

INSPECTION PORTAL HOW-TO-GUIDE

INSIDE THIS GUIDE

PG. 2

Registration

PG. 2-5

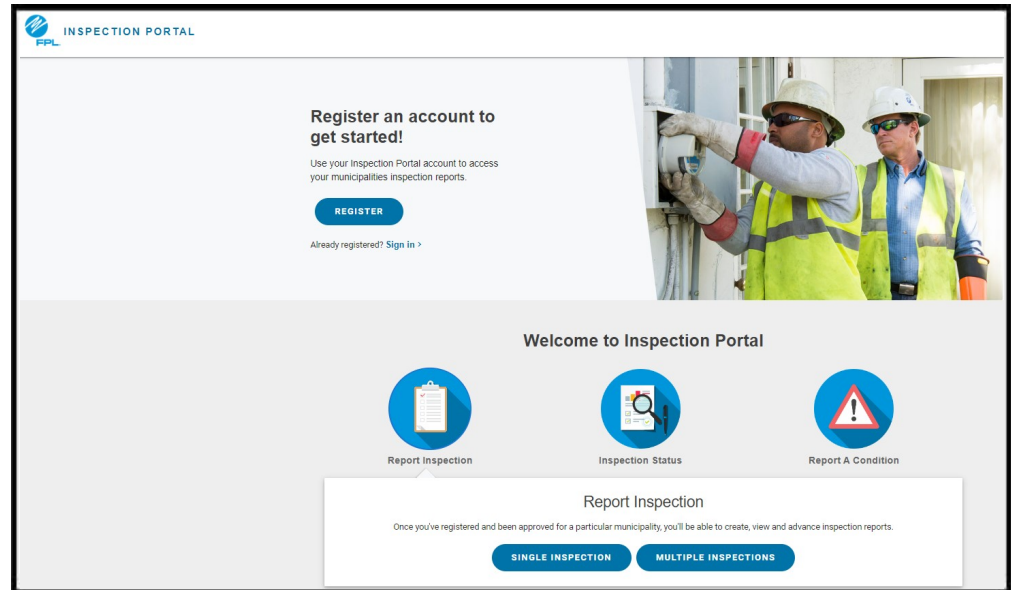
Report Inspections: Steps 2 & 3

PG. 6-7

Review and Dashboard

PG. 8-9

User Management



INSPECTION PORTAL

HOW-TO-GUIDE

The Inspection Portal is FPL's premier municipal interface that allows real-time reporting of approved inspections and unsafe conditions to FPL. This robust tool was created to streamline communications through automation and eliminate outdated processes that have led to customer and municipal dissatisfaction.

REGISTRATION

LET'S GET STARTED

To get started, users must register on behalf of the municipalities or agencies they represent. Registration can be accessed from the landing page using the register now link on the log in screen. Registration is a five-step process. The user will be asked to complete the following:

1. Account information
2. County/Agency selection
3. Municipality selection
4. Role selection
5. Review

In Steps 2 and 3, the user will be prompted to make county/agency and municipal selections. The municipalities listed will be based on the county selections made in Step 2.

Users cannot move past step 3 without choosing one city per county selected. In some cases, a county was included in the municipalities level as they conduct their own inspections across various municipal borders.

There are three roles available for users of the inspection portal:

1. Municipal Administrator – User able to manage access requests and user roles on the inspection portal.
2. Municipal Inspector – Inspectors within a municipality allowed to provide inspections within that region.
3. Third-Party Inspector – External Inspectors who are authorized to provide inspections within a municipality. May be contractors.

Step 5 allows a user a final review screen prior to submission. Once a registration is submitted, the inspection portal will become accessible to the user once they have been approved by their respective municipality. Only initial municipal administrators will be approved by FPL. All other registrations will be managed by the municipality.

