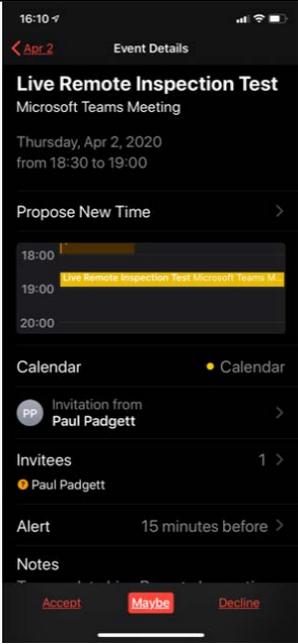
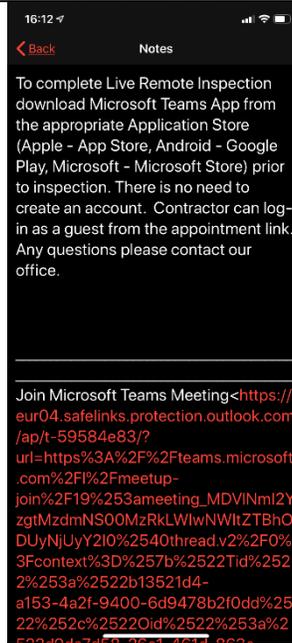


Town of Garner Live Remote Inspection Quick Reference Guide

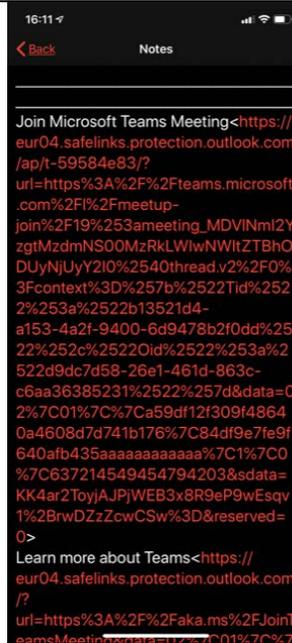
The following information is intended to be a quick reference guide to assist contractors and technicians in preparing for a Live Remote Inspection (LRI) with Town of Garner Inspections Staff. The Town of Garner Inspections Department is utilizing Microsoft Teams as the primary platform to conduct LRI. The application is free to download and does not require the company or technician to have an account.

<p>Microsoft Teams Application can be downloaded on any Windows, Apple or Android Device. The application is free to download and can be used as a guest while conducting the LRI with Town of Garner staff. The Teams Meeting will utilize an email address to send a meeting invitation. The application can be downloaded at ( <a href="https://products.office.com/en-us/microsoft-teams/download-app">https://products.office.com/en-us/microsoft-teams/download-app</a> )</p> <p><b>All Screenshots are from an Apple iPhone. Other devices will look similar.</b></p>	
<p>The following is needed to schedule a LRI: Permit Number, Site Address and Type of Inspection. Staff will also need Technician Name, Email Address and Contact Number. Upon receipt of the above information, available times to complete the LRI will be given.</p> <p>The email address given will need to be linked to the device being used for LRI. The technician will receive a Microsoft Teams Meeting Invitation (see screenshot).</p>	

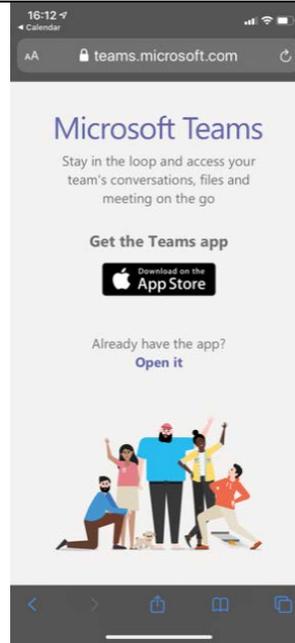
To access the Microsoft Teams Meeting Information and Appointment open “Show All Notes”. This will give information regarding the LRI and a hyperlink to the Teams Meeting.



