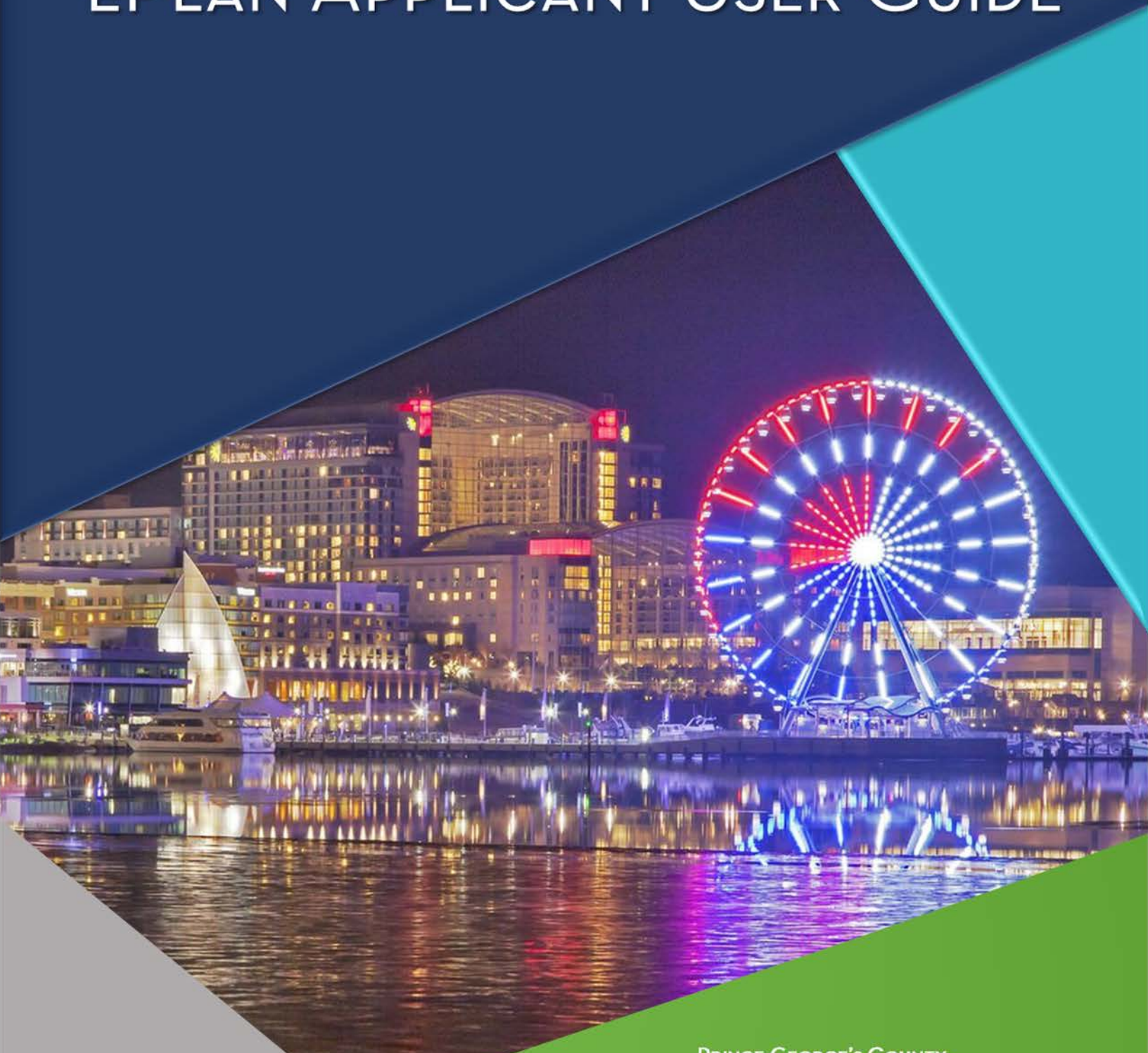


DEPARTMENT OF PERMITTING, INSPECTIONS AND ENFORCEMENT

# ePLAN APPLICANT USER GUIDE



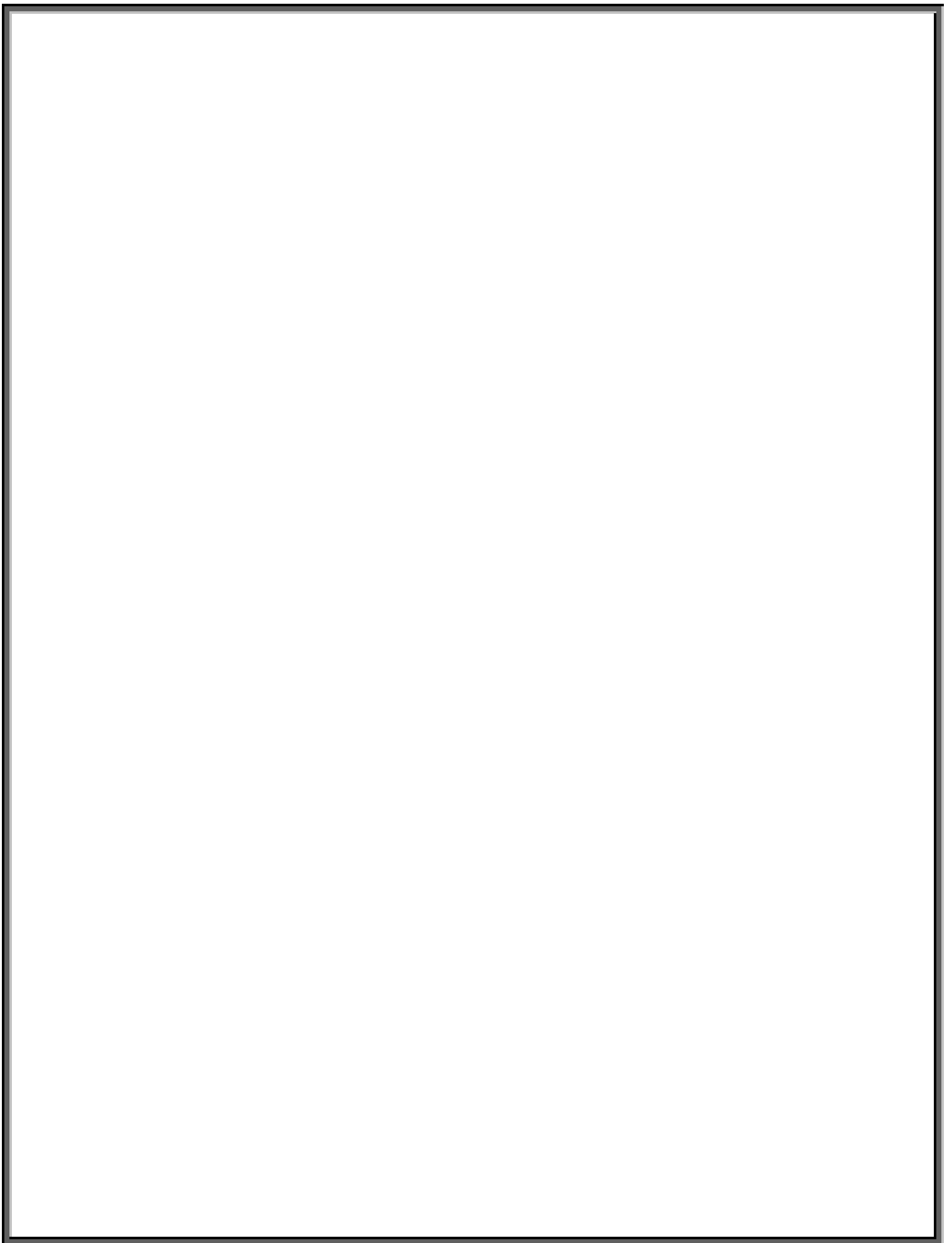
Angela D. Alsobrooks  
County Executive

PRINCE GEORGE'S COUNTY  
DEPARTMENT OF PERMITTING, INSPECTIONS AND ENFORCEMENT

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[HTTP://DPIE.MYPGC.US](http://DPIE.MYPGC.US)





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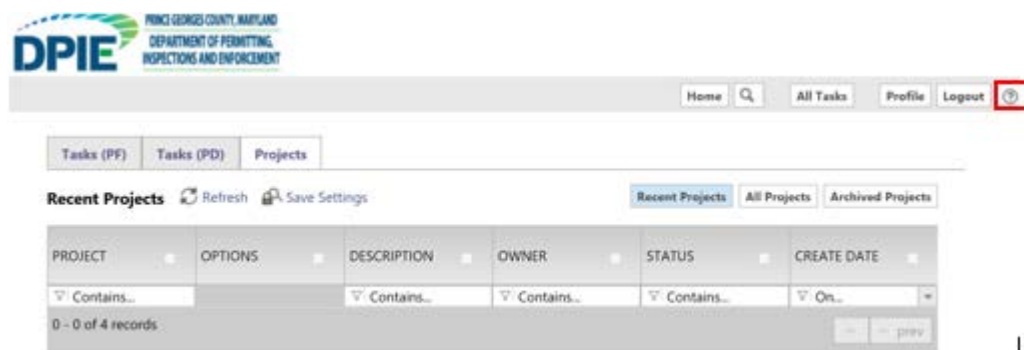
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## Introduction

Welcome to Prince George’s County’s ePlan system. ePlan is part of a strategy to streamline the government’s permitting process and support green initiatives. ePlan utilizes a software solution called ProjectDox that allows documents and drawings to be submitted electronically, replacing the traditional paper-based plan review method. This user guide provides the basic steps involved in utilizing the digital permitting system. It has been prepared as a general reference guide and is not intended to present every detail or situation of the process.

In addition to this user guide, the ProjectDox software developer has provided supplemental instructional material within the ePlan web portal. This information can be accessed by clicking the Help  icon shown below.



For any ePlan assistance, please contact the help desk at [ePlan@co.pg.md.us](mailto:ePlan@co.pg.md.us).

## System Requirements

**Note:** If you are using your company's computer or network, you may need to contact your network administrator prior to making changes to your system.

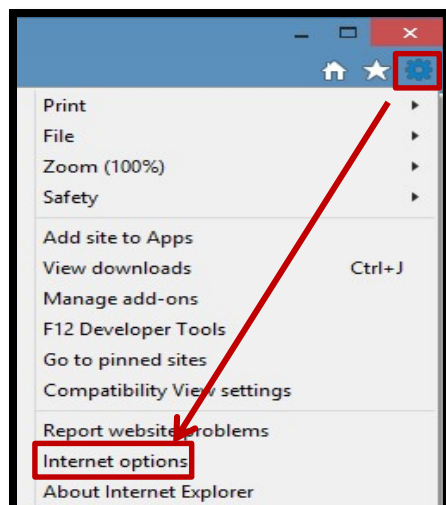
Before using ePlan for the first time, please verify that you have met the following system requirements:

1. We recommend Internet Explorer 11 for full compatibility with the system:

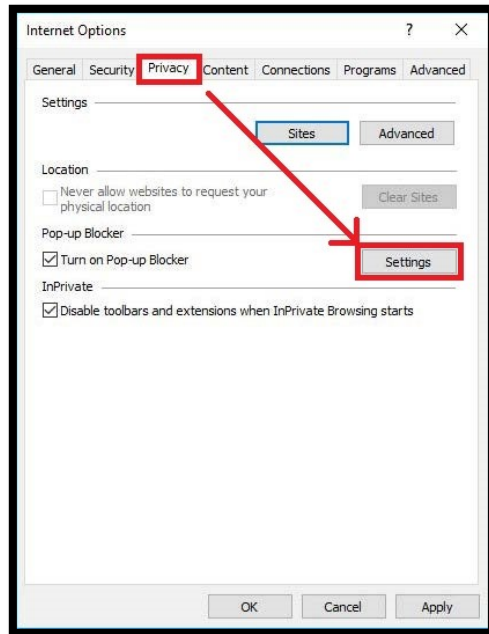


2. Configure Pop-up Blocker:

- Select the **Tools** icon in the top right corner.
- Choose **Internet Options** from the dropdown.



- Select the **Privacy** tab and in the Pop-up Blocker section, click the **Settings** button.



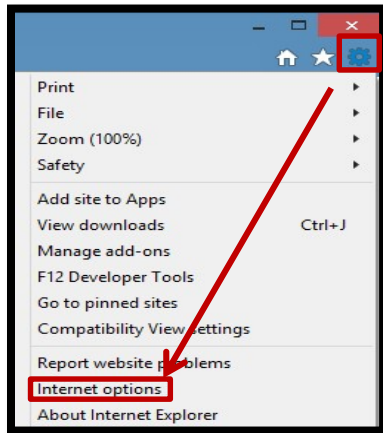
- Type the ePlan URL (<https://ePlans.princegeorgescountymd.gov/ProjectDox/index.aspx>) in the field within the “Exceptions” area, then click **Add**.



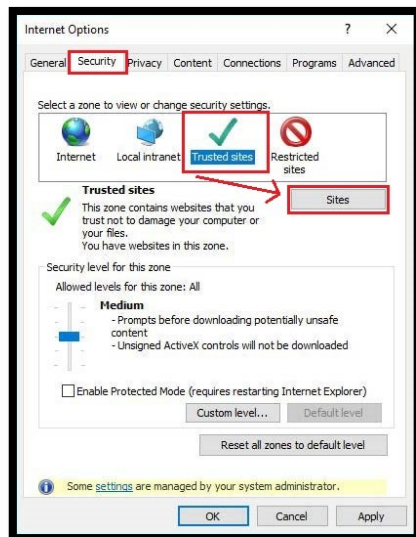
- Close the window; then click **OK** in the “Internet Options” window.

