Fire Inspection Management System (FIMS)

ONLINE PAYMENT - INSTRUCTIONAL MANUAL

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Create Inspection Request:

1. Go on to the website (inspect.lafd.org) and enter Transaction ID and Street Name for e.g.
   Transaction ID: C16-04917and **Street Name:** San. Click on "Find" button to log in.
   (Street name is not case sensitive).

Fig 1 User enters Transaction ID and Street Name

2. After login, user will be landed on external dashboard as shown in the below image.

3. To create inspection request, click on "**Request Inspections For This Transaction**" button as shown in the below image.
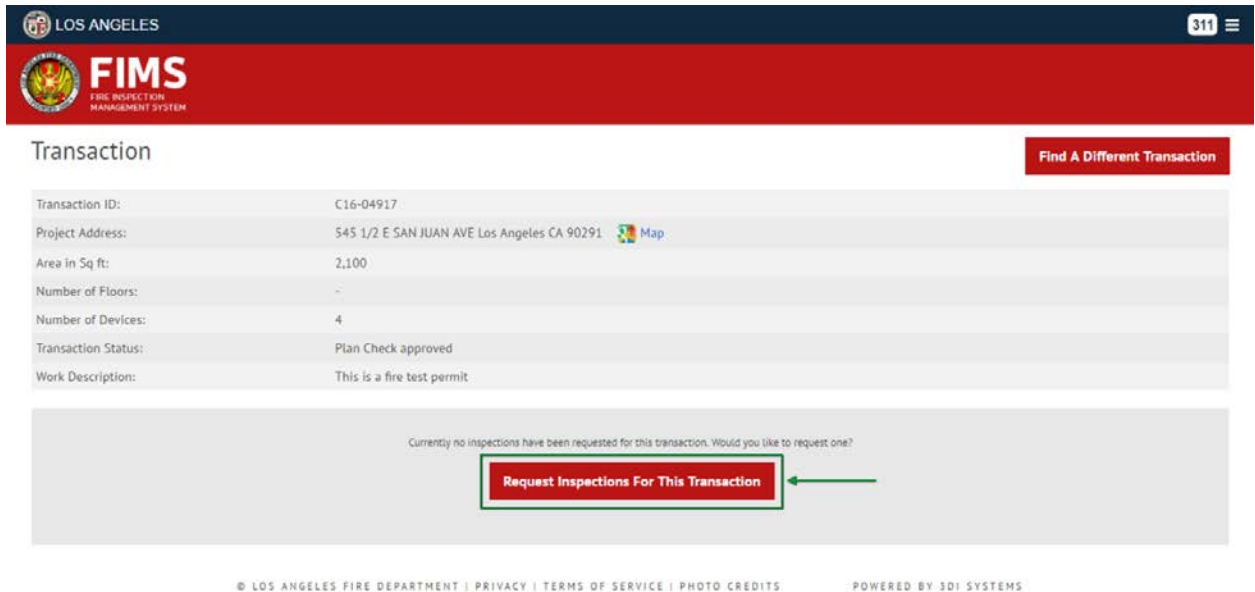

Fig 3 "Request Inspections For This Transaction" button

4. On click on "**Request Inspections For This Transaction**" button, user will be taken to the first step i.e. "**Enter Details for Inspection**" step were the details are entered as shown in the below image.

Fig 4 "**Enter Details for Inspection**" step and inspection request details are entered

5. After entering the details on Step 1 i.e. "**Enter Details for Inspection**", click on "N**ext – Select Preferred Date**" button as shown in the below image.

