

Citizen Self-Service

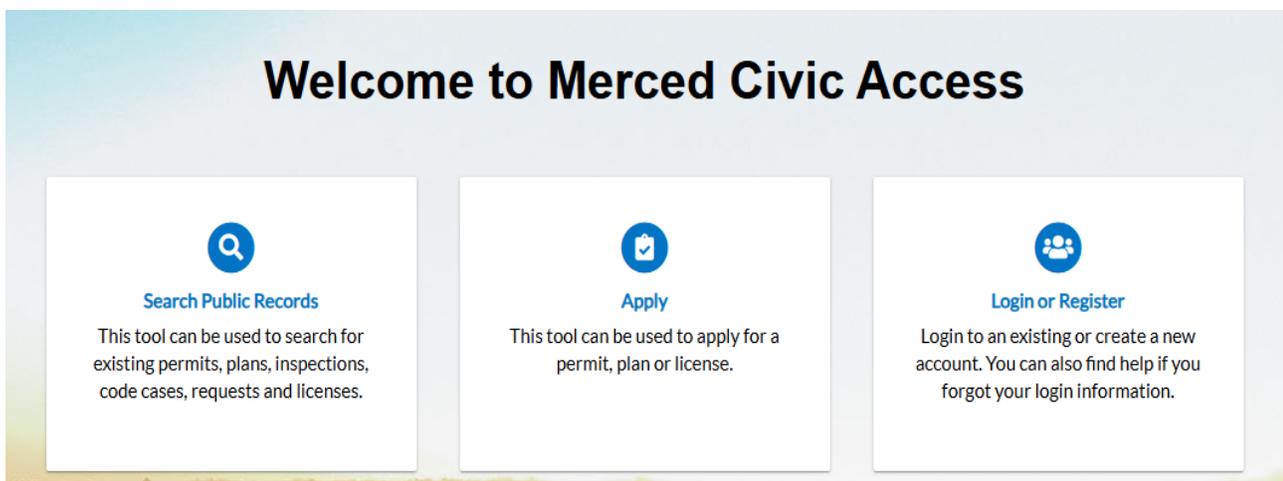
User Guide

Requesting and Monitoring your Inspections on Your Account.

The online component of our Civic Access Guide that allows citizens to view basic information related to Permits, Plans, Inspections, Business Licenses, and Code Cases.

LOGIN TO City of Merced Civic Access portal

1. Click on the **Login or Register** tile from the Home page and enter your account information to Log In.



2. Enter your **Username** and **Password** in the corresponding fields.
3. If you do not have an account registered with Self Service, skip to **Create an Account** step below.
4. If you need to reset your username and/or password, skip to **Forgot Password** step below
5. Select the **Remember Me** checkbox to have the system remember your login credentials on this computer. This is not recommended on a public/shared computer.
6. Click **Log In**.

CITY OF MERCED BUILDING DEPARTMENT

Log In

* Username

* Password

[Log In](#)

Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)

7. MENU NAVIGATION TABS

8. Across the top of the page, there are various tabs which you will use to navigate City of Merced Civic Access portal..

Dashboard | Home | Apply | My Work | Today's Inspections | Map | Pay Invoices | Search | Calendar | 7:11

My Permits

Attention	Pending	Active	Draft	Recent
99+	99+	99+	0	99+
Residential Cons... 9	Mechanical/HVAC... 30	Antenna/Tower... 42		Antenna/Tower... 38
Window/Door/S... 7	Pool Heater/Spa... 20	Mechanical/HVAC... 23		Mechanical/HVAC... 31
Other 101	Other 165	Other 64		Other 50

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
4	6	0	0	1
Master Plans/Reg... 3	Master Plans/Reg... 6			Variances 1
Variances 1				

[View My Plans](#)

My Inspections

Requested	Scheduled	Closed
32	9	79
BLD - Health... 8	SEP - WTR/S... 2	BLD - Inspe... 32
BLD - The Dr... 3	SW - Water/G... 1	BLD - Electr... 8
Other 26	Other 6	Other 41

[View My Inspections](#)

My Invoices

Current	0	\$0.00
Past Due	0	\$0.00
Total	0	\$0.00

[View My Invoices](#)

My Licenses

Expired	Draft
492	0
Exam/Answer...	

CITY OF MERCED BUILDING DEPARTMENT

REQUESTING INSPECTIONS (PERMITS INITIALLY APPLIED FOR IN CITY OF MERCED ACCESS PORTAL)

1. The portal provides a great way for users to request inspections. Users must be logged in to the portal to request inspections, and they **must be a contact associated with the permit**. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.
2. Click on the Permit Number of the Permit you would like to request an inspection for.
3. The Permit case will open.
4. Click on the Inspections tab.
5. A list of Inspections will be at the bottom of the page.
6. Click in the check box under Action you would like to request. (If the workflow of the case has not been completed, based on priority, up to the Inspection step, the Action boxes will not show.)
7. Click Request Inspection at the bottom the page on the right and complete information.

