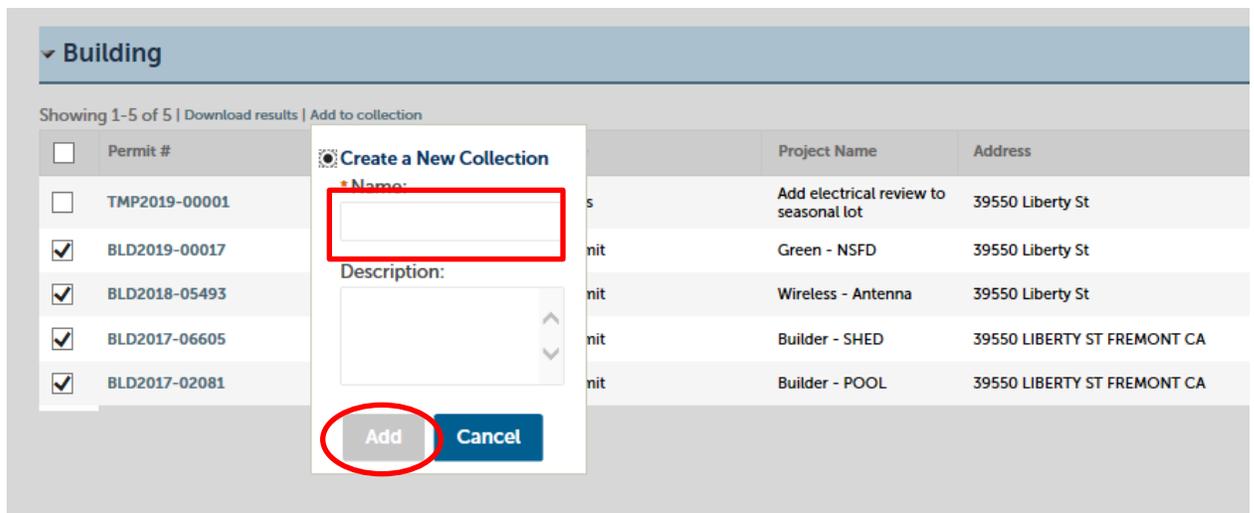
- 5) To navigate back to your account, click **"Home."**



- 6) **Creating a New Collection:** To assemble related permit records into a “*Collection*,” select and click the dialogue box for each record you want in your collection. Then click “*Add to Collection*” to create the collection.



- 7) Click “*Create a New Collection.*” Name your collection. Click “*Add*” to finish setting up the collection.



- 8) Once the collection has been created, you will see the message *“Your selection has been added to the collection.”*

<input type="checkbox"/>	Permit #			Project Name	Address
<input checked="" type="checkbox"/>	TMP2019-00001	06/14/2018	Seasonal Lots	Add electrical review to seasonal lot	39550 Liberty St
<input checked="" type="checkbox"/>	BLD2019-00017	08/03/2018	Building Permit	Green - NSFD	39550 Liberty St
<input type="checkbox"/>	BLD2018-05493	06/21/2018	Building Permit	Wireless - Antenna	39550 Liberty St
<input type="checkbox"/>	BLD2017-06605	04/25/2017	Building Permit	Builder - SHED	39550 LIBERTY ST FREMONT CA
<input type="checkbox"/>	BLD2017-02081	09/28/2016	Building Permit	Builder - POOL	39550 LIBERTY ST FREMONT CA

- 9) To see the collection, navigate back to *“Dashboard.”*

Home Building Planning Engineering Enforcement

Dashboard My Records My Account Advanced Search

Hello, Bob Builder

My Collection (1) View Collections

3 Records New SFD Last Updated 08/31/2018

- 10) To access your collections, click *“View Collections.”*

Home Building Planning Engineering Enforcement

Dashboard My Records My Account Advanced Search

Hello, Bob Builder

My Collection (1) View Collections

3 Records New SFD Last Updated 08/31/2018

11) To open your collection, click on its name (**blue text**).

Home Building Planning Engineering Enforcement

Dashboard My Records My Account Advanced Search

Collections
This is a list of your collections. To manage a collection, click the link next to the collection name.

Showing 1-1 of 1

Date Modified	Name	Description	Number of Records	Delete
08/31/2018	New SFD	New SFD	3	Delete

12) Each collection provides a summary of the combined records in it. You can rename and delete a collection and move, copy, or remove records from the collection.

Home Building Planning Engineering Enforcement

Dashboard My Records My Account Advanced Search

New SFD
New SFD

Total Records: 3 (3 Building)
Inspections Summary: 0 (0 Scheduled, 0 Rescheduled, 0 Approved, 0 Denied, 0 Pending, 0 Cancelled)
Fees Summary: \$297.04 Paid, \$566.98 Due

Building
Move to... | Copy to... | Remove
Showing 1-3 of 3 | Download results

Permit #	Date	Record Type	Project Name	Address	Status	Action
<input type="checkbox"/> TMP2019-00001	08/14/2018	Seasonal Lots	Add electrical review to seasonal lot	39550 Liberty St	Cycle 1	
<input type="checkbox"/> BLD2019-00017	08/03/2018	Building Permit	Green - NSFD	39550 Liberty St	Received	
<input type="checkbox"/> BLD2018-05493	06/21/2018	Building Permit	Wireless - Antenna	39550 Liberty St	Received	

Rename Collection Delete Collection

- 13) **Adding a Record to an Existing Collection:** If you want to add a record to an existing collection, repeat step No. 6 (Click on **“My Records”**).

