Customer help guide

Booking Your Inspection

Use this guide to book a date and time for your fire safety inspection after you have sent your application.

4
of 6 guides

Go to **https://my.egov.ky/web/cifs**. Use an up-to-date web browser on a computer, tablet or phone.

Your journey Each stage has its own guide. You are here: Guide 4.

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Before You Book

You book from **My Applications**. Your application must show **READY FOR SCHEDULING** before you can book.

You will need:

- ✓ to know which district the property is in
- ✓ to know your inspection types

If you chose more than one inspection type, you book one service: **Multi-Category Inspection**.

There is no fee to book. Allow **1 to 3 hours** for the inspection. The time depends on the size of the property, the number of rooms or units, and the number of inspection types.

1 Open Your Application In My Applications

After you send your application, choose **Book Appointment** on the confirmation screen. You can also open **My Applications** from the top menu, then choose **Submitted Applications**.

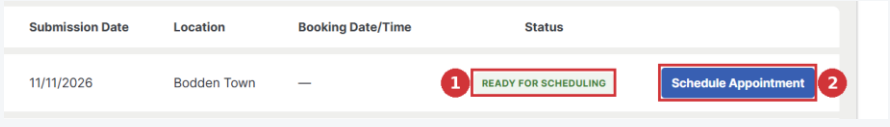


Figure 1 My Applications after you send your application

1. Check that your application shows **READY FOR SCHEDULING**. This means you can book now.
2. Choose **Schedule Appointment** beside it.

2 Choose Your District

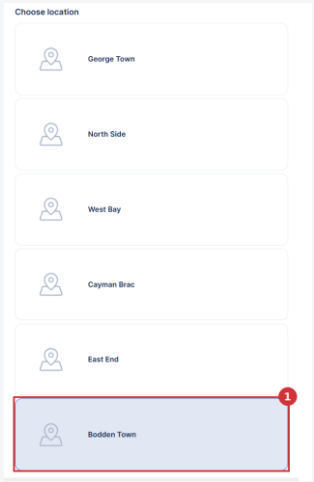


Figure 2 Choose your district

1. Choose the district where the property is located.

3 Choose Your Service

You choose a service first. Then you choose a date and time.

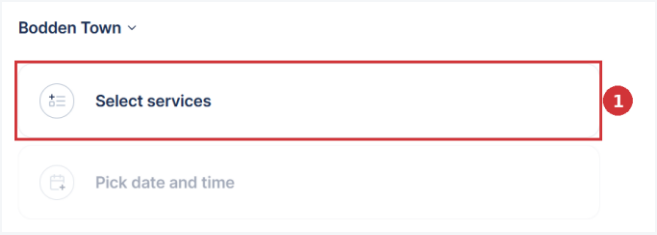


Figure 3 Select services

1. Start with **Select services**. **Pick date and time** opens after you have chosen a service.

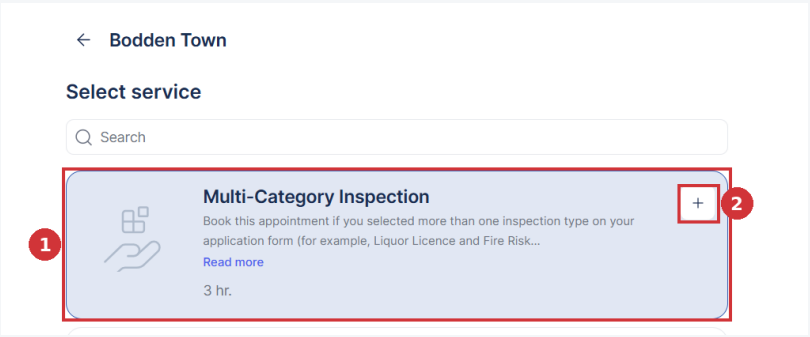


Figure 4 Choose your service

1. Choose the service that matches your application. If you ticked more than one inspection type, choose **Multi-Category Inspection**.
2. Choose **+** on the service to add it. You can also type in the **Search** box.

> **What the services mean.** Each service is a kind of property. The time shown, for example 1 hr, is how long the appointment is expected to take. Inspections usually take 1 to 3 hours, depending on the size of the property, the number of rooms or units and the number of inspection types. **Multi-Category Inspection** is for applications with more than one inspection type, for example Liquor Licence and Fire Risk Assessment / Courtesy. After you add a service, choose **Pick date and time**.

