



# TERTIUS

THE DISTRICT'S ONLINE  
MARKETPLACE FOR  
CONSTRUCTION INSPECTIONS

**A GUIDE FOR CUSTOMERS**

[tertius.dcrd.dc.gov](http://tertius.dcrd.dc.gov)



WE ARE WASHINGTON  
\*\*\* GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
DC MURIEL BOWSER, MAYOR

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# Tertius Introduction

Tertius is a marketplace platform in which DCRA customers (project owners) connect with and invite Third-Party Inspection Agencies (TPIA) to work on their projects. Through Tertius, customers schedule inspections on open permits. Permits can be closed once all inspections are completed, filed by the TPIA, and approved by DCRA. Tertius also provides a one-stop-shop for uploading reports and documentation, where they are accessible for review by all stakeholders.

## Log In and Register

### Register for Tertius

#### Requirements

Select a password for your account. It must comply with the following:

- At least 8 character(s)
- At least 1 number(s)
- At least 1 symbol(s)
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- Does not contain part of username
- Does not contain the first name used for registration
- Does not contain the last name used for registration

#### Steps

Step 1: Log in to [Access DC](#)

*To register with Access DC:*

1. Select the Register button on the Tertius homepage.
2. Select the Register with Access DC button.
3. Choose the sign-up option.
4. Enter the email address where you received the invitation to register for Tertius, password, first name, last name, and mobile phone number.
5. Receive the verification email and verify your email address as directed. Remember to check your spam folders. If you do not receive a verification email, please contact DCRA via email at [dcra@dc.gov](mailto:dcra@dc.gov).

*If you are a registered Access DC user:*

Follow the link provided in the Tertius invitation: [tertius.dcra.dc.gov](http://tertius.dcra.dc.gov). Once in Tertius select Login at the top right corner of the screen. You will be navigated to the Access DC home screen. Login as usual.

## Step 2: Access Tertius

After verifying your email address in Access DC, you will be redirected to your Tertius account.

## Reset Password

If you forget or need to change your password, visit Access DC and select the "Need help signing in?" option. Next, select Forgot Password? Then, enter your Access DC email address as directed.

## Log In To Tertius

### Requirements

If you don't have one yet, follow the steps in this section:

- [Register for Tertius](#)

### Steps

Follow these steps to log in to Tertius:

1. Visit [tertius.dkra.dc.gov](http://tertius.dkra.dc.gov).
2. Select log in at top right.
3. Sign in with your Access DC account.
4. You will be navigated to the Dashboard.

## Get to Know Your Dashboard

### Requirements

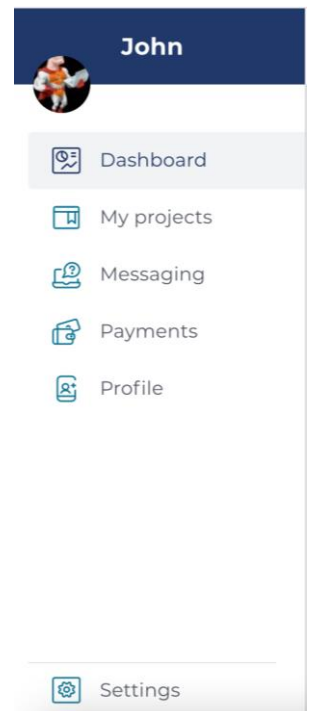
- [Log In To Tertius](#)

### Steps

Following login, you are navigated to the Dashboard, where you will find an overview and the latest information on your projects.

Navigate from the Dashboard:

- **Find an Inspector:** Create project and request proposals.
- **Menu:** The main menu is at left. Here, access the Dashboard, projects, messages, payments, and user profile.
- **Received Proposals:** Proposals received for proposal-based projects.



- **Scheduled Inspections:** Review inspections that have been scheduled.
- **Reports:** Review submitted Inspection Reports.

## Regular Inspections

Customers who require special inspections will find an inspector using a different procedure than those who require regular inspections.

In general, use the Regular Inspections workflow if you have issued permits. Otherwise, the Special Inspections workflow is appropriate. If you are unsure of whether you need a regular or special inspection, contact DCRA Customer Service at (202) 442-4400 or [dcra@dc.gov](mailto:dcra@dc.gov).

Find instructions on how to initiate special inspections in the [Special Inspections](#) section.

## Find an Inspector

To find an inspector, first create and submit a project by following the steps below.

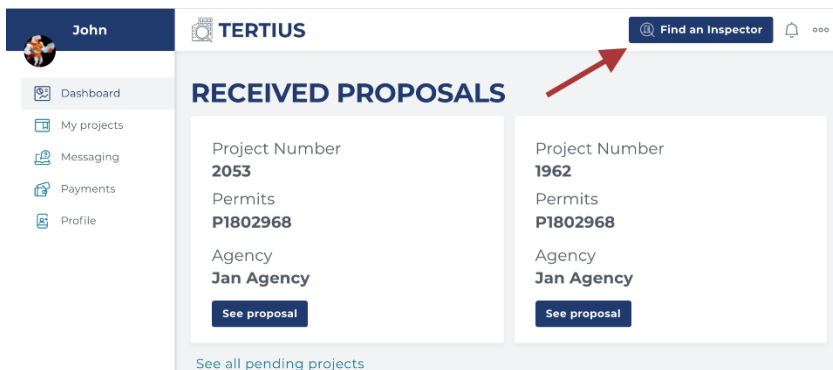
### Requirements

- [Log In To Tertius](#)

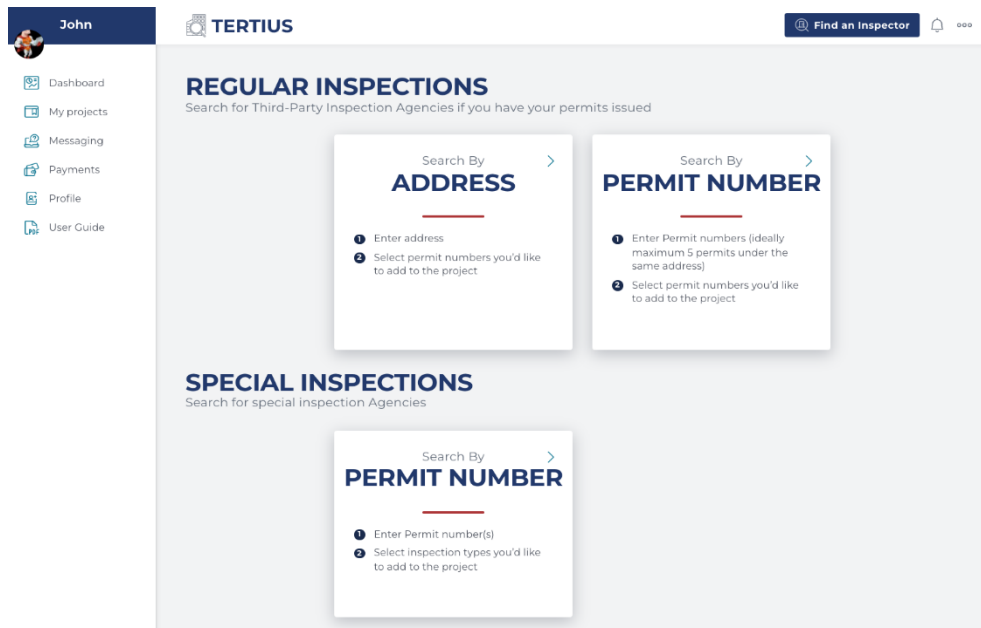
### Steps

Step 1: Search for an Inspector:

