State of Oregon’s SelecTXT Solution

**Schedule Inspections and Check Results Via Text Message**

**(888) 299-2821**

The State of Oregon is proud to announce the launch of SelecTXT, a new service allowing contractors and homeowners to utilize interactive text messaging to:

* Schedule inspections
* Reschedule inspections
* Cancel inspections
* View inspection results
* Include comments/instructions for inspectors

**How it works**

With one word, users can begin the inspection scheduling process and SelecTXT will guide them from there. Helpful hints will ask them for an IVR tracking number and inspection code to complete the process in just a few key strokes. Users will have to do the following to:

**Where’s my IVR tracking number?**

IVR tracking numbers are generated by the State of Oregon’s permitting software and located on the customer’s permit document

***Step 1:***

Locate their IVR tracking number and inspection code

***Step 2:***

Text **(888) 299-2821** with one of the following prompts

 ***SCHEDULE or S*** to schedule an inspection

 ***CANCEL or C*** to cancel an inspection

 ***RESCHEDULE or RESCHED*** to reschedule an inspection

 ***RESULTS or R***to view inspection results

***Step 3:***

Follow the prompts

**Looking for the inspection code list?**

Text ***LIST*** to (888) 299-2821 to view the entire inspection list

***OR VISIT***

https://www.oregon.gov/BCD/epermitting/Documents/brochures/osm-inspection-codes.pdf

**Is there a faster way? YES, with Express Commands**

In addition to following the prompts, users can also use Express Commands to complete the process with a single text message. They simply need to include the inspection command, IVR tracking number, inspection code, and date request.

To ***SCHEDULE*** an inspection:



To ***RESCHEDULE*** an inspection:



To ***CANCEL*** an inspection:



To view inspection ***RESULTS***:

