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DATE: September 28, 2018

TO: Permit and Plan Review Applicants

FROM: Deputy Chief J. Westbrook

SUBJECT: New Software

Earlier this year our Fire Marshal's Office began the process of implementing new software to improve our level of customer service to building owners, tenants, managers, contractors, and others who work in the maintenance or construction of buildings. We selected a product with years of reliable service known as MobileEyes. We have already made significant efficiency improvements when we implemented the software for existing buildings. Now we are taking the next step and implementing the use of the software for plan review and new construction inspections.

Effective October 1, 2018, all permit applicants must create a contractor account in MobileEyes prior to your plan review appointment at the Fire Marshal's Office. The following pages provide easy steps to creating an account. Remember that there may only be one contractor for each approved set of plans/permit. This same contractor is the only person who can request inspections through the Permit portal for that permit. If you provide a contractor at initial plan review, and that changes, the new contractor must create an account before we can change the contractor in our system. **The tenant, contractor, expeditor, or a representative of the business must submit a request with the new contractor information to fmoinspections@cobbcounty.org in order to change the point of contact for a permit. Failure to do so may cause delays in getting inspections scheduled.** In the portal, each company may have multiple employees designated as contractors, but only one contractor can be associated with each approved set of plans.

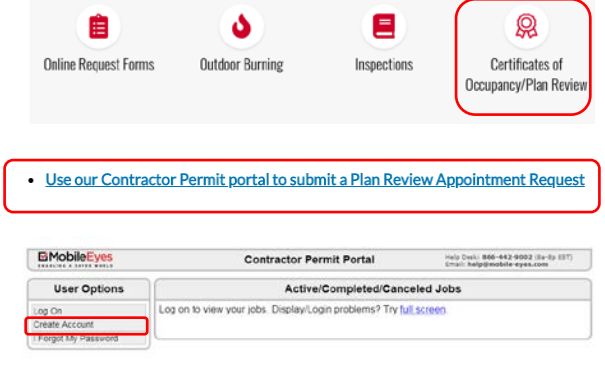
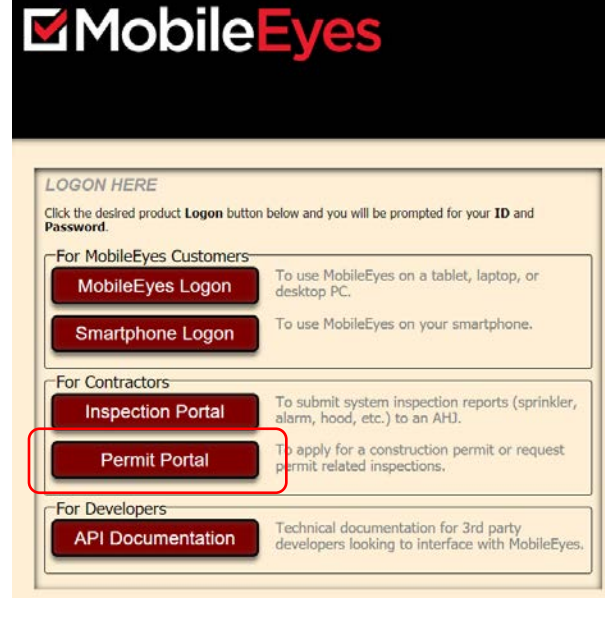
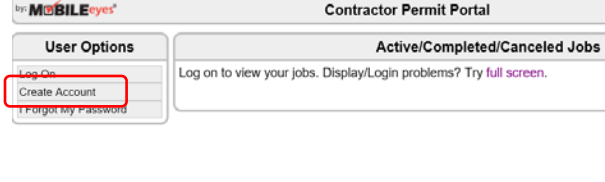
For any plan reviews completed on or after October 1, 2018, the associated inspections must be requested through the portal. Our same deadline of 3:00 p.m. still applies to inspection requests.