1. Select the Find an Inspector button.



2. Select Search By Address or Permit Number in the Regular Inspections section.



a. Address-Based Search

i. Complete the form with the address of the property under construction and Tertius will provide a list of associated open permits. Fields include:

1. Street Number
2. Street Number Suffix
3. Street Name - If the address is a numbered street, please include the "th", "rd", "st", etc. as in 4th Street SW. If the street name includes North, South, East or West, spell out the words, e.g. North Capitol. Please use the full street name, abbreviations are not accepted.
4. Street Type
5. Unit Number
6. Quadrant
7. Zip Code

b. Permit-Based Search: Enter your permit number or numbers divided by commas. All permits must be under the same address.

3. Select Continue.

Step 2: Select your Permits

1. Accept the Project Terms by checking the checkbox.
2. Select a permit. Tertius displays all open permits for the address. Select any available permit for which you want inspections. Permits for which an agency has already been assigned are also listed, but you cannot select them. The scope and the list of inspection types for that permit are displayed.

Check the permit numbers.

P1903248  
Cannot be picked, has Agency assigned already

[Back](#) [Add Details](#)

Check the permit numbers.

B2101808

B2101926

[Back](#) [Add Details](#)

3. Select the Add Details Button

Step 3: Specify Inspection Details

1. **When:** Select when you need the inspection. Select:
  - a. Short-term projects: Add preferred time period.
  - b. Long-term projects: Add preferred time period.
2. **Additional information:** Add relevant details for the inspection agency. For example, "Project will be phased," "Project may have a conditional occupancy," etc.
3. **Site contact:** Add contact information for the person responsible to meet the inspector at the construction site.
  - a. Name
  - b. Email Address
  - c. Phone Number: format +1 XXX-XXX-XXXX
4. Select **Review Project Details:** Review and/or edit your entry.
5. If all project details are correct, select **Find an Inspector.**

**REVIEW AND CONFIRM REQUEST**  
Check the details of the project you created.

<b>ADDRESS</b> 73 G ST SW	<b>CUSTOMER</b> John Doe
------------------------------------	-----------------------------

**SELECTED PERMITS**

**BUILDING B2101808**

Inspection types (25) ▾

**This permit includes**  
TEST Renovating Bathroom and Shower

[Edit Permits](#)

<b>PROJECT TIMELINE</b>	<b>SITE CONTACT</b>
<p><b>Short-term</b></p> <p> Oct 3, 2021 - Oct 9, 2021</p> <p style="text-align: right;"><a href="#">Edit Time</a></p>	<p><b>Mary Smith</b></p> <p> mary@email.com</p> <p> +12345678998</p> <p style="text-align: right;"><a href="#">Edit Site Contact</a></p>

## Step 4: Browse Agency Profiles

1. Below the project details, find a list of available third-party agencies. All agencies listed have the qualifications for the inspection services you specified.
2. Find buttons for each agency depending on services available: Cost per Inspection, Proposal, or both. Select the best option:



a. **Cost per Inspection** construction is more suitable for:

- Small projects or
- Small number of permits, and
- When you need the inspection to be scheduled **as soon as possible**.
- See the price list and project terms for these projects by selecting the Cost per Inspection button.
- Once the third-party agency uploads the inspection reports, payment will be due immediately.

### FIXED PRICE

ⓘ Click on the request inspections button below if you would like to accept this fixed price. **You can only send one fixed price request at a time.** If the agency can do the inspection in the provided time frame they'll schedule inspections in an hour. Otherwise, you can try to book another agency.

Agency:  
**JAN AGENCY**

PROJECT number:  
**5562**

Fixed Price Booking Terms:

test

Price list:

ⓘ Every inspection type under the permits selected for a fixed price project will be performed with the following price list.

Building Permit - \$14.00 / inspection

Plumbing Permit - \$10.00 / inspection

Cancel

Confirm

### PROPOSAL

ⓘ You can request a proposal from the agencies and accept the one that is the best for you.

You are about to send  
**JAN AGENCY**

a request for proposal for  
**PROJECT NUMBER 5562**

Cancel

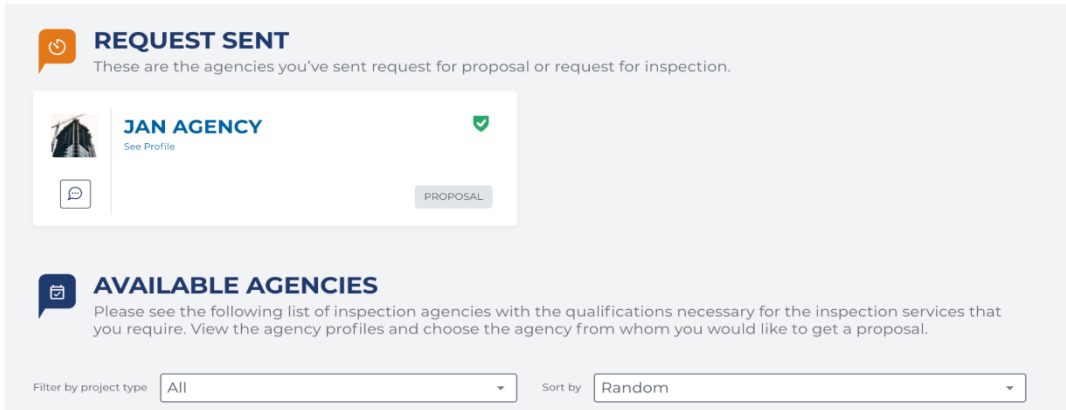
Confirm

b. **Proposal Based**

- Send **multiple requests at a time** to selected agencies based on the profile.
- Select Request Proposal and Confirm.



3. Your request was sent to the third-party agency. Find a list of agencies you requested a proposal from in the Requests Sent section.



4. Review your received proposals and accept the agency that best suits your needs.
5. Find all projects and explore details and statuses under Projects.

## Manage Projects

Once you have selected your inspection agency and accepted a proposal, view and manage your projects under My Projects. My Projects is organized by tab:

- **Pending**

Find a list of projects you requested proposals for but have not yet accepted here. It also shows projects for which you have requested a Cost per Inspection project and the agency hasn't accepted your request. Review the search results of available inspection agencies for a project by selecting See Inspectors.

