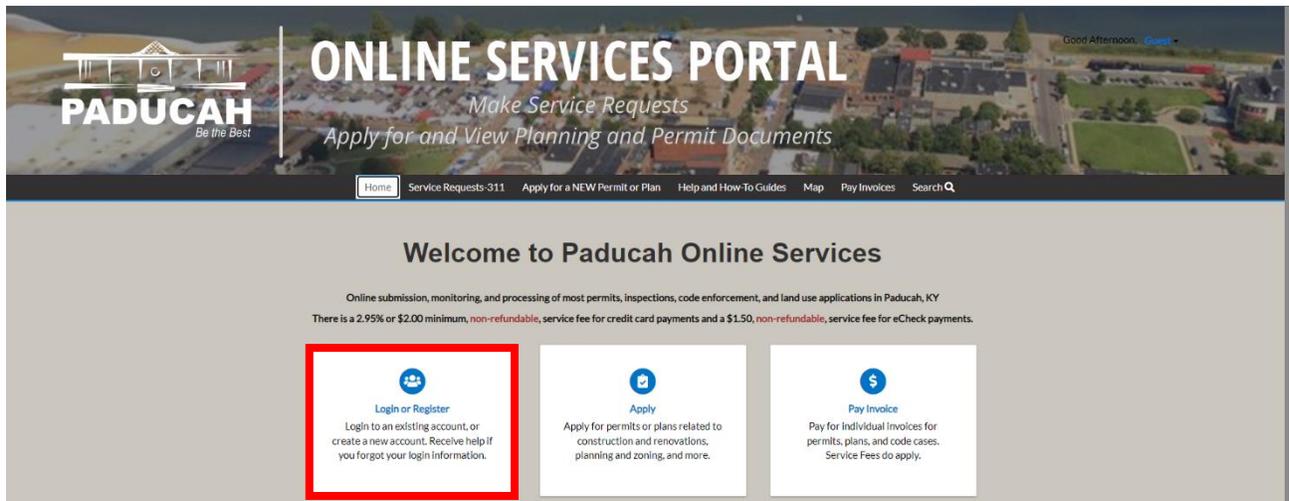




How to Request an Inspection through the Online Portal

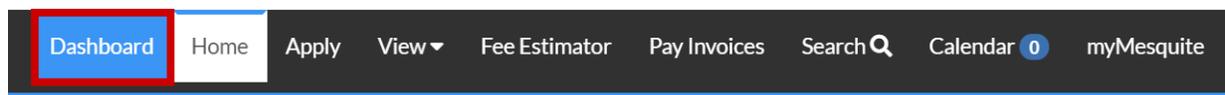
1. Access the online services website at <https://onlineportal.paducahky.gov>
2. Click the “Login or Register” tile located on the top row of tiles.



3. Log into the system using your username and password and click “Log In.”

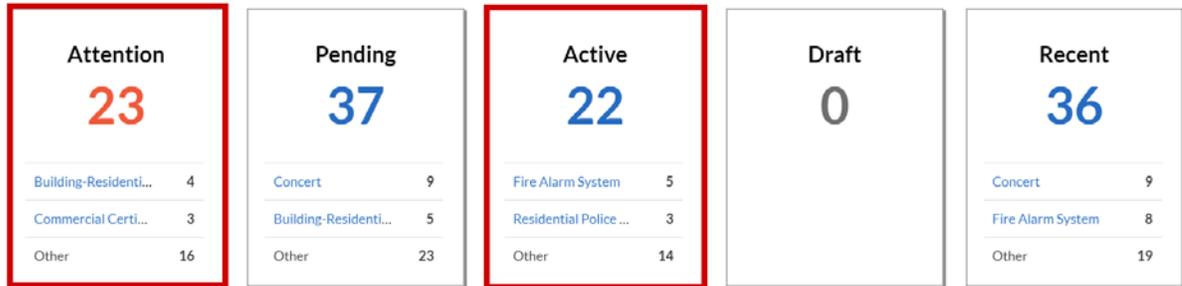
The screenshot shows the Log In form. It includes fields for Username and Password, a Remember Me checkbox, and a Log In button. The Log In button is highlighted with a red border. Below the form, there are links for "Forgot your password? Reset it", "Forgot your username? Email it", and "Don't have an account yet? Register Here".

4. Click “Dashboard.”



5. In the **My Permits** section, there are two areas to locate Inspection(s) related to your permits.
 - a. **Attention** – Permits that require your attention.
 - i. Inspections that may have failed could be found here.
 - b. **Active** – All permits that have been issued.
 - i. You can request inspections on these permits.
 - ii. Inspections that may have failed could be found here, too.

