

ONLINE INSPECTION REQUEST – TESTING USER GUIDE


Login at:

permit.burbankca.gov

This website link will bring up the login page for the City of Burbank Citizen Access Portal

If you have a login, login in with your email address and password.

If you do not have an account, you will need to create one by clicking on “New User? Register Here” and following the instructions (next page).



CITIZEN ACCESS PORTAL

E-mail Address

Password

[Forgot Password?](#)

[New User? Register Here](#)

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The first time you use this Portal you must create a User Account. Complete the fields. Fields marked with an Asterik "*" are required. Then click on Next.



Account Registration Step 1 of 2


First Name *	<input type="text" value="Joe"/>
Last Name *	<input type="text" value="Contractor"/>
Company Name	<input type="text"/>
Address *	<input type="text" value="150 N. Third St"/>
City *	<input type="text" value="Burbank"/>
State *	<input type="text" value="CA"/>
Zip *	<input type="text" value="91510"/>
E-mail Address *	<input type="text" value="contractor@aol.com"/>
Password *	<input type="password" value="•••••"/>
Confirm Password *	<input type="password" value="•••••"/>
Phone Number *	<input type="text" value="818-235-5220"/> <input type="button" value="X"/> Ext <input type="text"/>
Work Phone	<input type="text"/> Ext <input type="text"/>
Fax Number	<input type="text"/>

Required fields are marked with an asterik *

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Complete the registration by clicking the boxes asking if you are own property in Burbank or a contactor. Then click Finish.

Now you can log into the Burbank Citizen Access Portal by entering the email address and password you created earlier. Then click Login.



CITIZEN ACCESS PORTAL

E-mail Address

Password

[Forgot Password?](#)

[New User? Register Here](#)

ONLINE INSPECTION REQUEST – TESTING USER GUIDE

Once you are logged in, you can choose to Request, Review or Cancel a Building Inspection:

The screenshot displays the 'Customer Access Portal' interface. At the top, there is a navigation bar with links for 'HOME', 'CONTACT US', and 'LOGOUT'. Below this is a section titled 'ONLINE SERVICES' with a list of menu items: 'My Profile', 'My Permits', 'Building Inspections', 'Parking Permits', and 'Apply For LNCV Permit'. The 'Building Inspections' item is expanded, showing sub-options: 'Request an Inspection', 'Review Scheduled Inspections', and 'Cancel a Scheduled Inspection'. A blue arrow points from the 'Request an Inspection' sub-item to the main content area. The main content area features a welcome message: 'Welcome to the City of Burbank Online Portal !' followed by a note: 'Please refer to the navigation bar at the left of the screen to navigate. Some of the features include:'. Below this, there are three sections: 'My Profile' (with a description and a link to update profile), 'Inspections' (with a description and a link to request an inspection), and 'Apply For LNCV Permit' (with a description and a link to apply online). A second blue arrow points from the 'Request an Inspection' sub-item in the menu to the 'Inspections' section in the main content area.

You can enter a Building Inspection Request in one of two ways:

- ⇒ Click on Request an Inspection item on the left
- ⇒ [Click here to Request an Inspection](#) link

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Enter the Permit Number, and the address will be displayed. You may choose a date up to three business days in advance. Holidays and weekends are not available and will be grayed out. Multiple inspections may be requested by creating additional Inspection Requests one at a time.

Customer Access Portal

HOME CONTACT US LOGOUT

ONLINE SERVICES

- My Profile
- My Permits
- Building Inspections
 - Request an Inspection
 - Review Scheduled Inspections
 - Cancel a Scheduled Inspection
- Parking Permits

INSPECTION REQUEST

Permit Number : (Example BS0701234)

Address

Inspection Date :

Inspection Type :

Contact Information: Job Site Contact *

Comments to the Inspector:

August 2019

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

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

You then choose the Inspection Type you are requesting from the pulldown.

