



INDIAN RIVER COUNTY/CITY OF VERO BEACH

BUILDING DIVISION

1801 27th Street, Vero Beach, FL 32960 772 266-1260

NOTICE

Date: 04/08/2020
From: Scott McAdam, CBO, MCP, Building Official
To: All Permit Applicants, Design Professionals, Contractors and General Public
Subject: IRC Remote Virtual Inspection RVI Service
Effective: 04/13/2020

To all interested parties;

For the safety and well-being of our community, during the current COVID-19 pandemic, Indian River County Building Division is encouraging all in-person, interior inspections of occupied buildings to be conducted by Remote Virtual Inspection RVI.

To this end, we will be providing virtual inspection services using remote video via Google DUO which is a multi-platform application that works with all mobile devices; Apple or Android. This is inspector initiated with contractor/applicant or when applicable owner. A second option in the field as a backup will be the use of Face Time (Apple to Apple only).

We will also be providing virtual inspection services via ZOOM (if needed from office to field, limited use).

Please take a moment to read the attached literature to assist you in taking advantage of this service.

Proper coordination between the inspector and the contractor is critical for the success of this program.

Once the authorities give us the "all clear" to move towards so called normal operations, we will evaluate the effectiveness of virtual inspections and return to mostly in-person inspections.

Thank you.

Scott McAdam, CBO, MCP

Indian River County/COVB Building Official

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EFFECTIVE: 04/13/2020

REMOTE VIRTUAL INSPECTION RVI SERVICES

Please note: this service is provided for virtual inspection purposes only not for addressing other inspection issues.

- For the safety and well-being of our community, in-person, interior inspections of occupied or recently occupied residences is discouraged. We are providing an alternative method via Remote Virtual (video) RVI inspections using Google DUO, ZOOM, or FaceTime for Apple products.
- When scheduling these virtual inspections online, please provide, in the inspection request comment section, the name and phone number of the person who will be answering the inspector's video inspection call. On the day of the inspection, the inspector will call ahead of time to initiate/coordinate the inspection.
- Please be sure to download the Google DUO App on your device, from the Apple APP store or Google store on your device. Install it and test it, prior to scheduling the inspection.
- You will need a Gmail account and a phone number to setup the DUO account.
- Follow the directions in the APP to install the app.
- Do not use DUO to call the inspector. The inspector or Building Division office will initiate the Remote Virtual Inspection video call – not the contractor or owner.
- If for any reason the Inspector is not able to complete the inspection via the Remote Virtual Inspection Program, the inspection will need to be re-scheduled and may require a standard site visit inspection. This program is a privilege and each Inspector has the discretion and authority to determine if a situation or condition is not conducive to a RVI. An inspector may, at his or her discretion, use the FaceTime app (Apple to Apple only) to conduct an RVI in lieu of Google DUO.

Google DUO and ZOOM

MINIMUM HARDWARE REQUIREMENTS:

- APPLE OR ANDROID SMART PHONE/TABLET WITH BUILT-IN CAMERA
with GOOGLE DUO App installed and operational

VIRTUAL VIDEO INSPECTION NOTES

- For virtual Inspections via a live video, you will receive a call from the inspector initiating the call via the Google DUO APP. (see instruction on next page as to how to accept and follow a DUO Video Call).
- Prepare for inspection: Prior to scheduled inspection time, ensure all necessary tools based on type of inspection are readily available. For example; tape measure, level, GFCI tester, flashlight, step ladder, etc.
- The inspector will guide you through the inspection.
- It will be at the discretion of the inspector if the work may be approved upon viewing the video taken.
- If the inspector cannot approve the work performed via live video, a normal standard inspection may be required or you may reschedule the inspection once full services have been restored; or, you may contact a Design Professional (architect or engineer) to inspect and certify that the work was done pursuant to the issued permit and approved documents and performed in a manner compliant with the Florida Building Code. Such certification shall be signed and sealed by the Design Professional. The original signed and sealed certification shall be submitted to the Building Division via US Mail, FedEx, UPS, or dropped-off at Building Division and is subject to Building Official review and approval.
- After-hour and weekend inspections are not being offered at this time.

DUO Virtual VIDEO CALL

- When the inspector is ready to perform a live video virtual inspection, he/she will call you via the DUO APP. Inspector initiates the call.
 - Must be at least 18 years old or with an adult to perform the video inspection.
 - Must be an employee of the Licensed Contractor, or the Property Owner if the project is permitted under the Owner-Builder provisions or owner if appropriate and if capable.
 - Ensure smart phone or tablet is fully charged.
 - Be prepared to accept and answer video call at scheduled time.
 - Respond to Google DUO call from Inspector.
 - Have all required tools and installation instructions as necessary for inspection.
 - Have Permit and approved documents ready as needed.
- You will see the inspector on your screen
- Follow the inspector's directions/instructions to complete the virtual inspection.
 - Begin inspection at street view looking at the structure.
 - The address must be shown in the initial view.
 - Provide a copy of the Permit, Notice of Commencement (if applicable) and other approved documents, at the Inspector's request.

