



BUILDING + ONSITE DATA SOLUTIONS

SMART CITIES · SMARTER RESULTS

SmartInspect

Setup and User Guide

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Glossary

Glossary Terms

Annotation Canvas

An image view in SmartInspect that allows users to mark up captured images with icons. These icons can then be linked to additional information within the building information plan. When building information plans are accessed using SmartView, these icons allow users to quickly navigate to the linked information.

Application Switcher

An iOS[®] tool that allows the user to quickly scroll and switch between applications that are currently open.

Background

An operational state of a smartphone application in which the application is running but is not currently visible in the device window.

Breadcrumb Menu

A navigational aid that presents a user's location within an application or webpage structure.

Building Index

A list of the basic information for all buildings captured using SmartCapture. The information for each building includes the building name, civic addressing, and geographic coordinates.

Building Pin

A map marker that indicates a building/location stored in an organization's database, or a location selected and available for adding a building to an organization database.

CityScape

A Smart City building and onsite data solutions suite developed by APX. It includes the data capture application SmartCapture, the real-time data access application SmartView, the inspection application SmartInspect, and the training application SmartTrainer.

CityScape™

CityScape Admin

The browser-based administrative application for the CityScape Suite. Applications that can be managed from CityScape Admin include SmartCapture, SmartView, and SmartInspect.

Expand Gesture

A touchscreen gesture. Users drag two fingertips apart from one another. This gesture typically results in a zoom behaviour on the screen.

Files Browser

An iOS app (available with iOS 11 and newer) that allows users to browse files stored on the device.

Foreground

An operational state of a smartphone application in which the application is running and is currently open in the device window.

Hyperlink Menus

A navigational tool within a SmartView plan that allows a user to navigate between sections of the plan. In SmartView, this includes the main menu and the breadcrumb menu.

Icon Annotations

An image, layered on top of building information plan photos, that acts as a link to—or indicates the presence of—an object of interest. Icon annotations are added to photos using SmartInspect.

Inspection Reports Database

A database of the reports generated from inspections completed in SmartInspect. Completed inspections will have reports synced up by SmartInspect to the inspection reports database.

Inspection Request Database

A list of the inspection requests created for an organization. SmartInspect will sync down all inspection requests that are assigned to the current user. Inspection requests created in SmartInspect will be synced up to the inspection request database.

Map Cluster

A Google Maps feature that groups building pins within a certain geographical area together, and displays the number within the grouping both by a numeric display and by colouration (red, yellow, blue, pink or violet) that indicates within what numerical range the group falls.

Operating System

Software that manages a device's hardware (e.g. iOS 10.0.3).

Operating System (OS)

OS

Organization Admin

An administrative-level user role within the CityScape Suite that can be applied to any user account. Organization Admins are able to use CityScape Admin to manage user accounts and CityScape applications.

Pinch Gesture

A touchscreen gesture. Users drag two spaced out fingers inwards towards each other. This gesture typically results in a zoom-out behaviour on the screen.

SmartCapture

An iOS-based CityScape Suite application that allows users to capture building information and images, and create detailed and customized pre-plans; these plans are then viewable using either the SmartView or SmartTrainer applications.

SmartCapture™

SmartTrainer

A Moodle-based CityScape Suite application that allows administrators to build training courses based off of information captured using SmartCapture. Users can then review each of these plans, with course progression tracked and visible to users.

SmartView

A browser-based CityScape Suite application that allows users to access—at time of need—building information captured using SmartCapture. Users can also access real-time traffic, turn-by-turn directions, and send share links for building plans.

SmartView™

Swipe Gesture

A touchscreen gesture. Users interface with the device by dragging a fingertip along the surface of the screen. This gesture typically results in a scrolling or switching between options behaviour.

User Interface

A component of software with which users interact with the software.

About SmartInspect

SmartInspect is a digital capture tool designed to allow the efficient collection of digital building information for scheduling, completing, and managing building inspections. It is a component of *CityScape™*, a smart urban platform designed by APX to improve the efficiency and effectiveness of Public Safety agencies. With SmartInspect, fire departments can use iOS® devices to quickly capture data and photos as a part of digital building inspections. Textual data can be quickly captured using free-text fields or pick-lists, and high-quality photos of any observed violations can be captured using the built-in smart device camera. Once complete, building inspections can be instantly sent to the building contact via email. An email report summary, as well as a detailed PDF report, are sent to the contact automatically.

Building inspections can be managed from the SmartInspect Tab of *CityScape Admin*. From there, inspections can be created, assigned to inspectors, and managed (e.g. deleting, rescheduling). Users are also able to view inspections history, an inspections activity dashboard, and manage completed inspections (e.g. email completed inspections, modify failed inspections).

Upon completion, the building information plans are automatically uploaded to the CityScape cloud server if the user is within network coverage. If not, SmartInspect saves the inspection locally, and the inspection can be emailed and synced up to the server once network connectivity returns.

System Requirements

This section outlines the system requirements for a device running SmartInspect.

Browser Requirements

The following table outlines browser requirements for devices using SmartInspect, listed by *Operating System (OS)*.

| Device OS | Browser Requirements |
|-----------|---|
| Android | Devices should be using a recent version of Chrome. As of 11/2018, the most recent version is 70. |
| iOS | Devices should be using a recent version of Safari®. As of 11/2018, the most recent version is 12. |
| Windows | Devices should be using the most recent version of the following browsers (latest version as of 11/2018): Google Chrome (70), Mozilla Firefox (63), Internet Explorer 11, Microsoft Edge (42) |

Smart Device Requirements

Smart Device (OS)

Mobile devices must be running iOS 11 or newer. System information can be accessed on the device through the following steps: **Settings > General > About**.

Smart Device

iOS smartphones compatible with SmartInspect include iPhone® 6 or newer. Compatible tablets include iPad® Air 2, iPad Mini 4, or newer iPad models. The mobile device used must have zoom and pan functionality and be touch-enabled. SmartInspect is not currently compatible with Android devices.

In order to be used online, mobile devices running SmartInspect must be able to connect to a wireless broadband network. Ideally, the device should be 3G or LTE-enabled; however, SmartInspect will work on slower networks. Devices should also be provisioned to run on an existing broadband network.

Device Provisioning

In order to use SmartInspect, an account must be created by an Organization Admin user, or an account activation link must be sent. These actions are completed through [CityScape Admin](#). For information on account creation or account activation link generation, see [Creating SmartInspect Accounts](#) on page 9.

iOS Mail App Setup

To use SmartInspect—specifically for reports to be sent via email to the building contact—for completing building inspections, the iOS device's Mail App must be setup and associated with the Email account that will be sending the inspections reports. This email can be the same email used as the Account ID for SmartInspect, but this is not required.




Setup of the Mail App with the proper Email account differs depending on the Email service being used. For more information, see [Additional Smart Device Information Resources](#) on page 41.



Setting Up SmartInspect

SmartInspect is a Smart City application designed to allow the efficient collection and management of building information for the purpose of completing building inspections. This section will outline how to setup the SmartInspect application. This includes installing the SmartInspect iOS application, and creating a SmartInspect account using *CityScape Admin*. Once the application is installed and an account has been created, users can sign in to SmartInspect.

Topics covered in this section include installing the application, creating SmartInspect accounts, and logging in and out of SmartInspect.





Installing SmartInspect


The  SmartInspect is accessed through the SmartCapture application, and can be installed from the iOS App Store. SmartInspect is a free application, but requires an Organization Admin user to create a user account or generate an account activation link. SmartCapture can be installed by selecting  and then . Once the application has been installed, it can be accessed from the device's home screen.

 **Tip:** The installed application can also be accessed from the App Store by selecting .

To Install SmartInspect

This procedure details the steps for installing the SmartInspect application.

1. Tap  to open the iOS App Store
2. In the search bar, enter SmartCapture
3. Tap 
4. Beside the , tap 

 **Note:** SmartInspect is accessed through the SmartCapture application.

An install window will appear.

5. Tap 

Installation will begin. Installation progress is indicated by the .

 **Note:** When installation is complete, the SmartCapture icon will appear on the device Home Screen. SmartInspect can be opened by selecting this icon, or by selecting  from within the App Store.

The SmartInspect application has been successfully installed on an iOS device.

Creating SmartInspect Accounts

A SmartInspect account is required in order to use the application. To create SmartInspect accounts, an Organization Admin user must use the browser-based CityScape Admin application. When creating SmartInspect accounts, an Admin must generate for users an Account ID, Account Name, and Account Password. Alternatively, Admins can generate and send an activation link to an Email or Phone Number: this link can then be used by recipients to create Account Credentials, and expires after 72 hours. The message sent to recipients contains a link that directs new users to create a password for their new account. The Account ID is

the Email or Phone Number to which the link was sent (unless the link is sent to an Account Receiver).