Next to Contact Information, enter the contact name and phone number of the person (must be an adult) who will be available at the job site for the inspection in case the Inspector needs to reach you.

Then you can enter any special comments in the Comments to Inspector box.

Click on Schedule Inspection Request to finish.

INSPECTION REQUEST

Permit Number : (Example BS0701234)

Address

Inspection Date :

Inspection Type :

- 101 - Pre-Construction Meeting
- 102 - Erosion Control
- 103 - Site Drainage
- 104 - Survey
- 128 - Pool

Contact Information: Job Site Contact *

Cell Phone *

Comments to the Inspector:

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

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After scheduling the inspection, you will see a list of the inspections you scheduled for this Permit Number

Inspection request is successfully submitted.

Inspection Results			
Permit Number	BS1910085	Inspection Date	08/22/2019
Address	150 THIRD ST, N Burbank CA 91510		
Inspection Type	102- Erosion Control	Inspection Status	Request For Inspection
Permit Number	BS1910085	Inspection Date	08/22/2019
Address	150 THIRD ST, N Burbank CA 91510		
Inspection Type	104- Survey	Inspection Status	Request For Inspection
Permit Number	BS1910085	Inspection Date	08/22/2019
Address	150 THIRD ST, N Burbank CA 91510		
Inspection Type	103- Site Drainage	Inspection Status	Request For Inspection

If you need to Cancel an Inspection Request.

Click on the → Cancel a Scheduled Inspection item on the left

The screenshot shows the 'Customer Access Portal' header with a logo on the left and the text 'Customer Access Portal' in blue. Below the header is a navigation bar with three tabs: 'HOME', 'CONTACT US', and 'LOGOUT'. Underneath is a section titled 'ONLINE SERVICES' with a list of menu items: 'My Profile', 'My Permits', 'Building Inspections' (with a sub-menu containing 'Request an Inspection', 'Review Scheduled Inspections', and 'Cancel a Scheduled Inspection'), and 'Parking Permits'. Each item is preceded by a square icon with a plus sign.

ONLINE INSPECTION REQUEST – TESTING USER GUIDE

This box will appear

Customer Access Portal JOE CONTRACTOR

HOME CONTACT US LOGOUT

ONLINE SERVICES

- My Profile
- My Permits
- Building Inspections
 - Request an Inspection
 - Review Scheduled Inspections
 - Cancel a Scheduled Inspection
- Parking Permits

To cancel an inspection after 7:00 am on the day of inspection, please contact Building & Safety Division staff at 818-238-5220 or your Inspector.

INSPECTION CANCEL

Permit Number : (Example BS0701234)

Address

Inspection Date :

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

Then enter the Permit Number and choose the Date of the Scheduled Inspection that you want to Cancel.

To cancel an inspection after 7:00 am on the day of inspection, please contact Building & Safety Division staff at 818-238-5220 or your Inspector.

INSPECTION CANCEL

Permit Number : (Example BS0701234)

Address

Inspection Date :

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

August 2019						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Then click Press the Inspections List button at the bottom right.

To cancel an inspection after 7:00 am on the day of inspection, please contact Building & Safety Division staff at 818-238-5220 or your Inspector.

INSPECTION CANCEL

Permit Number : (Example BS0701234)

Address

Inspection Date :

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

ONLINE INSPECTION REQUEST – TESTING USER GUIDE

A list of all of the Inspections Requested on the Date you entered will be displayed so you can choose one or more to cancel

Once you check the box(es) and click Cancel Inspection, the Requested Inspection will be removed from this current list.