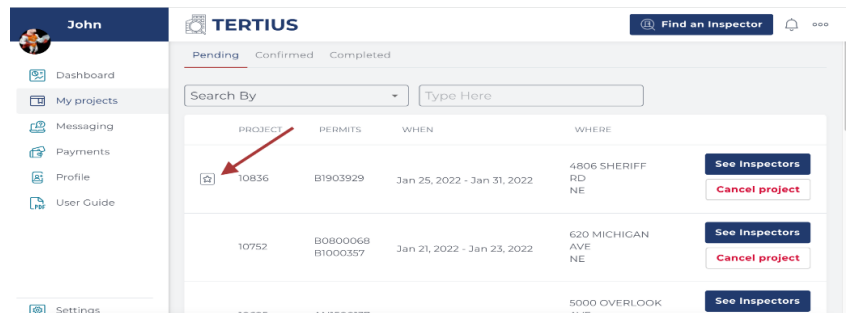
- **Confirmed**

Find a list of projects for which you have received and accepted the proposal. Select the View and Manage button to explore details and contact the third-party agency to schedule an inspection.

- **Completed**

Find a list of finished projects. Find details by selecting the Details button.

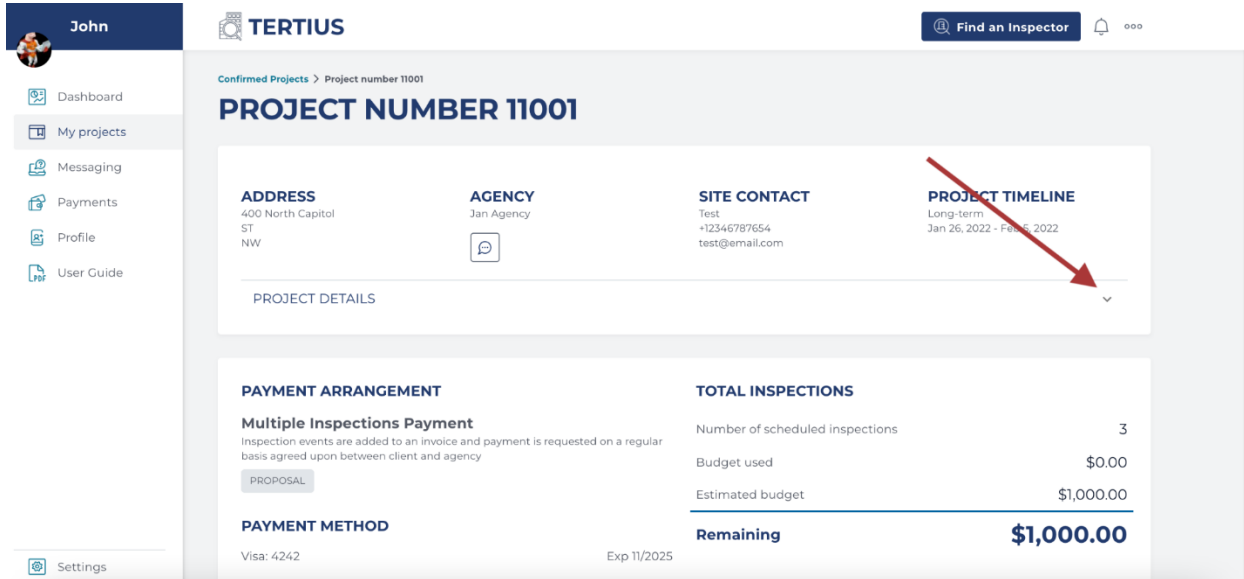
The star icon next to a project means that it is a Special Inspection project.



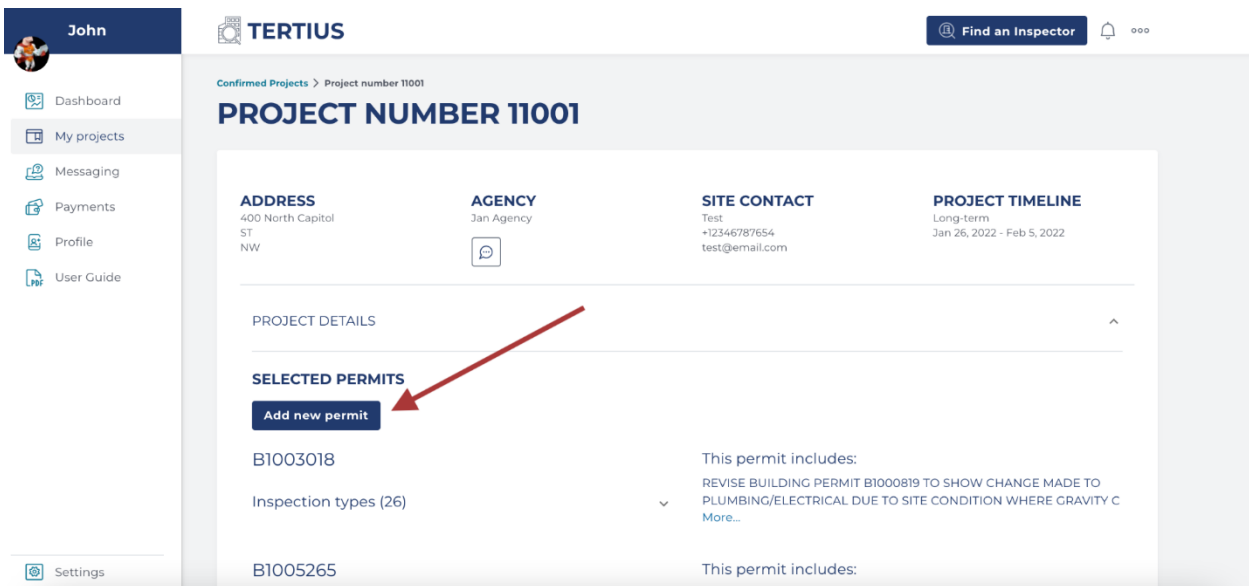
# Add New Permit to an Existing Project

Using Tertius, you can add a new permit to an existing project by submitting a request to the third-party agency. The new permit has to be for the same address as the project.

