



# **City of Riverside, Public Works**

## **Permits Web Scheduler Instructions**

**Any questions or need assistance contact:**

**311 Call Center for Tech Support  
or  
[PWInspection@riversideca.gov](mailto:PWInspection@riversideca.gov) for all other questions**

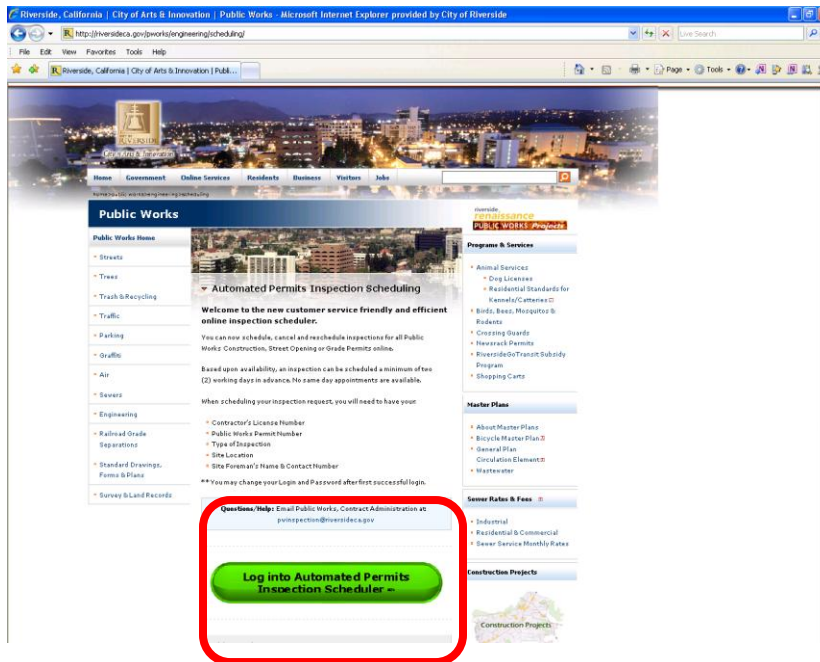


1) Web Address:

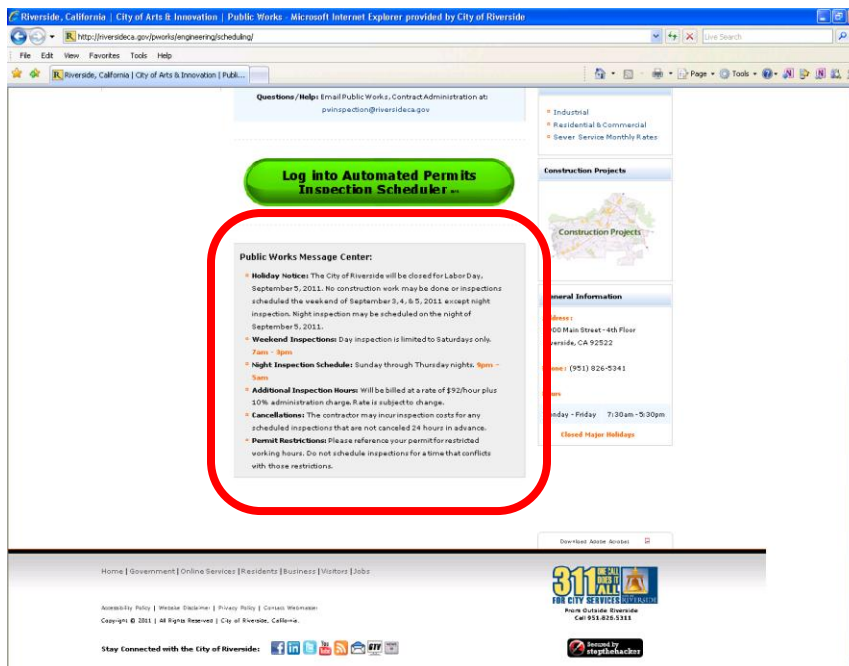
<http://www.riversideca.gov/pworks/engineering/scheduling/>