INSPECTION CANCEL

Permit Number : (Example BS0701234)	<input type="text" value="bs1910085"/>
Address	150 THRD ST, N Burbank CA 91510
Inspection Date :	<input type="text" value="08/ 22/ 2019"/>

INSPECTIONS

	Inspection Date	Inspection Type	Inspection Status
<input checked="" type="checkbox"/>	08/22/2019	Erosion Control	Request For Inspection
<input type="checkbox"/>	08/22/2019	Site Drainage	Request For Inspection
<input type="checkbox"/>	08/22/2019	Survey	Request For Inspection

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

You will then see this screen:

Inspection schedule has been successfully cancelled

INSPECTION CANCEL

Permit Number : (Example BS0701234)	<input type="text" value="bs1910085"/>
Address	150 THRD ST, N Burbank CA 91510
Inspection Date :	<input type="text" value="08/ 22/ 2019"/>

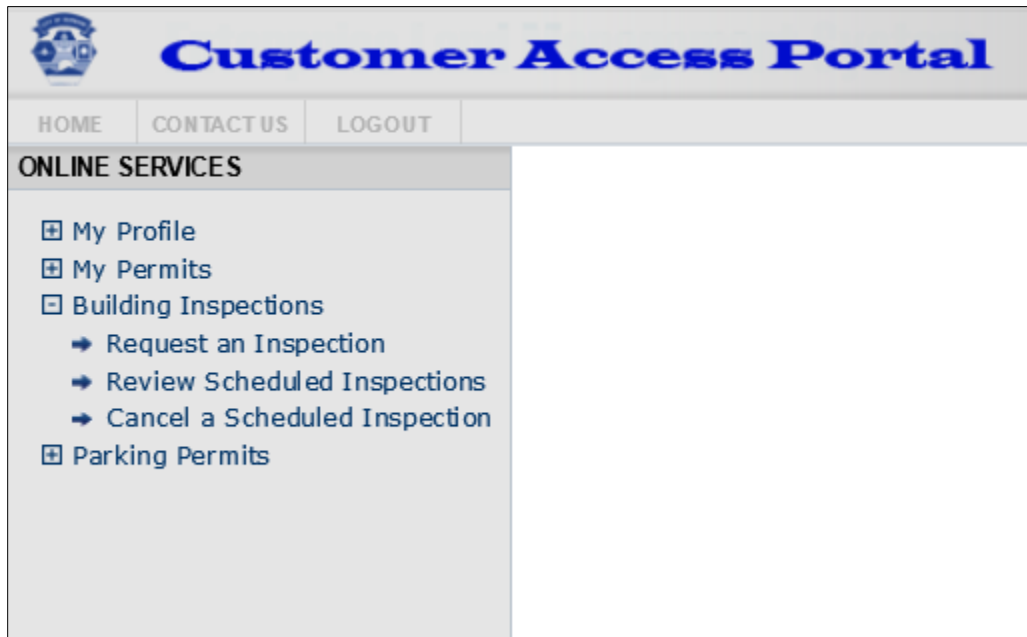
INSPECTIONS

	Inspection Date	Inspection Type	Inspection Status
<input type="checkbox"/>	08/22/2019	Site Drainage	Request For Inspection
<input type="checkbox"/>	08/22/2019	Survey	Request For Inspection

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

To review the list of Scheduled Inspections:

Click on the → Review Scheduled Inspections item on the left



You can also review a list all of the Inspections for the Building Permit by entering the number, then clicking View Inspections.

INSPECTION RESULTS

Permit Number : (Example BS0701234)	<input type="text" value="bs1910085"/>
Address	150 THRD ST, N Burbank CA 91510

Note: Please call inspectors between 7 AM and 8 AM on business days for any questions

This box will appear:

Inspection Results			
Permit Number	BS1910085	Inspection Date	08/22/2019
Address	150 THIRD ST, N Burbank CA 91510		
Inspection Type	102-Erosion Control	Inspection Status	Cancelled
Permit Number	BS1910085	Inspection Date	08/22/2019
Address	150 THIRD ST, N Burbank CA 91510		
Inspection Type	104-Survey	Inspection Status	Request For Inspection
Permit Number	BS1910085	Inspection Date	08/22/2019
Address	150 THIRD ST, N Burbank CA 91510		
Inspection Type	103-Site Drainage	Inspection Status	Request For Inspection