Home Building Planning Engineering Enforcement

Dashboard **My Records** My Account Advanced Search

New SFD
New SFD
Total Records: 3 (3 Building)
Inspections Summary: 0 (0 Scheduled, 0 Rescheduled, 0 Approved, 0 Denied, 0 Pending, 0 Cancelled)
Fees Summary: \$297.04 Paid, \$566.98 Due

Rename Collection Delete Collection

Building
Move to... | Copy to... | Remove
Showing 1-3 of 3 | Download results

<input type="checkbox"/>	Permit #	Date	Record Type	Project Name	Address	Status	Action
<input type="checkbox"/>	TMP2019-00001	08/14/2018	Seasonal Lots	Add electrical review to seasonal lot	39550 Liberty St	Cycle 1	

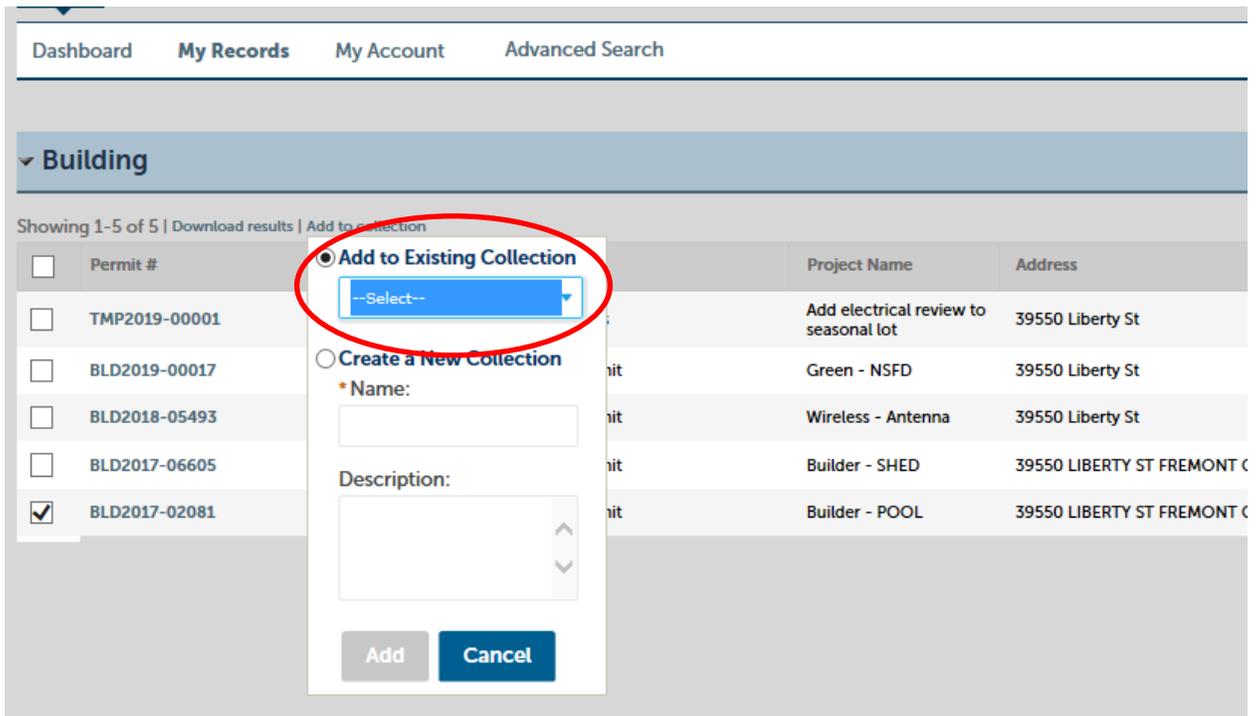
- 14) Select the record you want to add to an existing collection. Click on **“Add to Collection.”**

Building

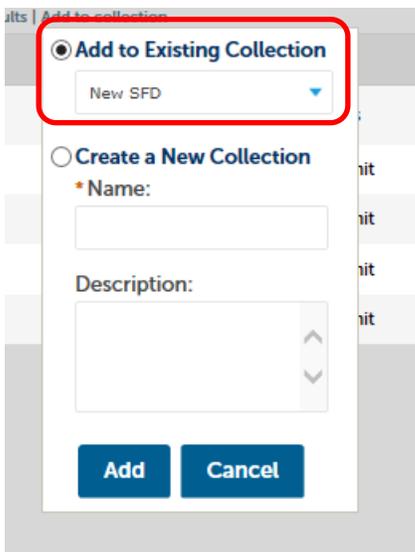
Showing 1-5 of 5 | Download results | Add to collection