CITY OF MERCED BUILDING DEPARTMENT

Dashboard Home Apply My Work Today's Inspections Map Fee Estimator Pay Invoices Search Q Calendar

Permit Number: BLDR-22-0097



Permit Details | Tab Elements | Main Menu

Type:	Building (Residential) Alteration, Remodel, Repair	Status:	Issued	Project Name:	
Applied Date:	11/28/2022	Issue Date:	12/01/2022		
District:	Pleasant Hill	Assigned To:	Jones, Johnny	Expire Date:	09/19/2024
Square Feet:	1,353.00	Valuation:	\$350,000.00	Finalized Date:	
Description:	HOME REMODLE AND ADDITION OF 1553 SQFT				

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections

Sort Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000083-2023	Concrete Slab	Passed	01/20/2023	02/09/2023	Simmons Geoff	
IBLD-000084-2023	Masonry Walls	Re- inspection required	01/20/2023	03/20/2023	Powell Fred	

Results per page 10 1 - 2 of 2 << < 1 > >>

Request Inspections

Sort Order

Description	Reinspection	Action
Masonry Walls	Yes	<input type="checkbox"/>
Foundation Walls and Footings	No	<input type="checkbox"/>
Under Floor Framing	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Drywall	No	<input type="checkbox"/>
Webwall	No	<input type="checkbox"/>
Electrical Temporary Service	No	<input type="checkbox"/>
Electrical - Service Upgrade	No	<input type="checkbox"/>
Electrical - Pool	No	<input type="checkbox"/>
Electrical Rough	No	<input type="checkbox"/>

Results per page 10 1 - 10 of 20 << < 1 2 > >>

Request Inspection

Optional Inspections

Description
No records to display.

CITY OF MERCED BUILDING DEPARTMENT

- The Request Inspections screen will open.
- Choose a requested date for the inspection by clicking on the calendar to the right of the Requested Date field. The citizen may choose an AM or PM time from the dropdown.
- Fill in comments about the requested inspection in the Comments/Gate Code box.
- Click Submit.

Note: Inspection requests must be submitted by 12AM (Midnight) the day before inspection at minimum.



#BLDR-22-0097

Inspection Type: Footing Case Type: Building (Residential) Alteration, Remodel, Repair

Address: 111 HUBBARD AVE PLEASANT HILL, CA 94523

Contact Name: Johnny Jones

Contact Phone: (925) 671-5042

Requested Date: 03/23/2023 AM

Comments/Gate Code:



- The inspection information and a green checkmark will pop up in a Requested Inspections screen if it is successfully requested.



Case #BLDR 22-0097

Inspection Type: Foundation / Footing

Case Type: Building (Residential) Alteration, Remodel, Repair

Address: 111 HUBBARD AVE PLEASANT HILL CA 94523

Requested Date: 03/24/2023

Comments/Gate Code:

Contact Name: Johnny Jones

Contact Phone: (925) 671-5235



CITY OF MERCED BUILDING DEPARTMENT

13. Navigate back to the Details screen. The inspection will now be listed under Existing Inspections in the full list of inspections.

Summary Locations Fees Reviews **Inspections 1** Attachments Contacts Sub-Records

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000083-2023	Concrete Slab	Passed	01/20/2023	02/09/2023	Simmons Geoff	
IBLD-000119-2023	Foundation Walls and Footings	Requested	03/24/2023	03/24/2023	Jones Johnny	
IBLD-000084-2023	Masonry Walls	Re-inspection required	01/20/2023	03/20/2023	Powell Fred	

Results per page: 10 | 1 - 3 of 3 | << < 1 > >>

Request Inspections Sort: Order

My Existing Inspections

Use this window to view, sort, and access all available inspections. Follow the steps below to view inspections: Go back to Dashboard
Click View My Inspections

My inspections

Requested	Scheduled	Closed
0	2	11
	Electrical Rou... 1 Foundation/... 1	Electrical - Sol... 4 Electrical Rou... 1 Other 6

[View My Inspections](#)

CITY OF MERCED BUILDING DEPARTMENT

My Work

MY INVOICES MY PERMITS MY PLANS **MY EXISTING INSPECTIONS** REQUEST INSPECTIONS

Search...  Export to Excel

Display Scheduled ▾

Inspection Number	Inspection Type ▾	Address ▾	Status ▾	State ▾	Case Number ▾	Requested ▾	Scheduled ▾	Co
IBLD-000119-2023	Foundation / Footing	111 HUBBAR...	Requested	Scheduled	BLDR-22-0097	03/24/2023	03/24/2023	^
IELE-000099-2023	Electrical Rough	100 GREGOR...	Scheduled	Scheduled	BLDR-23-0150	03/16/2023	03/16/2023	

Showing 2 records.

You can type a specific Inspection Number or Inspection Type to search for in the search field and click the lookup icon to locate inspections that meet the search criteria. You can sort by Status, Inspection Type, Click the Inspection Number to open the associated Inspection record of the inspections, etc.