2) Home Page

a. Click on the green button 'Log Into Automated Permits Inspection Scheduler'



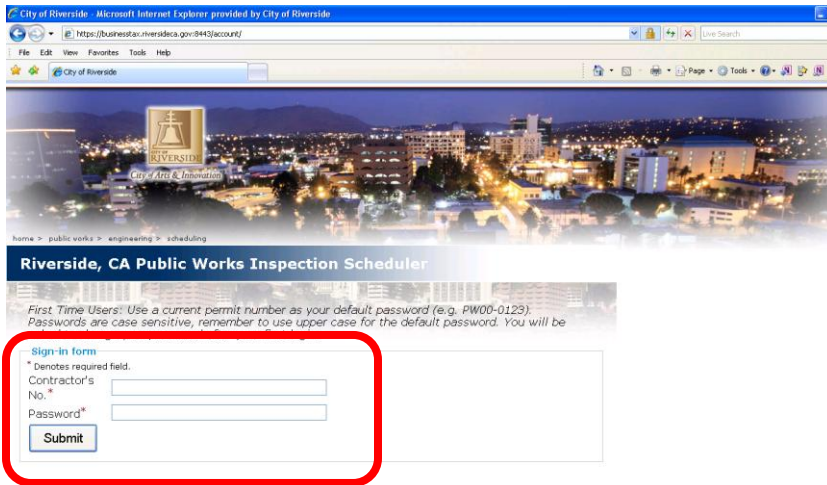
b. Note, any special messages will be displayed below the large green button, in the 'Message Center'





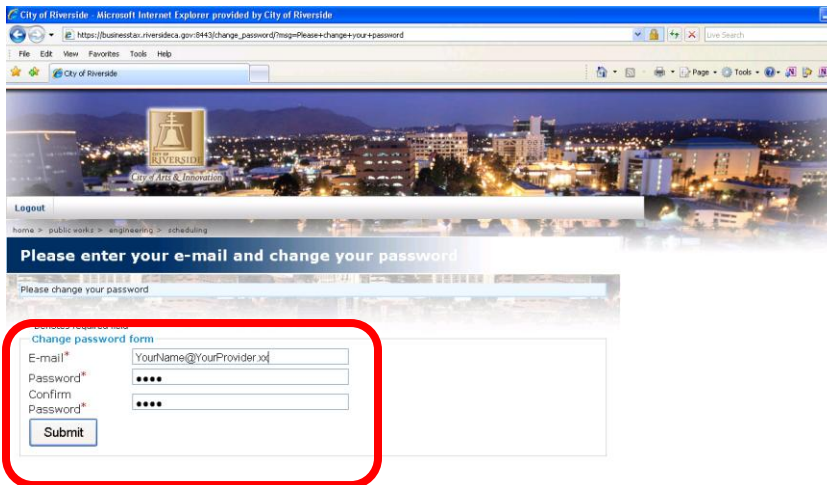
3) Sign-In Page will be displayed

- a. Enter your Contractor # for User, and Permit # as a Password [CASE SENSITIVE]

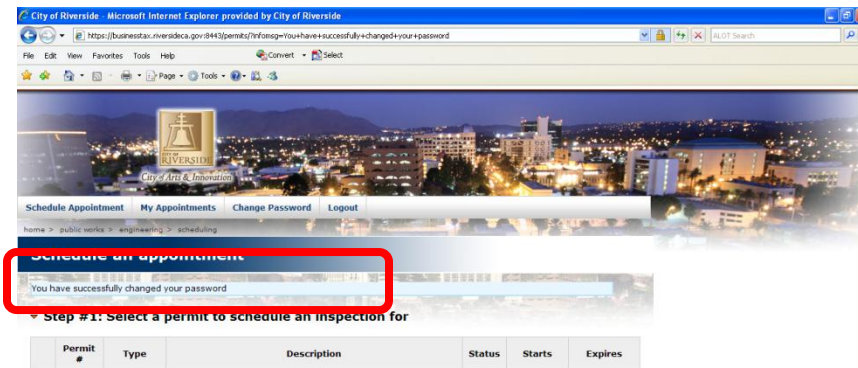


4) Upon First use of the system, you will be prompted to please change your password

