



Office of Enforcement and Compliance Assurance

Office of Compliance



E-ENTERPRISE  
for the environment

# Smart Mobile Tools for Field Inspectors (Smart Tools) User Documentation

Prepared by Plateau Software, Inc. for the Office of Compliance under EPA  
Contract No. EP-G17H-01433



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## Introduction

The Office of Compliance (OC) within the U.S. Environmental Protection Agency's (EPA) Office of Enforcement and Compliance Assurance (OECA) is the national program manager for compliance monitoring of the nation's environmental laws. Employing a variety of tools, OECA/OC and its partners in states, local governments, territories, and Tribes seek to maximize compliance and reduce threats to public health and the environment. OC has developed this mobile field inspection software - Smart Mobile Tools for Field Inspectors (Smart Tools) - to support EPA and partner inspectors.

Smart Mobile Tools for Field Inspectors (Smart Tools) is a suite of digital tools supporting environmental field inspectors and their managers. Smart Tools supports improved quality, consistency and timeliness of field inspections. Smart Tools supports inspectors through the entire inspection process from scheduling an inspection to generating the draft inspection report for managerial review and, ultimately, approval. Each phase of the inspection is captured in its own module in Smart Tools for easy organization and efficient collecting of observations.

Smart Tools provides inspection managers with the tools needed to effectively plan, coordinate, and manage inspections. It helps them manage inspection timelines, review observations, and track areas of concern. Smart Tools provides Federal regulations/citations within the application. They may be linked to specific areas of concern found while capturing observations. State regulations/citations will be included in Smart Tools soon. Smart Tools also provides managers with several summary reports, in hard or soft copy for easy dissemination.

### **Disclaimers:**

***(1) User Documentation typically trails the system development process, so some screen images found in the User Guides below may not precisely match the application screens, if the application was recently updated.***

***(2) Some features on the depicted screens may not be visible to a particular user due to that user's assigned role ((e.g. Inspector, Web Admin, etc.)***

**To access Smart Tools, click the Production URL: <https://smarttools.epa.gov/>.** If users want to practice using Smart Tools before preparing to go out on an inspection, they can go to the [Smart Tools Sandbox site](#) to practice using the Smart Tools features.

**Note:** Use Google Chrome for ALL Smart Tools activities:



### **SMART TOOLS HELP DESK**

☎ (703) 651-6737


✉ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)



## Icon Legend

Icon	Usage
	Delete Icon
	Edit Icon
	In progress icon
	Completed icon
	Filter icon
	Sort icon
	Download icon
	Help icon
	Warning icon
	Calendar icon
	Camera icon
	Highlighter or flagging icon
	Time picker icon
	Remove or clear icon
	Add notes icon
	Edit notes icon
	Save icon
	Notification icon
	Link icon
	Add icon - Buildings/Areas
	Edit Icon - Buildings/Areas

## Saving Data

Throughout the application the  **Save** button can be found on nearly every page. Users should ensure they are saving their information after each entry to ensure no loss of data. If a user forgets to save their data prior to moving on to a separate tab, a reminder will pop up asking the user to save before moving on. If a user clicks **Cancel**, then any unsaved data will be lost:

**Confirm**

You have unsaved changes in this page. Would you like to save your changes?

## Login & Logout

**Note:** Prior to logging in, the user must complete the required [FedTalent Security Awareness Training](#)

### Login

Smart Tools has been integrated with EPA's Single Sign On system called Web Access Management (WAM).

- For **EPA personnel**, users are already registered with their LAN User ID and Password.  
\*There are no additional steps required to authenticate.
- For **non-EPA personnel**, users will need to register to have a User ID and Password assigned.



### Internal Users (EPA Employees, Contractors): Login Procedures

1. Navigate to Smart Tools: <https://smarttools.epa.gov>
  - a. Users will be navigated to the following screen for login:



## EPA Enterprise Authentication

Login with ...

External Affiliates

Login with External Affiliate  
Account & Password

EPA Employees and Contractors



Login with your  
PIV

*Remember to plug in  
your PIV card*

Login with EPASS PIV card

WARNING: This system contains U.S. Government Data. Unauthorized use of this system is prohibited.

This computer system, including all related equipment, networks, and network devices (specifically including Internet access) are provided only for authorized U.S. Government use. U.S. Government computer systems may be monitored for all lawful purposes, including to ensure that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. Monitoring includes active attacks by authorized U.S. Government entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, including personal information, placed or sent over this system may be monitored.

Use of this computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may

2. Insert EPA-issued PIV Card
3. Click on the **Login with EPASS PIV card**:

**Note:** A user's PIV card will have two (2) certificates loaded on it. Select the **2<sup>nd</sup> certificate** for the PIV card. If this does not work, select the **1<sup>st</sup> certificate**.

EPA Employees and Contractors



Login with your  
PIV

*Remember to plug in  
your PIV card*

Login with EPASS PIV card



4. Input PIN associated with the user's PIV Card. Click **OK**:

A screenshot of a Windows Security dialog box titled "Smart Card". It prompts the user to "Please enter your PIN." with a text input field containing the placeholder "PIN". To the left of the input field is a smart card icon. Below the input field is a link that says "Click here for more information". At the bottom are two buttons: "OK" and "Cancel".

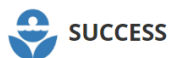
5. If the user does not already have access to Smart Tools, the Smart Tools Request Form will automatically appear:

A screenshot of the "SMART TOOLS REQUEST FORM". At the top is the EPA logo and the title "SMART TOOLS REQUEST FORM". The form contains the following fields:

- First Name \***: A text input field.
- Last Name \***: A text input field.
- Email**: A text input field with the value "eckard.michael@epa.gov".
- Phone**: A text input field.
- Region \***: A dropdown menu with "Select Region" as the selected option.
- Media \***: A dropdown menu with "--Select--" as the selected option.
- Enter the Notes here**: A large text area for notes.

At the bottom are two buttons: "Request Access" (blue) and "Cancel" (red).

- a. Once submitted, this message will appear:



Your request has been successfully submitted. If admin approves your request, you will be receiving a confirmation email at mike@insepector.gov.

**SMART TOOLS HELP DESK**

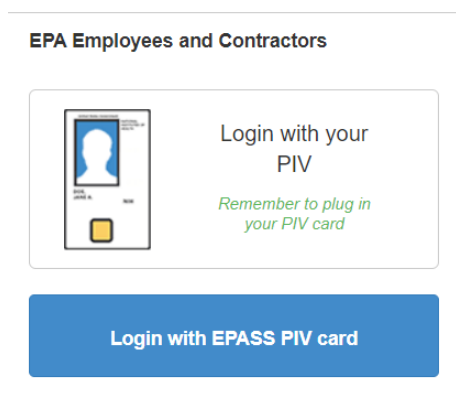
☎ (703) 651-6737

✉ Smarttoolshelpdesk@plateauinc.com



6. The designated Smart Tools Administrator for the user's organization will grant access to the requester and assign specific roles and permissions. An email will be sent to the requester's email address once this is complete.
7. Navigate back to Smart Tools: <https://smarttools.epa.gov>
8. Click on the **Login with EPASS PIV card**:

**Note:** A user's PIV card will have two (2) certificates loaded on it. Select the **2<sup>nd</sup> certificate** for the PIV card. If this does not work, select the 1<sup>st</sup> certificate.



9. Input PIN associated with user's PIV Card
10. User will be logged into Smart Tools. No further steps are required.

**Note:** Returning users need only to complete steps 7-10.

## External Users (Non-EPA): Login Procedures

**Note:** Users must ensure they have completed the EPA Security Awareness Training prior to accessing Smart Tools. See the [FedTalent Security Awareness Training](#) section for additional information.

Before a User ID and Password can be assigned, users will need to know who their EPA regional Smart Tools System Administrator is, as they will need to approve the request. To locate the appropriate System Administrator, visit [Smart Tools System Administrator List](#).



## Access the EPA Portal to Register for a new WAM ID (User ID and Password)

1. URL: <https://waa.epa.gov>.
2. To create a new account, select the "Self-Register" link.

3. Complete the request form with the appropriate information.

**Note:** For Contact information, enter appropriate EPA System Administrator name, email address, and phone number. For EPA System Administrators see the [Smart Tools System Administrators](#) list.

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Your Information:

First Name:

Last Name:

Email Address:   
e.g. emailid@domainname.com

Street Address:

City:

Country:

State/Province/Region:

Postal Code:

Daytime Phone Number:

Mobile Phone Number:

4. Create a password for the account. REMEMBER THE PASSWORD THAT YOU CREATED.

**Note:** EPA Web Access Management (WAM) Requires users to reset the Password every **60 days**.

Passwords must be between 8 and 20 characters long and contain at least one lower case letter and one number and no spaces.

Password:

Confirm Password:

5. Then, select appropriate Smart Tools User Community (media area -RCRA, CWA, CAA) from the drop-down arrow.

Daytime Phone:

Mobile Phone:

Registry of EPA Applications and Databases

SDWIS R8 Users

SDWIS\_R8\_ADMINs Admins

SGITA Community

SeqAPASS Users

Smart Tools Users

Smarttools - CAA

Smarttools - CWA

Smarttools - RCRA

Select the Community:

☐ I accept the EPA Privacy & Security Notice. [Click here to read.](#)

6. Next, select the respective EPA Region the user's state is assigned to.

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10942

Select One

Smart Tools Headquarters RCRA HQ (EPA Staff and Direct Contractors)

Smart Tools RCRA Region 01 (CT MA ME NH RI VT)

Smart Tools RCRA Region 02 (NJ NY PR VI)

Smart Tools RCRA Region 03 (DC DE MD PA VA WV)

Smart Tools RCRA Region 04 (AL FL GA KY MS NC SC TN)

Smart Tools RCRA Region 05 (IL IN MI MN OH WI)

Smart Tools RCRA Region 06 (AR LA NM OK TX)

Smart Tools RCRA Region 07 (IA KS MO NE)

Smart Tools RCRA Region 08 (CO MT ND SD UT WY)

Smart Tools RCRA Region 09 (AS AZ CA GU HI NV)

Smart Tools RCRA Region 10 (AK ID OR WA)

Select One

☐ I accept the EPA Privacy & Security Notice. [Click here to read.](#)

7. Read and check the **EPA Privacy & Security Notice**.
8. Select the **Submit Registration** button at the bottom of the screen.

Daytime Phone Number: (703) 615-4503

Mobile Phone Number: (703) 615-4503

Passwords must be between 8 and 20 characters long and contain at least one lower case letter and one number and no spaces.

Password: .....

Confirm Password: .....

Select the Community or Application for which you are requesting access:

Smart Tools Users

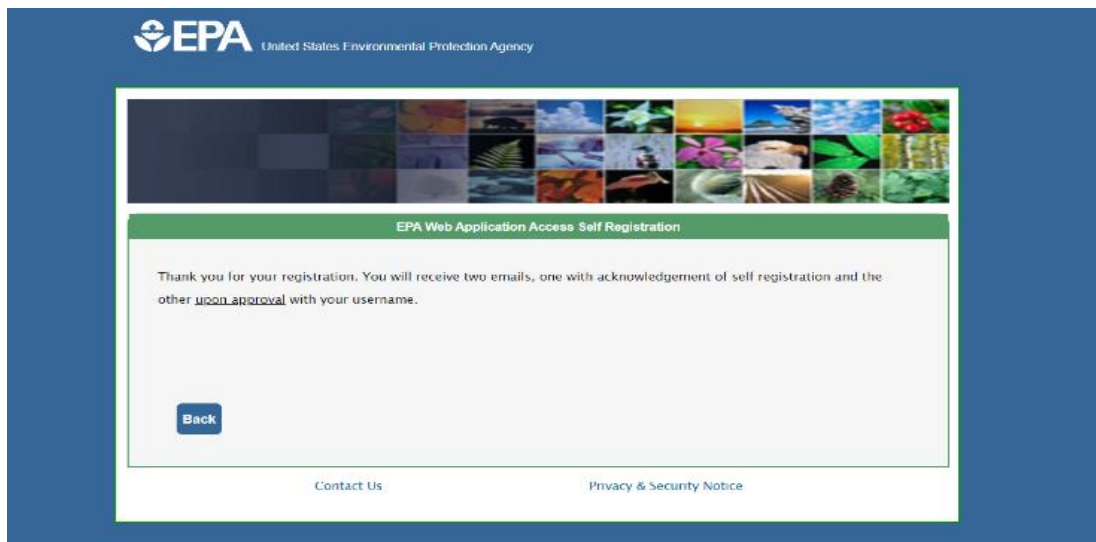
☒ I accept the EPA Privacy & Security Notice. [Click here to read.](#)

**Submit Registration** **Cancel**

[Contact Us](#) [Privacy & Security Notice](#)

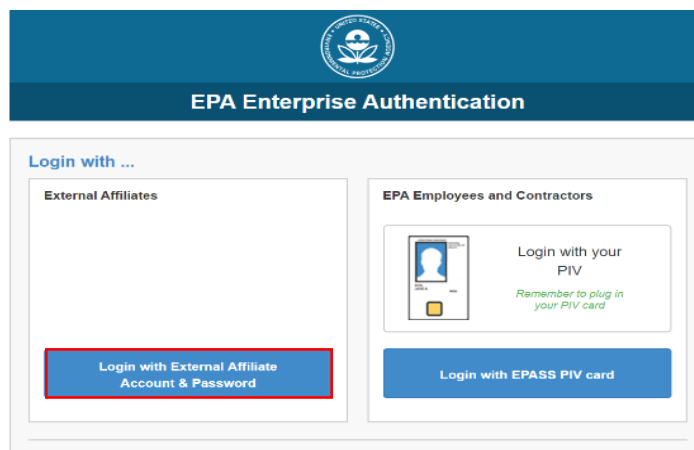


9. Once the Smart Tools System Administrator approves the user's account, the user will receive two emails—one confirming the request has been received and one with the user's new username.



10. After user's account has been approved, go to <https://smarttools.epa.gov>.

11. Select **“Login with External Affiliate Account and Password”** option.



WARNING: This system contains U.S. Government Data. Unauthorized use of this system is prohibited.  
This computer system, including all related equipment, networks, and network devices (specifically including Internet access) are

#### SMART TOOLS HELP DESK

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✉ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)



12. Enter the **username** received in the **email** and the password chosen in the Self-Registration process.



13. Select the **Submit** button to send a Registration Code to the phone number associated with the account by clicking Submit.





14. Enter the code that was sent to the phone number. Select **Submit**.

15. Users will then need to request access to the Smart Tools application using the following form:

16. A designated Smart Tools Administrator will grant access to the requester with specific roles and permissions.

a. An email will be sent to the requester's email address once this is complete.

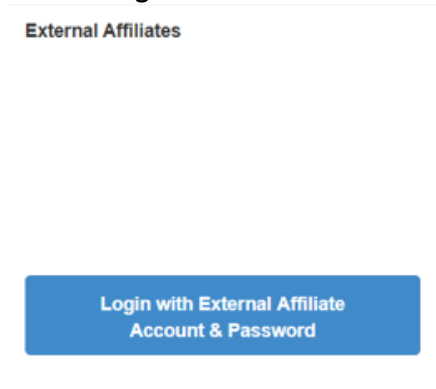
#### SMART TOOLS HELP DESK

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✉️ Smarttoolshelpdesk@plateauinc.com

17. Navigate to the Production URL: <https://smarttools.epa.gov>

18. Click on **Login with External Affiliate Account & Password:**



19. Enter User ID and Password

20. User will be logged into Smart Tools. No further steps are required.

**Note:** Returning users need only to complete steps 17-20.

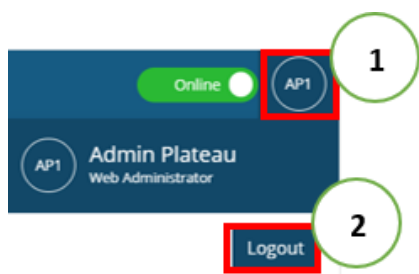
## User Role Selection

For users assigned multiple roles, once a user logs in they will be able to select what role they wish to proceed with. Users are granted permissions within Smart Tools based on their role(s) within their organization.

## Logout

Steps:

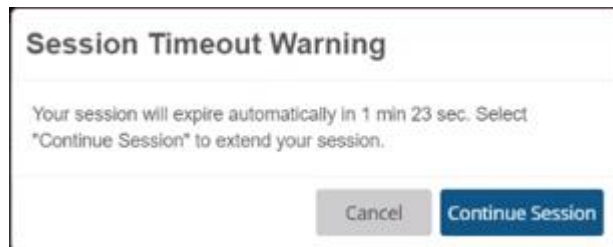
1. Click on initials in upper right corner
2. Click **Logout**.



## Session Timeout

In accordance with EPA's information system security policies, Smart Tools will timeout after 15 minutes of idle time (no activity conducted in the Smart Tools application) which will automatically log out the user. Upon log out, any unsaved data will be lost. To avoid timing out, click or enter information and the timeout timer will be reset. After 10 minutes of idle time

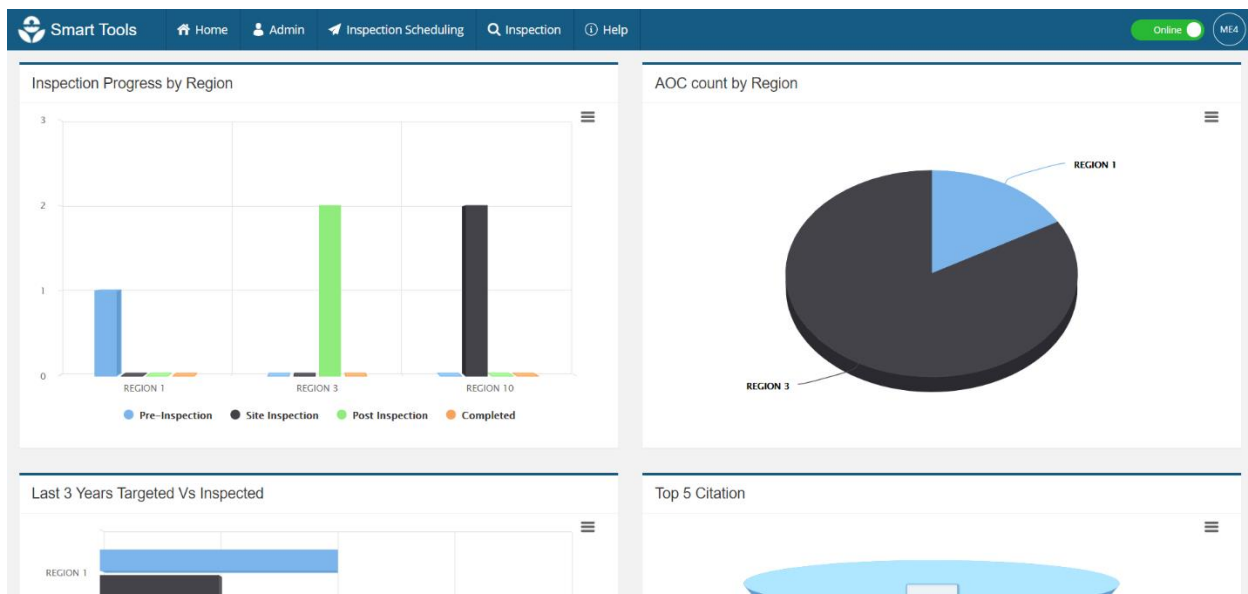
Smart Tools will have a Session Timeout Warning popup that prompts users to continue the session or cancel, allowing the session to timeout. This popup will have a running countdown until the session is renewed or the user is logged out:



## Smart Tools Dashboard

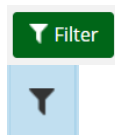
The opening dashboard presents metrics that provide a snapshot view of work in Smart Tools.

**Note:** The Smart Tools Dashboard only displays data populated in Smart Tools. The Dashboard does not pull from source systems to populate this data.



## Filters

On nearly every page throughout Smart Tools there is a filter option to quickly locate specific users, facilities, inspections, or data inside of each inspection. Throughout Smart Tools users will find the following icons representing the filter feature:



**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

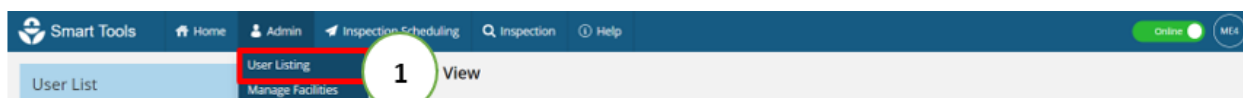
## Admin

### User Listing

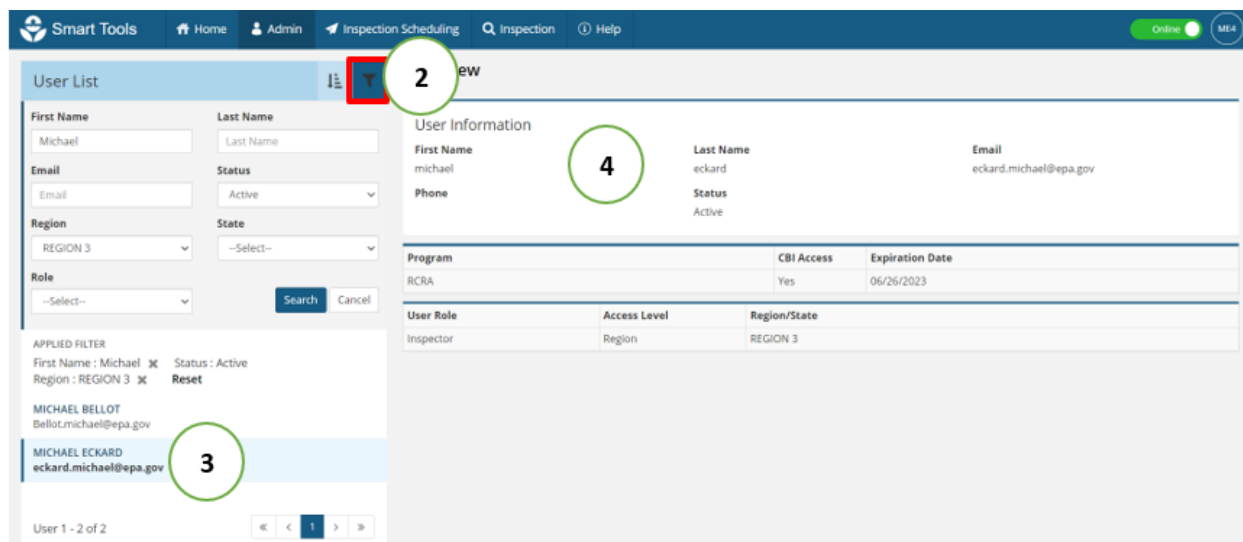
Each user has specific permissions and access levels which can be adjusted as needed by the user's Regional or State Smart Tools Administrator. Users can see their user roles, media, and CBI access. System Administrator details provided in the [Smart Tools System Administrator User Guide](#)

Steps:

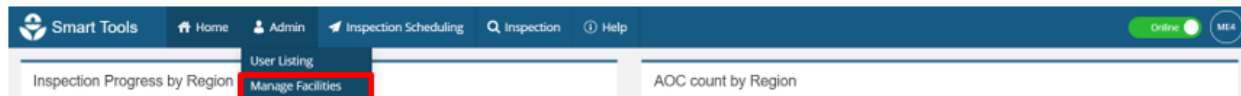
1. Click **User Listing**



2. Click **Filter** Icon. Fill in desired fields to narrow down results
3. Select user
4. View user information.



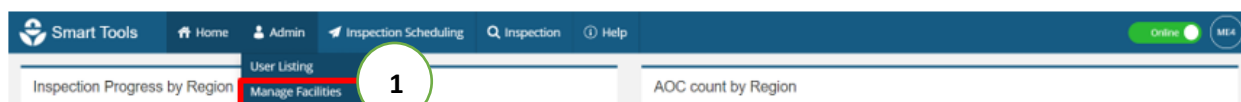
## Manage Facilities



### Finding Facility

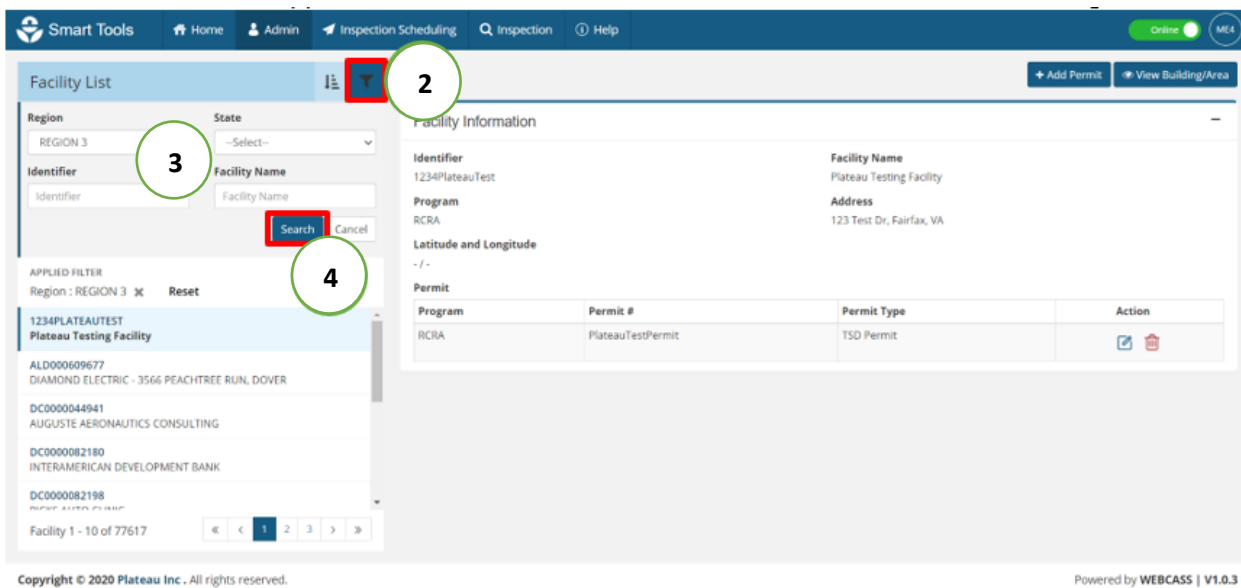
Steps:

1. Under Admin, Click **Manage Facilities**



2. Select **Filter** Icon
3. Use dropdowns to narrow down location and/or enter Facility Information in text fields
4. Click **Search**.

