



HillsGovHub

User Guide

Virtual Inspections

(Live and Offline)



Hillsborough
County **Florida**

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What is VuSpex GO?

Hillsborough County Development Services' virtual building inspection tool (VuSpex GO) can be used to efficiently complete certain inspections entirely online, without the need for an in-person inspector.

VuSpex GO is an iOS & Android mobile app for contractors and homeowners to use at the inspection site. The app integrates seamlessly with HillsGovHub and enables the user to create a Field Report (virtual inspection) and send it directly to a Hillsborough County Development Services inspector.



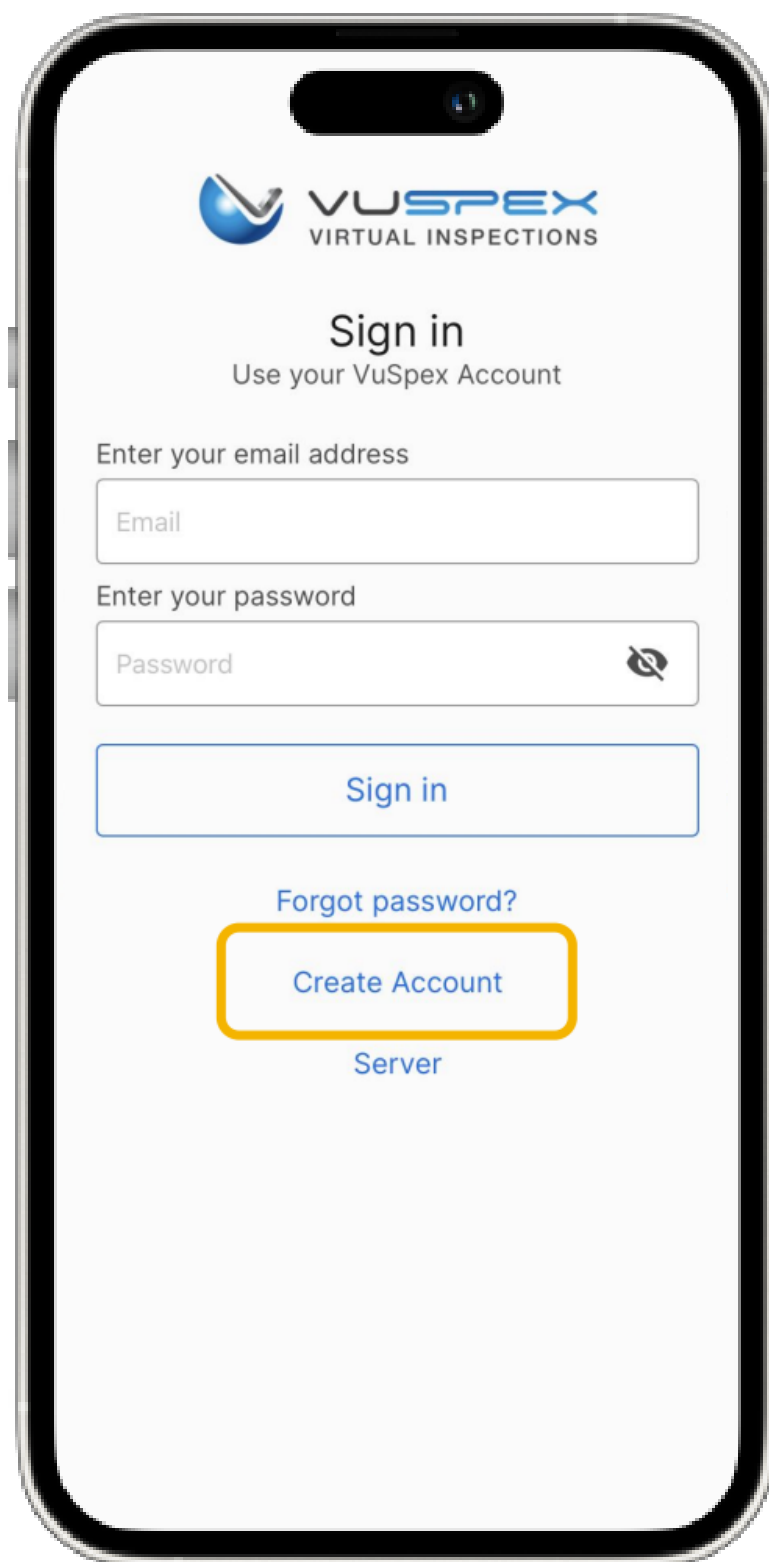