- a. Enter your Email address , New Password and confirm new password
- b. Click Submit

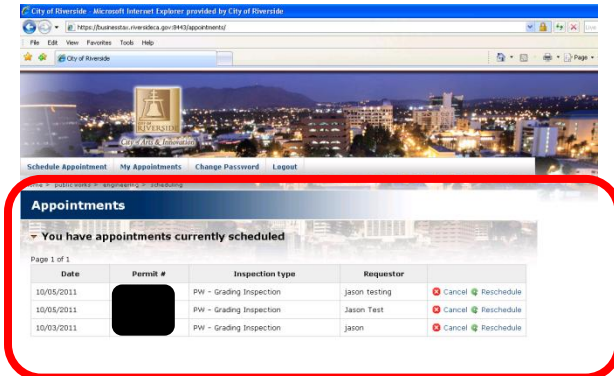


- b) You will receive a 'Successfully Changed Password' message on the top of the screen





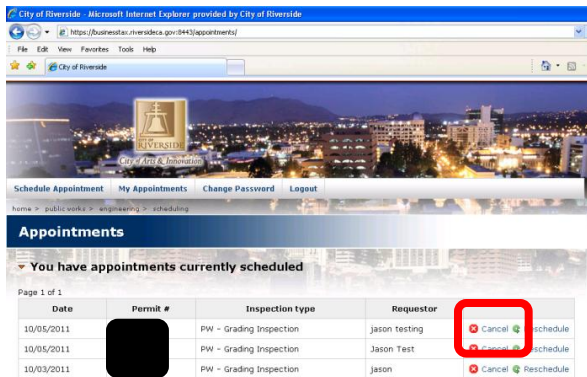
5) Once you change your password, all of your Currently Scheduled appointments will appear



a) From this screen you can **VIEW EXISTING, CANCEL, RESCHEDULE, or SCHEDULE** Appointments

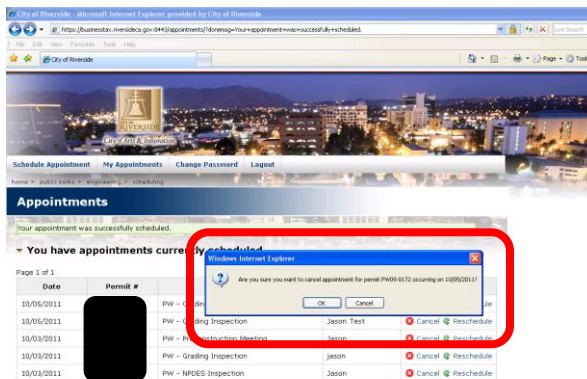
1) **Cancel** an existing appointment

a. Click on the red X Cancel Button on the right



b. Once clicked on, a Warning Message box will appear confirming that you would like to cancel your appointment

c. Click OK, the appointment will disappear instantly, or Cancel will return the screen