3. Add ePlan as a Trusted Site:

- Select the **Tools** icon in the top right corner.
- Choose **Internet Options** from the dropdown.

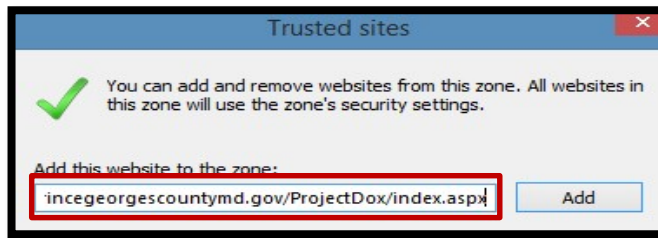


- In the “Security tab,” click **Trusted Sites** to highlight; then click the **Sites** button.





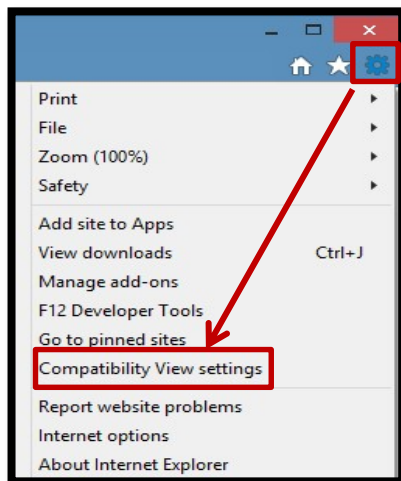
- Enter the eplan URL (<https://ePlans.princegeorgescountymd.gov/ProjectDox/index.aspx>); then click **Add**.



- Close the window; then select **OK** in the “Internet Options” window.

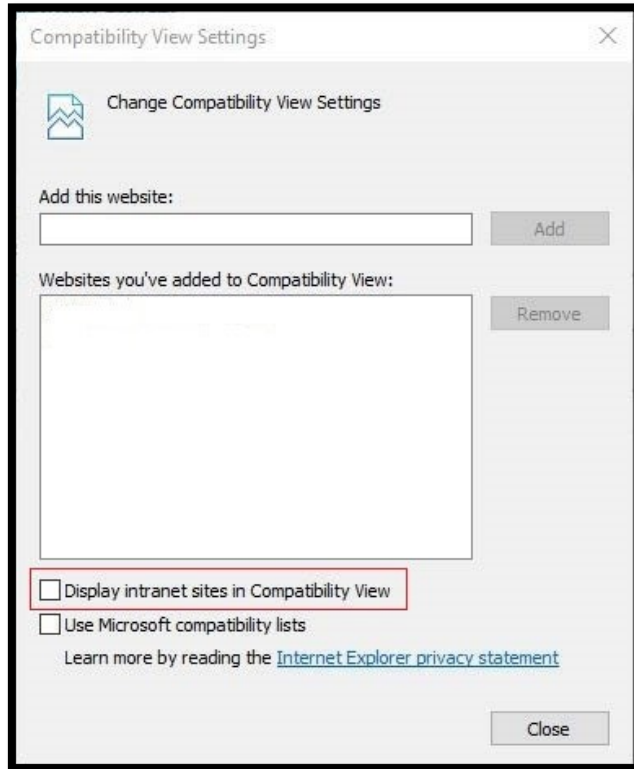
#### 4. Compatibility View Settings

- Select the **Tools** icon in the top right corner.
- Click on **Compatibility View settings**.

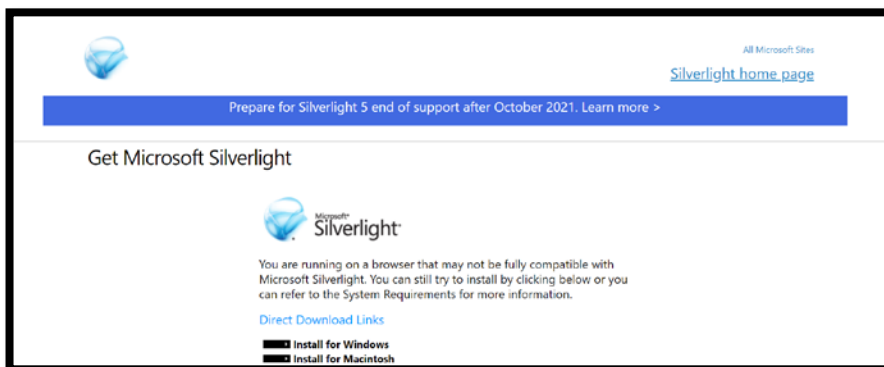


- “Compatibility Mode” must be off.
- Uncheck **Display intranet sites in Compatibility View** option.
- Do not add any URL to the Compatibility View box.

- **Returning Users** must remove the previous ePlan ProjectDox link from the Compatibility Window and must clear their browser cache.



- Close the window.
5. Installing Silverlight:
- Go to <https://www.microsoft.com/getsilverlight/Get-Started/Install/Default>
  - Click the **Download Now** button.



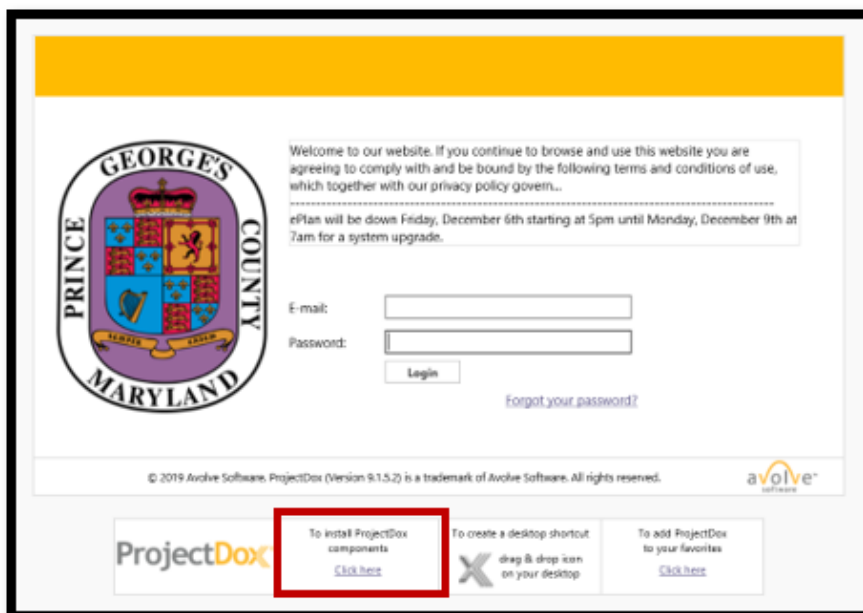
- Select **Run** from the pop-up that appears.

- The files will extract, and the installer will open.
- Select **Install Now**.



6. Installing System Components:

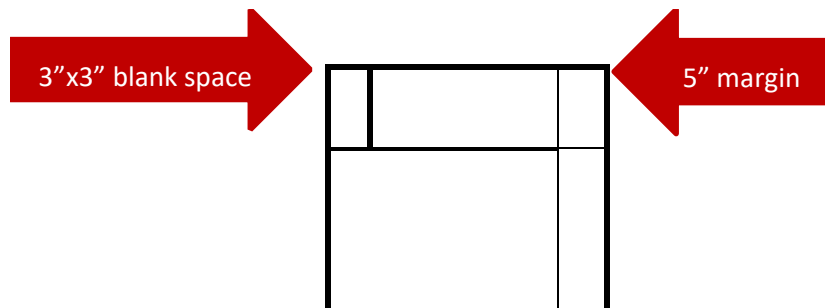
ePlan requires the installation of Active X controls to be able to perform certain functions. The link for installing Active X controls is available from the [ePlan Login Screen](#). Click **To install ProjectDox components**.



## Standards for Drawings and Documents

In order to avoid delays in the electronic permitting process, it is important to follow the submission standards:

- **Individual drawing sheets:** Upload each sheet individually. **Multipage DRAWING files are not acceptable.** However, ZIP files are allowed.
- **File naming standards:** File name shall match the sheet number shown on your drawing (examples: filename25.pdf, drawing12.pdf). File names must be less than 26 characters.
- **Resubmittals:** If revisions or amendments are requested, resubmit using the same file name as the original document. Also resubmit to the same folder location as the original document.
- **Margins and blank spaces for drawings:** Blank space needs to be reserved for stamps. Reserve 5" margin (blank space) on right side and 3"x3" space in top left corner of all drawings.



- **Drawing file types: PDF ONLY**
- **Document file types:** PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX, JPEG, TIF, TIFF, PPS, PPSX, PNG, IMG, BMP, TXT, VSD, RFT
- **Graphic scale:** Bar scale is required on all drawings.
- **ZIP files:** Files can be consolidated into a ZIP file to reduce upload time. When the ZIP file is uploaded, ePlan will unzip the file and place each individual file into the folder. However, as previously stated, drawing files **MUST** be single sheet PDF.



## Login to ePlan

### Invitation Email

After your application is processed, an ePlan invitation will be sent to your email address. The email will contain your login information, case number, and a project access link. Click on the “Project Permit Access Link” to enter the ePlan Login Screen. A sample invitation is shown below:

**Project Invitation - New User**

**Hello New User:**

Welcome to the DPIE eplan system. This project invitation has been sent to you in response to your permit application request. A project has been created to allow you to electronically upload your drawings and documents for review. Please activate your user account by following the instructions below:

1. Click the Project Access link below.
2. Enter your User Login and Temporary Password.
3. Complete the User Profile Information.
4. Create a new password.

User Login:	Testcustomer@aol.com
Temporary Password:	J897978
Project:	3434-2013-0
Group:	Applicant
<a href="#">Project Permit Access Link</a>	

Contact the [Project Administrator](#) if you have technical questions regarding the eplan system.

**Please do not reply to this email.**

## New Users

1. DO NOT use “Forgot your password” on your first log in. Instead, enter your email address and the Temporary Password that was provided in the Invitation email.

2. Follow the onscreen directions to enter and confirm your new password. All fields with a red asterisk (\*) must be completed.

Settings for ABC Applicant (pdoxhelpdesk@co.pg.md.us) Highlighted fields are required and must be completed before continuing.

**Welcome to ProjectDox.**

Since you currently have a temporary password, you will need to change it to a permanent password and (if you have not done so) enter a security question and answer. This question/answer will be something that only you know, and will enable you to reset your password if you ever forget what it is.

**Change Password:** **Password Reset Question & Answer:**

New password:\* [Redacted] Security question:\* [Redacted]

Confirm new password:\* [Redacted] Security answer:\* [Redacted]

**Profile Information**

Contact Information
User Metadata
Project Membership
Group Membership
Save

\* Required field

First Name:\* ABC Last Name:\* Applicant  
 Email:\* pdoxhelpdesk@co.pg.md.us  
 Title:\* [Redacted]  
 Company: [Redacted]  
 Address 1:\* [Redacted]  
 Address 2: [Redacted]  
 City:\* [Redacted]  
 State/Province:\* [Dropdown] Postal Code:\* [Redacted]  
 Phone:\* [Redacted] Fax: [Redacted]  
 Mobile:\* [Redacted] Post Issuance Revision: [Redacted]  
 Stamps: [Redacted] ⓘ  
 Language:\* en [Dropdown]



## Returning Users

If you are a returning user, login to ePlan with your email and password. If you have forgotten your password, click “Forgot your password?” It will be emailed to you. This will only work if you have logged in once and entered a security question and answer.

**Profile Information**

Welcome to ProjectDox.

Since you currently have a temporary password, you will need to change it to a permanent password and (if you have not done so) enter a security question and answer. This question/answer will be something that only you know, and will enable you to reset your password if you ever forget what it is.