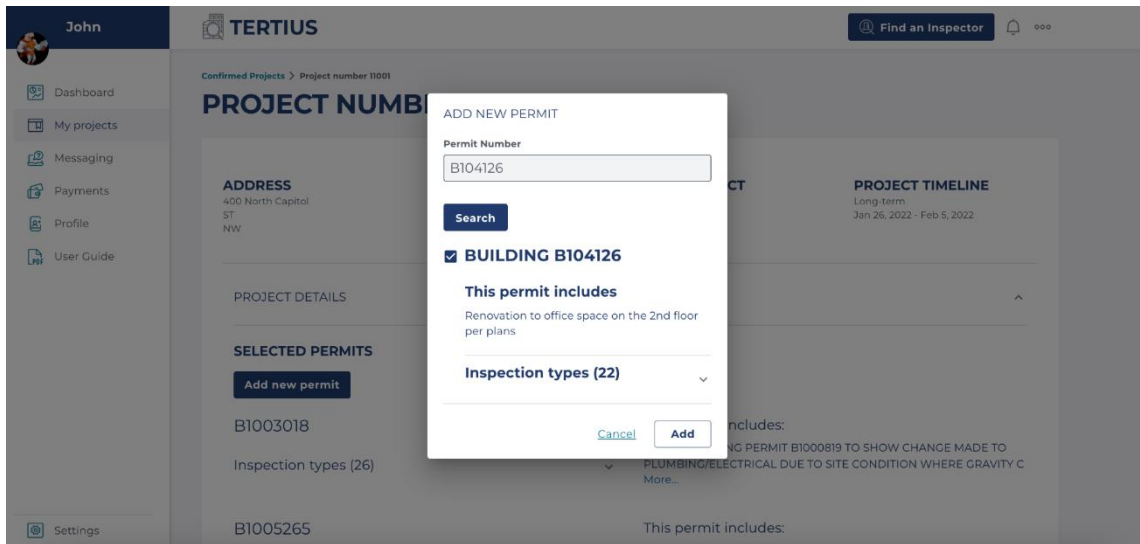
1. Open the Project Details on your project page.



2. Select Add New Permit.



3. Type the number of the permit you want to add and select Add.
4. You will receive an email notification when the third-party agency has accepted/rejected your request.

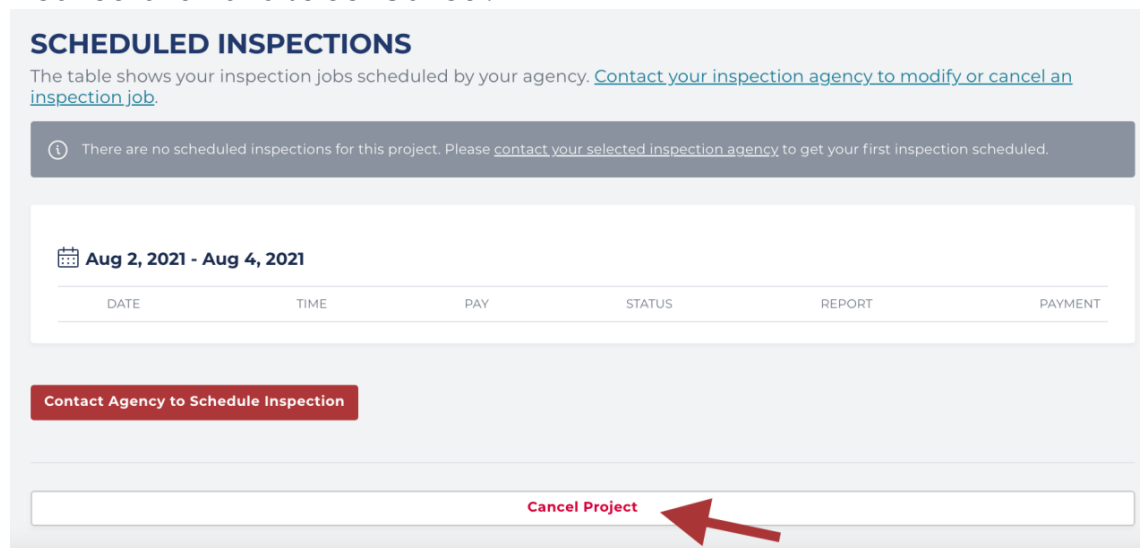


## Cancel a Project

### Steps

Projects may be canceled BEFORE an inspection is scheduled.

- If you **have not accepted a proposal for the project**, cancel by selecting the Cancel Project button next to it under the Pending tab.
- If you **accepted a proposal for the project, but no inspection event has been scheduled, select** the View and Manage button next to it under the Confirmed tab. On the project page, select Cancel Project. Provide an explanation for the cancellation and select Cancel.



- If you **accept a proposal for the project and there is an inspection event scheduled**, only DCRA can cancel the project. Select the View and Manage button next to it under the Confirmed tab. Then, select Cancel project. Complete the form, including an explanation for the cancellation. Then, select Request Cancel. DCRA will review your cancellation request and make a determination. Per DCRA policy, a project cannot be cancelled or a change in inspection agencies may not be made once a third-party inspection agency begins a project.

**SCHEDULED INSPECTIONS**  
 The table shows your inspection jobs scheduled by your agency. [Contact your inspection agency to modify or cancel an inspection job.](#)

**Jun 25, 2021 - Jul 30, 2021**

DATE	TIME	PAY	STATUS	REPORT	PAYMENT
Jul 6, 2021	7:00am - 11:00am	\$0.00	In Progress	<a href="#">Open Report</a>	

[Contact Agency to Schedule Inspection](#)

[Request Cancel Project](#)


When there is inspection scheduled, the project may only be canceled by an administrator

**Describe why you need to cancel this project**

Type here...

0/1000

[Request](#)



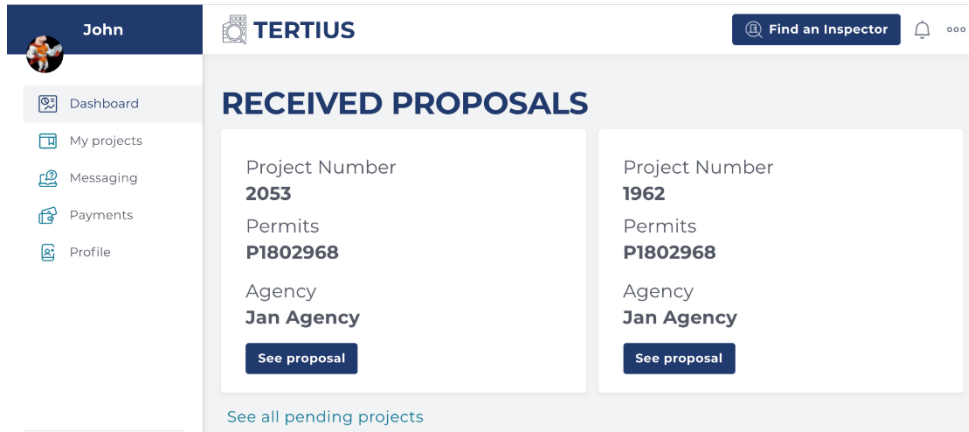
## Manage and Accept Proposals

### Requirements

- [Get to Know Your Dashboard](#)
- [Find an Inspector](#)
- [Send a Message](#)
- [Submit a Payment](#)

### Steps

Find proposals from third-party and special inspection agencies on your Dashboard under Received Proposals. The card displays project number, permits, and third-party agency.



