InspectIT FAQs

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General

What is the reason for the change?

The decision has been made to stop development on the new InspectIT app so that AHIT can focus on what we do best – home inspector training.

We know how important a report-writing solution is, so we are looking for a partner to meet the needs of our customers.

You need a tool that is reliable and easy to use, with an exceptional report output. We will be working with a provider that focuses on report-writing technology and are confident the new platform replacing InspectIT will better support your business.

Have you found a new partner yet?

We are currently in the process of evaluating and selecting a partner that will meet the needs of our customers and new inspectors.

What are you looking for in a partner?

We are focused on securing a partner with an existing app. We are looking for proven stable technology and a feature set that will best serve our entire customer base.

Will there be training and support available for the new partner app?

Yes, training will be provided for the partner we choose. Making sure they have excellent support is a top priority.

Technology

What happens to the data, comments, and templates that I built when changing to the new partner app?

As soon as we have a software partner finalized, we will be able to provide details on the new app capabilities. It is best practice to save backup copies of your reports. You can also create lists of your custom comments, and copies of your templates.

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How will the new app work, and will it be like InspectIT?

We will confirm app functionality when our partner is selected. We are reviewing feedback from users with potential partners to help us select the best fit. Please continue to share important app features with us at inspectit@ahit.com.

Current App Use

Will InspectIT eventually be phased out?

Yes, InspectIT will eventually have an end date. The timeline for this has not been decided, and we will continue to support our customers while InspectIT is active.

How long will I be able to use the app?

As soon as our partnership is secured, we will announce a timeframe that allows users a reasonable amount of time to transition. It will not be an immediate switch – we understand that moving to a new software will take time.

Will there be another update released on the current app/cloud?

There will be no further updates to InspectIT. The app will remain compatible with iOS 14 and Android 10; compatibility with later operating systems cannot be guaranteed.

Will cloud storage be affected?

For now, nothing on the cloud will change. Anyone with access will be able to sync and store reports, the same as before.

Can I add new employees while the app is still going?

If you have a current license for the app, you will continue to have access. No new licenses will be issued.

Pricing

Will the monthly fee continue to be charged?

All recurring payments (cloud or $9.95 monthly maintenance) have been stopped as of 8/30/21.

I recently purchased; am I able to get a refund?

InspectIT will not be shut down immediately. The app will continue to be available for use until a partner has been secured, and all users are allowed a reasonable amount of time to make a transition.

What is the cost for the new app?

We are looking at multiple ways to support our customers through this transition and will negotiate the best possible terms for our users. We will provide an update when our contract with the new partner is secured and we can fully answer this question.

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Support

Will you still offer support on the app and the cloud?

Yes, we will support the InspectIT app and cloud for now. When we confirm our partnership with another app provider, we will allow a reasonable time for our customers to make the switch over.

How can I reach support?

For technical assistance, please call Technical Support at 800-743-8703 or email them at inspectit@ahit.com.

Support Hours:

Monday – Thursday:	8:00am to 7:00pm CST
Friday:	8:00am to 6:00pm CST
Saturday:	8:00am to 4:00pm CST
Sunday:	Closed