Register an Account

First Name
Tatiana

Last Name
Garcia

Email/User ID
Inspector@miamidade.gov

Phone Number
305-699-4068

Password

Confirm Password

Note: Email and Password will be your login credentials to this site.

Step 1 / 4: Select Counties and Agencies

Now,
Select the counties and agencies you want to register for

Counties and Agencies
Select all that apply, then click 'Continue'

County

Agency

Step 3 / 4: Assign Roles

Next,
Select the roles you would like to assign for each Municipality/Agency

Roles
Assign all, then click 'Continue'

Brevard

Cocoa

Select a Role

Municipal Admin

Municipal Inspector

3rd Party Inspector

REPORTING SINGLE INSPECTIONS

CORE FUNCTIONALITY OF THE INSPECTION PORTAL

The process to report an inspection can be accessed in three ways:

1. The landing page report inspection button
2. The dashboard search menu
3. The report inspection link in the header drop-down menu

Each selection will navigate the user to the address search step within the report inspection process. The address search step will display the users' default county and municipality.

Reporting inspections is now a three-step process:

1. Address search
2. Inspection details
3. Review and Submit

All approved users in a municipality will be able to submit an inspection by following screen prompts and filling in all required fields.

STEP 1: ADDRESS SEARCH

The address search will validate if the address is associated with an existing work request at FPL. If one is found, it will directly associate that request during the first step of your submission, and then send you to Step 2.

When the user clicks submit, the information is used to complete a database search. If multiple work requests match the submitted information or if multiple units are retrieved that are associated with the given address, the user will be prompted to make further selections on the multiple address screen for further clarity. The user can select an existing request or they can choose to submit with the given address, triggering a new work inspection notification for FPL.

The screenshot shows a 'SEARCH' dashboard with a header 'Municipality/Agency' set to 'Lauderhill'. Below the header are several filter sections: 'Inspector' set to 'All', 'Inspection Type', 'Disposition', and 'Select Date Range' set to '01/24/2024 - 01/30/2024'. There is a 'Permit Number' field and two buttons: 'CLEAR' and 'SEARCH'. At the bottom, there is a prominent blue button labeled 'REPORT SINGLE INSPECTION'.

This is the 'Report Inspection' form, Step 1: Address Search. It contains several dropdown menus for 'Report Type' (Inspection), 'County Or Agency' (County), 'County' (Broward), 'Municipality' (Lauderhill), 'Address Number', 'File Location' (Please Select the option), 'Address Street Name', 'Street Type' (Please Select the option), 'Post Location' (Please Select the option), 'Units', 'City' (Please Select the option), 'State' (FL), and 'Zip'. There is also a section for 'Additional Address Location Information'.

This screen shows the results of the address search. It states: 'Listed Below are the established addresses found in our system. Please verify if your address is already in our system. If not continue with the given address'. There are two radio button options: '27170 DEL LN, BONITA SPRINGS, FL, 34135, #TUG' (selected) and 'Create with given Address (27170 DEL LN, BONITA SPRINGS, FL, 34135)'.

Here is where you'll make your final selections concerning an inspection report to let FPL know a project is ready for service connection.

The inspection portal deals with three main inspection types:

1. Temporary – Temporary construction service inspection for temporary meter stands that will be attach to a structure and will eventually become a permanent service (Temporary Underground/TUG or Temporary Overhead Pole/TOP only).
2. Permanent – For permanent connection to an existing or new service.
3. Work-With Inspections – Pre-authorization of electrical service work prior to permanent inspection (Miami-Dade County only).

These three inspection types were listed to meet the varying needs in all of the municipalities within FPL's service territory. Further, the team has added two disposition types for inspections submitted:

1. Pending – Allows an inspector to put in service information prior to approving their inspection in the field. This disposition type will hold your information on the portal until you are ready to send to FPL's systems.
2. Passed – Will send all service, project, and inspection information to FPL's various systems. The inspection will post directly to a customer's account and the associated connection request.