1. Select See Proposal.
2. View the detailed information provided in the proposal, including the type of [payment arrangement](#). Find the information you entered when submitting the proposal request. Contact the third-party or special inspection agency if you would like to have further communication with them about the proposal as indicated in the image below.

**PAYMENT ARRANGEMENT**

**Multiple Inspections Payment**

Inspection events are added to an invoice and payment is requested on a regular basis agreed upon between client and agency

**ESTIMATED BUDGET**

**\$100.00**

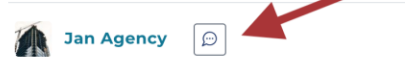
test

**Project Details** ▼

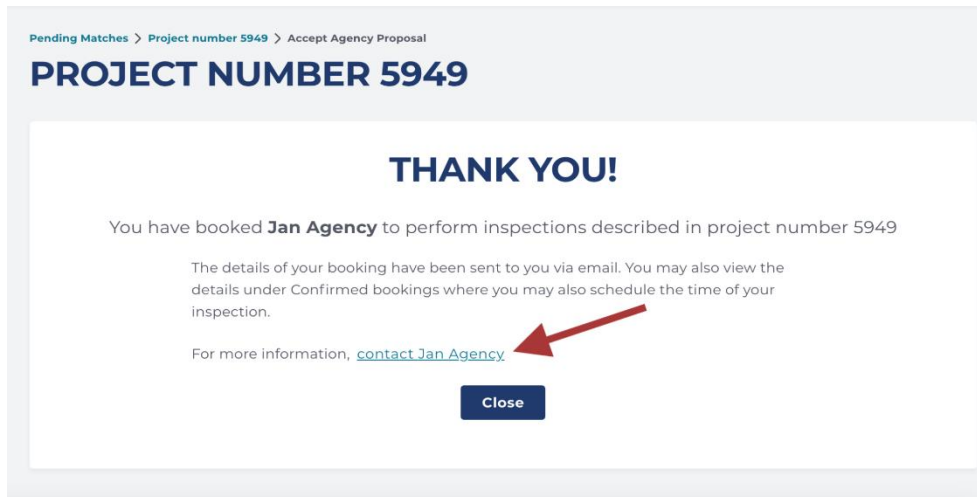
Please contact us if you have any questions or need more information. Otherwise, you may accept our proposal and finalize booking your inspection.

Reject proposal
Accept Proposal

Thank you for your business.



3. Following proposal review:
  - a. **Accept** it: select Accept Proposal and complete the checkout process. Find details related to the payment process in the [Submit Payment](#) section. Following checkout, find details of this project under Confirmed Projects.



b. **Reject** it: Select Reject proposal and confirm.

## Send a Message

Chat with any third-party or special inspection agency already contacted and find previous conversations under Messaging. Locate prior conversations using the Search Messages field.

### Inbox

Find contacts for any project under Inbox. To start a conversation, select the contact card and type in the chat box. Check Include an Admin to copy DCRA on the conversation. To move a conversation from the Inbox to Archived, select Archive This Conversation.

### Archived

Find your archived conversations under Archived. Select a contact card to view the conversation and the Restore This Conversation link to move it back to the Inbox.

## Special Inspections

Customers who require regular inspections will find an inspector using a different procedure than those who require special inspections.

In general, use the Special Inspections workflow to find a Special Inspection Agency and create a project once you have a permit number regardless of issuance. Otherwise, the Regular Inspections workflow is appropriate. If you are unsure of whether you need Special Inspections contact the project's structural engineer or, contact DCRA Customer Service at (202) 442-4400 or [dcra@dc.gov](mailto:dcra@dc.gov).

Find instructions on how to initiate regular inspections in the [Regular Inspections](#) section.

# Find an Inspector

To find an inspector, first create and submit a project by following the steps below.

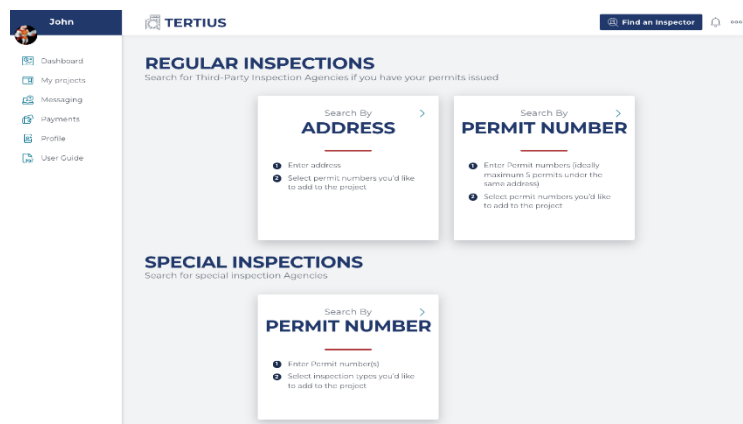
## Requirements

- [Log In To Tertius](#)

## Steps

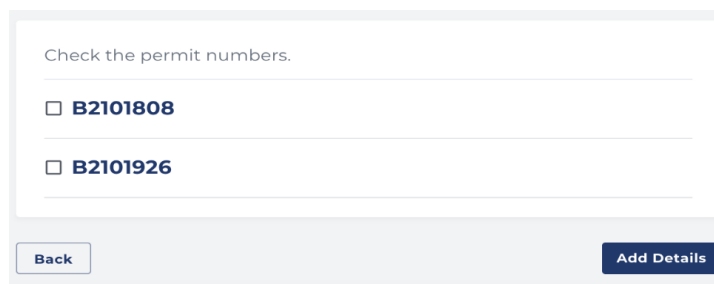
Step 1: Search for an Inspector:

1. Select the Find an Inspector button.
2. Search by Permit Number in the Special Inspections section.
  - a. Conduct a permit-based search. Enter your permit number or numbers divided by commas. All permits must be under the same address.
  - b. Special inspection agencies must be contacted when the application screening is successful and plan review starts. Note: DCRA will review the Special Inspection pre-construction documents after structural drawings are approved.



Step 2: Select Your Permits

1. Accept the Project Terms by checking the checkbox.
2. Select a permit. Tertius displays all issued and non-issued permits in the plan review phase for the address: Select any available permit. The scope and the list of Special Inspection types for that permit are displayed. Regular Inspection types for a permit are not displayed in the Special Inspections flow.

