



# User Guide: How to Book an Inspection with The City of Calgary

Before you book your inspection make sure you have your Job Access Code (JAC). You will need the JAC to book your inspection. Applicants can find their JAC after submitting a permit as part of the permit confirmation email. As the JAC is confidential, homeowners or consultants looking for a JAC should contact the permit applicant to request the JAC.

## Step 1: Access the Booking Website

- Visit [inspections.calgary.ca](https://inspections.calgary.ca).
- Log in using your **myID** or **VISTA** credentials. If you don't have a myID account:
  - Click on the **Sign Up** option.
  - Follow the guidelines provided in the instructional video for creating your myID.

VISTA accounts are for contractors with a registered business licence. Learn more about or apply for a VISTA account at [vista.calgary.ca](https://vista.calgary.ca).

Sign in to your myID account to book your inspection

[Sign in to myID](#)

Don't have a myID account?  
[Create a myID account](#)

Vista User Access (For Contractors)

[Sign in](#)

## Step 2: Select Your Inspection Type

- Select **Manage Inspections**

The screenshot shows the 'Inspections Online' web application. The header includes the Calgary logo and 'Inspections Online'. A navigation bar has a 'Manage Inspections' link. The main content area has a search bar and filters for 'Permit Applied From' and 'Permit Applied To', both with date pickers. Below these is a 'Community (select all that apply)' dropdown menu. A section titled 'Booked Inspections' contains a 'Search' button, a 'Reset' button, and a 'View All Issued Permits' button. At the bottom, a note states: 'If you want to hide the advance search section and always load all your issued permits by default, click the Yes button.'

- Choose the type of inspection you require from the available options, including:
  - Commercial/Multi-Family Building Permits (CMF)
  - Single Construction Permits (SCP)
  - Residential Improvement Projects
  - Electrical, Plumbing and Gas, HVAC, and Development Completion Permit Inspections
- Find the permit you want to book the inspection for and press **book**.

### Step 3: Provide Details

- Choose date and then fill in necessary information.
- Fill in the necessary information related to your inspection request.

Commercial / Multi Family Project (83)

File number:

BP2023-XXXX

Address:

Caglary, AB

Description:

Project/Business Name: TOWNHOME

Inspection Type: Building Inspection

Inspection Date:

Booking Window: Not Scheduled

Book

Reschedule/Edit

Cancel

### Step 4: Provide Details

- Review the details of your inspection request to ensure accuracy.
- Click on the **Book Inspection** button to finalize your request.

Book Inspection

2627

2829301234

56789

Inspections can be booked up to 10 business days in advance. The City does it's best to accommodate booking requests, please note that some dates may be unavailable due to inspection capacity.

Inspection Date:

2024-04-30

Company Contact

Company Contact:

Enter your name here

Email: (required)

Enter your email address here

Phone: (required)

Enter your phone number here

Site Contact

☒ Same as Company Contact

Name: (required)

Enter your name here

Book Inspection

Cancel

### Step 5: Receiving Confirmation

Upon successful booking, you'll receive a confirmation email with the details of your scheduled inspection.

Success

Your inspection has been scheduled.

Ok

## Step 6: Update Booking Schedule (if required)

Reschedule, edit or cancel your booking.

<b>File number:</b>	BP2023-XXXX			
<b>Address:</b>	Caglary, AB			
<b>Description:</b>	Project/Business Name: TOWNHOME			
<b>Inspection Type:</b> Building Inspection	<b>Inspection Date:</b> Apr-30-2024	<input type="button" value="Book"/>	<input type="button" value="Reschedule/Edit"/>	<input type="button" value="Cancel"/>
<b>Booking Window:</b> Not Scheduled				

## Additional Tips:

- Ensure all required information is provided accurately to avoid delays or rescheduling.
- If you experience any technical issues while trying to book or manage your inspection, please contact our customer support team for assistance at 403-268-5311.

Thank you for using our online booking system. We aim to provide you with a seamless and convenient experience for all your inspection needs.