Once you've placed an inspection date and have acknowledged the validity of the submitted information, the user will be navigated to the review panel.

Inspection Details

Inspection Type 
Work-with

Permit #
20200331WW

Disposition
Passed

Disposition Date
2020-03-31

☒ Acknowledge

By selecting this acknowledgement, you acknowledge that you're providing accurate and prudent information to FPL with the intent that FPL is to provide power and/or set a meter at the address indicated. If you want to make changes to a submitted 'Permanent'/'Passed' inspection, please call your respective service center.

STEP 3: REVIEW & SUBMIT

On the review page, the user is able to see all submitted information for the upcoming inspection report. They can select any of the edit tabs to navigate back to the specific section they need to correct.

Once all sections are verified, the user can submit and send the information to FPL's internal systems and onto FPL's inspection portal dashboard.

REPORTING MULTIPLE INSPECTIONS

The report multiple inspections process can be accessed in three ways:

- The landing page report inspection button.
- The dashboard search menu.
- The report inspection link in the header drop-down menu.

Each selection will navigate the user to the address search step within the report inspection process. The address search step will display the users’ default county/agency, and municipality.

Reporting inspections is now a three-step process:

1. Address search
2. Inspection details
3. Review and Submit

All approved users in a municipality/agency will be able to submit multiple inspections by following screen prompts and filling in all required fields.

STEP 1: ADDRESS SEARCH

The address search will validate if the address is associated with an existing work request at FPL. If one is found, it will directly associate that request during the first step of your submission, and then send you to Step 2.

When the user clicks submit, the information is used to complete a database search. If multiple work requests match the submitted information or if multiple units are retrieved that are associated with the given address, the user will be prompted to make further selections on the multiple address screen for further clarity. The user can select an existing request or they can choose to submit with the given address, triggering a new work inspection notification for FPL.

First, Make your selections for each report in the top card, click add, then review and submit your final report in the table below.

Address

County Or Agency
County

Municipality
Brevard, Cape Canaveral

Address Number
1234

Plg Direction
Please Select the option

Address Street Name
sw 45 st

Street Prefix
Please Select the option

Post Direction
Please Select the option

Unit #

City
Please Select the option

Zip Code

Inspection Details

Inspection Type
Please Select the option

Permit #

Disposition Date
2024-01-29

ADD

CLEAR

First

Fill out the information below to get started

Listed Below are the established addresses found in our system. Please verify if your address is already in our system. If not continue with the given address

☒ 27170 DEL LN, BONITA SPRINGS, FL, 34135, #TUG

☐ Create with given Address (27170 DEL LN, BONITA SPRINGS, FL, 34135)

STEP 2: INSPECTION DETAILS

Here is where you'll make your final selections concerning an inspection report to let FPL know a project is ready for service connection.

The inspection portal deals with three main inspection types:

- 1. Temporary – Temporary construction service inspection for temporary meter stands that will be attach to a structure and will eventually become a permanent service (Temporary Underground/TUG or Temporary Overhead Pole/TOP only).
- 2. Permanent – For permanent connection to an existing or new service.
- 3. Work-With Inspections – Pre-authorization of electrical service work prior to permanent inspection (Miami-Dade County only).

These three inspection types were listed to meet the varying needs in all of the municipalities within FPL’s service territory.

Further, the team has added two disposition types for inspections submitted:

- 1. Pending – Allows an inspector to put in service information prior to approving their inspection in the field. This disposition type will hold your information on the portal until you are ready to send to FPL’s systems.
- 2. Passed – Will send all service, project, and inspection information to FPL’s various systems. The inspection will post directly to a customer’s account and the associated connection request.

Once you’ve placed an inspection date and have acknowledged the validity of the submitted information, the user will be navigated to the review panel.

