

IVR (Interactive Voice Response)

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.