<input type="checkbox"/>	Permit #	Date	Record Type	Project Name	Address
<input type="checkbox"/>	TMP2019-00001	08/14/2018	Seasonal Lots	Add electrical review to seasonal lot	39550 Liberty St
<input type="checkbox"/>	BLD2019-00017	08/03/2018	Building Permit	Green - NSFD	39550 Liberty St
<input type="checkbox"/>	BLD2018-05493	06/21/2018	Building Permit	Wireless - Antenna	39550 Liberty St
<input type="checkbox"/>	BLD2017-06605	04/25/2017	Building Permit	Builder - SHED	39550 LIBERTY ST FREMONT CA
<input checked="" type="checkbox"/>	BLD2017-02081	09/28/2016	Building Permit	Builder - POOL	39550 LIBERTY ST FREMONT CA

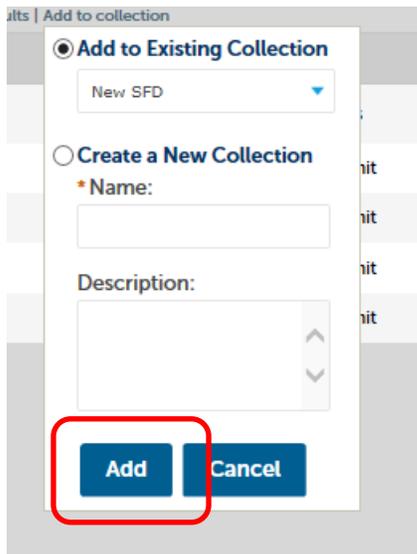
15) Click on ***Add to Existing Collection.*** Use the pull down to find the desired collection.



16) Select the collection you want to add the record to.

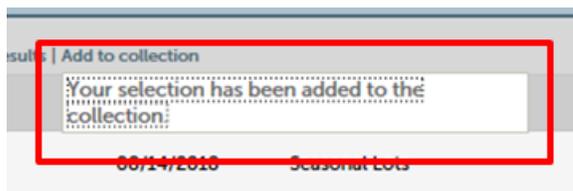


17) Click ***Add*** to add the record to the collection.



The screenshot shows a modal dialog titled "Add to collection". It has two radio button options: "Add to Existing Collection" (which is selected) and "Create a New Collection". Under "Add to Existing Collection", there is a dropdown menu showing "New SFD". Under "Create a New Collection", there are fields for "Name:" and "Description:". At the bottom of the dialog, there are two buttons: "Add" and "Cancel". The "Add" button is highlighted with a red rectangular box.

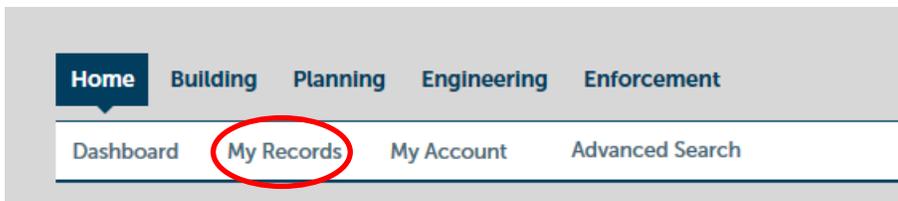
18) Once your record has been added to the collection, you will see the message ***Your selection has been added to the collection.***



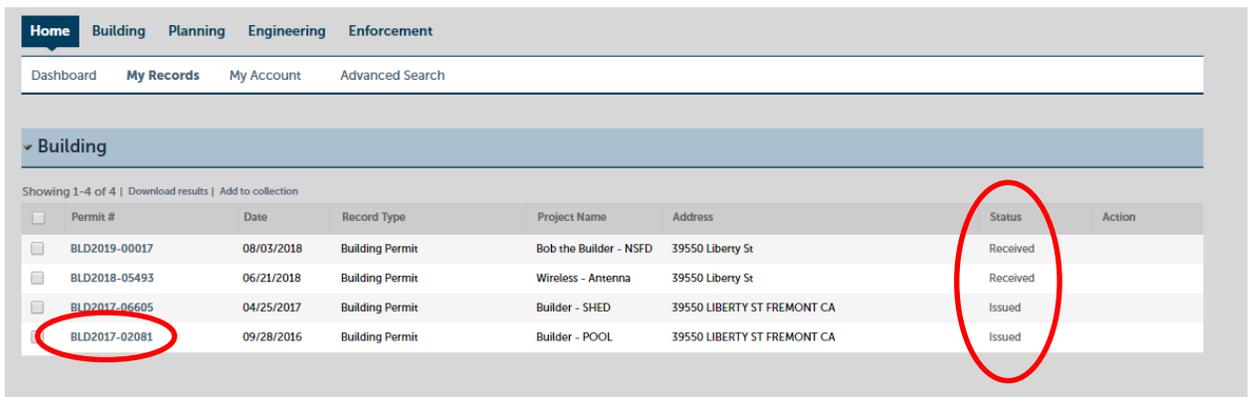
SCHEDULING INSPECTIONS

Note about scheduling inspections: In order to schedule an inspection on a permit record, your Citizen Access account contact information must be on the permit record to link the two functions. Only City staff can add the Citizen Access account contact information to a permit record. Email City staff at developmentsservices@fremont.gov or by clicking **“Tell Us What You Think”** at the bottom of the webpage if you do not see your permit records under **“My Records”** in your Citizen Access account. See [“Adding a Contact to Your Account and Permit Records”](#) for more directions on how to complete these actions.

