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.
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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

> *Click on* ***Resources>Building Dept. Directory***

Questions about ePermitting

Contact the ePermitting Help Desk

Email: Oregon.ePermitting@oregon.gov

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