

Q. What is Schedule Inspection?

A. The purpose of the Schedule Inspection feature in the app is to allow you to schedule your inspections anytime, from anywhere.

Q. My account is blocked, can I still use the app to schedule my inspections?

A. No. You cannot schedule any inspections until the block has been removed from your account.

Q. If I don't enter any specific search criteria, which notifications are displayed in my schedule inspection list?

A. The app will display up to 100 open notifications on your account.

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

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

Q. I forgot to schedule my inspection. Can I schedule for the same day?

A. No. Same-day scheduling is not an option in the app, nor the LEC Portal.

Q. I've 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 schedule a Remote Inspection through the app?

A. No. You can schedule an inspection, but it is at the Inspectors discretion whether to perform a Remote Inspection or not.

Q. I scheduled a disconnect/reconnect, where can I find my connection authorization?

A. Connection Authorizations can be seen in the 'Correspondence' tab in the LEC Portal through ESA Online Services the following day.

Q. Is there a cut-off time to schedule an Inspection for the next business day?

A. Scheduling changes must be completed before the requested day of inspection. This means they must be submitted by 11:59pm the day before the requested inspection (same-day inspections are not permitted).

Q. I am scheduling an inspection that requires the final inspection flag. Can this be done in the app?

A. Yes. The Final inspection flag is available in the app, the same as it is in the LEC Portal.

Q. Can I add comments for the Inspector, when scheduling an inspection, in the app?

A. Yes. Comments can be added in the app, however there are some restrictions to the type of characters the app will allow (i.e., emojis are not permitted).

Q. I am trying to schedule my notification for Defect Corrected, but I can't pick a Ready Date from the calendar. Why not?

A. The inspection status of the notification must be changed to 'Ready' to be able to select a Ready Date from the calendar.