

07 View Inspection Report and Upload Photo

Before you begin:

This scenario reflects a failed site inspection. These instructions provide information on how to access the site inspection results and upload photos of non-compliance that resulted in the failed inspection. Once the photos have been uploaded and reviewed by OL Inspections, a determination will be made on if a follow up inspection is required or not.

Email Inbox is displayed

The screenshot shows the Mailinator web interface. At the top, there is a navigation bar with links for Home, Email, Pricing, Documentation, and FAQ, along with a Login button. On the left side, there is a sidebar menu with options: Public Inboxes, Public SMS, Pricing, and Request Trial. The main content area is titled 'Public Messages' and features a search bar with the text 'smontoya' and a 'GO' button. Below the search bar is a table of messages. The table has columns for 'From', 'Subject', and 'Received'. The first row shows a message from 'DXP Online Service' with the subject 'Sandbox: California DMV - Inspection Result' and a received time of '4 hours'. The subject text is highlighted with a red box. Below the table, there are several links: System Status, Terms, Privacy, Accessibility, and Security. At the bottom left, there is a small copyright notice: 'Monitored by SpamLink Copyright © 2022 Mailinator, LLC. All Rights Reserved'.


From	Subject	Received
<input type="checkbox"/> DXP Online Service	Sandbox: California DMV - Inspection Result	4 hours

1. After the Inspector completes an inspection, the DXP system sends an email to the applicant letting them know they can view their inspection report online.
2. Open that email.

Inspection Completed Email is displayed

To	smontoya	
From	dxp_noreply@info.dmvonline.ca.gov	
Sending IP	52.61.131.181	○ ○
Received	2022-01-14 11:03:25	○

HTML JSON RAW LINKS ATTACHMENTS



Inspection Completed

Dear Sandra Montoya,

This notice is being sent to confirm a site inspection for Sandra's Used Cars at 142 Main St, San Diego, CA, 92656 on 1/14/2022 has been completed.

Log into your dmv.ca.gov account profile to see your inspection results and any potential next steps <https://qa-ca-dmv.cs234.force.com>

If you have any questions related to the site inspection, please contact your inspection office by email at dmvlodolorg@dmv.ca.gov or visit the department website at <https://www.dmv.ca.gov/portal/vehicle-industry-services/occupational-licensing/>.

Please do not reply to this email. Replies will go to an unmonitored mailbox.

Sincerely,
California Department of Motor Vehicle
<https://www.dmv.ca.gov/portal/vehicle-industry-services/occupational-licensing/>

9871-4f7e-bad6-9a4c540ba374

1. Select the link in the email to be taken to the login page.

Login Page is displayed

MA.GOV

MASSACHUSETTS
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Home

LOG IN

Log in to Online Services

[Not Registered?](#) In order to log in, you will first need to [create an account](#).

Email

[No longer have access to your email address?](#)

Password

[Forgot your password?](#)