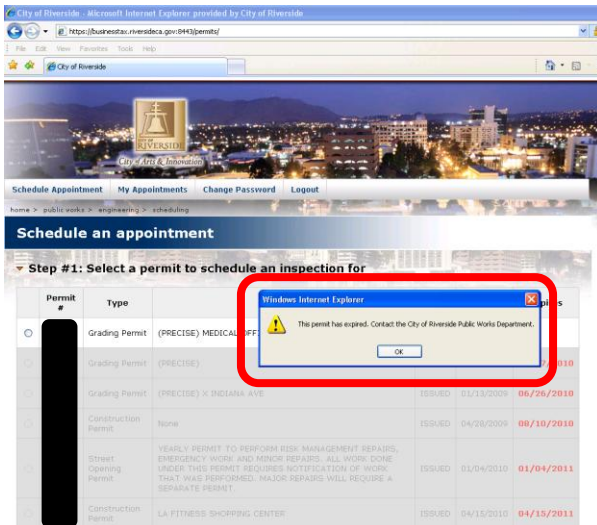




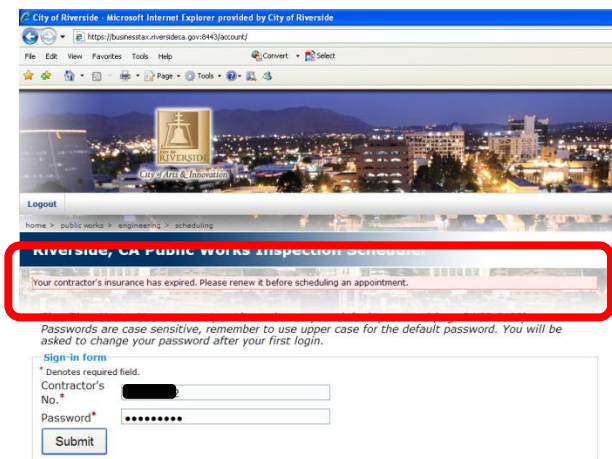
7) **Schedule** a NEW appointment

[You may only Schedule an appointment if the permit is not expired. You can see the other Permits, but they will display greyed out. If you select one of the expired permits, you will receive a message box]

- a. Click on OK and try another Permit



- b. If your Insurance is Expired, you will be prompted with a message box telling you to renew your insurance before scheduling an appointment

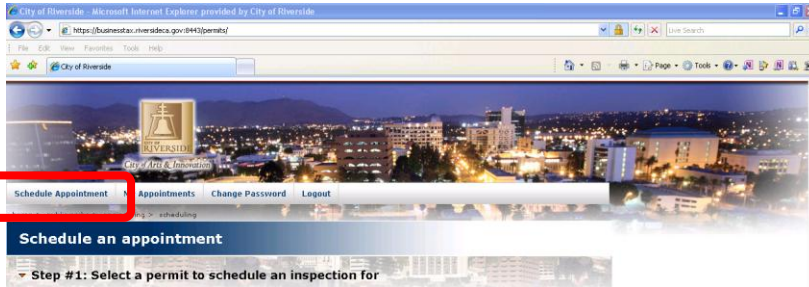




8) New Appointment:

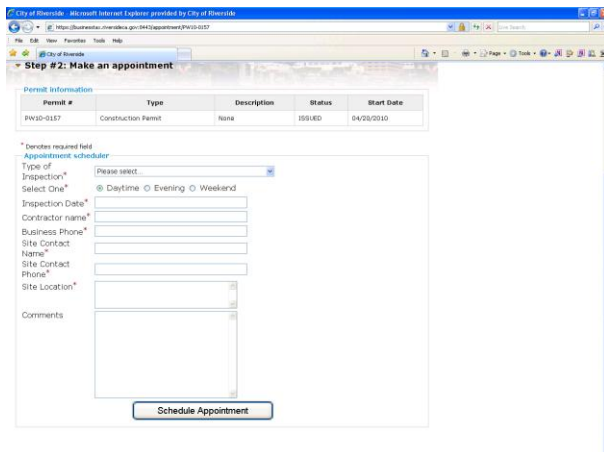
Fill out the form with all required information: Type of Inspection, (dropdown), Daytime, Evening, Weekend (ONLY Daytime will receive an instant schedule date). Evening and Weekend work will require scheduling by Public Works Personnel and will contact the Contractor once this is scheduled (within 2 Business days) Contractor Name, Business Phone, Site Contact Name, Site Contact Phone, Site Location, Comments