Account ID

An Account ID is the unique identifier used when signing in to SmartInspect. An Account ID can be either an Email Address or a Phone Number. The ID chosen must be unique and not used for another SmartInspect (or SmartCapture) account.



Note: When creating an account, an email address or phone number other than the one used as the Account ID can be selected as the receiver of account credentials. Using the Receiver feature, newly created account credentials can be sent to a common email address and then distributed to individual devices.

iPads only: LTE or 3G-enabled iPads are not able to receive SMS messages. If the phone number associated with an iPad's SIM card is selected as the Account ID, use the Receiver feature to send the account info to a different phone number or email.

Account Name

An Account Name must be provided for SmartInspect accounts, and is used mainly for administrative purposes, such as organizing accounts by vehicle (e.g. Fire-Inspector-1). Account Names are not used during the sign-in process.

Passwords

Passwords are generated when creating SmartInspect accounts. This password must be entered during sign-in. Passwords must be at least 8 characters and contain a combination of lowercase letters, uppercase letters, numbers and symbols. Passwords can be manually generated or auto-generated.

To Access CityScope Admin

This procedure details the steps for accessing CityScope Admin.

1. Open a compatible browser



Note: For a list of compatible browsers, see [Browser Requirements](#) on page 7.

2. In the browser's address field, enter the CityScope URL: <https://cityscope-suite.ca>.
3. Navigate to the CityScope Admin page
4. In the **Phone Number/Email Address** field, enter an Account ID



Note: The user account used to access CityScope Admin must have the Organization Admin role. Contact APX for assistance in adding this role to a particular user account.

5. In the **Password** field, enter the password for the Account ID entered in Step 4
6. Select **Sign In**

CityScope Admin has been successfully accessed.

To Create a New User Account

This procedure details the steps in CityScope Admin for creating a new SmartInspect account.

1. If necessary, navigate to CityScope Admin
2. Select **Accounts**
3. Select **Create Account**

An account creation window will open.

4. If necessary, change the drop-down list in the top-right of the window to **With Password**

5. In the **Account ID** field, enter an Email address or phone number



Note: The provided Email address or phone number must be unique, and not used by any other CityScape user account.

6. In the **Account Name** field, enter an account name

7. To auto-generate a password, ensure the is selected



Tip: To specify the account password, uncheck the checkbox. Then, enter and re-enter a password in the provided fields. Passwords must be at least 8 characters, and contain three of the following characters: lowercase letter, uppercase letter, numeric digit, or special character.

8. Under **Roles**, check the for SmartInspect

9. Select **Craft**



Attention: Select **Show Password** to display the account's password. This will be the only time you can access this information. Passwords can be reset from the User Accounts list.

A new SmartInspect account has been successfully created in CityScape Admin. Select **Dismiss to close the window.**



Tip: To send the account info to the Email or phone number provided as the Account ID, select **Send Account Info**.

To Generate an Account Activation Link

This procedure details the steps in CityScape Admin for generating an account activation link.

1. If necessary, navigate to CityScape Admin

2. Select **Accounts**

3. Select **Create Account**

An account creation window will open.

4. If necessary, change the drop-down list in the top-right of the window to **With Activation**

5. In the **Account ID** field, enter an Email address or phone number



Note: The provided Email address or phone number must be unique, and not used by any other user account.

6. In the **Account Name** field, enter an account name

7. Under **Roles**, check all the for the roles to which you want to assign the new account

8. Select **Send**

*A confirmation window will appear. The page will refresh, and the account activation link will appear under **Pending Activation**.*



Tip: To send the account info to an Email address different than the Account ID, select the next to **Send Link To**, then enter the Email address.

An account activation link has been successfully sent in CityScape Admin.

To Create a SmartInspect Account from an Activation Link

These procedures details the steps for creating a SmartInspect account from an activation link.

1. Open the Email or SMS message containing the activation link

2. Select the activation URL link

You will be navigated to an account activation page.

3. In the Account Name field, enter a name for the account



Note: The Account Name is used to identify the account for administrative purposes. It is different from the Account ID (which is the Email or phone number to which the activation link was sent).

4. In the Password field, enter an account password



Tip: Passwords must be at least 8 characters, and contain three of the following characters: lowercase letter, uppercase letter, numeric digit, or special character.

5. In the Confirm Password field, enter the password provided in the Password field
6. Optional - In the Phone Number and Email Address fields, enter appropriate alternate contact information



Note: Additional contact information is only used if APX needs to contact the user about their SmartInspect account.

7. Select **Activate** to complete account activation

A SmartInspect Account has been successfully created using an Activation Link.

Logging In/Out of SmartInspect

Valid account credentials are required to log in to SmartInspect. Accounts remain logged in unless explicitly logged out through Settings, which is accessible from the SmartInspect map.

Multi-User Login


SmartInspect can be configured to allow multiple user accounts to be logged in to the same device. To do so, a regular login for one account must be completed. Once this is complete, additional accounts can be logged in to the device through the **Settings** menu.



Note: For Multi-User Login functionality, please contact APX.

To Log In to SmartInspect

This procedure details the steps for logging in to SmartInspect.

1. Tap 

The SmartInspect application will open.
2. In the Region selector, select the appropriate region
3. Tap **Log In**
4. In the **account id** field, enter the Account ID
5. In the **password** field, enter the Account Password
6. Tap **Done**


A SmartInspect account log in has been successfully completed.

To Log Out of SmartInspect

This procedure details the steps for logging out of SmartInspect.

1. If necessary, navigate to the SmartInspect map



Tip: If the application is not in the foreground of the device, tap the  icon to open SmartInspect. If SmartInspect is open to a building information plan, tap **Map**.

2. Tap **Settings**
3. Under **Account**, tap the displayed Account ID
4. Tap **Log Out**

An alert will be presented.

5. Tap **Log Out**




A SmartInspect account log out has been successfully completed.

Using SmartInspect

SmartInspect facilitates the efficient capture of digital building information, and the creation of detailed building inspections using this information. Reports for these inspections can then be generated and sent to the appropriate contact, and a history of inspections is automatically synced with the *CityScape* server. With the built-in application map, users can quickly select a location for a new building inspection, or select any inspections assigned to the SmartInspect account. The form-based plans are easily navigated, with data captured using simple tap gestures, and images can be added using both the device's camera or photo library. Once inspections are completed, an email can be instantly generated and sent to the assigned building contact. This email includes a summary of the inspection, as well as a detailed PDF inspection report.

Topics covered in this section include using the SmartInspect Map, syncing inspection requests, re-positioning map pins, navigating building information plans and adding information to inspections, modifying images and image information, resolving data conflicts, and completing inspections.



Using the SmartInspect Map

To complete building inspections using SmartInspect, a location must be selected: each inspection must be associated with an address. Users can navigate the map using swipe and pinch/expand touch gestures. The built-in map displays several different pins: a  pin representing the user's current location, while any  pins represent building inspections assigned to the user. A third type of map pin can be dropped by the user by selecting a new location to complete an inspection. This  pin can be placed on the map by searching for an address using the map's search bar, or by long tapping on a map location.



Note: If an account also has the user role for SmartCapture, ensure that  **Inspections** is selected. If  **Preplans** is selected, inspections cannot be created, and assigned inspections cannot be accessed.

Creating New Inspection Requests

New inspection requests can be created using either the device's current location or a user-defined location. Tapping a map pin will cause a label to appear. For  and  pins, the label will contain the address information for the selected location: tapping the label will present a dialog box that allows the user to create a new inspection for the selected location. When creating a new inspection request on the mobile side of SmartInspect, the following information must be entered:

- Building Name





Note: If creating a new inspection request at an occupancy for which there is already an inspection, entering the building name is required in order to link the new inspection request to the correct occupancy.

- Type - the inspection type being created
- Date - the requested date of inspection

Additionally, users have the option of adding comments to a new inspection request. Once the inspection request information has been entered, tapping **Submit** will create the new inspection request. The new inspection will open upon successful creation.

Selecting Assigned Inspection Requests

Assigned inspection requests can be selected from the SmartInspect map for completion, or to add comments to the inspection request. Tapping a  pin presents a label with the address information for the selected location, as well as the requested date of inspection, the inspection type, and any additional comments about the inspection. Additional comments can be added by tapping the . The inspection can be opened by tapping **Open**.

To Switch to SmartInspect from SmartCapture


This procedure details the steps for switching to SmartInspect from SmartCapture.