Fig 5 User clicks on this button to go to Step 2

6. On click of "Next – Select Preferred Date" button, user will be taken to Step 2 i.e. "**Pick A Preferred Date for Inspection**" step as shown below. User can create either "Regular" (1 hour – 4 hours) or "**Off hours**" (2 hours – 4 hours) inspection request up to 4 hours maximum. In the image below, user creates Off hour inspection request.
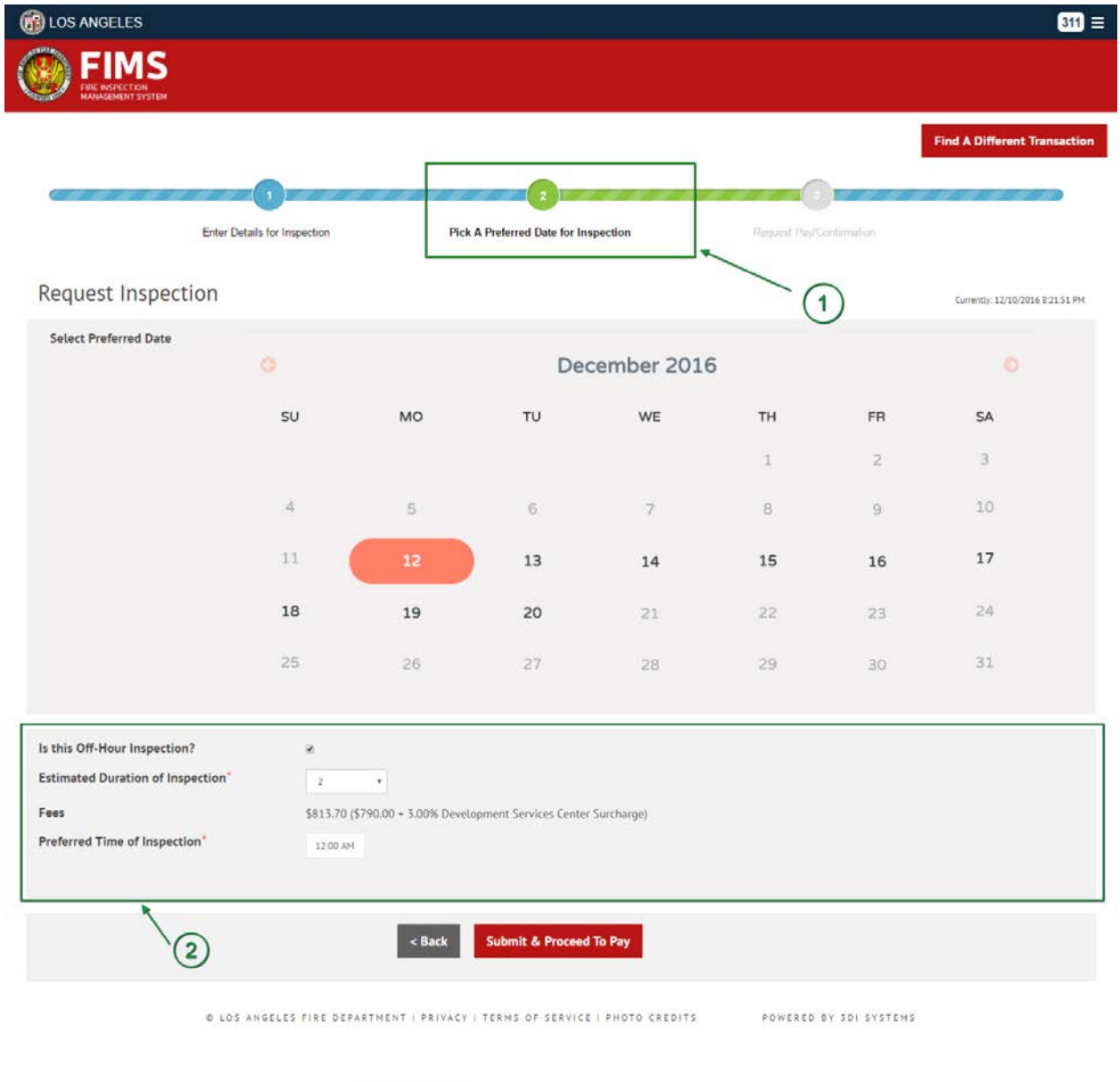
Fig 6 User picks preferred date and selects Off hour inspection request

Point 1 in the above image – User is on Step 2 and selects preferred date for inspection from the calendar.

Point 2 in the above image – User can create User selects off hour inspection request by checking the "**Is this Off-Hour Inspection?**". User can estimate the number it can to complete the inspection by selecting hours from "**Estimated Duration of Inspection**" dropdown. In the image, user selects 2 hours.