My Permits



[View My Permits](#)

6. Click the “**Active**” or “**Attention**” tile.
7. Locate the permit on which you would like to request an Inspection. If an inspection failed (see example image below), you will see **Failed Inspection** under the **Attention Reason** section.
 - a. To request an inspection, click on the **Permit Number**.
 - b. To see the failed inspection, click **Failed Inspection**.

My Permits

Search for permit number, project, or address Exact Match

Display Select Case Type Sort

Permit Number	Project	Address	Permit Type	Status	Attention Reason
FDP1219-1235		711 N GALLOWAY AVE MESQUITE, TX 75149	Fire Alarm System	Active, Recent	
PR0919-4538		3542 ANTELLO DR MESQUITE, TX 75150	Plumbing - Residential Addition/Remodel	Active, Attention	Failed Inspections
PR1217-1166		801 DARNELL LN MESQUITE, TX 75149	Plumbing - Residential Addition/Remodel	Active	

- After clicking the **Permit Number**, the Permit dashboard screen launches.
- Under **Available Actions**, there is a list of Inspection options that you can request.
- After locating the Inspection you would like to request, click “**Request**” which is located to the right of the Inspection.

[Back](#)

Request Inspections (1)

*REQUIRED

#BLDC2023-0101✕

Inspection Type: Building Footing

Case Type: Commercial Building New Construction

Address: 508 HARAHAN BLVD Paducah, KY 42001

* Requested Date

Comments/Gate Code

[Submit](#)

- After the page loads, it will launch the **Request Inspection** area.

[Back](#)

Request Inspections (1)

*REQUIRED

#BLDC2023-0101✕

Inspection Type: Building Footing

Case Type: Commercial Building New Construction

Address: 508 HARAHAN BLVD Paducah, KY 42001

* Requested Date

Comments/Gate Code

[Submit](#)

<October 2023>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

TodayClearClose

12. Click on the **Calendar icon** to the right of **Requested Date**. Select the date you would like the inspection to be completed.

13. If you have comments, a gate or entry code, or time preference, add those in the **Comments/Gate Code** section (optional).

[←Back](#)

Request Inspections (1)

*REQUIRED

1 #BLDC2023-0101 ×

Inspection Type: Building Footing Case Type: Commercial Building New Construction

Address: 508 HARAHAN BLVD Paducah, KY 42001

* Requested Date:

Comments/Gate Code:

[Submit](#)

14. Click **Submit** button.

15. After submitting the inspection request, a confirmation screen appears.

1 Case #BLDC2023-0101

Inspection Type: Building Footing

Case Type: Commercial Building New Construction

Address: 508 HARAHAN BLVD Paducah, KY 42001

Requested Date: 11/01/2023

Comments/Gate Code: Prefer 3 PM afternoon

16. At this point, either close or hit the **Back** button at the top of the Request Inspection area.

[←Back](#)

Request Inspections (1)

17. Hitting the **Back** button returns you to the Permit dashboard screen. At this time, the Inspection you requested is no longer in the **Available Action** section and is now in **Workflow**, colored **Blue**, and says **Requested**.

Permit Number: BLDC2023-0101



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Commercial Building New Construction	Status:	Issued	Project Name:	
Applied Date:	10/18/2023	Issue Date:	10/30/2023		
District:	In City Limits	Assigned To:	Shaw, Emma	Expire Date:	04/29/2024
Finalized Date:					
Description:	Short Term Rental				

Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Holds | More Info

Progress

39% Completed

- Completed
- In Progress
- Not Started

Workflow

- Create Invoice - Passed : 10/25/2023
- Issue Permit - Passed : 10/30/2023
- Building Footing - Requested**
- Building Foundation -
- Building Floor -
- Building Framing -
- Building Above Ceiling -
- Mechanical Rough-in -
- Electrical UFER -

Available Actions

- Request Inspection
Foundation
- Request Inspection
Building Floor / Slab
- Request Inspection
Building Framing
- Request Inspection
Building Above Ceiling
- Request Inspection
Mechanical Rough-in

18. After requesting the inspection, an auto-generated email is sent to the permitting department notifying them of the requested inspection. **Please do not request next-day inspections through the portal.** Call the office if you need an inspection within 24 hours. **Once the email is received, the office will call you to confirm the dates and verify the inspections.** Once the inspection is scheduled, the inspection status will be updated in the portal. If you **have not** received a phone call from the permitting office to confirm your inspection, call the Fire Prevention Division which handles construction at 270-444-8527.

End of How-To Document