1. If necessary, tap .

SmartInspect will open to the application map.



Tip: If you already have an inspection open in the foreground, tap **Map** to return to the application map.

2. Tap  to switch to the inspections view.



Note: If the account in use also has the user role for SmartCapture, ensure that  is selected. If  is selected, assigned inspections cannot be accessed.



Switching to SmartInspect from SmartCapture has been successfully completed.

To Create a New Inspection Request Using the Current Location

This procedure details the steps in SmartInspect for creating a new inspection request using the device's current location.



Note: Ensure that SmartInspect is open, and is the selected view. If necessary, see [To Switch to SmartInspect from SmartCapture](#) on page 14.

1. If necessary, use a pinch/expand touch gesture to zoom the map out so that the  identifying the device's current location is visible
2. From the SmartInspect Map, tap the 

A label will appear.
3. Tap the displayed label

An inspection details window will appear.
4. In the Building Name field, enter the name of the building
5. In the Type field, select an inspection type
6. In the Date field, select a requested completion date
7. Optional - in the Comments field, enter any additional comments about the inspection request
8. Tap **Submit**

A new inspection request has been successfully created using the device's current location. The new inspection will open upon successful creation.

To Create a New Inspection Request Using a User-Defined Location

This procedure details the steps in SmartInspect for creating a new inspection request using a user-defined location.



Note: Ensure that SmartInspect is open, and is the selected view. If necessary, see [To Switch to SmartInspect from SmartCapture](#) on page 14.

1. In the address bar above the application map, enter the address of the desired location



Note: When entering address information in the search bar, provide the street number, street name, and city name.




Tip: A user-defined location can also be selected by long tapping upon a desired location on the map.

2. Tap **return**

A purple pin will drop on the selected location.



Troubleshooting: If a message titled "Over Query Limit" appears, wait 2-3 seconds and then tap **Retry**.

3. From the SmartInspect Map, tap the 

A label will appear.
4. Tap the displayed label

An inspection details window will appear.
5. In the Building Name field, enter the name of the building
6. In the Type field, select an inspection type
7. In the Date field, select a requested completion date
8. Optional - in the Comments field, enter any additional comments about the inspection request
9. Tap **Submit**


A new inspection request has been successfully created using a user-defined location. The new inspection will open upon successful creation.

To Select an Assigned Inspection Request

This procedure details the steps in SmartInspect for selecting an assigned inspection request.



Note: Ensure that SmartInspect is open, and is the selected view. If necessary, see [To Switch to SmartInspect from SmartCapture](#) on page 14.

1. From the SmartInspect Map, tap the  for the desired inspection request.

A label will appear.
2. Tap the displayed label

An inspection details window will appear.
3. Tap **Open**



Tip: Assigned inspection requests can also be selected by entering in the address information or occupancy name into the map's search bar. Selecting a result from the drop-down list will open up the inspection.


An assigned inspection request has been successfully selected. The inspection request will open automatically once synced down.

To Add a Comment to an Assigned Inspection Request


This procedure details the steps in SmartInspect for adding a comment to an assigned inspection request.



Note: Ensure that SmartInspect is open, and is the selected view. If necessary, see [To Switch to SmartInspect from SmartCapture](#) on page 14.

1. From the SmartInspect Map, tap the  for the desired inspection request.



A label will appear.
2. Tap the displayed label



An inspection details window will appear.
3. In the Inspection Details window, tap the  button beside **Comments**




An alert will appear.
4. In the alert's text field, enter a new comment
5. Tap **OK**

A comment has been successfully added to an assigned inspection request.

Syncing Inspection Requests


SmartInspect syncs down the digital form and building locations each time the application is started. The real-time sync status is displayed in the top left corner of the SmartInspect Map. This icon will be  for a completed sync, or  for an uncompleted sync. A spinner will appear while the sync is in progress.

When adding information to a SmartInspect building inspection, the application automatically syncs the plan on the device with the copy saved on the CityScape server each time **Save** is selected, assuming the device is within coverage. If out of coverage, changes are saved locally on the device. In this case, changes can be manually synced up to the server once back in coverage by accessing the **Sync Status** menu of the **Settings** menu (top right of the SmartInspect Map). From here, users can view the sync status for each inspection request synced down to the device, as well as the sync status for the *Building Index*, the *Inspection Request Database*, or the *Inspection Reports Database*. If the sync status is unknown, a  icon will be displayed. Tapping the appropriate  icon will manually sync the selected building, the building index database, the inspection request database, or the inspection report database. **Sync All** can be selected to sync up all locally saved inspections and sync down the CityScape databases.




 **Note:** The  icon will change to  when synced successfully.

To Check the Current Sync Status

This procedure details the steps in SmartInspect for checking the current sync status of the building index, inspection request database, and inspection reports database.

 **Note:** Ensure that SmartInspect is open, and is the selected view. If necessary, see [To Switch to SmartInspect from SmartCapture](#) on page 14.

1. If you already have an inspection open in the foreground within SmartInspect, tap **Map** to return to the application map.
2. At the map, view the sync status icon in the top left to determine current sync status

 **Note:** The sync status will be  for a completed sync,  for a failed sync, and will display a spinner if the sync is in progress.

The current sync status of the building index, inspection request database, and inspection reports database has been successfully checked.

To Manually Sync Up an Inspection OR Sync Down the CityScape Databases

This procedure details the steps in SmartInspect for manually syncing up an inspection, syncing down the building index, the inspection request database, or the inspection reports database.

1. If you already have an inspection open in the foreground within SmartInspect, tap **Map** to return to the application map.

SmartInspect will open to the application map.





2. At the application map, tap **Settings**


The settings menu will open.

3. Tap **Sync Status**

The sync status menu will open.

4. For the desired inspection, check the sync status icon to determine the sync status

 **Note:** The sync status for a inspection will be  if synced, and  if unsynced. The building index database, inspection request database, and inspection reports database will always initially display the  unknown status icon.



- For the desired inspection, or any of the CityScope databases, tap the  icon to sync with the CityScope server



Tip: Tap **Sync All** to sync up all unsynced changes, and sync down the CityScope databases.

A manual sync has been successfully completed.

Re-Positioning Map Pins

Incorrectly placed pins can be re-positioned by dragging the pin to the correct location. Both user-defined location pins  can be moved by simply long pressing on the pin from the map screen, and then dragging it to the correct location. Assigned Inspection Requests  can be re-positioned by tapping the **Update Pin Position** located next to the building pin's coordinates, tapping and dragging the pin to the desired new location, and then tapping **Update**.



Important: Assigned inspection requests are tied to building information plans. Moving an assigned inspection request will also change the location of the building information plan.



Note: Since SmartCapture and SmartInspect sections and fields can be customized, the section containing the GPS coordinates can vary. By default, it is located within the **Summary** section.

To Re-Position a User-Defined Location Pin

This procedure details the steps in SmartInspect for re-positioning a user-defined location pin.


- If necessary, use the search bar to choose a pin location



Note: When searching for a location using the search bar, enter a street number, street name, and city.



Tip: User-defined location pins can also be moved by long-pressing on a location on the map.

- Tap and hold the  to select it for re-positioning
- Drag the pin to the desired location on the map
- Release the pin

A user-defined location pin has been successfully re-positioned.

To Re-Position an Existing Inspection Pin

This procedure details the steps in SmartInspect for re-positioning an existing inspection pin.

- If necessary use the search bar to choose an existing building pin



Note: When searching for a location using the search bar, enter a street number, street name, and city, and then select a result from the drop-down list.



Tip: Existing building pins can also be selected by tapping on them from the map and then tapping the label that appears.

The inspection will open.


- Within the inspection, use the menu to navigate to the section containing the GPS coordinates field



Note: Since SmartCapture and SmartInspect sections and fields can be customized, the section containing the GPS coordinates can vary. By default, it is located within the **Summary** section.

- Tap **Update Pin Position**

An application map will open.

- Tap and hold the  to select it for re-positioning
- Drag the pin to the desired location
- Release the pin

7. Tap .

8. Tap .

An existing inspection pin has been successfully re-positioned.


Navigating an Inspection in SmartInspect



SmartInspect's inspections are presented in a form-based layout, and are designed to be quickly and simply navigated. SmartInspect's inspection form is presented as a section within a larger building information plan. A section menu allows users to switch from the inspection form to other sections of the building information plan.

Sections and Form Fields

SmartInspect and SmartCapture sections facilitate easy access to any required information. Within a given section, users can quickly tap form fields to add textual information, photos, or attach PDF documents. Typically, an organization's form is set up to have a single Inspection section, within a larger building information plan used by SmartCapture.

