



Permit and Inspection Software User Guide

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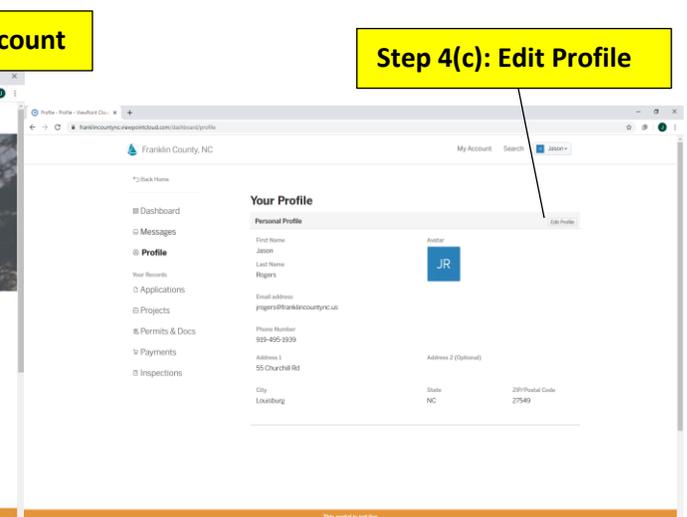
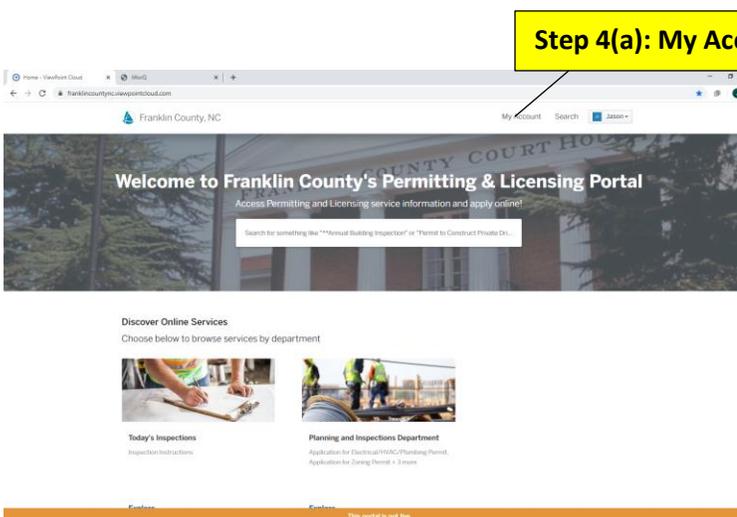
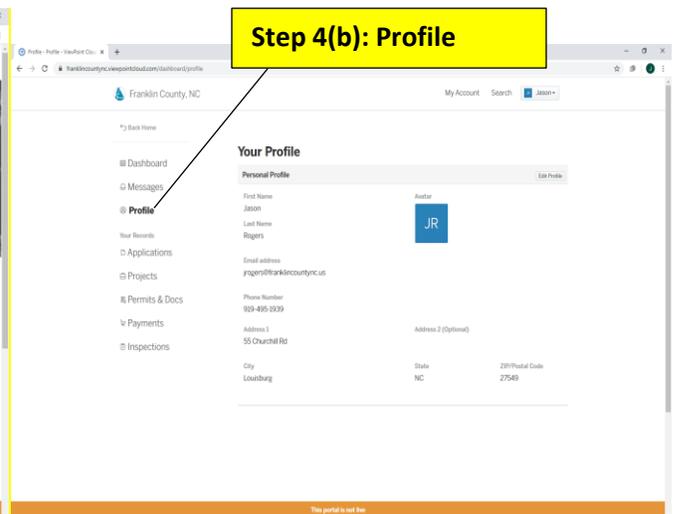
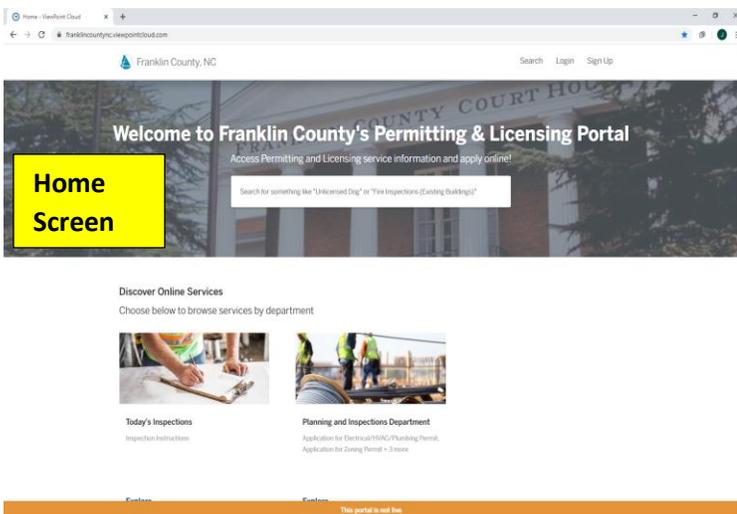
(Inspection Report)

If you have any questions or need further assistance, please contact Planning and Inspections at 919-496-2281 or 919-496-2909.



Signing up for Your Viewpoint Account

1. Go to the Franklin County Planning & Inspections Online Permits page (referred to as the Home Screen) at <https://franklincountync.viewpointcloud.com/>.
2. In the upper right-hand corner, click **Sign Up**.
3. Enter your email address and your chosen password.
 - Passwords must have at least eight (8) characters and include one (1) upper case letter, one (1) lower case letter, and one (1) digit.
 - Please note: If you do not remember your credentials at any time, click on “Don’t remember your password?” to reset your information.
- 4(a). When you return to the **Home Screen**, click **My Account** to complete your profile.
- 4(b). From the left side of your account screen, click **Profile**.
- 4(c). On the right side of the **Your Profile** page, click **Edit Profile**. From there, enter your name, phone number, and address. This information is helpful during permit reviews.



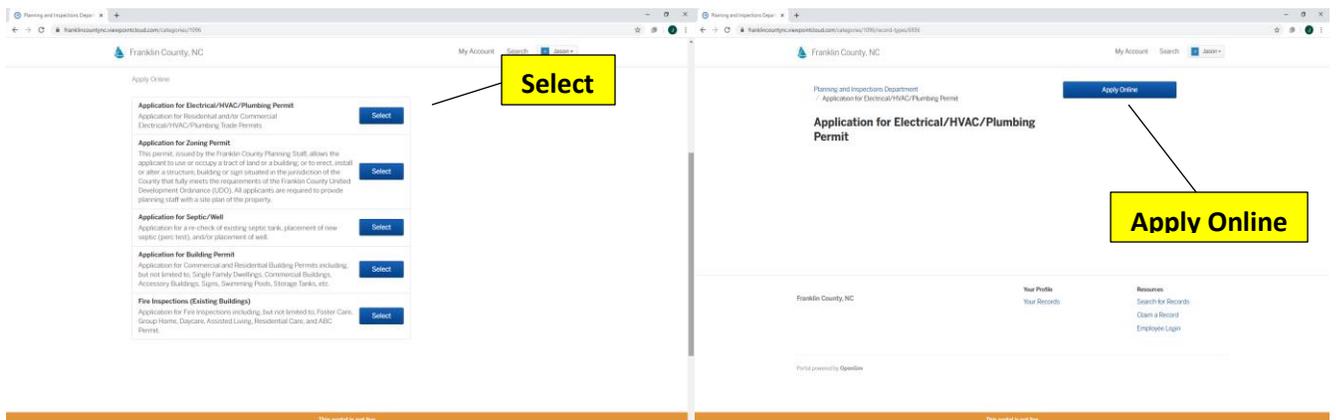
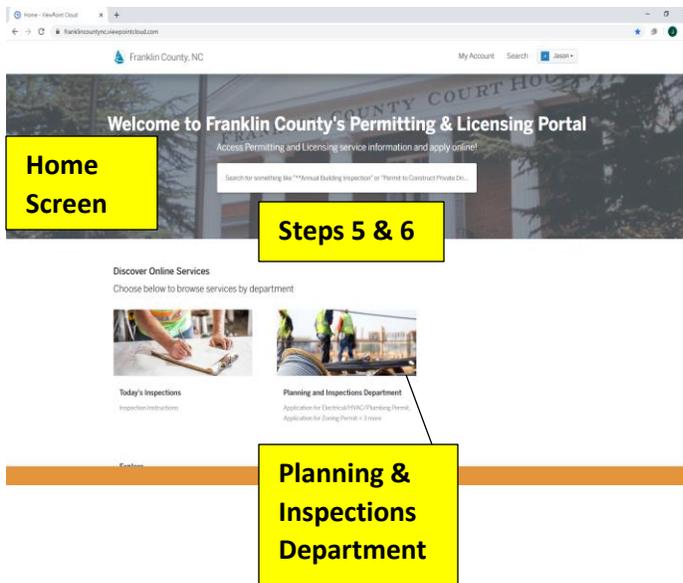
Submitting and Application for Permit

5. You must be logged in to submit an application. If you are not logged in, the system will prompt you to do so. From the **Home Screen**, look in the middle portion of the screen for **Discover Online Services**.

6. Select **Planning & Inspections Department**. The permit types are organized as follows:

| |
|-------------------------------------------------|
| Application for Electrical/HVAC/Plumbing Permit |
| Application for Zoning Permit |
| Application for Septic/Well |
| Application for Building Permit |
| Fire Inspections (Existing Buildings) |

7. Select the appropriate permit application type from the list. On the following page, click **Apply Online** and follow the steps to complete the application.



Requesting Inspections

8. While logged in to your Viewpoint account, click the **My Account** button at the top of the **Home Screen**.
9. From the **My Account** screen, you will see your permit applications listed in the middle of the page. Click **View All** to see your full list of permits in the system.
10. Click on the application for which you wish to schedule/request an inspection.
11. On **Permit Screen**, select the inspection step you wish to schedule/request, and click **Request Inspection** located in the middle of the screen.
12. On the **Request Inspection**, screen, submit the date you wish to schedule your inspection. In the **Comment Box**, type your specific request and any additional notes for the inspector.
13. Click **Submit Request** and your inspection request will be reviewed and scheduled.

The screenshot shows the Franklin County, NC Viewpoint dashboard. The top navigation bar includes the Franklin County, NC logo, a "My Account" button, a search bar, and a user profile dropdown for "Jason". The main content area is titled "View All" and displays a list of "Applications". The left sidebar contains navigation options: Back Home, Dashboard, Messages, Profile, Your Records, Applications, Projects, Permits & Docs, Payments, and Inspections. The footer includes "Your Profile", "Resources", and a notice: "This portal is not live".

Step 8: My Account

My Account Screen

Permit Applications

View All

| View All | | |
|--------------|------------------------------------------------------------------------------------------|--------------|
| Applications | | |
| | Application for Building Permit 55 Churchill Road, Louisburg, NC 27549 | Draft |
| | Application for Building Permit 65 HAW POND LN, HENDERSON, NC 27537 | Draft |
| | Application for Building Permit 956 SAGAMORE DR, LOUISBURG, NC 27549 | Draft |
| | Application for Building Permit I-20-13 55 CHURCHILL RD, LOUISBURG, NC 27549 | Feb 28, 2020 |
| | Application for Building Permit I-20-12 65 KRISTOPHER WOODS DR, YOUNGSVILLE, NC 27596 | Feb 27, 2020 |
| | Application for Building Permit I-20-10 30 STONE CREEK CIR, YOUNGSVILLE, NC 27596 | Feb 27, 2020 |
| View All | | |

Your Profile Resources

This portal is not live

Record I-20-15 - ViewPoint Cloud... x +

franklincountync.viewpointcloud.com/track/178806/step/358308

Franklin County, NC My Account Search Jason

Permit Number

Application for Electrical/HVAC/Plumbing Permit I-20-15

Your Submission Attachments

- Sub-Slip
- Stand Alone Trade Permit Fees
- Application Review
- Trade Permit
- Mechanical Inspection**
 - Electrical Inspection

Mechanical Inspection

In progress. This inspection is in progress.

Permit Screen

Request Inspection

Request an Inspection

When you're ready for an inspection, you can request one by clicking the button below.