Getting Started

1. Confirm the inspection can be completed virtually by checking the [list of available virtual inspection types](#).
2. Download the [VuSpex GO app](#) to a phone or tablet.
3. In the app Settings, add Hillsborough County under "Linked Agencies".
4. Sign in or create an account.
5. Select "Request Inspection (Schedule)" to request either a live virtual inspection or in-person inspection or select "New Field Report" (Offline Inspection) and follow the steps*.

*For a checklist of virtual inspection media requirements, visit [HCFL.gov/VirtualInspections](https://www.hcfl.gov/VirtualInspections).

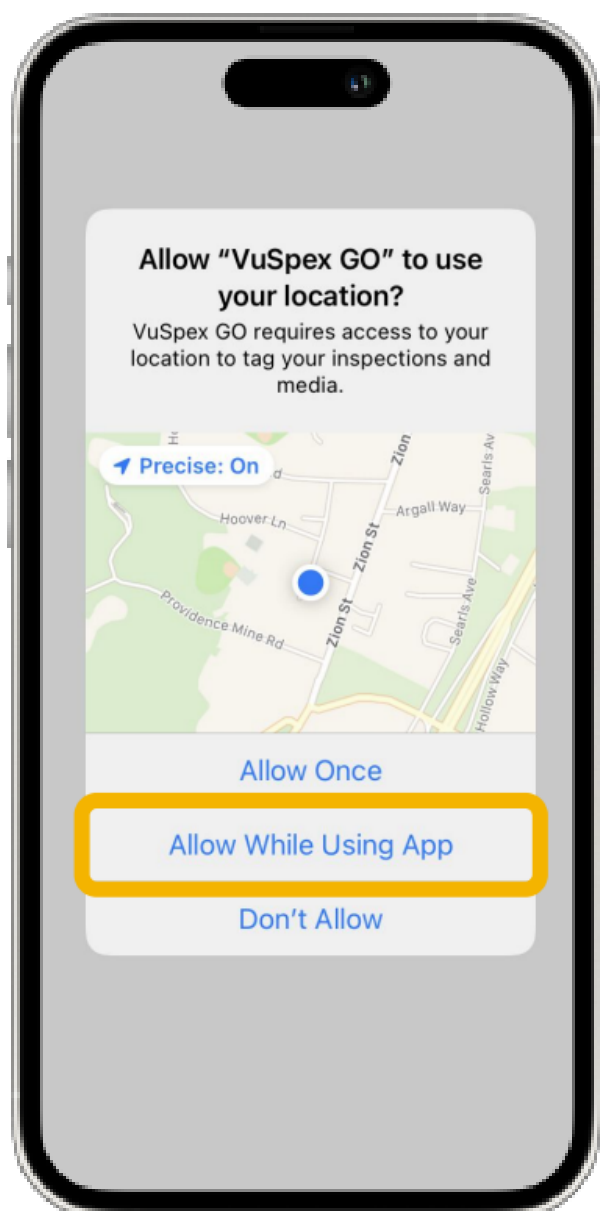
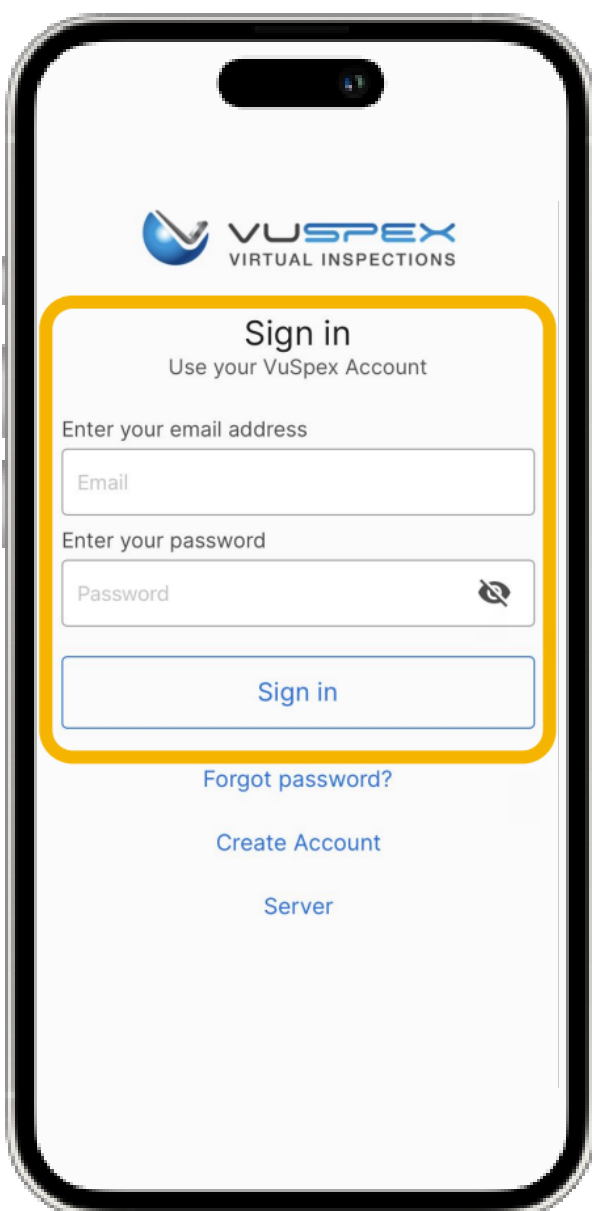
Create an Account

