

CITY OF MERCED ENGINEERING DEPARTMENT

Citizen Self-Service

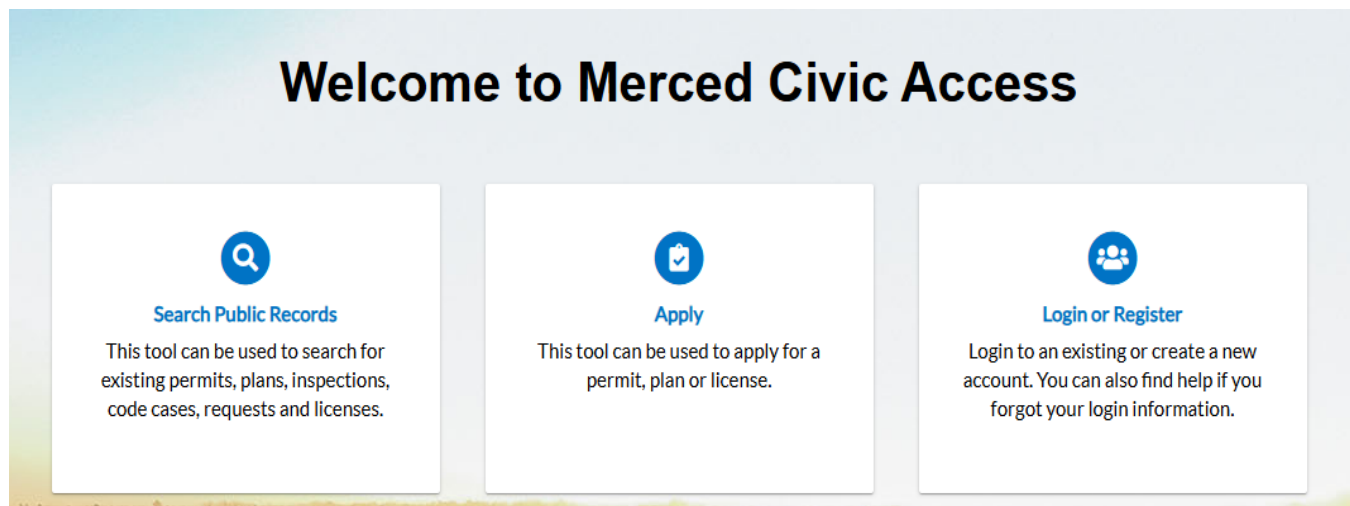
User Guide – How to Request/Manage Inspections

Requesting and Monitoring your Inspections on Your Account.

The online component of our Civic Access Portal that allows citizens to view basic information related to Permits, Plans, Inspections, Business Licenses, and Code Cases.

LOGIN TO City of Merced Civic Access portal

1. Click on the **Login or Register** tile from the Home page and enter your account information to Log In.



2. Enter your **Username** and **Password** in the corresponding fields.
 3. If you do not have an account registered with Self Service, skip to **Create an Account** step below.
 4. If you need to reset your username and/or password, skip to **Forgot Password** step below.
 5. Select the **Remember Me** checkbox to have the system remember your login credentials on this computer.
- ** This is not recommended on a public/shared computer.**
6. Click **Log In**.

Log In

✖ Username

KP*****

✖ Password

●●●●●●●●●●●●●●●●

Log In

Forgot your password? [Reset it](#)

