

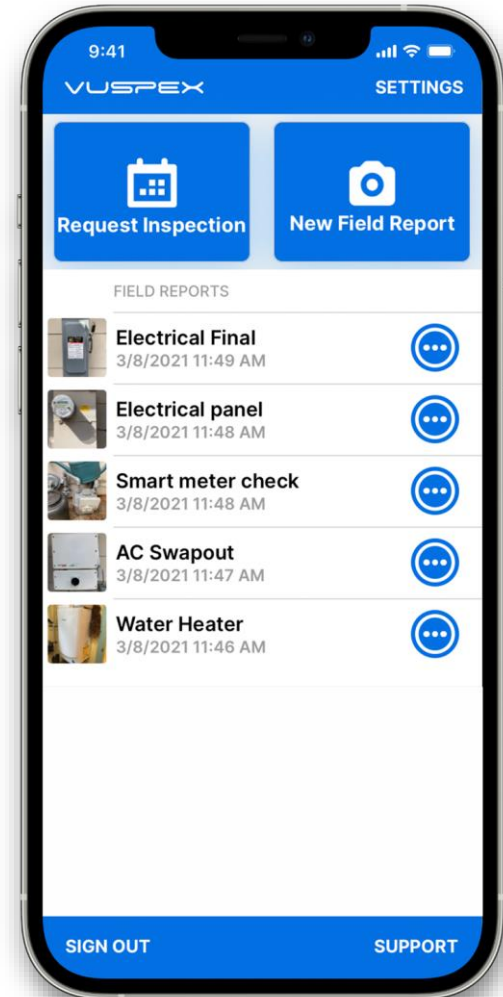


VUSPEX GO

USER GUIDE FOR CONTRACTORS and HOMEOWNERS

VuSpex GO is an iOS & Android mobile app for Contractors and Homeowners located at the inspection site. The app enables you to:

- Create an offline field report and send it to the inspector
- Request an inspection directly from the app.





Before Getting Started

Things to know

- [Download the VuSpex GO app](#) to your phone.
- Create a VuSpex User account.
 - From the [VuSpex GO app](#)
 - From the [User portal](#)

Get VuSpex GO on your device

iOS (iPhone, iPad)

- Tap the App Store icon
- Search for '**VuSpex GO**'
- Tap the GET button



Android (Smartphone)

- Tap the Play Store icon
- Search for '**VuSpex GO**'
- Tap the Install button



Use the app store on your phone to get the app.



App Store icon



Google Play Store icon

Not sure how to do this?

- Talk to your IT Department or have a technical person help you.



Sign in

1. Launch the VuSpex GO app

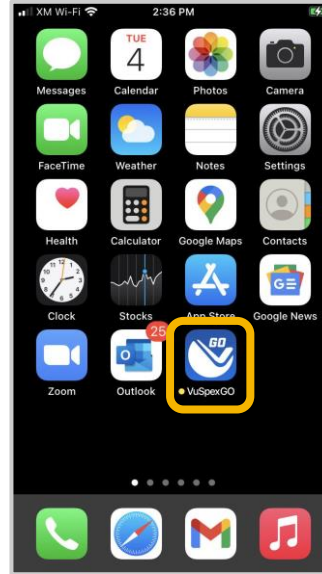
- Tap the icon

2. Sign-in

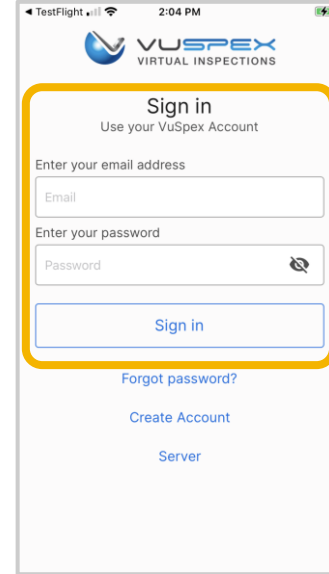
- Enter your VuSpex Contractor account credentials. Same as the VuSpex APP.