Report Summary

Address	Inspection Type	Permit#	Disposition Date	Delete
1234 SW 45 ST 1,CAPE CANAVERAL FL 32920	Permanent	1234	2024-01-29	
1234 SW 45 ST 2,CAPE CANAVERAL FL 32920	Permanent	1235	2024-01-29	

Rows per page: 5 1-2 of 2

☒ By selecting this acknowledgement, you acknowledge that you're providing accurate and prudent information to FPL with the intent that FPL is to provide power and/or set a meter at the address indicated. If you want to make changes to a submitted 'Permanent'/ 'Passed' inspection, please call your respective service center.

CANCEL

SUBMIT

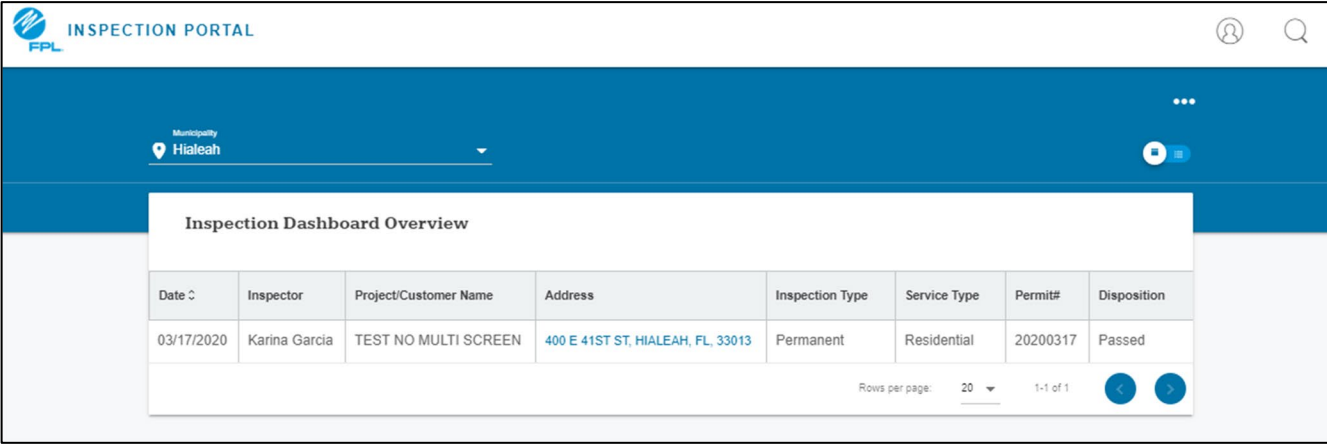
STEP 3: REVIEW & SUBMIT

The user is able to review all of the added inspection information for the upcoming inspection report. They can delete any incorrect entry before submitting multiple inspections.

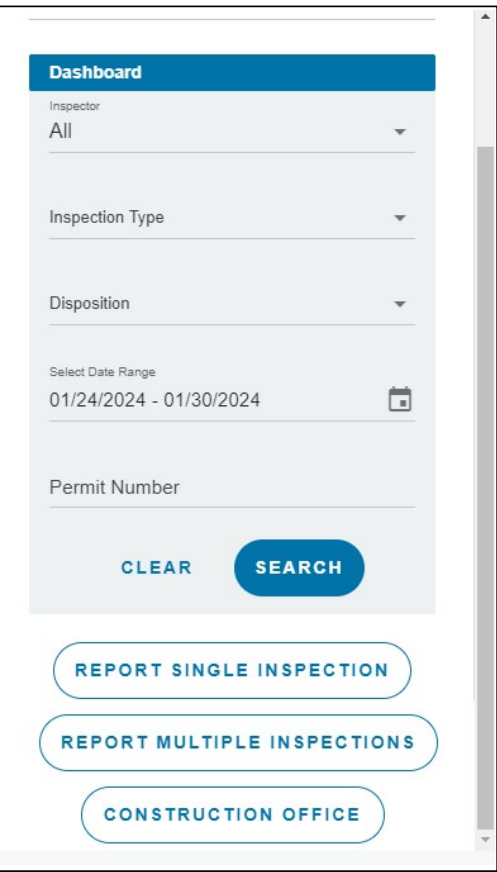
Once verified, the user can submit and send the information to FPL’s internal systems and onto FPL’s inspection portal dashboard.