Note: For LADBS transaction and inspection requests, 3% surcharge amount will be applied to the Fees.

7. After picking the preferred date, user clicks on "**Submit and Proceed To Pay**" button to confirm the inspection request as shown in the image below.
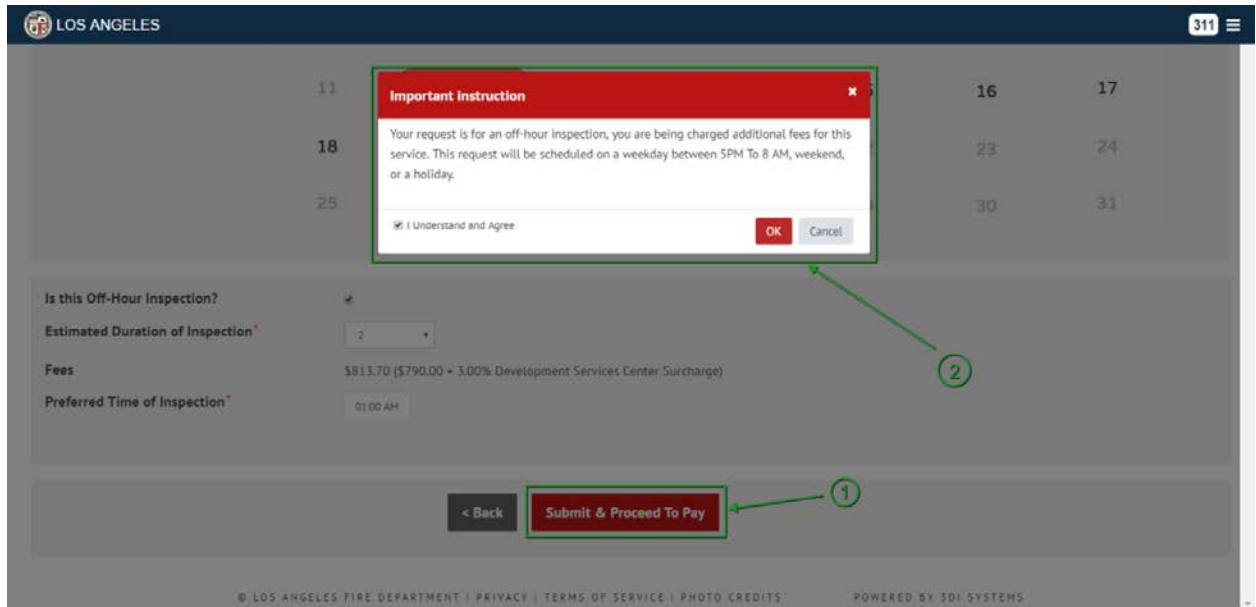

Fig 7 User confirms the request by clicking on "**Submit and Proceed To Pay**" button

Point 1 in the image above – User clicks on "**Submit and Proceed To Pay**" button.

Point 2 in the image above – After user clicks on the button, pop up instruction box appears for the user to agree and understand on it by clicking on "**OK**" button.

8. After clicking on "Submit and Proceed To Pay" button on Step 2, user will taken to Step 3 i.e. "**Request Pay/Confirmation**" screen to pay for that inspection request as shown in the image below.

Fig 8 Inspection request is created and the details are shown in the image

9. User can either pay for the inspection request by clicking on "**PAY**" button or can return to the dashboard by clicking on "**Return To Transaction**" button. In the image below, user returns to the dashboard by clicking on "**Return To Transaction**" button.

Fig 9 User returns to the dashboard and can see the created inspection request.

10. Below is the dashboard screen having multiple inspection requests created. User has to pay for the inspection requests to let the FDS inspector schedule the inspection requests.

Fig 10 Dashboard showing multiple inspection requests.