1. Launch the [VuSpex GO app](#).
2. Tap "Create Account."
3. Follow the steps to create a new account.
4. Sign in by using account credentials.



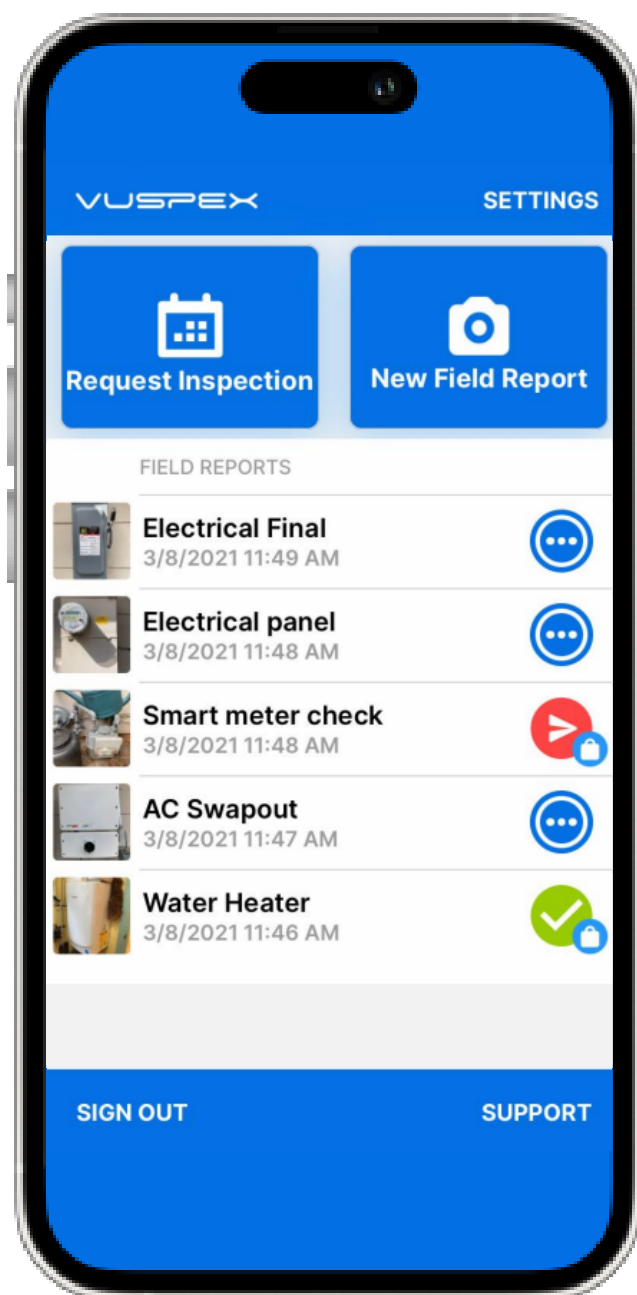
Sign In

1. Launch the [VuSpex GO app](#).
2. Sign in by entering account credentials.
3. Allow permissions by tapping “Allow While Using App.”
4. In the app Settings, add Hillsborough County under “Linked Agencies.”



VuSpex GO Features

- Schedule Live Virtual Inspection
- Schedule In-Person Inspections
- Submit Field Report (offline virtual inspection)
- Field Report Status/History
- Settings Menu
- Support



Live Virtual Inspection

Live Virtual Inspections can be completed using your smartphone or tablet. Once you have scheduled your inspection using the “Request Inspection (Schedule)” option, your inspector will send a text message with a link at your scheduled inspection time. Please ensure you are available and at the work location to complete the inspection at your scheduled