

How to request and pay for an off-hours inspection



This guide shows applicants how to request an off hours inspection in the portal, and how to pay the fees.

Permit Search

1 Search for the appropriate permit.

A screenshot of a web portal titled "PERMITS". At the top right, it says "0 FEES". Below the title is a search bar containing the text "SF1199226" and a magnifying glass icon. Below the search bar are three main action buttons: "Search My Permits", "Apply for a Permit", and "My Permits to be Paid". Each button has a brief description of its function.

0 FEES

PERMITS

SF1199226

Search My Permits

Search your permits by type, status or date range.

Apply for a Permit

Start a new permit here

My Permits to be Paid

View and pay fees related to your permit applications.

Inspection Request

2 Click on the "Inspections" tab on the permit.

Shelle Wu

PUB

0 FEES IN MY CART \$0.00 MODIFY ACCOUNT

INSPECTIONAL SERVICES

Permit Application Lookup

PERMIT # SEARCH

LOOKUP RESULT

PERMIT #	TYPE	ADDRESS	ACTIONS
SF1199226	Short Form Building Permit Solar Panels	1006 to 1022 Massachusetts AV 08 Roxbury MA 02118	Summary Reviews Inspections Print Permit SF1199226

To create a printable report of the search result [Click here](#)

3 Click to request an inspection.

Milestone: Inspection

PRINT PERMIT

NEXT STEPS

REVIEW

INSPECTIONS - 2

ATTACHMENTS

Please use the grid below to manage your inspections. We start all permits with two placeholder inspections: a rough and a final. You and your building inspector will determine the specific types of inspections together.

When you are ready to request an inspection, please choose the inspection that best suits your project. You will receive a call from your inspector within 48 hours to schedule the inspection.

INSPECTION TYPE	SCHEDULED DATE	STATUS	ACTIONS
Final Inspection			Request Inspection
Rough Inspection			Request Inspection 1619563;Rough Inspection

BACK TO SEARCH RESULTS

4

Fill out the inspection request box with all the required information. Note the drop down for the Off Hours Request, and the additional details box. The details box is where you should put the type of inspection (Fire Alarm test, Standpipe, Above Ceiling, etc.) Once you've filled out all the information, click "Submit."

Please tell us what you need to get inspected.

INSPECTION TYPE
Insulation Inspection

NAME * Jerry Smith PHONE * (617)555-2549

NUMBER OF INSPECTORS 1

FLOOR OR SUITE 1

DATE * 9/15/2026 TIME * 04:30 PM

ADDITIONAL PERMIT NUMBERS

ADDITIONAL DETAILS
This is a rough insulation inspection.
212 characters left

SUBMIT

5

Next, ISD will review the request and create an Off Hour Inspection. Once the staff have added fees, the applicant should get an automated email prompting them to log into their portal and pay. Fees must be paid by Noon on the day of the inspection, or the day before for morning inspections (for example: pay by Noon on the 9th for an inspection at 6:30 AM on the 10th). Applicants should check their portal before Noon in case the email went to spam and they owe fees. If they don't pay the fees by Noon, the inspection won't happen.

How to pay fees

6 Navigate to the permit.

Permit Application Lookup

PERMIT # SEARCH		LOOKUP RESULT
PERMIT #	TYPE	ADDRESS
SF1199226	Short Form Building Permit Solar Panels	1006 to 08 Roxbury

To create a printable report of the search result [Click here](#)

[Cancel](#)

7 Click the fee tab.

Description of work: Install Solar Panels

Milestone: Inspection

PRINT PERMIT

NEXT STEPS

REVIEW

INSPECTIONS - 3

FEE

ATTACHMENTS

DESCRIPTION

STATUS

Fees are due. You can pay online via credit card (2.75% fee) or check or in person at 1010 Mass Ave.

Pending

8 You should see a \$250 Off Hour Inspection fee. Click "Add fees to cart"

Legal Occupancy: 1-2 Family Residential

Description of Work: Install Solar Panels

Milestone: Inspection

[PRINT PERMIT](#)

NEXT STEPS	REVIEW	INSPECTIONS - 3	FEE	ATTACHMENTS
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DESCRIPTION	TOTAL	STATUS	PAID
After Hours - ISD	\$250.00	Unpaid	

[Add All Fees to Cart](#)

9 Click on the cart at the top of the screen.

PUBLIC NOTICES PAY AN

1 FEES IN MY CART \$250.00 [MODIFY ACCOUNT](#) [PORTAL HOME](#) [S](#)

it

ts AV 08 Roxbury MA 02118

- 10 Click "Next" to pay the fees.

Pay Fees

- ▶ Review the selected application(s) to be paid and the amount due.
- ▶ Click on "Next" to proceed with payment.
- ▶ Otherwise, click "Cancel" to exit.

APPLICATION	FEE(S)	AMOUNT
SF1199226 1006 to 1022 Massachusetts AV 08 Roxbury MA 02118	▶ After Hours - ISD: \$250.00	\$250.00

NEXT

- 11 Click Continue to Payment Information once you've selected your payment method. You'll be prompted to enter your card information, and then review the payment.

For customer paying Motor Vehicle Bill only, upon successful completion of the payment and balance due reaches zero due, the invoice will no longer be available online.

Credit/Debit Card

VISA AMERICAN DISCOVER G Pay eCHECK

Invoice

8272026125449481

Subtotal

Service Fee*

Total

[*Fees Disclosure](#)

How much would you like to pay?

☒ Pay Full Invoice

\$250.00

Continue to Payment Information >