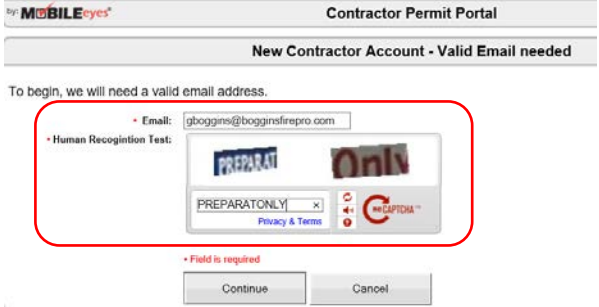
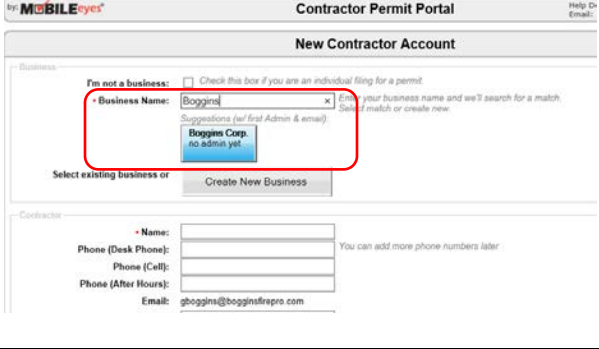
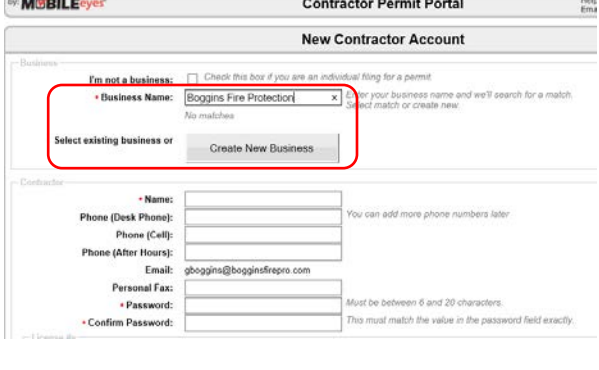
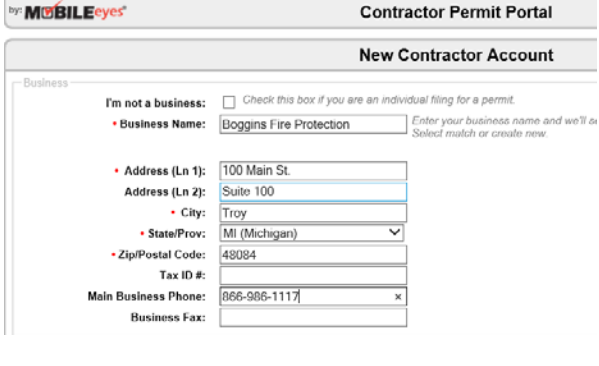
We expect increased effectiveness and efficiency as we move forward with this implementation. We appreciate your patience as we work through this transition period.