3. Allow permissions

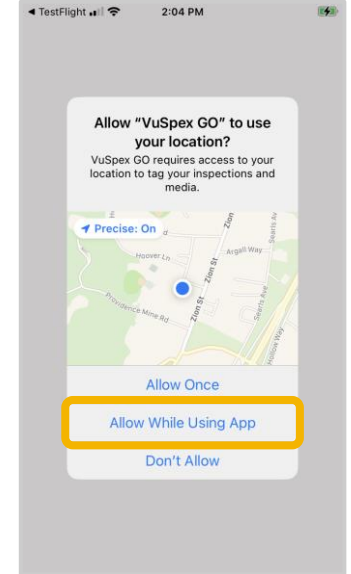
- Tap 'Allow While Using App'



1. Launch App



2. Sign in

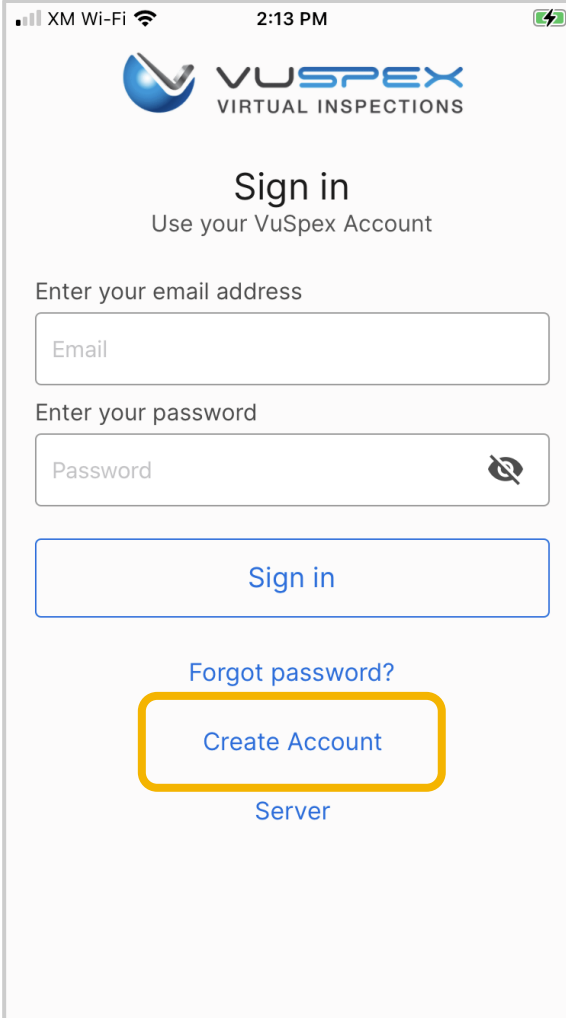


3. Allow permissions


Create an Account

If you do not already have a VuSpex User Account:

- Tap 'Create Account'
- Follow the steps to create a new account
- Sign in



XM Wi-Fi 2:13 PM


 **VUSPEX**
VIRTUAL INSPECTIONS

Sign in
Use your VuSpex Account

Enter your email address

Email

Enter your password

Password 

Sign in

[Forgot password?](#)

Create Account

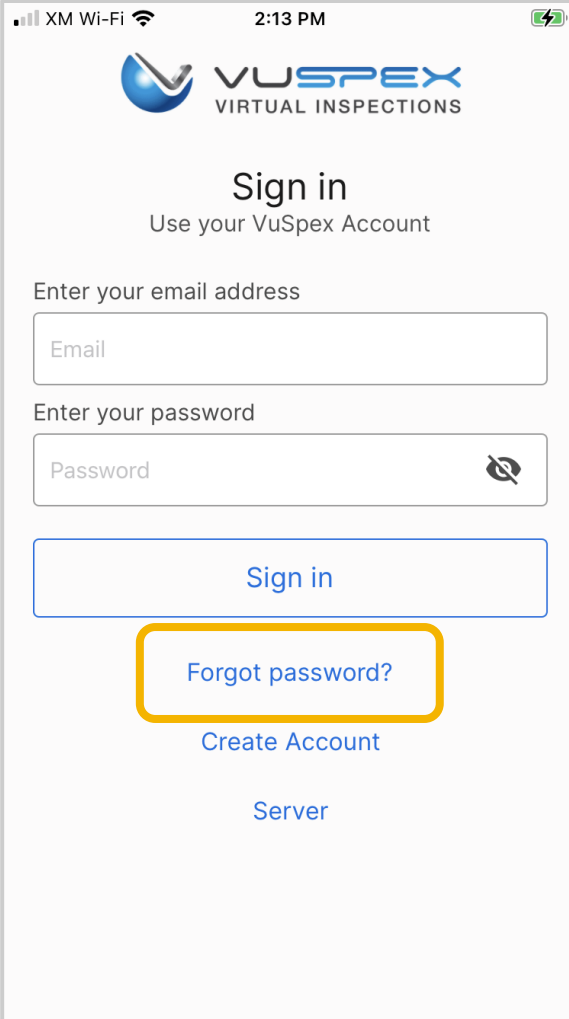
[Server](#)




Forgot password?