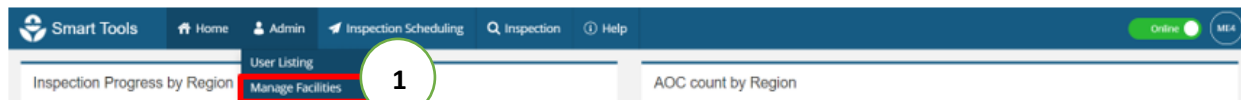
**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed



### Add Permit

Steps:

1. Under **Admin**, Click **Manage Facilities**



2. Locate the correct facility using **Filter**

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

3. Select facility from list
4. Select **Add Permit**

The screenshot shows the 'Smart Tools' interface. At the top, there's a navigation bar with 'Home', 'Admin', 'Inspection', and 'Help'. Below this is a 'Facility List' section. A red box highlights the 'Facility List' header, with a green circle '2' next to it. Another red box highlights the 'Add Permit' button in the top right, with a green circle '4' next to it. A third red box highlights the first facility in the list, '1234PLATEAUTEST Plateau Testing Facility', with a green circle '3' next to it. The facility details on the right show 'Identifier: 1234PlateauTest', 'Program: RCRA', 'Facility Name: Plateau Testing Facility', and 'Address: 123 Test Dr, Fairfax, VA'. A table below shows a permit for 'RCRA' with permit number 'PlateauTestPermit' and type 'TSD Permit'.

5. Enter Permit Number
6. Enter Permit Type from dropdown
7. Click **Save**

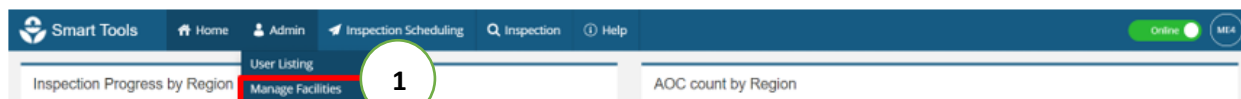
The 'Add Permit' form is shown. It has a title 'Add Permit' and a close button. Below the title, it displays '1234PlateauTest' and 'Plateau Testing Facility'. The 'Program' is set to 'RCRA'. A red box highlights the 'Permit Number' field, with a green circle '5' next to it. Another red box highlights the 'Permit Type' dropdown menu, with a green circle '6' next to it. A third red box highlights the 'Save' button, with a green circle '7' next to it.

## View Building/Area

Smart Tools enables users to create and associate Buildings and Areas with a specific facility so that observations can be written against specific locations. These Buildings and Areas can be used by any inspector that inspects the facility and are viewable in the Manage Facilities tab. Buildings and Areas are usually created during the site inspection. However, they can be created during pre-inspection if the information is contained in a previous inspection report. Inspectors should use the same naming convention as the facility so all parties will have a common understanding on the location of interest.

Steps:

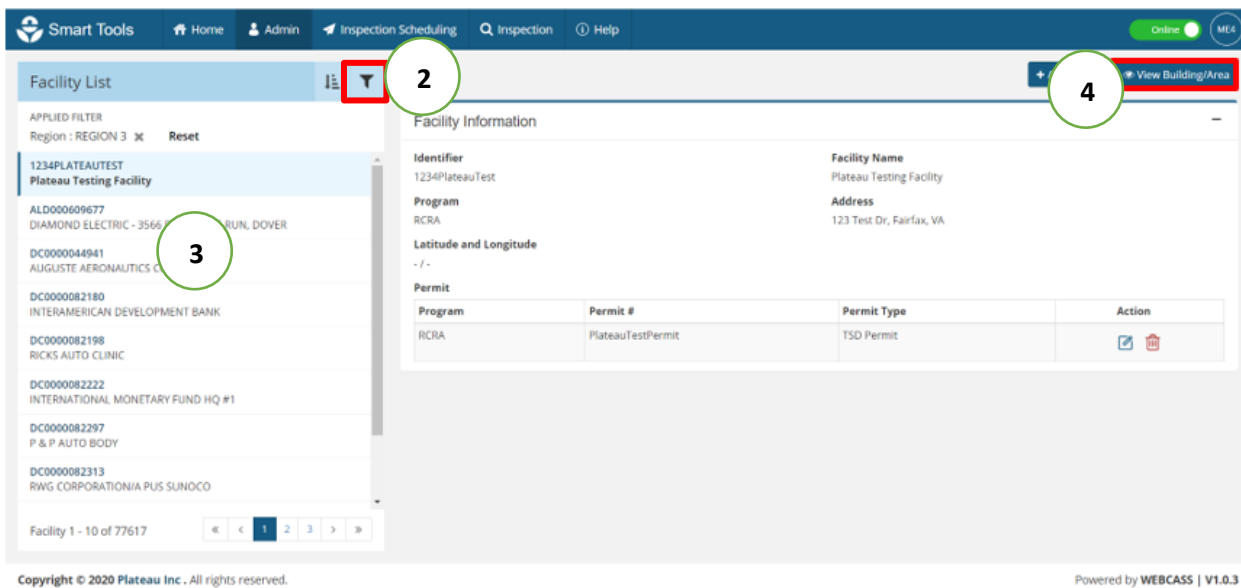
1. Under **Admin**, Click **Manage Facilities**



2. Locate the correct facility using **Filter**

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

3. Select facility from list
4. Click **View Building/Area**





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Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Facility List

APPLIED FILTER  
Region : REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC0000044941  
AUGUSTE AERONAUTICS CONSULTING

DC0000082180  
INTERAMERICAN DEVELOPMENT BANK

DC0000082198  
RICKS AUTO CLINIC

DC0000082222  
INTERNATIONAL MONETARY FUND HQ #1

DC0000082297  
P & P AUTO BODY

DC0000082313  
RWG CORPORATION/A PUS SUNOCO

Facility 1 - 10 of 77617

Buildings/Areas

+ Add Building Filter Back

Plateau Testing Facility

Building #	Building Name	Process Description
Test1234	Prosperity Avenue	Test 1234

Area #	Area Name	Process Description
Test Area 123	Test Area	Test area

Building/Area 1 - 1 of 1

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## Add a Building

Steps:

1. Under **Admin**, Click **Manage Facilities**

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Inspection Progress by Region User Listing Manage Facilities AOC count by Region

1

2. Locate the correct facility using **Filter**

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

3. Select facility from list
4. Click **View Building/Area**

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Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Facility List

APPLIED FILTER  
Region : REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC000044941  
AUGUSTE AERONAUTICS CONSULTING

DC000082180  
INTERAMERICAN DEVELOPMENT BANK

DC000082198  
RICKS AUTO CLINIC

DC000082222  
INTERNATIONAL MONETARY FUND HQ #1

DC000082297  
P & P AUTO BODY

DC000082313  
RWG CORPORATION/A PUS SUNOCO

Facility 1 - 10 of 77617

Facility Information

Identifier  
1234PlateauTest

Facility Name  
Plateau Testing Facility

Program  
RCRA

Address  
123 Test Dr, Fairfax, VA

Latitude and Longitude  
- / -

Permit

Program	Permit #	Permit Type	Action
RCRA	PlateauTestPermit	TSD Permit	

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## 5. Click Add Building

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Facility List

APPLIED FILTER  
Region : REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC000044941  
AUGUSTE AERONAUTICS CONSULTING

DC000082180  
INTERAMERICAN DEVELOPMENT BANK

DC000082198  
RICKS AUTO CLINIC

DC000082222  
INTERNATIONAL MONETARY FUND HQ #1

DC000082297  
P & P AUTO BODY

DC000082313  
RWG CORPORATION/A PUS SUNOCO

Facility 1 - 10 of 77617

Buildings/Areas

Plateau Testing Facility

Building # Building Name Process Description

Test1234 Prosperity Avenue Test 1234

Area # Area Name Process Description

Test Area 123 Test Area Test area

Building/Area 1 - 1 of 1

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6. Enter building information. **Name is a required field.**
7. Click **Save**

Add Building

Building #

Building #

Name \*

6

Name

Process Description


Enter the Process Description here

0/1000

7

Save

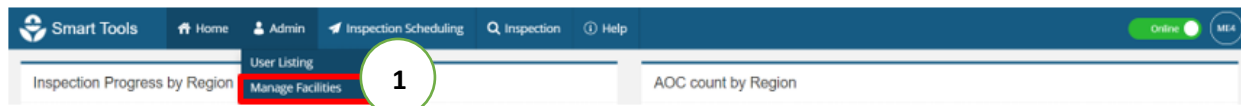
Cancel

**Note:** For future inspections at the same facility, Buildings can be deactivated if they are no longer in operation at the facility by clicking **Inactivate Building** icon 

## Add Area

Steps:

- Under **Admin**, Click **Manage Facilities**



- Locate the correct facility using **Filter**

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

- Select facility from list
- Click **View Building/Area**



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Smart Tools Home Admin Inspection Scheduling Inspection Help Online MEA

Facility List

APPLIED FILTER  
Region : REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC0000044941  
AUGUSTE AERONAUTICS CONSULTING

DC0000082180  
INTERAMERICAN DEVELOPMENT BANK

DC0000082198  
RICKS AUTO CLINIC

DC0000082222  
INTERNATIONAL MONETARY FUND HQ #1

DC0000082297  
P & P AUTO BODY

DC0000082313  
RWG CORPORATION/A PUS SUNOCO

Facility 1 - 10 of 77617

Facility Information

Identifier  
1234PlateauTest

Facility Name  
Plateau Testing Facility

Program  
RCRA

Address  
123 Test Dr, Fairfax, VA

Latitude and Longitude  
- / -

Permit

Program	Permit #	Permit Type	Action
RCRA	PlateauTestPermit	TSD Permit	

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## 5. Click Add Area

Smart Tools Home Admin Inspection Scheduling Inspection Help Online MEA

Facility List

APPLIED FILTER  
Region : REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC0000044941  
AUGUSTE AERONAUTICS CONSULTING

DC0000082180  
INTERAMERICAN DEVELOPMENT BANK

DC0000082198  
RICKS AUTO CLINIC

DC0000082222  
INTERNATIONAL MONETARY FUND HQ #1

DC0000082297  
P & P AUTO BODY

DC0000082313  
RWG CORPORATION/A PUS SUNOCO

Facility 1 - 10 of 77617

Buildings/Areas

+ Add Building Filter Back

Plateau Testing Facility

Building #	Building Name	Process Description
✓ Test1234	Prosperity Avenue	Test 1234

Area # Area Name Process Description

Test Area 123	Test Area	Test area
---------------	-----------	-----------

Building/Area 1 - 1 of 1

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6. Enter area information. At a minimum, **Name** must be entered
7. Click **Save**

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Add Area

Area #

Area #

Name \*

6

Name

Process Description


Enter the Process Description here

0/1000

7

Save

Cancel

**Note:** For future inspections at the same facility, Areas can be deactivated if they are no longer in operation at the facility by clicking the **Inactivate Area** icon 

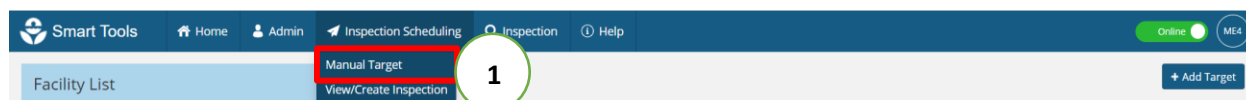
## Inspection Scheduling

### Manual Target

Users can search a facility within their state or region and schedule an inspection individually.

Steps:

1. Under **Inspection Scheduling**, Click **Manual Target**



2. Click **Filter** icon

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

3. Fill in search criteria
4. Click **Search**
5. **Select the desired Facility from the list of returned facilities**
6. Click **Add Target**



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Facility List

Region: REGION 3 State: --Select--

Identifier: Identifier Facility Name: Facility Name

Search Cancel

APPLIED FILTER  
Region: REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC0000044941  
AUGUSTE AERONAUTICS CONSULTING

DC0000082180  
INTERAMERICAN DEVELOPMENT BANK

DC0000082198  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

Facility 1 - 10 of 77617

Facility Information

Identifier: 1234PlateauTest Facility Name: Plateau Testing Facility

Program: RCRA Address: 123 Test Dr, Fairfax, VA

Latitude and Longitude: - / -

Permit

Program	Permit #	Permit Type
RCRA	PlateauTestPermit	TSD Permit

- Using the drop downs, fill in information. **Lead Inspector** and **Fiscal Year** are required fields.
- Click **Approve**

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Facility List

Region: REGION 3 State: --Select--

Identifier: Identifier Facility Name: Facility Name

Search Cancel

APPLIED FILTER  
Region: REGION 3 Reset

1234PLATEAUTEST  
Plateau Testing Facility

ALD000609677  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

DC0000044941  
AUGUSTE AERONAUTICS CONSULTING

DC0000082180  
INTERAMERICAN DEVELOPMENT BANK

DC0000082198  
DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER

Facility 1 - 10 of 77617

Add Target

1234PlateauTest - Plateau Testing Facility

Lead Inspector \* --Select--

Quarter --Select--

Program \* RCRA

Fiscal Year \* --Select--

Month --Select--

Permit Number  
Select Permit Number

Approve Back

- Popup will appear asking to confirm. Click **OK**

Confirm

Do you want to approve the target facility?

Cancel OK

**Note:** Once approved, facilities are now available in the View/Create Inspection tab

## View/Create Inspection

### Dashboard Overview

This is a master list of all inspections, regardless of current phase (Targeted Facility, Pre-Inspection, Site-Inspection, Post-Inspection, Complete). The user can filter the list to find specific inspections and view important inspection information and its current status. By clicking on the **Inspection Name** (blue hyperlink), the user will be taken to that individual inspection.

Manual Target  
View/Create Inspection

View/Create Inspection

APPLIED FILTER  
Region : REGION 3 ✕ Reset

Identifier	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
1234PlateauTest	Plateau Testing Facility	Plateau Testing Facility (2020/Q1/DEC)	2020	Q1	DEC	ManPreet Singh	✓	✓	⌚	
NHDS10011240	CALAWA LEON		2020		JUN	Laura Kiesel				
VA0000010264	ROY'S AUTO BODY	ROY'S AUTO BODY (2020/JUN)	2020		JUN	kieselmlaura Kiesel	✓	✓	⌚	
1234PlateauTest	Plateau Testing Facility		2020			michael eckard				+ 🗑️

+ Create Inspection Delete Targeted Facilities

Targeted Facility 1 - 4 of 4

### Filtering Through Targeted Inspections

A user can filter the list of inspections to locate a specific inspection or inspections containing similar characteristics.

Steps:

1. Click **Filter** for the filter dropdown to appear

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

2. Enter information into text boxes (partial searches work as well) or utilize the dropdowns
3. Click **Search**.

**Note:** The Applied filter will remain on this tab until manually removed or a new search is conducted. To manually remove a filter, select the "X" next to the applied filter or select **Reset**.



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

### View/Create Inspection

1 Filter

2

3 Search

APPLIED FILTER  
Region : REGION 3 Reset

<input type="checkbox"/>	Identifier	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
<input type="checkbox"/>	1234PlateauTest	Plateau Testing Facility	Plateau Testing Facility (2020/Q1/DEC)	2020	Q1	DEC	ManPreet Singh	✓	✓	⚠	
<input type="checkbox"/>	NHD510011240	CALAWA LEON		2020		JUN	Laura Kiesel				
<input type="checkbox"/>	VAA000010264	ROY'S AUTO BODY	ROY'S AUTO BODY (2020/JUN)	2020		JUN	kieselmlaura Kiesel	✓	✓	⚠	
<input checked="" type="checkbox"/>	1234PlateauTest	Plateau Testing Facility		2020			michael eckard				+ -

+ Create Inspection Delete Targeted Facilities

Targeted Facility 1 - 4 of 4

## Creating an Inspection

While in the “Targeted Facility” process, an inspection has not yet been created and the dashboard will not have all the columns filled.

Steps:

1. In the checkbox, select which facility or facilities the user would like to create the inspection for. This can only be done for targeted facilities that the user is assigned as the Lead Inspector
2. Click **Create Inspection**

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

### View/Create Inspection

Filter

APPLIED FILTER  
Region : REGION 3 Reset

<input type="checkbox"/>	Identifier	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
<input type="checkbox"/>	1234PlateauTest	Plateau Testing Facility	Plateau Testing Facility (2020/Q1/DEC)	2020	Q1	DEC	ManPreet Singh	✓	✓	⚠	
<input type="checkbox"/>	510011240	CALAWA LEON		2020		JUN	Laura Kiesel				
<input type="checkbox"/>	00010264	ROY'S AUTO BODY	ROY'S AUTO BODY (2020/JUN)	2020		JUN	kieselmlaura Kiesel	✓	✓	⚠	
<input checked="" type="checkbox"/>	1234PlateauTest	Plateau Testing Facility		2020			michael eckard				+ -

+ Create Inspection Delete Targeted Facilities

Targeted Facility 1 - 4 of 4

3. Popup will appear asking to confirm. Click **OK**

### Confirm

Do you want to create Inspection for the selected targeted facilities?

Cancel
**OK**

## Deleting a Targeted Facility

Targeted facilities can only be deleted from this list when they are still in the “Targeted Facility” phase.

Steps:

1. Inside the checkbox, select the targeted facility or facilities to be deleted from the View/Create Inspection dashboard
2. Select **Delete Targeted Facility**

Smart Tools
Home
Admin
Inspection Scheduling
Inspection
Help
Online
ME4

View/Create Inspection
Filter

APPLIED FILTER  
Region : REGION 3
Reset

<input type="checkbox"/>	Identifier	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
<input type="checkbox"/>	1234PlateauTest	Plateau Testing Facility	Plateau Testing Facility (2020/Q1/DEC)	2020	Q1	DEC	ManPreet Singh	✓	✓	⌚	
<input type="checkbox"/>	011240	CALAWA LEON		2020		JUN	Laura Kiesel				
<input type="checkbox"/>	0264	ROYS AUTO BODY	ROYS AUTO BODY (2020/JUN)	2020		JUN	kieselmlaura Kiesel	✓	✓	⌚	
<input checked="" type="checkbox"/>	PlateauTest	Plateau Testing Facility		2020			michael eckard				+ -

+ Create Inspection
Delete Targeted Facilities

Targeted Facility 1 - 4 of 4

3. Popup will appear asking to confirm. Click **OK**.

### Confirm

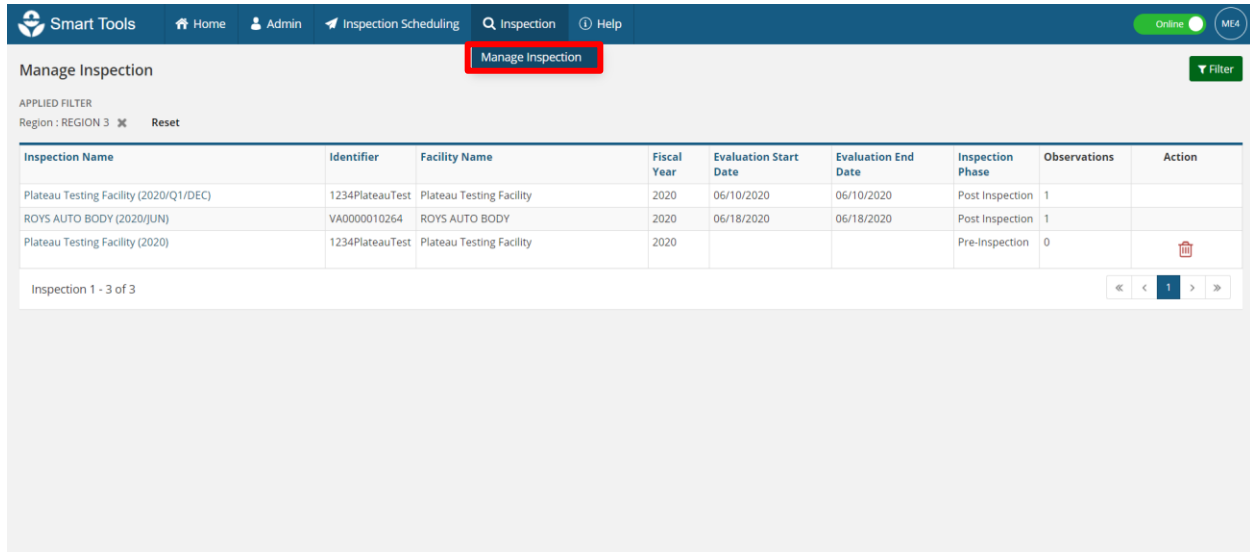
Do you want to delete the targeted facilities?

Cancel
**OK**

## Inspection Tab - Manage Inspection

### Dashboard Overview


All inspections created in the View/Create Inspection page will be located in the Manage Inspection tab. Here, Lead Inspectors and Inspectors will be able to access an inspection to complete necessary work. An inspection can only be deleted when it does not have any observations attached to it as indicated by the red trashcan icon. On the dashboard, users can download and sync their inspections before and after going offline.



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection Manage Inspection Filter

APPLIED FILTER  
Region : REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROY'S AUTO BODY (2020/JUN)	VA0000010264	ROY'S AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Pre-Inspection	0	

Inspection 1 - 3 of 3

## Completing the Pre-Inspection Process

Steps:

1. Under Inspection, Click **Manage Inspection**



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection 1

2. Find correct inspection using the **Filter**

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

3. Select correct inspection by clicking the **Inspection Name** (blue hyperlink)



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

### Manage Inspection

2 Apply Filter

Region: REGION 3 State: --Select-- Fiscal Year: --Select-- Inspection Phase: --Select-- Identifier: Identifier Search

APPLIED FILTER  
Region: REGION 3 X Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/D56)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROY'S AUTO BODY (2020/JUN)	VA0000010264	ROY'S AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020	06/22/2020	06/23/2020	Post Inspection	3	

Inspection 1 - 3 of 3

3

## Back Button

Used to easily navigate as a shortcut through the levels of the inspection process.

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

< Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION 1 Plateau Testing Facility (2020) IDENTIFIER 1 1234PlateauTest

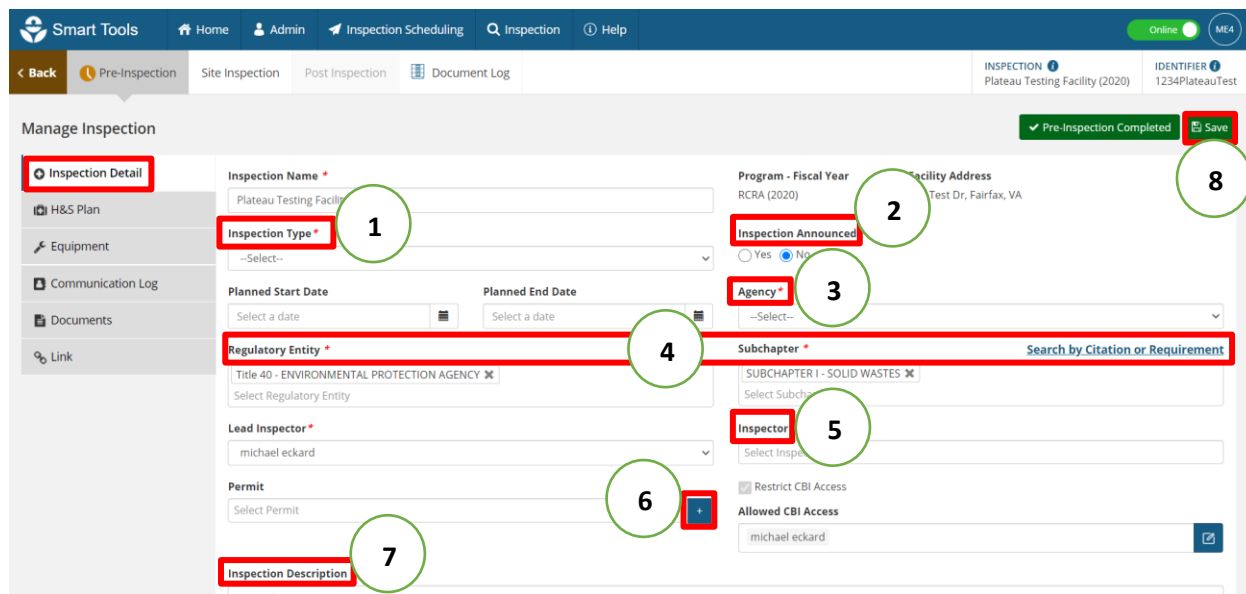
## Inspection Detail

Most information will be pre-populated for the user based on the facilities location and the inspection's media (e.g., RCRA, CWA, CAA), but can be updated by the user.