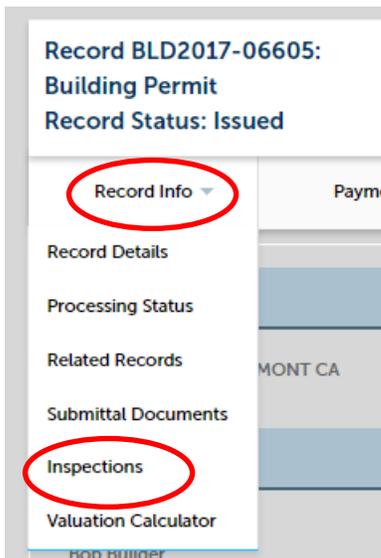
- 1) To schedule an inspection, open your web browser and navigate to: www.Fremont.gov/CitizenAccess.
- 2) Login to your account.
- 3) Click on **“My Records.”** If you have set up a Collection, open it to navigate to the permit you want to schedule an inspection for.



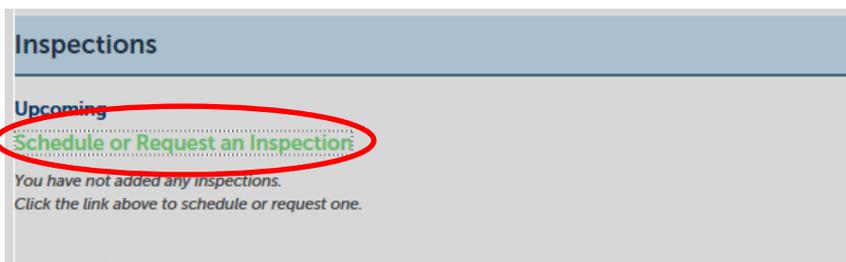
- 4) Select your record by clicking on the permit number (**blue text**). In order to schedule an inspection, the permit must be in an **“Issued”** or **“Issued – Revisions Pending”** status. If the status of your permit is not **“Issued”** or **“Issued – Revisions Pending”** and it was your understanding that it should be, contact the Permit Center for assistance at 510-494-4466.



5) Open the permit record. Under *“Record Info,”* select *“Inspections.”*



6) Click on *“Schedule or Request an Inspection”* (green text).



- 7) Use the pull down to select the inspection type that is needed (*“Finals”* are selected below). Only inspections applicable to your particular permit will be available for selection.

The screenshot shows a dialog box titled "Schedule/Request an Inspection" with a close button (X) in the top right corner. Below the title, it says "Available Inspection Types (6)". There is a dropdown menu currently showing "Finals" with a downward arrow, which is circled in red. To the right of the dropdown is a checked checkbox labeled "Show optional inspections". Below this, there is a list of six inspection types, each with a radio button: "199 Building Final (required)", "299 Electrical Final (optional)", "399 Plumbing Final (optional)", "499 Mechanical Final (optional)", "599 Insulation Final (optional)", and "659 RES R3 AFES Final (optional)". At the bottom of the dialog, there is a blue "Continue" button and a green "Cancel" button, both of which are circled in red.

- 8) If only a few inspections are available, you will not have a dropdown list. Select your inspection by clicking within the radio button. Click *“Continue.”*

The screenshot shows a dialog box titled "Schedule/Request an Inspection" with a close button (X) in the top right corner. Below the title, it says "Available Inspection Types (4)". There is a checked checkbox labeled "Show optional inspections". Below this, there is a list of four inspection types, each with a radio button: "414 Furnace (optional)", "415 Air Conditioner (optional)", "811 Miscellaneous/Unknown Type Inspection (optional)", and "499 Mechanical Final (required)". The radio button for "414 Furnace" is circled in red. At the bottom of the dialog, there is a blue "Continue" button and a green "Cancel" button, both of which are circled in red.