If you have a VuSpex User Account, but forgot your password:

- Tap 'Forgot password'
- Enter the phone number for your VuSpex Account
- Enter the 'One time code'
- Enter the new password
- Confirm the password
- Tap 'Reset Password'
- Sign in



XM Wi-Fi 2:13 PM


 **VUSPEX**
VIRTUAL INSPECTIONS

Sign in
Use your VuSpex Account

Enter your email address

Email

Enter your password

Password 

Sign in

Forgot password?

Create Account

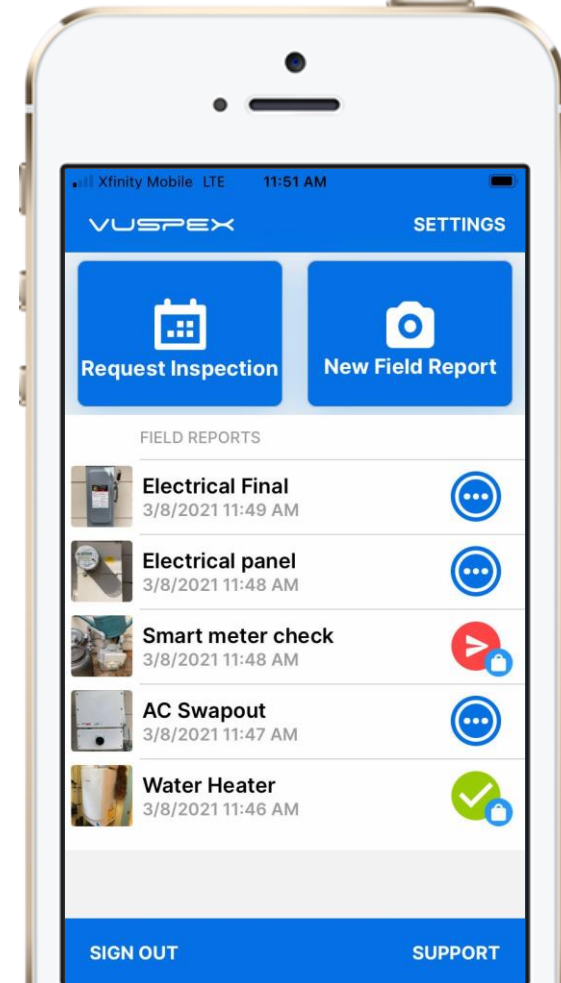
Server



Main Menu Screen

VuSpex GO features:

- **Offline Field Report (OFR) for Trade Roof permits**
- **Request Inspection (all other Trade permits)**
- **Field Report Status / History**
- **Settings menu**
- **Support**





Offline Field Report (OFR)

Send inspection media to the Inspector
at any time.

- Rural or congested areas with network connection issues
- Limited or no internet connection at the inspection site.

***Note: Your Permit number is required to
send a Field Report***

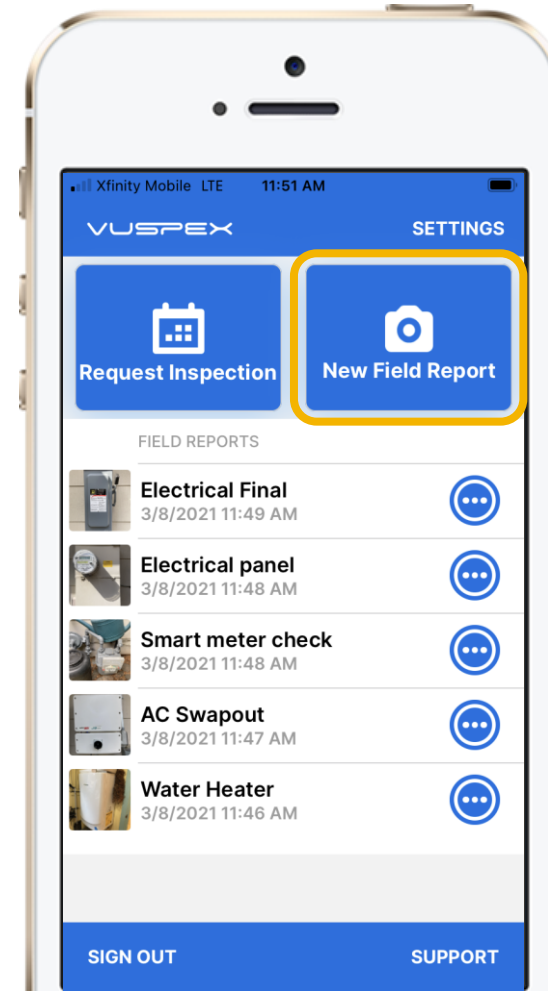
A variation of a virtual inspection that does not require an Inspector's real-time participation. The User independently submits a form containing inspection media.

