

# 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](mailto: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

<b>S</b>	<b>995076321384</b>	<b>6204</b>	<b>NEXT</b>
SCHEDULE command	IVR tracking number	Inspection Code	NEXT for next available date

#### CANCEL an inspection

<b>C</b>	<b>995076321384</b>	<b>6204</b>
CANCEL command	IVR tracking number	Inspection Code

#### RESCHEDULE an inspection

<b>RESCHED</b>	<b>995076321384</b>	<b>6204</b>	<b>NEXT</b>
RESCHEDULE command	IVR tracking number	Inspection Code	NEXT for next available date

#### View inspection RESULTS

<b>R</b>	<b>995076321384</b>	<b>6204</b>
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>



# SelecTXT Inspection scheduling via text message

The State of Oregon ePermitting SelecTXT, a service allowing contractors and homeowners to utilize interactive text messaging to:

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

This inspection scheduling solution simply uses your existing cellular text messaging functionality for scheduling inspections. It's easy and fast, and does not require installation of an app, keeping an app up to date, or any other add-ons. With one word - text the word **SCHEDULE** to **888-299-2821** - you can begin the inspection scheduling process and SelecTXT will guide you from there. Helpful hints will ask for your IVR tracking number and inspection code to complete the process in just a few key strokes. The commands are simple to remember and intuitive. It also offers "Express Commands" where users can complete the scheduling process with one single text message making it one of the fastest ways to schedule inspections ePermitting offers.