

# FAQ

For RECORDED VIDEO



[RecordedVideo@collercountyfl.gov](mailto:RecordedVideo@collercountyfl.gov)

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HOW CAN I PARTICIPATE IN THE PROGRAM?

Answer: First step is the qualifier must fill out the [QUALIFIER AFFIDAVIT FOR REMOTE INSPECTIONS FORM](#) and send document to Training Coordinator, Dianna Perryman. Once you are approved, Training Coordinator will contact you to schedule training. After training is complete you will receive a BOX account and that will allow you to begin your recorded video journey.

WHO CAN SUBMIT VIDEO INSPECTIONS?

Answer: Only those listed on Qualifier affidavit and who have completed training.

IS THE BOX SOFTWARE FREE TO USE, WILL THERE BE ANY EXTRA COSTS TO MY COMPANY?

Answer: BOX is free for the purpose of sharing videos between County and your company. You have the option to purchase BOX to assist your company with sharing large files within your company.

HOW BIG CAN THE FILE SIZE BE?

Answer: File size must stay under 5g.

I AM HAVING TROUBLE RECEIVING LARGE FILES FROM MY INSTALLERS, WHAT ARE MY OPTIONS?

Answer: Connecting physically two devices would be the easiest method to share, such as cell phone to desktop computer using a USB cord. Emails will be the worst method to send large files. You may have to research into link sharing apps or cloud base apps to share videos, when connecting physically is not an option. BOX also has a product that allows you to share videos for a fee.

ONCE WE ARE TRAINED IN REMOTE INSPECTIONS, DOES THIS MEAN WE CANNOT CALL IN FOR PHYSICAL INSPECTIONS?

Answer: You may schedule inspections using the normal process. You will not be limited to only recorded videos.

WHAT IS THE BIGGEST ISSUE THE INSPECTORS ARE SEEING WITH RECORDED VIDEOS?

Answer: The person recording is rushing through the video, not focusing on key areas. Recorder not capturing everything listed on checklists.

WHAT DO I DO IF I AM RECORDING A VIDEO AND I KEEP RECEIVING PHONE CALLS THAT INTERRUPT THE RECORDING?

Answer: You may place your phone on airplane mode during the recording to avoid phone calls while recording.

WHEN CLIMBING A LADDER OR NAVIGATING THROUGH TRUSSES TO GET TO THE INSPECTION, WHAT DO YOU WANT ME TO DO WITH THE CAMERA.

Answer: Depending on your device capabilities, you may pause the video and continue when arriving inspection destination. Some devices will not allow for pausing, so you will need to use continuous video. We suggest researching for camera apps that allow for pausing and editing videos. For this program to be successful the least amount video files submitted the better.

MUST I SCHEDULE THE INSPECTION BEFORE I VIDEO, OR CAN I VIDEO THEN SCHEDULE THE INSPECTION?

Answer: You may video first then schedule the inspection via email.

WHEN WILL OTHER INSPECTIONS BE AVAILABLE FOR RECORDED VIDEO PROGRAM?

Answer: The program will grow with time, to stay updated visit the [INSPECTIONS Webpage](#)

I DO NOT SEE MY INSPECTION FOLDER IN BOX, WHO DO I CONTACT?

Answer: Inspections and Cos

Email: [recordedvideo@colliercountyfl.gov](mailto:recordedvideo@colliercountyfl.gov)

WHEN WILL YOU BE ISSUING THE INSPECTION CHECKLISTS TO EVERYONE AFTER TRAINING?

Answer: Job aids and checklists can be found at the [INSPECTIONS webpage](#).

DOOR/WINDOW AFFIDAVITS AND IN-PROGRESS PHOTOS, WHAT DO WE DO WITH THEM?

Answer: Submit the Affidavit with checklist and you may video the in-progress photos. In this scenario you will have two video files and two document files.

DO WE NEED TO LIST ALL INSTALLERS ON THE QUALIFIER AFFIDAVIT?

Answer: Only the installers who would be uploading to BOX. The installers are welcome to take the training too, whether they upload or not.

WHAT IF WE DO NOT HAVE PERMIT CARD YET, CAN WE STILL UPLOAD THE VIDEO?

Answer: Only for cases of emergency. Normal process, a permit needs to be issued before any work can be performed. Contact the chiefs to see if your case is considered an emergency.

DO WE NEED A SEPARATE VIDEO FOR EACH INSPECTION?

Answer: Yes, in most cases, contact the chiefs to see if your case would be an exception. You must cover everything in the checklists provided.

UNABLE TO GAIN ACCESS FOR INSPECTION, MAY WE GO BACK AND VIDEO LATER?

Answer: Yes. Whenever you gain access, take a video following the checklist requirements and then schedule the inspection when you are ready to upload.