

## IVR call flow

The following is the general call flow when using the Oregon ePermitting IVR System:

**Call: 1-888-299-2821**

Enter 12 digit **IVR Number** located on the permit  
(This is different from the permit number.)

Press **1** to schedule.

Press **2** to cancel or reschedule.

Press **3** to hear results.

Press **0** to contact the jurisdiction who issued your permit during regular business hours.

Press **\*** for general info about the IVR system.

If this jurisdiction requires pending inspections, press **\*** to hear the available inspection codes.

(See back for more details.)

Otherwise, enter the **4 digit inspection code**.

(You cannot enter an inspection code that is not related to the permit type. **Example:** 3999 Final Plumbing cannot be scheduled on an electrical permit.)

Press the appropriate number for the desired inspection date.

Press **1** to leave the inspector a message.

Press **2** to skip leaving the inspector a message.

Enter **10 digit phone number** where the inspector can reach you.

Inspection is scheduled and confirmation number listed.

### Use these commands any time during the call:

- ◆ Press **#** to go back one step.
- ◆ Press **0** to be connected to the jurisdiction who issued your permit.

## Pending inspections

Jurisdictions can choose to use one of the following pending inspection tracts:

1. Callers can only schedule inspections that the jurisdiction has added to the permit.
2. Callers can schedule any inspection on the permit by entering the appropriate inspection code.

## Questions about your inspections

Contact your local building department

**Online:** [BuildingPermits.Oregon.gov](http://BuildingPermits.Oregon.gov)

➤ Click on **Building Dept. Directory**

## Questions about ePermitting

Contact the ePermitting Help Desk

**Email:** [Oregon.ePermitting@state.or.us](mailto:Oregon.ePermitting@state.or.us)

**Phone:** 503-373-7396

Permitting