**Change Password:**      **Password Reset Question & Answer:**

New password:\*       Security question:

Confirm new password:\*       Security answer:

*Password must not contain special characters, must contain at least one digit and one alphabetic character, and must be between 8 and 10 characters*

**Contact Information**    **User Metadata**    **Project Membership**    **Group Membership**

\* Required field

First Name: \*       Last Name: \*

Email: \*

Title: \*

Company:

Address 1: \*

Address 2:

City: \*

State/Province: \*       Postal Code: \*

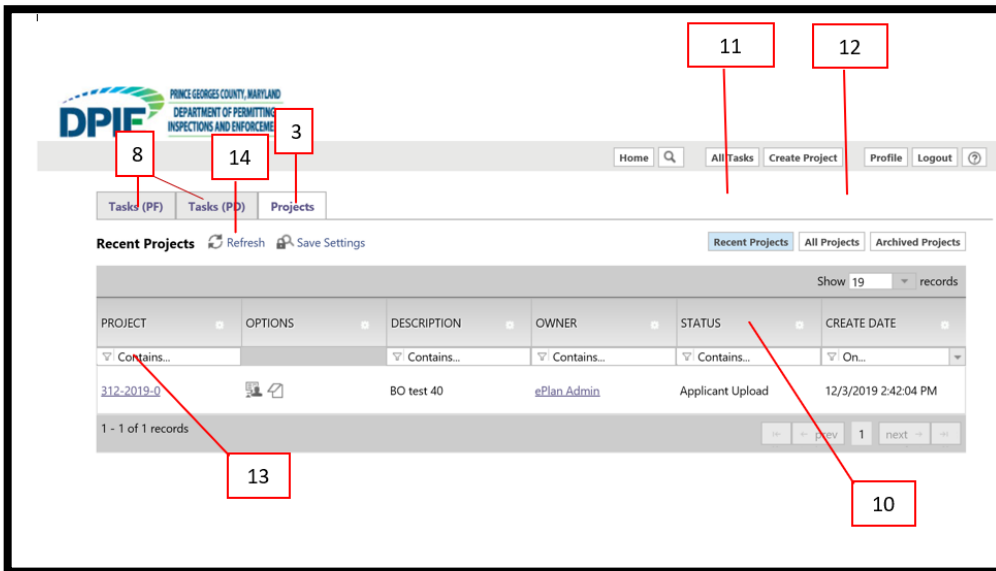
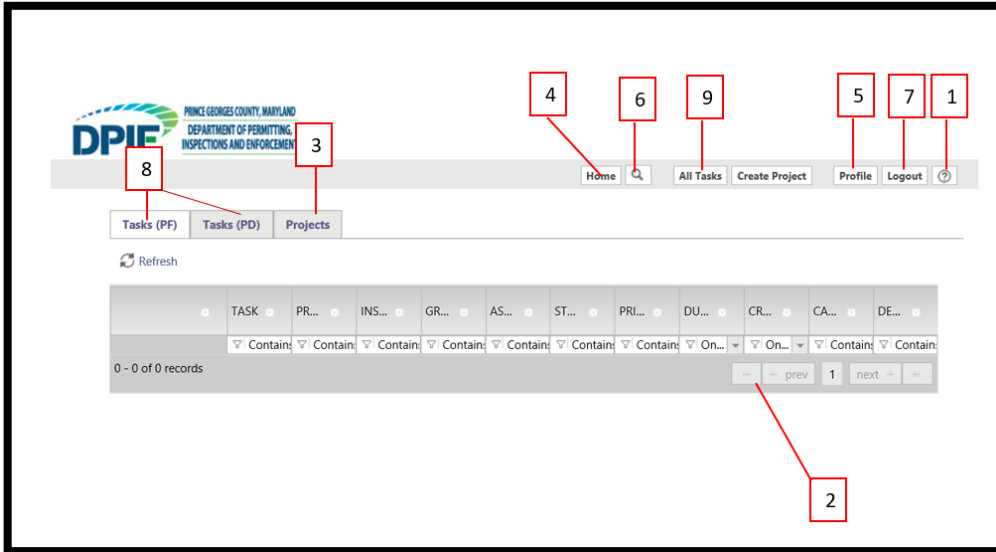
Phone: \*       Fax:

Mobile: \*       Post Issuance Revision:

Stamps:  ⓘ

Language: \*

## Navigating the Home Screen







Navigating the Project Portal screen:

All column titles are sortable. Click once to sort.

### **1. Help Button**

Click to access supplemental help topics for navigating the system.

### **2. Navigation Arrows**

When there are too many projects to fit on the Active Projects List, the navigation arrows above the Active Task List can be used to scroll through the pages of projects.

### **3. Projects Button**

Click to display your most recently viewed projects and to display all the projects that are attached to your user profile.

### **4. Home Button**

Click to return back to the Home screen.

### **5. Profile Button**

Click to display information about your user profile.

### **6. File and Address Search Button**

Click to conduct a File Search or Address/Location Search.

### **7. Logout Button**

Click to exit the system.

### **8. Tasks (PD) (PF) Buttons**

Click to obtain a list of pending tasks. PD refers to ProjectDox projects and PF refers to ProjectFlow projects.

### **9. All Tasks Button**

Click to obtain a list of pending tasks.

### **10. Status**

The status tab will display the current status of the project. Task status will change from “Pending” to “Accepted” to “Complete.” A new task will have a Pending status. Once the task name has been clicked and the task window has opened, the status will change to Accepted. When the task has been completed and the user clicks “Submit” or “Complete,” the status will change to Complete.



### **11. Recent Projects Button**

Click to display your recently viewed projects.

### **12. All Projects Button**

Click to display all the projects that are attached to your user profile.

### **13. Search**

Click to conduct a Project Case search. Select the "All Projects" Button in order to conduct an overall case search. Searches can be conducted in any column.

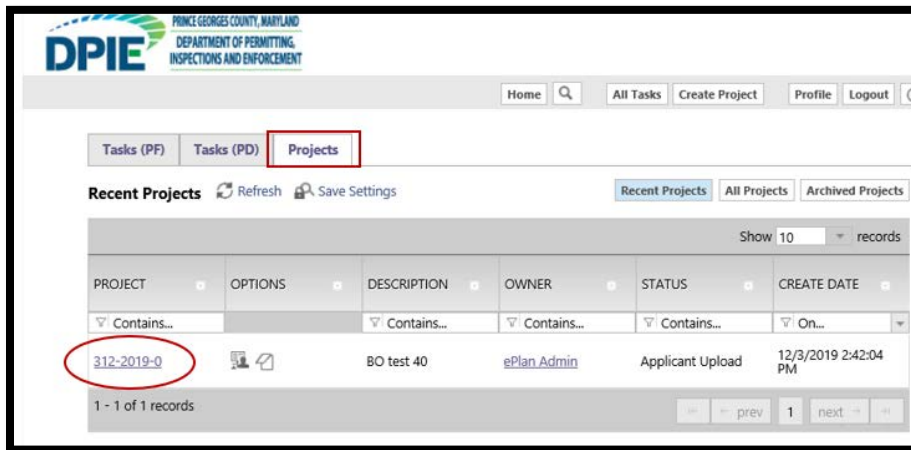
### **14. Refresh Button**

Click to refresh the screen and populate the screen with the latest project search.

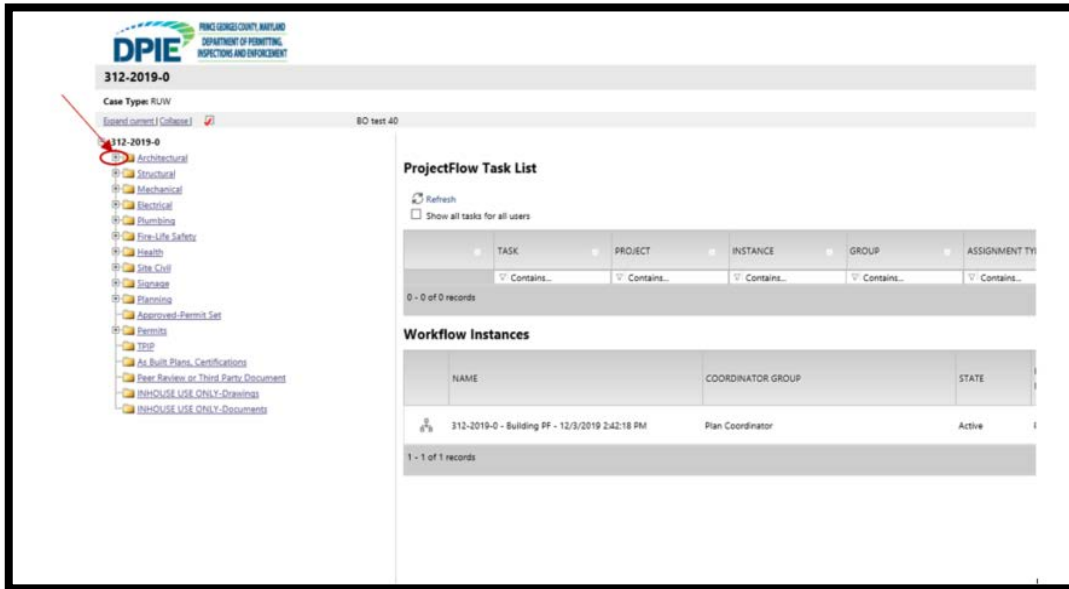
## Uploading Files

When you have successfully logged into ePlan, the Projects Portal (home page) screen will display. Any projects for which you have access will display in the “Projects” tab. Any outstanding tasks that require your action are displayed in the “Tasks” tab.

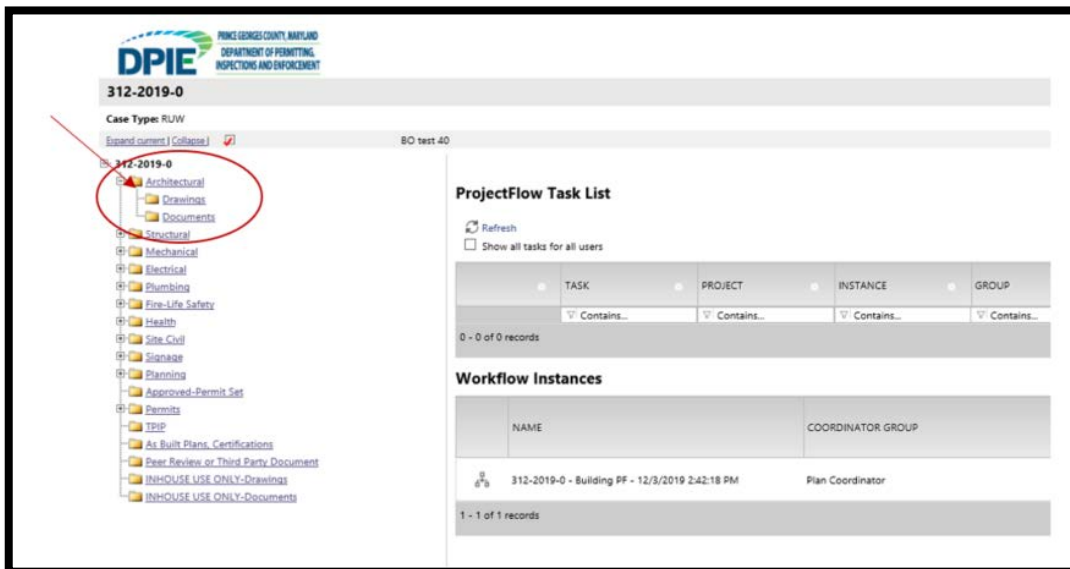
To begin uploading files, click the project number in your task list that corresponds to the plans you will be uploading. This will open the “Project Page.”



From the “Project Page,” organize your drawings and documents by uploading them into the appropriate subfolders. Click “+” to access the subfolders. For example, place Architectural drawings in the “Architectural” sub-folder. Remember, all drawings must be single sheet PDF files. Once you find your folder, click the folder name to access the file uploader.



After clicking “+,” the subfolders are displayed. Select the folder that corresponds to your file.



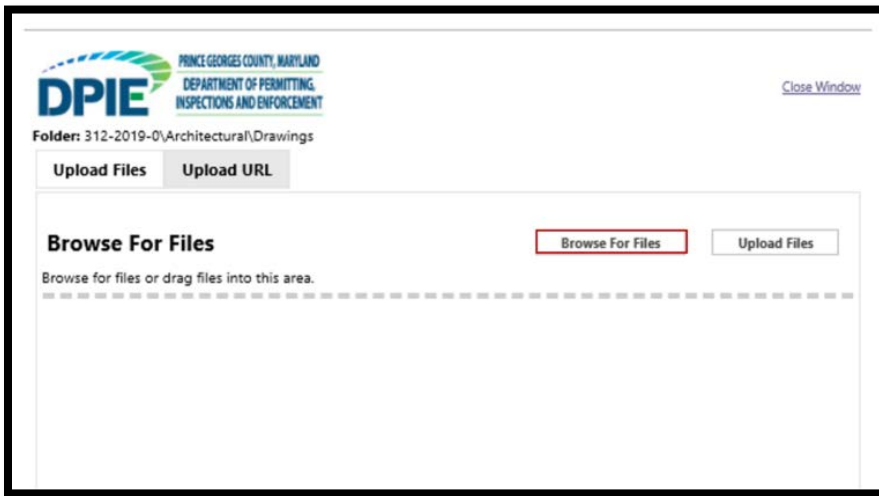


Upon entering a folder, you will be presented with two buttons: “View Folders” and “Upload Files.” Click the “Upload Files” button.

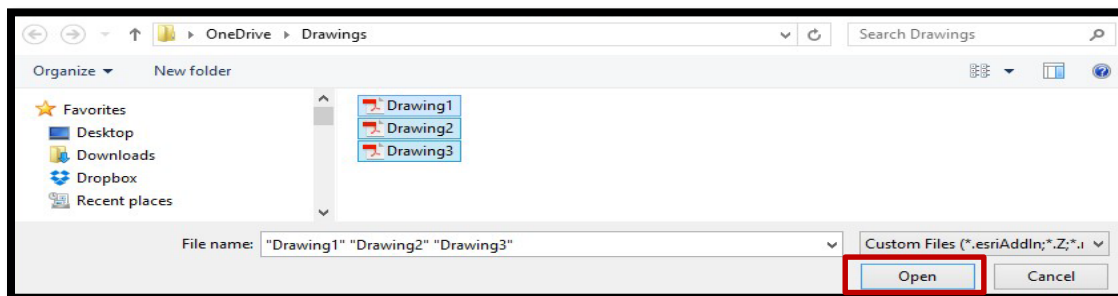
The screenshot shows the DPIE web application interface. At the top left is the DPIE logo and the text 'PRINCE GEORGES COUNTY BAYVIEW DEPARTMENT OF PERMITTING, INSPECTIONS AND ENFORCEMENT'. Below this is a header bar with '312-2019-0'. Underneath, it says 'Case Type: RUW' and 'Folder: 312-2019-0\Architectural\Drawings BO test 40'. The main content area is split into two columns. The left column contains instructions: 'No files currently exist in Drawings.', 'To upload files into this folder (1) Click the Upload button below (2) Follow the instructions in the pop-up window', and 'Large files may take a few minutes to be processed. Click the Refresh button at the top of the page to refresh your file list view.' At the bottom of this column are two buttons: 'View Folders' and 'Upload Files' (which is highlighted with a red border). The right column has a section titled 'ProjectFlow Task List' with a 'Refresh' button and a checkbox 'Show all tasks for all users'. Below this is a table with columns 'TASK', 'PROJECT', and 'INSTANCE', each containing a dropdown menu with 'Contains...'. Below the table, it says '0 - 0 of 0 records'. Underneath is another section titled 'Workflow Instances' with a table with columns 'NAME' and 'COORDINATOR GROUP'. The table has one row: '312-2019-0 - Building PF - 12/3/2019 2:42:18 PM' and 'Plan Coordinator'. Below the table, it says '1 - 1 of 1 records'.