DASHBOARD

SUBMITTED INSPECTION DATABASE



The dashboard is the first page a user will see upon logging in to the inspection portal. The dashboard displays all previously submitted inspections for a specific municipality. The information displayed is defaulted to a snapshot of the last seven days.

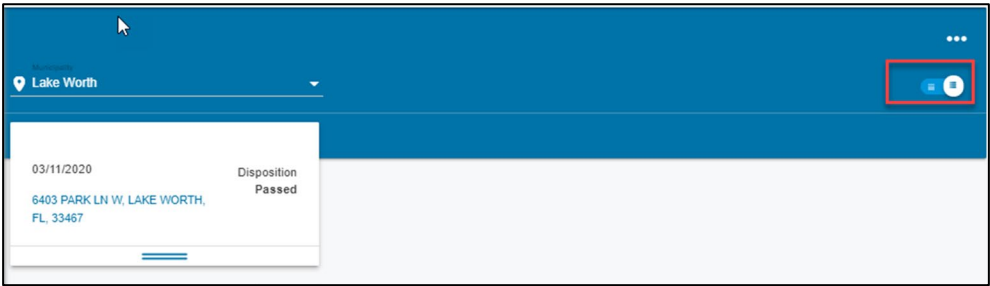


A user is able to modify the information displayed on the dashboard using the dashboard search.

Available filters for the data search are as follows:

1. Municipality
2. Inspector
3. Inspection type
4. Service type
5. Disposition
6. Date range

Further, the user is able to toggle between table view and card view for the reported inspections using the toggle button on the top right hand corner of the dashboard.



The user also has the option of exporting the inspections found after his search via PDF or Excel.

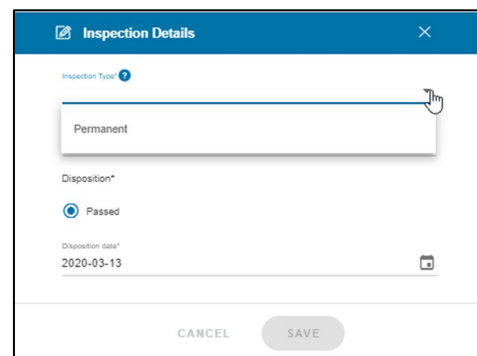
UPDATING PREVIOUSLY-SUBMITTED INSPECTIONS

The dashboard also affords the user the opportunity to update previously submitted inspections to avoid duplicating steps within the report inspection process. The three main update options involve updating inspection and disposition types as follows:

1. Pending to passed disposition – used to trigger sending an inspection to FPL.
2. Temporary to permanent inspection type.
3. Work-with to permanent inspection type.

To access the update screen, select the inspection listed on the dashboard you wish to modify. Select the edit information icon in the inspection details section, select the inspection type or disposition type you would like to edit.

If the previous inspection was pending, you will see the only disposition option selectable as passed. If the previously-submitted inspection type was temporary or permanent, the user will only have permanent as the new inspection option on that menu. Please update the date submitted to the corresponding date. Using this screen will help the user avoid duplicating selections in the registration process for an update. If the user happens to attempt to update an inspection in the regular process, steps 2-3 will be skipped.