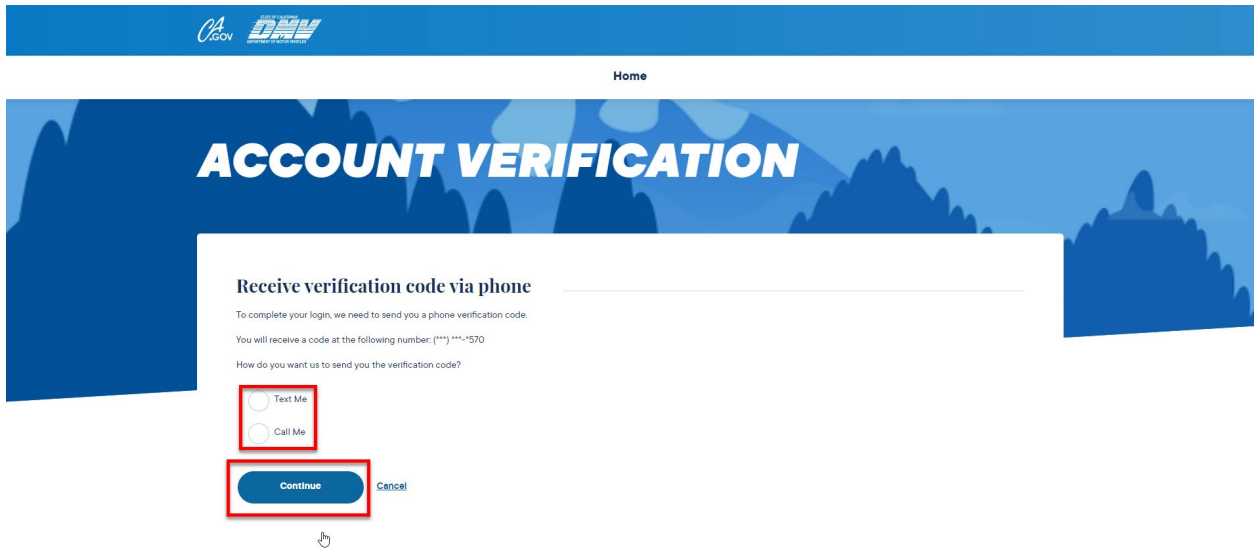
Log In

Additional Information

- [Privacy and Security](#)
- [Technical Support](#)

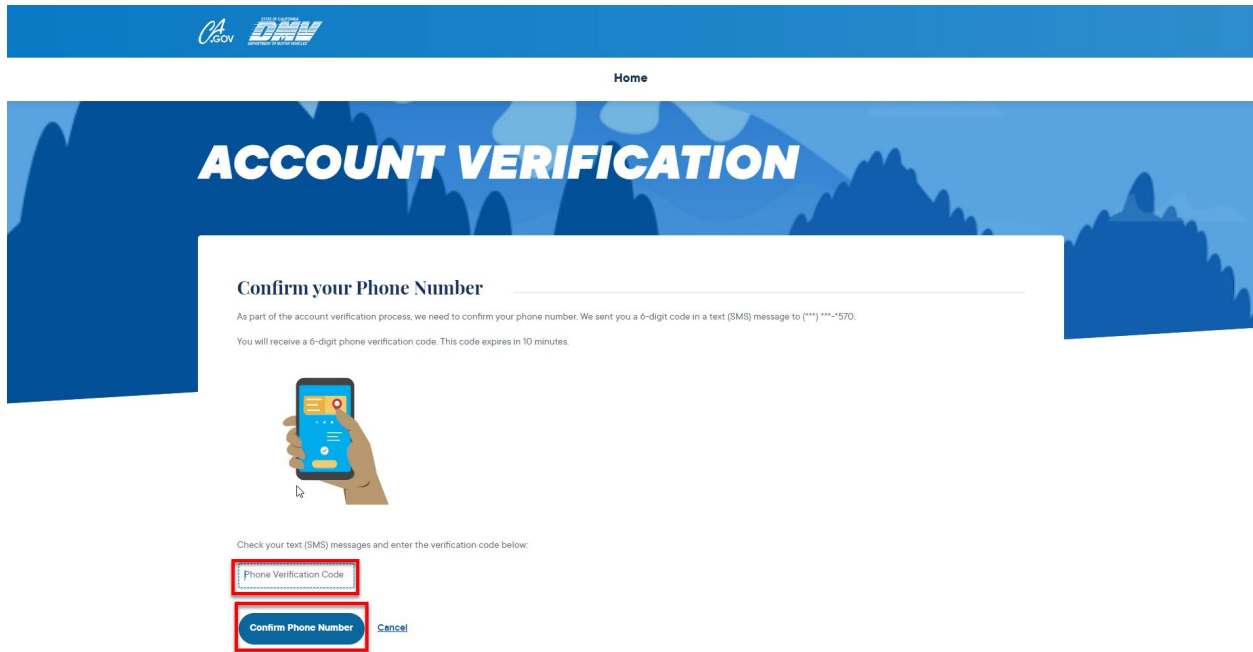
1. Enter the email address you used to sign up.
2. Enter your password.
3. Select Log In.