1. You can select individual files by clicking on the “Browse for Files” button.

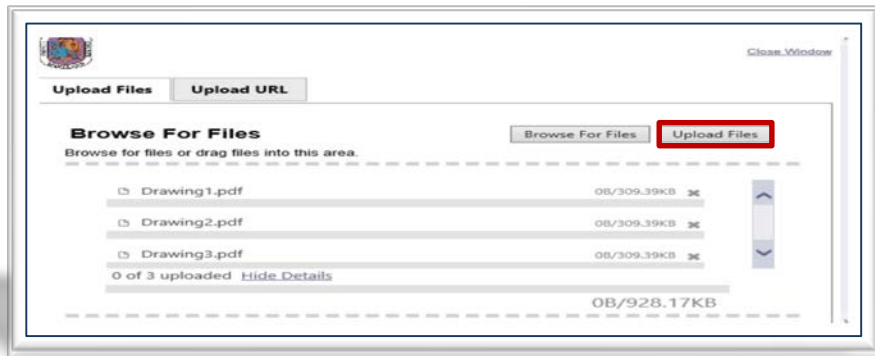


2. Browse your PC or network for the necessary files to upload. Once the files are selected, click the “Open” button to add the files to the Upload Files window.




3. When all the files you wish to upload are listed in the window, click the “Upload Files” button and the files will be uploaded to ePlan.

**Note: Applicant has the ability to delete files from the folder prior to completing the “Applicant Upload” task.**

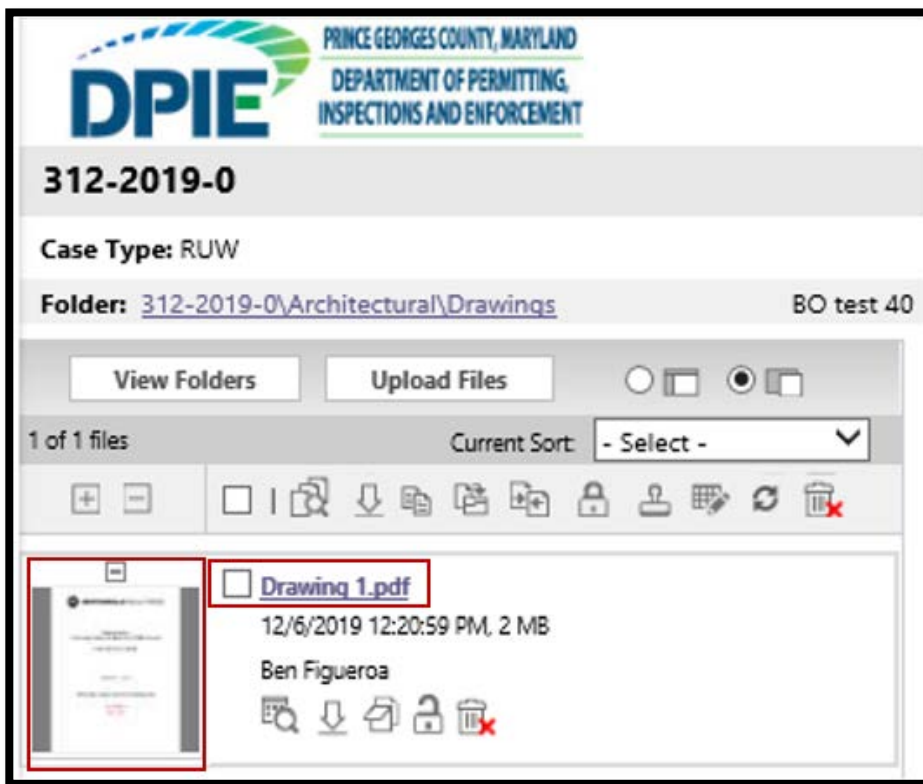


4. Close the pop-up window.



5. Once the files are uploaded to the folder, the folder list is replaced by thumbnail images of each file contained in the folder. Next to each thumbnail, the file name, date uploaded, file size, author, and history  icon are displayed. The history icon provides detailed information, such as the viewing and updating history for the file.

**Tip:** If you do not see your drawings after a successful upload, click on the refresh  icon.

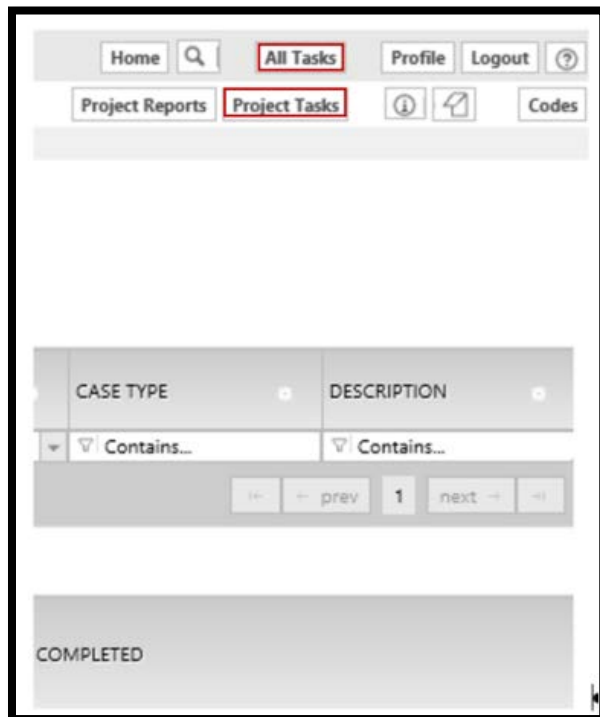




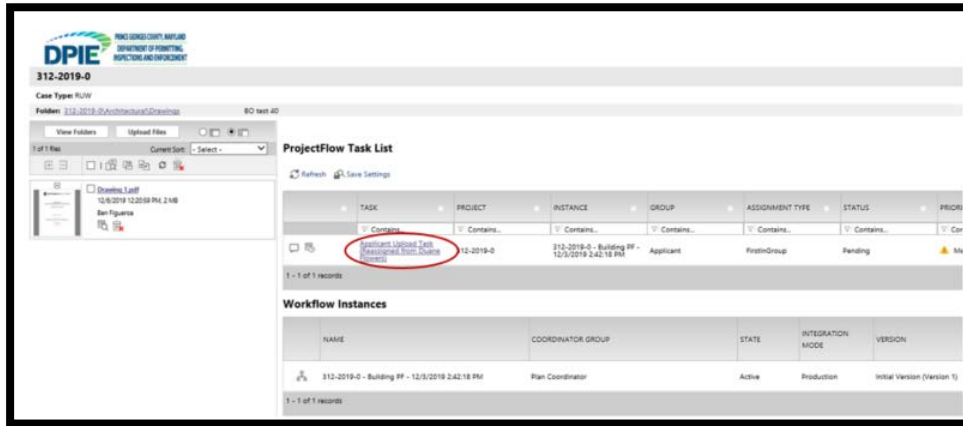
## Accessing Tasks

Open tasks will appear in four areas: Project Tasks, All Tasks, Home under Tasks (PD) & (PF). After files are uploaded, the Project Tasks and Tasks (PD) & (PF) tabs may be accessed by clicking “Project Tasks” (PD), (PF) or “Home.”

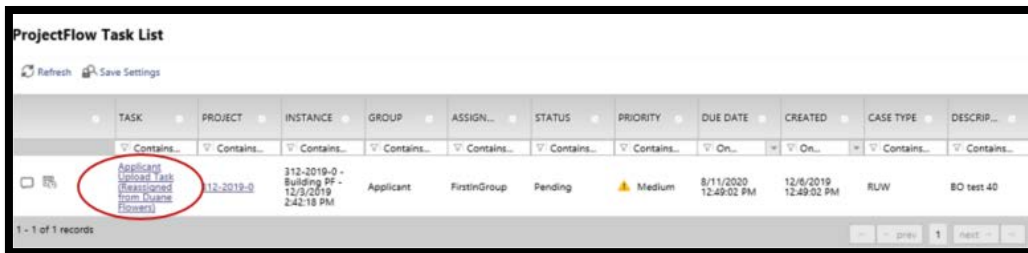
**WARNING! Whenever you have a task that requires files to be uploaded, be aware that uploading files does not complete the task. After the files are uploaded, you must return to the open task window and click “Upload Complete – Submit to DPIE.”**



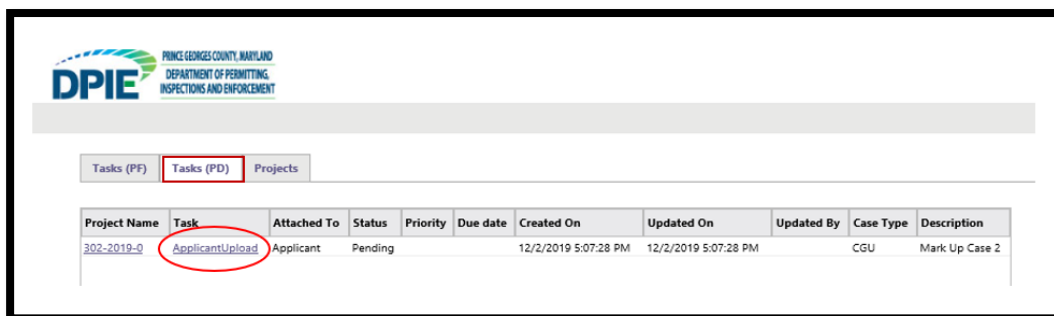
1. If “ProjectFlow Task List” is chosen, the pending task may be selected by clicking the task name.



2. If “All Tasks” is chosen, the Task screen will appear. The pending task will be in the Standard Task List. Click on the task name to access.



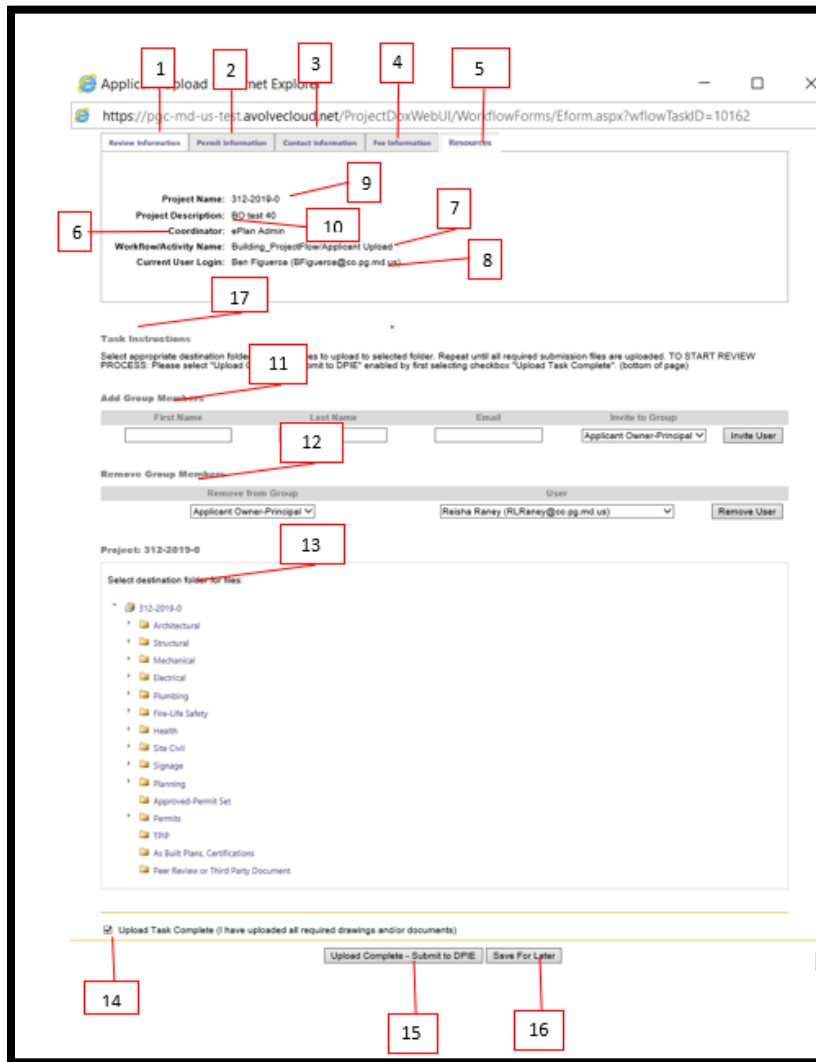
3. If you are in the Home Screen, on the top left section of the screen, you will see “Tasks (PD) and (PF)” tabs. Selecting these tabs will bring up the pending task for the project. Click on the task name to access.