Building Information Plan Menu

The building information plan menu allows users to quickly switch between sections. When using SmartInspect on an iPad, the menu appears left of the current section. On iPhone, the menu opens as the default screen, and can be accessed from any section by tapping .


 **Tip:** If the inspection is set to full screen on iPad, the menu can be accessed by tapping .

Photos Section

The Photos section displays all the images added to the building information plan or inspection. Images are displayed according to their assigned image type(s). From this section, images can be viewed, image names can be changed, annotations can be added, and images can be deleted from the record. Unlinked images can also be added from the Photos section, and are given the **Other** image type. These images will not be added as part of the inspection, unless linked to an image field within the Inspection section.

The view, name change, annotate and delete functions can also be accessed from the image fields within each section. Images added from a section field are given the image type associated with that field. Tapping an image will open up a Swiper view, from which you can swipe through all images added to that field.

Help Text

SmartInspect has customizable help text that can be accessed within the application. This help text can be used to provide additional information to explain the field, or to specify how information should be collected. Help text can be identified by the , and can appear within a form field (text field, numeric field, choice-list, table or multi-line text field) or within certain menus or alerts of the application.

To Navigate a Building Information Plan

This procedure details the steps in SmartInspect for navigating a building information plan.

1. In the information plan menu, swipe up or down (if necessary) to view all available sections
2. Tap the inspection section

The current section will switch to the inspection section.

3. Swipe up or down within the current section to navigate the section fields
4. Tap a form field to select it
5. Tap any displayed images to open a Swiper View



Note: The Swiper View allows users to swipe through all images added to the selected field. Users can also change Photo Names, delete images, and access the Annotation Canvas from the Swiper View.

Navigating a building information plan has been successfully completed.

To Access and Navigate the Image Swiper View

This procedure details the steps in SmartInspect for accessing and navigating a Swiper View within an image field or within the Photos section.

1. If necessary, use the section menu to navigate to the desired section or the Photos section
2. Tap the desired section


The selected section will open.

3. Swipe up or down to navigate to the desired image field or image type
4. Tap a displayed image to select it

The selected image will open.




Tip: The number of image thumbnails a photo field can display is dependent on the device screen size. You can swipe within image fields to reveal any additional images.

5. Swipe left or right to view all the images within the image field
6. Tap  to return to the section

A Swiper View for an image field or within the Photos section has been successfully accessed and navigated.

To Access Help Text

This procedure details the steps in SmartInspect for accessing help text.

1. If necessary, use the information plan menu to navigate to a section with help text
2. In the form field or divider with the desired help text, tap the  help icon

A help text alert will appear.

3. When finished using the help text, tap 

The alert will close.

Help text has been successfully accessed.

To Navigate Back to the Map

This procedure details the step in SmartInspect for navigating back to the map from a building information plan.

- In the top left corner, tap 

Navigating back to the application map has been successfully completed.

Adding Information to an Inspection



The main function of SmartInspect is to facilitate the efficient capture of critical building information (e.g. information collected during the creation of a pre-incident plan or an inspection). Textual information can be captured using the device keyboard or choice-lists. High-quality photos can be instantly added to the created inspection, either by capturing a photo with the device camera or uploading a photo saved to the device or a cloud storage provider.

Inspection Information (Text)


Textual information collected during an inspection typically dictates whether an inspection results in a Pass or Fail. Text fields within the inspection section—most often choice-list fields—are linked to specific code violations. When completing an inspection in SmartInspect, each field is given either a value of pass, fail or other. If a fail value is entered for a field, the linked code violation will appear in the inspection report.

Other textual information not linked to a specific code violation can be entered into note fields.

Searching for Images with the iOS Files Browser (requires iOS 11 or newer)

Devices running iOS 11 or newer can browse for images using the iOS Files Browser. When  is selected,  will open the Files application. Users can then search for images stored to the iOS device and import them into SmartInspect.

Re-using Images in SmartInspect

Images captured in SmartInspect (either using the device camera, device Photo Library, or the site plan capture capability) can be re-used by tapping ; all images that have been used within the current plan or inspection can be re-used in another field (e.g. lock box location). When **Building Record Image** is selected, a library similar to the Photos Section will be presented, from which a user can select an image for re-use.



Site Plan Capture

A satellite image can be captured from within the application, allowing the creation of a site plan that can then be annotated with linkable icons. Form fields that allow a site plan will open up a satellite view when the site plan option is selected. Users can navigate to the desired position and capture the satellite image.




Note: The site plan capture capability is not typically available within the Inspection section. However, since the SmartInspect form is customizable, this capability can be added to the Inspection section. By default, the site plan capture capability is located within the Site Plan section.


Tables


For some buildings, there may be several items of the same type (e.g. Hydrants, Shutoffs), for each of which separate information must be entered. In SmartInspect, tables can be used to input one or more of the same type of object. Selecting the  will add a new table row containing a complete set of the table's fields: selecting the  for a particular table row will delete the row.

Saving Changes

To prevent accidental or unwanted changes, SmartInspect requires users to save form changes.

To save changes made within a section, users must tap  upon completion of the section.

Navigating away from a section without saving will present an alert prompting users to  or

 any changes.






Note: Images and PDF documents are automatically saved when added to a building information plan.



To Add Text Information to an Inspection

This procedure details the steps in SmartInspect for adding text information to an inspection.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap the desired form field




 **Tip:** For a SmartInspect table, tap  to drop a new set of table fields. Then, tap the desired form field. To remove a set of table fields, tap .

The selected field's input method will appear.

3. Depending on the field's input method, complete the following:
 - Text Field (Alphabetic) - Use the alphabetic keyboard to enter the required information. If necessary, tap  to switch to the numeric keyboard.
 - Text Field (Numeric) - Use the numeric keyboard to enter the required information. If necessary, tap  to switch to the alphabetic keyboard.
 - Choice-List - Swipe up or down in the displayed list to select an option.

4. Tap on a divider or another field within the section to dismiss the current input method

 **Tip:** For the alphabetic and numeric keyboards, you can also tap  to dismiss the keyboard.


 **Caution:** Failing to save changes will result in a loss of all unsaved data. Switching away from the current section will present an alert requiring you to either  or  any changes.

5. Tap 

Text information has been successfully added to an inspection.

To Add an Image to an Inspection (Camera)

This procedure details the steps in SmartInspect for using the device camera to add an image to an inspection.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap 

A menu will appear.

3. Tap 



The device camera will open.


4. Tap 

A shutter animation will occur, and the captured image will be presented.

5. Tap 

The camera will close and an alert will appear.


 **Tip:** To discard the current image and return to the camera to capture a new photo, tap .

6. In the alert, enter a name for the image
7. Tap 

An image captured using the device camera has been successfully added to an inspection.

To Add an Image to an Inspection (Device Photo Library)

This procedure details the steps in SmartInspect for using the device's Photo Library to add an image to an inspection.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap 

A menu will appear.

3. Tap 

The device's Photo Library will open.

4. Swipe through the Photo Library to navigate to the desired photo album
5. Tap the album to select it

The selected album will open.

6. Swipe through the selected album to find the desired image
7. Tap the image to select it

The Photo Library will close and an alert will appear.

8. In the alert, enter a name for the image
9. Tap **OK**

An image from the device's Image Library has been successfully added to an inspection.

To Add an Image to an Inspection (Files Browser)

This procedure details the steps in SmartInspect for adding an image to an inspection using the iOS Files browser.



Note: The Files browser is only available in iOS 11 or later.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap

A menu will appear.

3. Tap **Browse**

The iOS Files browser will open.

4. Use the Files browser to locate the desired image
5. Tap the desired image to select it

The Files browser will close and an alert will appear.

6. In the alert, enter a name for the image
7. Tap **OK**

An image accessed using the iOS Files browser has been successfully added to an inspection.

To Re-Use an Image from an Inspection or a Building Information Plan

This procedure details the steps in SmartInspect for re-using an image already added to an inspection.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap

A menu will appear.

3. Tap **Building Record Image**

A library of images used in the current building information plan will appear.

4. Swipe through the library to find the desired image
5. Tap the desired image to select it

An image from the current building information plan has been successfully re-used.


Modifying Image Names and Image Ordering

Images added to an inspection or a building information plan can be modified by changing their names, changing their ordering within a field, or by adding annotations. For information on adding Annotations, see [Adding Icon Annotations](#) on page 26.

Image Names

Images can be labeled to provide additional information or to facilitate image ordering. Names can be added to an image by tapping it to open the Photos Swiper View, and then adding a name to the **Photo Name** text field below the image.