Account Verification Screen is displayed



1. Choose if you'd like to receive your verification code via text message or by phone call.
2. Select Continue.

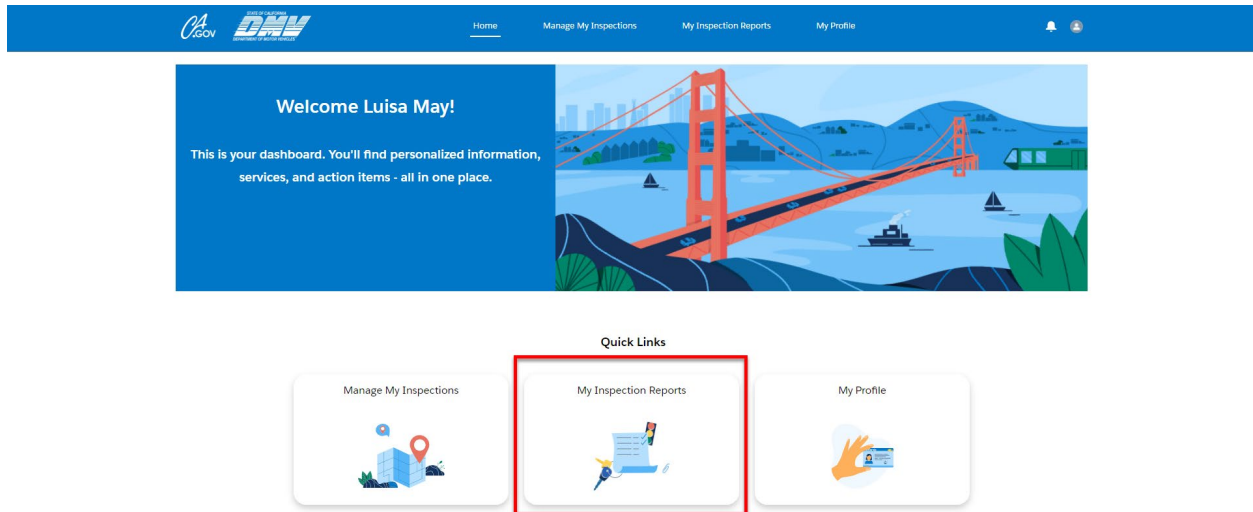
Phone Number Confirmation screen is displayed



The screenshot shows a web page with a blue header containing the logo for 'CA.gov' and 'CALIFORNIA DEPARTMENT OF SOCIAL SERVICES'. Below the header is a navigation bar with the word 'Home'. The main content area has a blue background with a mountain range illustration and the text 'ACCOUNT VERIFICATION' in large white letters. A white box contains the following text: 'Confirm your Phone Number', 'As part of the account verification process, we need to confirm your phone number. We sent you a 6-digit code in a text (SMS) message to (***-***-1570). You will receive a 6-digit phone verification code. This code expires in 10 minutes.' Below this text is an illustration of a hand holding a smartphone. Underneath the illustration, it says 'Check your text (SMS) messages and enter the verification code below:'. There are two input fields: the first is labeled 'Phone Verification Code' and is empty; the second is a blue button labeled 'Confirm Phone Number' with a 'Cancel' link next to it. Red boxes highlight the input fields and the 'Confirm Phone Number' button.

1. Enter the verification code you receive.
2. Select confirm phone number.

Portal Homepage is displayed



1. Once logged in, the Portal homepage is displayed.
2. Select My Inspection Reports either from the top menu or the quick links section.

My Inspection Reports Page is displayed

View Inspection History
See your inspection history along with detailed records for each inspection. Records with an actual time appear first, followed by records with a planned time.

A mark of a violation is not a true violation and signifies non-compliance with your inspection.

Inspection history
0 Results

Inspection filter

Account Name
Search by account name

Inspection Status
Search by Status

- All
- Planned
- In Progress
- Completed
- Abandoned

No inspection history

Manage My Inspections

My Inspection Reports

My Profile

1. Your inspection history is displayed. The default view does not show any inspections until you choose a valid filter.
2. From the Inspection Status drop down menu, select All Statuses.