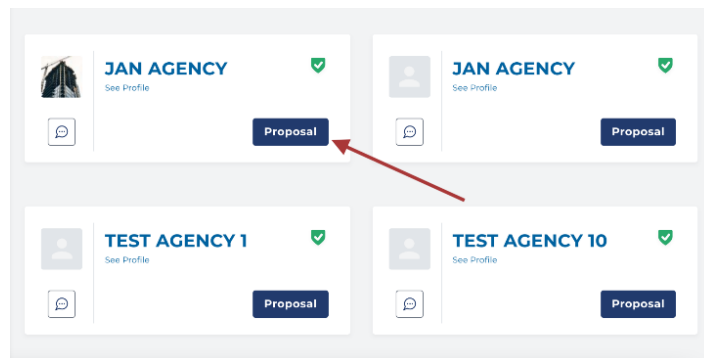


3. Select the Add details button.

### Step 3: Specify Inspection Details

1. **Project Scope:** Describe the scope of your project in one sentence. This might be useful if more special inspection agencies work on the same permit, and you'd like to define the scope for each one of them
2. **When:** Select the period when you'll need the special inspections to be performed.
3. **Project Documents:** Share the links of the documents that might be necessary for the agency. Add the name of the document and copy and paste the website address, or URL, where it can be found.
  - a. Required:
    - i. Latest construction drawings. Make sure to include the structural drawings.
  - b. Optional
    - i. Specs
    - ii. Schedule of Special Inspections
    - iii. Geotech Report
    - iv. Project Schedule
4. **Project Details:** Describe any details that might be useful for the agency. The following information can help:
  - a. New Construction or Renovation
  - b. Building Use
  - c. High or Low Rise
  - d. Foundation Type
5. **Contact Person:** Add contact details of the person the agency can reach out to for project questions.
  - a. Name
  - b. Email Address
  - c. Phone Number: format +1 XXX-XXX-XXXX
6. Click on **Review Project** Details.
7. If all project details are correct, select **Find an Inspector**.

The screenshot shows a light gray rectangular box containing two input fields. The first field is labeled "Name of the document" and the second is labeled "Url of the document". To the right of the second field is a "Remove" button. Below the box is a blue button with white text that says "Add another document".






## Step 4: Browse Agency Profiles

1. Below the project details, find a list of available special inspection agencies. All agencies listed have the qualifications for special inspection services.
2. Select the agency you'd like to request a proposal from. The default order of the agencies is random.
  - a. Type the name of the agency you'd like to find, or
  - b. Sort the agencies A-Z or Z-A
3. Request a proposal from an agency or multiple agencies.
4. Select Confirm to send the request.

### PROPOSAL

 You can request a proposal from the agencies and accept the one that is the best for you.

You are about to send

**JAN AGENCY**

a request for proposal for

**PROJECT NUMBER 10836**

Cancel

Confirm

## Manage Projects

Once you have selected your inspection agency and accepted a proposal, view and manage your projects under My Projects. My Projects is organized by tab:

### Pending

Find a list of projects you requested proposals for but have not yet accepted here. It also shows projects for which you have requested a Cost per Inspection project and the agency hasn't accepted your request. Review the search results of available Inspection Agencies for a project by selecting See Inspectors.

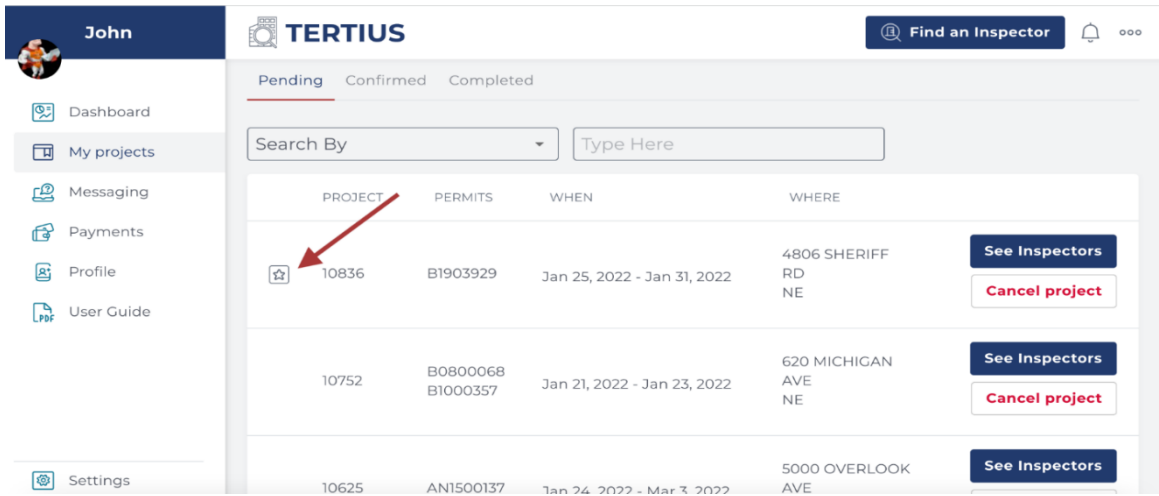
### Confirmed

Find a list of projects for which you have received and accepted the proposal. Select the View and Manage button to explore details and contact the third-party agency to schedule an inspection.

### Completed

Find a list of finished projects. Find details by selecting the Details button.

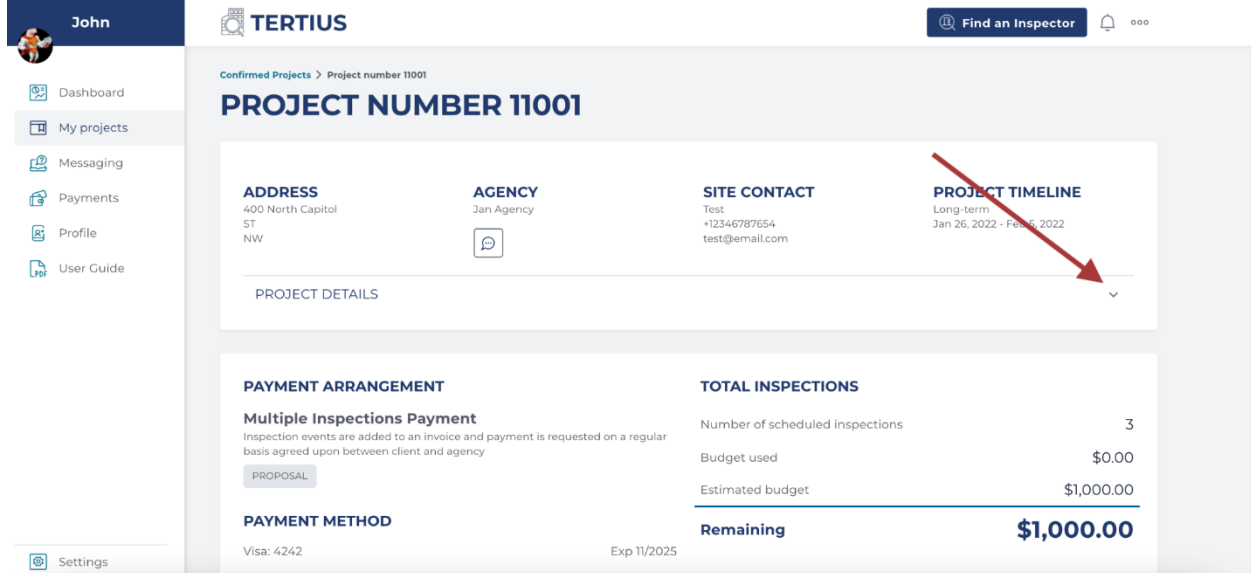
The star icon next to a project means that it is a Special Inspection project.