An inspection report is automatically generated and uploaded to the permit record for the Inspector to review and result the virtual inspection.

Create a New Field Report

On the Main Menu

- Tap the **'New Field Report'** button at the inspection location.
- Note: Your **Permit number** is required to send a Field Report.
- You must take photos & videos with the GO app for guaranteed GPS verification.





Offline Field Report (OFR)

Fill out the step-by-step form

Step 1 - MEDIA: Add photos & videos with comments.

Step 2 - COMMENT: Add a description.

Step 3 - PERMIT: Agency, permit, & inspection type.

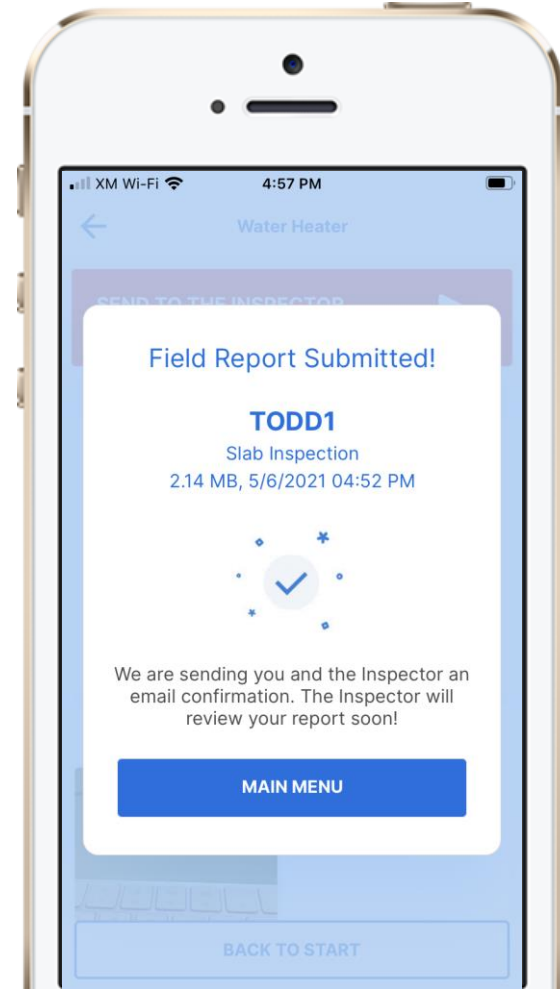
Step 4 - SAVE: Finalizing the report locks it from being edited. Then send the Field Report to the Inspector when you have a good internet connection.

A smartphone screen showing the "Test Field Report" app. The status bar at the top shows "XM Wi-Fi", "11:16 AM", and a battery icon. The app has a blue header with a back arrow, "Test Field Report", and a trash icon. Below the header is a progress bar with four steps: MEDIA, COMMENT, PERMIT, and SAVE. The "FIELD REPORT SUMMARY" section contains the following information: PERMIT TODD1, INSPECTION TYPE Offline AC Mechanical Change Out, WORKSITE ADDRESS 800 Lindley Ave, Nevada City, CA 95959 (with a "TAP TO EDIT" link), and DESCRIPTION Test comments. Below this is the "REPORT MEDIA" section, which shows a photo of a smartphone on a desk with a red "X" icon in the top right corner. At the bottom are two buttons: "BACK TO START" and "SAVE & FINALIZE".