time. Live virtual inspections are completed from 8 am to 3pm ET M-F. The Inspector will do their best to contact you at the preferred time you selected when scheduling the inspection.

Note: The Contractor does not start the inspection. Look for the text message invite from the Inspector to begin.

Additional Note: A permit number is required to schedule a live virtual inspection.

*For a checklist of virtual inspection media requirements, visit [HCFL.gov/VirtualInspections](https://hcfllive.com/VirtualInspections).

Schedule Live Virtual Inspection

Once you are ready to schedule the live virtual inspection, tap “Request Inspection (Schedule)” in the upper left on the home screen.

Fill out the step-by-step form:

Step 1 - PERMIT: Enter the permit number and tap “Next.”

Step 2 - INSPECTION TYPE: Select Inspection Type and tap “Next.”

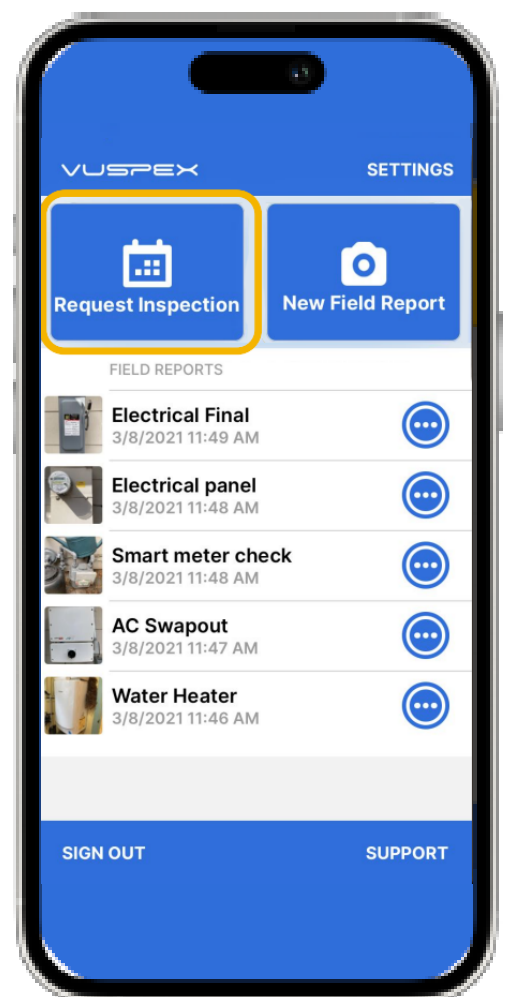
Note: you must select the LIV inspection type to schedule a live virtual inspection.