Steps:

1. Select **Inspection Type** from dropdown
2. Identify whether inspection is Announced (Yes/No)
3. Select Lead Inspector's **Agency** from dropdown
4. Add or take away from preselected Regulatory Entity and Subchapter, if needed. These selections will be used to link Areas of Concern against citations later in the application
5. Add additional inspectors to this inspection, if needed. To find and select users, they must be existing users in Smart Tools. The textbox serves as a search field and names will populate in a dropdown menu
6. Add additional permits, if need ed
7. Add **Inspection Description** in the text box, if needed
8. Click **Save**

**Note:** Once complete with ALL Pre-Inspection activities, the user should select **“Pre-Inspection Completed”** to change the status of the inspection from Pre-Inspection to Site-Inspection. This will be reflected on all dashboards and the top of that particular inspection's screen. This does not affect the user's ability to edit Pre-Inspection information.



The screenshot shows the 'Manage Inspection' interface in the Smart Tools application. The 'Pre-Inspection' tab is active. The form contains the following fields and actions, numbered 1 through 8:

- 1:** Inspection Type dropdown menu.
- 2:** Inspection Announced radio buttons (Yes/No).
- 3:** Agency dropdown menu.
- 4:** Regulatory Entity dropdown menu (currently showing 'Title 40 - ENVIRONMENTAL PROTECTION AGENCY').
- 5:** Subchapter dropdown menu (currently showing 'SUBCHAPTER I - SOLID WASTES').
- 6:** Permit dropdown menu.
- 7:** Inspection Description text area.
- 8:** Save button (top right).

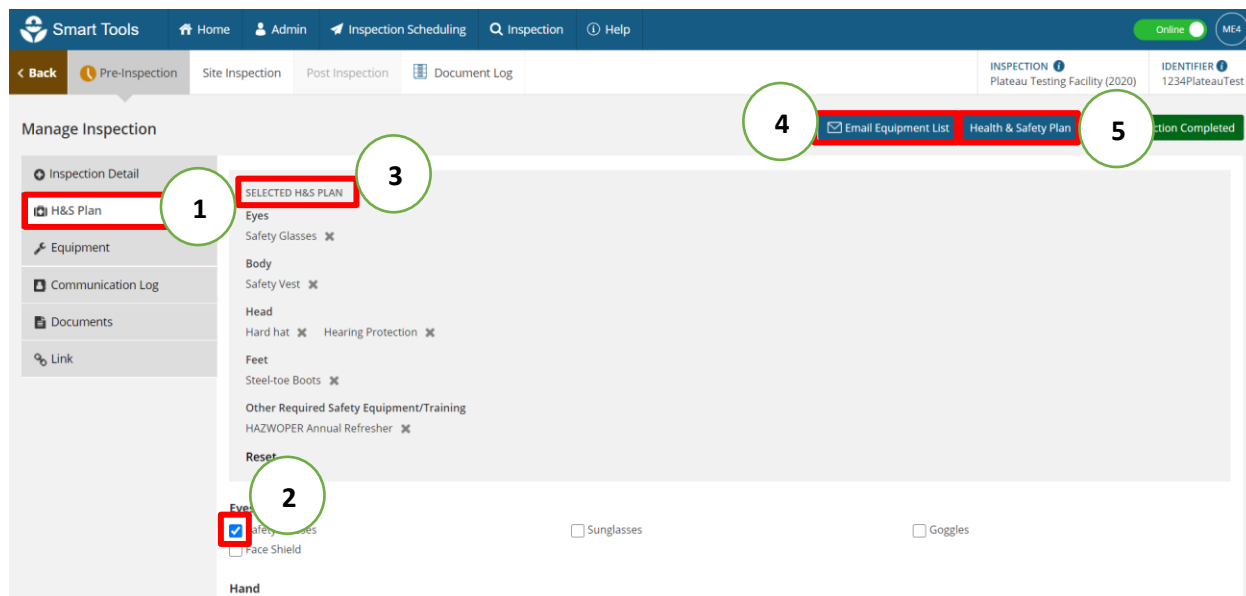
Other visible elements include the 'Pre-Inspection Completed' status indicator, the 'Inspection Name' field (Plateau Testing Facility), 'Planned Start Date' and 'Planned End Date' date pickers, 'Lead Inspector' (michael eckard), and 'Allowed CBI Access' (michael eckard).

## Health and Safety (H&S) Plan

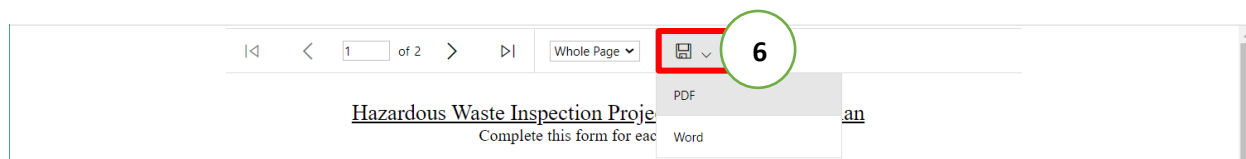
A Health and Safety Plan can be generated and modified after pre-populating information from the system. The H&S plan may be printed out, signed, and uploaded back into the system in the Documents tab (see below). Smart Tools will pre-populate some information, but Inspectors are required to fill in other portions of the H&S plan.

Steps:

1. Select **H&S Plan** from the Pre-Inspection activities tab
2. Click the checkbox next to required PPE (All PPE selected will begin to populate at top of list)
3. Check selected equipment for accuracy. Use the **X** next to the selected equipment to remove, if needed
4. Click **Email Equipment List** to send a copy of the equipment list to all participating Inspectors
5. Click **Health & Safety Plan**



6. Save **Health & Safety Plan** to device.



## Equipment

Users can select all the general equipment (separate from the H&S Plan) that should be taken to the field. This list can be emailed to all inspectors involved in the inspection (this list is completed in the Inspection Details tab).

Steps:

1. Select **Equipment** from the **Pre-Inspection** activities tab
2. Click the checkbox next to required general equipment (All general equipment selected will begin to populate at top of list)
3. Check selected equipment for accuracy. Use the **X** next to the selected equipment to remove, if needed
4. Click **Email Equipment List** to send a copy of the equipment list to all participating Inspectors.

The screenshot shows the 'Smart Tools' web application interface. The top navigation bar includes 'Smart Tools', 'Home', 'Admin', 'Inspection Scheduling', 'Inspection', and 'Help'. Below this is a 'Manage Inspection' section with tabs for 'Pre-Inspection', 'Site Inspection', 'Post Inspection', and 'Document Log'. The 'Pre-Inspection' tab is active, showing a sidebar with 'Equipment' selected (1). The main area displays 'SELECTED EQUIPMENTS' (3) and a list of equipment items with checkboxes. The 'Equipment' checkbox is checked (2). At the top right, there is an 'Email Equipment List' button (4) and a 'Pre-Inspection Completed' status indicator.



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Smart Tools Home Admin Inspection Scheduling Inspection Help

4 Email sent successfully.

Pre-Inspection Site Inspection Post Inspection Document Log

Manage Inspection

Inspection Detail H&S Plan Equipment Communication Log Documents Link

SELECTED EQUIPMENTS

Documents and Recordkeeping Tools

Site-specific health and safety plan ✕

Tools

Extra batteries ✕

Reset

Inspection:

Documents and Recordkeeping Tools

☒ Site-specific health and safety plan

☐ Checklists

☐ Analysis request forms

☐ Credentials

☐ Bound, waterproof, chemical-resistant logbook

☐ Waterproof pen

☐ Background files

☐ Shipping labels

☐ Calculator

Tools

☐ Multi-tooled jack knife (Swiss Army Type)

☐ Handheld range finder and level

☐ Extra memory cards for camera, digital camera, video camera

☐ Nylon cord

☐ Electrical and duct tape

☒ Extra batteries

☐ Flashlight

☐ Adjustable wrench and vise grips

☐ GPS

☐ Tape measure

☐ Camera

☐ Screwdriver

☐ Bucket (plastic or stainless steel, as appropriate)

☐ Laptop computer

Email Equipment List

## Communication Log

Users may log all communication prior to going into the field.

Steps:

1. Click **Communication Log** in the Pre-Inspection activities tab
2. Click **Add Log**

**Note:** Users may update or delete entries on the dashboard using the following icons under the **Action** column

Smart Tools Home Admin Inspection Scheduling Inspection Help

Online ME4

Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION 1 Plateau Testing Facility (2020)

IDENTIFIER 1 1234PlateauTest

Manage Inspection

Inspection Detail H&S Plan Equipment Communication Log Documents Link

1

Type	Location	Point of Contact	Description	Date	Action
Phone	555-555-5555	Jim		06/22/2020 02:37 pm (EDT)	

2 Add Log

Pre-Inspection Completed

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3. Select **Type** from the dropdown list (Date and Time are prepopulated but can be changed)  
Type is a required field.
4. If needed, add additional details
5. Click **Save**

The screenshot shows a mobile application interface for adding a new log entry. The form is titled 'Add New Log' and includes several fields: 'Type' (a dropdown menu with a red box around it and a green circle with the number 3), 'Location' (a text input field), 'Point of Contact' (a text input field with a green circle and the number 4), 'Description' (a large text area with a character count '0/1000'), 'Date (EDT)' (a date picker showing '06/22/2020'), and 'Time' (a time picker showing '02:37 pm'). At the bottom, there is a green 'Save' button with a white disk icon, highlighted with a red box and a green circle with the number 5.



## Documents

Prior to going into the field, documents relating to the inspection can be collected and stored in this tab for future use. In addition, inspectors can add documents collected while in the field or after the inspection.

Steps:

1. Select **Documents** in the Pre-Inspection activities tab
2. Click **Upload Document**

Smart Tools | Home | Admin | Inspection Scheduling | Inspection | Help | Online | ME4

< Back | Pre-Inspection | Site Inspection | Post Inspection | Document Log

INSPECTION 1: Plateau Testing Facility (2020) | IDENTIFIER 1: 1234PlateauTest

Manage Inspection

Pre-Inspection Completed

1

2

Upload Document

Document Name	Document Type	Contains CBI	Uploaded By	Uploaded Date	Action
HSPlanReport_SmartToolsSample.docx	Health and Safety	No	michael eckard	06/22/2020 02:44 pm (EDT)	

**Note:** Users may delete any uploaded document using the **Delete** icon

3. Select **Document Type** from the dropdown list
4. Click **Choose File** and find the correct file from the device
5. If needed, click **Contains CBI** to protect the document from Smart Tools users without proper CBI clearance from viewing the document
6. Click **Save**

**New Document** [X]

**Document Type** 3  
--Select--

**Upload Document**  
**Choose File** 4 [Open]

☐ Contains CBI

**Save** 5 **Cancel** 6

## Linking This Inspection to Another Facility or Prior Inspection

The current inspection may have a relationship to a prior inspection, such as a follow up, that the user would like to link for future reference. The facility being inspected may also have a business relationship with another facility that should be tracked in the system.

Steps:

1. Select **Link** in the Pre-Inspection activities tab
2. Use the searchable text fields. As the user inputs text, the field will begin narrowing down search results in a dropdown. This allows a user to search using partial text
3. Select the correct Inspection or Facility from the dropdown field. To remove, select the **X** next to Inspection or Facility that was previously selected

**Smart Tools** | Home | Admin | Inspection Scheduling | Inspection | Help | Online | ME4

**Back** | **Pre-Inspection** | Site Inspection | Post Inspection | Document Log

INSPECTION: Plateau Testing Facility (2020) | IDENTIFIER: 1234PlateauTest

**Manage Inspection** | Pre-Inspection Completed

**Link** 1

**Link Inspection** 2  
Search Inspection

**Link Facilities** 2  
Identifier: 1234

**Search Results:**

- MIK123477533 | 1500 NORTH WOODWARD BUILDING LP
- PAD123401606 | 3770 INC
- VTR000012344 | 7 ELEVEN 32513
- FLD043123405 | A B SPECIALTY PKG INC
- NHD510123441 | A R MANOCK & SONS
- ORQ000012344 | AARONS QUICK STOP
- GAD033561234 | ABRA AUTO BODY & GLASS
- CAL000261234 | ACKERMAN DAIRY INC

## Pre-Inspection Completed

1. Click **Pre-Inspection Completed**. This can be done at any time during the Pre-Inspection. This will mark Pre-Inspection as complete and give full access to Site-Inspection

The screenshot shows the 'Manage Inspection' form in the Smart Tools application. The 'Pre-Inspection Completed' button is highlighted with a red box and a green circle with the number 1. The form includes fields for Inspection Name, Inspection Type, Planned Start Date, Planned End Date, Regulatory Entity, Lead Inspector, Permit, Inspection Description, Program - Fiscal Year, Facility Address, Inspection Announced, Agency, Subchapter, Inspector, Restrict CBI Access, and Allowed CBI Access.

2. Popup will ask to confirm. Click **OK**

The screenshot shows a 'Confirm' dialog box with the text 'Do you want to Complete the Pre-Inspection?'. The 'OK' button is highlighted with a red box and a green circle with the number 2.

## Downloading an Inspection Before Going into the Field

Prior to going out into the field and going into offline mode, the user will need to download the inspection. This will keep the inspection stored locally and allow the user to go into offline mode (see below).

**Note:** If there are multiple inspectors, all inspectors must download the same inspection. Once back online, users will be able to sync data back to the server.

Steps:

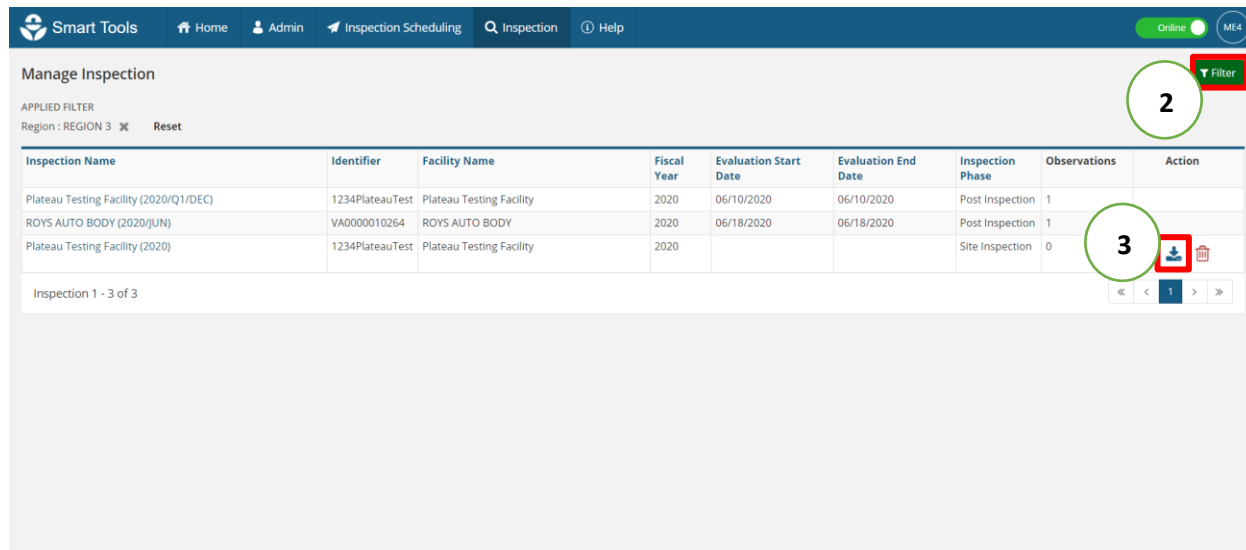
1. Under Inspection, Click **Manage Inspection**

The screenshot shows the Smart Tools navigation bar. The 'Manage Inspection' link is highlighted with a red box and a green circle with the number 1.

2. Find correct inspection for download. Click on **Filter** for assistance locating inspection.

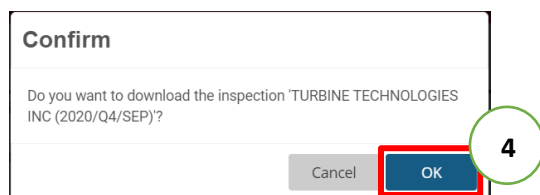
**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

3. Under the Action column, select the **Download** icon



Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROYS AUTO BODY (2020/JUN)	VA0000010264	ROYS AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	0	

4. Popup will ask to Confirm. Select **OK**



**Confirm**

Do you want to download the inspection "TURBINE TECHNOLOGIES INC (2020/Q4/SEP)"?

Cancel OK



5. On the **Manage Inspection** screen, check to make sure Inspection is downloaded. Four (4) icons should now be visible under the **Action** column.

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection Filter

APPLIED FILTER  
Region : REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROYS AUTO BODY (2020/JUN)	VA0000010264	ROYS AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	0/0	

Inspection 1 - 3 of 3

## Going Offline

Users may conduct inspections with spotty and/or non-existent internet connection. This will require the user to **pre-emptively** go offline after downloading the inspection to the device. This will keep a user from losing any unsaved data if connectivity is lost.

**Note:** Once the inspection is downloaded, it is safe for the user to close the browser and turn off the device. A user can then open their Google Chrome browser, navigate to Smart Tools, and the information stored locally will be available.

Steps:

1. Click on **Online** button

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection Filter

APPLIED FILTER  
Region : REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROYS AUTO BODY (2020/JUN)	VA0000010264	ROYS AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	0/0	

Inspection 1 - 3 of 3



## 2. Verify Smart Tools is **Offline**

The screenshot shows the Smart Tools interface. The top navigation bar includes 'Smart Tools', 'Home', 'Inspection', and 'Help'. A red 'Offline' status indicator is visible in the top right corner, next to a user profile icon labeled 'ME4'. A green circle with the number '2' highlights the 'Offline' status. Below the navigation bar, the 'Manage Inspection' section displays a table with the following data:

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	0	

**Note:** Once in offline mode, some features will no longer be available or visible until back online.

## Conducting an Inspection

When conducting an inspection, always ensure to **Save** the data after each entry. There are **Save** buttons on every screen, and Smart Tools will prompt a user to save if they are navigating away from a tab with unsaved information.

## Organizing Data

Throughout Site-Inspection, Smart Tools enables users to organize their data into three distinct categories; **Confidential Business Information (CBI)**, **Area of Concern (AOC)**, or **Follow Up**. This information will populate in the appropriate tabs at the inspection level in a consolidated list for easy access and reading.

The screenshot shows the Smart Tools interface during a site inspection. The top navigation bar includes 'Smart Tools', 'Home', 'Admin', 'Inspection Scheduling', 'Inspection', and 'Help'. Below the navigation bar, the 'Site Inspection' tab is active. The 'INSPECTION' dropdown shows 'Plateau Testing Facility (2020)' and the 'IDENTIFIER' dropdown shows '1234PlateauTest'. The 'Site Entry' section includes tabs for 'Opening Conference', 'Buildings/Areas', 'Observations', 'Photo Log', 'AOC', 'Follow Up', 'CBI', 'Records Review', and 'Closing Conference'. The 'AOC', 'Follow Up', and 'CBI' tabs are highlighted with red boxes.



If identified in an observation, the data will also reside in its appropriate tab at the observation level.

## Highlighting and Marking Text

In each textbox, users can highlight and identify information as one or more of these three categories at the press of a button: **CBI**, **AOC**, or **Follow Up**. For additional information on Highlighting Tips and Tricks, view the [Hardware & Touch Keypad Tips and Tricks](#) Section. Once text is highlighted, use one of the following buttons to categorize the text:



**Note:** Smart Tools enables users to protect Confidential Business Information (CBI) from unauthorized disclosure to non-CBI clearance holding users. **Users that do not have CBI access will not be able to see CBI data or use any CBI functionality.** The ability to capture and mark CBI in Smart Tools will be established in the user's settings for each user. This prevents unauthorized users, based on their CBI clearance, from seeing data marked as CBI.

## Unlinking Marked Text

If, at any point, text no longer needs to be given a designated category, the user can unlink this text. The process is the same for all three (3) categories.

Steps:

1. Navigate to appropriate tab (**CBI, AOC, Follow Up**). This can be done at either the inspection level or the observation level, and the changes will be reflected in both tabs.
2. Click on the **Delete** button under the Action column. This delete refers to deleting the categorization of the information, not the notes themselves.

The screenshot shows the 'Smart Tools' application interface. At the top, there's a navigation bar with tabs like 'Home', 'Admin', 'Inspection Scheduling', 'Inspection', and 'Help'. Below this, there's a sub-navigation bar with 'Back', 'Pre-Inspection', 'Site Inspection', 'Post Inspection', and 'Document Log'. The 'Site Inspection' tab is active. On the right, there's information about the current inspection: 'INSPECTION: Plateau Testing Facility (2020)' and 'IDENTIFIER: 1234PlateauTest'. The main content area is titled 'Manage Observation' and has several tabs: 'Site Entry', 'Opening Conference', 'Buildings/Areas', 'Observations', 'Photo Log', 'AOC', 'Follow Up', 'CBI', 'Records Review', and 'Closing Conference'. The 'CBI' tab is selected and circled with a green circle labeled '1'. On the left, there's a sidebar with a list of categories: 'Details', 'Area of Concern (AOC)', 'Document / Image', 'Sampling', 'Follow Up', and 'CBI'. The 'CBI' category is selected and circled with a green circle labeled '1'. The main table shows a list of observations. The first row is for 'CBI' and has a 'Delete' button (trash icon) in the 'Action' column, which is circled with a green circle labeled '2'.

3. Confirmation popup will appear. Click **OK**.

The screenshot shows a 'Confirm' dialog box. It has a title 'Confirm' and a message 'Do you want to delete the CBI?'. At the bottom, there are two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a red box and circled with a green circle labeled '3'.



## Site Entry

The user may capture information while entering the facility.

**Note:** Only the Lead Inspector will be able to input data relating to the three canned questions. All participating inspectors will be able to input notes.

Steps:

1. Select **Site Entry** from Site Inspection page
2. Select whether Inspector Credentials were presented (**Yes/No**). If yes, input the name to whom the credentials were presented
3. Select whether **Access Granted** (Yes/No). If no, identify below if denied by someone with authority to do so
4. If access is denied, look to the **Resources** for additional guidance
5. Input notes in **Notes** section
6. Click **Add Entry & Exit Date** to input entry date and time. Smart Tools enables users to put in as many dates and times as needed for multiday inspections

The screenshot shows the 'Smart Tools' interface for 'Site Inspection'. The 'Site Entry' tab is selected. The form includes sections for 'Credential Presented?', 'Access Granted?', 'Resources', and 'Notes'. A table for 'Add Entry & Exit Date' is also visible. Numbered callouts (1-6) highlight specific elements: 1. 'Site Entry' tab, 2. 'Credential Presented?' section, 3. 'Access Granted?' section, 4. 'Resources' section, 5. 'Notes' section, and 6. 'Add Entry & Exit Date' button.

Date	Entry Time	Exit Time	Zone	Action
No Records Found.				



7. Add **Entry Date and Time**
8. Click **Save**

Add Entry & Exit Date 7

Date  
Select a date

Entry Time  
Entry Time

Exit Time  
Exit Time

Time Zone  
--Select--

Save 8

9. Click **Save** in the Site-Entry tab.

Smart Tools Home Inspection Help

Offline ME4

< Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

Site Entry Opening Conference Buildings/Areas Observations Photo Log AOC Follow Up CBI Records Review Closing Conference

Site Entry + Add Entry & Save 7

## Opening Conference

Facility Personnel (Only Lead Inspector can add) enables users to identify all facility personnel that participated during the Opening Conference. This list carries over to the Closing Conference for ease of reference.

**Note:** If an individual is deleted from either the Opening Conference list or the Closing Conference list, it will reflect the deletion in both lists. Utilize the **Present** column to note which conference the individual attended.