ZOOM Meeting

SECURITY

INSPECTOR (HOST)

- NOTE: in order to prevent undesired results please make sure your ZOOM security settings are not set to "default". ZOOM YouTube videos need to be viewed in order to learn and achieve the best experience possible. Training will be provided if needed.

CUSTOMER

- Call will be secure. Custom Settings will be used by the Host not the Default Settings.
- If the inspector is to perform a live video inspection, he/she will set up an online meeting request.
- You will receive an email from ZOOM and will be prompted to click on the link.
- Please note that you do not need to create an account or follow any directions to sign in. Once the app has downloaded, go back to the email that contained the invitation to the online meeting.
- Click "Join as a guest".
- Type in your name and click "Join meeting".

- You will be connected to the meeting and will be able to see the inspector.
- To share your video feed, you may have to touch your screen to bring up the menu bar.
- The menu bar will have a picture of a microphone, speaker, three dots and a phone.
- Select the three dots and then select “Share”.
- Select “Share Video”.
- If you are prompted with a security alert asking you to allow access, please follow the prompt to allow access.
- Once sharing is allowed, select “Start Presenting”, this will allow the inspector to see what you are showing on your screen.
- At the end of the inspection, you may select the red phone to end the online meeting.

To all interested parties,

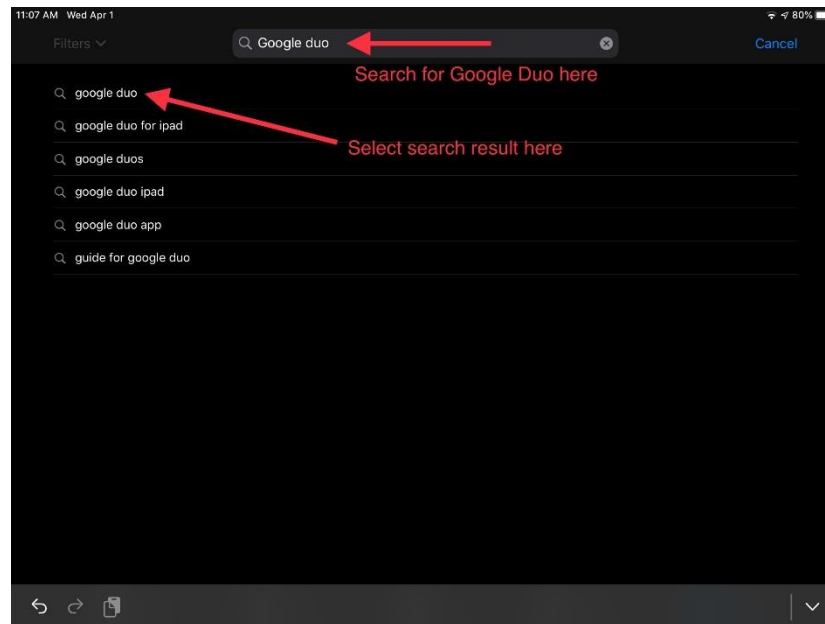
Please follow the following instructions to download and install Google DUO on your smartphone or tablet.

Start by going to the APP store for your device.

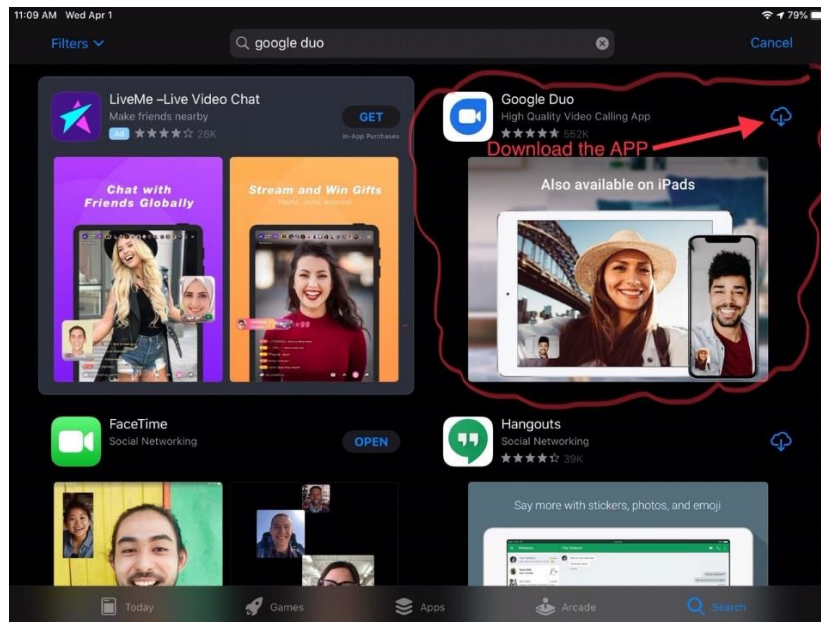
This example is for Apple devices.



