

IVR call flow

The following is the general call flow when using the Oregon ePermitting IVR System:

Call: 1-888-299-2821

Enter 12 digit **IVR Number** located on the permit
(This is different from the permit number.)

Press **1** to schedule.

Press **2** to cancel or reschedule.

Press **3** to hear results.

Press **0** to contact the jurisdiction who issued your permit during regular business hours.

Press ***** for general info about the IVR system.

If this jurisdiction requires pending inspections, press ***** to hear the available inspection codes.

(See back for more details.)

Otherwise, enter the **4 digit inspection code**.

(You cannot enter an inspection code that is not related to the permit type. *Example: 3999 Final Plumbing cannot be scheduled on an electrical permit.*)

Press the appropriate number for the desired inspection date.

Press **1** to leave the inspector a message.

Press **2** to skip leaving the inspector a message.

Enter **10 digit phone number** where the inspector can reach you.

Inspection is scheduled and confirmation number listed.

Use these commands any time during the call:

- ◆ Press **#** to go back one step.
- ◆ Press **0** to be connected to the jurisdiction who issued your permit.