Step 3 - INSPECTION DATE/PREFERRED TIME: Scroll down and tap “Virtual” under Inspection Mode and then select the inspection date from the calendar (tap the right arrow if you need to proceed to the next month). Tap “Set Preferred Time” to select a time between 8 AM - 3 PM. Be sure to tap on AM to change to PM as needed. Scroll down and tap “Next.”

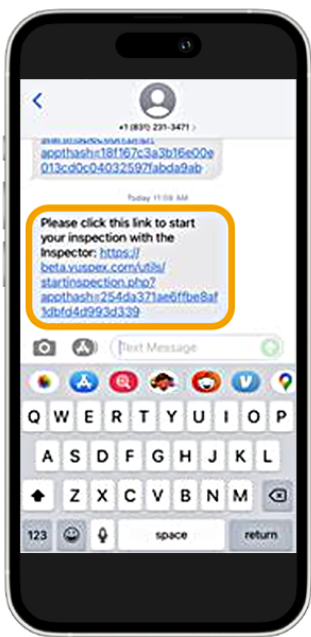
Step 4 - CONTACT INFORMATION:

The mobile number associated to the VuSpex user is auto filled in the mobile phone number field. If this needs to be updated to a different person who will be on-site at the time of the inspection, enter the updated mobile number and add a name for the on-site representative. Add any additional comments to send to the Inspector. Tap “Request Inspection.”

NOTE: Upon scheduling the inspection, an on-screen confirmation will be displayed. The VuSpex user who scheduled the inspection will receive an email if they request a change to the inspection or when the inspection results are available.



Complete Live Virtual Inspection (ios)



Step 1 - Tap the link in the text message to launch the App



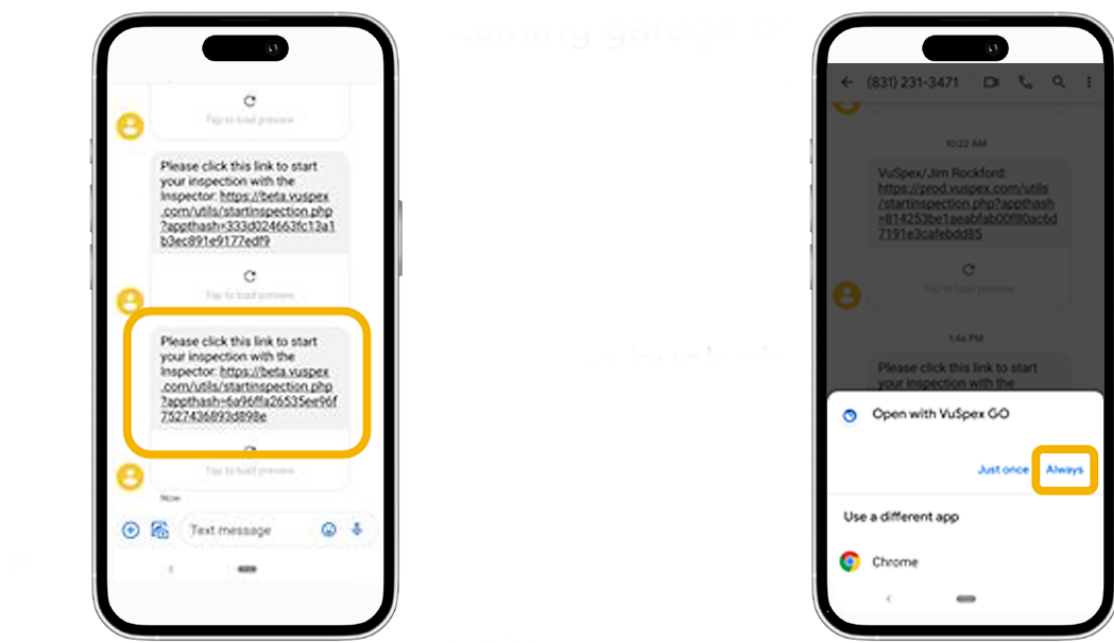
Step 2 - VuSpex will ask for access to your microphone and camera. You must tap OK to allow permissions. This is necessary to initiate the live virtual inspection which requires two-way video and audio with the inspector.



