



# Automated Inspection Line (IVR) Instructions

## Automated Inspection Line (IVR) Applicability

- Direct inspection scheduling through eTRAKIT is the simplest way to schedule and manage inspections.
- The IVR is available for permit holders that do not have internet access.
- The IVR system cannot be used on permits issued before October 16, 2016 (permits without a dash in the number – e.g., B161234)

## IVR System Instructions

- 1) Call the IVR – 1-540-208-543
- 2) Press 1 to schedule an inspection. Press 2 to cancel an inspection. Press 3 for inspection results. Press \* to return to the main menu. Press 0 to speak with staff.
- 3) Using the key pad, punch in your permit number. For letters, use the corresponding key on the key pad. You do not need to input the dash (example: For Permit RDKP16-0063 please enter 7 3 5 7 1 6 0 0 6 3). Then enter the # key.
- 4) Press 1 to verify that the correct permit number is entered. (Press 2 to re-enter permit number, if necessary)
- 5) If you need a list of available inspections and IVR codes, press 1.
- 6) Input your IVR code and then the # key. You can find the IVR codes for your permit on the back of your placard.
- 7) Follow the prompts for available dates. You will then receive a confirmation number for your inspection.
- 8) Press 1 to record a message for the inspector. If you wish to schedule multiple inspections under one permit, please schedule all your inspections before leaving a message. If you wish to leave a message with each inspection, please start from the beginning each time (Instruction line 2 above).
  - a) Follow the prompts to leave a voicemail for the inspector.
  - b) Make sure to listen to all the prompts and **do not hang up** after you record your message. Once your message is recorded, you will need to press the # key. Once satisfied with your message, please press 1 to send your message. If you are not sure of your message, you can listen to your message by pressing 2, re-record your message by pressing 3, or press \* to return to the main menu. **If you return to the main menu or hang up before pressing 1, your message is not saved.**

If you leave a saved message, you will be prompted to start from line 2 above. If you do not leave a message, the following options are available:

- a) Press 2 to repeat the confirmation number.
- b) Press 3 to schedule another inspection.
- c) Press 4 to schedule an inspection on a different permit.
- d) Press 5 to return to the main menu.