Scheduling Inspections Online

Before we begin, please log into your account at http://dsconline.cityofhenderson.com. If you don’t have an account, you must register for and have an approved account prior to scheduling an inspection. In addition, your online account should be linked to a contact that is attached to the permit where you want to schedule an inspection. If it is not, you will have to get that remedied prior to scheduling an inspection. Please see Troubleshooting at the end of this document.

After you have logged in, please click “Home” at the top of screen and choose the permit you want to schedule inspection on by clicking the Permit Number of the permit number in the Permit section

On the permit page, in the Inspection section, you will see a “Schedule” link next to each inspection in the list of Schedule Inspections. If you do not see a “Schedule” link next to the inspections, you are not connected to this permit. Please go to the Troubleshooting section of this document.

Once you click on the “Schedule” link, a pop up will appear. Click the calendar icon to choose the date of your inspection. Enter any comments pertinent to the inspector in the Comments field. Click the “Schedule” button.

Remember that Community Development, Utilities and some QC inspections are not available on a Friday even if you schedule them and the inspection if scheduled on a Friday will be performed on the next business day. Building, Fire and most QC inspections are Monday through Friday.
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After your inspection has been scheduled, you will receive a notice indicating the success. Click OK.

Your scheduled inspection will now appear on the left in Existing Inspections. Existing Inspections holds all scheduled and completed inspections.

If you have more than one inspection to schedule at a time on the same permit, use the Request Multiple Inspections button. It will bring up a list of inspections available to be scheduled. Put a checkmark next to each inspection you want to schedule, use the calendar control to choose the date you wish to schedule the inspection for and enter any comments pertinent to the inspection. After doing that, hit the Schedule Selected button to schedule the inspection(s).
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TROUBLESHOOTING SCHEDULING INSPECTIONS

1. I can’t see the “Schedule” link next to the inspection(s) I want to schedule?

   If you can’t see the “Schedule” link then you are not listed as a contact on the permit or your online registration is not connected to the contact that is connected to the permit. If you have a Prime contractor and you are a subcontractor, have the Prime add you as a contact on the permit. If you are the originator of the permit or you can see your contact connected to the permit connected to the permit in the Contact details, first check that you are indeed logged on and if so, contact the City of Henderson and let them know that you can’t see a permit that you are logged into. Send an email to cohpermits@cityofhenderson.com to report the issue, make sure to include the email address that you use to log-on and the permit number with which you would like to be connected.

2. It says I have outstanding fees and won’t let me schedule an inspection.

   If there are outstanding fees on a permit, it will stop any inspection from being scheduled online. Once the outstanding invoice is paid, it will allow the schedule of inspections again. The invoice can be paid either at City of Henderson City Hall at the Cashier or online by clicking the pay link next to the fees that are still due. Only the billing contact on the permit can pay invoices connected to the permit.