Pay for the Inspection Requests:

11. User can pay for the inspection requests that are created. On the dashboard, user can do the payment for either one or multiple inspection requests by checking the check box and clicking on "**Pay Selected**" button as shown in the below image.
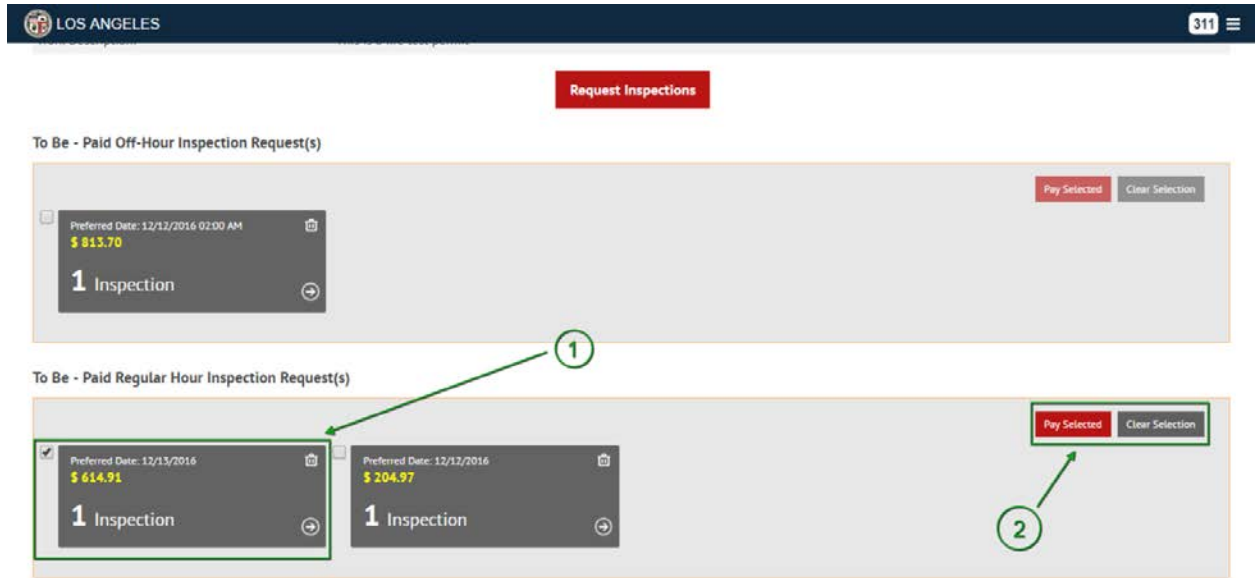

Fig 11 User selects inspection request to make a payment

Point 1 in the image above – User selects the "To-Be Paid" inspection request.

Point 2 in the image above – User clicks on "**Pay Selected**" to go to the confirmation screen for the payment. To deselect the selected inspection request, user can click on "**Clear Selection**" button.

12. After selecting inspection requests and clicking on "**Pay Selected**" button, user will be taken to Confirmation screen as shown in the image below.