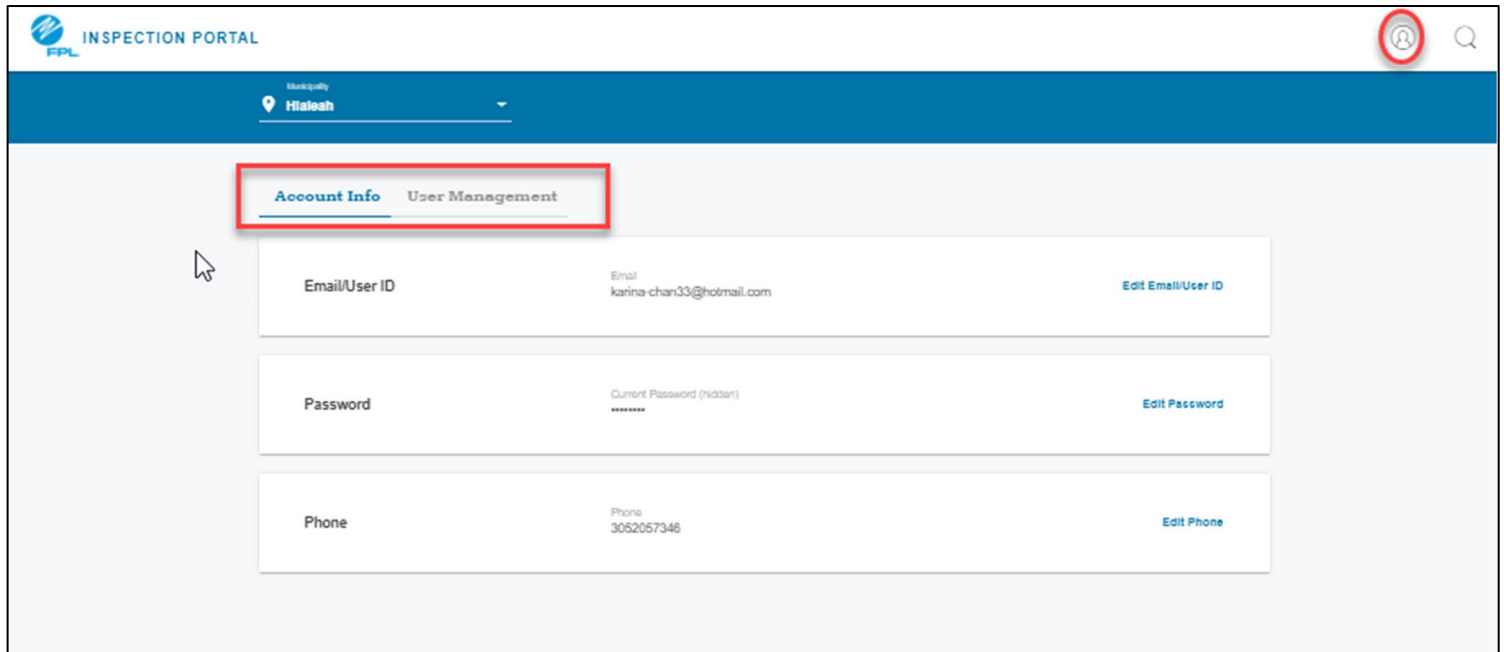


The screenshot shows a modal window titled "Inspection Details" with a close button (X) in the top right corner. Inside the modal, there are three main sections: "Inspection Type", "Disposition*", and "Disposition date*". The "Inspection Type" section has a dropdown menu currently showing "Permanent". The "Disposition*" section has a radio button labeled "Passed" which is selected. The "Disposition date*" section shows the date "2020-03-13" next to a calendar icon. At the bottom of the modal, there are two buttons: "CANCEL" and "SAVE".

USER MANAGEMENT

HOW TO SELECT DEFAULTS AND MANAGE OTHER USERS AS AN ADMIN

All users are able to access the account information pane from the my profile link under the icon on the top right hand side of the dashboard page.