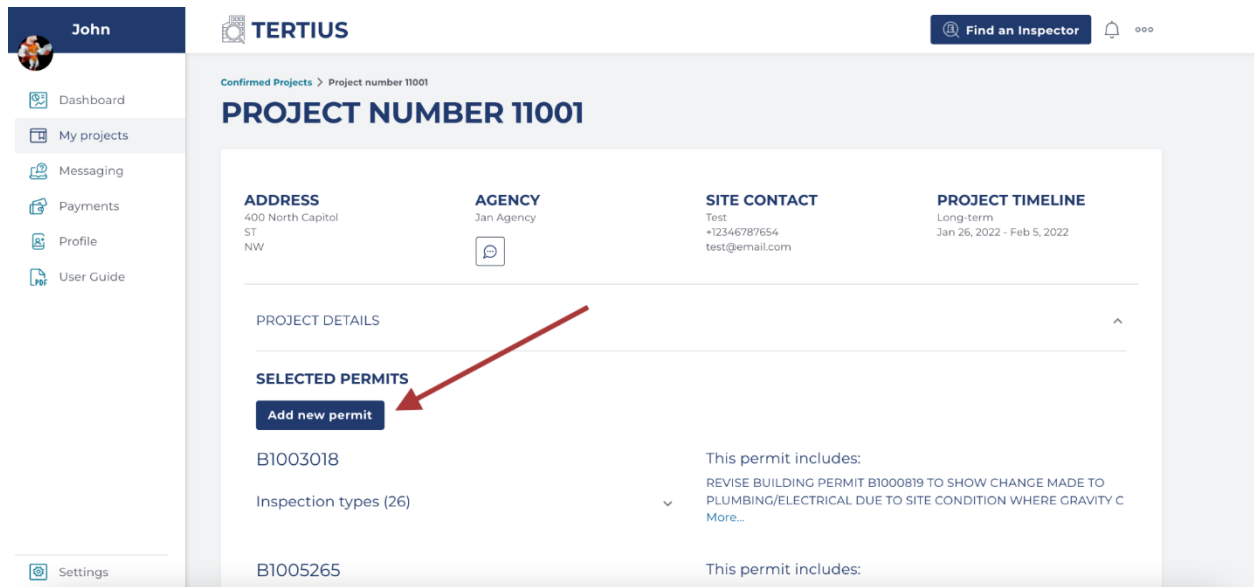
## Add New Permit to an Existing Project

Using Tertius, you can add a new permit to an existing project by submitting a request to the third-party agency. The new permit has to be for the same address as the project.

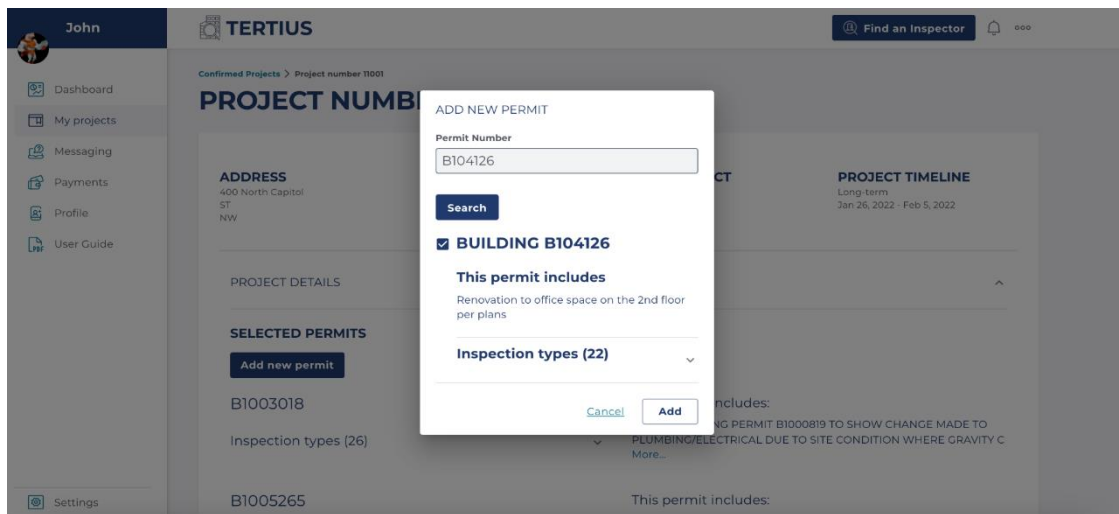
Open the Project Details on your project page.



Select Add New Permit.



Type the number of the permit you want to add and select add.



You will receive an email notification when the third-party agency has accepted/rejected your request.

## Cancel a Project

### Steps

Projects may be canceled BEFORE the Special Inspection Meeting Minutes have been accepted by DCRA.

- If you **have not accepted a proposal for the project**, cancel by selecting the Cancel Project button next to it under the Pending tab.

- If you **accepted a proposal for the project, but the Special Inspection Meeting Minutes haven't been accepted by DCRA**, select the View and Manage button next to it under the Confirmed tab. On the project page, select Cancel Project. Provide an explanation for the cancellation and select Cancel.


**SCHEDULED INSPECTIONS**

The table shows your inspection jobs scheduled by your agency. [Contact your inspection agency to modify or cancel an inspection job.](#)

There are no scheduled inspections for this project. Please [contact your selected inspection agency](#) to get your first inspection scheduled.

Aug 2, 2021 - Aug 4, 2021

DATE	TIME	PAY	STATUS	REPORT	PAYMENT
<a href="#">Contact Agency to Schedule Inspection</a>					
<a href="#">Cancel Project</a>					



- If you **accepted a proposal for the project and the Special Inspection Meeting Minutes have been accepted by DCRA**, only DCRA can cancel the project. Select the View and Manage button next to it under the Confirmed tab. Then, select Cancel project. Complete the form, including an explanation for the cancellation. Then, select Request Cancel. DCRA will review your cancellation request and make a determination. Per DCRA policy, a project cannot be canceled or have a change in inspection agencies once the Special Inspection Meeting Minutes have been accepted by DCRA.

## Manage and Accept Proposals

### Requirements

- [Get to Know Your Dashboard](#)
- [Find an Inspector](#)
- [Send a Message](#)
- [Submit a Payment](#)

### Steps

Find proposals from third-party and special inspection agencies on your Dashboard under Received Proposals. The card displays project number, permits, and third-party agency.

