



UPCS-V Remote Verification Factsheet

What is Remote Verification?

Remote Verification is the resolution of deficiencies without a reinspection. This feature is now integrated into our Salesforce application and will allow PHAs to reduce their number of reinspections. To successfully conduct a Remote Verification, the PHA must have documentation or evidence of the deficiency resolution.

A Remote Verification will fall into one of three categories:

1. Verifiable third-party documentation
2. Visual evidence
3. Self-certification of repairs

Reference [UPCS-V Protocol Version 2.5](#) Section 6.2.1 for detailed information about the standards Remote Verification should meet under each category.

How do I complete a Remote Verification?

1. Go to the Inspection page in Salesforce.
2. Click the **Remote Verification** button.
3. Go to the Defect you want to resolve via Remote Verification.
4. Under the Resolution tab, fill out the following fields:
 - a. **Remote Verification Type(s):** Select the type of Remote Verification that was conducted: **Verifiable Third-Party Documentation**, **Visual Evidence**, or **Self-Certification of Repairs**.
 - b. **Documentation or Evidence Provided?:** Check this box if you are providing evidence that show that the deficiency was resolved.
 - c. **Resolution Status:** Change the status from **Unresolved** to **Resolved**.
5. Click **Save** on the Defect page, then click **Return to Inspection**.
6. On the Inspection page, click **Submit All**.

Please Note:

- PHAs can choose to conduct Remote Verifications if they wish; it is an option for PHAs to resolve deficiencies that result in a fail.
- Remote Verification cannot be used to resolve LTE deficiencies.

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