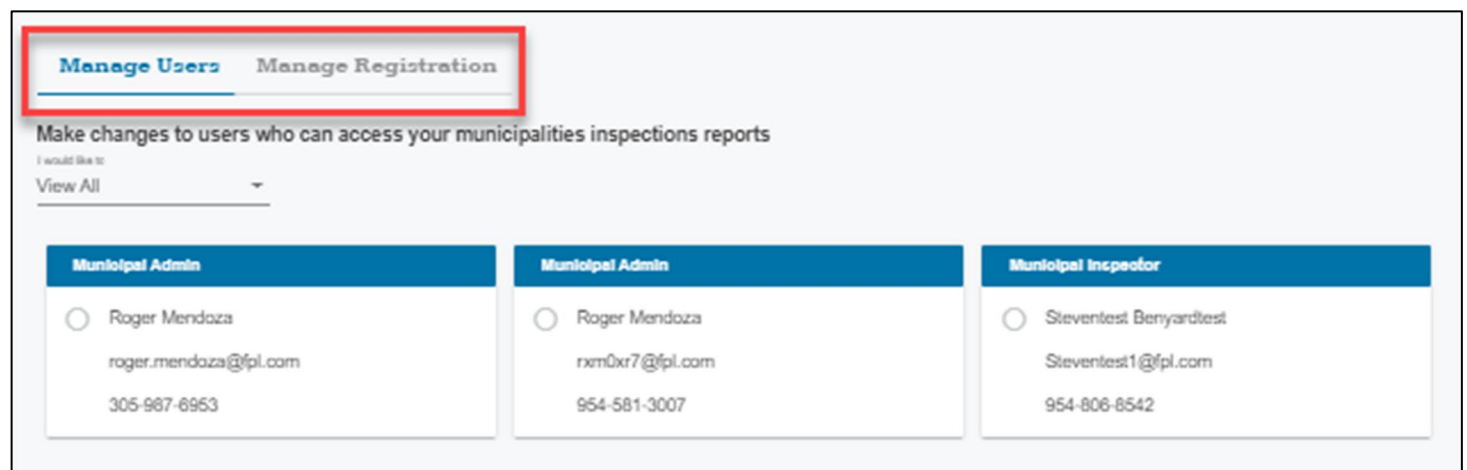


The screenshot shows the 'INSPECTION PORTAL' header with the 'Hialeah' municipality selected. Below the header, there are two tabs: 'Account Info' (selected and highlighted with a red box) and 'User Management'. The 'Account Info' section contains three rows of information:

Field	Value	Action
Email/User ID	Email: karina.chan33@hotmail.com	Edit Email/User ID
Password	Current Password (hidden): *****	Edit Password
Phone	Phone: 3052057346	Edit Phone

Upon selection, all users will be navigated to the account maintenance screen, where there are two tabs:

1. Account info –allows user to edit log in credentials for their inspection portal account
2. User management – allows a user to edit default municipality (if they’ve registered in multiple), and find their municipality administrator
 - a. Allows users with **administrative permissions** to access the manage user and pending registration lists.



The screenshot shows the 'Manage Users' tab selected and highlighted with a red box. Below the tab, there is a heading: 'Make changes to users who can access your municipalities inspections reports'. Below this heading, there is a dropdown menu labeled 'I would like to:' with 'View All' selected. Below the dropdown, there are three columns of user information:

Municipal Admin	Municipal Admin	Municipal Inspector
☐ Roger Mendoza roger.mendoza@fpl.com 305-987-6953	☐ Roger Mendoza rxm0xr7@fpl.com 954-581-3007	☐ Steven test Benyard test Steven test1@fpl.com 954-806-8542

To manage a user, simply select the registration, click manage, and change either the user’s role or their status on the inspection portal.

Changing a user from **active** to **inactive** will leave them unable to access the inspections database or submit inspections for the specified municipality.

