Photo Inspections

When NYSERDA requests a photo inspection, contractors or builders will upload photos to Salesforce. NYSERDA's QA users will review all uploads and provide a QA score and issue CAR reports if necessary.

Contactors/Builders will receive an email from NYSERDA with a link that opens the inspection page (see this page for additional details).

Uploading Photos

On the inspection page, navigate to the desired Category/Measure.

Click **Choose Files** to open an explorer window.

Locate the photo file and click **Open** to select it. The inspection page will update to include the filename and the upload date/time.

Repeat this procedure for each photo you wish to install.

> ✅ If you need to upload several photos, you may select multiple photos to upload at the same time.

Could Not Verify

If NYSERDA's QA users cannot use a photo to validate a successful task, they will mark the task as **Could Not Verify** (CNV). Contractors/Builders will receive an email requesting additional photos.