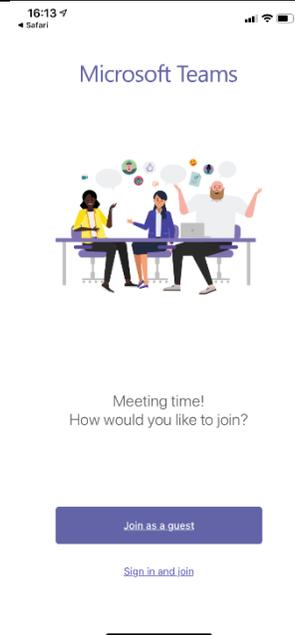
Use the hyperlink to access the LRI meeting. If the Microsoft Teams Application has not been downloaded on the device, it will prompt the technician to download the application. If the application is already on the device, it will prompt the technician to open the application.



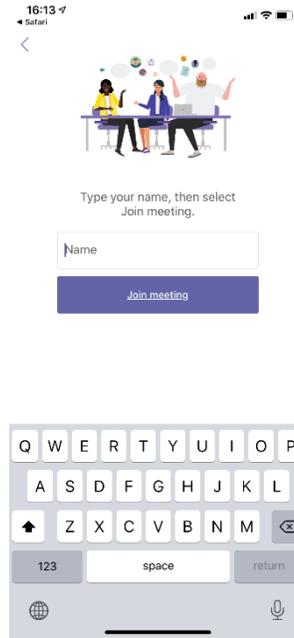
From the LRI hyperlink the technician will be directed to a screen to either download the application or if the application is already on the device, open it.



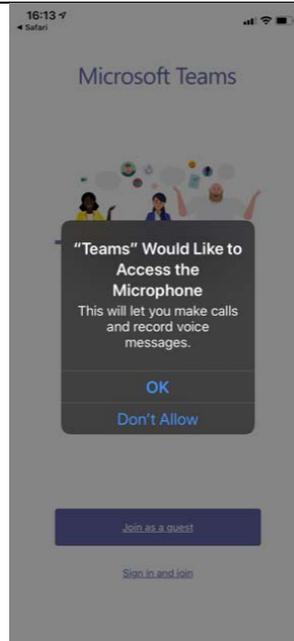
At the login screen the technician will be asked to login as a guest or login with an existing Microsoft Teams account.



**\*\* If the technician uses a guest login, they will need to enter full name and company name. \*\***



The technician will need to give the Teams Application approval to use the microphone.

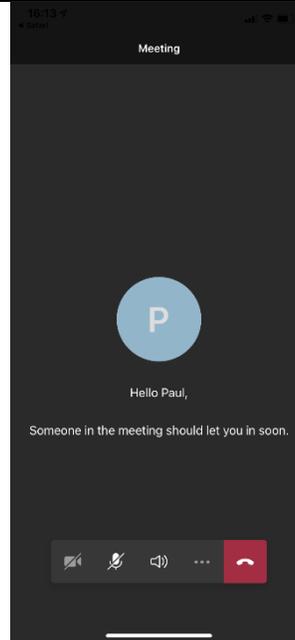


Once the technician has joined the meeting, they will see a screen like the current screenshot.

Ensure that your camera, microphone and speakers are turned on. These options are in the bottom center of the screen. If they are not visible, touch the lower portion of the screen to bring up the options.

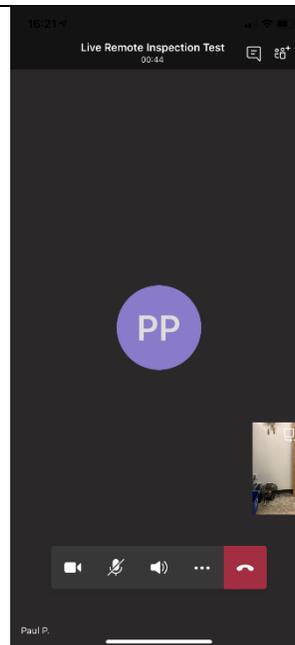
If there is a mark across your camera, mic or speaker icon, then you have them disabled. Touch the icon to enable the feature.