9) Select one of the available inspection dates (**blue text**). Click **“Continue.”**

Schedule/Request an Inspection [X]

Inspection type: 199 Building Final

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

Oct 2018							Nov 2018							Dec 2018						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6				1	2	3								1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29
														30	31					

« Prev Next »

Continue Back Cancel

10) Select your preferred inspection time frame; **“AM”** or **“PM.”** Click **“Continue.”**

Schedule/Request an Inspection [X]

Inspection type: 199 Building Final

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

Oct 2018							Nov 2018							Dec 2018						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6				1	2	3								1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29
														30	31					

« Prev Next »

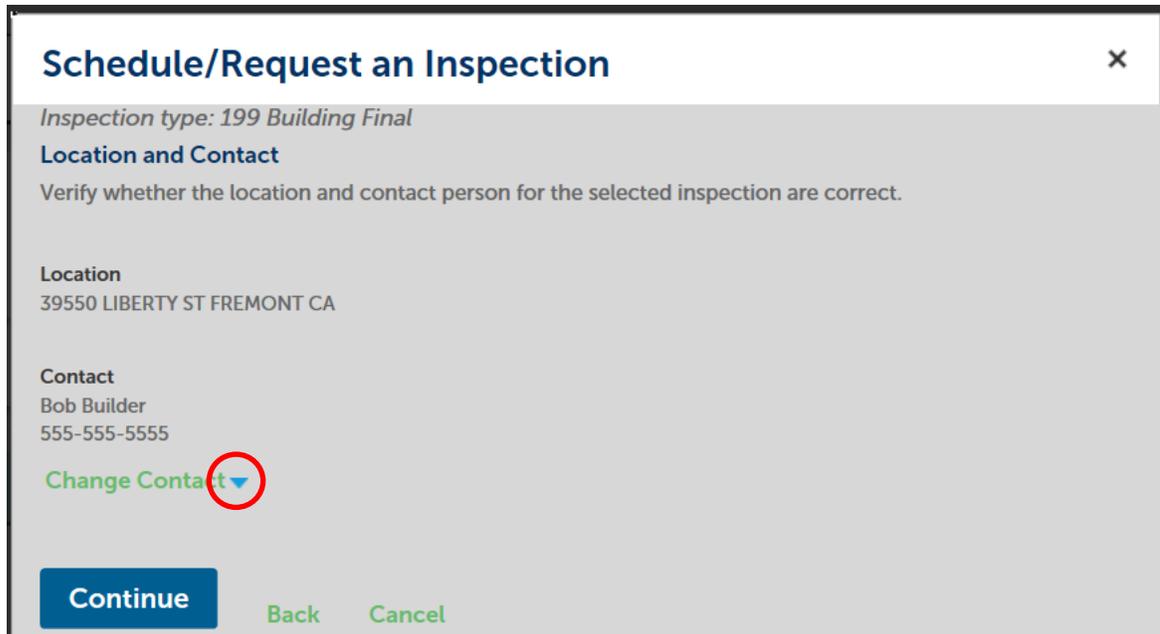
08:00 AM - 12:00 PM
 12:00 PM - 04:00 PM

Continue Back Cancel

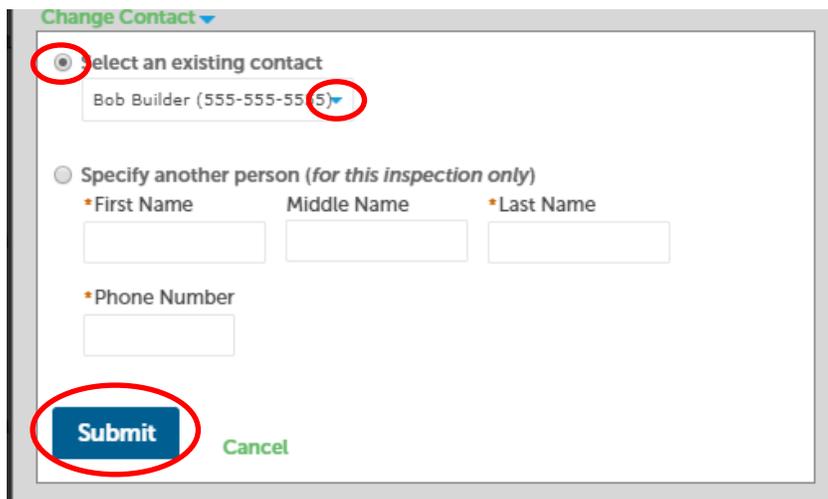
Note about your preferred inspection time: Your request for an AM or PM inspection time will not be finalized until 7:30 AM on the morning of the inspection and is

dependent on the number of inspections requested for that particular time frame on that specific day. Your assigned inspector will leave a message on their voice mail by 7:30 AM the morning of the inspection confirming which inspections will occur in the AM and which will occur in the PM. The inspector will list the inspections in the order they will be completed. If your inspection is listed first in the AM time frame, expect to see the inspector close to 8 AM. If your inspection is listed at the end of the AM time, expect to see the inspector closer to noon. The same applies for PM inspections.

