



THE HUB
ONLINE PORTAL

HOW TO REQUEST INSPECTIONS



La Quinta
— GEM of the DESERT —

 **tyler**
technologies



How to Request Inspections

The HUB Online Portal is an online web portal where you can apply and search for permits, request inspections, search plans, code cases, and licenses, as well as pay fees. You can access the City of La Quinta's The HUB Online Portal at www.laquintaca.gov/HUBOnlinePortal.

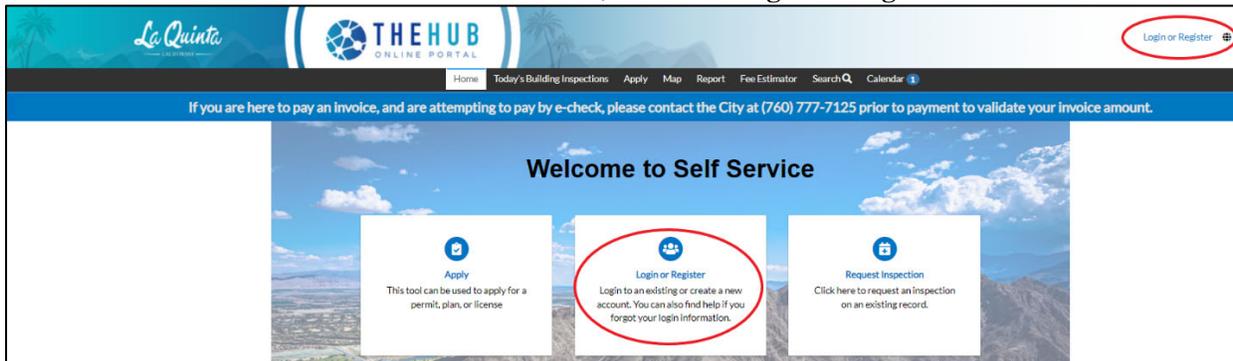
Though any person may access public information in The HUB Online Portal, professional account holders such as contractors, developers, and owners, will have expanded access in order to conduct business necessary to their trade or profession. By establishing an account and creating a login to The HUB Online Portal, customers have access to tools which allow them to conduct financial transactions, apply for permits, access records, and submit service requests of various types related to their project, all from a desktop computer or mobile device.

Current The HUB Online Portal Guides

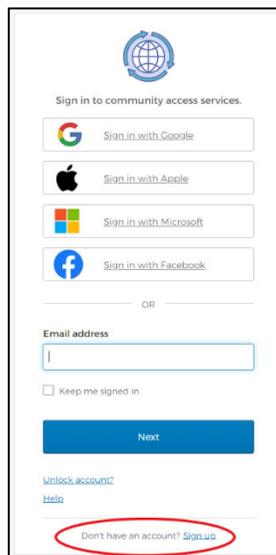
- **Inspection Requests & Status:** Inspections may be requested online, providing both the City and customer with a record of the request. Customers can review the status of scheduled and completed inspections in real-time.
- **How to Apply for Permits:** Customers with a registered account may apply for building, burn, special event, etc. permits as well as pay for permit fees online.
- **How to Submit Plans:** Customers will submit electronic plans, check on the status, review comments, resubmit plan revisions, and pay fees online for all plans.
- **How to Register:** Customers can establish an account to complete online applications.

Login to your Account

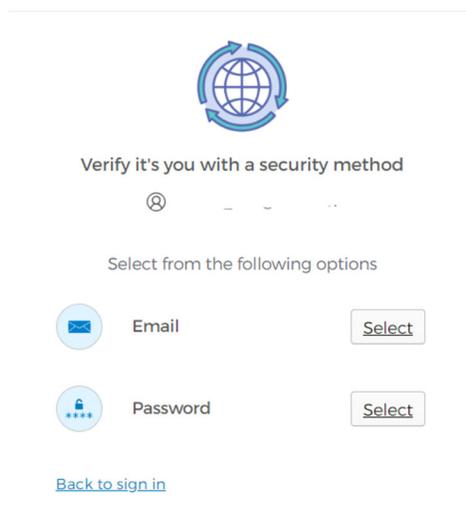
1. From The HUB Online Portal home screen, select the **Login or Register** icon.



2. The Login screen will appear, enter your email, and click next.



3. Select how you would like to verify yourself. You can either sign in using a verification email or a password.



4. If you selected password enter your password and click verify.



Verify with your password



Password



Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

5. Once you are successfully Verified you will be logged into our system and can apply for permits or look at your active permit information.

Requesting an Inspection

Once a permit has been issued, Inspections can be requested from The HUB Online Portal.

1. From the **Dashboard**, navigate to the **Active** section of **My Permits** and select the permit.

My Permits

Attention	Pending	Active	Recent	Draft
2	5	2	7	0
Garage Sale: 1 Building Residential...: 1	Garage Sale: 4 Building Residential...: 1	Garage Sale: 1 Building Residential...: 1	Garage Sale: 5 Building Residential...: 2	

[View My Permits](#)

2. Select the Permit number to open the case details.

My Work

MY INVOICES **MY PERMITS** MY PLANS REQUEST INSPECTIONS MY LICENSES

Search... [Export to Excel](#)

Display: Active

Permit Number	Project	Address	Permit Type	Status	State
BRES2023-0060		43347 CORTE DEL ORO LA...	Building Residential Permit - New Dwellings, Additions, Remodels, Carports and Garages	Issued	Active, Recent

3. Select Request under the **Available Actions** section on the main summary page or select the **Inspections** tab and select the box under action for each inspection. Both options will take you to the **Request Inspections** screen.

