



Permit and Inspection Software User Guide

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(Inspection Report)

If you have any questions or need further assistance, please contact Development Services Manager Mike Horney at (336) 992-0706.



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ViewPoint User Guide

Signing Up for Your ViewPoint Account

1. Go to the Town of Kernersville Online Permits page (referred to as the **Home Screen**) at <https://kernersvillenc.viewpointcloud.com/>.

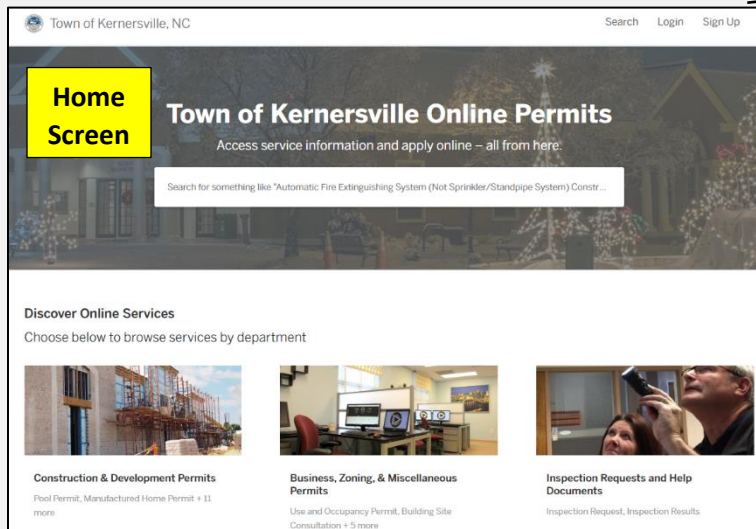
2. In the upper right-hand corner, click **Sign Up**.

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.

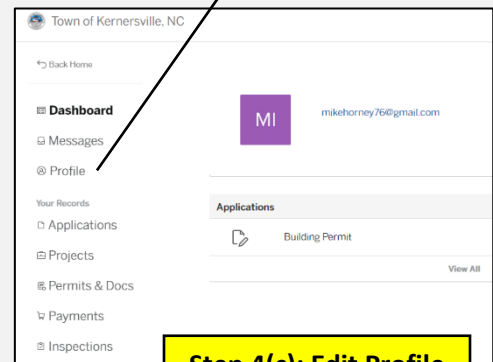
4(a). When you return to the **Home Screen**, click **My Account** to complete your profile.

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.



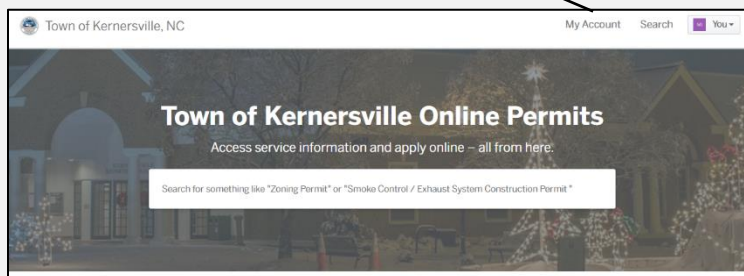
Step 2: Sign Up

Step 4(b): Profile



Step 4(a): My Account

Step 4(c): Edit Profile



Your Profile

Personal Profile [Edit Profile](#)

First Name

Last Name

Avatar

Email address

Phone Number

Address 1

Address 2 (Optional)

City

State

ZIP/Postal Code



ViewPoint User Guide

Submitting an 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 either **Construction & Development Permits** or **Business, Zoning, & Miscellaneous Permits**. The permit types are organized as follows:

<u>Construction & Development Permits</u>	<u>Business, Zoning, & Miscellaneous Permits</u>
Building Permits	Use and Occupancy Permits
Plumbing Permits	Building Site Consultations
Mechanical, Fireplace Permits	Home Occupation Permits
Electrical, Low Voltage, Temp Power Permits	Sign Permits
Commercial Hood, Refrigeration Permits	Child Care Center Inspections
Demolition Permits	Zoning Permits
Driveway Permits	Zoning Verification Letters
Manufactured Home Permits	
Pool Permits	

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

The screenshot shows the Town of Kernersville Online Permits website. The Home Screen features a search bar and a section titled "Discover Online Services" with three categories: Construction & Development Permits, Business, Zoning, & Miscellaneous Permits, and Inspection Requests and Help Documents. A yellow box labeled "Steps 5 & 6" points to the "Discover Online Services" section. A yellow box labeled "Home Screen" points to the top navigation bar. A yellow box labeled "Construction & Development Permits" points to the first category. A yellow box labeled "Business, Zoning & Misc. Permits" points to the second category. A yellow box labeled "Select" points to the "Select" button next to the "Building Permit" option in the "Construction & Development Permits" list. A yellow box labeled "Step 7" points to the "Apply Online" button. A yellow box labeled "Apply Online" points to the "Apply Online" button on the "Electrical Permit" page. A yellow box labeled "NOTE TO APPLICANT*" points to the note on the "Electrical Permit" page.

Construction & Development Permits

- Building Permit
- Plumbing Permit
- Mechanical Permit
- Electrical Permit
- Commercial Hood Permit

Electrical Permit

NOTE TO APPLICANT

If you are applying for a Temporary Power or Low Voltage permit, go back to the previous screen and select the appropriate permit type from the list of Construction & Development permits. This application is for traditional Electrical Permits only.