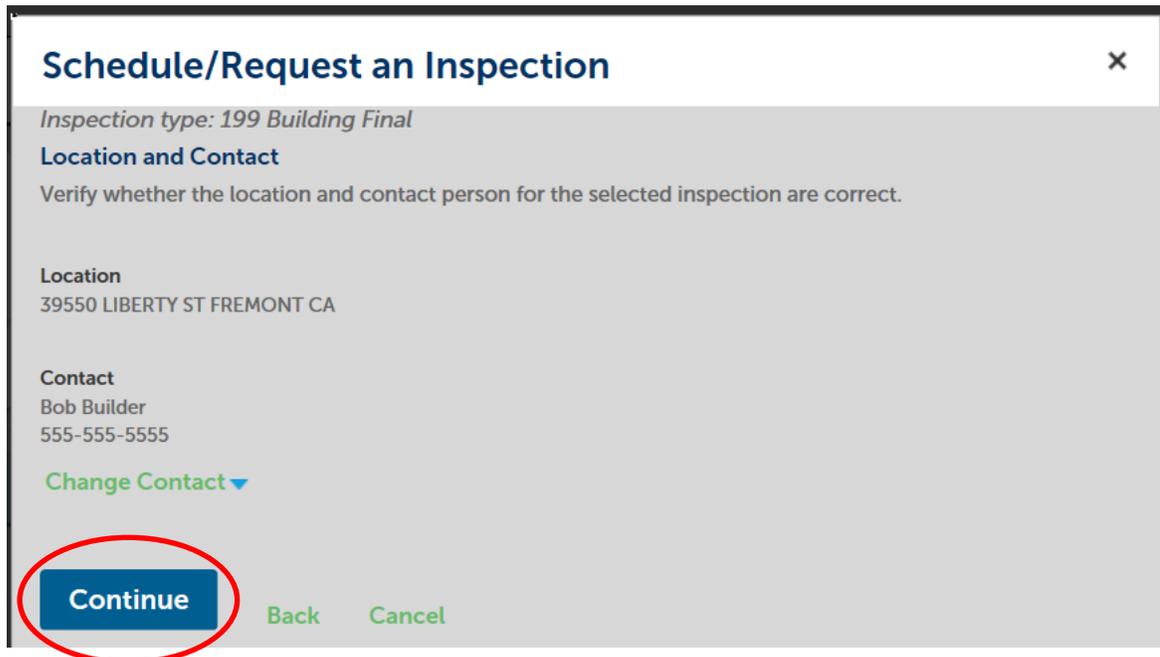
- 11) Verify if the location and the contact are correct. If incorrect, select **“Change Contact.”**



- 12) Use the pull down to select a contact on the record or enter a specific person (for inspection purposes only). Click **“Submit.”**



- 13) Verify inspection request information is now correct. If so, click **“Continue.”** If not, click **“Back”** to correct the inaccurate information.



Schedule/Request an Inspection ×

Inspection type: 199 Building Final

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

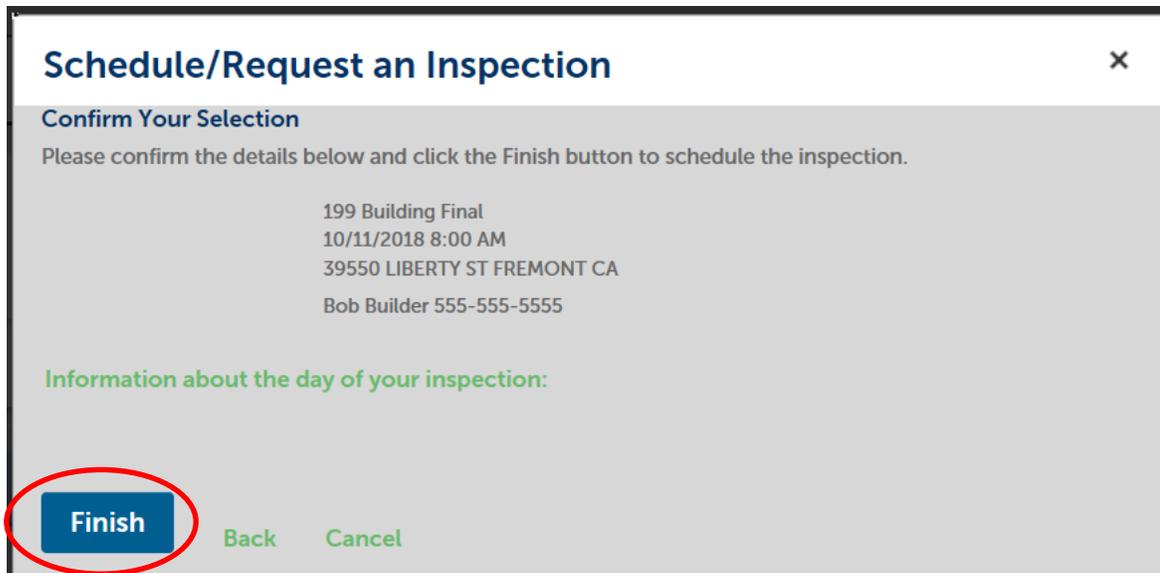
Location
39550 LIBERTY ST FREMONT CA

Contact
Bob Builder
555-555-5555

[Change Contact](#) ▼

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

- 14) Click **“Finish”** to complete scheduling the inspection.