Image Ordering

Image ordering within an image field can be changed in SmartInspect by tapping . If images should appear in a particular order (e.g. building sides appearing as Alpha, Bravo, Charlie, Delta), they can be re-arranged by tapping and dragging the images. These changes affect how the collected information is displayed when accessed through *SmartView™*.



Note: Image re-ordering cannot be re-ordered within the Photos section. The ordering within this section is determined by their order within the building information plan.

To Modify an Image Name

This procedure details the steps in SmartInspect for modifying an image name.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap the desired image

An Image Swiper View will appear.

3. Below the image, tap **Photo Name**
4. Use the device keyboard to enter a new image name



Caution: Failing to save changes will result in a loss of all unsaved data. Switching away from the current section will present an alert requiring you to either **Save** or **Discard** any changes.


5. Tap **Save**

You will be returned to the current section.

An image name has been successfully modified.

To Modify Image Field Ordering

This procedure details the steps in SmartInspect for modifying the image ordering for an image field.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap  in the desired image field

An Image Ordering View will appear.

3. For a desired image, tap and hold 

The background of the selected image row will turn white.

4. Drag the selected image to the desired ordering position
5. Release the photo



Caution: Failing to save changes will result in a loss of all unsaved data. Switching away from the current section will present an alert requiring you to either **Save** or **Discard** any changes.

6. Tap **Save**

An image field's image ordering has been successfully modified.

Deleting Images

Images can be deleted from any assigned inspection with SmartInspect. This capability is accessible from the Image Swiper View, by tapping **Delete**. If the image is used in more than one field, you can select one or more instances from which you would like to remove the image. If all

instances of the image are selected for deletion, the image will be permanently deleted from the inspection: an alert will be presented that asks the user to confirm this action.

To Delete an Image

This procedure details the steps in SmartInspect for deleting an image from an inspection.

1. If necessary, select the inspection section from the building information plan menu
2. In the selected section, tap the desired image

An Image Swiper View will appear.

3. Tap **Delete**

A deletion menu will appear.

4. Tap the displayed options to select one or more instances of the image for deletion



Note: A ✓ identifies images selected for deletion.

5. Tap **Delete**



Note: If all instances of the image are selected, an alert will appear. Tap **Yes** to confirm deletion.

An image has been successfully deleted from an inspection.

Resolving Data Conflicts

SmartInspect allows multiple users to work on an inspection. This may occur if at least one user holds the inspection manager role. If two users change the value of the same field, a dialog will be presented automatically to the second user. The user will then have to choose between two options: **Theirs** will choose the other user's value, while **Mine** will override their change.

To Resolve a Data Conflict

This procedure details the steps in SmartInspect for resolving a data conflict in an inspection.

1. Tap **Done** after completing changes to an inspection

An alert will appear if there is a data conflict.

2. Tap one of the following:

- **Theirs** - Select data entered by other user
- **Mine** - Override data entered by other user

A data conflict has been successfully resolved.

Completing Inspections

Once all information—whether it be textual information or images—has been gathered for an inspection, the inspection can be completed by generating an inspection report and then sending an inspection result email. Once completed, the inspection details will be synced up to the CityScape server and added to the inspection history.

Generating Inspection Reports

Once complete, SmartInspect inspection reports can be generated by tapping **Email Report**. To generate a report, all inspection items (choice-lists) must be given a value. Text fields are optional, and are not required for generating a report. When a report is generated, a PDF report will be created

that contains the results of the inspection. This report will be attached to an inspection result email, that opens automatically when generating an inspection.

Emailing Inspection Reports

To complete an inspection in SmartInspect, a report must be generated and then emailed to the building contact. SmartInspect uses the iOS Mail app to send this email.



Note: For information on setting up the iOS Mail app, see [iOS Mail App Setup](#) on page 8.

The inspection results email contains a summary of the inspection report, including when it was completed, the inspection results, any observed violations, and departmental contact information.

If no contact is specified to receive the inspection email, the email address will be blank and the email salutation will contain a placeholder. If one contact is specified in the contacts table of the building information plan, the information will be automatically entered. If more than one contact is specified in the contacts table, the user will be asked to choose between the different contacts.

Once a contact has been selected as a recipient for the inspection results email, tapping [Send](#) will send the inspection results email, along with the attached inspection report. Once the email has successfully sent, the inspection will be synced up to the CityScape server and added to the inspection history. The inspection request will be removed from the user's assigned inspections.



Caution: Sending the inspection results email is required for completing the inspection and adding it to the inspection history. If the user generates an inspection report but does not send the inspection results email, the inspection will not be completed and the inspection request will not be removed from SmartInspect.

To Generate an Inspection Report

This procedure details the steps in SmartInspect for generating an inspection report.

1. If necessary, select the inspection section from the building information plan menu
2. Ensure that a value has been entered into all choice-list fields in the section



Troubleshooting: SmartInspect requires that all choice-list fields within the inspection section have a value. If not, an alert will appear when [Email Report](#) is tapped.

3. Optional -Ensure that any comments or notes have been added to the appropriate text fields
4. If necessary, select the section containing the Contacts table from the building information plan menu



Tip: Adding a contact to the Contacts table enables SmartInspect to automatically add a recipient for the inspection results email. To enter this information manually, or if you have already completed these steps, skip to Step 8.

5. Enter a building contact into the Contacts table



Note: For adding text information to a table, see [To Add Text Information to an Inspection](#) on page 20.

6. Tap [Save](#)
7. Select the inspection section from the building information plan menu
8. Tap [Email Report](#)



Note: If a single contact has been added to the Contacts table of the building information plan, the contact's information will automatically populate the email greeting and **To:** field. If multiple contacts have been added, SmartInspect will surface the options from which the user can select the recipient.

An inspection report has been successfully generated. The iOS Mail app will open automatically.

Related Tasks

[To Send an Inspection Results Email](#) on page 26

To Send an Inspection Results Email

This procedure details the steps in SmartInspect for sending an inspection results email.



Note: To send an inspection results email, an inspection report has to have first been generated. For more information, see [To Generate an Inspection Report](#) on page 25.

1. In the iOS Mail App, ensure that the auto-generated inspection results email is correct



Note: The inspection report (in PDF) is attached to the email, and contains a more detailed report of the information in the email body.

2. If necessary, replace the placeholder **Insert Name** in the email greeting with the correct name



Note: If an occupancy contact was entered in the Contacts table of the building information plan, this name will be auto-filled. If more than one contact is entered in the Contacts table, the user will be asked to choose which contact to which the email should be addressed.

3. If necessary, enter an email address in the **To:** field as a recipient for the inspection results email



Note: If an occupancy contact was entered in the Contacts table of the building information plan, the **To:** field will be auto-filled. If more than one contact is entered in the Contacts table, the user will be asked to choose which contact to use as the email recipient.



Tip: To send the email to additional contacts, simply enter additional email addresses into the **To:** or **Cc/Bcc** fields.

4. Tap 

An inspection results email has been successfully sent. The completed inspection will be automatically added to the SmartInspect inspection history, and the inspection request will be removed from the user's assigned inspections.

Adding Icon Annotations

Unlike SmartCapture, SmartInspect does not support users enhancing an inspection's images by adding icon annotations. While these icon annotations can be added to images—and can be viewed in SmartCapture—while using SmartInspect, these icons will not appear in the generated inspection report.


For more information on adding icon annotations, please refer to the [SmartCapture user documentation](#).

Adding PDF Documents to a Building Information Plan

SmartInspect does not fully support the adding of PDF documents to inspections at this time. PDF documents can be added to any document field in a building information plan, including any document fields in the inspection section. However, these attached documents will not be included in the generated inspection report.

For more information on adding icon annotations, please refer to the [SmartCapture user documentation](#).


Managing SmartInspect

From the CityScape Admin interface, users can access a number of SmartInspect functions and administrative settings through the  **SmartInspect** tab. While CityScape Admin mostly provides administrative/management functionality for SmartCapture and SmartView, it allows users to access a number of additional features for SmartInspect. The SmartInspect Admin Portal allows users to generate and modify inspection requests, modify completed inspections when violations are reported as fixed, and view the organization's inspections history and inspections dashboard.

Topics covered in this section includes generating inspection requests, reviewing scheduled inspections, modifying inspection details, deleting inspection requests, viewing inspection history, modifying completed inspection reports, viewing inspection activity reports, and configuring SmartInspect settings.

Accessing SmartInspect on CityScape Admin

SmartInspect's administrative settings are accessed through CityScape Admin. These administrative settings allow SmartInspect users with the necessary roles to generate and manage inspection requests, view an organization's inspection history, and view a dashboard of inspection activity.