Fig 12 User can see the details of inspection request and the amount to pay for

13. User clicks on "**PAY**" button to make a payment for the inspection request as shown in the image below.

Fig 13 User clicks on "**PAY**" button as shown in the image

14. On click of "**PAY**" button, user will be directed to the screen to enter their credit card details.

Fig 14 Credit card details are entered to make the payment

15. After entering valid credit card details and clicking on "**Process**" button, user will be taken to another screen showing the status as "**Approval**" as shown in the image. User will be taken to the confirmation screen after clicking on "**Continue**" button.
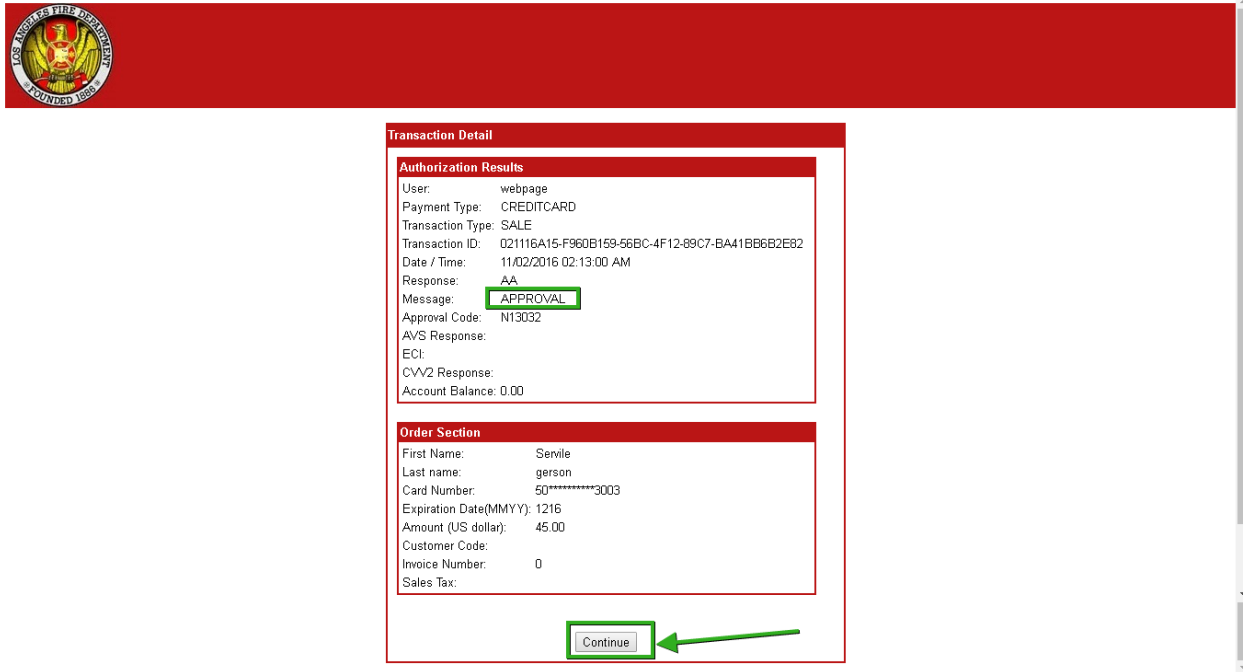
Fig 15 System showing the status as Approval

16. User will be taken to the confirmation screen as shown below with the payment successful message.

Fig 16 Payment successful message displayed

Note: If credit card details are not valid or not entered properly, then system will show payment failure message and will let the user to attempt for the payment again on the confirmation screen.

View the details of Inspection Request:

17. User can view the details of the inspection request anytime by clicking on '→' icon available on each inspection request block. To view the details, user clicks on the '→' as shown in the image below.

Fig 17 User clicks on '→' icon to view the inspection request details

18. After clicking on '→' icon, inspection request details pop up appears showing all the details of inspection requests as shown in the image below.