## Facility Personnel

Steps:

1. Select **Opening Conference** in **Site-Inspection**
2. Click **Add New**

Smart Tools | Home | Inspection | Help | Offline | ME4

< Back | Pre-Inspection | **Site Inspection** | Post Inspection | Document Log

INSPECTION: Plateau Testing Facility (2020) | IDENTIFIER: 1234PlateauTest

Site Entry | **Opening Conference** | /Areas | Observations | Photo Log | AOC | Follow Up | CBI | Records Review | Closing Conference

Opening Conference [Save]

Facility Personnel / Info can be added only by the Lead Inspector

Facility Personnel [Add New]

Job Title	Name	Email	Phone #	Ext #	Length of Employment	Present?	Action
No Records Found.							

3. Input facility personnel information. **Name** is the only required field. To save time, an inspector can collect all the business cards and enter the information later
4. Click **Save**

New Facility Personnel [X]

Job Title  
Job Title

**Name \***  
Name

Email  
Email Id

Phone #  
Phone #

Ext #  
Ext #

Length of Employment  
Years | Months

☒ Present?

[Save]



## Facility Info

The Facility Info section enables the Lead Inspector to capture answers to the pre-populated questions. The Lead Inspector may add additional questions to keep information organized in a tabular format. This functionality is available to inspectors during Pre-Inspection.

Steps:

1. Input **Value** to prepopulated fields
2. Delete fields not used, if desired, using **Delete** icon
3. For additional or new fields, click **Add New**
4. Input new **Field** and **Value**

The screenshot shows the 'Facility Info' section of a web application. On the left, there are several pre-populated fields with example text: 'No Of Employees (Ex.. 56 employees with 37 on the production floor.)', 'Weather Conditions (Ex.. sunny, dry.)', 'Length of Facility at Location (Ex.. 13 years under CMR ownership.)', 'Operating Hours (Ex.. 10 hour shifts.)', 'Safety Training Provided to Inspector(s)? (Ex.. No.)', 'Size of Facility? (Ex.. 3 acres, 5000 sqft.)', 'What type of generator facility notified? (Ex.. Large Quantity Generator.)', 'What type of generator facility verified as? (Ex.. Large Quantity Generator.)', and 'Type of Operation (Ex.. Produces chemical etching fluids for use in electric circuit board and graphics applications.)'. To the right of these fields is a table with a 'Value' column. The first row of the table has a red box around the 'Value' header, labeled with a green circle and the number 1. The second row has a red 'Delete' icon (a trash can) to its right, labeled with a green circle and the number 2. At the top right of the table is a red '+ Add New' button, labeled with a green circle and the number 3. At the bottom of the table is a red box around the 'Field' and 'Value' headers, labeled with a green circle and the number 4.

Smart Tools enables inspectors to capture the facility's Process Description. Text can be highlighted and organized as **Confidential Business Information (CBI)**, **Area of Concern (AOC)**, or **Follow Up**. Users without CBI access will not see the CBI button.

The screenshot shows the 'Process Description' section of a web application. At the top, there is a toolbar with icons for bold (B), italic (I), underline (U), link (G), and list (three horizontal lines). To the right of the toolbar are three buttons: 'CLEAR FORMAT' (blue), 'CBI' (red), and 'AOC' (yellow). Below the toolbar is a large text area with the placeholder text 'Enter the Process Description here'. At the bottom right of the text area, there is a note: 'Note: Clear format will not clear CBI, AOC & Follow up'.



Smart Tools also enables inspectors to capture additional notes during the Opening Conference. Text can be highlighted and organized as **Confidential Business Information (CBI)**, **Area of Concern (AOC)**, or **Follow Up**. Users without CBI access will not see the CBI button.

Notes

B I U S A [List Icon] [Menu Icon]

CLEAR FORMAT CBI AOC FOLLOW UP

Note: Clear format will not clear CBI, AOC & Follow up

Enter the Notes here

## Buildings/Areas

Smart Tools enables inspectors to identify different facility components through creating Buildings and/or Areas in the facility. The hierarchy is as follows: A facility has one or more buildings that make up the facility and each building has one or more areas that are worthy of specific designation. This facilitates the association of observations to specific locations.

Tip: At the end of the opening conference, request a facility diagram and determine the names of the buildings and areas the user would like to inspect. It is important to use the same naming convention used by the facility to avoid confusion. This functionality is available to inspectors during Pre-Inspection, in the event that the user knows the names of the buildings and areas they would like to inspect.

## Add a Building

Steps:

1. Select **Buildings/Areas** in **Site-Inspection**
2. Click **Add Building**

Smart Tools Home Inspection Help

Offline MIA

< Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION 1 Plateau Testing Facility (2020) IDENTIFIER 1 1234PlateauTest

Site Entry Opening Conference **Buildings/Areas** 1 Actions Photo Log AOC Follow Up CBI Records Review Closing Conference

Buildings/Areas 2 + Add Building Filter

Building #	Building Name	Process Description
Test1234	Prosperity Avenue	Test 1234
Area #	Area Name	Process Description
Test Area 123	Test Area	Test area

Building/Area 1 - 1 of 1

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3. Enter building information. **Name is a required field.**
4. Click **Save**

Add Building

Building #

Building #

Name \*

Name

Process Description

Enter the Process Description here

0/1000

Save

Cancel

**Note:** For future inspections at the same facility, Buildings can be deactivated if they are no longer in operation at the facility by clicking **Inactivate Building** icon

## Add Area

Steps:

1. Click **Buildings/Areas** in the **Site Inspection** page
2. Click **+** icon to **Add Area**

Smart Tools

Home

Inspection

Help

Offline

ME4

Back

Pre-Inspection

Site Inspection

Post Inspection

Document Log

INSPECTION 1  
Plateau Testing Facility (2020)

IDENTIFIER 1  
1234PlateauTest

Site Entry

Opening Conference

Buildings/Areas

ations

Photo Log

AOC

Follow Up

CBI

Records Review

Closing Conference

Buildings/Areas

+ Add Building

Filter

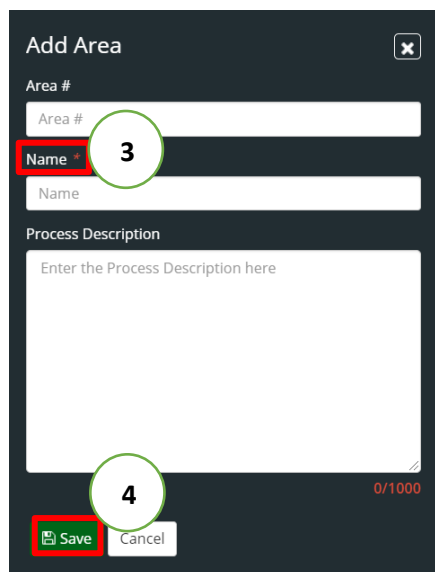
Building #	Building Name	Process Description
Test1234	Prosperity Avenue	Test 1234


2


Area #	Area Name	Process Description
Test Area 123	Test Area	Test area

Building/Area 1 - 1 of 1

3. Enter area information. **Name** is a required field
4. Click **Save**



**Note:** For future inspections at the same facility, Areas can be deactivated if they are no longer in operation at the facility by clicking the **Inactivate Area** icon 

**Note:** Inspectors can create new observations directly from the Buildings/Areas tab by clicking the **Create Inspection** icon  on the same row as the desired building. Such observations will associate directly with these Buildings/Areas. Additional information on writing Observations is provided below.



## Writing an Observation

Now the user is ready for the facility walk through. In order to capture observations at a particular site, users will Write an Observation to capture all of the information, including Details, Areas of Concern, Images/Documents, Sampling information, and Follow up items. The dashboard will indicate if there is information captured in any of the five areas. Once an observation is created, it will auto generate a reference number based on the user ID and number based on the sequence in which it was created.

Steps:

1. Click on **Observations** in the **Site Inspection** page
2. Click **Write Observation**

Smart Tools Home Inspection Help Offline ME4

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INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

Site Entry Opening Conference Buildings/Areas **Observations** Photo Log AOC Follow Up CBI Records Review Closing Conference

View Observations

<input type="checkbox"/>	Reference #	Building Name	Area Name	Contains CBI	Created By	Action
<input type="checkbox"/>	ME4-OB-T-001	Prosparity Avenue	Test Area	No	michael eckard	Details AOC Sampling Attachment Follow Up

Delete Observations

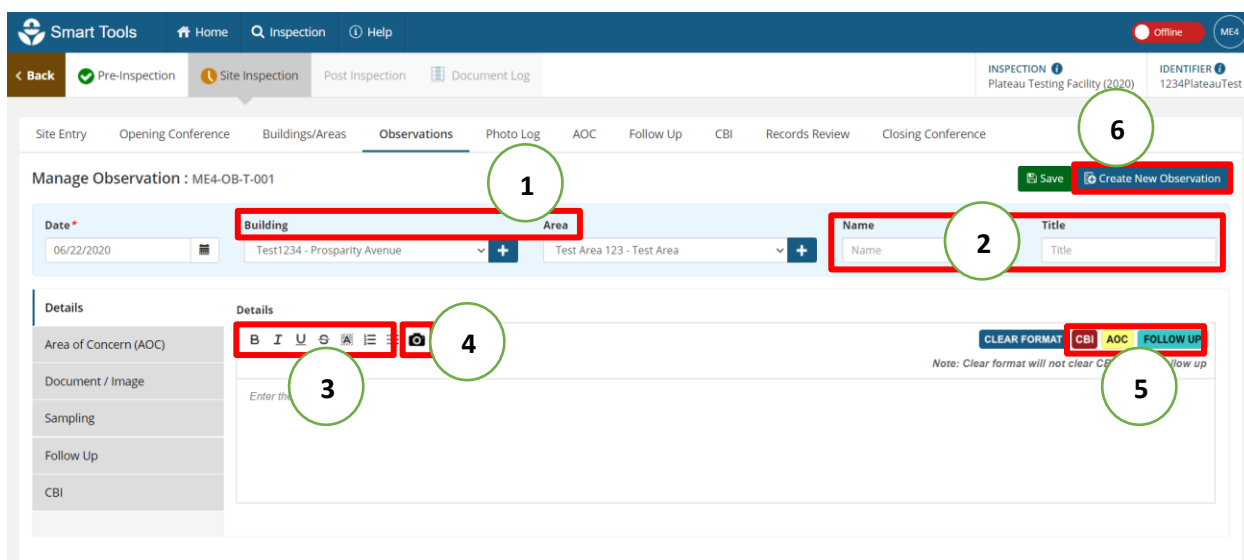
Observation 1 - 1 of 1

## Details

The Details tab is where inspectors will document their observations. All notes an inspector wants to make will be captured here. From this Details tab, the inspector can organize and categorize information how they see fit.

Features:

1. Associate specific buildings and areas with this observation. Buildings and areas associated with this facility will appear in the dropdowns
2. Identify a Point of Contact (POC) at the particular location
3. Rich Text for personalized touches
4. Activate the device's camera and associate photos taken with a particular observation
5. Mark information as **Confidential Business Information (CBI)**, **Area of Concern (AOC)**, or **Follow Up** by highlighting text and clicking on the desired button. Users that do not have CBI access will not be able to see or use the CBI information and functions
6. Create a new observation from the current observation and prepopulate the building/area information with the current selection.



## Linking Citations for Observations in the Field

During Pre-Inspection, users can select which federal regulatory codes they wished to associate with this inspection (for more information see the [Pre-Inspection section](#)). Once an item is marked as an Area of Concern (AOC), inspectors can link federal regulatory citations to each of the AOCs. This can be done by either selecting specific portions of the regulatory code in the dropdowns or by searching based on requirement language or citation number. Select as many citations associated with the identified AOC. The feature for states to enter state regulatory citations is forthcoming.

Steps:

1. Click **Observations** in the Site-Inspection page
2. Click on either the **Reference Number** OR an existing observation or click **Write Observation**



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Smart Tools Home Inspection Help Offline ME4

< Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION 1 Plateau Testing Facility (2020) IDENTIFIER 1 1234PlateauTest

Site Entry Opening Conference Buildings/Areas **Observations** AOC Follow Up CBI Records Review Closing Conference

View Observations

Write Observation Filter

Reference #	Name	Area Name	Contains CBI	Created By	Action
ME4-OB-T-001	Prosperity Avenue	Test Area	No	michael eckard	Details AOC Sampling Attachment Follow Up

Delete Observations

Observation 1 - 1 of 1

3. Click **Area of Concern (AOC)** tab
4. Click **Link**

Smart Tools Home Inspection Help Offline ME4

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INSPECTION 1 Plateau Testing Facility (2020) IDENTIFIER 1 1234PlateauTest

Site Entry Opening Conference Buildings/Areas **Observations** Photo Log AOC Follow Up CBI Records Review Closing Conference

Manage Observation : ME4-OB-T-001 Save Create New Observation

Date \* 06/22/2020 Building Test1234 - Prosperity Avenue Area Test Area 123 - Test Area Name Name Title Title

Details Concerns

Area of Concern (AOC) left open

Date: 06/22/2020 08:38 pm (EDT)

Action Link

5. Select specific portion of the regulatory entity by using the dropdowns OR search based on requirement language or citation number. If using the search feature, searched text will be highlighted.
6. Click **Search**

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Smart Tools Home Inspection Help Offline ME4

Back Pre-Inspection Site Inspection Post Inspection Document Log INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

Site Entry Opening Conference Buildings/Areas Observations Photo Log AOC Follow Up CBI Records Review Closing Conference

Manage Observation : ME4-OB-T-001 Save Create New Observation

Date \* 06/22/2020 Building Test1234 - Prosperity Avenue Area Test Area 123 - Test Area Name Name Title Title

Details Link Regulatory Code(s) Save Back to Listing

Area of Concern (AOC) Regulatory Entity Subchapter --Select-- --Select-- --Select--

(OR) Search by Citation or Requirement Search

Type 3 or more letters to search. 5 6

Citation & Requirement \* (Search results are limited to 100 records. Search by Citation or Requirement keyword search option for more accurate results.)

7. Select citation(s) associated with the identified AOC
8. Click **Save**

Smart Tools Home Inspection Help Offline ME4

Manage Observation : ME4-OB-T-001 Save Create New Observation

Details Link Regulatory Code(s) Save Back to Listing

Area of Concern (AOC) Regulatory Entity Subchapter Part --Select-- --Select-- --Select--

(OR) Search by Citation or Requirement Search

262.10(a)(1) 7

Citation & Requirement \* (Search results are limited to 100 records. Search by Citation or Requirement keyword search option for more accurate results.)

☒ 262.10(a)(1) - Purpose, scope, and applicability.

As used in this part:

Condition for exemption means any requirement in §§ 262.14, 262.15, 262.16, 262.17, 262.70, or subpart K or subpart L of this part that states an event, action, or standard that must occur or be met in order to obtain an exemption from any applicable requirement in parts 124, 264 through 268, and 270 of this chapter, or from any requirement for notification under section 3010 of RCRA.

Independent requirement means a requirement of part 262 that states an event, action, or standard that must occur or be met; and that applies without relation to, or irrespective of, the purpose of obtaining a conditional exemption from storage facility permit, interim status, and operating requirements under §§ 262.14, 262.15, 262.16, 262.17, or subpart K or subpart L of this part.

☐ 262.10 - Purpose, scope, and applicability.

☒ 262.10(a) - Purpose, scope, and applicability.

(a) The regulations in this part establish standards for generators of hazardous waste as defined by 40 CFR 260.10.

☐ 262.10(a)(1) - Purpose, scope, and applicability.

(1) A person who generates a hazardous waste as defined by 40 CFR part 261 is subject to all the applicable independent requirements in the subparts and sections listed below:

☐ 262.10(a)(1)(i) - Purpose, scope, and applicability.

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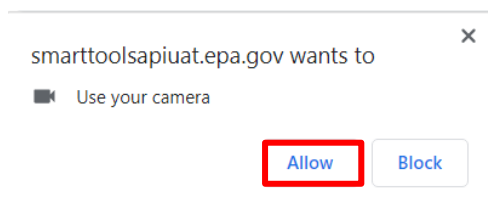
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## Camera

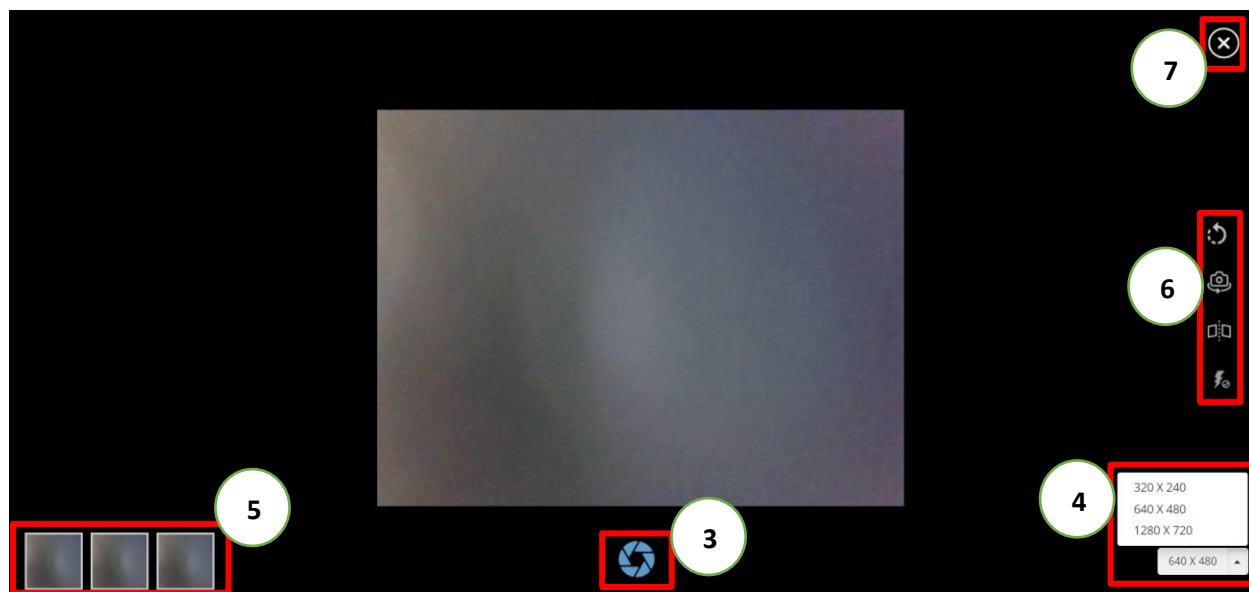
Smart Tools enables users to take photos to directly associate with specific Observations and during the [Records Review](#).

Users may need to allow the web browser to access the device's camera by clicking **Allow** if the following popup appears:



### Features:

1. Highlight text to prepopulate the photo's description. Three (3) pictures with different angles of the same object can be taken at a time when the camera app is open. Of course, a user can take as many photos as needed while in the field.
2. Open device's camera directly from Smart Tools
3. Click to capture a picture
4. Change the resolution in the dropdown for more detailed photos. Smart Tools defaults to the middle resolution
5. See the thumbnails of up to three (3) photos taken from different angles of the same object
6. Adjust the camera for the photo: rotate, flip, mirror, or activate device's flash
7. Once taken, photos autosave so users can easily close the camera without accidentally losing photos.



## Document/Image

View photos associated with individual observations and edit photo characteristics. **This does not edit the photo itself.** Photos may also be uploaded into Smart Tools if taken with a third-party camera. All photos will populate in the inspection [Photo Log](#).

Upload documents to associate with a particular observation. Uploading documents can only be done while online due to space constraints on the device itself. All documents will populate in the inspection [Document Log](#).

Features:

1. View photo information
2. Edit photo information: Change Title, Description, and mark whether the photo contains CBI  
**Users without CBI access will not be able to see photos marked as containing CBI**
3. Upload third-party photos. Smart Tools enables users to upload photos in bulk.



Upload Image(s)



Drag and drop (OR) [Browse Files](#)

3

ⓘ Max file size is 7mb and maximum of 10 files can be uploaded at once.

No Records Found.

✕ Close



## Sampling

Smart Tools enables users to record any samples that were taken on site.

Steps:

1. Click **Sampling** tab on the **Site Inspection** page
2. Click **Add Sampling**

Smart Tools | Home | Inspection | Help | Offline | ME4

< Back | Pre-Inspection | Site Inspection | Post Inspection | Document Log

INSPECTION 1 Plateau Testing Facility (2020) | IDENTIFIER 1 1234PlateauTest

Site Entry | Opening Conference | Buildings/Areas | Observations | Photo Log | AOC | Follow Up | CBI | Records Review | Closing Conference

Manage Observation : ME4-OB-T-001 | Save | Create New Observation

Date \* 06/22/2020 | Building Test1234 - Prosperity Avenue | Area Test Area 123 - Test Area | Name | Title

Details | Area of Concern (AOC) | Document / Image | **Sampling** | Follow Up | CBI

Sampling

Sample Number	Sample Location	Grab	Comp	Container	Preservation	Lab	Date	Action
No Records Found.								

3. Enter sampling information. At a minimum, users must enter a **Sample Number**
4. Click **Save**

Manage Observation : ME4-OB-T-001 | Save | Create New Observation

Date \* 06/22/2020 | Building Test1234 - Prosperity Avenue | Area Test Area 123 - Test Area | Name | Title

Details | Area of Concern (AOC) | Document / Image | **Sampling** | Follow Up | CBI

Sampling

**Sample Number \*** | Sample Location | Sample Collector

Container --Select-- | Preservation --Select-- | Analyte

Method Number | Lab Information | COMP GRAB

Date Select a date | Time

Remarks Enter the Remarks here

## Photo Log

Now that we have finished discussing the left menu bar, let's look at a few of the features at the facility level (e.g., Photo Log on the top menu bar). The Photo Log is a consolidated list of all pictures taken during the inspection.

Features:

1. Photos are assigned a Reference # that works as a hyperlink, which enables users to quickly go back to the place in Smart Tools the photo was taken
2. Photo information displayed for easy reading
3. Edit photo information: Change Title, Description, and mark whether the photo contains CBI. **Users without CBI access will not be able to see photos marked as containing CBI.**  
[Click for more information about Editing Photo Information](#)
4. Mark individually whether to include in the Inspection Report
5. Select ALL photos to include in the Inspection Report
6. Download ALL photos into a zip file to send to a facility, if requested. This does not download photo information, only the photo itself
7. Use the Filter dropdown to search through the Photo Log

**Note:** The Applied Filter will remain until it is reset, or the search criteria is changed

8. View picture thumbnails. Click on thumbnail to enlarge photo.

The screenshot shows the 'Photo Log' section of the Smart Tools application. The interface includes a top navigation bar with 'Smart Tools', 'Home', 'Inspection', and 'Help'. Below this is a sub-navigation bar with tabs for 'Site Entry', 'Opening Conference', 'Buildings/Areas', 'Observations', 'Photo Log' (highlighted), 'AOC', 'Follow Up', 'CBI', 'Records Review', and 'Closing Conference'. The 'Photo Log' tab is active, displaying a table of photo records. The table has columns for 'Reference #', 'Description', 'File Name', 'Date', 'Photographer', and 'Contains CBI'. Each row represents a photo taken during an inspection. The interface also includes a search bar at the top of the table, a filter dropdown, and buttons for 'Include All Photos to Report', 'Download All Photos', and 'Filter'. Numbered callouts (1-8) highlight specific features: 1 points to the 'Reference #' column, 2 points to the 'Description' column, 3 points to the 'Contains CBI' column, 4 points to the 'Include in Report' checkbox, 5 points to the 'Include All Photos to Report' button, 6 points to the 'Download All Photos' button, 7 points to the 'Filter' dropdown, and 8 points to a photo thumbnail in the 'Reference #' column.

Reference #	Description	File Name	Date	Photographer	Contains CBI
ME4-OB-T-001	Drum left open	Observation_Image-020062310110411419820.jpg	06/23/2020 10:11 am (EDT)	michael eckard	No
ME4-OB-T-001	Drum left open	Observation_Image-2020062310110511519840.jpg	06/23/2020 10:11 am (EDT)	michael eckard	No
ME4-OB-T-001	Drum left open	Observation_Image-20200623104156415624738.jpg	06/23/2020 10:41 am (EDT)	michael eckard	No



## Area of Concern (AOC)

The AOC tab at the inspection level is a consolidated list of the AOCs documented throughout the inspection. This consolidated list can be very helpful to the inspector during the Closing Conference.