Click on Schedule Appointment

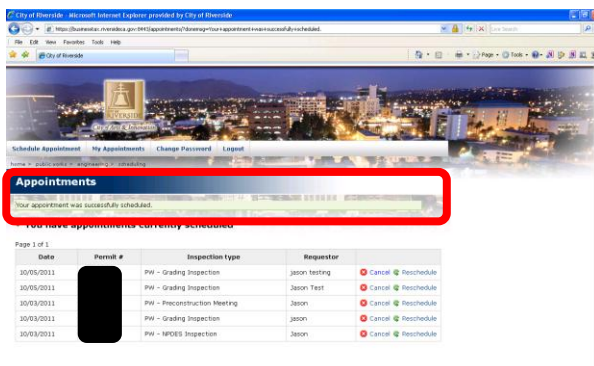


9) The 'Make an Appointment Form' will be displayed, enter all applicable information

a. Click on Schedule appointment



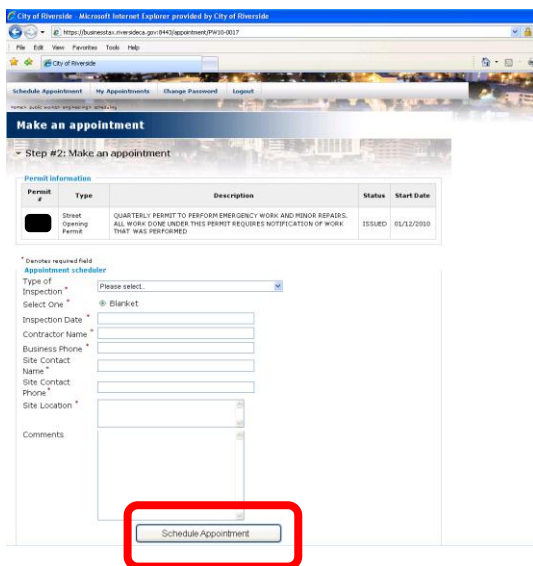
10) Once Scheduled, you will be brought to the Listing of Currently Scheduled Appointments and a message box 'Your appointment was successfully scheduled' will be displayed





## 11) Blanket Permits

- a. Schedule Appointment
- b. Enter all appropriate required fields, Type of Inspection, Select One, Inspection Date, Contractor Name, Business Phone, Site Contact Name, Site Contact Phone, Site Location, and additional Comments
- c. Click Schedule Appointment







## 12) Weekend Appointments

- a. Enter all appropriate required fields, Type of Inspection, Select One, Inspection Date, Contractor Name, Business Phone, Site Contact Name, Site Contact Phone, Site Location, and additional Comments
- b. Click Schedule Appointment

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Step #2: Make an appointment

Permit #	Type	Description	Status	Start Date
[Redacted]	Street Opening Permit	INSTALLATION OF WATER LINE	PENDING	06/09/2010

\* Denotes required field

Appointment scheduler

Type of Inspection\* PW - Final/Close Out Permit

Select One\*  Daytime  Evening  Weekend

Inspection Date\* 10/8/2011

Contractor Name\* Test Name

Business Phone\* 0000000000

Site Contact Name\* Test Contact Name

Site Contact Phone\* 0000000000

Site Location\* Test Site Location

Comments

Comments here

**Schedule Appointment**

- c. A message box will appear telling you ‘Your appointment was successfully requested, an account specialist will confirm your appointment within two business days’

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Schedule Appointment My Appointments Change Password Logout

Home > Public Works > Engineering > Scheduling

**Appointments**

Your appointment was successfully requested. An account specialist will confirm your appointment within two business days.

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Date	Permit #	Inspection type	Requestor	
10/03/2011	[Redacted]	PW - Traffic Control	Tim Wilson	<input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule
10/03/2011	[Redacted]	PW - Final/Close Out Permit	jason	<input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule
10/03/2011	[Redacted]	PW - Traffic Control	Test	<input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule



- 13) Once all activity is completed in the Web Scheduler App, Click Logout Button
  - a. User will be brought back to the Login Page



- 14) Scheduling process is complete

- 15) After 25 minutes of login, the session will expire. You will need to log back into the system in order to schedule additional Inspections

