Thank you for choosing the City of Albany’s permitting system. This guide will assist you in scheduling an inspection for your associated permit(s) online, 24-hours a day. In addition to scheduling inspections this site will also allow you to reschedule and view inspection results.

**Step 1:**

Go to our online permitting webpage at [www.cityofalbany.net/permits](http://www.cityofalbany.net/permits) and locate the login box on the right side of the screen.

If you do not have an account, select the “New Users: Register for an Account” link at the bottom of the log in box.

_Note: For mobile users, please visit [www.cityofalbany.net/inspections](http://www.cityofalbany.net/inspections)._ 

**Step 2:**

Once logged in, you have two options to access the permit you would like to request an inspection(s) for. The first would be to select “My Records”. This option provides only records associated with your online account.

The second option is to select the “Building” tab. This allows you to either select building permits associated with your account or allows you to search for any permit.

_Note: If you use the search option, entering less information into the search area provides better results. For example, if you know the permit number you want to access, only enter that number in the record number area. Similarly, if you are searching by address, only enter the address number and street name._
Step 3:
From your list or from the search results, locate the permit number you would like to schedule an inspection for.

Click the record number of the permit you want to schedule an inspection for.

*Note: Only permits with a status of “Approved” may have inspections scheduled.*

Step 4:
On the permit record’s main page, select the “Record Info” dropdown menu and select “Inspections”.

Step 5:
To schedule an inspection, click on the “Request an Inspection” link.
Step 6:

Select the inspection you would like to schedule.

Click on the “Continue” button to proceed.

*Note: Only one inspection can be scheduled at a time. If you have multiple inspections to schedule on a permit, you will need to repeat these steps for each inspection.*

Step 7:

Select an available date from the calendar. Inspections can be scheduled up to 10 days in advanced but must be scheduled by 7 a.m. for inspections that don’t require additional lead time.

Once a date is selected, select the available time.

Click the “Continue” button to proceed.

*Note: If you desire an a.m. or p.m. inspection or a 15-minute call ahead, you can request this within the additional note, discussed in step 9.*

Step 8:

Verify that the inspection type, location, and contact is correct.

To change the contact, click “Change Contact” to select an existing contact or change to another person.

Click the “Continue” button to proceed.

*Note: If the contact is changed, the change is only effective for the one inspection. All future inspection requests would need to be changed to the new contact. This contact will NOT receive the inspection result emails.*
Step 9:
Click on “Notes” to add notes about the requested inspection. This is ideal for inspections of only part of an area, for mentioning that you have an a.m. or p.m. preference, or for requesting a 15-minute call ahead. Please do not leave access codes, as this information can be viewed by the public.

Step 10:
Once your note is complete, click the “Finish” button to submit the request.

Step 11:
Congratulations. Your inspection is now scheduled.

Note: A confirmation email of your scheduled inspection will be sent to the requester and permit owner. (This element is coming soon!!!)
Canceling or Rescheduling:

If you need to reschedule your inspection, click on “Actions” for a dropdown of available actions.

To cancel an inspection, please email cd.customerservice@cityofalbany.net.

Results:

After your inspection is complete, you can view the results by clicking on the “View Details”.

Email Notification:

In addition to viewing the inspection results through the City’s permitting system, the permit applicant will be automatically emailed the inspection results.

In you have any questions about scheduling an inspection or experience an error, please contact us by email at cd.customerservice@cityofalbany.net or at (541) 917-7553.

Thank you,

Your Community Development Team