Step 3 - Wait a moment to connect

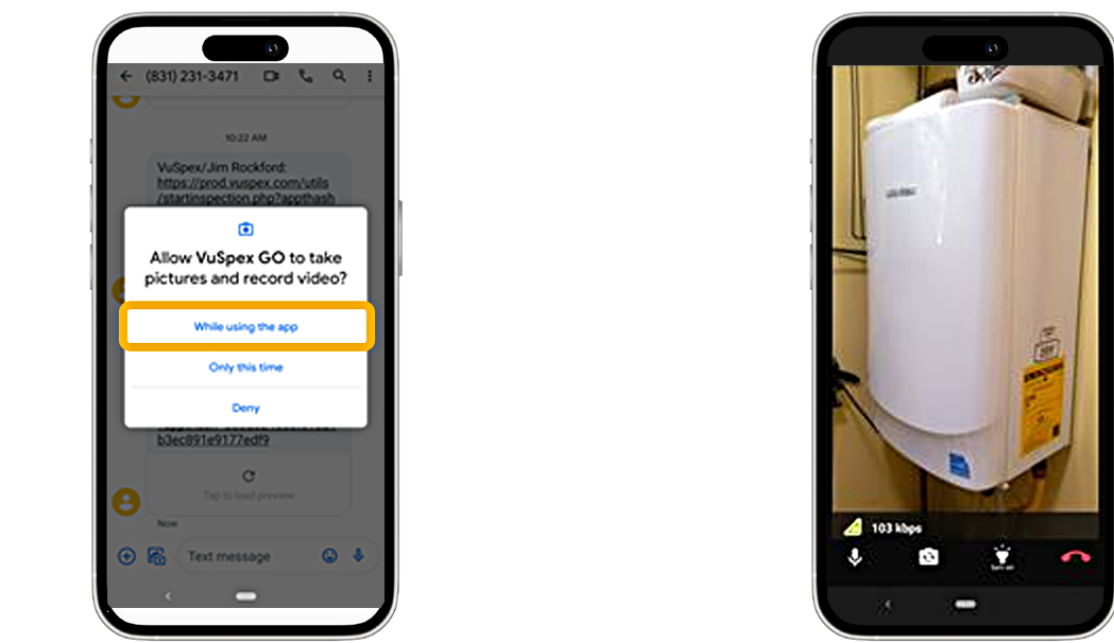
*For a checklist of virtual inspection media requirements, visit [HCFL.gov/VirtualInspections](https://www.hcfl.gov/VirtualInspections).

Complete Live Virtual Inspection (Android)



Step 1 - Tap the link in the text message to launch the App

Step 2 - Open with VuSpex GO app and tap on 'Always'



Step 3 - Tap OK to allow permissions

Step 4 - Wait a moment to connect

*For a checklist of virtual inspection media requirements, visit [HCFL.gov/VirtualInspections](https://www.hcfl.gov/VirtualInspections).

Live Virtual Inspection User Interface

VIDEO & AUDIO

Displays a live stream of HD video to the Inspector. The Inspector can hear you and you can hear the Inspector.

BANDWIDTH

Real-time update of your bandwidth (kbps) with quality indicator icons as you navigate the inspection site.

END CALL

Tap this icon when you are finished with the virtual inspection. The Inspector can also end the call.