### Features:

1. AOCs are assigned a Reference # that works as a hyperlink enabling users to quickly go back to the place in Smart Tools where the AOC was identified
2. Display previously linked citations
3. Additional Notes can be added to provide more context to the AOC. Additionally, each AOC can be marked as Resolved if the issue was handled during the inspection but needs to remain an identified AOC. Any Additional Notes added can be edited in this tab
4. Remove the AOC by selecting the delete icon and unlink from the original text

**Note:** More information about the functionality of AOCs can be found in [Organizing Data](#)



Smart Tools | Home | Inspection | Help | Offline | ME4

< Back | Pre-Inspection | Site Inspection | Post Inspection | Document Log | INSPECTION 1 | IDENTIFIER 1

Plateau Testing Facility (2020) | 1234PlateauTest

Site Entry | Opening Conference | Buildings/Areas | Observations | Photo Log | AOC | Follow Up | CBI | Records Review | Closing Conference

Area of Concern (AOC)

Reference #	Building Name	Area Name	Area of Concern	Additional Notes	Resolved	Action
ME4-OB-T-001	Prosperity Avenue	Test Area	Drum left open Created Date: 06/22/2020 08:38 pm (EDT) Citation(s): -262.1   -262.10(a)		<input type="checkbox"/>	 


Inspection AOC 1 - 1 of 1

Add Additional Notes

Enter the Notes here

0/1000

☐ Resolved

 Save | Cancel

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(703) 651-6737

Smarttoolshelpdesk@plateauinc.com



## Follow Up

The Follow Up tab is a consolidated list at the inspection (facility?) level of all Follow Up items identified throughout the inspection.

### Features:

1. Follow Ups are assigned a Reference # that works as a hyperlink which enables users to quickly go back to the place in Smart Tools to where the Follow Up was identified
2. Additional Notes can be added to provide more context to the Follow Up. Additionally, each Follow Up can be marked as Resolved. Any Additional Notes added can be edited in this tab
3. Remove the Follow Up by selecting the delete icon and unlink from the original text
4. Add Follow Items on the fly. **Note:** This tab is available during Pre-Inspection so that users can build a list prior to entering the facility.

**Note:** More information about the functionality of Follow Ups can be found in [Organizing Data](#)

The screenshot shows the 'Smart Tools' application interface. The top navigation bar includes 'Home', 'Inspection', and 'Help'. Below this, a secondary bar shows 'Pre-Inspection', 'Site Inspection' (active), 'Post Inspection', and 'Document Log'. The main content area is titled 'Follow Up' and contains a table with the following columns: 'Reference #', 'Building Name', 'Area Name', 'Follow Up Notes', 'Additional Notes', and 'Resolution'. A single row is visible with the reference number 'ME4-OB-T-002'. Callout 1 points to the 'Reference #' column. Callout 2 points to the 'Follow Up Notes' column. Callout 3 points to the 'Resolution' column. Callout 4 points to the '+ Add Follow Up' button in the top right corner of the table area. The bottom of the screen shows 'Inspection Follow Up 1 - 1 of 1'.

Reference #	Building Name	Area Name	Follow Up Notes	Additional Notes	Resolution
ME4-OB-T-002			Follow up with manager Date: 06/23/2020 11:25 am (EDT)		



**Add Additional Notes \*** ✕

Enter the Notes here

**2**

0/1000

☐ Resolved

Save Cancel

**Add Follow Up Notes \*** ✕

Enter the Notes here

**4**

0/3000

Save Cancel

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☎ (703) 651-6737

✉ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)



## CBI: (Confidential Business Information)

Smart Tools enables users to view all of their information identified as CBI (Text, Documents, and Images) that was captured throughout the Site-Inspection process in one convenient location.

Features:

1. CBI identified information is assigned a Reference # that works as a hyperlink enabling users to quickly go back to the place in Smart Tools to where the CBI was identified
2. Remove the CBI by selecting the delete icon and unlink from the original text

**Note:** More information about the functionality of CBI can be found in [Organizing Data](#)

Smart Tools

Home Inspection Help

Offline ME4

INSPECTION: Plateau Testing Facility (2020) IDENTIFIER: 1234PlateauTest

Site Entry Opening Conference Buildings/Areas Observations Photo Log AOC Follow Up **CBI** Records Review Closing Conference

**CBI Text**

Reference #	Sub	CBI Description	Created By	Action
ME4-OB-T-002	Observations	Business Process Date: 06/23/2020 11:33 am (EDT)	michael eckard	

CBI Text 1 - 1 of 1

**CBI Documents**

Source	Document Name	Document Type	Created By	Created Date	Action
No Records Found.					

**CBI Images**

Reference #	Description	File Name	Photographer
ME4-OB-T-001	Drum left open	Observation_Image-2020062310110411419820.jpg	michael eckard

Date: 06/23/2020 10:11 am (EDT)

## Records Review

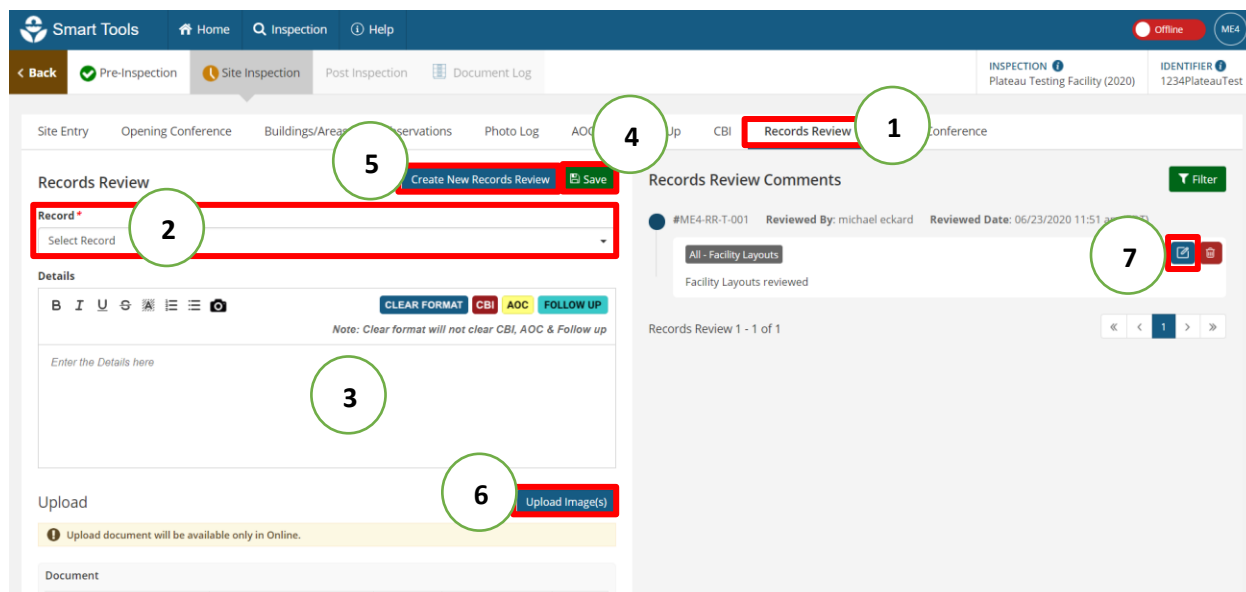
The Records Review tab operates similar to the [Details](#) section of Observations with similar features. The user can check off the specific records that were reviewed and capture notes accordingly in the Details section.

Steps:

1. Click on **Records Review** tab on the Site Inspection page
2. Search for a Record in the **Record** searchable text field. The field operates as a dropdown, however, once the user begins typing in the field Smart Tools will begin narrowing down the list as the user inputs more characters
3. Take necessary notes and photos using features in the Details text box
4. Click **Save**. After clicking Save, all records reviewed will populate on the right side of the screen
5. To create a new record review click **Create New Records Review**. Information from the previous record will remain even after **Create New Records Review** is clicked
6. To upload third-party camera photos, click **Upload Image(s)**
7. Edit previously reviewed records. By clicking the **Edit** icon, Smart Tools will open the previously entered information for that record on the left side of the screen.

**Note:** Documents can also be uploaded to associate with a specific Record but can only be done while online to save space on the device

**Note:** More information about the functionality of **CBI**, **AOC**, and **Follow Up** can be found in [Organizing Data](#)





## Closing Conference

When the user is ready to conduct the closing conference, click the **Closing Conference** tab next to Records Review. This tab helps the user organize the notes for the closing conference. The user can also use the list of AOC and Follow Up to assist with this meeting.

Features:

1. Utilize the AOC list in the AOC tab and the Follow Up list to help conduct the Closing Conference
2. Add new Facility Personnel by clicking **Add New**. The Opening Conference list of facility personnel will be pre-populated here

**Note:** If an individual is deleted from either the Opening Conference list or the Closing Conference list, it will reflect the deletion in both lists. Utilize the **Present** column to note which conference the individual attended.

3. Add notes pertaining to the Closing Conference
4. Create new Follow Up items that will populate into the Follow Up tab.

Smart Tools | Home | Inspection | Help | Offline | ME4

< Back | Pre-Inspection | Site Inspection | Post Inspection | Document Log

INSPECTION | Plateau Testing Facility (2020) | IDENTIFIER | 1234PlateauTest

Site Entry | Opening Conference | Buildings/Areas | Observations | Photo Log | AOC | Follow Up | CBI | Records Review | Closing Conference

1

Closing Conference

Save

Facility Personnel

2

+ Add New

Job Title	Name	Email	Phone #	Ext #	Length of Employment	Present?	Action
No Records Found.							

Notes

3

4

Follow Up



**New Facility Personnel**

Job Title 2

Name \*

Email

Phone # Ext #

Length of Employment

Years Months

☒ Present?

**Note:** Users must enter an Exit Date and Time before leaving the facility.

Steps:

1. Navigate back to the **Site Entry** tab
2. Click **Add Entry & Exit Date**

Smart Tools Home Inspection Help Offline MIA

< Back Pre-Inspection **Site Inspection** Post Inspection Document Log

INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

**Site Entry** Opening Conference Buildings/Areas Observations Photo Log AOC Follow Up CBI Records Review Closing Conference

**1**

**Site Entry**

Credential Presented? ☒ Yes ☐ No

Credential Presented To

Access Granted? ☐ Yes ☐ No

Access explicitly denied by someone with authority to do so? ☐ Yes ☐ No

Resources

[RCRA Facility Access Information Sheet](#)

[A guide to EPA's access and inspection authorities](#)

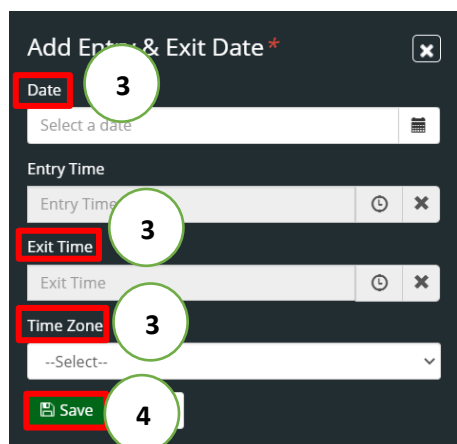
Notes

Enter the Notes here

**2**

Date	Entry Time	Exit Time	Zone	Action
06/22/2020	4:01 PM		EST	<input type="button" value="+ Add Entry &amp; Exit Date"/> <input type="button" value="Save"/>

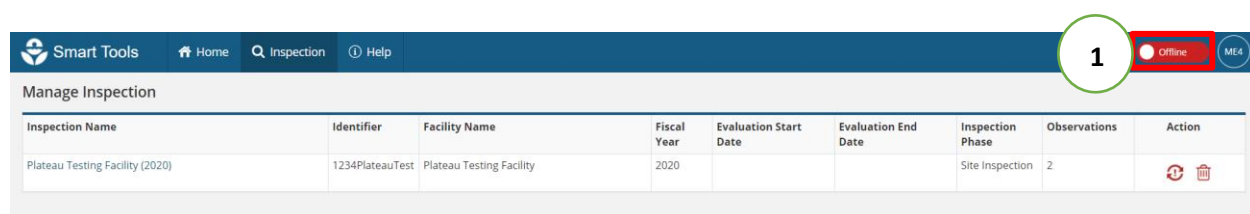
3. Enter **Date**, **Exit Time**, and **Time Zone**
4. Click **Save**



## Coming Back Online

Steps:

1. After returning from the field, the user will click on the slider where it says “Offline” to then go back into Online mode. Smart Tools will not allow a user to come back online if there is no internet connectivity so the user must ensure their connectivity is strong.



## Syncing Data

After coming back online, a user will need to Sync their data to the server. In the event of a multi-inspector inspection, the Lead Inspector will be able to merge all observations into a single inspection after all inspectors sync their data to the server.

**Note:** Be sure to have a strong internet connection before Syncing Data to ensure no issues or delays in uploading inspection data.

Steps:




1. Under Inspection click on **Manage Inspections**
2. Click the **Sync** icon



Smart Tools Home Admin Inspection Scheduling Inspection Help Online MEA

### Manage Inspection

APPLIED FILTER  
Region: REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	  
ROYS AUTO BODY (2020/JUN)	VA0000010264	ROYS AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	0/2	

Inspection 1 - 3 of 3

3. Confirmation popup will appear. Click **OK**

### Confirm

Do you like to sync inspection 'Plateau Testing Facility (2020)' online?

Cancel **OK**

4. Once a user has clicked the Sync icon, the user will see a status page of the syncing process that informs the user once sync is complete. Once complete, click **OK**


Please do not Close this window (or click the Back/Refresh Button)

## Sync Status

Inspection Details: **Succeeded**

100% Completed

Synced Successfully.

 **OK**





5. If the user has clicked the Sync icon and an error occurs, the user can select **Report Sync Issues** which allows a user to download the inspection information as a ZIP file and send to Plateau Software's Web Administrators to upload the inspection data.



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection

APPLIED FILTER  
Region : REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	   
ROYS AUTO BODY (2020/JUN)	VA0000010264	ROYS AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	0/2	

Inspection 1 - 3 of 3

## Site Inspection Complete

Once online and data have been synced with the server, the user needs to click Complete Site Inspection. This will trigger 3 events:

1. The user will have access to the Post-Inspection tab.
2. A PDF Field Notes version will be created in the Post-Inspection Sign Off tab to preserve the notes taken in the field.
3. An Audit Trail will be activated to track all changes moving forward. Additional information on these three actions are located in the following [Post-Inspection](#) sections.

Steps:

1. Under Inspection, click **Manage Inspection**

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4


Manage Inspection

2. Click on the **Inspection Name** (blue hyperlink)

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection

APPLIED FILTER  
Region : REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROYS AUTO BODY (2020/JUN)	VA0000010264	ROYS AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
Plateau Testing Facility (2020)	1234PlateauTest	Plateau Testing Facility	2020			Site Inspection	2	

Inspection 1 - 3 of 3

3. Navigate to the **Closing Conference** tab
4. Click **Site-Inspection Completed**



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Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME+

< Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

Site Entry Opening Conference Buildings/Areas Observations Photo Log AOC Follow Up CBI Records Review Closing Conference

Closing Conference

3

4

✓ Site Inspection Completed Save

Facility Personnel

+ Add New

Job Title	Name	Email	Phone #	Ext #	Length of Employment	Present?	Action
Manager	Tim					<input type="checkbox"/>	

Notes

B I U

CLEAR FORMAT FOLLOW UP

Note: Clear format will not clear Follow up

Enter the Notes here

5. Confirmation popup will appear. Click **OK**

Confirm

Do you want to End the Site Inspection?

5

Cancel OK

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## Post-Inspection Process

### Linking Citations

In the Linking Citations tab in Post-Inspection, the list of all Areas of Concern (AOCs) from the Site-Inspection phase will carry over to this tab. The user can link their **Areas of Concern** to specific federal regulations.

**Note:** This is the second area a user can link citations. The first is during the inspection process in each observation in the Area of Concern tab. Any citations that were linked at the observation level will be seen in this tab as well and vice versa. See [Linking Citations for Observations in the Field](#) for more information.

Steps:

1. Click **Link Citations** in the Post Inspection page
2. Click **Link**

The screenshot shows the Smart Tools interface. The top navigation bar includes 'Smart Tools', 'Home', 'Admin', 'Inspection Scheduling', 'Inspection', and 'Help'. The main navigation bar has 'Back', 'Pre-Inspection', 'Site Inspection', 'Post Inspection', and 'Document Log'. The 'Post Inspection' tab is active. Below the navigation bar, there are tabs for 'Link Citations', 'Observation Review', and 'Sign Off'. The 'Link Citations' tab is selected. A table titled 'Link Citations' is displayed with the following columns: 'Reference #', 'Building Name', 'Area Name', 'Area of Concern', and 'Link'. The table contains one row with the following data: 'ME4-OB-001', an empty 'Building Name' cell, an empty 'Area Name' cell, 'Drum left open', and 'Created Date: 06/22/2020 08:38 pm (EDT)'. The 'Link' column has a 'Link' button. A red box highlights the 'Link' button, and a green circle with the number 2 is next to it. The bottom of the table shows 'Inspection AOC 1 - 1 of 1' and a pagination control.

3. Select specific portion of the regulatory entity by using the dropdowns OR search based on requirement language or citation number. If using the search feature, searched text will be highlighted
4. Click **Search**
5. Select citation(s) associated with the identified AOC
6. Click **Save**



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Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

Link Citations Audit Trail Observation Review Sign Off

Link Regulatory Code(s) 6 Save < Back to Listing

Regulatory Entity Subchapter Part

--Select-- --Select-- --Select--

(OR) 3

Search by Citation or Requirement 262 Search 4

Citation & Requirement\* (Search results are limited to 100 records. Search by Citation or Requirement keyword search option for more accurate results.)

5 used in this part.

As

Conditional exemption means any requirement in §§ 262.14, 262.15, 262.16, 262.17, 262.70, or subpart K or subpart L of this part that states an event, action, or standard that must occur or be met in order to obtain an exemption from any applicable requirement in parts 124, 264 through 268, and 270 of this chapter, or from any requirement for notification under section 3010 of RCRA.

Independent requirement means a requirement of part 262 that states an event, action, or standard that must occur or be met; and that applies without relation to, or irrespective of, the purpose of obtaining a conditional exemption from storage facility permit, interim status, and operating requirements under §§ 262.14, 262.15, 262.16, 262.17, or subpart K or subpart L of this part.

☐ 262.10 - Purpose, scope, and applicability.

☐ 262.10(a) - Purpose, scope, and applicability.

(a) The regulations in this part establish standards for generators of hazardous waste as defined by 40 CFR 260.10.

☐ 262.10(a)(1) - Purpose, scope, and applicability.

## Audit Trail

The audit trail captures all changes to the inspection after syncing the data to the server. This is designed to mimic the current process used by Inspectors, by crossing out original content with a single line so that it is still visible.

Steps:

1. Click **Audit Trail** in the Post Inspection page
2. Additional details of what was specifically changed can be seen after clicking **View Details**.

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Back Pre-Inspection Site Inspection Post Inspection Document Log

INSPECTION Plateau Testing Facility (2020) IDENTIFIER 1234PlateauTest

Link Citations **Audit Trail** 1 Observation Review Sign Off

Audit Trail

Site Inspection Started on 06/22/2020 04:01 pm (EST)

Site Inspection Completed on 06/23/2020 12:02 pm (EST)

----- End Of Log Book -----

Site Inspection Component	Reference Number	Last Updated Date
Observations	ME4-OB-001	06/23/2020 12:47 pm (EDT)

2 View Details

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## Observation Review

User can generate the draft Inspection Report either with or without CBI. Users without CBI access or who have not been included on this inspection will not be able to see the CBI version of the Inspection Report. The Lead Inspector can download the Inspection Report in either PDF or Word for review or approval. Other Inspectors can only download in PDF to maintain version control.

Steps:

1. Click on **Observation Review** in the Post Inspection page
2. Click either **Inspection Report with CBI Data** or **Inspection Report without CBI Data**

**Note:** Smart Tools does not limit how many times a user can generate an Inspection Report. Only the Lead Inspector can generate an Inspection Report in Word in order to share and edit it outside of Smart Tools. This helps with version control for the Lead Inspector.

The screenshot displays the Smart Tools web application interface. At the top, there is a navigation bar with links for Home, Admin, Inspection Scheduling, Inspection, and Help. Below this, a secondary navigation bar shows tabs for Pre-Inspection, Site Inspection, Post Inspection, and Document Log. The 'Post Inspection' tab is active, and within it, the 'Observation Review' sub-tab is highlighted with a red box and a green circle containing the number 1. Below the sub-tab, there are two buttons: 'Inspection Report with CBI Data' and 'Inspection Report without CBI Data'. The 'Inspection Report with CBI Data' button is highlighted with a red box and a green circle containing the number 2. Below these buttons is a table with columns: Reference #, Building Name, Area Name, Contains CBI, Created By, and Action. The table contains two rows of data. At the bottom of the table, there is a pagination control showing 'Observation 1 - 2 of 2' and navigation arrows.

Reference #	Building Name	Area Name	Contains CBI	Created By	Action
ME4-OB-001			Yes	michael eckard	<a href="#">Details</a> <a href="#">AOC</a> <a href="#">Sampling</a> <a href="#">Attachment</a> <a href="#">Follow Up</a>
ME4-OB-002			Yes	michael eckard	<a href="#">Details</a> <a href="#">AOC</a> <a href="#">Sampling</a> <a href="#">Attachment</a> <a href="#">Follow Up</a>

3. Click **Save** and select either PDF or Word and save it to the preferred destination



Smart Tools Report - Google Chrome  
smarttoolsapiuat.epa.gov/report/Reporting/ShowReport.aspx

1 of 3 Whole Page PDF 3

**EPA** United States Environmental Protection Agency

REGION 3 Enforcement INSPECTION

Inspection Date(s):	06/22/2020 - 06/23/2020	Word	No
Time:	Entry: 04:01 PM (EST)	Exit: 12:02 PM (EST)	
Program:	RCRA		
Regulatory Program(s):	Title 40 - ENVIRONMENTAL PROTECTION AGENCY		
If Access is Denied:			
Company Name:			
Facility or Site Name:	Plateau Testing Facility		
Facility/Site Physical:	123 Test Dr		
(city, state, zip code)	Fairfax, VA		
Type of Operation:			
Size of Facility:			
Length of Facility at Location:			
Geographic Coordinates:			
Mailing address:			
(Secondary Address)			
(city, state, zip code)			
County:			
Facility/Site Identifier:	1234PlateauTest		
Media Number:			
NAICS:			



## Sign Off

Currently, the Inspection Report that Smart Tools generates will need to be printed in order to be signed. Once signed by both the Lead Inspector and Supervisor, the Inspection Report can be uploaded back into Smart Tools to remain as an official record.

Steps:

1. Click **Sign Off** in the Post Inspection page
2. Upload the Inspection Report by clicking on **Choose File**

**Note:** Only one Inspection Report can be uploaded.

3. Insert final comments in the **Comments** text box
4. Click the check box next to the "I certify..."

**Note:** Either the Lead Inspector or Supervisor can complete the inspection with these steps. As soon as they click the check box and hit save, the inspection will be locked.

5. Click **Save**

The screenshot shows the 'Sign Off' page in the Smart Tools application. The page has a top navigation bar with 'Smart Tools' and various menu items. Below the navigation bar, there's a breadcrumb trail: 'Link Citations' > 'Audit Trail' > 'Observation Review' > 'Sign Off' (highlighted with a red box and a green circle with the number 1). To the right of the breadcrumb, there's a 'Save' button (highlighted with a red box and a green circle with the number 5). The main content area is titled 'Sign Off' and contains a 'Comments\*' text box (highlighted with a red box and a green circle with the number 3). Below the text box is a checkbox labeled 'I certify that all information provided as part of this inspection process is true and correct to the best of my knowledge.' (highlighted with a red box and a green circle with the number 4). Below the checkbox is an 'Upload Document' section with a 'Choose File' button (highlighted with a red box and a green circle with the number 2). The page also displays 'Inspection Review 1 - 1 of 1' and a 'Document Name: Field\_Notes\_110000307739v1.0.pdf CBI'.



## After Final Signoff

Following the final signoff, the Inspection will become read only.

Smart Tools Home Admin Inspection Scheduling Inspection Help Online PA1

Pre-Inspection Site Inspection **Post Inspection**

Facility: TXT1608833657 - Live Inspection1 Inspection: Live Inspection1 (2019/Q4/AUG)

Link Citations Observation Review **Sign Off**

Sign Off

Review Type	User	Role	Review Date	Document Type	Document	Comments	Completed?
Manager's Review	Plateau Admin	Web Administrator	05/17/2019 06:25 AM	Facility Map	<a href="#">DSC_0025.JPG</a>	When an inspector arrives, the facility should verify the inspector's identity. EPA credentials serve as proof of the inspector's identity and authority under federal law to conduct the inspection. EPA issues credentials to federal employees, emplo <a href="#">more</a>	Yes

Inspection Review 1 - 1 of 1

## Document Log

The Document Log feature consolidates all documents that were uploaded during the inspection process. This tab remains open even after the inspection is complete and the inspection report is signed and uploaded. This allows users to upload additional documents that may come in after the Inspection Report is finalized.

