

Q. What is ESA ON Mobile?

A. ESA ON Mobile is ESA's first app! Using the app, ESA account holders can schedule Wiring notifications for inspection, check the status of notifications, and capture and submit photo/video evidence and related details to demonstrate the full scope of your installation anytime, from anywhere using a mobile device.

Q. When will the app be available?

A. The ESA ON Mobile app is now available to all Contractors for use with their wiring notifications. Simply visit the Google Play Store or Apple App Store to download the app and start using it right away!

Q. How does the app work?

A. A Guideline document is available on our website that provides instruction and information on using the app for Remote Inspection. There are also tool tips built directly into the app that can be clicked on for instruction.

Additionally, our website includes quick tip documents and FAQs for the app and all of its functionality.

Q. Are all Contractors able to use the App?

A. Yes. Contractors with an ESA account and ESA Online Services, LEC Portal login credentials can download the app and use it to check Notification Status or Schedule an Inspection. To use the app to submit photo or video evidence, please consult your system administrator and ask them to enable your access to the Remote Inspection functionality in the app.

Q. I am registered for the ESA ON Mobile app. Can I use it for all of my notifications?

A. The app applies to Wiring notifications only.

Q. Can I schedule notifications using the app?

A. Yes. Scheduling of notifications can be done through ESA ON Mobile, by contacting the Customer Service Centre or via ESA's Online Services. In addition to scheduling your notification, you can also check the status of existing notifications and submit photo or video evidence through Remote Inspection.

Q. Will I be charged additional fees for using the app?

A. No. ESA is not charging Contractors a fee to use the app and there is no cost to 'purchase' the app from Google Play Store or the Apple App Store.

Q. Is the app bilingual?

A. No. Currently the app is available only in English.

Q. Can I schedule notifications using the app?

A. Yes. Scheduling of notifications can be done through ESA ON Mobile, ESA's Customer Service Centre, or via ESA's Online Services. Submitting evidence does not schedule the notification. You must continue to schedule inspection requests in addition to any evidence submitted.

Q. Can I use the app without cell service?

A. Yes. ESA ON Mobile has offline capability for submitting photo/video evidence.

To work offline, you must ensure you have connectivity, open the ESA ON Mobile app and download up to 20 notifications to work on. Evidence for a specific notification can be captured, temporarily stored, and/or submitted while you are offline. You must reconnect (with the app open) before the evidence will be released from the queue and visible in ESA Online Services, this can take up to 15 minutes.

Alternatively, if you are in an area without cell service, you can capture the photo/video evidence while on site without using the App and then upload the evidence to the appropriate notification(s) via the App once you have connectivity.

Notification Status and Schedule Inspection require an internet connection to work.

Q. If I have logged into the app on my mobile phone, can I also log in on a tablet?

A. No. If the same login credentials are active on multiple devices at the same time, the app will not function as expected. Users may experience issues with evidence submissions, the app freezing and other unexpected behaviours. It is mandatory that everyone using the app has their own login credentials and only logs into the app with one device at a time.