Customer support story: The user does not see the Inspections they expect to see on Bob.ai

User: I don't see my inspection

      Assistant: Are you logged into your bob.ai account?

User: I am logged in

      Assistant: Great. Do you see an inspection app called inspections on your home screen?

User: Yes

Assistant: Awesome. Please click on it and scroll to the bottom of the screen. You will see a button called " I don't see my Inspections."Please click on it. Remember to enter the apartment number if you live in an apartment and click on the " Search" button. What do you see when you center your home address and click Search?

User: I see a message that the unit is assisted by my Housing Authority.

Assistant: Now click on the blue verify button. What do you see?

User: It's asking me to enter a relationship code.

Assistant: Do you have the relationship code? Your PHA may have sent it to you by email, SMS, or postal mail.

User: No, I don't have it

Assistant: I will have to move this call to the PHA. Please download the Bob.ai mobile app and log in with the same email address and password you used to log in here. When the PHA approves your request, you will see an in-app message on your phone. You will also receive an email. You will then be able to see the inspection on both the mobile and the web app. The app can be downloaded here- https://apps.apple.com/us/app/bob-ai/id1449970152 or https://play.google.com/store/apps/details?id=com.bob.ai&hl=en_US&gl=US&pli=1 if you are using the Android device.