SmartInspect can be accessed by logging into CityScape Admin, and then selecting .

To Access SmartInspect on CityScape Admin

This procedure details the steps in CityScape Admin for accessing SmartInspect.

1. Open a compatible browser




Note: For a list of compatible browsers, see [Browser Requirements](#) on page 7.

2. In the browser's address field, enter the CityScape URL: <https://cityscape-suite.ca>.
3. Navigate to the CityScape Admin page
4. In the **Phone Number/Email Address** field, enter an Account ID



Note: The user account used to access CityScape Admin must have the Organization Admin role. Contact APX for assistance in adding this role to a particular user account.



5. In the **Password** field, enter the password for the Account ID entered in Step 4
6. Select 

A CityScape Applications homepage will open.

7. From the CityScape Applications homepage, select .

SmartInspect has been successfully accessed through CityScape Admin.


Generating Inspection Requests

SmartInspect's Admin Portal allows users to generate inspection requests that can then be completed in the field by users with the Inspector role. This capability is accessed from the  **Inspections Requests** tab, within the  **SmartInspect** tab.

Users can choose to either generate a new inspection request or schedule a recurring inspection. Any SmartInspect user can generate a new inspection request, but only those with the Manager

role can assign requests to other users. Users with the Manager role are also the only users that can schedule recurring inspections.


New Inspection Requests for a New Occupancy

A new request can be generated by selecting . When generating a new request, users must enter the following information when creating an inspection for a new building (a building not previously created in SmartInspect or SmartCapture):

- Inspection Type
- Inspector
- Requested Completion Date
- Street Number
- Street Name

Optional inspection information that can be entered at this time include Building Name, inspection comments, an email address to which inspection reports can be sent, and the postal code for the building.

To whom new inspection requests can be assigned depends on the assigned roles of a user. Inspector users can create a new inspection request and assign it to themselves. Inspector and Clerk users can also create unassigned inspection requests. Inspector Manager users can assign inspection requests to any of the organization's Inspector users.

Once all information has been added for the new inspection, the request can be generated by selecting .

New Inspection Requests for an Existing Occupancy


The Inspection Request Form can be used to create a new inspection request for an existing occupancy. This method should be used if an inspection needs to be scheduled outside of a regular inspection schedule (e.g. change in occupancy). In this situation, the Search Bar at the top of the Inspection Request Form should be used to select an existing occupancy. Selecting a search result will pre-populate the Building Name field, as well as (if available) the Street Number, Street Name, City/District, and Province/State fields. As for requests generated for new occupancies, the inspection type, inspector, and requested completion date must be entered into the form.



Important: In order to use the Inspection Request Form to link a new inspection request to an existing occupancy, this method must be used. Failing to do so will result in a new occupancy being created.

Optional inspection information that can be entered at this time includes inspection comments, an email address to which inspection reports can be sent, and the postal code for the building.


To whom new inspection requests can be assigned depends on the assigned roles of a user. Inspector users can create a new inspection request and assign it to themselves. Inspector and Clerk users can also create unassigned inspection requests. Inspector Manager users can assign inspection requests to any of the organization's Inspector users.



Once all information has been added for the new inspection, the request can be generated by selecting .



Note: For inspection requests that follow a regular inspection schedule, the Recurring Inspections method should be used.

Recurring Inspections

A recurring inspection request can be generated by selecting . Buildings can be selected for recurring inspections using either of the following lists: last **Known Inspection**, or last **Preplan Update**. Both lists display the building name and address, the date of completion, and the elapsed days since last inspection/preplan update. Both lists can also be filtered by minimum elapsed time (months or days), and can have the max results configured from 25-200 results. A search box allows you to then further drill down into the returned results.

Regardless of which list is used, selecting a building will place a  next to the listed building. Once all buildings have been selected, users can select , this will open a new window for configuring the new inspection request(s).




Tip: The **Select All** checkbox can be selected to mark all listed buildings for recurring inspection.

Once one or more occupancies have been selected for recurring inspection, the inspection requests can be configured before creation. Configurable options include type of inspection, assigned inspector, and requested date of inspection.



Note: For each batch of recurring inspection requests, only one inspection type, inspector, and requested date can be selected.

Once these configurations have been set, the recurring inspection requests can be submitted by selecting .

To Generate a New Inspection Request (New Occupancy)

This procedure details the steps in SmartInspect's Admin Portal for generating a new inspection request for a new occupancy.



Note: For generating a new inspection request for an existing occupancy, see [To Generate a New Inspection Request \(Existing Occupancy\)](#) on page 30.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select Inspection Requests

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them and unassigned inspections. Clerks and Inspector Managers will see all generated inspection requests.

2. Select

An Inspection Request Form will appear.

3. Enter information for the following required fields:

- Inspection Type - Use the selector to select one of the available Inspection Types
- Requested Completion Date - Use the selector to select a completion date for the inspection
- Inspector - Use the selector to select one of the available Inspectors
- Street Number
- Street Name

4. If necessary, enter information for the following optional fields:

- Building Name - Enter the name of the building for which the inspection is being generated
- Comments - Enter any additional information about the inspection or inspection request

- Email To - Enter the Email address to which the inspection report should be sent
- Postal Code

5. Select 

A new inspection request for a new occupancy has been successfully generated in SmartInspect's Admin Portal. A confirmation window will appear.

To Generate a New Inspection Request (Existing Occupancy)

This procedure details the steps in SmartInspect's Admin Portal for generating a new inspection request for an existing occupancy.



Note: For generating a new inspection request for a new occupancy, see [To Generate a New Inspection Request \(New Occupancy\)](#) on page 29.



Note: Ensure that SmartInspect has been selected from the CityScope Admin portal. For more information, see [To Access SmartInspect on CityScope Admin](#) on page 27.

1. Select  **Inspection Requests**

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them and unassigned inspections. Clerks and Inspector Managers will see all generated inspection requests.

2. Select 

An Inspection Request Form will appear.

3. In the search bar, enter a search term for the desired occupancy



Note: Valid search terms include the street number, street name, city name, or building name.

4. From the drop-down list of search results, select an occupancy for which a new inspection request will be created

Any available occupancy details, including building name, street number, street name, city/district, and province/state, will be added automatically to the appropriate fields.

5. Enter information for the following required fields:

- Inspection Type - Use the selector to select one of the available Inspection Types
- Requested Completion Date - Use the selector to select a completion date for the inspection
- Inspector - Use the selector to select one of the available Inspectors

6. If necessary, enter information for the following optional fields:

- Comments - Enter any additional information about the inspection or inspection request
- Email To - Enter the Email address to which the inspection report should be sent
- Postal Code

7. Select 

A new inspection request for an existing occupancy has been successfully generated in SmartInspect's Admin Portal. A confirmation window will appear.

To Generate a Recurring Inspection Request

This procedure details the steps in SmartInspect's Admin Portal for generating a recurring inspection request.



Note: To schedule a recurring inspection, users must have the Inspector Manager role.



Note: Ensure that SmartInspect has been selected from the CityScope Admin portal. For more information, see [To Access SmartInspect on CityScope Admin](#) on page 27.

1. Select **Inspection Requests**

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them and unassigned inspection requests. Clerks and Inspector Managers will see all generated inspection requests.


2. Select

A *Recurring Inspection Form* window will open.

3. Using the list selector (top right of the window), choose one of the following

- **Known Inspection** - a list sorting occupancies by last known inspection
- **Preplan Update** - a list sorting occupancies by last known preplan update




Tip: The search results of either list can be further filtered by days elapsed since last inspection/preplan update, and the number of results returned can be configured between 25-200. The filters can then be applied by selecting .

4. Select the desired building from the selected list



Tip: The search bar above the selected list can be used to filter the displayed results.

A  will appear for the selected building.



Tip: To mark all listed buildings for inspection, select the **Select All** .

5. Select

A window for configuring the selected inspection request will appear.

6. In the **Inspection Type** selector, select an inspection type

7. In the **Inspector** selector, select an inspector to whom the inspection request will be assigned



8. In the Requested Date field, enter a requested completion date for the inspection request

9. Select

A recurring inspection request has been successfully generated in SmartInspect's Admin Portal. A confirmation window will appear.

Reviewing Inspection Requests

SmartInspect's Admin Portal allows users to review generated inspection requests. Depending on the user role, users may be able to see all generated inspection requests, or only those that are assigned to their user account.