REPORTING CONDITIONS

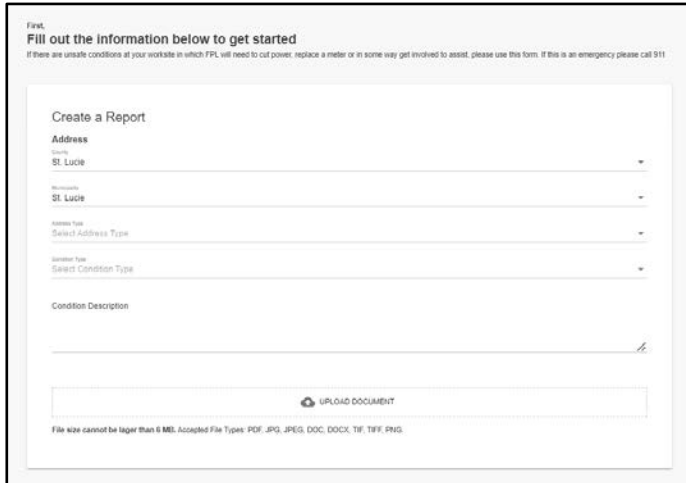
The process to report a condition can be accessed in three ways:

1. The landing page report condition button
2. The dashboard search menu
3. The report condition link in the header drop-down menu

Each selection will navigate the user to the report condition process.

1. Address Type
2. Condition Type
3. Condition Description
4. Upload Document

All approved users in a municipality will be able to submit a condition by following screen prompts and filling in all required fields.



First, Fill out the information below to get started

If there are unsafe conditions at your worksite in which FPL will need to cut power, replace a meter or in some way get involved to assist, please use this form. If this is an emergency please call 911

Create a Report

Address

City: St. Lucie

State: St. Lucie

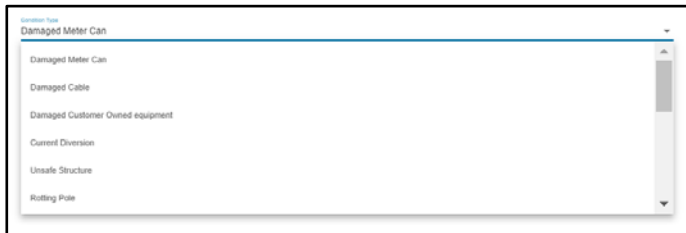
Address Type: Select Address Type

Condition Type: Select Condition Type

Condition Description

UPLOAD DOCUMENT

File size cannot be larger than 6 MB. Accepted File Types: PDF, JPG, JPEG, DOC, DOCX, TIF, TIFF, PNG.



Condition Type

Damaged Meter Can

Damaged Cable

Damaged Customer Owned equipment

Current Diversion

Unsafe Structure

Rusting Pole

STEP 1: ADDRESS TYPE

The address type has two dispositions available in the drop-down, address or intersection. The user makes the appropriate address selection and enters all information required for the address.

STEP 2: CONDITION TYPE

Here, you can select the type of condition you are reporting – damaged meter can, damaged cable, etc.

STEP 3: CONDITION DESCRIPTION

Enter all details about the condition that will assist FPL.

STEP 4: UPLOAD DOCUMENT

Upload any supported documentation you may have, including pictures, etc.

Once all sections and entries are verified, the user can submit and send the information to FPL's internal systems and onto FPL's inspection portal conditions dashboard.

DASHBOARD

SUBMITTED CONDITIONS DATABASE

INSPECTION PORTAL

Inspections

Conditions

Conditions Dashboard Overview

Address Search

Date	Inspector	Address	Status	Description
02/13/2024	Brisy Morejon	12133 sw 4 ST , Lauderhill, FL, 33311	New Report	Damaged meter can - need electrician

Rows per page: 201-1 of 1

The dashboard is the first page a user will see upon logging into the inspection portal. Click on Conditions to view the Conditions dashboard. All previously submitted conditions will be displayed here.

► **For Inspection Portal general questions, please contact your local representatives**

- » FPL Major & Governmental Account Representative
- » FPL Service Center Admin

► **Please notify your representative once your Administrators have registered on the FPL Inspection Portal**

<https://partner.fpl.com/inspection.html>