Request Inspection...

Request Inspection

Inspection Checklist

Mechanical Final Not Inspected

Ask a question about this

Send Message

Step 11: Inspection step (highlighted in blue)

This portal is not live

0

Record I-20-15 - ViewPoint Cloud... x +

franklincountync.viewpointcloud.com/track/178806/step/358308

Franklin County, NC My Account Search Jason

Application for Electrical/HVAC/Plumbing Permit I-20-15

Your Submission Attachments

- Sub-Slip
- Stand Alone Trade Permit Fees
- Application Review
- Trade Permit
- Mechanical Inspection**
 - Electrical Inspection

Request Inspection

Please choose an inspection date from the available dates.

Comment Box

Request Inspection Screen

Step 12: Type notes/special instructions in the comment box

Step 12: Select the date of your request

Step 13: Submit Request

March 2020

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

Date Selected

Comment

Cancel Request Submit Request

This portal is not live

Viewing Inspection Results and Comments (Inspection Report)

14. While logged in to your Viewpoint account, click the **My Account** button at the top of the **Home Screen**.

15. From the **My Account** screen, you will see your permit applications listed in the middle of the page. Click **View All** to see your full list of permits in the system.

16. On the **My Account** screen, select the permit you wish to view inspection results and comments.

17. On the left side of the **Permit Screen**, you will see the **Permit Timeline**. It will include steps for application acceptance, permit fee, and the inspection steps. Select the appropriate inspection step from the **Permit Timeline**.

18. In the lower middle of the **Permit Screen**, you will see a box called **Inspection History**.

19. Click the date to see the **Inspection Report** with all information including the inspector's comments.

Step 14: My Account

Permit Applications

My Account Screen

View All

| Applications | |
|------------------------------------------------------------------------------------------|--------------|
| Application for Building Permit 55 Churchill Road, Louisburg, NC 27549 | Draft |
| Application for Building Permit 65 HAW POND LN, HENDERSON, NC 27537 | Draft |
| Application for Building Permit 956 SAGAMORE DR, LOUISBURG, NC 27549 | Draft |
| Application for Building Permit I-20-13 55 CHURCHILL RD, LOUISBURG, NC 27549 | Feb 28, 2020 |
| Application for Building Permit I-20-12 65 KRISTOPHER WOODS DR, YOUNGSVILLE, NC 27596 | Feb 27, 2020 |
| Application for Building Permit I-20-10 30 STONE CREEK CIR, YOUNGSVILLE, NC 27596 | Feb 27, 2020 |

Your Profile Resources

This portal is not live

Record I-20-712 - ViewPoint Cloud | ViewPoint Cloud
franklincountync.viewpointcloud.com/track/91844/step/183684

Franklin County, NC My Account Search Jason

I-20-712 **In progress.** This inspection is in progress.

Permit Timeline

Your Submission Attachments

- Sub-Slip
- Application Review
- Stand Alone Trade Permit Fees
- Trade Permit

Mechanical Inspection

Inspection Scheduled
An inspection has been scheduled.
Inspection Date: Friday, Apr 03
Inspector: Jason Rogers

Inspection Report

Permit Screen

Inspection Checklist
Mechanical Final
Pass

Inspection History

| Date | Inspector |
|--------------|--------------|
| Apr 03, 2020 | Jason Rogers |

Step 17: Inspection Step

Step 18: Inspection History

Step 19: Click the date to read the inspection report and notes.

***** You will NOT find the inspection report by clicking the inspection checklist; you must click the date below.*****

This portal is not live

ViewPoint Cloud | franklincountync.viewpointcloud.com/inspection-report/92

Franklin County, NC My Account Search Jason

[Back to overview](#)

Inspection Report

Inspection Report

Inspection: Electrical Inspection
Inspector: Jason Rogers
Inspection Date: Mar 31, 2020
Record: Application for Electrical/HVAC/Plumbing Permit #
Location: 215 E NASH ST, LOUISBURG, NC 27549
Applicant: Jason Rogers

Electrical Final
Overall Result: **Fail**
Overall Remarks:
Seal around conduit through foundation wall. Breaker is the wrong size.

This portal is not live