

Q. What is ESA ON Mobile?

A. ESA ON Mobile is ESA's first app! Using the app, ESA account holders can schedule Wiring notifications for inspection, check the status of notifications, and capture and submit photo/video evidence and related details to demonstrate the full scope of your installation anytime, from anywhere, using a mobile device.

Q. How can I begin using the App?

A. Visit the Google Play Store or Apple App Store to download the app and start using it right away! The user ID and password are the same as those for the LEC Portal.

Q. How does the app work?

A. Guideline documentation is available on the ESA website that provides instruction and information on using the app. There are also tool tips build directly into the app that can be clicked on for instruction.

Additionally, the ESA website includes quick tip documents and FAQs for the app and all its functionality.

Q. Are all Contractors able to use the App?

A. Yes. Contractors with an ESA account and credentials to use the LEC Portal application can use the app's Notification Status and Schedule Inspection features. To use the app to submit photo or video evidence, please consult your system administrator and ask them to enable your access to the Remote Inspection functionality in the app.

Q. I have registered for the ESA ON Mobile app. Can I use it for all my notifications?

A. The app can only be used for Wiring notifications created on or after July 2020.

Q. Can I schedule notifications using the app?

A. Yes. Scheduling of notifications can be done through the app. In addition to scheduling notifications, you can also check the status of existing notifications and submit photo or video evidence using the Remote Inspection feature.

Q. Does using the Remote Inspection feature also schedule the notification for inspection?

A: No. You will be prompted to include an inspection type when submitting evidence, but this does not schedule the notification for inspection. You must schedule your inspection using the Schedule Inspection feature in a separate step.

Q. Does it cost anything to use the app? Will I be charged additional fees for using it?

A. No. ESA is not charging a fee to use the app and there is no cost to download the app from the Google Play Store or the Apple App Store.

Q. Is the app bilingual?

A. No. Currently the app is available in English only.

Q. Can I use the app without cell service?

A. No. The app requires an internet connection to work.

Note that if you are in an area without cell service, you can capture the photo/video evidence while on site without using the app and then upload the evidence to the app from your device once you are connected again.

Q. If I am logged into the app on my mobile phone, can I also log in on a different device, like a tablet?

A. No, this is not recommended. If the same login credentials are active on multiple devices at the same time, the app will not function as expected. You may experience issues with evidence submissions, the app freezing or crashing, and other unexpected behaviours. It is mandatory that everyone using the app has their own login credentials and only logs into the app on one device at a time.