



# 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?

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1. Navigate to the Inspection page in Salesforce.
2. Select the ID Name of the inspection you would like to Remotely verify. If you do not see your inspection, you can also enter the ID Name in the search box located at the top right of the webpage.
3. Click the **Remote Verification** button located to the right of the Inspection Detail header.
4. Select the **Assessment Response ID** for the **Defect you want to resolve** via Remote Verification.
5. Under the Resolution tab, complete the following fields:
  - a. **Double click the transparent box next to Remote Verification Type(s):** Choose the type(s) of Remote Verification that was conducted: **Verifiable Third-Party Documentation, Visual Evidence, and/or Self- Certification of Repairs.**
  - b. **Double click the transparent box next to Documentation or Evidence Provided?:** Check this box if you are providing evidence that show that the deficiency was resolved.
  - c. **Double click the transparent box next to Resolution Status:** Change the status from **Unresolved** to **Resolved**.
6. Click **Save** on the Defect page, then click **Back to Inspection**.
7. Repeat steps 4-6 for each defect you would like to remotely verify.
8. To complete the Remote Verification, click **Submit All** on the Inspection page.

## 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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