Offline Field Report

How-To Basics

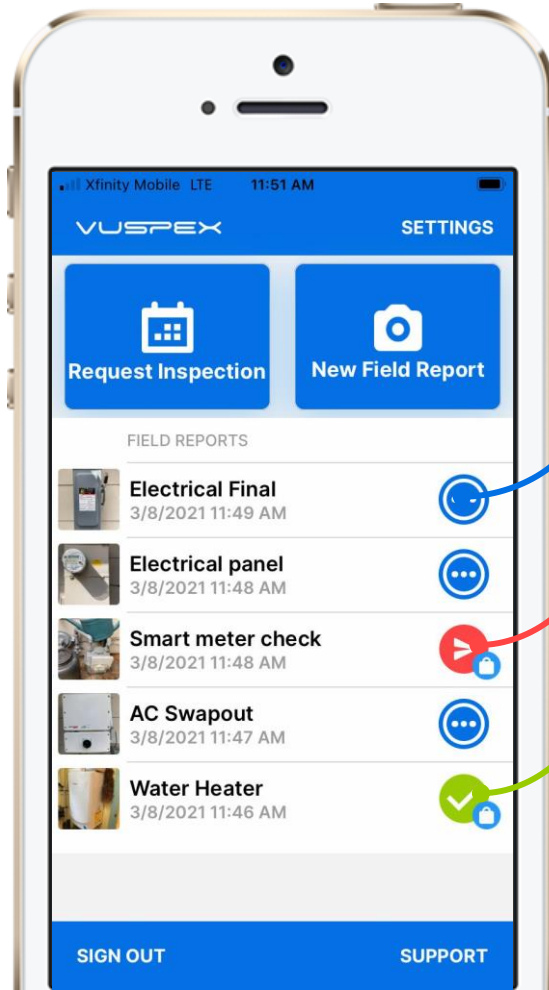
- Ask your Inspector about Offline Field Reports
- Works for many inspection types
- Automatically saves as you go
- Begin the report without an internet connection
- Your permit number is required to send
- Send the report at a location with a good cellular or WiFi internet connection





Saved Field Report Status

Field Reports are saved and listed on the Main Menu



Blue dots icon: Saved work-in-progress. Can be edited.

Red send icon: Saved and finalized but has not been sent to the Inspector yet. Cannot be edited.

Green check icon: Saved and finalized and sent to the Inspector. Good to go!

Field Report Summary

Automatically notifies and uploads to the Inspector

- PDF format
- GPS coordinate verification
- Date and timestamp
- Permit information
- Inspection type
- Inspector information
- Inspection Media: Photos, video links, comments
- Stored in VuSpex CLOUD



Inspection Summary Report

Inspection ID:	13683
Assigned Inspector:	Todd Wahoske
Permit:	TODD1
Inspection Type(s):	Submitted Garage Door
Contractor:	Jack Bell
Contractor Phone:	5305758455
Contractor Email:	testios@vuspex.info
Inspection Date:	2021-05-11 14:29:22
Permit Address:	800 Lindley Ave, Nevada City CA 95959
Comments:	Water heater





Settings Menu

Tap the 'Settings' link in the upper-right corner to open.

- **Adjust your Account information.**
- **Link a new Agency where you work.**

Settings Menu

- **App Version**
- **Account information**
- **Edit Account button**
- **States** (where you work)
- **Linked Agencies** (State, County, City, Company)
- **Server: prod.vuspex.com**
(do not change this setting)

A screenshot of a mobile application's settings screen. The status bar at the top shows 'XM Wi-Fi' and '6:04 PM'. The title bar is blue with a white back arrow and the word 'SETTINGS'. The settings are organized into sections: 'VERSION' (iOS - 1.0.0.10), 'ACCOUNT' (Name: Jack Bell, Email: testios@vuspex.info, Phone: (530)-575-8455, Password: masked), 'Edit Account' (button), 'STATES' (Add button, list: Arizona, California), 'LINKED AGENCIES' (Add button, list: VUSPEX-TEST), and 'SERVER' (Set button, text: https://prod.vuspex.com).

VERSION		iOS - 1.0.0.10
ACCOUNT		
Name	Jack Bell	
Email	testios@vuspex.info	
Phone	(530)-575-8455	
Password	*****	
Edit Account		
STATES		Add
Arizona		
California		
LINKED AGENCIES		Add
VUSPEX-TEST		
SERVER		Set
https://prod.vuspex.com		



VUSPEX **SUPPORT - CONTACT**



MONDAY - FRIDAY

Hours: **8 AM to 5 PM PT**

Email: **support@vuspex.com**

Phone: **[\(844\) 288-7739 ext. 2](tel:(844)288-7739) Leave a detailed voicemail**

Online: **<https://vuspex.com/support/> Visit our Support page**



VUSPEX **SUPPORT - LINKS**



VuSpex GO Support

<https://vuspex.com/support/go/>

FAQ (use the filter for 'GO')

<https://vuspex.com/support/faq/>

Troubleshooting

<https://vuspex.com/support/troubleshooting/#go>