## Advancing the ePlan Process Forward

When you accept the task, an eForm will open in a new browser window. When working in the ePlan system, you will need to navigate back and forth between the eForm window and the Projects Portal window. Hence, two windows will be open when completing a task.

### Finding Your Way Around the eForm.



Tip: All items necessary to complete your tasks are available on the eForm.



**WARNING!** Clicking “Save for later” will NOT advance ePlan to the next step. Use this button if you are not ready to submit and need to return to make changes.



However, you **MUST** click **Upload Complete – Submit to DPIE** to make the ePlan process move forward; otherwise, your ePlan will NOT advance to the next task. Once you click “**Upload Complete – Submit to DPIE,**” you will no longer have access to your task or be permitted to make changes. Note, some eForms may have a complete button instead of a submit button.

The following list is a summary of the items on the eForm:

1. **Review Information Tab** — Contains general information concerning actions on the eForm.
2. **Permit Information Tab** — Contains the permit information entered on the online application. This information is pulled from ePermits and updated with any changes in ePermits. Any changes must be made by a Permit Administrator ([ePlan@co.pg.md.us](mailto:ePlan@co.pg.md.us)).
3. **Contact Information Tab** — Contain the contact information entered in the online application. This information is pulled from ePermits and updated with any changes in ePermits. Any changes must be made by the Permit Administrator ([ePlan@co.pg.md.us](mailto:ePlan@co.pg.md.us)).
4. **Fee Information** — Contains applicable fees pulled from ePermits. Any changes must be made by the Permit Administrator ([ePlan@co.pg.md.us](mailto:ePlan@co.pg.md.us)).
5. **Resource Tab** — Contains links to useful websites, including a link to the online payment site.
6. **Review Coordinator** — The County representative who is managing the review process.
7. **Workflow/Activity Name** — Workflow displays the name of the agency/section that will coordinate the review of your plans, for example “Building.” Activity Name is the current step in the ePlan review process, for example “Applicant Upload.”
8. **Current User Logon** — User name and email address.
9. **Project Name** — Case number.



10. **Project Description** — Project name.
11. **Add Group Member** — Applicant ability to add additional users with view rights only.
12. **Remove Group members** — Applicant ability to remove additional users.
13. **Destination folder** — Additional option for applicants to review or upload files.
14. **Upload Task Complete** — Confirmation that applicant uploaded all required drawings and/or documents.
15. **Upload Complete** — Click if you are finished with your task and ready to submit. Once you click “**Upload Complete – Submit to DPIE**,” you will no longer have access to your task, and applicants will no longer have the ability to upload files. You **MUST** click **Upload Complete – Submit to DPIE** to make the ePlan process move forward; otherwise, your ePlan will NOT advance to the next step.
16. **Close or Save for Later** — Click if you have not finished your task (such as uploading files) and need to return to the task later. The system will NOT advance to the next step.
17. **Task Instruction** — Contains instructions for completing the task.

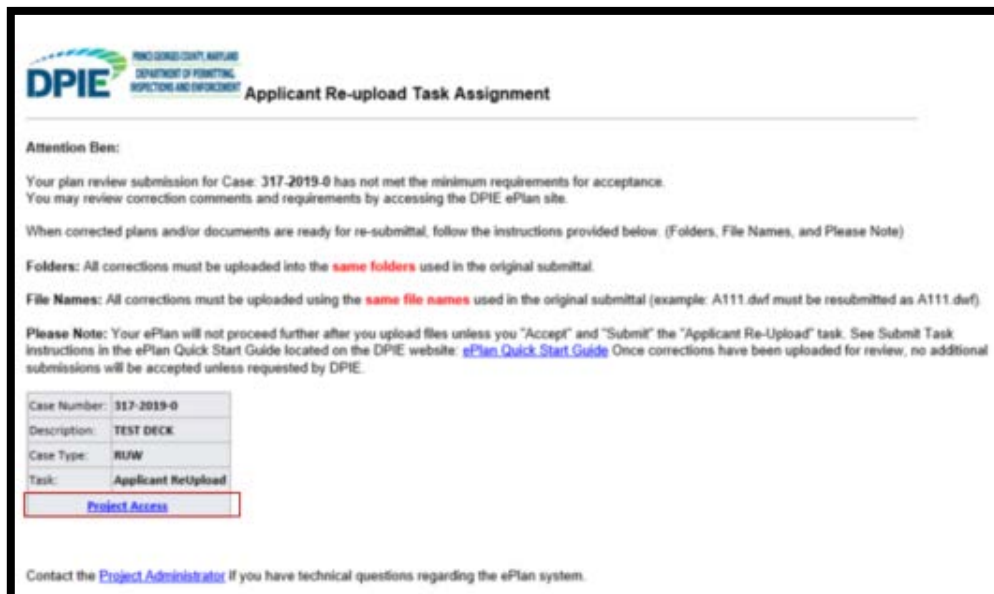
## Plan Screening

Plan Screening is a preliminary review of your uploaded documents in preparation for the formal review. If your submission has met all requirements, your ePlan will move to the formal review stage. On the other hand, if there are missing items or questions about your submittal, you will receive an email notification for the “Applicant Re-Upload Task.”

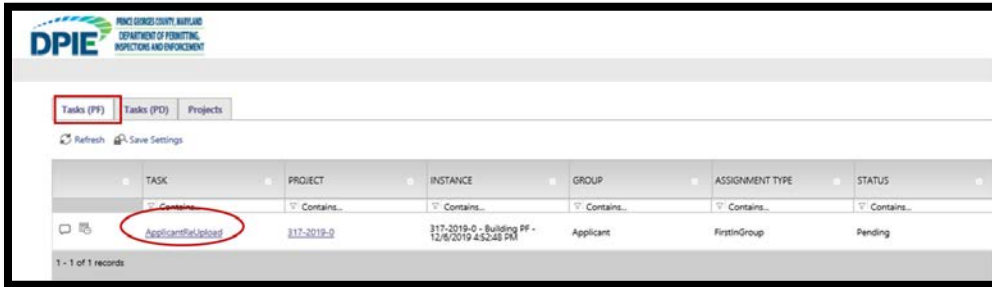
## Applicant Re-Upload

If your uploaded plans and documents did not meet the submittal requirements, the following email notification will be sent for the “Applicant Re-Upload Task”:

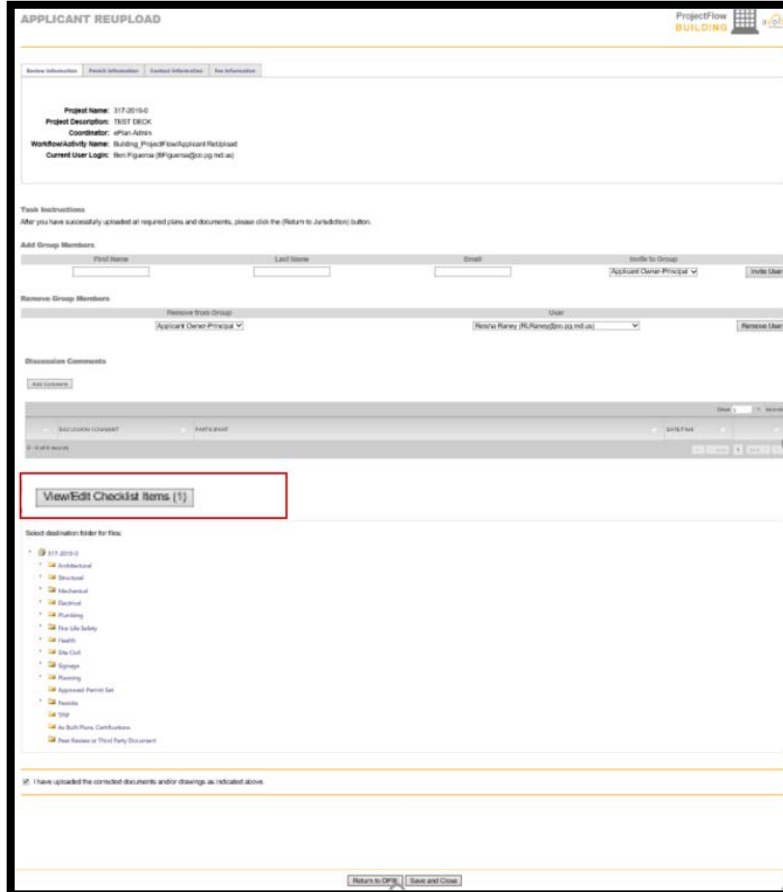
1. Click the “Project Access” link in your email to access the ePlan site and log in as previously demonstrated.



- The task will appear under the **Tasks (PF)**, **(PD)** tabs in the Home screen. Select the next task by clicking on the task name.

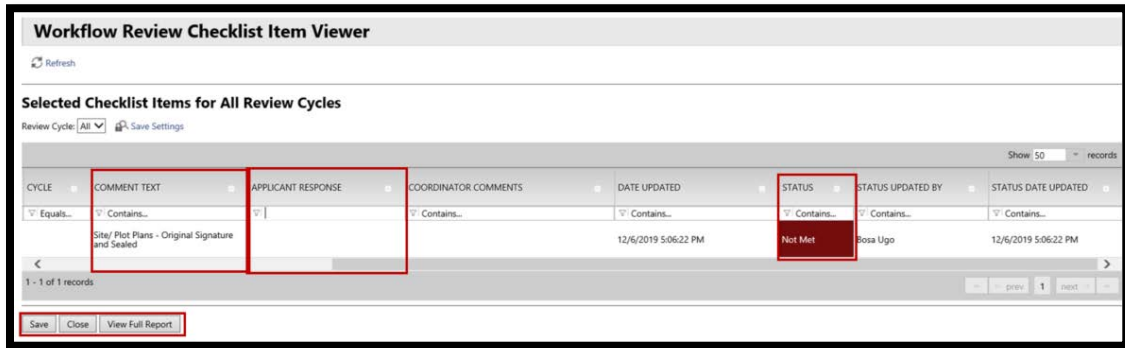


- The “Applicant ReUpload” task will open in a new window. To view comments left by the Plan Coordinator, you will need to click the “View/Edit Checklist Items” button. In the below example, the (1) indicates the number of items that require your attention.



4. After “View/Edit Checklist Items” is selected, the checklist window will open.
  - The “Comment Text” section will display reviewer comments about your submittal.
  - A response to the comments may be typed in the “Applicant Response” section.
  - Any items with a status of “Not Met” will require a typed response.
  - After typing a response, click the “save” button to save your comments. Then, close the window by clicking “Close.”
  - The “View Full Report” tab will display all checklist comment reports regarding your submittal.

**Note: Your responses will not be saved unless “Save” is clicked.**





## APPLICANT REUPLOAD

[Review Information](#) | 
 [Permit Information](#) | 
 [Contact Information](#) | 
 [Fee Information](#)

**Project Name:** 317-2019-0  
**Project Description:** TEST DECK  
**Coordinator:** ePlan Admin  
**Workflow/Activity Name:** Building\_ProjectFlow/Applicant ReUpload  
**Current User Login:** Ben Figueroa (BFIGueroa@co.pg.md.us)

### Task Instructions

After you have successfully uploaded all required plans and documents, please click the (Return to Jurisdiction) button.

### Add Group Members

First Name	Last Name	Email	Invite to Group	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Applicant Owner-Principal	<input type="button" value="Invite User"/>

### Remove Group Members

Remove from Group	User	
Applicant Owner-Principal	Reisha Raney (RLRaney@co.pg.md.us)	<input type="button" value="Remove User"/>

### Discussion Comments

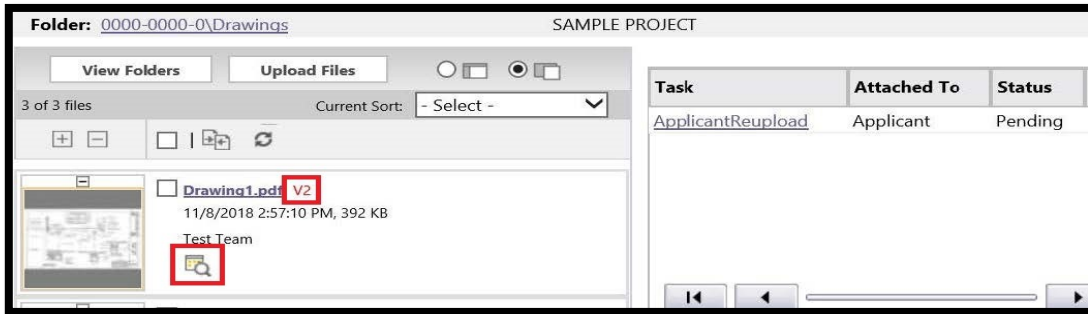
DISCUSSION COMMENT	PARTICIPANT	DATE/TIME
0 - 0 of 0 records		