Steps:

1. Under Inspection click **Manage Inspection**

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

**Manage Inspection** 1

2. Find correct inspection and click **Inspection Name** (blue hyperlink)

Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

Manage Inspection Filter

APPLIED FILTER  
Region : REGION 3 Reset

Inspection Name	Identifier	Facility Name	Fiscal Year	Evaluation Start Date	Evaluation End Date	Inspection Phase	Observations	Action
Plateau Testing Facility (2020/Q1/DEC)	1234PlateauTest	Plateau Testing Facility	2020	06/10/2020	06/10/2020	Post Inspection	1	
ROY'S AUTO BODY (2020/JUN)	VA0000010264	ROY'S AUTO BODY	2020	06/18/2020	06/18/2020	Post Inspection	1	
<b>Plateau Testing Facility (2020)</b>	1234PlateauTest	Plateau Testing Facility	2020	06/22/2020	06/23/2020	Post Inspection	3	

Inspection 1 - 3 of 3

3. Click **Document Log**



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Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

< Back Pre-Inspection Site Inspection Post Inspection Document Log INSPECTION 1 Plateau Testing Facility (2020) IDENTIFIER 1 1234PlateauTest

Document Log Upload Document Filter

Source	Document Name	Document Type	Contains CBI	Created By	Created Date	Action
Post Inspection	<a href="#">Field_Notes_1234PlateauTestv1.0.pdf</a>	Inspection Report	Yes	michael eckard	06/23/2020 12:35 pm (EDT)	
Pre-Inspection	<a href="#">HSPanReport_SmartToolsSample.docx</a>	Health and Safety	No	michael eckard	06/22/2020 02:44 pm (EDT)	

Document 1 - 2 of 2 < 1 >

## Help

The HELP feature on the main navigation bar will contain User Guides and Smart Tools Help Desk contact information to assist with using Smart Tools.

Smart Tools Home Admin Inspection Scheduling Inspection Help Online AP1

### SMART TOOLS HELP DESK

(703) 651-6737

Smarttoolshelpdesk@plateauinc.com



## Smart Tools System Administrators User Guide

If possible, use Google Chrome for all Smart Tools related activities

### General Information

Designated Region and State Smart Tools System Administrators will be given their own accounts in Smart Tools. For login instruction questions, please visit the [Smart Tools Login Instructions](#) for assistance or reach out to the Smart Tools Help Desk.

Smart Tools System Administrators are responsible for granting and revoking access to the Smart Tools application and assigning roles to new Smart Tools users inside of their respective Region or States.

For a list of Smart Tools System Administrators see the [Smart Tools System Administrators](#) list (last updated June 9, 2020)

### Approving New Users

New users to Smart Tools will request access through the Smart Tools application. New Smart Tools users will fill in their respective Region or State as part of the request process. Once their form is submitted, the system will send an Email notification to their Smart Tools System Administrator. Follow the steps below to grant them access and to manage their account:

1. An Email notification, autogenerated by the requester, of a new Smart Tools request is received (Example provided below):

Hello Admin,

User access request form has been submitted by **Rekha PL\_VA**. Here are the user details:

**First Name :** Rekha

**Last Name :** PL\_VA

**Email Id :** [Rekha@plateauinc.com](mailto:Rekha@plateauinc.com)

**Phone :** 131-UTAH

**Requested State / Region :** UT

**Media :** RCRA

**Request Note :** Utah access

Please login to Smart Tools User Management module, to approve above request.

Link to Smart Tools: <https://smarttools.epa.gov>

Thanks,

Smart Tools

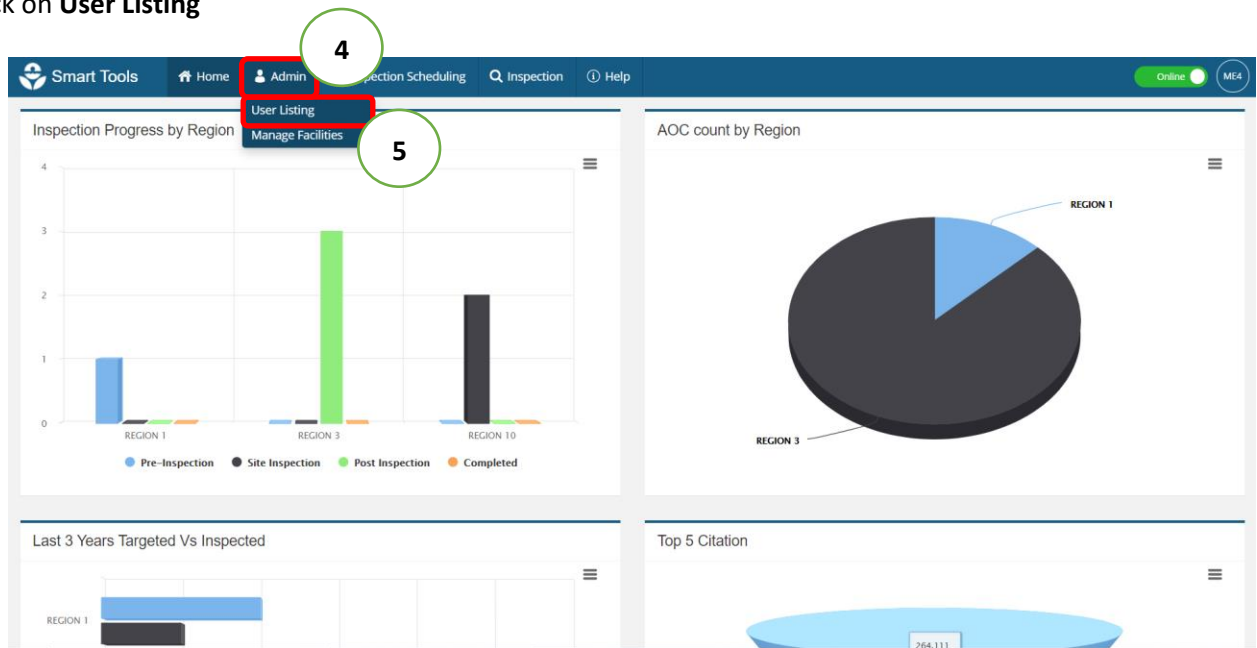
#### SMART TOOLS HELP DESK

📞 (703) 651-6737

✉ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)



2. Click on **Link to Smart Tools**: <https://smarttools.epa.gov>
3. Log into Smart Tools
4. Click on **Admin**
5. Click on **User Listing**



6. Click on the **Filter** icon

**Note:** The most recent Applied Filter will remain until it is reset, or the search criteria is changed

Smart Tools Home Admin Inspection Scheduling Inspection Help Online API

NO CBI DATA

User List User View

+ Add Program + Add User Role + Inactivate

First Name Last Name

Email Status

Region State

Role

Search Cancel

APPLIED FILTER  
Status : Active

ADMIN PLATEAU  
admin@plateauinc.com

AISHA KENNEDY  
Kennedy.Aisha@epa.gov1

User 1 - 10 of 77

User Information

First Name Admin  
Last Name Plateau  
Email admin@plateauinc.com  
Phone  
Status Active

Program	CBI Access	Expiration Date	Action
RCRA	Yes	04/26/2020	

User Role	Access Level	Region/State	Action
Web Administrator	HQ	ALL	
Inspector	Region	REGION 1, REGION 2, REGION 3	

- Under the **Status** dropdown, select **Pending**. All users in the Smart Tools System Administrator's Region or State that are pending will appear in the list
- Find pending user
- If known by the Smart Tools System Administrator, select **Approve & Add User Role**

User List User View

+ Add New User + Approve & Add User Role

First Name Last Name

Email Status

Region State

Search Cancel

APPLIED FILTER  
Status : Pending ✕ Reset

MIKE SMITH  
mike@insepector.gov

User 1 - 1 of 1

User Information

First Name Mike  
Last Name Smith  
Email mike@insepector.gov  
Phone  
Status Pending

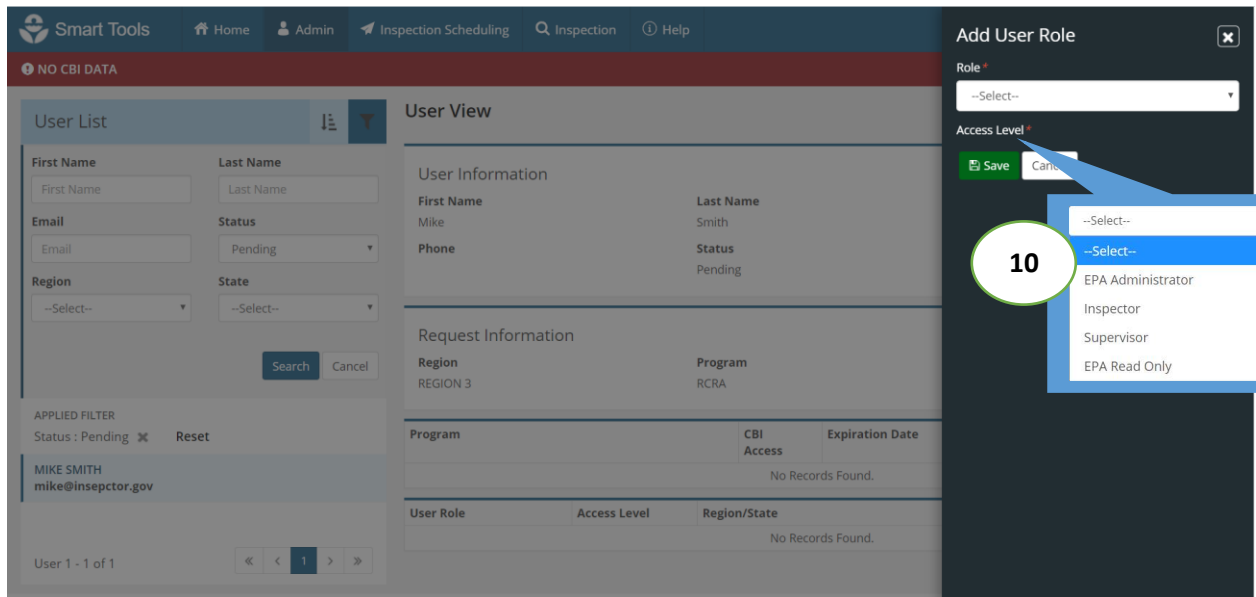
Request Information

Region	Program	Notes
REGION 3	RCRA	Inspector

Program	CBI Access	Expiration Date	Action
No Records Found.			

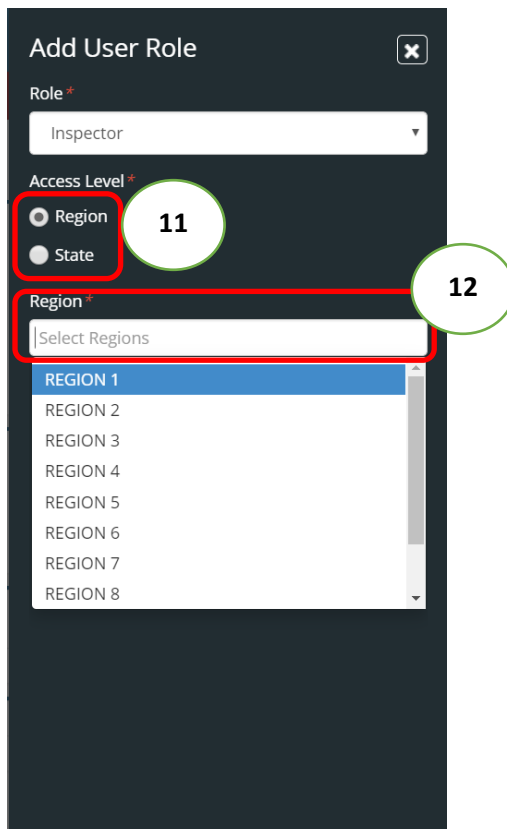
User Role	Access Level	Region/State	Action
No Records Found.			

- Select the correct user role:



11. Select **Region** or **State**

12. Enter specific **Region(s)** or **State(s)** for access level and click **Save**



13. Once approved, the user's information will be updated in their profile. Additional Programs and User Roles can be granted by the Smart Tools System Administrator, as necessary



14. If a user no longer needs access to the Smart Tools application, click **Inactivate**

User List

First Name: First Name, Last Name: Last Name, Email: Email, Status: Pending, Region: --Select--, State: --Select--

Search Cancel

APPLIED FILTER  
Status: Pending X Reset

MIKE SMITH  
mike@insepector.gov

User 1 - 1 of 1

User View

13

+ Add New User + Add Program + Add User Role

Inactivate 14

User Information

First Name: Mike, Last Name: Smith, Email: mike@insepector.gov

Phone: , Status: Active

Program	CBI Access	Expiration Date	Action
RCRA	No		

User Role	Access Level	Region/State	Action
Inspector	Region	REGION 3	

15. Popup will appear to confirm, click **OK**

Confirm

Do you want to inactivate the user?

Cancel OK 15

16. If a user, after being made inactive, needs to be reactivated click **Activate** in the user's profile

Smart Tools Home Admin Inspection Scheduling Inspection Help Online MSA

User List

APPLIED FILTER  
Status: Active

ANDY BARNARD  
Andrew.barnard@dnr.ga.gov

ANGELA HAYS  
Hays.angela@epa.gov

ANGELICA DE LA VEGA  
de-la-vega.angelica@epa.gov

ANN KRON  
akron@mt.gov

ANN BLAKE  
BLAKE@adeq.state.ar.us

ANNETTE MAXWELL  
Maxwell.annette@epa.gov

ANTHONY ENWEZE  
Anthony.enweze@maryland.gov

ANTHONY WAGNER  
anthony.wagner@state.sd.gov

User 11 - 20 of 187

User View

16

+ Add New User + Activate

User Information

First Name: Angelica, Last Name: De La Vega, Email: de-la-vega.angelica@epa.gov

Phone: , Status: Inactive

Program	CBI Access	Expiration Date
RCRA	No	

User Role	Access Level	Region/State
Inspector	Region	REGION 1, REGION 10, REGION 2, REGION 3, REGION 4, REGION 5, REGION 6, REGION 7, REGION 8, REGION 9



17. Popup will appear to confirm, click **OK**

**Confirm**

Do you want to activate the user?

**17**

CancelOK

**Note:** A user should send a request to their respective Smart Tools System Admin to request to be reactivated in Smart Tools.

## Viewing Inspections

Smart Tools System Administrators can view the inspections of their respective inspectors but cannot change the content.

1. Under **Inspection Scheduling**, select **View/Create Inspection**

Smart Tools

HomeAdminInspection SchedulingInspectionHelp

OnlineAP1

NO CBI DATA

Import TargetManual TargetView/Create Inspection

**1**

Filter

View/Create Inspection

APPLIED FILTER

Lead Inspector : Admin PlateauReset

Permit #	FRS ID	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
PRD090096769	110000307757	COMPANIA CERVECERA DE PUERTO RICO, INC.		2020	Q1	OCT	Admin Plateau				+ -
	110000307739	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY (2020)	2020			Admin Plateau	✓	✓	⌚	

+ Create InspectionDelete Targeted Facilities

Targeted Facility 1 - 2 of 2

« < 1 > »

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2. **Filter** through the dashboard to view the status inspections
3. Click on the **Inspection Name** hyperlink to go into an individual inspection to view inspection content:

**Note:** The most recent Applied Filter will remain until it is reset, or the search criteria is changed



Smart Tools Home Admin Inspection Scheduling Inspection Help Online API

NO CBI DATA

View/Create Inspection 2 Filter

Region: --Select-- State: --Select-- Lead Inspector: --Select-- Permit #: Permit #

Fiscal Year: --Select-- Quarter: --Select-- Month: --Select-- Phase: --Select-- Search

Permit #	FRS ID	Facility Name	Inspection Name	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
	110000307739	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY (2020/Q2/JAN)	Q2	JAN	cassandra rice	✓	⚠		

+ Create Inspection Delete Targeted Facilities

Targeted Facility 1 - 1 of 1

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**Note:** An Administrator can browse the Pre-Inspection, Site-Inspection, and Post-Inspection tabs to view content but cannot add, edit, or delete information.

## Viewing Inspection Report

Smart Tools System Administrators can generate the Inspection Report either with or without CBI. Users without CBI access or who have not been included on this inspection will not be able to see the CBI version of the Inspection Report. If needed, Smart Tools System Administrators can download the Inspection Report in a PDF format.

Steps:

1. Select **Observation Review** on the **Post Inspection** page
2. Click on the Inspection Report buttons to generate an Inspection Report



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## Smart Tools System Admin Role

The Smart Tools System Admin role, for both internal and external users, has permissions to access the following Smart Tools features:

### Admin Tab

- Can view all Smart Tools users
- Can Add & Approve Roles (First Time) for new user who comes under their region
- Can view all Facilities, Permits & Buildings under each facility
- Can add / edit / delete Facility within their region
- Can delete a Temporary Facility created in the Smart Tools system for his/her region. System won't allow user to delete a facility that comes from RCRAinfo/ECHO
- Can Add / Edit / Delete a facility permit under the region allocated

### Inspection Scheduling Tab

- Can view all targeted facilities in their region

### Inspection Tab

- View all inspections in their region

## SMART TOOLS HELP DESK

(703) 651-6737

Smarttoolshelpdesk@plateauinc.com



## Pre-Inspection Tab



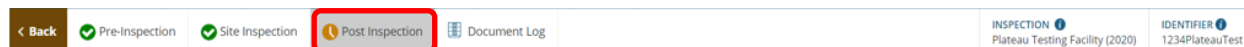
- Can view all Smart Tools pre-inspection data in read-only mode
- Can download Health & Safety Plans

## Site Inspection Tab



- Can view all Smart Tools site-inspection data in read only mode

## Post Inspection Tab



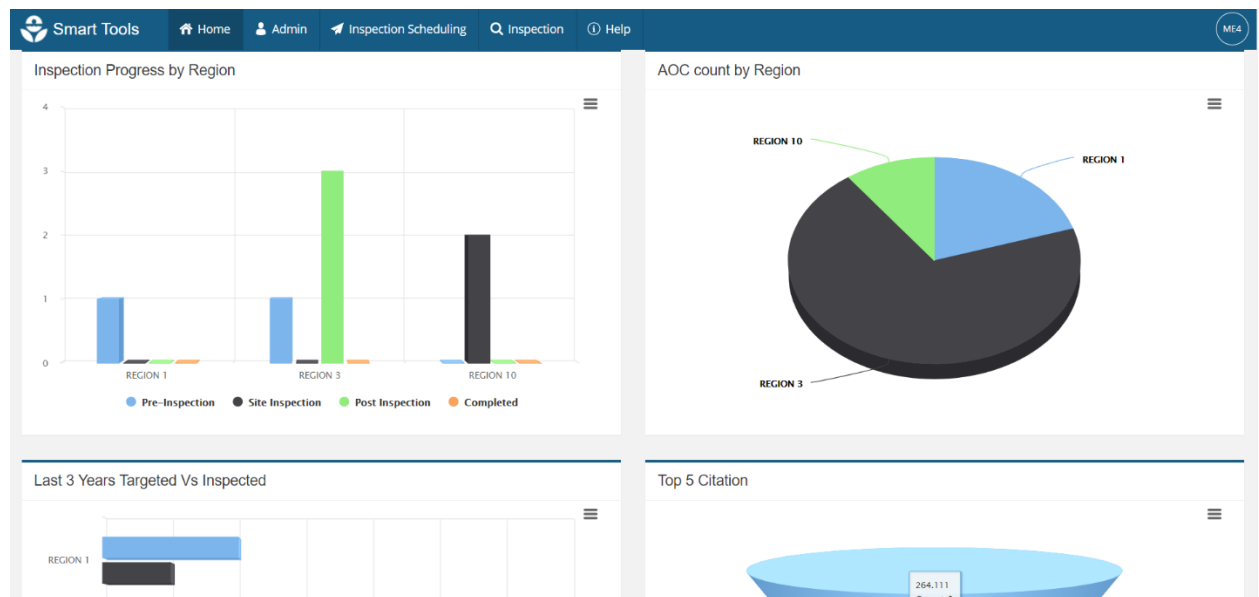
- Can view all Smart Tools post inspection data, except Audit Trail, in read only mode
- **Cannot** download/View Inspection Reports
- Can view/download all Non-CBI documents in document log

## Smart Tools Supervisor User Guide

If possible, use Google Chrome for all Smart Tools related activities

### Dashboard

Once logged into Smart Tools, Supervisors are presented with a high-level dashboard displaying four different metrics relating to their Region. These metrics populate, in real time, as inspectors move through the inspection process and capture data.



### View Users

Supervisors can view user information (e.g., CBI clearance) to ensure it is up to date and accurate inside of Smart Tools, so that Inspectors have all the necessary permissions to successfully carry out their assignments.

1. Select **User Listing** under the **Admin** tab
2. If needed, select **Filter** to locate a specific user or set of users

**Note:** The most recent Applied Filter will remain until it is reset, or the search criteria is changed

3. Select user and view user information:



Smart Tools Home Admin Inspection Scheduling Inspection Help Online ME4

User List 1 User Listing Manage Facilities 2 User View + Add New User + Add Program + Add User Role + Inactivate

First Name Last Name First Name Last Name Email  
First Name Last Name Aaron Thomson thomson.aaron@epa.gov  
Email Active  
Region State Phone Status  
--Select-- --Select-- Active  
Role Search Cancel  
--Select--

APPLIED FILTER  
Status : Active

AARON THOMSON  
thomson.aaron@epa.gov 3  
ADMIN PLATEAU  
admin@plateauinc.com  
ADOLPHUS TALTON  
talton.adolphus@epa.gov  
User 1 - 10 of 187

Program	CBI Access	Expiration Date	Action
RCRA	Yes	05/04/2021	

User Role	Access Level	Region/State	Action
Inspector	Region	REGION 3	

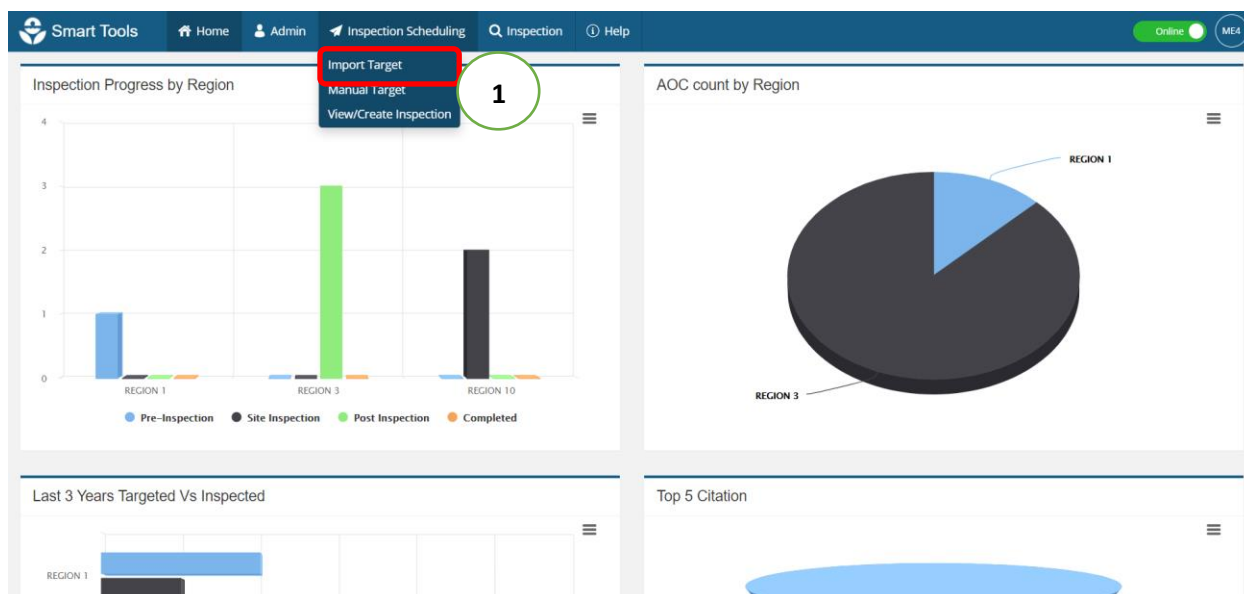
**Note:** Contact the Region or State Smart Tools Administrator if information needs to be updated.

## Import Targeted Facility List

Supervisors can upload the inspections scheduled for an upcoming fiscal year by uploading an Excel template provided in Smart Tools.

**Note:** Inspectors have the ability to schedule inspections on a case by case basis using the **Manual Target** tab in Smart Tools.

1. Navigate to the **Import Target** screen:



2. Download the Excel template provided in Smart Tools:

The screenshot shows the 'Import Targeted Facilities' screen. The 'Download Target Template' link is highlighted with a red box and a green circle labeled '2'. Below this link, there are instructions for downloading and uploading the template, a list of required fields, and a file upload section. The instructions include: 'Please read the following instructions carefully and fill the target template', 'FRS ID/Permit #, Fiscal Year, Lead Inspector and Program are required fields.', 'Please provide email id of the Lead Inspector in the target template.', 'Ensure entries are unique and have not been previously targeted to avoid duplicates.', 'Both the Facility and Lead Inspector need to be in Smart Tools to be properly imported.', 'EPA Quarter 1 is Oct. 1st to Dec. 31st.', 'Facilities can only be targeted for the current and next fiscal year.', 'Supported File formats are .xls, .xlsx and .csv.', and 'Import a maximum of 100 records at a time.' The file upload section includes a 'Choose File' button, a 'No file chosen' message, and 'Import' and 'Clear' buttons.