ViewPoint User Guide

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 an inspection.
11. On **Permit Screen**, select the inspection step you wish to schedule, 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 is scheduled.

Step 8: My Account

The screenshot shows the 'Town of Kernersville Online Permits' interface. At the top, there's a navigation bar with 'Town of Kernersville, NC', 'My Account', 'Search', and a user profile 'Mike'. Below this is a large banner with the title 'Town of Kernersville Online Permits' and a search bar. On the left is a sidebar menu with options: Dashboard, Messages, Profile, Your Records, Applications, Projects, Permits & Docs, Payments, and Inspections. The main content area shows the user's profile 'Mike Horney' with email 'mhorney@toknc.com'. Below the profile is a section titled 'Action Required' with a calendar icon and text 'Request Building Site Consultation'. Underneath is a section titled 'Applications' with a list of four items: 'Building Permit', 'Civil Plan Review', 'Civil Plan Review', and 'Building Site Consultation 200838'. Each item has a location address. At the bottom right of the applications list is a 'View All' link. Yellow callout boxes are used to highlight specific elements: 'Home Screen' points to the top navigation bar, 'My Account Screen' points to the user profile, 'Permit applications' points to the list of applications, and 'View All' points to the link at the bottom right.



ViewPoint User Guide

Permit Number

Building Site Consultation
200838

Building Site Consultation
In progress. This inspection is in progress.

Permit Screen

Your Submission
Attachments

✓ Application Received
Building Site Consultation
Results Emailed to Applicants

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
Building Miscellaneous
Pass
Electrical Miscellaneous
Not Inspected
Mechanical Miscellaneous
Not Inspected
Plumbing Miscellaneous
Not Inspected

Step 11: Inspection step (highlighted in blue)

Building Site Consultation
200838

Request Inspection
Please choose an inspection date from the available dates.

Request Inspection Screen

Your Submission
Attachments

✓ Application Received
Building Site Consultation
Results Emailed to Applicants

Request Inspection
Please choose an inspection date from the available dates.

Comment Box

Step 12: Select the date of your request

Step 12: Type inspection type and notes

Step 13: Submit Request

Cancel Request

Submit Request

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

Comment
Mechanical and Plumbing roughs. Call Mike at (555) 555-5555 30 minutes prior. Thanks!



ViewPoint User Guide

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

The screenshot shows the 'Town of Kernersville Online Permits' website. The header includes the town logo, name, and navigation links like 'My Account', 'Search', and a user profile 'Mike'. The main banner area has a search bar and the title 'Town of Kernersville Online Permits'. Below this is a sidebar with navigation options: Dashboard, Messages, Profile, Your Records, Applications, Projects, Permits & Docs, Payments, and Inspections. The central panel displays the user's account information, including a profile picture and name 'Mike Horney'. It also shows sections for 'Action Required' (Request Building Site Consultation) and 'Applications' (Building Permit, Civil Plan Review, etc.). A 'View All' link is located at the bottom right of the applications list.

Home Screen

Town of Kernersville Online Permits

Access service information and apply online – all from here.

Search for something like "Pool Permit" or "Automatic Fire Extinguishing System (Not Sprinkler/Standpipe ..."

Dashboard

Messages

Profile

Your Records

Applications

Projects

Permits & Docs

Payments

Inspections

Mike Horney
mhorney@toknc.com

My Account Screen

Action Required

Request Building Site Consultation
Building Site Consultation - 1031 E MOUNTAIN ST, Unit 308, KERNERSVILLE

Applications

Building Permit
134 E MOUNTAIN ST, KERNERSVILLE, NC 27284

Civil Plan Review
134 OAK ST, KERNERSVILLE, NC 27284

Civil Plan Review
134 JULIAN POND LN, KERNERSVILLE, NC 27284

Building Site Consultation 200838
1031 E MOUNTAIN ST, Unit 308, KERNERSVILLE, NC 27284

View All

Permit applications

View All



ViewPoint User Guide

Town of Kernersville, NC

My Account

Search

Mike

Building Site Consultation

200838

Your Submission

Attachments

Application Received

Building Site Consultation

Results Emailed to Applicants

Permit Timeline

Permit Screen

Building Site Consultation

In progress. This inspection is in progress.

Request an Inspection

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

Request Inspection...

Inspection Checklist

Building Miscellaneous

Pass

Electrical Miscellaneous

Not Inspected

Mechanical Miscellaneous

Not Inspected

Plumbing Miscellaneous

Not Inspected

Step 18: Inspection History

Inspection History

Date	Inspector
Mar 09, 2020	Herman Hoffner

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

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

Inspection Report

Inspection: Building Site Consultation

Inspector: Herman Hoffner

Inspection Date: Mar 09, 2020

Record: Building Site Consultation #200838

Location: 1031 E MOUNTAIN ST, Unit 308, KERNERSVILLE, NC 27284

Applicant: Mike Horney

Building Miscellaneous

Overall Result: Pass

Overall Remarks:

Reviewed with tenant plans needed. Will be a A2 type 2B sprinkled building. Owner of building will need tobring handicap ramp to current code.

Inspection Report

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