

INTRODUCING SelecTXT

INTERACTIVE TEXT MESSAGING FOR INSPECTION SCHEDULING

In an effort to streamline operations and improve customer service, the Oregon ePermitting is proud to announce the launch of SelecTXT, a new service allowing you to utilize interactive text messaging to:

- Schedule inspections
- Reschedule inspections
- Cancel inspections
- View inspection results
- Include comments/instructions for inspectors



QUESTIONS?

About Inspections

Contact your local building department

About ePermitting

Contact the ePermitting Help Desk
(503) 373-7396
oregon.epermitting@oregon.gov



STATE OF OREGON



ePermitting System

SelecTXT

INSPECTION SCHEDULING
VIA TEXT MESSAGE

TEXT
(888) 299-2821



START WITH

SCHEDULE

With one word, you can begin the inspection scheduling process and SelecTXT will guide you from there.

Helpful hints that ask you for your IVR tracking number and inspection code allow you to complete the entire process in just a few key strokes.

1 Locate your IVR tracking number and inspection code

2 Text (888) 299-2821 with one of the following

SCHEDULE or S
To schedule an inspection

CANCEL or C
To cancel an inspection

RESCHEDULE or RESCHED
To reschedule an inspection

RESULTS or R
To view inspection results

3 Follow the prompts

COMPLETE THE PROCESS IN A SINGLE MESSAGE WITH EXPRESS COMMANDS

In addition to following the prompts, you can also use Express Commands to complete the process with a single text message.

Simply include the required information in one text string to schedule, reschedule, cancel, or view inspection results.



Using Express Commands

SCHEDULE an inspection

S	995076321384	6204	NEXT
SCHEDULE command	IVR tracking number	Inspection Code	NEXT for next available date

CANCEL an inspection

C	995076321384	6204
CANCEL command	IVR tracking number	Inspection Code

RESCHEDULE an inspection

RESCHED	995076321384	6204	NEXT
RESCHEDULE command	IVR tracking number	Inspection Code	NEXT for next available date

View inspection RESULTS

R	995076321384	6204
RESULTS command	IVR tracking number	Inspection Code

LOOKING FOR THE INSPECTION CODE LIST?

Text LIST to view the entire inspection list

OR visit

<https://www.oregon.gov/BCD/epermitting/Documents/brochures/osm-inspection-codes.pdf>