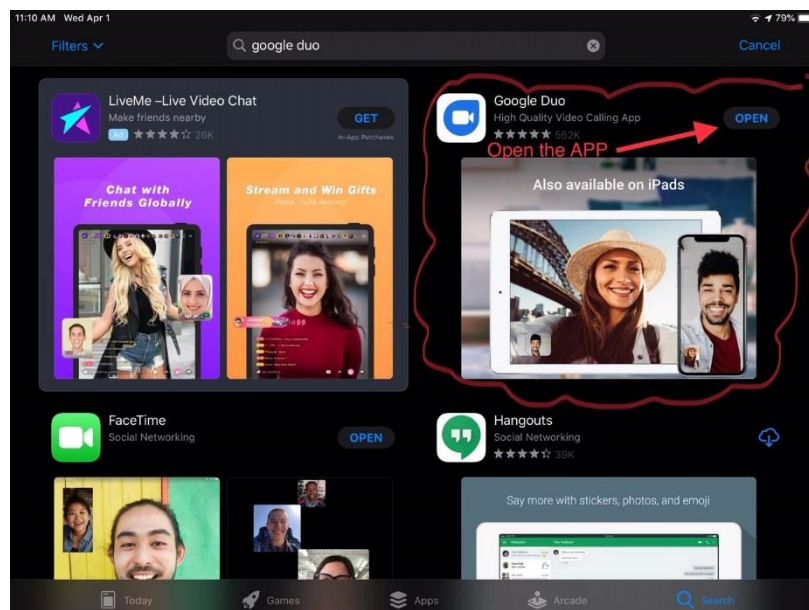
Search for Google DUO here



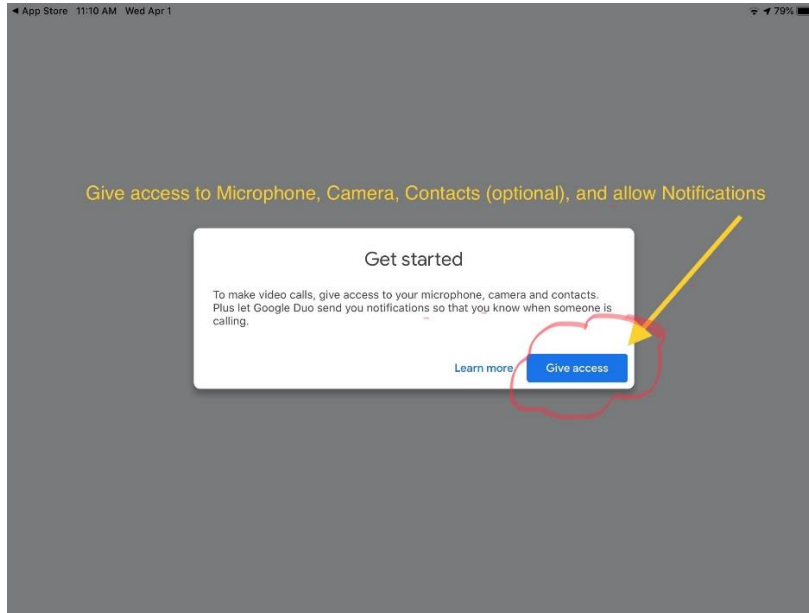
This is what it looks like in the Apple App store. Download the APP by selecting “get”. In this example the APP is in my iCloud account already so I simply select the download from iCloud icon.



When the download finishes select “Open”



Now give access to everything as noted below



Next: enter your cell phone number here

And follow the directions to verify your number

Verify your number

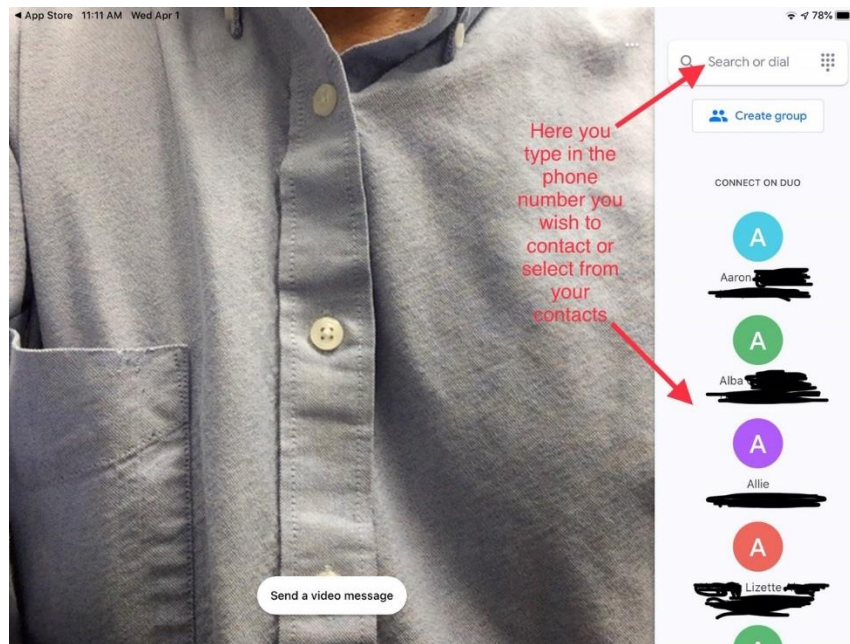
Your contacts will video call you using your phone number.