Schedule/Request an Inspection ×

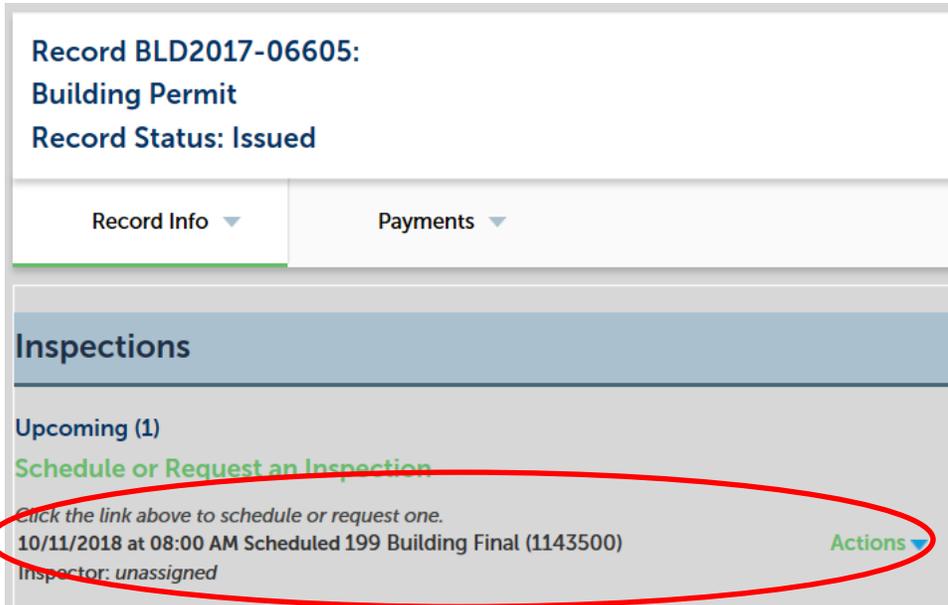
Confirm Your Selection
Please confirm the details below and click the Finish button to schedule the inspection.

199 Building Final
10/11/2018 8:00 AM
39550 LIBERTY ST FREMONT CA
Bob Builder 555-555-5555

[Information about the day of your inspection:](#)

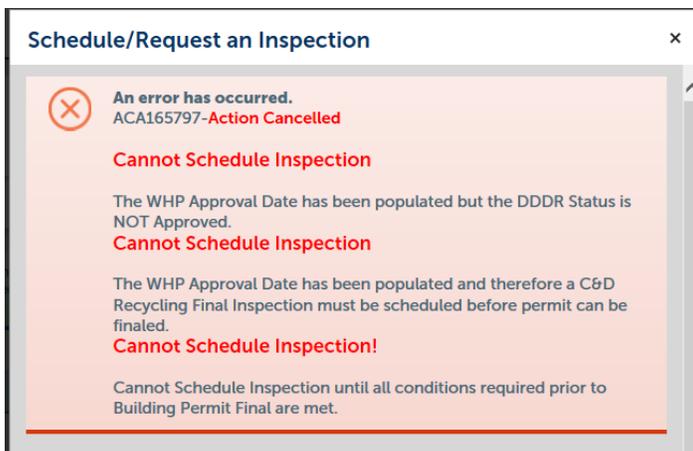
Finish [Back](#) [Cancel](#)

- 15) You will be redirected to **“Inspections”** in the permit record that the inspection was scheduled where you’ll see the scheduled inspection. If you need to modify this inspection (i.e., reschedule, cancel), you can do so by selecting **“Actions”** (green text) to the right of the inspection information.



