



# QMS User Guide and Frequently Asked Questions

## WHAT IS QUEUE MANAGEMENT

Queue Management allows you to avoid standing in line for popular services offered at the Permitting and Inspection Center including:

- Plan Review Supervisor List
- Inspection Supervisor List
- Trade Inspector List
- ***Coming Soon: Permitting Services including submitting a permit application and plans pickup and drop off.***

## HOW DOES IT WORK?

1. Visit the department's website and create an account. Be sure to provide your cellular number and e-mail address so you can be notified when it is your turn (via text message or e-mail)
2. Sign up for the services you need, including :
  - Trade Inspector
  - Plan Review Supervisor
  - Inspection Supervisor
3. Wait for the text message, notifying you to report to the appropriate cubicle for service. Do not worry you cannot miss your turn
  - When you are next in line for a particular service, you will receive a notification so you can make your way to the waiting area
  - When it's your turn for service, the notification will include the cubicle you should go to for assistance
  - Monitors are also available throughout the Permitting and Inspection Center, so you can know your order in the queue
  - You can check your status in the queue through the department's website

# USING THE QUEUE MANAGEMENT SYSTEM

## 1. CREATING A NEW ACCOUNT

From the Queue Management System (QMS) main login page, select the **New User** button

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**LOGIN - SELF SERVICE**

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Email:

Password:  [Forgot password?](#)

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Figure 1-Login

The system will take you to the Create Account page. You must enter all information in the required fields. The system will ask you to create a password and identify a security question.

**USER ONLINE REGISTRATION - CREATE ACCOUNT**

First Name:  \*

Last Name:  \*

Middle Name:

Cellular: ( ) -   Check to decline to enter Cellular # and to receive text notifications.  
Standard messaging rates could apply.

Email:  \*

Password:  \*

Retype Password:  \*

Security Question:  ▼

Answer:  \*

Figure 2- Create Account Page

After you have entered information, please select the **SUBMIT** button. You are now ready to register for services.

## 2. REGISTERING FOR SERVICES

From the QMS Login Main Page, you will enter your email and password and select **Login** Button.

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**LOGIN - SELF SERVICE**

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Email:

Password:  [Forgot password?](#)

---

Figure 3- Login

Once logged in, the Register for Services page will appear. You will notice your name and customer ID number located on the upper left hand side.

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**REGISTER FOR SERVICE**

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Welcome ! Jane Doe - ID#: 801

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Reason for visit:

Inspection and Plan Review Services

Figure 4- Register for Service Page

To select a service, click on the type service and a dialog box will display the specific service available. **At this time only the Inspection and Plans Review Services are available.**  
**Coming Soon: Permitting Services including submitting a permit application and plans pickup and drop off.**

**Reason for visit:**

Inspection and Plan Review Services

Inspection Supervisors  
 Plan Review Supervisors  
 Trade Inspectors

Log out

Available Monday through Friday between the hours 7:30 to 8:00 A.M., excluding legal Holidays.

Select: Trade/Inspector:  
 --Select-- --Select--

Case # [ ]

Comments: [ ]

Submit Requested Service Close

Figure 5- Sample of Service Dialog Box

- Select Trade Inspector to meet with a specific trade inspector
- Select Inspection Supervisor to meet with the Trade Inspector Supervisor
- Select Plan Review Supervisor to meet with a Plan Review Supervisor.

Enter the specific discipline/trade you would like to see from the dropdown menu. For the trade inspector, you will be able to select the specific inspector.

Select: Trade/Inspector:

BLDG --Select--

Case # [ ]

Comments:

Submit Request

BLDG  
 --Select--  
 Dexter Bleasdell  
 Donald Hatley  
 Felix Barrios  
 Floyd Copenhagen  
 James Ferguson  
 Jean Socrate Devilme  
 John R. McCord  
 Jose E. Lopez  
 Juan Valle  
 Mauricio De La Nuez  
 Miguel Maruri  
 Orlando Vega  
 Pedro Estopinan  
 Roger Andrade  
 Saleem Koliwala  
 Vince Seijas

Provide the purpose for your visit using the dropdown menu options and enter the corresponding information including comments.

Case # [ ]

Case #  
Permit #  
Folio #  
Address:  
Process #

Permit # [ ] 2016089059

Enter Format: YYYY#####

Comments: [ Need to discuss the rejected inspection ]

Once you have entered all the required information, please select **Submit Requested Services** button



The system will provide you confirmation that you have been added to the queue for the specific service.