United States (+1)

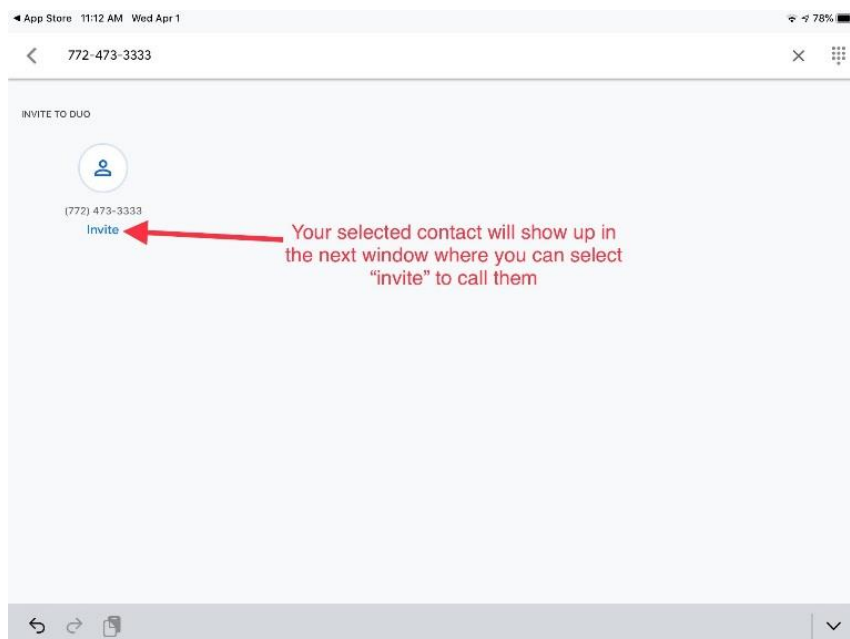
People who know your number can reach you across Google services. Duo will send you a one-time SMS message; carrier rates may apply.

Having problems? [Learn how to verify your phone number.](#)

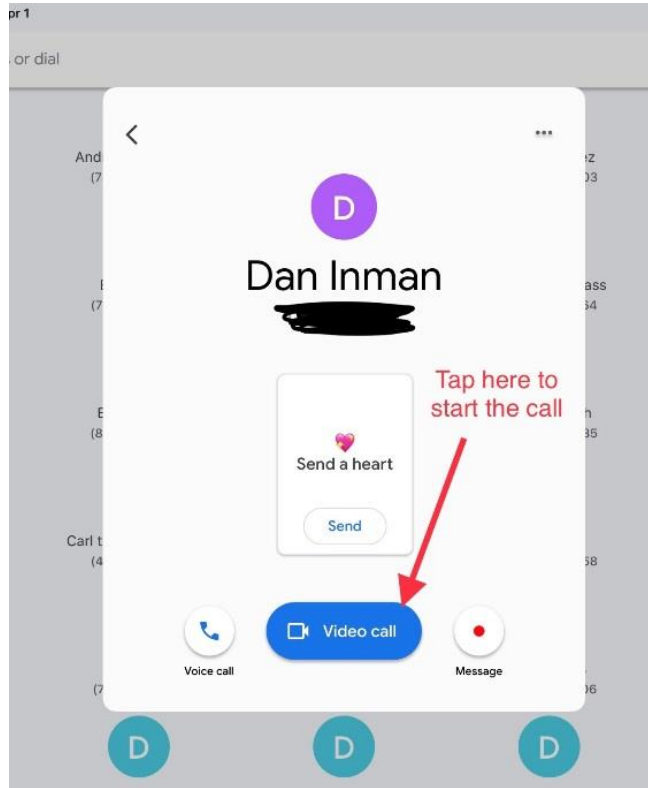
In the Search window, type in the phone number you will be video calling or select one of the contacts displayed.



Once selected, the contact will display here. Simply tap on the contact to initiate the video call.



Click on "Video Call" to connect.



Click on "Got it" to send the call request