**\*\* There will also be a phone icon with a red background. This is used to exit the meeting once the LRI is complete. \*\***

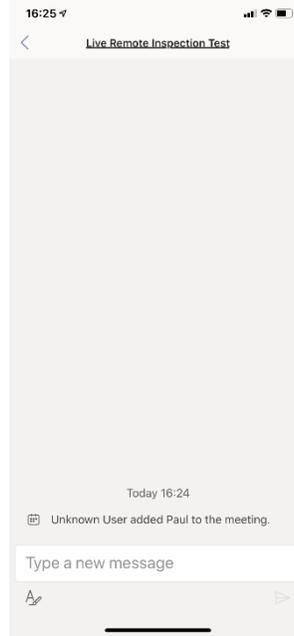


During the meeting the technician's screen should look like the screenshot. The image from the technician's device will show up as the small screen in the lower left. The Town of Garner Staff Member will be in the center of the screen. In the upper right corner is an icon to bring up a chat screen.

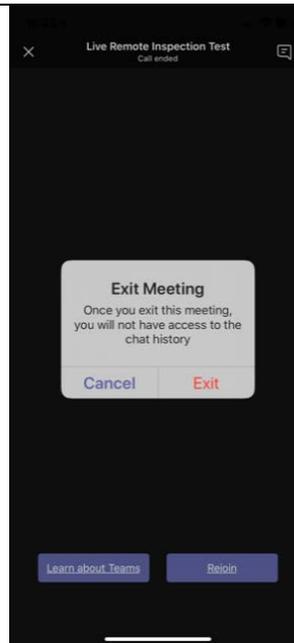
**\*\* The chat screen is in the next screenshot \*\***



The chat screen will allow the technician and the inspector to create notes while conducting the inspection.

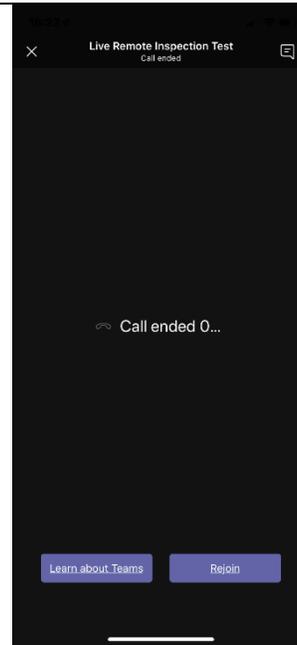


Once the LRI is completed and any remaining information is passed between the technician and inspector, the technician can exit the meeting by touching the icon that looks like a phone handset with a red background. This will bring up the current screenshot.



Once you click on exit the last screen you will see is the call ended screen.

At this point the LRI is complete and the inspection status will be entered into the Inspections database with any comments that were given to the technician.



At any time if the technician loses service or connection, the technician can rejoin the meeting by accessing the initial hyperlink and going through the above steps. If this does not work, the technician is to contact the inspector via phone.

The technician is to have all tools and resources to complete the inspection. Prior to the LRI ensure you have read the NCDOT Live Remote Guidance Paper located at the link below.

[https://ncdoi.com/OSFM/Engineering\\_and\\_Codes/Documents/Interpretations4/Guidance%20Papers/Live%20Remote%20Paper%2010-2019%20Board%20Approved.pdf](https://ncdoi.com/OSFM/Engineering_and_Codes/Documents/Interpretations4/Guidance%20Papers/Live%20Remote%20Paper%2010-2019%20Board%20Approved.pdf)

For any questions regarding the Live Remote Inspection Process, please contact Tony Beasley at 919-773-4405 or Paul Padgett at 919-773-4428.