Inspection requests are accessed by selecting the  **SmartInspect** tab and then the  tab, and can be viewed in either a **List View** or a **Map View**. The list view displays the following for each inspection request:

- Building Name
- Address
- Requested Completion Date
- Assigned Inspector
- Inspection Type
- Actions (Edit Inspection Request, Delete Inspection Request)

The map view displays the inspection requests upon a map, identifying inspection requests with building pins. The map view will present the pins in a *Map Cluster* if the pins are too close

together given the map's zoom level. Selecting a pin will present a label that displays the following:

- Address
- Assigned Inspector
- Requested Completion Date

Inspection request details can also be viewed from the **Map View** by selecting a building pin, and then selecting Edit Inspection; inspection requests can also be deleted from the **Map View**.

To Review Inspection Requests

This procedure details the steps in SmartInspect's Admin Portal for reviewing inspection requests.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select Inspection Requests

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them. Clerks and Inspector Managers will see all generated inspection requests.

2. Select for a desired inspection request to view inspection details

An inspection details window will appear. Select to close the window.

3. If necessary, select to switch to the **Map View**



Tip: Inspection details can also be viewed from the **Map View** by selecting a building pin and then Edit Inspection.

Inspection requests have been successfully reviewed in SmartInspect's Admin Portal.

Modifying Inspection Request Details

SmartInspect's Admin Portal allows users to modify certain details of inspection requests. Inspection Request Details that can be modified include Building Name, Inspection Type, Requested Completion Date, Comments, or Email address to receive inspection reports. Users with the Inspector Manager role can also assign inspection requests to inspectors.

Inspection details can be modified from the **SmartInspect** tab by selecting the **Inspection Requests** tab and then Edit Inspection for the desired building.



Tip: Inspection details can also be modified from the **Map View** of the **Inspection Requests** tab by selecting a building pin and then selecting Edit Inspection.

Inspection requests can also be modified through bulk re-assignment. A bulk re-assignment of inspection requests can be completed from the Inspection Requests list. Inspection requests can be selected and then re-assigned to a new Inspector user by selecting the and selecting a new user.



Note: A user must have the Inspector Manager role to re-assign inspections. A user with only the Inspector role can only use this function to unassign inspections from their own account.

To Modify Inspection Request Details

This procedure details the steps in SmartInspect's Admin Portal for modifying inspection request details.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select Inspection Requests

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them. Clerks and Inspector Managers will see all generated inspection requests.

2. Select Edit Inspection for the desired inspection request

An inspection details window will appear.



Tip: Inspection details can also be accessed from the Inspection Requests **Map View** by selecting a building pin and then Edit Inspection.

3. Edit the desired information from the following fields (input type in parentheses):

- Building Name (text field)
- Inspection Type (selector)
- Requested Completion Date (date selector)
- Comments (text field)
- Inspector (selector)



Note: Only users with the Inspector Manager role can assign inspections to other users with the Inspector role.

- Email To (text field)

4. Select to save changes to the inspection request

The details for an inspection request have been successfully modified in SmartInspect's Admin Portal.

To Bulk Re-assign Inspection Requests

This procedure details the steps in SmartInspect's Admin Portal for bulk re-assigning inspection requests.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select Inspection Requests

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them. Clerks and Inspector Managers will see all generated inspection requests.

2. In the left-most column of the Inspection Requests list, select the checkboxes for each of the inspection requests to be re-assigned

3. In the top-left of the Inspection Requests list, select

A window will appear.




4. In the **Reassign to** selector, select an Inspector user to which the selected request(s) will be assigned


5. Select

A bulk re-assignment of inspection requests has been successfully completed in SmartInspect's Admin Portal.

Deleting Inspection Requests

SmartInspect's Admin Portal allows users to delete inspection requests. Users with the Inspector Manager or Clerk role can delete any inspection request; users with the Inspector role are also able to delete inspection requests, but only those assigned to their account.

The deleting inspection requests capability can be accessed from the  **Inspection Requests** tab, within the  **SmartInspect** tab, by selecting . Inspection requests can be deleted from either the **List View** or the **Map View**.

Inspections can also be deleted in bulk from the Inspection Requests list. Inspection requests can be selected and then deleted by selecting  **Delete the selected inspection requests**.

To Delete an Inspection Request

This procedure details the steps in SmartInspect's Admin Portal for deleting an inspection request.



Caution: Completing this task will permanently delete an inspection request.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select **Inspection Requests**

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them. Clerks and Inspector Managers will see all generated inspection requests.

2. From the **List View**, select for the desired building



Tip: The search bar above the **List View** can be used to filter the inspections list.

An inspection deletion window will appear.



Tip: Inspection requests can also be deleted from the  **Map View**. To do so, select a building pin, and then select .

3. Select

A confirmation window will appear.

An inspection request has been successfully deleted in SmartInspect's Admin Portal.

To Bulk Delete Inspection Requests

This procedure details the steps in SmartInspect's Admin Portal for bulk deleting inspection requests.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select **Inspection Requests**

A list of outstanding inspections will appear.



Note: If a user has only the Inspector role, they will only see inspections assigned to them. Clerks and Inspector Managers will see all generated inspection requests.

2. In the left-most column of the Inspection Requests list, select the checkboxes for each of the inspection requests to be deleted



3. In the top-left of the Inspection Requests list, select **Delete the selected inspection requests**

A window will appear.

4. Select

A bulk deletion of inspection requests has been successfully completed using SmartInspect's Admin Portal.



Viewing Inspections History and Reports

SmartInspect's Admin Portal allows users to view a history of completed inspections, and also view the completed inspection reports and generated emails. The inspection history can be accessed from the  **SmartInspect** tab by selecting the  **Inspection History** tab. The

inspection history is presented in a **List View** by default, but a **Map View** can be toggled. From the inspection history, users can view the following information:

- Building Name
- Building Address
- Completion Date
- Inspector (Account Name and Account ID)
- Status (✓ for passed inspections, ✗ for failed inspections)
- Actions - Show Inspection Report, Report History, Edit Inspection Report (Failed Inspections only)

The inspection history list will show the most recently completed inspections. Users can also use the search bar to find the inspection history for a specific occupancy. The displayed inspection history list will be automatically filtered based upon the entered search term.

Users can also access a number of actions for each building in the inspection history. Selecting  Show Inspection Report will open up the generated report for review. The Email sent to the building contact can be viewed under **Report Summary**, and the complete report in PDF can be viewing under **Report Details**. Selecting  Report History presents the inspection history for the selected address.

Completed inspection reports that have failed can be modified by selecting  Edit Inspection Report. See [Modifying Completed Inspection Reports](#) for more information.

To View a Building's Inspection History

This procedure details the steps in SmartInspect's Admin Portal for viewing the inspection history for a building.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select  Inspection History

A list of completed inspections will appear.


2. From the **List View**, select  Report History for the desired building



Tip: The search bar above the **List View** can be used to filter the inspection history list.

A window displaying the building's inspection history will appear.



Note: The Completion Date, Inspector, and Status for each inspection completed at the address will be displayed.  Show Inspection Report can be selected to present the report details for an inspection.

A building's inspection history has been successfully viewed in SmartInspect's Admin Portal.

To View a Building's Inspection Report

This procedure details the steps in SmartInspect's Admin Portal for viewing an inspection report for a building.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select  Inspection History

A list of completed inspections will appear.

2. From the **List View**, select  Show Inspection Report for the desired building



Tip: The search bar above the **List View** can be used to filter the inspection history list.

A window displaying the building's inspection report details will appear.



Note: By default, the **Report Summary** will be presented, which displays the Email generated and sent to the building's contact.

3. Select **Report Details** to present the full inspection report in PDF



Tip: To download the PDF, select and then save the PDF file to your device.

An occupancy's inspection report has been successfully viewed in SmartInspect's Admin Portal.

Modifying Completed Inspections

SmartInspect's Admin Portal allows users to modify certain results of failed inspections and generate a new report based off of the changes. Passed inspections cannot be modified from SmartInspect's Admin Portal. Modifying failed inspections can be completed from the **List View** of the **Inspection History**, within the **SmartInspect** tab by selecting and then **Quick Fix** for the desired inspection. This action can be completed by any SmartInspect user, and will bring up an **Inspection - Quick Fix** window that displays the inspection's details (Address, Inspector and Completion Date), as well as any items that failed.

From the **Inspection - Quick Fix** window, users can mark failed items as fixed, and then enter a contact name and email address to which a modified report will be sent. Users can also add comments while completing a quick review: these comments are included in the email that is generated and sent to the provided contact. Selecting will send a new inspection results email.

From the , failed inspections can also have re-inspections scheduled. Selecting **Reschedule Inspection** will bring up a window that allows a re-inspection to be scheduled. An **Inspection type**, **Requested Completed Date**, and **Inspector** can be assigned to the inspection at this time.

