viewpoint

Permit and Inspection Software User Guide

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

KERNERSVILLE COMMUNITY DEVELOPMENT

Page Intentionally Left Blank

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.
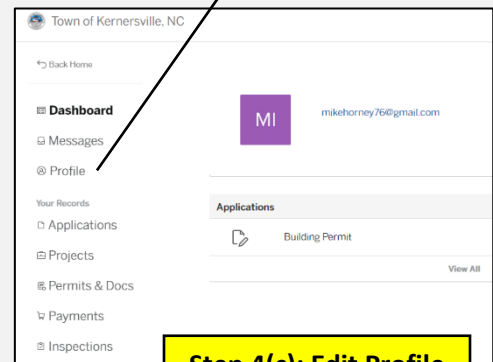
4(a). When you return to the ***Home Screen***, click ***My Account*** to complete your profile. 4(b). From the left side of your account screen, click ***Profile***. 4(c). On the right side of the ***Your Profile*** page, click ***Edit Profile***. From there, enter your name, phone number, and address. This information is helpful during permit reviews.
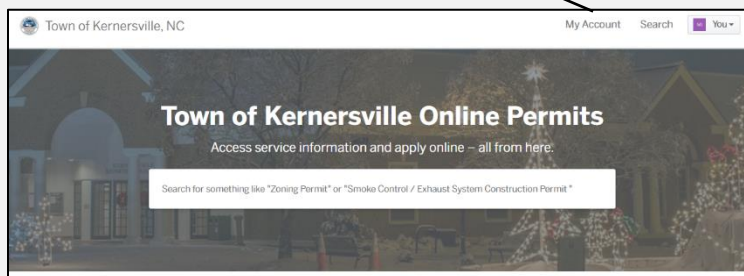
Step 2: Sign Up

Home Screen
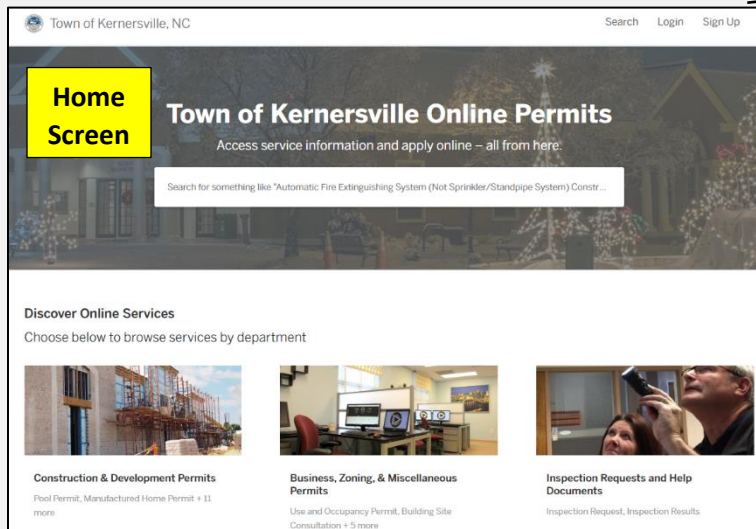
Step 4(b): Profile

Step 4(a): My Account

Step 4(c): Edit Profile

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:

Construction & Development Permits	Business, Zoning, & Miscellaneous Permits
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.

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.

3

Permit Number

Building Site Consultation
200838

Your Submission
Attachments

Permit Screen

Building Site Consultation

In progress. This inspection is in progress.

✓ Application Received
Building Site Consultation
Results Emailed to Applicants

Step 11: Inspection step (highlighted in blue)

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

Building Site Consultation
200838

Your Submission
Attachments

✓ Application Received
Building Site Consultation
Results Emailed to Applicants

Request Inspection Screen

Request Inspection

Please choose an inspection date from the available dates.

«		March 2020				»
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				

Date Selected

Comment Box

Comment

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

Step 12: Select the date of your request

Step 12: Type inspection type and notes

Step 13: Submit Request

[Cancel Request]   [Submit Request]

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

Home Screen

Town of Kernersville, NC

My Account   Search   Mike ▾

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, KERNERSVILL

Applications

🗋   Building Permit
    134 E MOUNTAIN ST, KERNERSVILLE, NC 27284

🗋   Civil Plan Review
    134 OAK ST, KERNERSVILLE, NC 27284

Permit applications

🗋   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

View All

Town of Kernersville, NC

My Account   Search   Mike ▾

Building Site Consultation
200838

Step 17: Inspection Step

Your Submission
Attachments

✅ Application Received

Building Site Consultation

Results Emailed to Applicants

Permit Timeline

Building Site Consultation

In progress. This inspection is in progress.

Permit Screen

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

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

Plumbing Miscellaneous
Not Inspected

Step 18: Inspection History

Inspection History

Date	Inspector
Mar 09, 2020	Herman Hoffner

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

Inspection Report

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.