4 Pick a Date and Time

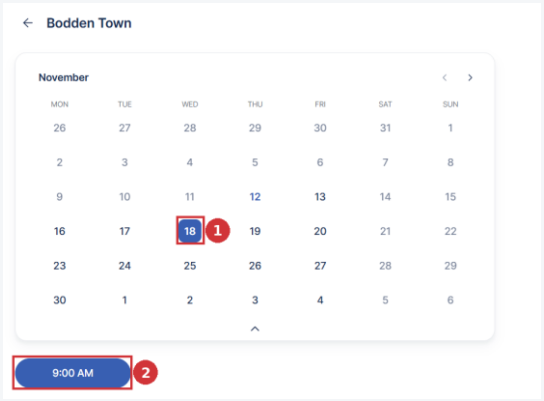


Figure 5 Pick a date and time

1. Choose a date on the calendar. Dates that are greyed out are not available.
2. Choose a time that suits you.

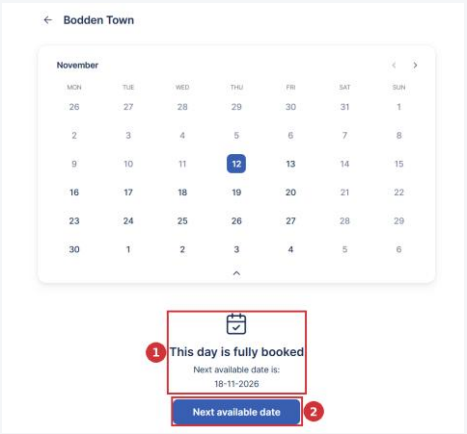


Figure 6 If a day is fully booked

1. If a day is fully booked, the page shows the next available date.
2. Choose **Next available date**, or choose another day.

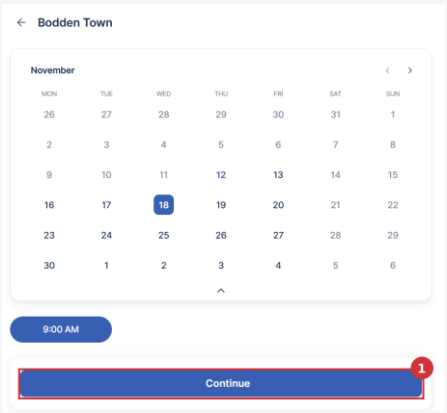


Figure 7 Continue

1. Choose **Continue** to go to the final check.

5 Check and Confirm

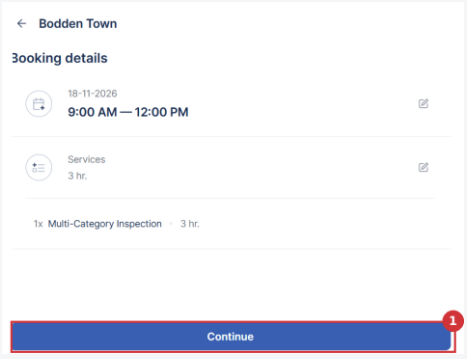


Figure 8 Booking details

1. Check that the date, time and service are correct. To change them, choose the pencil icon. When you are happy, choose **Continue**.

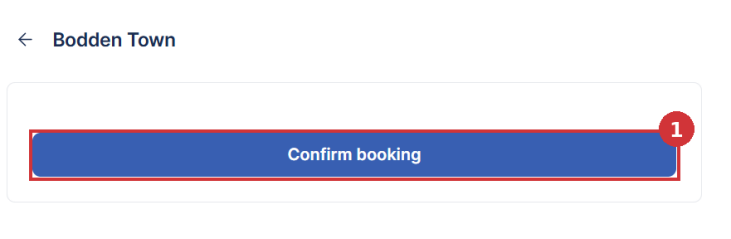


Figure 9 Confirm booking

On the next screen, choose **Confirm booking** to book your appointment.

Your booking is not final until you choose Confirm booking.

6 You Are Booked

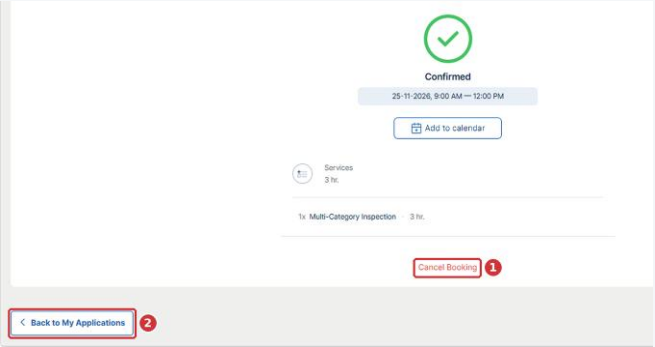


Figure 10 Booking confirmed

1. If you booked by mistake, choose **Cancel Booking**.
2. Choose **Back to My Applications** to return to your list.

Confirmed shows your date and time. You also receive a confirmation email.

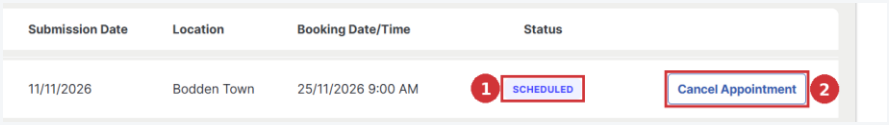


Figure 11 My Applications after you book

1. Your application now shows **SCHEDULED**.
2. If your plans change, choose **Cancel Appointment**. Your application returns to **READY FOR SCHEDULING**. You can then book a new time.

✓ **You are done when you see Confirmed and receive a confirmation email.**

Contact Us

Questions About Your Inspection or Application

Contact the Fire Service.

Email	Telephone	Opening hours
firesafetyinspections@gov.ky	**(345) 949-2276**	**Monday to Friday, 8:30am to 5:00pm**

Problems Signing In or With Your eServices Account

Contact eServices Sign In support.

Telephone	Email	Online
(345) 244-3621	**eservices@gov.ky**	**my.egov.ky/web/myegov/support**

When you contact us, tell us what you were doing and what you saw. If you have one, tell us your Application ID.

Next guide →

Guide 5: Tracking and Managing Your Application

Also useful: Guide 2, Completing Your Application.