All Inspections list view is displayed

View Inspection History
See your inspection history along with detailed records for each inspection. Records with an actual time appear first, followed by records with a planned time.

A mark of a violation is not a true violation and signifies non-compliance with your inspection.

Inspection history
2 Results - Sorted by Actual Time or Planned Time

Inspection filter

Account Name
Search by account name

Inspection Status
All

00000649 - Used Vehicle Dealer - Planned
0 Violations - 0 Enforcement Actions

Account: Luisa's Luxury Autos
Planned Time: Jan 12, 2022, 01:30 PM
Actual Time
Inspector
Source: BLA-0000000267

00000652 - Used Vehicle Dealer - Completed
1 Violation - 0 Enforcement Actions

Account: Luisa's Luxury Autos
Planned Time: Jan 14, 2022, 01:30 PM
Actual Time: Jan 11, 2022, 11:14 AM
Inspector
Source: BLA-0000000267

Manage My Inspections

My Inspection Reports

My Profile

1. All the inspections associated with this account are displayed.
2. In this example, we are interested in Inspection #00000652: completed but has one deficiency. Click the Inspection link.

Inspection Results Detail page is displayed

The screenshot shows the 'View Inspection History' page. The header includes the CA.GOV logo, the Department of Motor Vehicles logo, and navigation links for Home, Manage My Inspections, My Inspection Reports, and My Profile. A notification bell icon is also present. The main content area is titled 'View Inspection History' and includes a sub-header '2 Results - Sorted by Actual Time or Planned Time'. Below this, there is a breadcrumb trail: '← 00000652 - Used Vehicle Dealer - Completed'. A table displays inspection details, with the 'Violation ID' 'RCV-00000200' highlighted in a red box. The table also shows 'Priority', 'Description', 'Code' (CVC 11709), and 'Violated'. To the right of the main content area, there are three navigation cards: 'Manage My Inspections' (with a location pin icon), 'My Inspection Reports' (with a document icon), and 'My Profile' (with a hand icon).

View Inspection History
See your inspection history along with detailed records for each inspection. Records with an actual time appear first, followed by records with a planned time.

A mark of a violation is not a true violation and signifies non-compliance with your inspection.

Inspection history
2 Results - Sorted by Actual Time or Planned Time

← 00000652 - Used Vehicle Dealer - Completed

Violation ID	RCV-00000200
Priority	
Description	
Code	CVC 11709
Violated	

Manage My Inspections

My Inspection Reports

My Profile

1. The inspection results are shown, including a list of deficiencies.
2. Select the deficiency.

Inspection Deficiency Detail page is displayed

CA.gov STATE OF CALIFORNIA DEPARTMENT OF INDUSTRIAL RELATIONS

Home **Manage My Inspections** My Inspection Reports My Profile

▼ Regulatory Code Violation Information

Violation ID	Date Created
RCV-00000200	1/11/2022, 11:17 AM
Corrective Action Description	Regulatory Code
	CVC 11709

Quick Links

- Manage My Inspections
- My Inspection Reports
- My Profile

1. More information about the deficiency is displayed.
2. It may be possible to submit pictures of the deficiency fixes instead of having to re-schedule a full inspection.
3. Select Manage my Inspections from the Quick Links at the right of the screen, or from the top navigation bar.

Manage My Inspections page is displayed


The screenshot displays the 'Manage My Inspections' page for 'Luisa's Luxury Autos'. The page is divided into two main sections: 'Business License Application Information' and 'Inspection Information'. The 'Business License Application Information' section includes fields for Business License Application Number (BLA-0000000267), Application Date (1/9/2022), Application Status (Violations Observed), and License Type (Used Vehicle Dealer). The 'Inspection Information' section includes fields for Inspection Number (00000652), Inspection Status (Failed - Photos Required), Planned Start Time (1/14/2022, 1:30 pm), and Planned End Time (1/14/2022, 4:30 pm). A blue button labeled 'Submit Photo(s)' is located below the inspection information and is highlighted with a red rectangular box.