MUTE

Toggle your audio ON/OFF. When mute is enabled the screen will display an indicator to both parties.

CAMERA

Toggle the BACK and FRONT camera.

FLASHLIGHT

Toggle the flashlight ON/OFF. The Inspector can also toggle the flashlight from their dashboard.

PRO-TIP - AUDIO

Live inspections are typically conducted using speakerphone. However, you may use headphones with a mic so you can hear the Inspector and they can hear you better.

Field Report (offline Virtual Inspection)

Use the Field Report feature to send inspection media to a Hillsborough County Development Services inspector at any time. This is a variation of the Live Virtual Inspection that does not require an inspector's real-time participation.

Independently submit a form containing inspection media*, and an inspection report will be automatically generated and uploaded to the permit report for an inspector to review.

Note: A permit number is required to send a Field Report, and the user must be physically located at the inspection site when taking and submitting media for guaranteed GPS verification.

*For a checklist of virtual inspection media requirements, visit [HCFL.gov/VirtualInspections](https://www.hcfl.gov/VirtualInspections).

Create a New Field Report

Once physically present at the inspection site, tap “New Field Report” on the home screen.

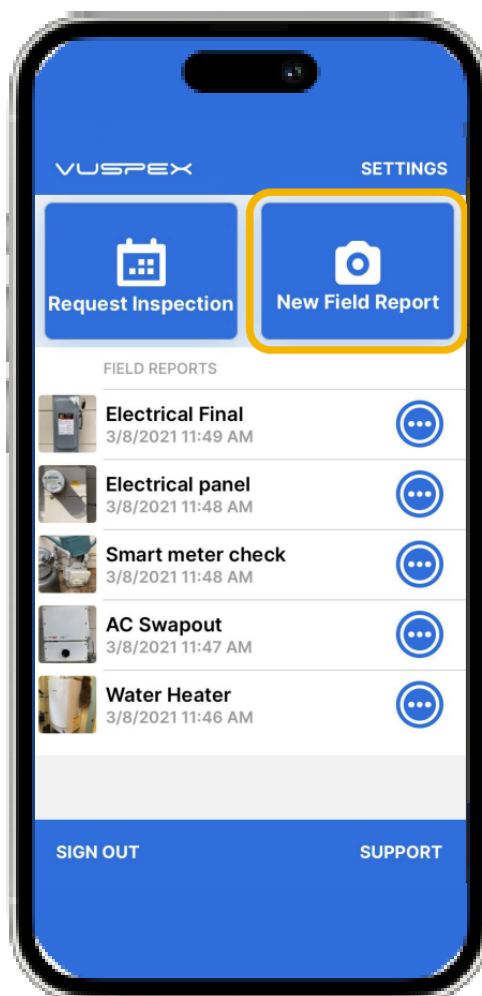
Fill out the step-by-step form:

Step 1 - MEDIA: Add photos/videos with comments based on the [inspection checklists](#)*.

Step 2 - COMMENT: Add a description.

Step 3 - PERMIT: Select agency, permit, & inspection type.

Step 4 - SAVE: Finalizing the report locks it from being edited. Send the Field Report to the inspector when connected to the internet.



*For a checklist of virtual inspection media requirements, visit HCFL.gov/VirtualInspections.

Tips for a Successful Live or Offline Virtual Inspection

Internet

Ensure there is a strong signal on the device when submitting.

Please note: If you lose connection and the virtual call drops, the inspector will send a new link to onsite contact to reconnect.

Preparation

Understand the requirements needed for the specific inspection type.

Battery

Ensure the phone or tablet is sufficiently charged.

App

Enable automatic updates for the app on the device. VuSpex periodically updates the app, and it is always best to have the latest version.

Permissions

When prompted, select “Allow” and/or “Enable” permissions for camera, microphone, and location.

Photo/Video Quality

(Virtual Offline)

Ensure the photos and videos submitted are clear and visible. It is important that the media sent is of the highest quality so that the inspection can be completed.

