



## FAQs for Elevators and Escalators

1. **What is the website?** [www.citizenserve.com/oci](http://www.citizenserve.com/oci)

2. **How do I reset my password?** On the log in screen enter your username then select *Forgot Your Password*.

3. **How do I change or update my information on my account?** Once logged in select *My Account* at the top of the page. Look on the left side of the screen and select *Update My Information*.

4. **How do I make a payment?** There are two (2) ways to make a payment. First option is to log into your account, select *My Account* at the top of the page, look on the left side of the screen and select “*Make a Payment*”. Second option, log into your account scroll down to *Safety Inspection Services*, click on *Pay Invoices* and arrow down to the second pay invoices in that blue box. Next, enter ONLY your File Number and the click on submit.

\*\*\*We suggest that you complete both options because you can have invoices in both sections\*\*\*

5. **How do I print my invoice?** There are two (2) ways to print an invoice. First option, log into your account and select *My Account* at the top of the page. On the left side of the screen, select “*Make a Payment*” and once the icon stops spinning the invoice will appear on the screen. Press CTRL+P at the same time to print out that invoice. Second option, log into your account, scroll down to *Safety Inspection Services*, click on *Pay Invoices* and arrow down to the second *Pay Invoices* in that blue box. Next, enter ONLY your File Number and then click on submit. The next screen that appears will be your invoice, press CTRL+P at the same time to print that screen.

6. **How do I print my operating permits?**

Under the *My Account* page, select *View My Request*, on the left side of the screen and your permit numbers will appear; select the permit number that you wish to print. Once you select the permit number, look in the middle of the screen and you will see the *Documents* tab. Select that tab and the select mass merge operating permit htm. Once it downloads on your keypad press CTRL+P at the same time.

7. **How do I request an inspection?**

Under the *My Account* tab, click on *View My Request* on the left side of the screen. Click on the permit number that needs inspection. On the left side select *Request an Inspection*. Your inspection type is as followed: if this equipment has been inspected before you will select *Routine Elevator Inspection*, but if this is a new piece of equipment that has just been installed you will select *Initial Elevator Inspection*.

#### **8. How long after an inspection has occurred before I receive an invoice?**

The invoice should be in the account within 48 hours after the inspection has been completed.

#### **9. When do I receive my operating permit?**

After the invoice has been paid and processed, the operating permit will be available within 24 hours.

#### **10. What license number do I need to renew every 2 years?**

Elevator Mechanic License

#### **11. How do I find my File Number?**

Log into your account, select *View My Request* on the left side of the screen, select one of the permit numbers listed. “View my Permit” should be at the top of the screen. On this screen your file number is listed as the “Project Number”

#### **12. What do I do if I receive a failed inspection?**

If you receive a failed inspection, you can print the *Detail Inspection Report* from your account. Select *View My Request*, click on the permit number (make sure the drop-down box says *View My Permits*) and select the *Inspections* tab. You can now print out your *Detailed Inspection Report* which will have the inspector’s contact information at the bottom of it.

Once you have corrected the violations that were listed on the failed inspection report, email your inspector and let them know that the violations have been corrected and you will need them to come out again and re-inspect. At that time, you will need to wait for that inspector to respond and give you further instructions.