Project: 317-2019-0

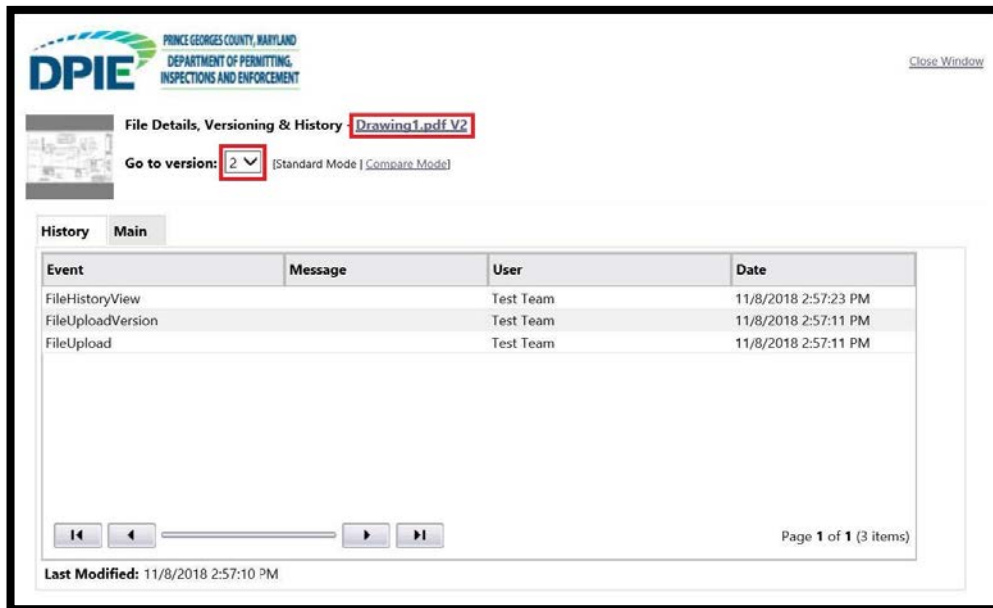
Select your files to upload to this folder:

- 317-2019-0\Architectural\Drawings
  - Drawing 1.pdf v2

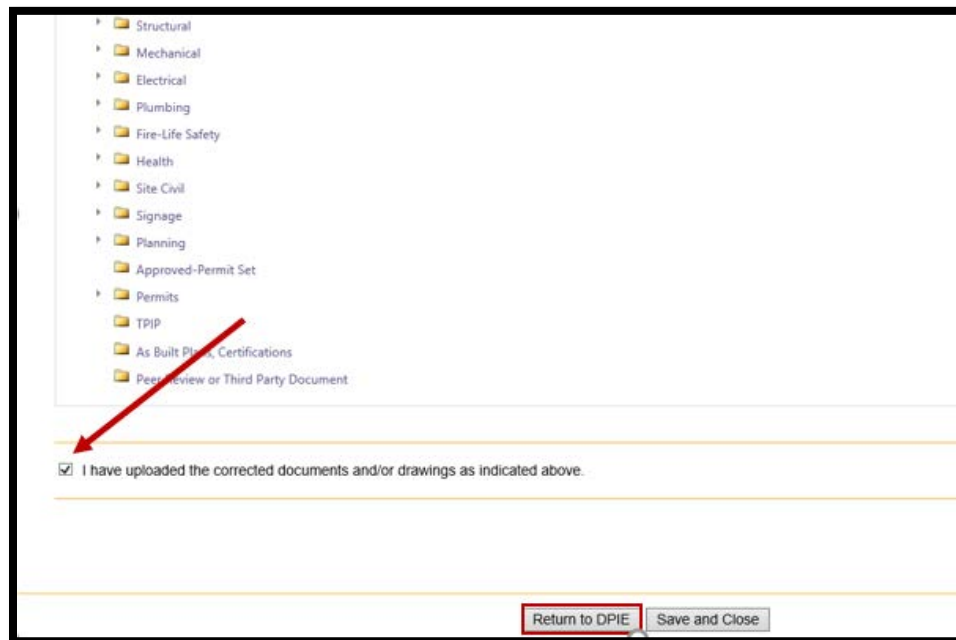
- If an updated drawing or document is uploaded, the version number will be displayed next to the file name. Clicking the magnifying glass will display the “View History” for the file and allow the previous file versions to be viewed.



- While in the “View History” window, you can find previous versions of the file by changing the number in the pulldown window. Clicking the file name will open the file.



7. Once all the updated files have been uploaded and responses have been entered, go back to the “Applicant ReUpload” eForm.
  - You may have to click the “Review Information” tab to return to this screen.
  - Place a checkmark in the “I have uploaded the corrected...” box, and the “Return to DPIE” button will become active.
  - Click “Return to DPIE” and the Plan Screening process will continue.



Structural

Mechanical

Electrical

Plumbing

Fire-Life Safety

Health

Site Civil

Signage

Planning

Approved-Permit Set

Permits

TPIP

As Built Plans, Certifications

Peer Review or Third Party Document


I have uploaded the corrected documents and/or drawings as indicated above.

Return to DPIE Save and Close



## Applicant Filing Fee Payment

After the plans have been screened, some permits will require a filing fee payment. If so, you will receive an email notification for the “Applicant Filing Fee Payment” task. A sample email is provided below:



### Applicant Filing Fee Payment Task Assignment

**Attention Ben:**

Please pay the filing fees for Case: 317-2019-0 and submit the task.  
You may pay online or in person at the DPIE cashier.

**Please Note:** Your ePlan will not proceed further after you complete your payment unless you “Accept” and “Submit” the “Applicant Filing Fee Payment” task as instructed in the [ePlan Quick Start Guide](#).

**To pay by credit card online:**

1. Click the [Project Access](#) link below.
2. Enter your user login and password.
3. Scroll to the bottom of the Projects screen. Your assigned tasks will appear in this section under the task column. (The task column will only appear once you have been assigned).
4. Click on Applicant Filing Fee Payment for your Project Name and accept the task. A new window with your task will open in your browser. (You will now have TWO windows open in your browser: a “Task” window and a “Projects” window. You will be required to continue working in both browser windows.)
5. Locate your open Task window in your browser.
6. Click on the Resources tab.
7. Click on DPIE Online Payments. A new window will open in your browser. Enter the information to make the fee payment.
8. Once you have paid the fee, locate your open Task window in your browser.
9. Click on **Submit** to complete the task.

Your payment will now be confirmed for your ePlan review. Once payment confirmation is complete, your ePlan will proceed to Distribution for review.

**To pay by cash or check in person:**

1. Take your case number and payment to the DPIE office:  
**9400 Peppercorn Place Suite 100, Largo, Maryland 20774**
2. Visit the Customer Service counter to obtain an invoice. Proceed to the cashier to make the payment.
3. Once you have paid the fee, click the [Project Access](#) link below.
4. Enter your user login and password.
5. Scroll to the bottom of the Projects screen. Your assigned task will appear in this section under the task column. (The task column will only appear once you have been assigned a task).
6. Click on Applicant Filing Fee Payment for your Project Name and accept the task. A new window with your task will open in your browser. (You will now have TWO windows open in your browser: a “Task” window and a “Projects” window. You will be required to continue working in both browser windows.)
7. Locate your open Task window in your browser.
8. Click on **Submit** to complete the task.

Your payment will now be confirmed for your ePlan review. Once payment confirmation is complete, your ePlan will proceed to Distribution for review.

Case Number:	317-2019-0
Description:	TEST DECK
Case Type:	R/UW
Task:	Applicant Filing Fee Payment <a href="#">Project Access</a>

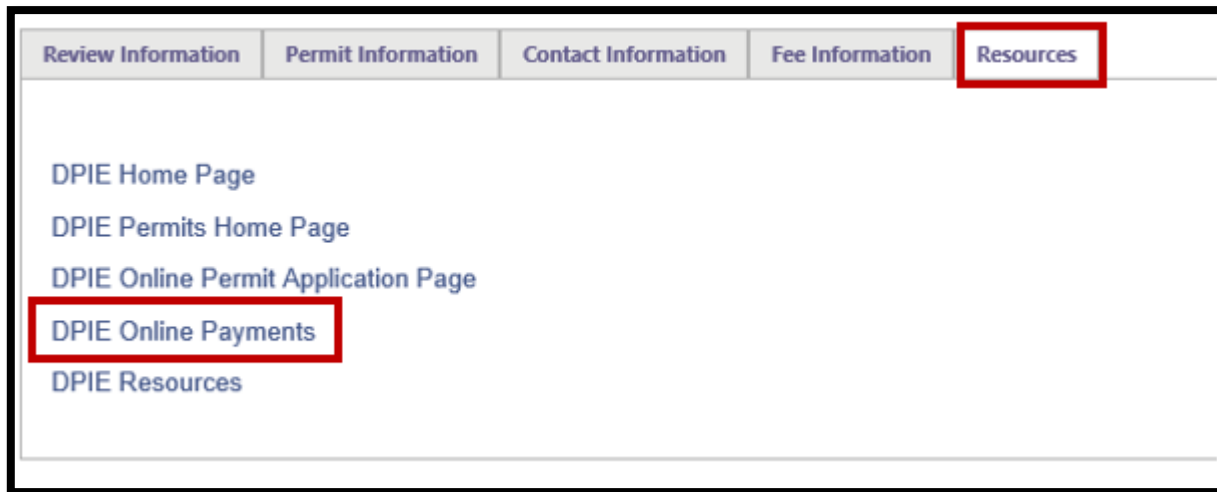
Contact the [Project Administrator](#) if you have technical questions regarding the ePlan system.

Please do not reply to this email.

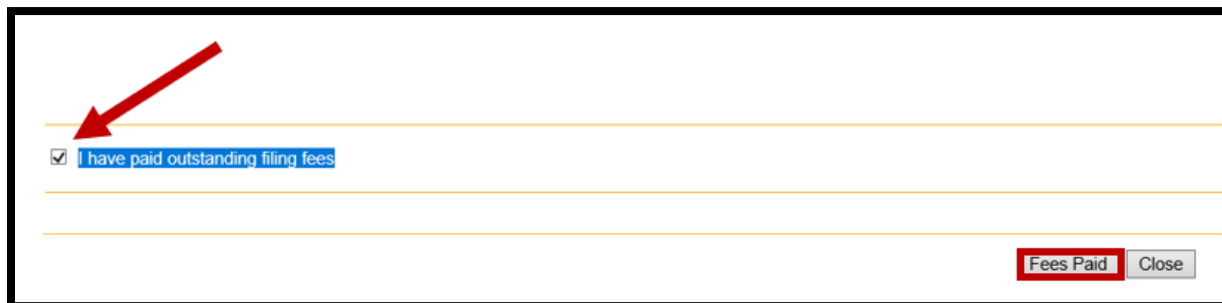


After receiving the email, accept the task as previously instructed.

1. Click the tab titled “Resources.”
2. Click “DPIE Online Payments.”
3. Follow the instructions on how to pay the fees.



4. Select “I have paid outstanding filing fees” box
5. After fees are paid, click “Fees Paid” on the eForm.



Warning! Paying the fee will not advance the permitting process. Clicking “Fees Paid” on the eForm advances the permitting process. If “Fees Paid” is inadvertently clicked and the fees are not paid, you will receive the “Applicant Filing Fee Payment” task again.



## If Plan Screening is Approved

If your submittal is approved, it will move into the review stage. During review, you may receive an Amendment Upload task where you will be asked to submit corrections to your plans. Once the review stage is completed, some permits will require a final fee payment. If a final fee is required, you will receive a corresponding task; otherwise, the permitting process will move into the approval stage. After approval, the stamped plans will be available for download. We kindly appreciate your patience during this time.

## Monitoring the Status of the Permitting Process

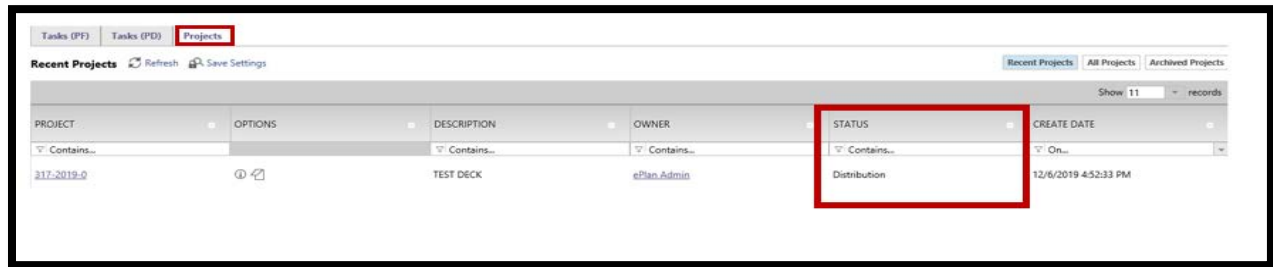
Tracking the status of your permit during the ePlan process can be achieved in the Home screen.

## Projects Portal

As the electronic review moves through the various steps in the process, the status of your case or project will be reflected in the “Status” column of the **Projects** tab. If you need to complete a task, you will receive an email notification and the task will appear under the **Tasks (PD), (PF)** tabs at the top left of the screen. Otherwise, the status column will reflect steps that have to be taken by the County. Kindly monitor your email for task notifications. When the project is completed, the status will reflect an ending status, such as “Permit Issued, Complete, etc.,” and an email notification will be sent.

## Department Review

After your submittal is pre-screened for completeness, ePlan will enter the Department Review stage. At this time, the County engineers will review your drawings. If corrections are requested, you will receive an email notification for an “Applicant Amendment Task” with possible fee payment instructions.



PROJECT	OPTIONS	DESCRIPTION	OWNER	STATUS	CREATE DATE
317-2019-0		TEST DECK	ePlan Admin	Distribution	12/6/2019 4:52:33 PM

1. Select the link in your email to enter the ePlan Login Screen.
2. If an amendment fee is required, the email notification will contain instructions for fee payment.

**Applicant Amendment Upload and Fees Task Assignment**

---

**Attention Ben:**

Your plan review submission for Case: **317-2019-0** has been reviewed and corrections have been requested. You also need to pay the amendment fees. You may review correction comments and requirements by accessing the DPIE ePlan site.