**John** TERTIUS [Find an Inspector](#)

Dashboard  
My projects  
Messaging  
Payments  
Profile

## RECEIVED PROPOSALS

Project Number  
**2053**

Permits  
**P1802968**

Agency  
**Jan Agency**

[See proposal](#)

Project Number  
**1962**

Permits  
**P1802968**

Agency  
**Jan Agency**

[See proposal](#)

[See all pending projects](#)

1. Select See Proposal.
2. View the detailed information provided in the proposal, including the type of [payment arrangement](#). Find the information you entered when submitting the proposal request. Contact the third-party or special inspection agency if you would like to have further communication with them about the proposal as indicated in the image below.

#### PAYMENT ARRANGEMENT

##### Multiple Inspections Payment

Inspection events are added to an invoice and payment is requested on a regular basis agreed upon between client and agency

#### ESTIMATED BUDGET

**\$100.00**

test

#### Project Details

Please contact us if you have any questions or need more information. Otherwise, you may accept our proposal and finalize booking your inspection.

[Reject proposal](#)

[Accept Proposal](#)

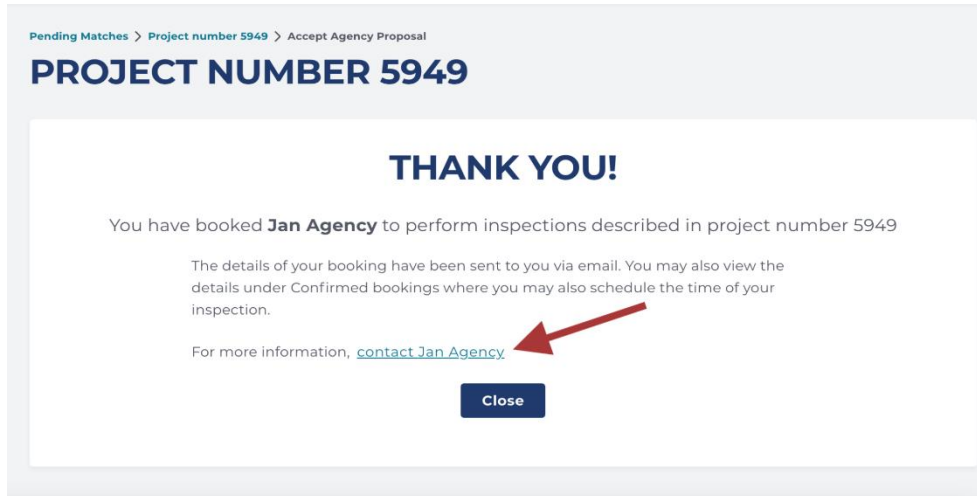
Thank you for your business.



**Jan Agency**



3. Following proposal review:
  - a. **Accept** it: select Accept Proposal and complete the checkout process. Find details related to the payment process in the [Submit Payment](#) section. Following checkout, find details of this project under Confirmed Projects.



- b. **Reject** it: Select Reject Proposal and confirm.

## Send a Message

Chat with any third-party or special inspection agency already contacted and find previous conversations under Messaging. Locate prior conversations using the Search Messages field.

### Inbox

Find contacts for any project under Inbox. To start a conversation, select the contact card and type in the chat box. Check Include an Admin to copy DCRA on the conversation. To move a conversation from the Inbox to Archived, select Archive This Conversation.

### Archived

Find your archived conversations under Archived. Select a contact card to view the conversation and the Restore This Conversation link to move it back to the Inbox.

# Submit Payment

## Requirements

- [Get to Know Your Dashboard](#)
- [Find an Inspector](#)
- [Manage and Accept Proposals](#)

## Payment Arrangements

### Proposal Based Projects

There are two payment arrangement types, which the third-party agency specifies in the proposal:

- **Multiple Inspections Payment:** The client pays for inspections in groups or by phase as agreed upon with the third-party agency. Only Special Inspection projects can use this payment method.
- **Single Inspection Payment:** The third-party agency requests payment after each inspection event. Note that this option is only available for regular inspections.

### Cost Per Inspection Projects

Cost per Inspection projects are always Single Inspection Payment: The third-party agency will request payment after each inspection event.

## Payment Methods

There are two payment method options:

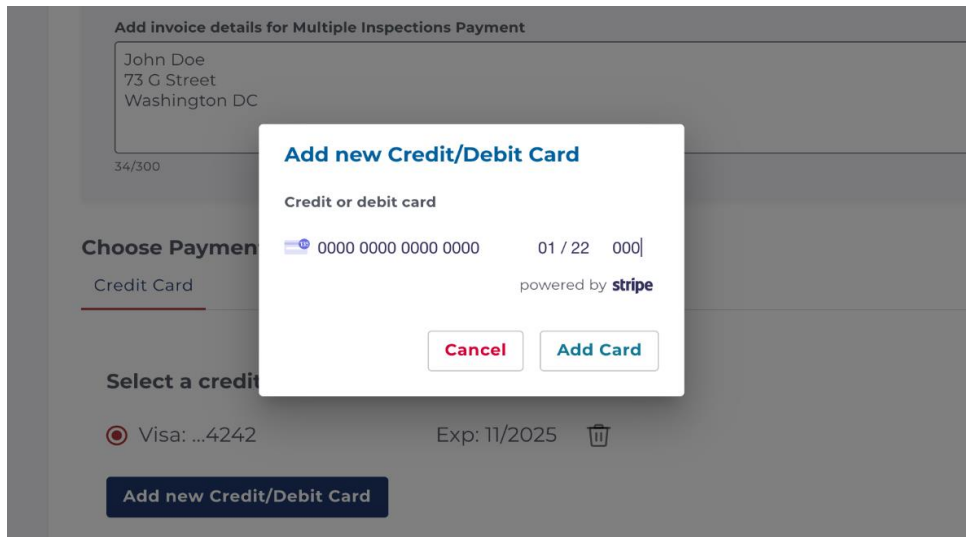
- **Credit Card:** Enter card information and the payment will be charged accordingly.
- **eCheck** (or ACH: Automated Clearing House): Add bank account information and the payment will be electronically transferred from your account to the third-party agency's. Both methods require a transaction fee, but eCheck is lower (no more than \$5). Because of the lower fee, eCheck is a better option for larger payments.

### Add a Credit Card

Depending on the payment method, you must add either a credit card for credit card payment or a bank account for eCheck payment.

### Steps

1. Go to Payments, select the Payment information tab.
2. Select Add new Credit/Debit Card, enter your credit card number, expiration date, and CSV.  
Select Add Card.



3. Find all cards entered on your payment information page. Delete a card by selecting the trashcan icon next to it and confirming.

## Connect New Bank Account

Select Connect a New Bank Account, choose your bank, and follow the instructions.

## Edit Your Profile

### Requirements

- [Register for Tertius](#)

### Steps

To edit your profile, complete the fields:

- **Profile Photo:** Upload a profile photo (5 MB max). Your photo can be changed anytime.
- **First Name**
- **Last Name**
- **Company Name:** Add the name of the company of the you represent (if there is one) to help the agencies identify you as a client.
- **Contact Phone**
- **Email**





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