Business License Application Information			
Business License Application Number	Application Date	Application Status	License Type
BLA-0000000267	1/9/2022	Violations Observed	Used Vehicle Dealer

Inspection Information			
Inspection Number	Inspection Status	Planned Start Time	Planned End Time
00000652	Failed - Photos Required	1/14/2022, 1:30 pm	1/14/2022, 4:30 pm

1. The most recent inspection is shown at top. If you qualify to submit photos to fix an inspection deficiency, the inspection status will be Failed - Photos Required, and a submit photo(s) button will be present.
2. Click the Submit Photo button.

Inspection Failure Item page is displayed

 Inspection Failure Item
RCV-00000200

Regulatory Code
CVC 11709

Regulatory Code Description
A dealer's established place of business, and other sites or locations as may be operated and maintained by the dealer in conjunction with his or her established place of business

Regulatory Code URL
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=11709&lawCode=VEH

[Submit Photo](#)



1. A description of the deficiency is displayed.
2. Select Submit Photo.

Upload Photos page is displayed

CA.GOV
STATE OF CALIFORNIA
DAV
DEPARTMENT OF MOTOR VEHICLES

Home Manage My Inspections My Inspection Reports My Profile

Upload Photo

Inspection Failure Item

RCV Name
RCV-00000200

Photo Upload

Upload Files Or drop files

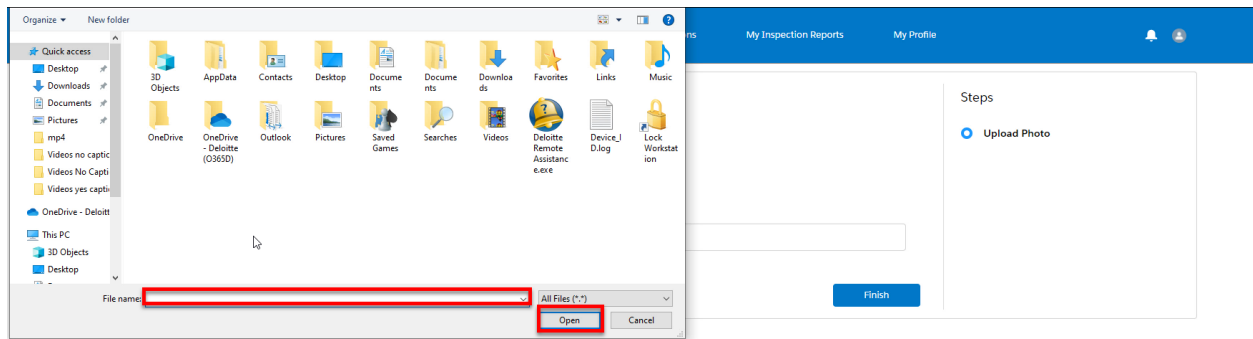
Finish

Steps

- Upload Photo

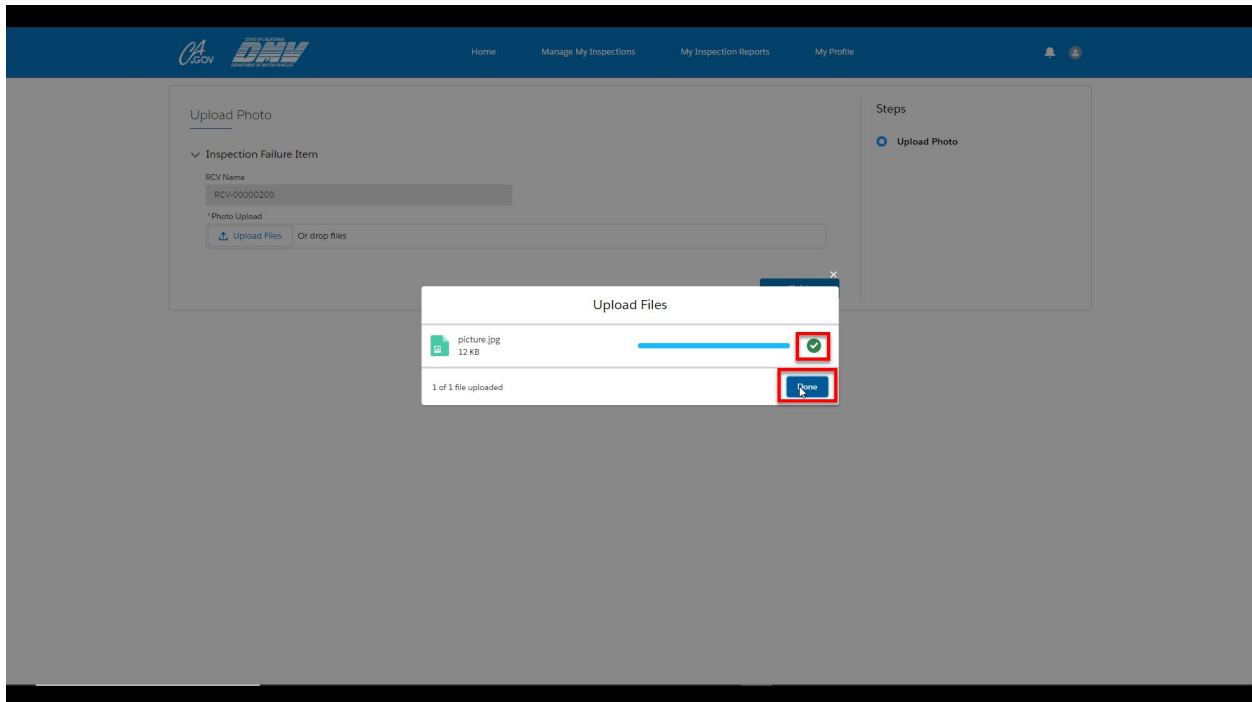
1. Select Upload Files.

File Selection dialog is displayed



1. Select the photo file you wish to upload from your device.
2. Select Open.

File Upload Progress Bar is displayed



1. A file upload progress bar is displayed. When the upload is complete, a green check mark will appear and the Done button will become available.

2. Select Done.

Photo Uploaded page is shown

CA.GOV STATE OF CALIFORNIA DMV DEPARTMENT OF MOTOR VEHICLES