When corrected plans and/or documents are ready for re-submittal, follow the instructions provided below. (Folders, File Names, and Please Note)

**Folders:** All corrections must be uploaded into the **same folders** used in the original submittal.

**File Names:** All corrections must be uploaded using the **same file names** used in the original submittal (example: A111.dwf must be resubmitted as A111.dwf).

**Please Note:** Your ePlan will not proceed further after you upload files unless you "Accept" and "Submit" the "Applicant Amendment Upload and Fees" task. See Submit Task instructions in the ePlan Quick Start Guide located on the DPIE website: [ePlan Quick Start Guide](#) Once corrections have been uploaded for review, no additional submissions will be accepted unless requested by DPIE.

If the amendment fee is \$0, then skip step to #8 below.

You may pay online or in person at the DPIE cashier.

**To pay by credit card online:**

1. Click the [Project Access](#) link below.
2. Enter your user login and password.
3. Scroll to the bottom of the Projects screen. Your assigned tasks will appear in this section under the task column. (The task column will only appear once you have been assigned).
4. Click on Applicant Amendment Upload and Fees for your Project Name and accept the task. A new window with your task will open in your browser. (You will now have TWO windows open in your browser: a "Task" window and a "Projects" window. You will be required to continue working in both browser windows.)
5. Click on the Resources tab.
6. Click on DPIE Online Payments. A new window will open in your browser. Enter the information to make the fee payment.
7. Once you have paid the fee, locate your open Projects window in your browser. Go to number 8 below.

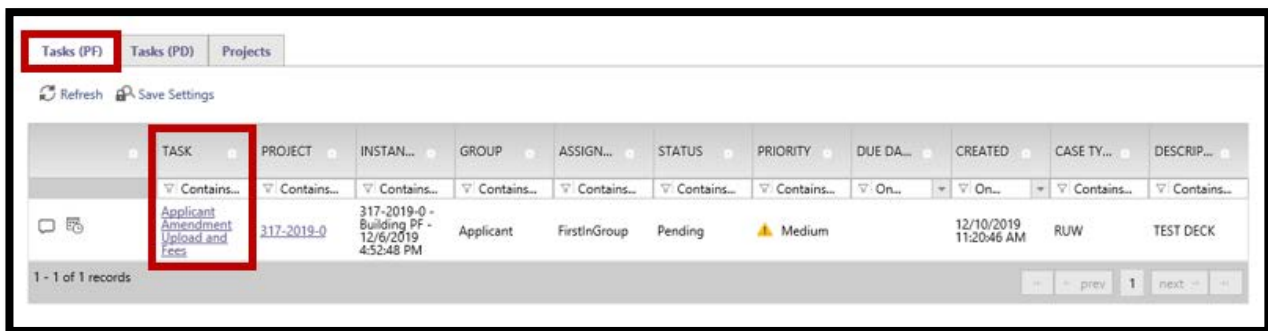
**To pay by cash or check in person:**

1. Take your case number and payment to the DPIE office:  
**9400 Peppercom Place Suite 100, Largo, Maryland 20774**
2. Visit the Customer Service counter to obtain an invoice. Proceed to the cashier to make the payment.
3. Once you have paid the fee, click the [Project Access](#) link below.
4. Enter your user login and password.
5. Scroll to the bottom of the Projects screen. Your assigned task will appear in this section under the task column. (The task column will only appear once you have been assigned a task).
6. Click on Applicant Amendment Upload and Fees for your Project Name and accept the task. A new window with your task will open in your browser. (You will now have TWO windows open in your browser: a "Task" window and a "Projects" window. You will be required to continue working in both browser windows.)
7. Locate your open Projects window in your browser and click on your Project Name. Go to number 8 below.
8. Upload drawings and documents into the **same folders** used in the original submittal, using the **same file names** used in the original submittal.
9. Locate your open Task window in your browser. Click "Save and Close" if you have not finished uploading and need to return to the task later. Only click "Submit" if you are ready to submit. Once you click "Submit", you will no longer have access to upload additional files unless requested by DPIE.

Your payment will now be confirmed for your ePlan review. Once payment confirmation is complete, your drawings and documents will proceed to Distribution for review.

Case Number:	317-2019-0
Description:	TEST DECK
Case Type:	RUW
Task:	Building - Applicant Amendment Upload and Fees
	<a href="#">Project Access</a>

3. Once logged in, the pending task may be found in the "Active Task List" at the bottom of the screen. Click on the task name to open the eForm.



The screenshot shows the 'Tasks (PF)' tab selected. Below the navigation tabs are 'Refresh' and 'Save Settings' icons. A table displays task information with the following columns: TASK, PROJECT, INSTAN..., GROUP, ASSIGN..., STATUS, PRIORITY, DUE DA..., CREATED, CASE TY..., and DESCRIP... The table contains one record where the 'TASK' column is highlighted with a red box. The record details are: TASK: Applicant Amendment Upload and Fees; PROJECT: 317-2019-0; INSTAN...: 317-2019-0 - Building PF - 12/6/2019 4:52:48 PM; GROUP: Applicant; ASSIGN...: FirstInGroup; STATUS: Pending; PRIORITY: Medium; DUE DA...: 12/10/2019 11:20:46 AM; CASE TY...: RUW; DESCRIP...: TEST DECK. At the bottom left, it says '1 - 1 of 1 records' and at the bottom right, there are navigation controls for 'prev', '1', and 'next'.



## Applicant Amendment Upload Fees

The Applicant Amendment Upload Fee eForm provides a complete correction package from all reviewing departments. The eForm provides multiple methods for the reviewers to communicate with the applicant, such as “Checklist Items,” “Changemarks,” and “Status & Notes.” In addition, some permits require Amendment Fees, so that section may also be on your eForm.

## Amendment Fees

If you are required to pay an Amendment Fee, the fee amount will appear in the “Fee Information” tab. Electronic payments can be made by clicking on the “Resources” tab. Payment is made in the same manner that was outlined above in the Applicant Filing Fee section.

Review Information					Permit Information					Contact Information					Fee Information					Resources				
Description		Status		Group		Amount																		
Division 1		UNPAID		AMENDMENT		\$52.50																		

After clicking on “Resources,” click “DPIE Online Payments” to pay the Amendment Fee.

Review Information		Permit Information		Contact Information		Fee Information		Resources	
<a href="#">DPIE Home Page</a> <a href="#">DPIE Permits Home Page</a> <a href="#">DPIE Online Permit Application Page</a> <a href="#">DPIE Online Payments</a> <a href="#">DPIE Resources</a>									



## Checklist Items & Notes

1. Click on “View /Edit Checklist Items” to view and respond to checklist items. The process is the same as outlined earlier in the Applicant Re-Upload task.
2. Reviewers might also enter comments in the “Reviewer Comments” section. This section is for reviewing the comments by the reviewers.
3. The applicants can enter a response in the “Applicant Comments” section of the e-Form.

**Task Instructions**  
After you have successfully uploaded all required plans and documents, please click the (Resubmit Complete) button.

**Add Group Members**

First Name	Last Name	Email	Invite to Group	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Applicant Owner-Principal ▾	<input type="button" value="Invite User"/>

**Remove Group Members**

Remove from Group	User	
Applicant Owner-Principal ▾	Reisha Raney (RL.Raney@co.pg.md.us) ▾	<input type="button" value="Remove User"/>

View/Edit Changemark Items (0) **View/Edit Checklist Items (0)**

**Discussion Comments**

DISCUSSION COMMENT	PARTICIPANT	DATE/TIME
0 - 0 of 0 records		

Project: 317-2019-0

Select destination folder for files:

317-2019-0

Department	Reviewed By	Status	Reviewer Comments	Applicant Comments
Structural Supervisor	Bosa Ugo bugo@co.pg.md.us	Tasked to Reviewer	<input type="text"/>	Test
Structural	Bosa Ugo bugo@co.pg.md.us	Hold	<input type="text"/>	Test

## Changemarks

Changemarks provide a means for reviewers to communicate corrections that need to be made on drawings. To open the drawing and see the changemark, click the “View/Edit Changemark Items.” The changemark window will open as shown below in Step #3.

**Task Instructions**  
After you have successfully uploaded all required plans and documents, please click the (Resubmit Complete) button.

**Add Group Members**

First Name	Last Name

**Remove Group Members**

Remove from Group
Applicant Owner-Principal ▼

View/Edit Changemark Items (1)
View/Edit Checklist Items (0)

**Discussion Comments**

Add Comment

**Workflow Review Changemark Viewer**


Refresh Save Settings Review Cycle: All Group: All

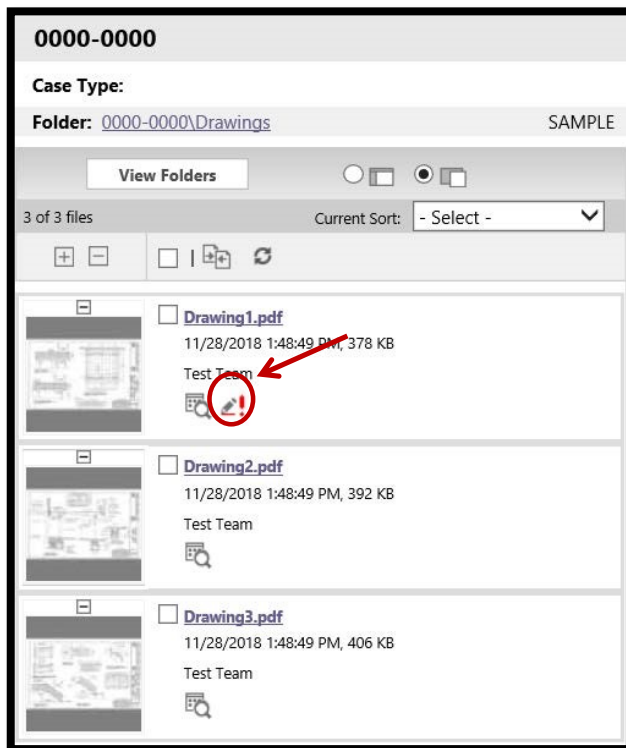
REF #	STATUS	FILE IMAGE	DEPARTMENT	CYCLE	UPDATED BY	FILE NAME	MARKUP NAME
1	UnResolved		Structural	2	Bosa Ugo	<a href="#">Drawing_1.pdf</a>	coverpage

1 - 1 of 1 records

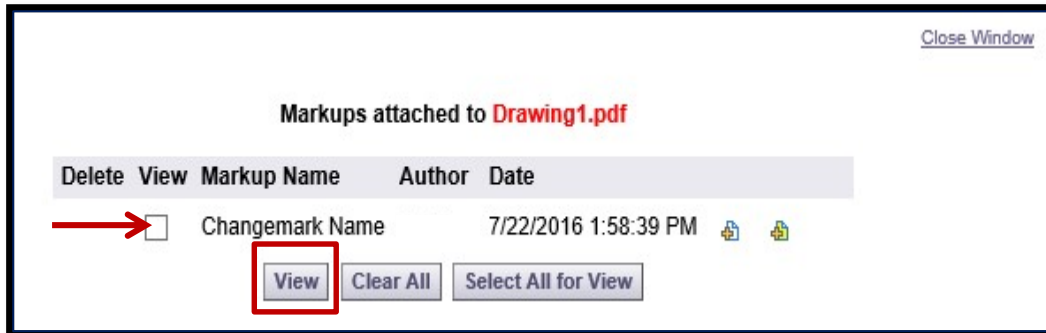
Save Close View Full Report

1. Changemarks can also be opened from a file folder. To access the file folders, click on the project name in the “Projects Portal” screen. Then click on the folder that contains the drawings files.

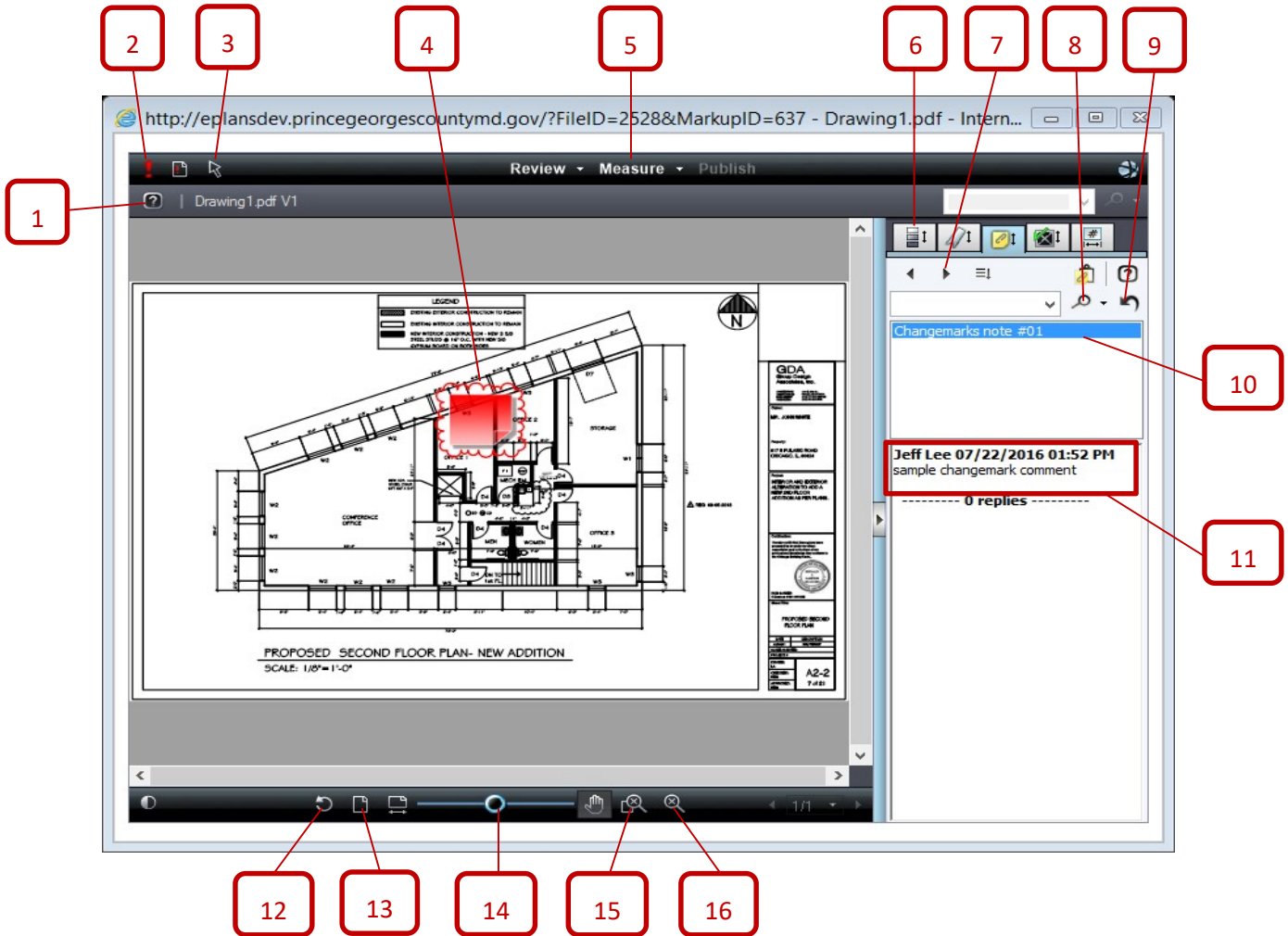
An  icon will indicate that at least one changemark exists for the file. Click the icon to access the changemarks. If no red exclamation mark is present, then there are no changemarks on that drawing.