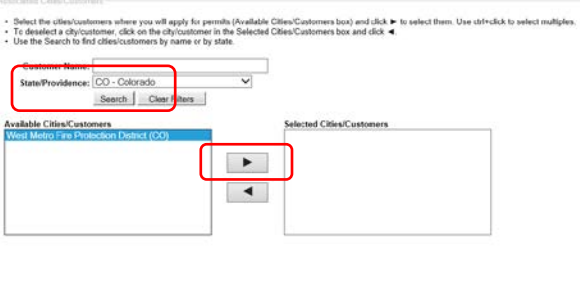
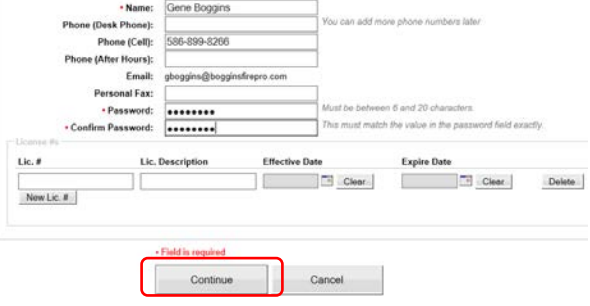
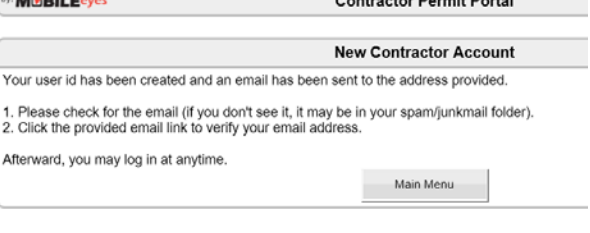
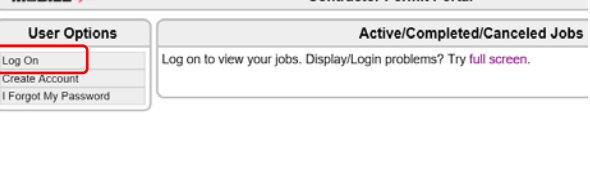
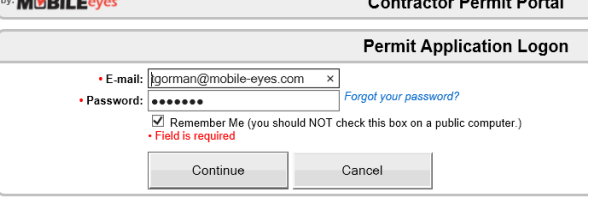
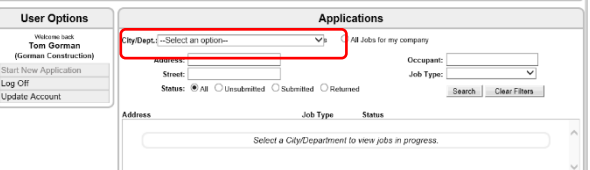
Process: Using the MobileEyes Permit Portal

Procedure: Creating a portal account.

Date Created/Updated: 09/3/2019

<p>1</p>	<p>Go to www.cobbfm.org</p> <p>Click <i>Certificate of Occupancy/Plan Review</i>.</p> <p>Click on the contractor portal link.</p> <p>Click create account.</p>	
<p>2</p>	<p>Click <i>Permit Portal</i>.</p>	
<p>3</p>	<p>Click <i>Create Account</i>.</p>	

<p>4</p>	<p>Enter your email address.</p> <p>Enter the Human Recognition Test.</p> <p>Click <i>Continue</i>.</p>	
<p>5</p>	<p>Enter your business name. As you type, existing businesses will appear as blue buttons. These are businesses linked to accounts that have already been created by others at your company.</p> <p>If you see your company's name, click on it. This will link you to your company.</p>	
<p>6</p>	<p>If not, enter your business name and click <i>Create New Business</i>.</p>	
<p>7</p>	<p>Enter your business information. Fields with red asterisks are required.</p>	

8	<p>Scroll down and find the communities / AHJs that you will be working with.</p> <p>Use the state filter to find all communities / AHJs in your state that use the permit portal.</p> <p>Click on one or more communities / AHJs and click the arrow to select them.</p>	
9	<p>Scroll down further and enter your personal contact information. Create a password.</p> <p>Enter your license information.</p> <p>Click <i>Continue</i>.</p>	
10	<p>MobileEyes will send you a verification email.</p> <p>Go to your email and click on the link to verify your email address.</p>	
11	<p>Once you have verified your email address, return to the permit portal and click <i>Log On</i>.</p>	
12	<p>Enter your email and password.</p> <p>If you are using your own computer, check the <i>Remember Me</i> box.</p> <p>Click <i>Continue</i>.</p>	
13	<p>On the permit portal home screen, select the community / AHJ that you will be working with.</p>	

<p>14</p>	<p>Then watch the short help videos.</p>	 <p>The screenshot shows the MobileEyes Contractor Permit Portal. On the left, there's a sidebar with 'User Options' (Welcome back Tom Gorman, Start New Application, Log Off, Update Account), 'Document Library', and 'Contractor Help'. The 'Help Videos' section is highlighted with a red box and contains five links: 'Single Portal Account Overview', 'How to Find Your Active Jobs', 'How to Request an Inspection', 'How to Request Multiple Inspections', and 'How to Cancel an Inspection'. The main content area shows 'Applications' for 'West Metro Fire Protection District' with fields for Address, Street, and Status (All, Unsubmitted, Submitted, Returned). Below that is 'Active Jobs' with fields for Address and Street.</p>
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