

Town of Garner Inspections Department Live Remote Inspection Process

The primary platform to complete a Live Remote Inspection (LRI) with the Town of Garner Inspections Department will be Microsoft Teams. The technician will need an electronic device that can access email and calendar appointments, display a video and audio feed, and support the Microsoft Teams application. Microsoft Teams can be used on Windows, Apple, and Android devices. The following link can be used to download the application before the inspection. (<https://products.office.com/en-us/microsoft-teams/download-app>). If a technician already has a Microsoft Teams account, they may use that account. If a technician does not have an account, they will be able to log in as a guest. If a technician chooses to log in as a guest, please use your full name and company name.

What to Expect Once Live Remote Inspection is Scheduled

Once you have scheduled an LRI, you will receive a Microsoft Teams Meeting Appointment via email and a calendar appointment that will have information for the inspection and a hyperlink to the LRI meeting. This information needs to be provided to the technician who will be on-site to complete the LRI. If the technician does not have Microsoft Teams on their device, the hyperlink will direct them to download the application. This same hyperlink will be used to access the Microsoft Teams Meeting to complete the LRI. Before the LRI, ensure the technician has reviewed the NCDOT Live Remote Inspection Guidance Paper and the Town of Garner LRI Quick Reference Guide found on our website.

Conducting a Live Remote Inspection

Before the LRI time, use the hyperlink in the calendar appointment to join the Microsoft Teams Meeting. Once in the meeting, verify that the technician's video and audio are working and that the inspector can see and communicate clearly with the technician. Ensure the device has adequate signal strength to continue the inspection. If the signal is insufficient or the video or audio feed from the device fails, the inspector will ask the technician to go back to a specific point and continue or reschedule the inspection. Any comments during the inspection will be noted in the chat feature of Microsoft Teams and transferred to the comments section for the LRI Inspection.

For any questions regarding the Live Remote Inspection Process, please contact Paul Padgett at 919-773-4405 or Roy Barbour at 919-773-4430