

Q. What is Notification Status?

A. The purpose of the Notification Status feature in the app is to allow you to quickly check the status of an existing notification (i.e., open or closed).

Q. I am looking at my list of notifications, how can I see the current inspection status of a specific notification?

A. Click the 'Select' button beside the notification in the list to view the detailed information associated with the notification, including the inspection status.

Q. I am reviewing my list of notifications, how can I tell the difference between notifications with the same address (i.e., unit/lot number or PO/Job #)?

A. There is an expand/collapse icon, to the left of each notification in the list, that you can use to view the additional address details and PO/Job #.

Q. If I do not enter any specific search criteria, which notifications are displayed in my list?

A. The app will display the most recently created one hundred notifications on your account consisting of:

- Open; and
- Notifications closed within the last 6 months.

A warning message will display if the results are >100, allowing you the opportunity to refine your search.

Q. Can I filter my results, so they only display open or closed notifications?

A. No. There is no filter option. The app displays results for the last 6 months that include both open and closed notifications.

Q. Once I have selected a notification in 'Notification Status' and then navigated to 'Remote Inspection' or 'Schedule Inspection', can I go back to my list of notifications using the back button?

A. No. Once you have navigated out of Notification Status for the selected notification, you need to return to the app's main menu to generate a new list of notifications.

Q. Can I schedule or submit evidence on my notification once I have checked the status?

A. Yes. As long as the notification is open, you can choose to schedule or submit evidence by selecting the appropriate button at the bottom.

Q. I have selected my notification from the list, but there is no Schedule Inspection or Remote Inspection button. Why not?

A. Scheduling an inspection or submitting photo/video evidence is only available for open notifications. Check to ensure the status is not closed.

Q. If my notification status is updated, how long will it take before I see that reflected in the app?

A. The updates are applied to our systems immediately. If the Inspector has updated the status, they will need to complete a system synchronization before you can see it in the app.

Q. Can I check the status of my notifications without cell service?

A. No. Notification Status and Schedule Inspection require an internet connection to work.