To Modify a Completed Inspection

This procedure details the steps in SmartInspect's Admin Portal for modifying the details of a failed inspection.



Note: This feature allows users to mark any failed items as fixed, and generate/send a new inspection report to a provided contact. Passed inspections cannot be modified from SmartInspect's Admin Portal.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select **Inspection History**

A list of completed inspections will appear.

2. From the **List View**, select for the desired occupancy



Tip: The search bar above the **List View** can be used to filter the inspection history list.



Remember: The details for passed inspections cannot be modified from SmartInspect's Admin Portal. Only failed inspections will present the option.

3. Select **Quick Fix**

*An **Inspection - Quick Review** window will appear.*

4. Select the for any failed items that have been fixed

5. In the **Contact Name** field, enter a name for the contact to which the modified report will be sent

6. In the **Email** field, enter the Email address to which the modified report will be sent

7. In the **Comments** field, enter any comments that should be added to the modified report



Note: The comments will be added to the Email sent to the provided contact. These comments do not appear in the Inspection Report PDF.

8. Select

An inspection report has been successfully modified in SmartInspect's Admin Portal. An updated report will be emailed to the provided contact.

To Schedule a Re-Inspection (Failed Inspections)

This procedure details the steps in SmartInspect's Admin Portal for scheduling re-inspections for failed inspections.



Note: Ensure that SmartInspect has been selected from the CityScope Admin portal. For more information, see [To Access SmartInspect on CityScope Admin](#) on page 27.

1. Select **Inspection History**

A list of completed inspections will appear.

2. From the **List View**, select for the desired occupancy



Tip: The search bar above the **List View** can be used to filter the inspection history list.



Remember: The details for passed inspections cannot be modified from SmartInspect's Admin Portal. Only failed inspections will present the option.

3. Select **Reschedule Inspection**

A window will appear.

4. Enter information for the following required fields:

- Inspection Type - Use the selector to select one of the available Inspection Types
- Requested Completion Date - Use the selector to select a completion date for the inspection
- Inspector - Use the selector to select one of the available Inspectors

5. Select

A re-inspection has been successfully scheduled in SmartInspect's Admin Portal. The inspection request will appear in the Inspection Requests list.

Rescheduling Failed Inspections

SmartInspect's Admin Portal allows users to reschedule failed inspections directly from the **Inspection History** tab. Passed inspections cannot have inspections rescheduled from the Inspection History. Failed inspections can be rescheduled from the **List View** of the **Inspection History**, within the **SmartInspect** tab by selecting and then **Reschedule Inspection** for the desired inspection. This will open up a window that allows an inspection to be rescheduled for the selected occupancy. An **Inspection Type**, **Requested Completion Date**, and **Inspector** must be selected at this point. Additionally, inspection request comments and an email recipient can also be optionally input at this point.

To Reschedule a Failed Inspection

This procedure details the steps in SmartInspect's Admin Portal for rescheduling a failed inspection.



Note: Ensure that SmartInspect has been selected from the CityScope Admin portal. For more information, see [To Access SmartInspect on CityScope Admin](#) on page 27.

1. Select **Inspection History**


A list of completed inspections will appear.

- From the **List View**, select  for the desired occupancy



Tip: The search bar above the **List View** can be used to filter the inspection history list.



Remember: The details for passed inspections cannot be modified from SmartInspect's Admin Portal. Only failed inspections will present the  option.

- Select **Reschedule Inspection**



An inspection request window will appear.

- In the **Inspection Type** field, select an inspection type
- In the **Requested Completion Date** field, enter a requested completion date for the inspection request
- In the **Inspector** field, select an inspector to whom the inspection request will be assigned
- If necessary, enter information for the following optional fields:
 - Comments - Enter any additional information about the inspection or inspection request
 - Email To - Enter the Email address to which the inspection report should be sent

- Select **Submit**

An inspection has been successfully rescheduled for a previously completed failed inspection.

Viewing Inspection Activity Reports

The SmartInspect Admin Portal allows users to access a configurable dashboard that displays inspection activity over a given period of time. The Inspection Activity Dashboard can be accessed through the  **SmartInspect** tab, by selecting the  **Inspection Dashboard** tab. The inspection dashboard has two main sections: Reports Summary and Reports Details.

Several date and date range selectors appear above the Reports Summary section, and can be configured to display daily reports (default), reports for the last 7 days, reports for the last 30 days, or reports that cover a custom date range. If daily reports are selected, the day, month and year of daily reports can also be configured.

Reports Summary

The Reports Summary shows the totals for inspection activity over a given time period. It displays this information within both a data table and a series of graphs. Additionally, the data table can be configured to display the Reports Summary based upon the following Keys: User Account, Employee Number, or Inspection Type. The Reports Summary table displays the following information for the given time period:

- Number of Inspections (per selected Key, as well as total violations)
- Passed Inspections
- Failed Inspections
- Average Number of Violations (failed inspections only)
- Average Inspection Cycle - time (in days) from inspection request to inspection report generation

The Reports Summary will also present graphical displays for both Inspection Type and Violations. The Inspection Type display is presented as a pie graph, while the violations display is presented as a bar chart.

Reports Details

The Reports Details appears below the Reports Summary, and displays more in-depth information for each of the inspections completed during the selected period. The Reports Details displays the following information for each inspection completed during the selected time period:

- Address
- User Account
- Employee Number
- Completion Time
- Inspection Type
- Inspection Status
- Number of Violations
- Violation Details

The report tables for both the Reports Summary and Reports Details can be exported in either a text file or CSV.

To View an Inspection Activity Report

This procedure details the steps in SmartInspect's Admin Portal for viewing inspection activity reports.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select **Inspection Dashboard**

An inspection activity report will appear. By default, daily reports is selected.

2. Use the selector to select what type of **Report Summary** should be displayed

- **Daily** - reports will be presented for each day within the selected range. If **Daily** is selected, use the , , and selectors to select the year, month and day for which daily reports will appear
- **Last 7 Days** - a report will be presented that shows activity for the previous 7 days
- **Last 30 Days** - a report will be presented that shows activity for the previous 30 days
- **Date Range** - a report will be presented for a user-defined date range. If **Date Range** is selected, use the selectors to configure the start and end dates

The displayed Report Summary table will change based off of the selections made. The graphs displaying Inspection Type and Violation will also change. The Report Details will appear below the inspection graphs.

3. Scroll/Swipe through the displayed Reports Summary, Inspection graphs, and Report Details

4. If required, select to export in CSV format either the Report Summary or Report Details



Tip: Reports can also be exported in a TXT format by selecting .

An inspection activity report has been successfully viewed in SmartInspect's Admin Portal.

Configuring SmartInspect Settings

SmartInspect's Admin Portal allows users to configure settings for the SmartInspect application. SmartInspect settings can be accessed by selecting **Settings**, within the **SmartInspect** tab.

Default Inspection Type (Recurring Inspections)


Currently, the only setting available to configure is the default inspection type when scheduling recurring inspections. When a SmartInspect user goes to schedule a recurring inspection, the inspection type will default to the selected option: this selection can be overridden by the user.

Configuring a Default Inspection Type (Recurring Inspections)

This procedure details the steps in SmartInspect's Admin Portal for configuring the default inspection type for recurring inspections.



Note: Ensure that SmartInspect has been selected from the CityScape Admin portal. For more information, see [To Access SmartInspect on CityScape Admin](#) on page 27.

1. Select  **Settings**
2. In the **Default Inspection Type for Recurring Inspections** selector, select the inspection type that should appear by default when scheduling recurring inspections



Note: This selection can be overridden by the user when scheduling recurring inspections.

3. Select 


The Default Inspection Type (Recurring Inspections) has been successfully configured using SmartInspect's Admin Portal.

Reference Information

This section contains supplementary information about using the SmartInspect application. Subsections within this section include contact information for technical support, and resources for additional smart device information.

Technical Support Contact Information

If you are experiencing issues with SmartInspect that you have not been able to solve using this guide, please contact APX Technical Support.

| | |
|---|--|
|  | support@apxdata.com |
|  | 613-262-2601 ext.108 |

Additional Smart Device Information Resources

- **Compare Cellular:** A Canadian online resource of smart device user guides in digital copy. Available at www.comparecellular.ca
- **iOS® Online Manuals:** Apple's online resource of device user manuals. Available at <https://support.apple.com/manuals/>
- **Manuals Online:** An online resource of user guides in digital copy for over 700,000 products. Available at www.manualsonline.com
- **iOS Mail Setup:** Apple's online resource for setup of the iOS Mail app. Available at <https://support.apple.com/en-ca/HT201320>

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