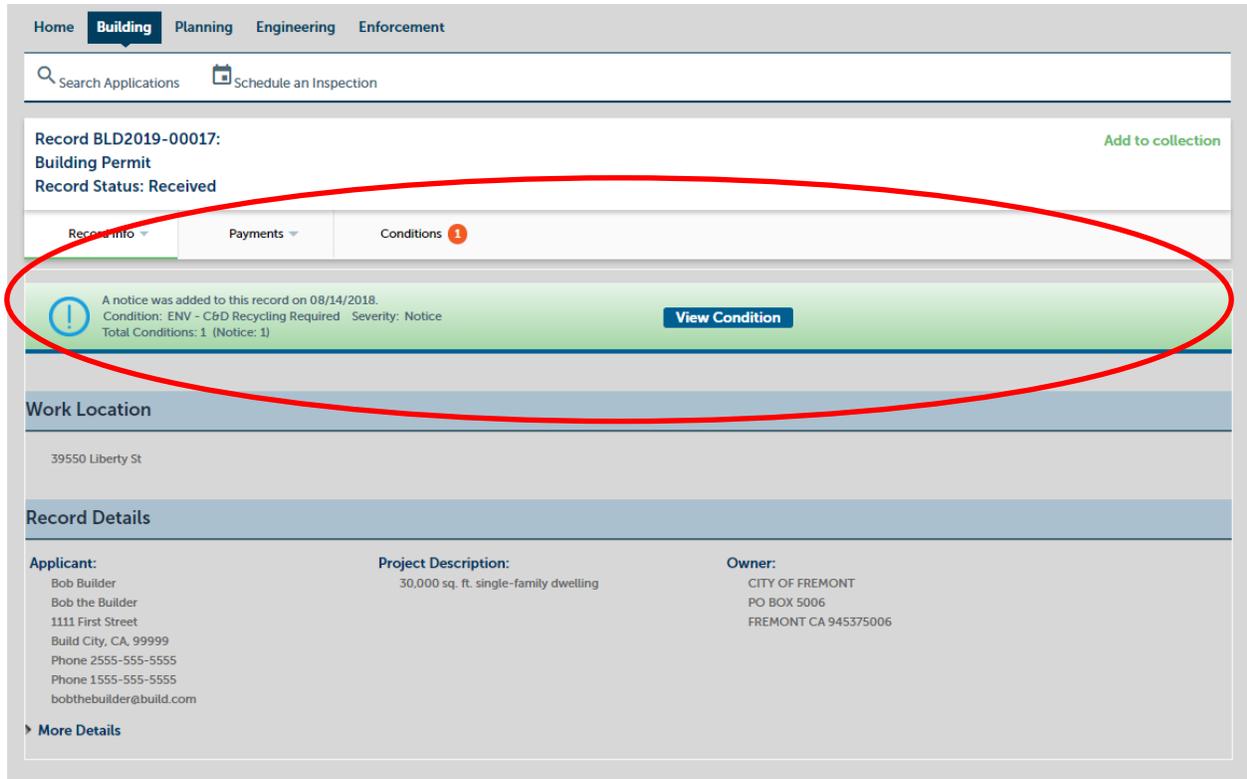
Note about your assigned inspector: The assigned inspector may change depending on staffing availability and the number of inspections requested. By 7:30 AM on the day of your inspection, the assigned inspector will be finalized and shown on the summary screen in Step 15.

- 16) If you receive an error, contact the Permit Center at 510-494-4466 or by email at developmentservices@fremont.gov. Please take a screenshot or picture to capture what the error is (that is, exactly what the error states), so we can know how to best resolve the issue for you.



NOTICES ON RECORDS

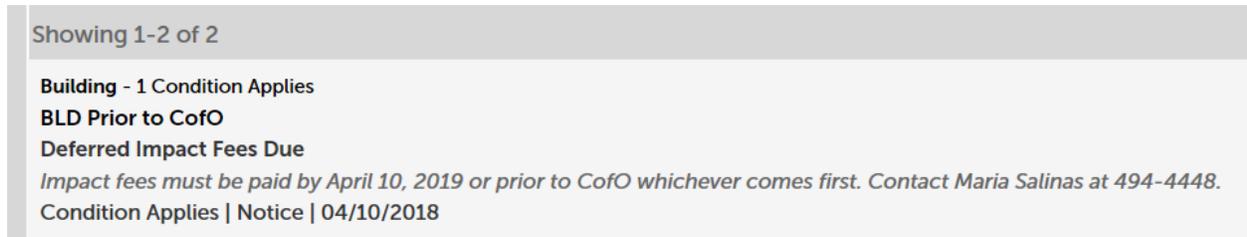
City staff may have placed a reminder on your permit record(s) to ensure permit conditions of approval are complied with. There are three types of conditions: Notice, Lock, or Hold. Most conditions added to records are Notices. If there is a condition on your permit, you will see it as a green banner near the top of the screen. Click **“View Condition”** for further information about the notice and how to resolve it.



Below are a few examples of common conditions added to permit records.

Example 1—Deferred Impact Fees Due

What Condition Looks Like:



Remedy to Remove the Condition: Prior to scheduling a final inspection, the applicant needs to contact Maria Salinas at 510-494-4448 to schedule a time to come into the Permit Center to pay the Deferred Impact Fee(s) that is due. Permit Center staff will need to invoice the impact fees due and provide an invoice so the Cashier can process the payment. Once paid, staff will remove the deferred impact fee condition. Once removed, you can schedule the final inspection.

Example 2—ENV - C&D Recycling Required

What Condition Looks Like:

Inspections - 1 Condition Applies
INSP - Before Final
ENV - C&D Recycling Required
C&D recycling receipts required prior to permit final. Contractor must submit documentation to Environmental Services 510-494-4570 or environment@fremont.gov.
Condition Applies | Notice | 10/16/2017

Remedy to Remove the Condition: Provide construction and debris waste handling receipts (recycle receipts) for approval by the Environmental Services Division before scheduling a final inspection. Environmental Services staff will remove the condition once it is satisfied, which will enable you to schedule the final inspection.

Example 3—Need Sub List

What Condition Looks Like:

Revenue - 1 Condition Applies
REV Prior to Building Final
Need Sub List (BLD)
Need Property Owner and/or Contractor to Submit a Sub-Contractor List to Revenue.
Condition Applies | Notice | 09/11/2017

Remedy to Remove the Condition: Property owner and/or contractor needs to submit the sub-contractor list for their project to the Revenue Division at the Cashier counter before a final inspection can be scheduled. Revenue staff will remove the condition from the permit record once the sub-contractor list has been provided.