

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. By default, the app displays the most recently created notifications first. The app will display up to 100 open notifications on your account. A warning message will display if there are more than 100, allowing you the opportunity to refine your search.

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. Check to ensure the notification is open. Scheduling an inspection or submitting photo/video evidence is only available for open notifications.

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 immediately. If the inspector has updated the notification, they will need to complete a system synchronization before the update will be visible 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 inspector's 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 scheduling is 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 types of characters the app will allow. For example, emojis are not permitted.