- Fill out the Excel template. **Identifier** (Facility ID or Name), **Fiscal Year**, **Lead Inspector**, and **Program** are REQUIRED. Example template provided:

**Import Targeted Facilities**

Download Target Template

[Please click here to download target template](#)

Please read the following instructions carefully and fill the target template

- FRS ID/Permit #, Fiscal Year, Lead Inspector and Program are required fields.
- Please provide email id of the Lead Inspector in the target template.
- Ensure entries are unique and have not been previously targeted to avoid duplicates.
- Both the Facility and Lead Inspector need to be in Smart Tools to be properly imported.
- EPA Quarter 1 is Oct. 1st to Dec. 31st.
- Facilities can only be targeted for the current and next fiscal year.
- Supported File formats are .xls, .xlsx and .csv.
- Import a maximum of 100 records at a time.

[Click here to view sample target template.](#)

Browse and upload filled target template

Choose File No file chosen

Import Clear

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**Sample Target Template**

	A	B	C	D	E	F
1	Identifier	Fiscal Year	Quarter	Month	Lead Inspector	Program
2	MND981787906	2020	Q3	JUN	Tammy.calligandes@des.nh.gov1	RCRA
3	AZD983485004	2021	Q1	NOV	Andrew.barnard@dnr.ga.gov1	RCRA
4						
5						

- Choose the Excel file from desktop
- Click **Import**:

**Import Targeted Facilities**

Download Target Template

[Please click here to download target template](#)

Please read the following instructions carefully and fill the target template

- FRS ID/Permit #, Fiscal Year, Lead Inspector and Program are required fields.
- Please provide email id of the Lead Inspector in the target template.
- Ensure entries are unique and have not been previously targeted to avoid duplicates.
- Both the Facility and Lead Inspector need to be in Smart Tools to be properly imported.
- EPA Quarter 1 is Oct. 1st to Dec. 31st.
- Facilities can only be targeted for the current and next fiscal year.
- Supported File formats are .xls, .xlsx and .csv.
- Import a maximum of 100 records at a time.

[Click here to view sample target template](#)

Browose and upload filled target

Choose File No file chosen

Import Clear

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- Smart Tools will validate the information uploaded in the Excel template ensuring the facility exists in Smart Tools, the Fiscal Year is valid (not a past Year), and that the Lead Inspector exists in Smart Tools. Matched and Unmatched Records will be shown.



Matched records can be immediately approved and will be scheduled in Smart Tools for inspectors:

The screenshot shows the 'Import Targeted Facilities' page in the Smart Tools application. The left sidebar contains 'Import Validation' with 'Matched Records' (1) and 'Unmatched Records' (1), and 'Download Target Template'. The main area displays a table of 'Matched Records' with columns: Identifier, Program, Facility Name, FY - Quarter - Month, and Lead Inspector. A red box highlights the 'Matched Records' link in the sidebar, and a green circle with the number '6' highlights the 'Approved' button in the top right corner. The table contains one record for 'DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER'.

Identifier	Program	Facility Name	FY - Quarter - Month	Lead Inspector
677	RCRA	DIAMOND ELECTRIC - 3566 PEACHTREE RUN, DOVER	2020	michael eckard

Unmatched records will be listed separately. There will be an icon indicating the reason it was unmatched. The supervisor will need to update the template and re-upload into Smart Tools in order to approve:

The screenshot shows the 'Import Targeted Facilities' page with the 'Unmatched Records' tab selected. The left sidebar shows 'Matched Records' (1) and 'Unmatched Records' (1). The main area displays a table of 'Unmatched Records' with columns: Identifier, Program, Facility Name, FY - Quarter - Month, and Lead Inspector. A red box highlights the 'Unmatched Records' link in the sidebar and the filter options at the top of the table. The table contains one record for '12341990' with the reason for being unmatched indicated by a red 'X' icon in the Identifier column.

Identifier	Program	Facility Name	FY - Quarter - Month	Lead Inspector
12341990	RCRA		1990	No name

## Deleting Scheduled Inspections

In the event a Targeted Facility was Imported into Smart Tools and is no longer to be inspected, a Supervisor can delete the scheduled inspection from Smart Tools.

1. Navigate to **View/Create Inspection** tab:

Smart Tools | Home | Admin | Inspection Scheduling | Inspection | Help | Online | API

NO CBI DATA

Import Target  
Manual Target  
**View/Create Inspection**

View/Create Inspection

APPLIED FILTER  
Lead Inspector : Admin Plateau ✕ Reset

Permit #	FRS ID	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
PRD090096769	110000307757	COMPANIA CERVECERA DE PUERTO RICO, INC.		2020	Q1	OCT	Admin Plateau				
	110000307739	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY (2020)	2020			Admin Plateau	✓	✓	⌚	

+ Create Inspection | Delete Targeted Facilities

Targeted Facility 1 - 2 of 2

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2. Use the **Filter** to help locate the correct Targeted Facility
3. Click on the **Red Trash can** under the Action column:

**Note:** The most recent Applied Filter will remain until it is reset, or the search criteria is changed

Smart Tools | Home | Admin | Inspection Scheduling | Inspection | Help | Online | API

View/Create Inspection

Region: --Select-- | State: --Select-- | Lead Inspector: Admin Plateau | Permit #: --Select-- | Permit #: --Select--

Fiscal Year: --Select-- | Quarter: --Select-- | Month: --Select-- | Phase: --Select-- | Search

APPLIED FILTER  
Lead Inspector : Admin Plateau ✕ Reset

Permit #	FRS ID	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
PRD090096769	110000307757	COMPANIA CERVECERA DE PUERTO RICO, INC.		2020	Q1	OCT	Admin Plateau				
	110000307739	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY (2020)	2020			Admin Plateau	✓	✓	⌚	

+ Create Inspection | Delete Targeted Facilities

Targeted Facility 1 - 2 of 2



## Viewing Inspections

Manager and Supervisors can view the status of inspections by their respective inspectors

Steps:

1. Under **Inspection Scheduling**, select **View/Create Inspection** tab:

Smart Tools Home Admin Inspection Scheduling Inspection Help Online API

NO CBI DATA

Import Target  
Manual Target  
**View/Create Inspection** 1

View/Create Inspection Filter

APPLIED FILTER  
Lead Inspector : Admin Plateau Reset

Permit #	FRS ID	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
PRD090096769	110000307757	COMPANIA CERVECERA DE PUERTO RICO, INC.		2020	Q1	OCT	Admin Plateau				+ -
	110000307739	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY (2020)	2020			Admin Plateau	✓	✓	🕒	

+ Create Inspection - Delete Targeted Facilities

Targeted Facility 1 - 2 of 2

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2. **Filter** through the dashboard
3. View the status of inspections. Each inspection has a status associated with it. This is indicated by the icons found under the Pre-Inspection, Site Inspection, and Post Inspection headings. The column will be blank indicating that phase(s) is not yet started, contain an 🕒 icon indicating that phase is in progress, or contain an ✓ icon indicating that phase(s) is complete
4. Click on the **Inspection Name** hyperlink to go into an individual inspection to view inspection content

**Note:** The most recent Applied Filter will remain until it is reset, or the search criteria is changed



Smart Tools

Home

Admin

Inspection Scheduling

Inspection

Help

Online

API

NO CBI DATA

View/Create Inspection

2

Filter

Region

State

Lead Inspector

Permit #

Permit #

Fiscal Year

Quarter

Month

Phase

Search

Permit #	FRS ID	Facility Name	Inspection Name	Fiscal Year	Quarter	Month	Lead Inspector	Pre-Inspection	Site Inspection	Post Inspection	Action
	110000307739	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY	ADM ANIMAL NUTRITION, A DIVISION OF ARCHER DANIELS MIDLAND COMPANY (2020/Q2/JAN)	2020	Q2	JAN	cassandra rice	✓	⚠		

+ Create Inspection

Delete Targeted Facilities

Targeted Facility 1 - 1 of 1

« < 1 > »

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Powered by WEBCASS | V1.0.1

**Note:** A Supervisor can browse the Pre-Inspection, Site-Inspection, and Post-Inspection tabs to view content but cannot add, edit, or delete information except as described below.



## Viewing Inspection Report

The lead inspector will generate the draft inspection report from Smart Tools for peer and/or management review. In the event that a Supervisor wants to see the draft inspection report, they can do so by generating it with or without CBI. Users without CBI access or who have not been included on this inspection will not be able to see the CBI version of the Inspection Report. For version control, the Supervisors can only download the Inspection Report in a PDF format. The Lead Inspector can provide a copy of the Inspection Report in Word to his/her supervisor.

Steps:

1. Select the **Observation Review** tab, on the **Post Inspection** page
2. Click on the Inspection Report buttons to generate an Inspection Report:

The screenshot displays the Smart Tools web application interface. At the top, a navigation bar includes links for Smart Tools, Home, Admin, Inspection Scheduling, Inspection, and Help. Below this, a red banner indicates 'NO CBI DATA'. The main navigation area features tabs for Pre-Inspection, Site Inspection, Post Inspection, and Document Log. The 'Post Inspection' tab is active, and within it, the 'Observation Review' sub-tab is selected, highlighted with a red box and a green circle containing the number '1'. Below the sub-tab, there are two buttons: 'Inspection Report with CBI Data' and 'Inspection Report without CBI Data', both highlighted with red boxes and a green circle containing the number '2'. A 'Filter' button is also present. Below these buttons is a table with columns: Reference #, Building Name, Area Name, Contains CBI, Created By, and Action. The table contains one row with the reference 'AP1-OB-001' and building 'Building 1'. The 'Action' column for this row has buttons for Details, AOC, Sampling, Attachment, and Follow Up. At the bottom of the table, it says 'Observation 1 - 1 of 1'. The footer of the page includes copyright information for Plateau Inc. and a note that the system is powered by WEBCASS V1.0.2.

Reference #	Building Name	Area Name	Contains CBI	Created By	Action
AP1-OB-001	Building 1		Yes	Admin Plateau	Details AOC Sampling Attachment Follow Up

## Inspection Sign Off

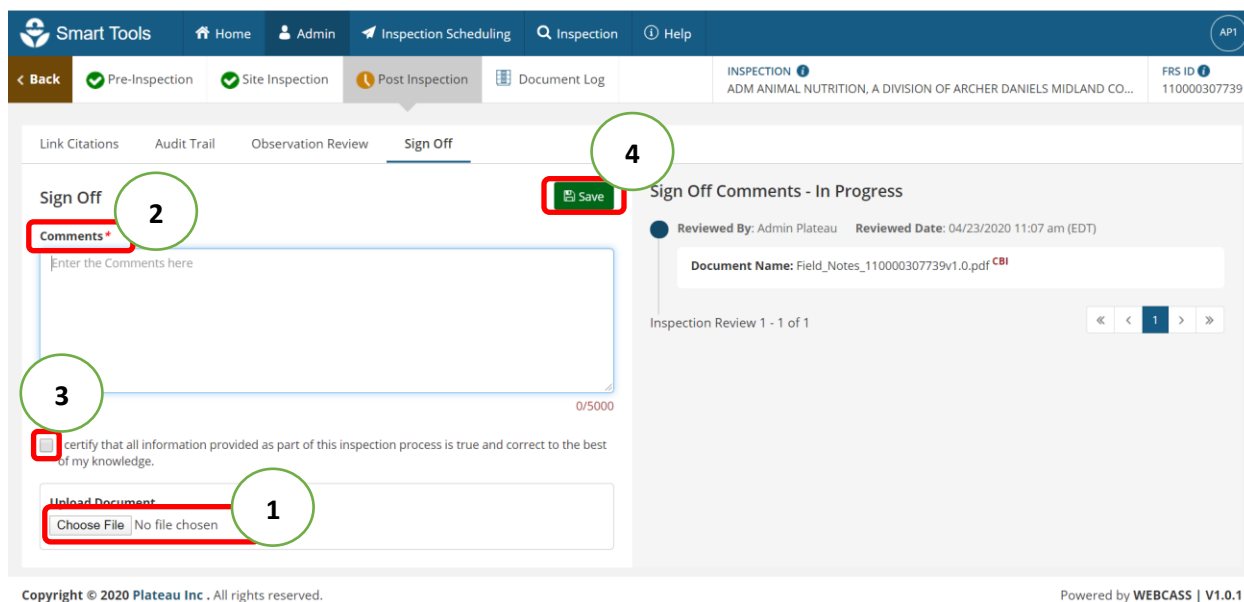
Currently, the Inspection Report that Smart Tools generates will need to be printed in order to be signed. Once signed by both the Lead Inspector and Supervisor, the Inspection Report can be uploaded, as a PDF file, back into Smart Tools to maintain an official record.

Steps:

1. Upload the Inspection Report by clicking on **Choose File**
2. Insert final comments in the **Comments** text box
3. Click the check box next to the "I certify..."

**Note:** Either the Lead Inspector or Supervisor can complete the inspection with these steps. As soon as they click the check box and hit save, the inspection will be locked.

4. Click **Save**



The screenshot shows the 'Sign Off' tab in the Smart Tools interface. The interface includes a top navigation bar with 'Smart Tools', 'Home', 'Admin', 'Inspection Scheduling', 'Inspection', and 'Help'. Below this is a sub-navigation bar with 'Back', 'Pre-Inspection', 'Site Inspection', 'Post Inspection', and 'Document Log'. The main content area is divided into two sections. The left section, titled 'Sign Off', contains a 'Comments' text box (callout 2), a checkbox for certification (callout 3), and an 'Upload Document' section with a 'Choose File' button (callout 1). The right section, titled 'Sign Off Comments - In Progress', shows 'Reviewed By: Admin Plateau', 'Reviewed Date: 04/23/2020 11:07 am (EDT)', and 'Document Name: Field\_Notes\_110000307739v1.0.pdf CBI'. A 'Save' button (callout 4) is located between the two sections. The footer includes 'Copyright © 2020 Plateau Inc. All rights reserved.' and 'Powered by WEBCASS | V1.0.1'.

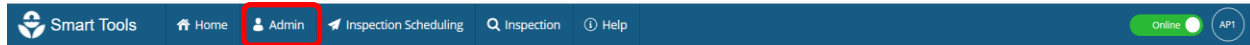
**Note:** As soon as they click the check box and hit save, the inspection will be locked.



## Smart Tools Supervisor Role

The Supervisor role has permissions to access the following Smart Tools features:

### Admin Tab



- Can view all Smart Tools users
- Can view all Facilities, Permits, & Buildings under each facility inspected using Smart Tools.
- Can Add/Edit Facilities under region/state allocated
- Can Add/Permits under region/state allocated

### Inspection Scheduling Tab



- Can do a Bulk Import of planned inspection sites
- Can do Ad hoc/Manual Targeting of an individual target or a group of targets
- Can view all targeted facilities in their region/state
- Can delete a facility from a Target list

### Inspection Tab



- View all inspections within their region/state
- Can delete inspections under their state/region if there are no observations tied to that inspection

### Pre-Inspection Tab



- Can view all Smart Tools pre-inspection data in read only mode.
- Can download Health & Safety Plans

### Site Inspection Tab



- Can view all Smart Tools site-inspection data in read-only mode.

### Post Inspection Tab



- Can view post inspection data
- Can download/View Inspection Report
- Can review inspection



- Can sign-off and upload final inspection report
- Can view and upload any documents in document log



## Smart Tools Sandbox Environment

A Smart Tools Sandbox Environment has been specifically created to allow users to test and practice the roles and permissions assigned to them. The Sandbox Environment is designed to mimic the Production Environment to give users the true experience before conducting their first live inspection.

**Note:** Please ensure to use the right URL. The practice Smart Tools URL will display the banner below stating, “NO CBI DATA – SANDBOX ENVIRONMENT.” This means that although it is a fully functioning application, it is not hosted in an environment that can safely protect CBI data.

🚫 NO CBI DATA - SANDBOX ENVIRONMENT

**Sandbox Environment:** <https://epasmarttools.plateauinc.com/smarttools/>

To have an account created, contact the Smart Tools Help Desk at the information below:

### SMART TOOLS HELP DESK

📞 (703) 651-6737

✉️ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)

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# Smart Tools Hardware and Touch Keyboard Tips and Tricks

## Hardware

EPA and state Inspectors jointly defined the following requirements for mobile computing devices for use conducting field inspections. Currently the Panasonic CF-20 device best meets these requirements. As technology and inspector requirements evolve, EPA and states will evaluate newer mobile devices against the inspectors' requirements.

### Field Inspector Tablet Requirements

- MS Windows 10
- Hot Swappable Battery
- In use 8 Hour Battery Life
- Military Specs for drop, dust and water resistance
- Sunlight readable screen
- Touch screen usable with gloves
- Capable of using a stylus or finger
- Rotating hand strap w/ stylus holder and tether
- Shoulder/neck strap
- Wifi, Bluetooth (user able to enable/disable wifi and Bluetooth)
- Optional mobile broadband, GPS and SC Reader
- Weighs 1 – 3 pounds
- Screen size minimum 7"
- Screen size maximum 12"
- Minimum 8MP autofocus camera
- Ethernet connector
- USB 3 connector(s)
- MicroSD expansion
- Dockable
- Minimum 256GB Solid State Drive
- Handwriting recognition and transcription to text with the ability to retain original handwriting
- On-screen keyboard
- Voice to text dictation
- Ability to capture GPS tagged photos and a method to edit photo metadata
- Ability to directionally tag photos and a method to edit photo metadata
- Capacity to run software to edit meta-data
- Video recording with the ability to turn the microphone off



- Bar code reader or the ability to use camera as barcode reader
- Ability to decontaminate mobile device
- Ability to work in temperature sensitive environments (both device and batteries) – extreme heat and extreme cold. Batteries need to hold charge in extreme temperature conditions
- Ability to use camera flash as flashlight
- Ability to lock screen rotation feature
- Automobile and other portable charging methods
- Intrinsically safe device—capable of operating in incendiary environments

**Note:** Proper PPE is the user's responsibility. Not all PPE will allow for usage of mobile hardware in the field. As such Smart Tools may be used while in the office.

#### Example Hardware Specs – Panasonic CF-20:

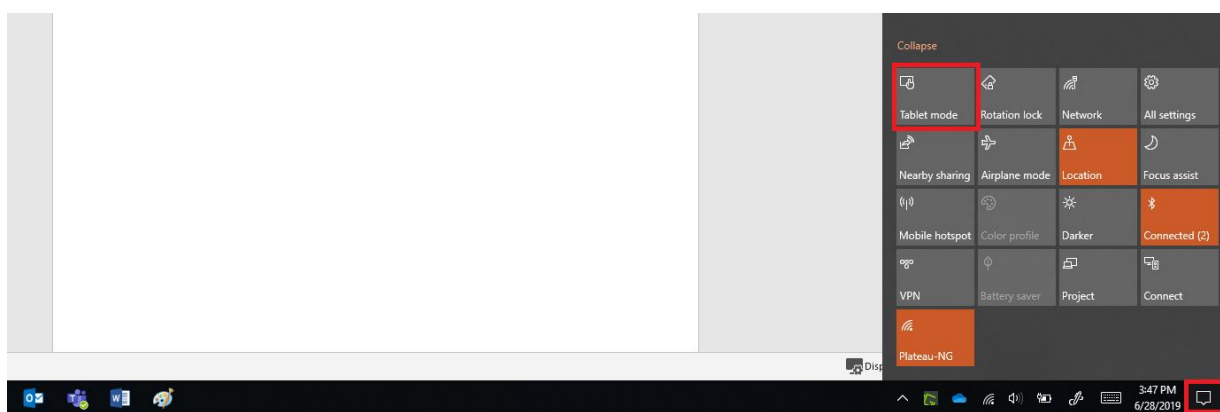
Manufacturer	Description
Panasonic	Win7(Win10Pro COA), Core m5-6Y57,vPro,10.1in 10-pt+Digitizer, 8GB, 256GB SSD, Intel a/b/g/n/ac,TPM,BT, Dual Pass  (Ch.1:WWAN/CH2:WWAN), Insertable SmartCard, 4GLTE Carrier (EM7355), Webcam, 8MP Cam, Emissive Backlit KBD, ANSI Haz Loc, Toughbook Preferred
Panasonic	SPARE BATTERY FOR CF-20 MK1
Panasonic	PORT REPLICATOR FOR FM151
Panasonic	ROTATING HAND STRAP FOR CF-20
	MK1
Panasonic	LIND 90W CAR AC ADAPT W/USB  PORT FOR 18 19 29 30 50 51 73 C1 F8
Panasonic	Digitizer pen IP54 waterproof for CF-20 Mk 1

<b>Panasonic</b>	Tether for CF-U1, CF-19, CF-20 Mk, CF-30, CF-31, CF-53 Mk1, Mk2, Mk4 Touch
------------------	---

## Tips and Tricks

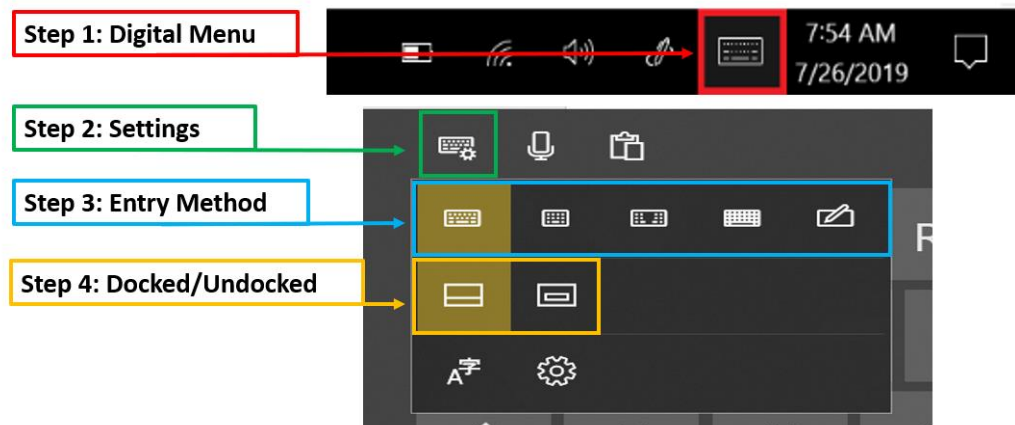
### Turn-on Tablet Mode

By Selecting the notification center on the bottom right of our tablet make sure “Tablet mode” is turned on, if not, turn on the “Tablet mode” by selecting it.



### Selecting Data Entry Options

Selecting the preferred Data Entry method is a four (4) step process:



**Note – Docked/Undocked:** “Docked” mode will keep the data entry option locked at the bottom of the screen. “Undocked” will allow the user to move the data entry option around the screen.

**Note – Auto Center:** With recent Microsoft Operating System updates, the screen will auto center when a text box is selected.

## Selecting Text

When in tablet mode, whether using the stylus, finger, or the digital mouse pad:

- **one click/tap** places the cursor: Sample | writing text.
- **two clicks/taps** will select the word the user is clicking on: Sample writing text.
- **three clicks/taps** will select the entire section. This allows users to quickly select text for highlighting or cutting text: Sample writing text.

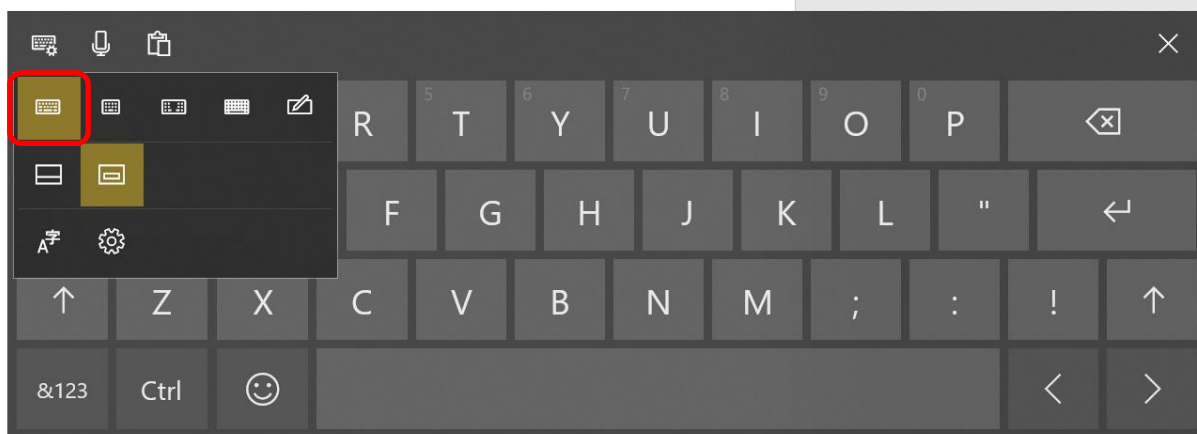
When selecting text using the two or three click/tap method, a user will also be able to select additional text by dragging the bubbles (or similar icon depending on device) that appear in the desired direction:

select text for l



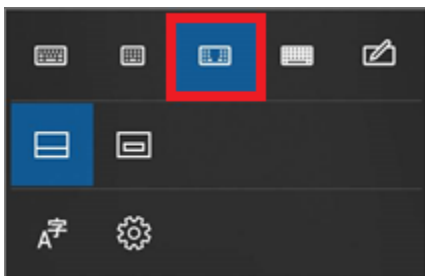
**Note:** Before any entry, make sure to have the cursor focus on the input text field to enter text before selecting the Touch keyboard icon to start typing. Otherwise, it will not translate the text into the appropriate field.