Figure 6- Sample of System Confirmation

You may continue to add additional services at this time.

### 3. VIEW YOUR STATUS ON THE QUEUE.

From the Register for Service Page, you may click on any of the specific queue buttons located on the bottom of the page to see your place in the queue.

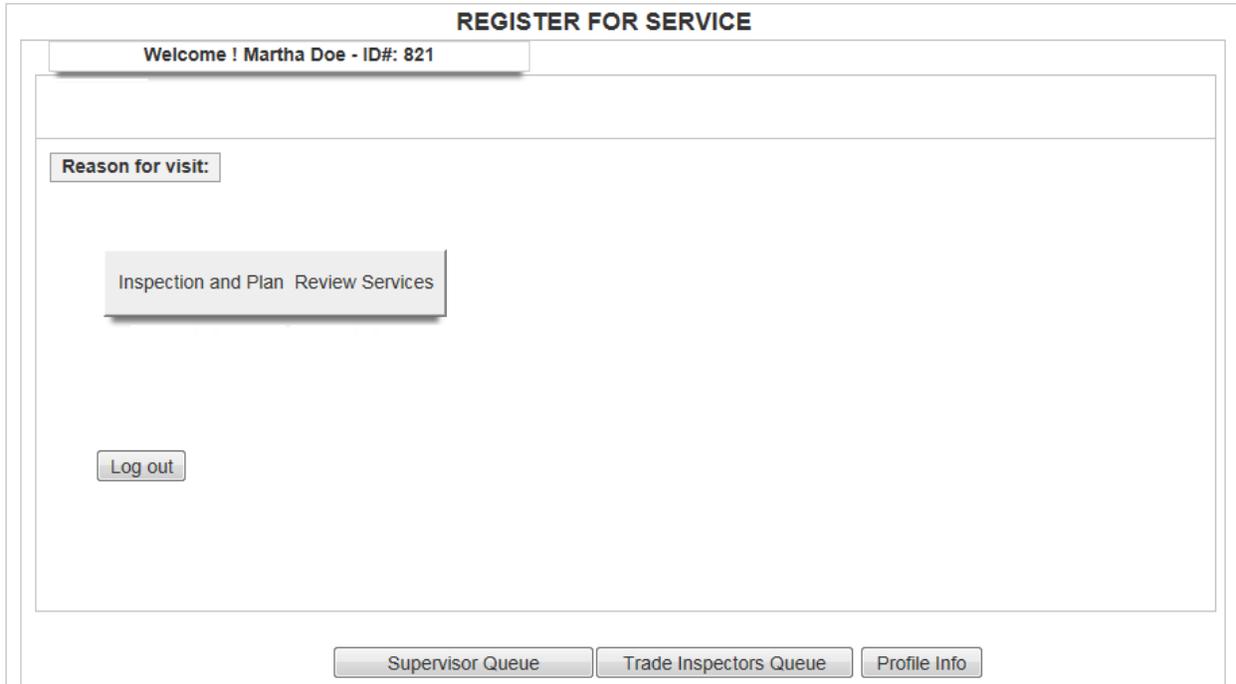


Figure 7- Register for Service Page

The system will display the specific discipline/trade you are registered for and your current status including your position in the queue.

Inspection and Plan Review Supervisors' Queue										
Name	Report To cubicle	Status	ENFR Inspection Supervisor	ELEC Inspection Supervisor	MECH Inspection Supervisor	BLDG Inspection Supervisor	PLUM Inspection Supervisor	ROOF Inspection Supervisor	BLDG-ROOF Inspection Supervisor	ELEC Plan Review Supervisor
821-Doe Martha		STANDBY								3 4 2

Remarks: The number(s) displayed indicates your actual position in line. Hide Supervisors Queue

Figure 8- Sample of Queue Status

#### 4. TO UPDATE YOUR PROFILE

You may update your profile at any time by logging into to system. From the Register for Service page, you will select the **Profile Info** button located on the bottom of the page. The Your Profile Information dialog box will appear.

**YOUR PROFILE INFORMATION**

First Name:

Last Name:

Middle Name:

Cellular:

Email:  \*

Security Question:  ▼

Answer:  \*

Password:  \*

Retype Password:  \*

Figure 9- Sample Your Profile Information Box

Select the **Update Information** button to begin updating your profile. Once you have updated the information, please select the **Submit Updated Information** button to save changes.

**YOUR PROFILE INFORMATION**

First Name:

Last Name:

Middle Name:

Cellular:

Email:  \*

Security Question:  ▼

Answer:  \*

Password:  \*

Retype Password:  \*

Figure 10-Update User Profile Page

The system will provide you confirmation that the information was updated.