Home Manage My Inspections My Inspection Reports My Profile

Upload Photo

Inspection Failure Item

RCV Name
RCY-00000200

*Photo Upload
Upload Files or drop files

picture.jpg


Finish

Steps
Upload Photo

↓

1. Your uploaded file is shown.
2. If you wish to upload another file, click the upload files button.
3. Otherwise click the finish button.

Upload Successful Confirmation page is displayed

 Success all your photos have been uploaded!

[Finish](#)

1. You will see a confirmation of your upload.
2. Select Finish.

Manage my Inspections page is displayed

The screenshot shows the 'Manage My Inspections' page for 'Luisa's Luxury Autos'. The page header includes the CA.GOV logo, the Department of Motor Vehicles (DMV) logo, and navigation links for Home, Manage My Inspections, My Inspection Reports, and My Profile. The main content area is titled 'Luisa's Luxury Autos' and contains two sections: 'Business License Application Information' and 'Inspection Information'. The 'Business License Application Information' section displays a table with four columns: Business License Application Number (BLA-0000000267), Application Date (1/9/2022), Application Status (Violations Observed), and License Type (Used Vehicle Dealer). The 'Inspection Information' section displays a table with four columns: Inspection Number (00000652), Inspection Status (Failed - Follow Up Photos Submitted), Planned Start Time (1/14/2022, 1:30 pm), and Planned End Time (1/14/2022, 4:30 pm).

Business License Application Information			
Business License Application Number	Application Date	Application Status	License Type
BLA-0000000267	1/9/2022	Violations Observed	Used Vehicle Dealer

Inspection Information			
Inspection Number	Inspection Status	Planned Start Time	Planned End Time
00000652	Failed - Follow Up Photos Submitted	1/14/2022, 1:30 pm	1/14/2022, 4:30 pm

1. The inspection status has changed to Failed - Follow Up Photos Submitted, and the option to upload photos is gone.