## Full Digital Keyboard



## Split Keyboard

As an alternative to the full keyboard, users have the choice to select a split keyboard by selecting 1<sup>st</sup> row, 3<sup>rd</sup> icon.

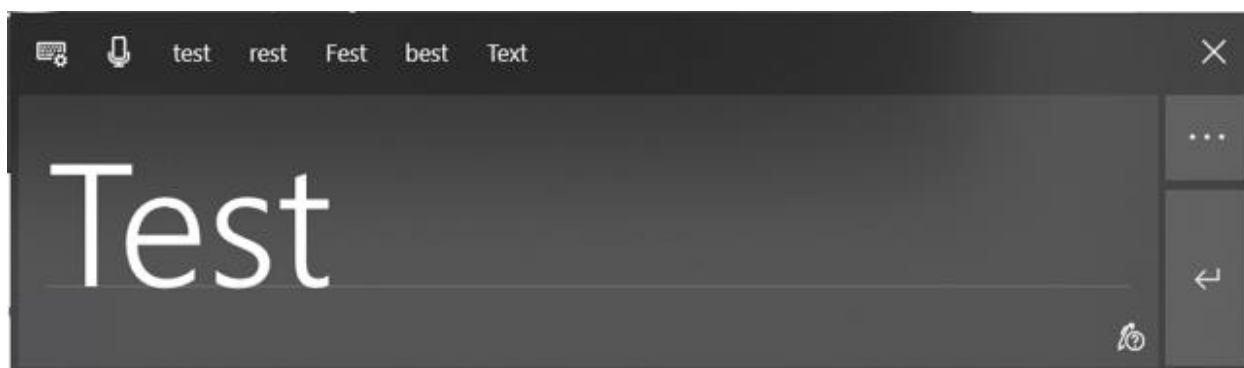
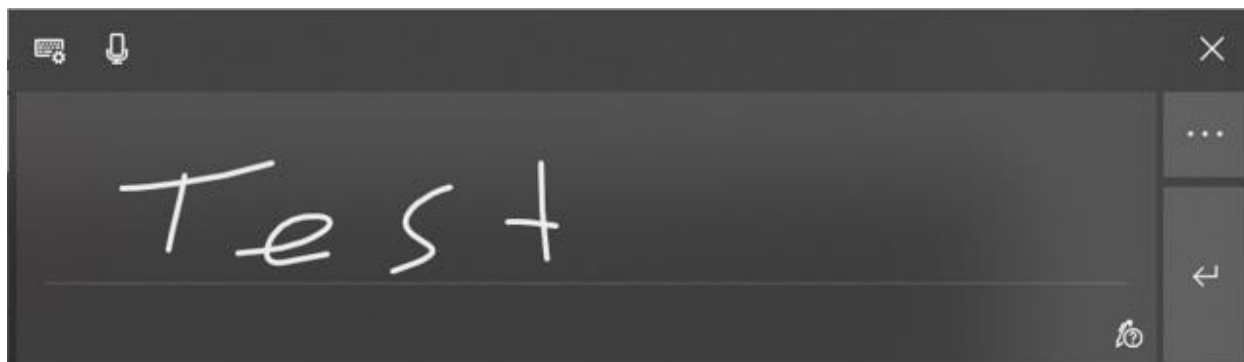


## Stylus & Scribble Pad

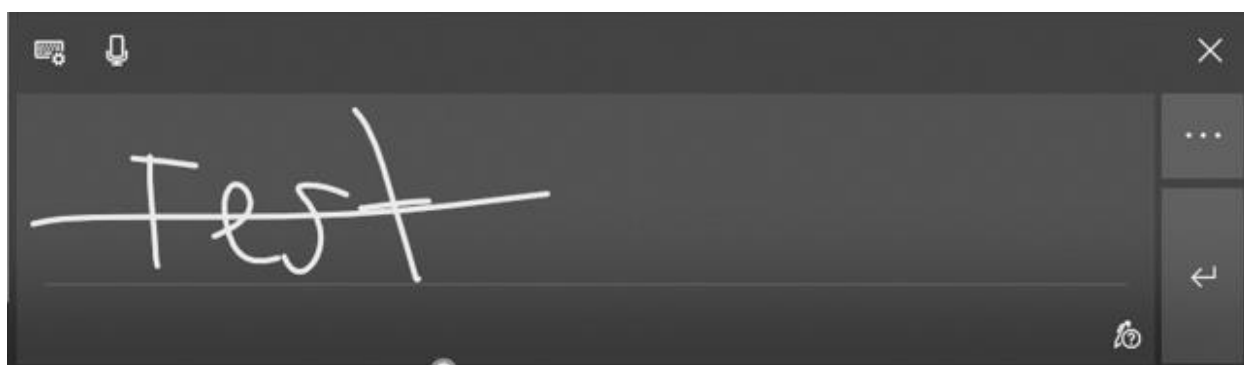
The Scribble Pad will convert handwriting into a text format. The user can also use the stylus to select additional actions and/or characters in the scribble pad. These are found on the right-hand side of the scribble pad. Once a user begins writing in the scribble pad, these items may disappear and will be replaced by a blue checkbox. This allows the user to select the blue checkbox to approve what was just written and bring the scribble pad back to its original state.



After writing the text in the scribble pad, it will take a couple of seconds to convert and will then appear in the text box the user has selected:

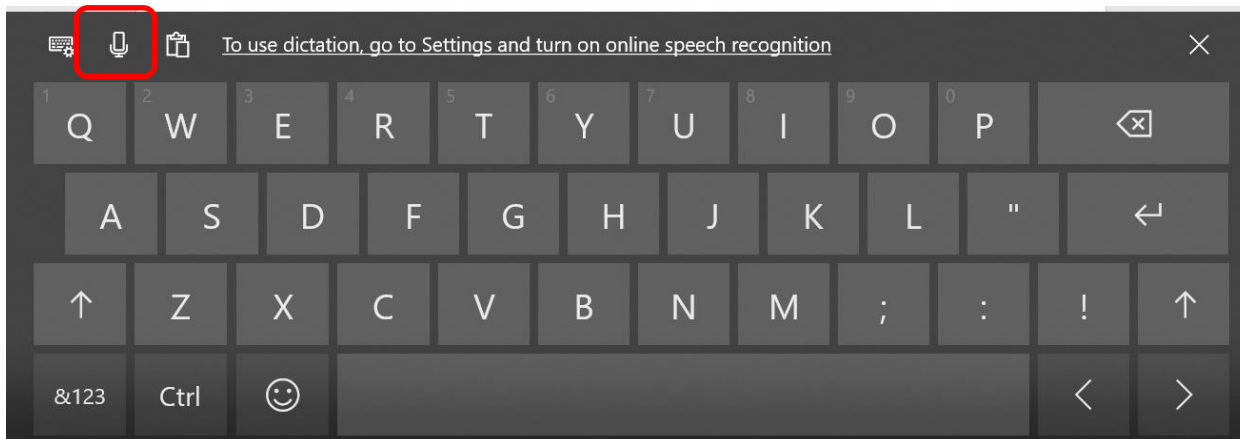


To delete text in the scribble pad, draw a single line through the text (single letter, word, or whole phrase) and it will disappear:



## Voice-to-Text

As an alternative to all the above options, users can use the Microphone to dictate (Voice-to-Text). To enable this option, select the Microphone icon on top of the keyboard. The microphone can also be opened in minimized mode by pressing “Ctrl + H” keys together.



**Note:** For the microphone to work in the field, users will need internet connectivity. This is only possible by having the device connected to internet via MiFi or a sim card. Internet connectivity could be spotty in the field.

## Voice-to-text Dictation

Dictation commands: Use dictation commands to tell the PC what to do, like “delete that” or “select the previous word.”

The following table tells what can be said to accomplish a specific task. If a word or phrase is in **bold**, it's an example. Replace it with similar words to get the desired result.

To do this	Say
Clear a selection	Clear selection; unselect that
Delete the most recent dictation result or currently selected text	Delete that; strike that
Delete a unit of text, such as the current word	Delete <b>word</b>

Move the cursor to the first character after a specified word or phrase	Go after that; move after <b>word</b> ; go to the end of <b>paragraph</b> ; move to the end of that
Move the cursor to the end of a unit of text	Go after <b>word</b> ; move after <b>word</b> ; go to the end of that; move to the end of <b>paragraph</b>
Move the cursor backward by a unit of text	Move back to the previous <b>word</b> ; go up to the previous <b>paragraph</b>
Move the cursor to the first character before a specified word or phrase	Go to the start of the <b>word</b>
Move the cursor to the start of a text unit	Go before that; move to the start of that
Move the cursor forward to the next unit of text	Move forward to the <b>next word</b> ; go down to the <b>next paragraph</b>
Moves the cursor to the end of a text unit	Move to the end of the <b>word</b> ; go to the end of the <b>paragraph</b>
Enter one of the following keys: Tab, Enter, End, Home, Page up, Page down, Backspace, Delete	Tap <b>Enter</b> ; press <b>Backspace</b>
Select a specific word or phrase	Select <b>word</b>
Select the most recent dictation result	Select that
Select a unit of text	Select the <b>next three words</b> ; select the <b>previous two paragraphs</b>
Turn spelling mode on and off	Start spelling; stop spelling

Dictating letters, numbers, punctuation, and symbols: this enables the user to dictate most numbers and punctuation by saying the number or punctuation character. To dictate letters and symbols, say "start spelling." Then say the symbol or letter or use the ICAO phonetic alphabet.

To dictate an uppercase letter, say "uppercase" before the letter. For example, "uppercase A" or "uppercase alpha." When done, say "stop spelling."

Here are the punctuation characters and symbols a user can dictate.

To insert this	Say
@	at symbol; at sign
#	Pound symbol; pound sign; number symbol; number sign; hash symbol; hash sign; hashtag symbol; hashtag sign; sharp symbol; sharp sign
\$	Dollar symbol; dollar sign; dollars symbol; dollars sign

%	Percent symbol; percent sign
^	Caret
&	And symbol; and sign; ampersand symbol; ampersand sign
*	Asterisk; times; star
(	Open parenthesis; left parenthesis; open parenthesis; left parenthesis
)	Close parenthesis; right parenthesis; close parenthesis; right parenthesis
_	Underscore
-	Hyphen; dash; minus sign
~	Tilde
\	Backslash; whack
/	Forward slash; divided by
,	Comma
.	Period; dot; decimal; point
;	Semicolon
'	Apostrophe; open single quote; begin single quote; close single quote; close single quote; end single quote
=	Equal symbol; equal sign; equals symbol; equal sign
(space)	Space
	Pipe
:	Colon
?	Question mark; question symbol
[	Open bracket; open square bracket; left bracket; left square bracket
]	Close bracket; close square bracket; right bracket; right square bracket
{	Open curly brace; open curly bracket; left curly brace; left curly bracket
}	Close curly brace; close curly bracket; right curly brace; right curly bracket
+	Plus symbol; plus sign
<	Open angle bracket; open less than; left angle bracket; left less than
>	Close angle bracket; close greater than; right angle bracket; right greater than
"	Open quotes; begin quotes; close quotes; end quotes; open double quotes; begin double quotes; close double quotes; end double quotes



## FedTalent & Security Awareness Training

The Information Security and Privacy Awareness Training is available through EPA’s Learning Management System, FedTalent. **Non-Federal Smart Tools users MUST REQUEST a FedTalent account on-line to take the required training.** If user already has a FedTalent account, users do not need to submit an additional FedTalent access request.

### Non-Federal Smart Tools Users:

- 
- Log in
- Username
- 
- Password
- 
- Log in
- Forgotten your username or password?
- Cookies must be enabled in your browser 

[illegible]

Page 1 of 11

- 
- Page 1 of 1
- How can we help you?
- New account
- How can we help you?
- Sign up request form instructions
- You MUST complete ALL required sections and enter accurately mandatory fields.
- EMAIL** field (valid email address) where you will receive communications.
  - Age** (18+). You are one of the following: **US/INDIAN** or **US/INDIAN/OTC**.
  - Identify how Audience has contacted your audience from the step document: **INDIRECT**, **OTC**, **OTC/IND**.
- We will create your information in the case a previous account does not exist in our system. Every subsequent 1 business day formation a final request for your request.
- Choose your username and password
- Username\*
- Enter a valid email address here
- The password must have at least 8 characters, at least 1 digit, at least 1 lower case letter, at least 1 upper case letter, at least 1 non-alphanumeric character (such as !, @, #)
- Password
- Read more
- More details
- Read address\*

The screenshot shows the 'New account' registration page. Red arrows and boxes highlight specific fields and actions:

- First name\***: A red arrow points to this field.
- Last name\***: A red arrow points to this field.
- Country**: A dropdown menu showing 'United States'.
- Organisation Name**: A red arrow points to this field, with a red box labeled 'Identify your organisation' pointing to it.
- Other fields**: A red arrow points to the 'Other fields' section.
- Role (R\*)**: A dropdown menu.
- Domain ID**: A dropdown menu, with a red box labeled 'Leave Blank' pointing to it.
- Identify your Challenge\***: A red arrow points to this section, with a red box labeled 'Select INSPECTOR' pointing to it.

At the bottom, there is a link: <https://newcloudsolutions.fhc.de/en/learn/step-by-step> and a date: 8/5/2019.

- Leave the “Role ID” and “Domain ID” fields BLANK
- **IF user does not have a federal inspector credential, select STATE or CONTRATOR in the “Identify your Audience” pick list.**
- **IF user has a federal inspector credential, select INSPECTOR in the “Identify your Audience” pick list.**

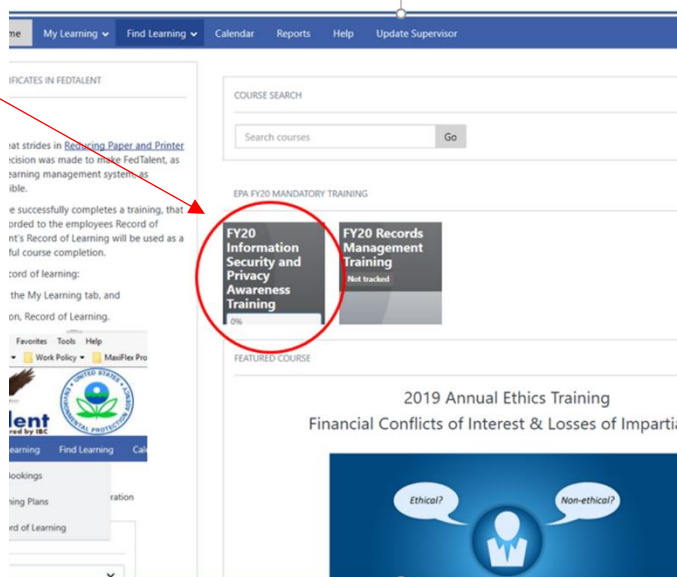
4. Identify user [Regional Contact](#) in the “Name of EPA Point of Contact (POC)” field.
  - a. IF user does not have a federal inspector credential, identify [Lauren Jones \(202.564.0389\)](#) as user’s EPA POC
  - b. IF user has a federal inspector credential, identify user’s EPA Point of Contact identified on the Inspector Wiki’s Credential & Training Contacts page.

5. Select “Request account” at the bottom of the screen.

**Please note: A series of emails from FedTalent will keep the user informed on the request approval process. User MUST respond to the first FedTalent email received to confirm user’s email account.**

## Instructions for Taking the Information Security and Privacy Awareness Training

1. Once logged into FedTalent, select and complete the “FY20 Information Security and Privacy Awareness Training.”
- Users must complete the FY20 Information Security and Privacy Awareness Training prior **September 30, 2020**.
  - IF a user obtained a FedTalent account after September 30, 2020, that user must complete the FY21 Information Security and Privacy Awareness Training by **September 30, 2021**.



### Questions?

**For Smart Tools questions, contact:**

- Lauren Jones ([lauren.jones@epa.gov](mailto:lauren.jones@epa.gov) / 202.564.0389)
- Emily Chow ([emily.chow@epa.gov](mailto:emily.chow@epa.gov) / 202.564.7071)

**For FedTalent access or account questions, contact:**

- [inspector-training@epa.gov](mailto:inspector-training@epa.gov)

**For questions specific to the *Information Security and Privacy Awareness Training* course, contact:**



- Lee Kelly ([kelly.lee@epa.gov](mailto:kelly.lee@epa.gov) / 202.566.1197)  
Marcus Green ([green.marcus@epa.gov](mailto:green.marcus@epa.gov) / 202-566-2457)



## Smart Tools Frequently Asked Questions

### GENERAL

#### **1 - What is Smart Tools?**

Smart Tools is an integrated suite of digital tools for use by federal, state, tribal, territorial and local environmental inspectors and their managers. Smart Tools electronically supports planning and management, field data collection, evidence management, and generation of inspection reports.

#### **2 – Why did EPA Develop Smart Tools?**

EPA, with its co-regulating partners in state, tribal, territorial, and local governments, recognize the need to re-engineer the environmental business process from paper-based to electronic. Considering the vast size of the regulated universe and the modest level of resources available for conducting inspections, environmental agencies at all levels of government are interested in improving both the efficiency and the quality of their environmental inspections.

Smart Tools is designed to enable high levels of efficiency, quality, consistency and timeliness for the environmental inspection process. Importantly, Smart Tools will meet the expectations of current inspectors in need of next generation tools and future inspectors who expect modern technology in the workplace.

#### **3 – When will Smart Tools be available for use?**

Smart Tools is ready now for inspectors conducting inspections under the Resource Conservation and Recovery Act (RCRA) hazardous waste program.

The Smart Tools team is also creating software to support the Clean Water Act National Permit Discharge Elimination System (NPDES) program. The NPDES module of Smart Tools is scheduled to be delivered by the end of 2020 or early in 2021.

#### **SMART TOOLS HELP DESK**

📞 (703) 651-6737

✉ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)



#### **4 – Who can use Smart Tools?**

Smart Tools is intended to be used by credentialed inspectors and their managers at EPA, or in State, Tribal, Territorial or Local governments. At this time – July 2020 – Smart Tools has been implemented in support of the Resource Conservation and Recovery Act (RCRA) hazardous waste program only.

#### **5- How can governmental agencies outside of EPA gain access to Smart Tools?**

Organizations outside of EPA that are implementing the RCRA hazardous waste and are interested in using Smart Tools should contact ASTSWMO (Association of State and Territorial Solid Waste Management Officials) to arrange for gaining access to Smart Tools

#### **6 – What hardware is required to access Smart Tools?**

Smart Tools is device agnostic and can run on any operating system or device. For Windows devices, the device must be Win10 or higher. Smart Tools is a web application and can be accessed from any web browser. We strongly recommend accessing Smart Tools using Google Chrome.

In the field, EPA recommends using a sophisticated ruggedized mobile computer that was designed for field use under a wide variety of conditions. EPA is currently using the Panasonic CF-20 laptop, however, Smart Tools is device agnostic. An extra battery, carrying strap, and car charger are all strongly recommended, based upon our experience testing Smart Tools in the field.



## INSPECTORS QUESTIONS

### **1 - Is it ok for inspectors that perform very few inspections per year to use their regular laptop, issued for office work, in the field with the Smart Tools software.**

Simply put, a laptop issued for office work is not a good option for field work. The device is relatively delicate, is not designed to be used outdoors under the sun, in inclement weather, does not have a stylus, nor a sophisticated camera, etc.

While there may be a few circumstances in which an inspector could properly complete a field inspection with a typical office laptop, we strongly recommend against using equipment that is not intended to be used in demanding field conditions.

### **2 - Can Smart Tools to do part of an inspection (for example, just the photolog)?**

Yes. Smart Tools is sufficiently flexible to support inspectors in a variety of situations including performance of a “partial” inspection. Smart Tools uses a standard format to create a draft inspection report, which an inspector can edit in Microsoft Word and revise/delete any text or photos. Inspectors can upload any document they have in electronic format into Smart Tools.

## STATE SPECIFIC QUESTIONS

### **1 - Is the licensing for Smart Tools structured so that non-federal government agencies can obtain and modify the software to better meet the specific agency’s needs?**

EPA has committed to a close joint governance relationship with states, tribes and their program specific associations in hopes that the federal investment in Smart Tools will substantially or completely alleviate the need for other partner agencies to invest in development efforts aimed at creating software similar to Smart Tools. States have played a substantial role in developing and testing Smart Tools to ensure it meets their needs.

Should a partner agency seek to make agency-specific modifications to Smart Tools, the agency would need to contract with the Smart Tools vendor separately.



## **2 - Can the code base be reused by state agencies?**

State agencies cannot reuse the codebase without entering into a separate agreement with the Smart Tools vendor and paying the software licensing fee. Smart Tools currently is Plateau Solutions Inc's proprietary software. It is not owned by EPA.

## **3 -- Can a state develop its own modules that can be added to the Smart Tools MVP, or must such development be completed by EPAs Smart Tools contractor?**

Since Smart Tools is currently proprietary software, such development would need to be completed via a separate contract effort between that particular agency and the Smart Tools vendor.

### TECHNICAL / OPERATIONAL QUESTIONS

#### Login Issues

#### **1 – Why can't I log in?**

Here are three possible reasons: 1) You may not be registered in Smart Tools. You do this by [requesting an account](#) and your local Smart Tools System Administrator will approve your account and assign your access level. 2) You may be using a browser other than Google Chrome that has not been fully tested. 3) You may not have account in Web Access Management (WAM). [Reach out to your regional admin for WAM account sponsor request.](#)



## **Site-Inspection**

### **1 - I am out in the field, offline, and I don't see my inspection. What happened?**

You did not download your inspection prior to going offline. When online, you must download the inspection in the Manage Inspection Screen using the blue down arrow which will be visible after selecting the green "Pre-Inspection Completed" in the Pre-Inspection Tab.

### **2 – Why isn't my inspection getting captured in the facility's local time zone?**

Smart Tools captures time based on the "Time Zone" selected in Site Inspection -> Site Entry -> "Add Entry & Exit Date", if there is no value selected then the system will use the hardware device time zone itself. Ensure the time zone is accurately set before you begin the inspection.

### **3 – When I am offline why can't I get the voice to text feature to work?**

The voice to text feature requires an internet connection or SIM card.

### **4 – Why don't I see any of the CBI (Confidential Business Information) functionalities?**

If you cannot see anything relating to CBI like the CBI icon in text fields or the CBI tab at the inspection level, that is because under your user profile you have not been given CBI access or your CBI access has expired. Reach out to your Region or State Smart Tools Administrator to update your user profile. Once complete, the functionality will be immediately available even if you have already started an inspection. Be sure to view your User Profile information on a regular basis to make sure your permissions are up to date with your current responsibilities.

## **Post-Inspection**

### **1 - What do I do if there is an error while syncing my data back to the server when coming back online after my site inspection is complete?**



Under the Manage Inspection tab under the Action column you will see a Red icon. Click on the Red button to download your information and then contact Smart Tools Help Desk for further instructions on how to send to Plateau Software, Inc. for upload.

**Hello Admin,**  
User access request form has been submitted by **Rekha PL\_VA**. Here are the user details:

**First Name :** Rekha  
**Last Name :** PL\_VA  
**Email Id :** [Rekha@plateauinc.com](mailto:Rekha@plateauinc.com)  
**Phone :** 131-UTAH  
**Requested State / Region :** UT  
**Media :** RCRA  
**Request Note :** Utah access

Please login to Smart Tools User Management module, to approve above request.  
Link to Smart Tools: <https://smarttoolsdev.epa.gov/webcass>

**Thanks,**  
**Smart Tools**

**2 – I’m out of the field, came back online, synced, and I still cannot see the Post-Inspection tab. What do I do next?**

You need to go back into Site-Inspection -> Closing Conference -> Click on the green “Site-Inspection Completed” button.

## **Hardware Issues**

For additional information on Hardware see the [Hardware and Touch Keyboard Tips and Tricks](#) section

**1 – Why isn’t my touch screen working on my tablet?**

If your device is touchscreen and not working, there is a good chance you did not put your device into Tablet Mode. This is found by clicking on the notification icon in the lower right of your screen in the menu bar. For more information, please refer to the devices’ User Guide.



## Smart Tools System Administrators

Last Updated: June 9, 2020

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### SMART TOOLS HELP DESK

☎ (703) 651-6737

✉ [Smarttoolshelpdesk@plateauinc.com](mailto:Smarttoolshelpdesk@plateauinc.com)



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