Figure 11- Sample User Profile Confirmation

## 5. THE PERMITTING AND INSPECTION CENTER (PIC)

You will be able to see your status on queue on the monitors located throughout the building.

INSPECTION SUPERVISOR QUEUE											
<b>ENFORCEMENT</b>		<b>ELECTRICAL</b>		<b>MECHANICAL</b>		<b>PLUMBING</b>		<b>BUILDING-ROOFING</b>			
ID #	Name	Status	ID #	Name	Status	ID #	Name	Status	ID #	Name	Status
771-Doe John		1	020-Perez Lolita		GO TO C/	771-Doe John		1	771-Doe John		1
841-Ellingwood		2	771-Doe John		NEXT	010-Moreira Silvio		2	841-Ellingwood		2
Micheal			011-Rodriguez Marcos		2				Micheal		1

### PLAN REVIEW SUPERVISOR QUEUE

#### ZONE PLAN REVIEW

ID #	Name	Status
771-Doe John		1

#### BLDG PLAN REVIEW

ID #	Name	Status
030-D'Agostino John		1
821-Doe Martha		2

#### STRU PLAN REVIEW

ID #	Name	Status
030-D'Agostino John		1

#### ELEC PLAN REVIEW

ID #	Name	Status
011-Rodriguez Marcos		GO TO A1
771-Doe John		next
821-Doe Martha		3
841-Ellingwood Micheal		4

#### PLUM PLAN REVIEW

ID #	Name	Status
771-Doe John		1

#### MECH PLAN REVIEW

ID #	Name	Status
771-Doe John		GO TO A1
011-Rodriguez Marcos		next
030-D'Agostino Jphm		3
821-Doe Martha		4

#### ROOF PLAN REVIEW

ID #	Name	Status
030-D'Agostino Jphm		1

#### IMPACT FEES PLAN REVIEW

ID #	Name	Status
030-D'Agostino Jphm		1

### TRADE INSPECTOR QUEUE

ID - Applicant	Window	Status	<table border="1"> <thead> <tr> <th>BLDG</th> <th>ELEC</th> <th>ELEC</th> <th>ENFR</th> <th>MECH</th> <th>MECH</th> <th>ROOF</th> </tr> <tr> <th>Felix Barrios</th> <th>Carlos Santos</th> <th>Amado Diaz</th> <th>Luis Carcamo</th> <th>Arnold Chong</th> <th>Clifton Blaylock</th> <th>Timothy Webb</th> </tr> </thead> <tbody> <tr> <td>030 D'Agostino John</td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>771 Doe John</td> <td></td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>841 Ellingwood Micheal</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> </tr> <tr> <td>831 Loredo Monica</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>011 Rodriguez Marcos</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td></td> </tr> </tbody> </table>							BLDG	ELEC	ELEC	ENFR	MECH	MECH	ROOF	Felix Barrios	Carlos Santos	Amado Diaz	Luis Carcamo	Arnold Chong	Clifton Blaylock	Timothy Webb	030 D'Agostino John				2						771 Doe John			1	1					1	841 Ellingwood Micheal								1		831 Loredo Monica					1					011 Rodriguez Marcos					1		1		
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## **FREQUENTLY ASKED QUESTIONS**

**1. What if I do not want to register?**

You do not have to. You can wait in line for a customer service representative who will sign you up for the service you need

**2. What is the benefit of being a registered user?**

You can sign up for services 15 minutes before the facility opens, while waiting in line for other services, or prior to arriving at the facility

**3. If I am a registered user can I have a customer service representative sign me up for a service instead of doing it myself?**

Yes

**4. What if I do not want to receive a text message?**

You can opt out of receiving a text. You can still receive an e-mail or monitor your place in the queue, through the television monitors, provided throughout the facility

**5. What if I do not report when it is my turn?**

Every effort should be made to report to the cubicle when it is your turn. However, if you do not report, the next patron will be called and you will drop down in the queue. After three no shows you will be removed from queue

**6. What if I am being assisted by an Electrical Section Supervisor and it is my turn for the Plumbing Supervisor?**

The Queue Management System knows you are being assisted and will place you in the queue until you are completed with Electrical and the Plumbing Supervisor is available

**7. What if I own a company with multiple employees, should there be one account or multiple accounts?**

Since the email address and telephone is unique to an individual, all employees that visit the department should have their own accounts. This also allows you to be at different areas at the same time.