

REMOTE VIDEO INSPECTION PROGRAM (RVI)

In an effort to combat the spread of the COVID-19 virus while not compromising the safety of our staff or the timelines of Wisconsin's projects the Department of Safety and Professional Services has decided to adopt a protocol for the implementation of a Remote Video Inspections program. RVI allows inspectors to work efficiently and more important thoroughly while allowing inspection staff to maintain the strictest of anti-transmission protocol while we deal with this global health emergency.

This guidance document uses the Skype video call application as an example, this is not to say that the Department endorses Skype's use exclusively. There is a list of similar applications at the end of this document that provide comparable functionality.

To participate, customers must use the Skype application on a mobile device to interact with the inspector Download and Install Skype (NOT Skype for Business). You'll need:

- Mobile device (smartphone, iPad, or other tablet). Please be aware that older mobile devices or mobile devices with older operating systems and lower resolution cameras may not work properly with the RVI program.
- Strong Wi-Fi connection or Reliable data service (4G/LTE internet). Wi-Fi connection is preferred. If you have a limited cell data plan your service provider may charge you for data used during the re-inspection.

How do I get started with Skype?

All you need to do is:

- Download Skype to your device from your phone's app store.
- Create a free account.
- Sign in to Skype.

Customer Responsibilities

- 4G Wireless service
- Ensure inspection location and smart phone or tablet has minimum 4G connectivity.
- Skype Account
An active Skype account with a Skype "name" for performing inspection.
- Contact Inspector
- Email your inspection information as usual to set up an inspection appointment and also include your Skype name.
- The inspector will notify you of the day and time when you will be contacted via Skype for the inspection.

Prepare for inspection

- Prior to scheduled inspection time, ensure all necessary tools based on type of inspection are readily available. For example; tape measure, level, GFCI tester, flashlight, step ladder, etc.

Prepare to receive the Skype call

- Must be at least 18 years old or with an adult to perform the video inspection.
- Ensure smart phone or tablet is fully charged.
- Respond to Skype call from Inspector.
- Be prepared to accept video call at scheduled time.
- Have all required tools as necessary for inspection.
- Turn off notifications that may interrupt the Skype call. This is an important step, because notifications can freeze Skype and will cause delays to the inspection and a possible failed inspection.
- Use ear buds with a microphone to improve communication.
- Set phone so that you have the small screen view of what the inspector sees:
- Tap the Skype screen to access the tool bar.
- Tap the camera icon.
- In the small view the inspector sees, tap the reverse camera icon.

Start inspection

- Begin inspection at street view looking at the structure.
- The address of other means of clearly identifying the project must be shown in the initial view
- Follow the direction of the inspector.
- Walk inspection in a clockwise direction horizontally then bottom to top vertically (if more than one floor)
- Make notes of any corrections.

Inspection results

- Inspector will inform you if the inspection receives a pass, partial or fail.
- The inspector will update the permitting system with the results at the completion of the Skype call.

Video Call Applications

The below list is by no means all inclusive but is meant to offer an assortment of video chat application options. The first step in the RVI process should be coming to an agreement between requestor and inspector with regard to the Video Call Application to be utilized

- [Skype](#)
- [Facebook Messenger](#)
- [Glide](#)
- [Google Duo](#)
- [JusTalk](#)
- [Signal Private Messenger](#)
- [Snapchat](#)
- [Tango](#)
- [Viber](#)
- [WhatsApp](#)