Available Actions

- Request Inspection Setbacks [Request](#)
- Request Inspection Underground Plumbing [Request](#)
- Request Inspection Water Line [Request](#)
- Request Inspection Footing [Request](#)
- Request Inspection Slab [Request](#)

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections Sort: Order

Description	Reinspection	Action
Setbacks	No	<input checked="" type="checkbox"/>
Underground Plumbing	No	<input type="checkbox"/>
Water Line	No	<input type="checkbox"/>
Footing	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Roof Nail	No	<input type="checkbox"/>
Okay to Wrap	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Rough Electrical	No	<input type="checkbox"/>
Rough Mechanical	No	<input type="checkbox"/>

Results per page: 10 1 - 10 of 21 << 1 2 3 >>

[Request Inspection](#)

- A list of inspections available to request will be listed under the **Request Inspections** section at the bottom of the page. Select the checkbox under **Action of the Inspection** you would like to request. If fees are unpaid, the Action boxes will not show. If an inspection you are trying to request is not available, contact the HUB Customer Center at CustomerCenter@laquintaca.gov.
- In the Request Inspections screen, choose a requested date for the inspection by clicking on the calendar icon to the right of the **Requested Date** field. Select a date for request.

- Fill in comments about the requested inspection in the **Comments** box. Enter **Contact Name**. Enter an additional contact name for other contacts on-site. Enter **Contact Phone**. Select **Submit**.
- The inspection information with a green check mark will appear. Inspection request has been successfully submitted.

- Navigate back to the Permit Details screen. The inspection is now listed under **Existing Inspections** in the full list of inspections. Add additional inspection requests if needed.

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

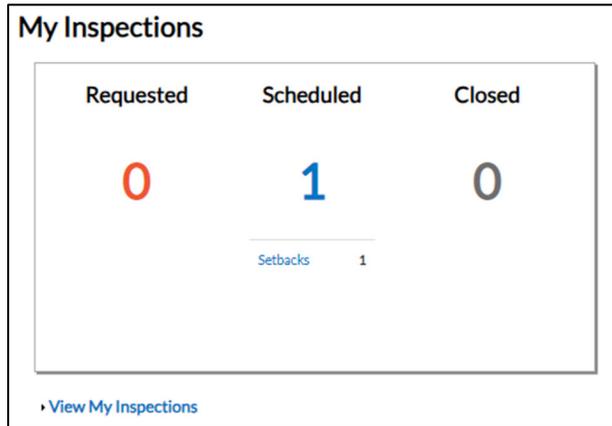
Existing Inspections Sort Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000070-2023	Setbacks	Scheduled	08/08/2023	08/08/2023	admin okta	Reschedule

Results per page 10 ▾ 1 - 1 of 1 << < 1 > >>

9. The inspection requested will appear on **Dashboard** under My Inspections Requested section. When the inspection is scheduled, the inspection will move to the **Scheduled** section and a notification will be sent to the contacts on the case.

Note: Until the inspection is scheduled by City Staff, you can cancel the inspection request in The HUB Online Portal. If the inspection is scheduled, you will need to contact the City directly to cancel.



10. Additionally, Inspections can be accessed under the **My Work** tab, My Existing Inspections section. Inspections can also be requested from the Request Inspections section.

My Work

MY INVOICES MY PERMITS MY PLANS **MY EXISTING INSPECTIONS** REQUEST INSPECTIONS MY LICENSES

Search... Export to Excel

Display Scheduled ▾

Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
IBLD-000070-2023	Setbacks	43347 CORTE...	Scheduled	Scheduled	BRES2023-0060	08/08/2023	08/08/2023	

11. Scheduled inspections for all cases can be accessed from the **Today's Building Inspections** tab.

Dashboard Home **Today's Building Inspections** Apply My Work Map Report Fee Estimator Search Q Calendar 0

My Work

MY INVOICES MY PERMITS MY PLANS **MY EXISTING INSPECTIONS** REQUEST INSPECTIONS MY LICENSES

Search... Export to Excel

Display Scheduled

Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
IBLD-000070-2023	Setbacks	43347 CORTE ...	Scheduled	Scheduled	BRES2023-0060	08/08/2023	08/08/2023	

12. Quick access to inspections for all activity scheduled on cases for the account can be accessed from the **Calendar** tab. To open details, click on the item to view. Details will appear on the right-hand side of the screen. To navigate to the case details, click on the case number.

Dashboard Home Today's Building Inspections Apply My Work Map Report Fee Estimator Search Q **Calendar** 0

Calendar Events

August 2023

Month Week Day

< Today >

Filter By

- Public Hearings
- Public Meetings
- Holidays Closed
- Inspections Scheduled
- Plans Expired
- Permits Expired
- Licenses Expired
- Invoices Due

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4	5
6	7 Planning Commission	8 IBLD-000070-2023	9	10	11	12

Inspection Details

Inspection Type
Setbacks

Inspection Number
IBLD-000070-2023

Linked Case Number
BRES2023-0060

Scheduled Date
08/08/2023

Inspector Name
okta admin

Close

Assistance

If you require assistance with The HUB Online Portal, contact the HUB Customer Center at CustomerCenter@laquintaca.gov.