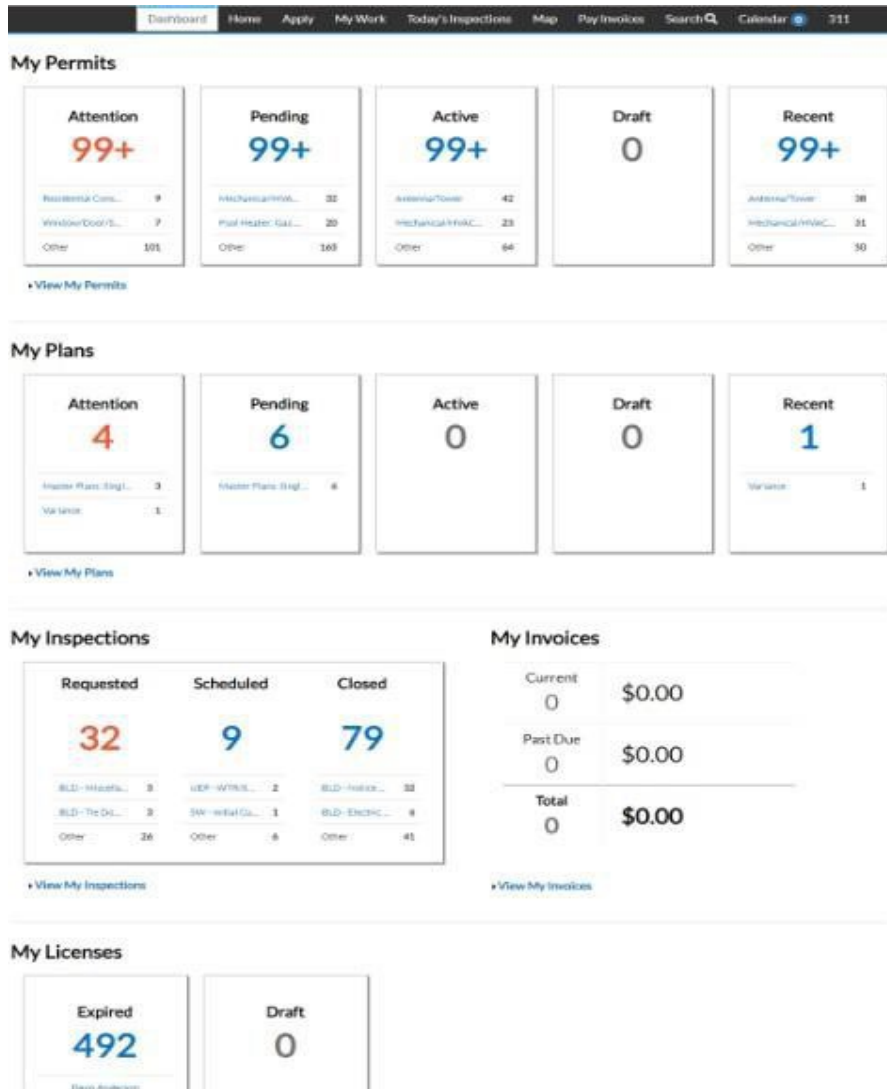
Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

CITY OF MERCED ENGINEERING DEPARTMENT

MENU NAVIGATION TABS

1. Across the top of the page, there are various tabs which you will use to navigate City of Merced Civic Access portal.




REQUESTING INSPECTIONS


(PERMITS INITIALLY APPLIED FOR IN CITY OF MERCED ACCESS PORTAL)

1. The portal provides a great way for users to request inspections. Users must be logged in to the portal to request inspections, and they **must be a contact associated with the permit**. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

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2. Click on the Permit Number of the Permit you would like to request an inspection for.
3. The Permit case will open.
4. Click on the Inspections tab.
5. A list of Inspections will be at the bottom of the page.
6. Click in the check box under Action you would like to request. (If the workflow of the case has not been completed, based on priority, up to the Inspection step, the Action boxes will not show.)
7. Click Request Inspection at the bottom the page on the right and complete information.

[Home](#) [Dashboard](#) [Apply](#) [My Work](#) [Today's Inspections](#) [Map](#) [Search](#) 

Permit Number: CITY-2501-0003 [Add to Cart](#) 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	City Related Projects - Engineering	Status:	Issued	Project Name:	
IVR Number:	100052	Applied Date:	01/28/2025	Issue Date:	01/28/2025
District:	City of Merced	Assigned To:		Expire Date:	07/27/2025
Finalized Date:					
Description:	Test				

[Summary](#) [Locations](#) [Fees](#) [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [More Info](#)

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections Sort [Description](#) ▼

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IENG-000030-2025	Accessibility/Ramps	Requested	02/03/2025			Cancel Inspection
IENG-000031-2025	Curb&Gutter/Steet/Sidewalk/Rock Grade	Requested	02/03/2025			Cancel Inspection
IENG-000027-2025	Miscellaneous/Utility Final	Requested	01/30/2025			Cancel Inspection
IENG-000029-2025	Pole Removal/Install	Requested	01/31/2025			Cancel Inspection
IENG-000024-2025	Site Grading	Requested	02/04/2025			Cancel Inspection

Results per page [10](#) ▼ 1 - 5 of 5 << < 1 > >>

Request Inspections Sort [Order](#) ▼

Description	Reinspection	Action
Interceptor	No	<input type="checkbox"/>
Sewer/Storm Camera	No	<input type="checkbox"/>
Sewer Lateral/Remove & Replace	No	<input type="checkbox"/>
Driveway & Approach	No	<input type="checkbox"/>
Asphalt / Remove & Replace	No	<input type="checkbox"/>
Sewer Mandrel	No	<input type="checkbox"/>
Elevation Site Test	No	<input type="checkbox"/>

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8. The Request Inspections screen will open.
9. Choose a requested date for the inspection by clicking on the calendar to the right of the Requested Date field. The citizen may choose an **AM** or **PM** time from the dropdown.
10. Fill in comments about the requested inspection in the Comments/Gate Code box.
11. Click **Submit**.

Note: Inspection requests must be submitted by 11PM the day before inspection at minimum.

1 #CITY-2501-0003

Inspection Type: Curb&Gutter/Steet/Sidewalk/Rock Grade

Case Type: City Related Projects - Engineering

Address: 678 W 18TH ST Merced, CA 95340

* Contact Name

Jane Smith

* Contact Phone

(209) 555-5555

* Requested Date

02/03/2025

* AM

Comments/Gate Code

Submit

12. The inspection request and a green checkmark will pop up in a Requested Inspections screen if it is successfully requested.

1 Case #CITY-2501-0003

Inspection Type: Curb&Gutter/Steet/Sidewalk/Rock Grade

Case Type: City Related Projects - Engineering

Address: 678 W 18TH ST Merced, CA 95340

Requested Date

02/03/2025

Comments/Gate Code

Contact Name

Jane Smith

Contact Phone

(209) 555-5555

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13. Navigate back to the Details screen. The inspection will now be listed under Existing Inspections in the full list of inspections.

Summary

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

More Info

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

SortDescription

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IENG-000030-2025	Accessibility/Ramps	Requested	02/03/2025			Cancel Inspection
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My Existing Inspections

Use this window to view, sort, and access all available inspections. Follow the steps below to view inspections: Go back to Dashboard.

Click **View My Inspections**

My Inspections


Requested	Scheduled	Closed
5	3	0
<div>Pole Removal...1</div>	<div>Well Grout1</div>	
<div>Miscellaneous...1</div>	<div>Pipe Welding1</div>	
<div>Other3</div>	<div>Site Visit and ...1</div>	

View My Inspections

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My Work

MY INVOICES MY PERMITS MY PLANS **MY EXISTING INSPECTIONS** REQUEST INSPECTIONS

Search...								 Export to Excel
Display Scheduled ▾								
Inspection Number	Inspection Type ▾	Address ▾	Status ▾	State ▾	Case Number ▾	Requested ▾	Scheduled ▾	Co
IBLD-000119-2023	Foundation / Footing	111 HUBBAR...	Requested	Scheduled	BLDR-22-0097	03/24/2023	03/24/2023	^
IELE-000099-2023	Electrical Rough	100 GREGOR...	Scheduled	Scheduled	BLDR-23-0150	03/16/2023	03/16/2023	
Showing 2 records.								

You can type a specific Inspection Number or Inspection Type to search for in the search field and click the lookup icon to locate inspections that meet the search criteria.

You can sort by Status, Inspection Type, etc. Click the **Inspection Number** to open the associated Inspection record of the inspections to view the information.

Re-Inspections, Multiple Inspections, Approvals

Re-Inspections: If an inspection is failed, or requires a reinspection, the inspector will change the status to reinspection and submit it. This will close out that inspection and when the contractor is ready to schedule the reinspection, they will have to submit a new inspection request.

Approvals: When an inspection is approved, the inspection case will show as approved in the customer portal, and the document will be available as a PDF download.

Multiple Inspections: Multiple inspections can be scheduled for the same day or days in advance for **different** inspection types. If the inspection type is the same (for example – traffic control), the inspection request will have to be made each day, and the prior inspection request has to be closed out before the next inspection is made.