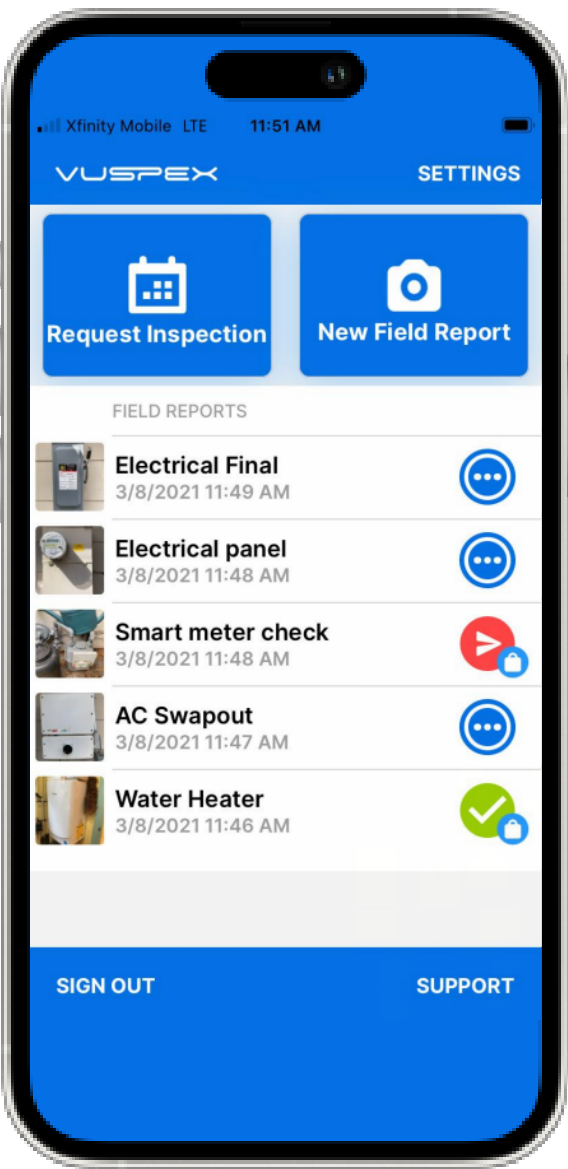
Contacts

(Live Virtual)

Add (831) 250-9532 as a contact in your device. This is the phone number you will receive the live virtual inspection text message link from.

Saved Field Report Status

Field Reports are saved and listed on the app home screen.



Blue Dot Icon:
Saved work-in-progress.
Can be edited.

Red Send Icon:
Saved and finalized but
has not yet been sent
to the inspector.

Green Check Icon:
Saved, finalized, and
sent to the inspector.
Good to go!

Questions?

For information regarding Hillsborough County Development Services virtual building inspections, visit

[HCFL.gov/VirtualInspections](https://www.hcfl.gov/VirtualInspections).

For questions regarding Hillsborough County's Virtual Inspection process, contact Inspections@HCFL.gov

For support regarding the VuSpex GO app, visit [VuSpex GO Support](#) or view the [VuSpex GO guide](#).

Frequently Asked Questions

For a complete list of FAQs, please visit [HCFL.gov/VirtualInspections](https://www.hcfl.gov/VirtualInspections).

Can I schedule live virtual inspections via HillsGovHub?

Yes, live virtual inspections can be scheduled via HillsGovHub however we recommend using the VuSpex GO app. VuSpex GO allows you to select a preferred time for the inspection which will upload to the inspector's schedule in addition to the inspection request comments. Scheduling a live virtual inspection via HillsGovHub can be accomplished by following the [Schedule Inspections User Guide](#) and choosing the live (LIV) inspection type.

How can I update my phone number in the VuSpex GO app?

Due to security reasons a support ticket is required for phone number changes. Please email support@vuspex.com and provide a detailed description of the request. If a phone number update is needed, provide the email address associated with the VuSpex GO app and the new phone number.



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Development Services