Fig 18 Request details pop up is shown for the inspection request

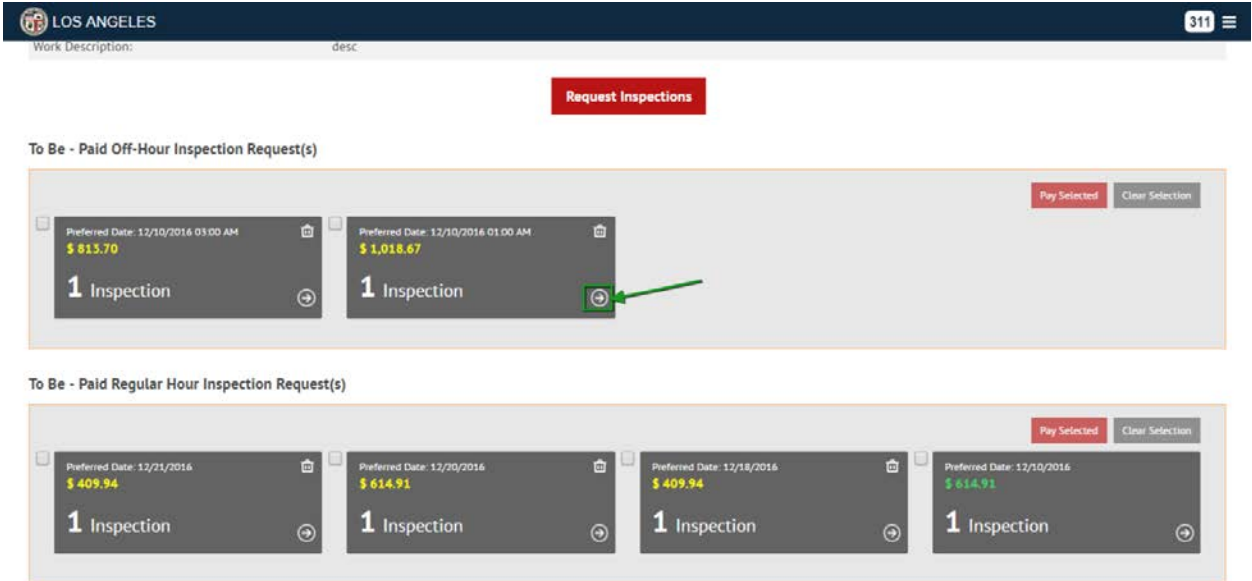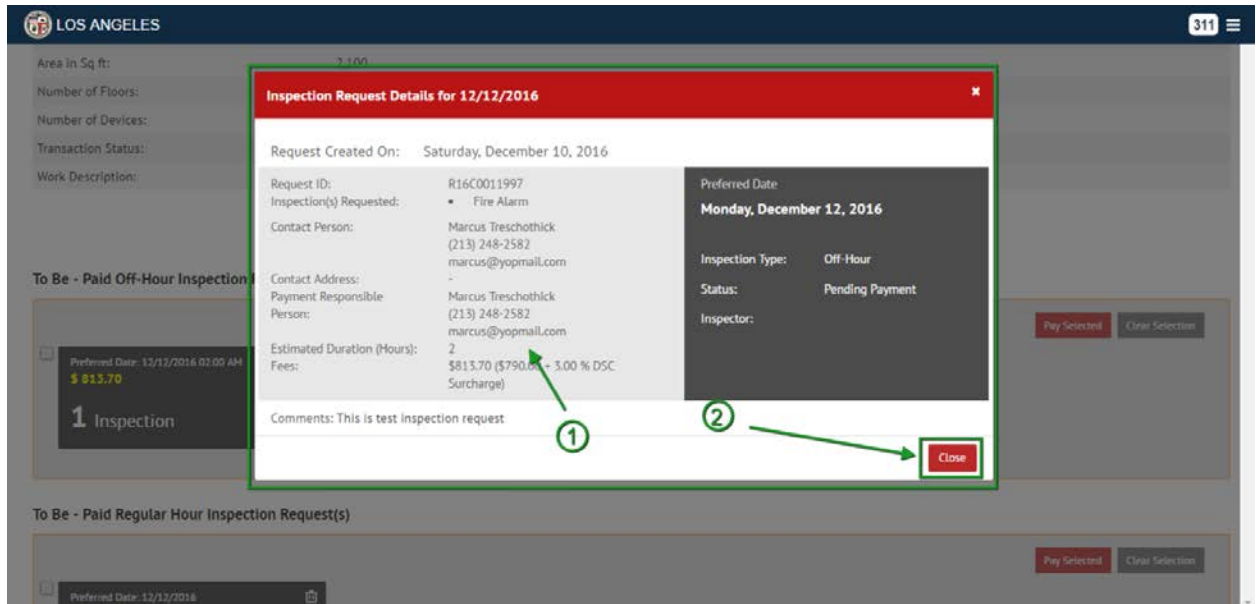Point 1 in the image above – User can look at the details of inspection request in the pop up

– User can close the inspection request details pop up by clicking on "**Close**" button or '**X**' icon at the top right corner of the pop up.

Cancel the Inspection Requests:

19. User can cancel the inspection requests at any point of time by clicking on "**Trash**" icon on the inspection request block as shown below.
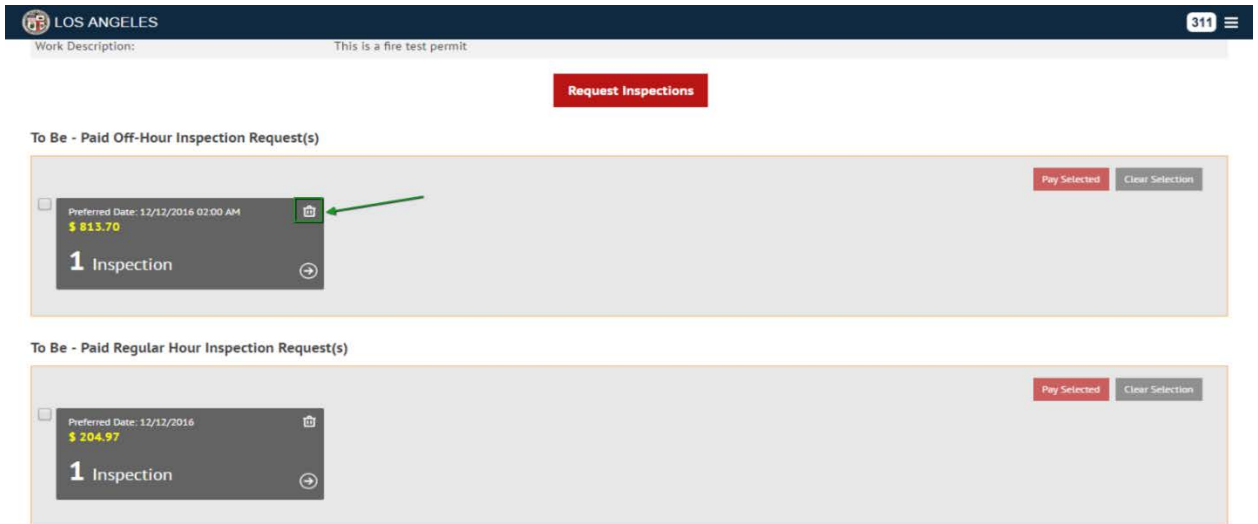
Fig 19 User clicks on "**Trash**" icon to can the inspection request

20. On click of "**Trash**" icon, user will be shown a pop up message saying, "**Do you want to cancel this inspection request**" as shown in the below image. On click of "**Yes, Cancel**" button in the cancel confirmation pop up, the inspection request will be cancelled. On click of "**No**" in the pop up, the inspection request will not be cancelled and user will go back onto the dashboard.

Fig 20 Cancel confirmation pop up appears on click of Trash icon

Refund eligibility on cancelling the inspection request:

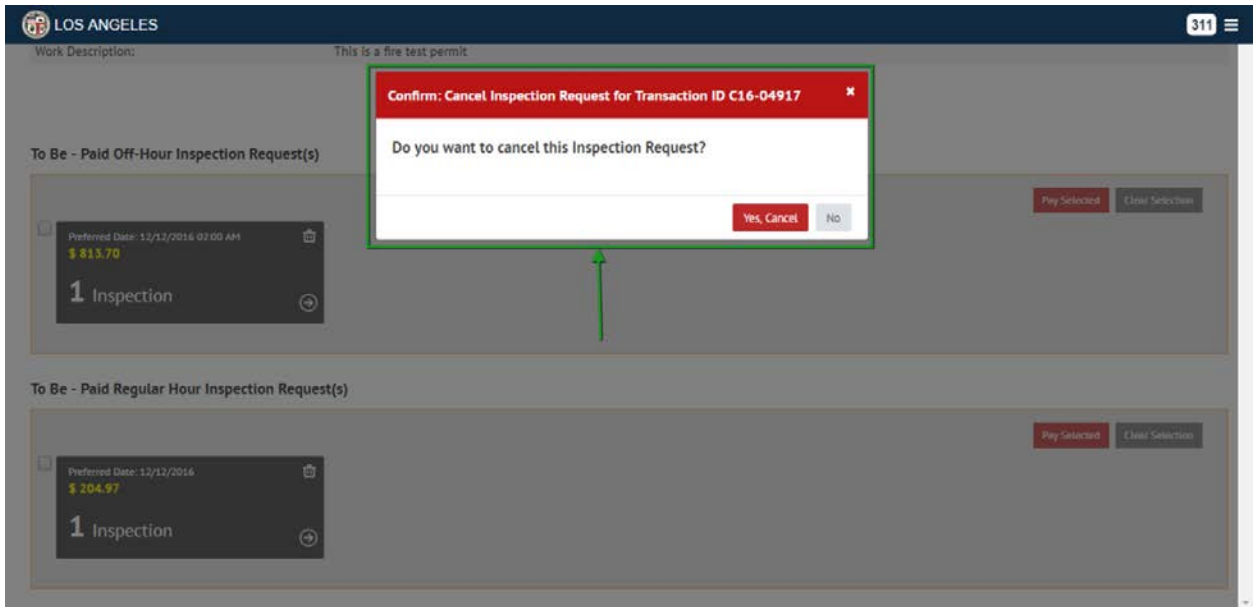21. For the inspection requests which are paid for, user can cancel it and request for the refund as per the rules mentioned in the "**Refund Policy**".

22. After the inspection request is paid for, user can cancel the inspection request and request for the inspection request as show in the image below.
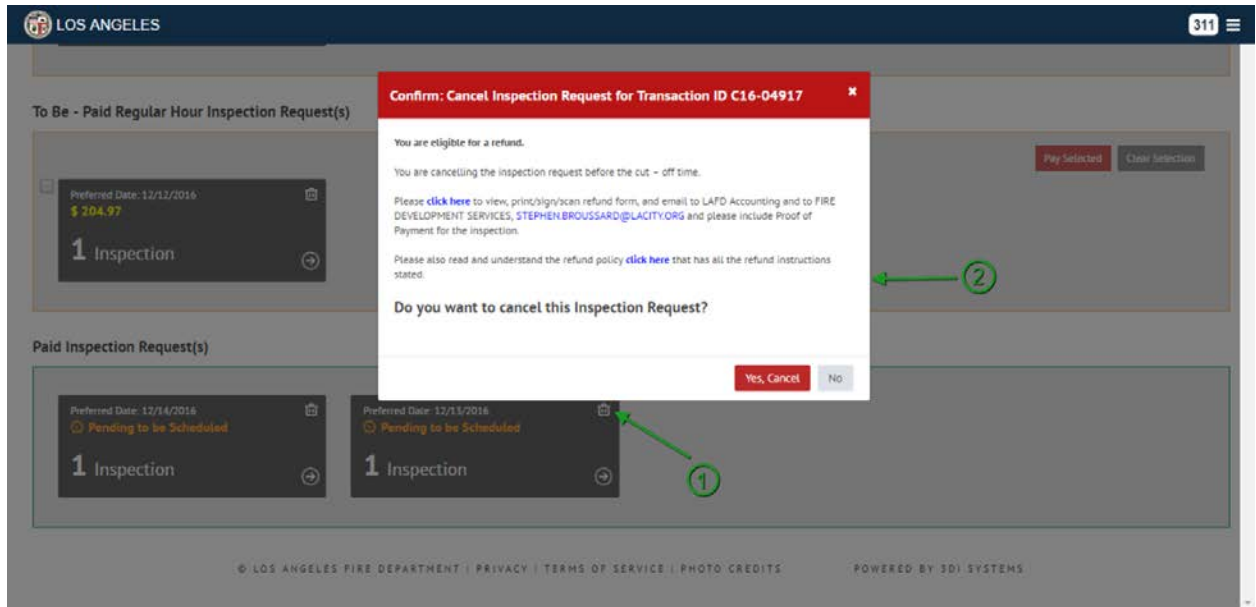
Fig 22 Image showing user is eligible for a refund

Point 1 in the image above – In the "Paid Inspection Request(s)" section, user clicks on "Trash" icon and confirmation pop up appears stating the eligibility (as per the refund policy) procedure to follow.

Point 2 in the image above – User follows the procedure by filling the refund claim form by clicking on "**click here**" link in the pop up and sending it across the concern person at LAFD (email mentioned in the pop up). User clicks on "**Yes, Cancel**" button to cancel the inspection request.

Find the different Transaction:

23. User can find the details of different transaction by clicking on "**Find A Different Transaction**" button on the top right corner of the screen as shown in the below image. On click this button, user logs out and enters the different transaction ID and street name to login in.

Fig 23 User clicks on "Find a Different Transaction" button to look for different transaction