2. After clicking the exclamation mark to open the Markups Screen, select the changemark you want to review by placing a checkmark in the box. Then click “View.” The changemark window will open.



3. Once the Changemark window opens, the markup can be seen on the drawing. **Note: This screen will not allow edits to your drawing. It is only for viewing.**



- 1) Help button
- 2) Indicates that markups exist for this drawing
- 3) Select button for seeing changemark details
- 4) Changemark
- 5) Measuring Mode
- 6) Thumbnail view of changemarks
- 7) Move between next or previous changemark
- 8) Search for a changemark
- 9) Show all changemarks
- 10) Changemark name
- 11) Changemark comments
- 12) Rotate the drawing
- 13) Resets the zoom

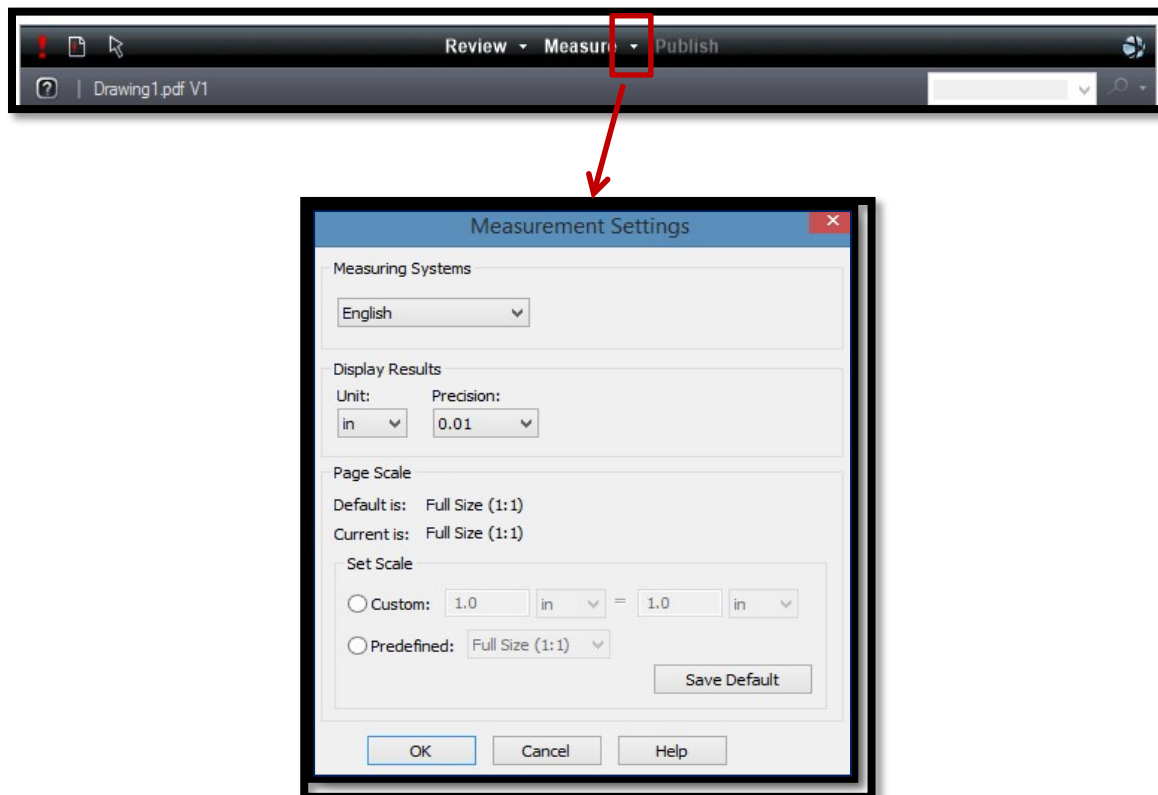
- 14) Zoom In/Out
- 15) Zoom window
- 16) Magnifying window

## Measure Mode

The measure toolbar can be accessed from the Measure pulldown (button #5 on previous page).

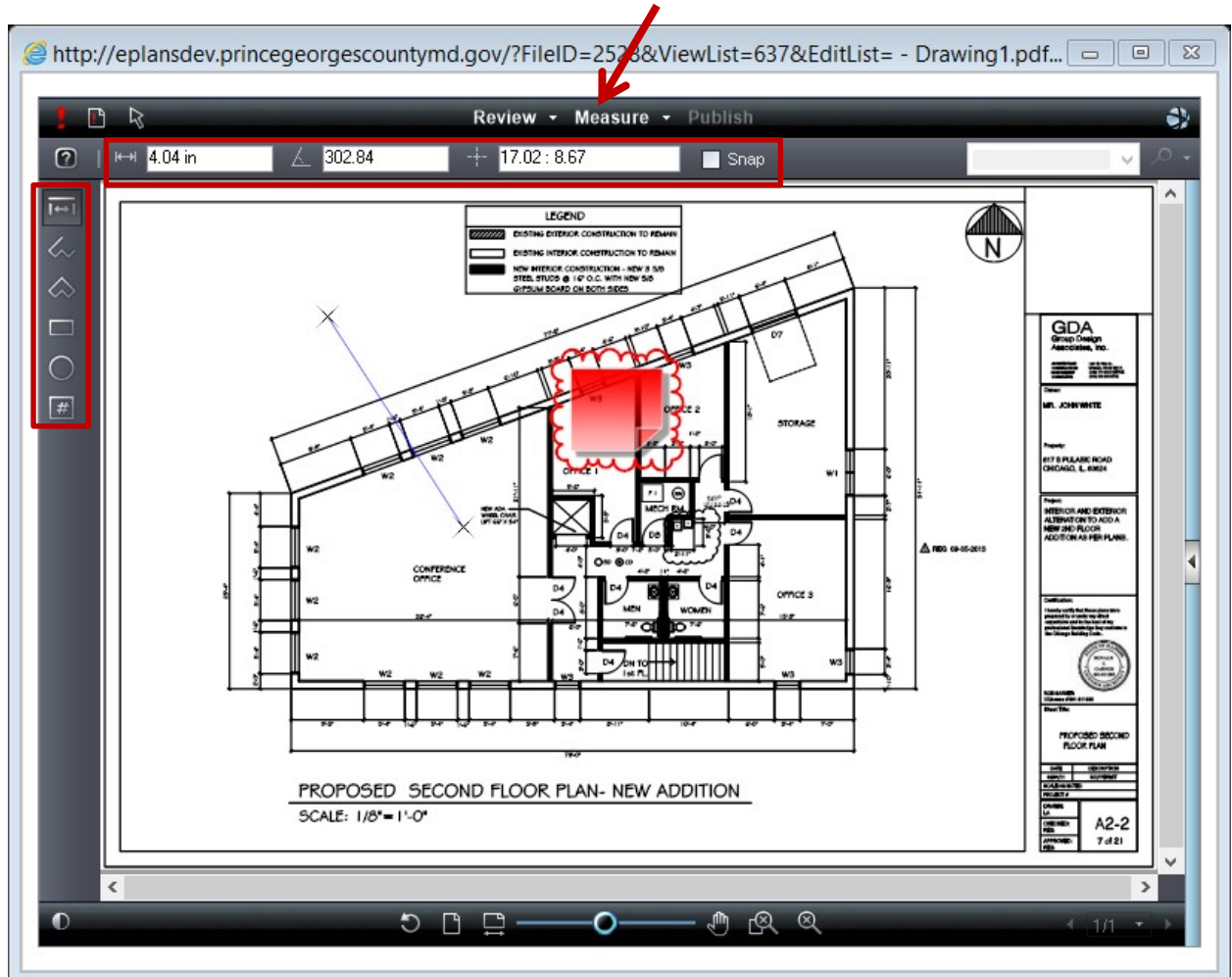
It provides various measuring tools for the drawing.

- a. Available in the Measure pulldown menu is the Measurement Settings window. This allows you to set the scale. After the scale is selected, the settings can be used as a default for all sessions by clicking “Save as Default.”



- b. Once the scale has been set, click “Measure” to begin the measure mode.

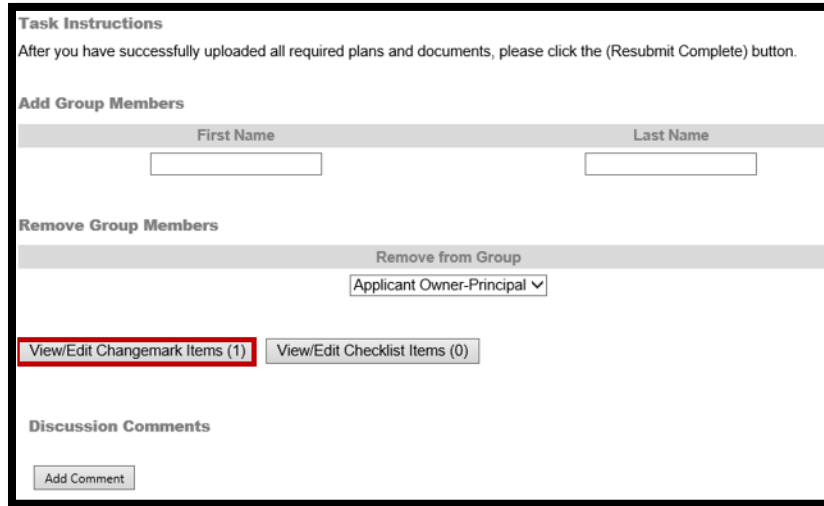
- i. Select the measuring tool in the left margin.
- ii. Select “Snap” if you want the measuring points to snap to the nearest placement.
- iii. Click and release the left mouse button where you want to begin measuring. An X will appear to mark the first point.
- iv. Click the left mouse button to mark where you want to finish measuring. An X will appear on the drawing to mark the end of the measuring distance.
- v. Distance, angle, X:Y coordinate information will display in the measuring information boxes.





5. If the changemark comments require you to amend your drawing, the updated drawing must have the same name as the original file.

- a. Select “View/Edit Changemark Items.”



**Task Instructions**  
After you have successfully uploaded all required plans and documents, please click the (Resubmit Complete) button.

**Add Group Members**

First Name	Last Name
<input type="text"/>	<input type="text"/>

**Remove Group Members**

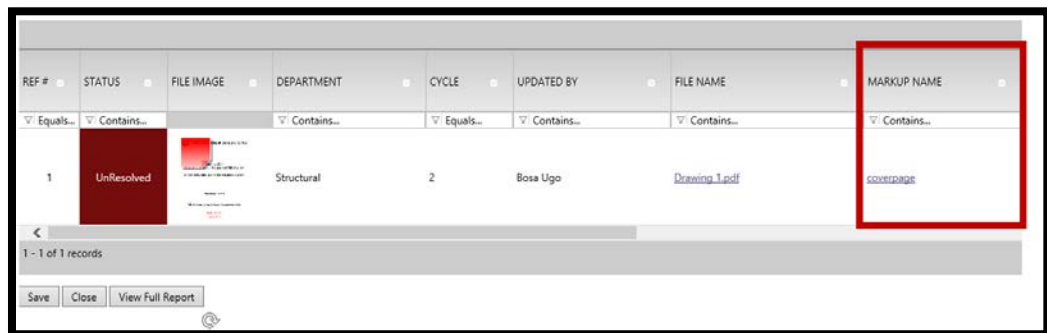
Remove from Group  
Applicant Owner-Principal ▼


**View/Edit Changemark Items (1)**    View/Edit Checklist Items (0)

**Discussion Comments**

Add Comment

- b. The name of the drawing with the changemark can be found in the “Markup Name” column of the eForm.

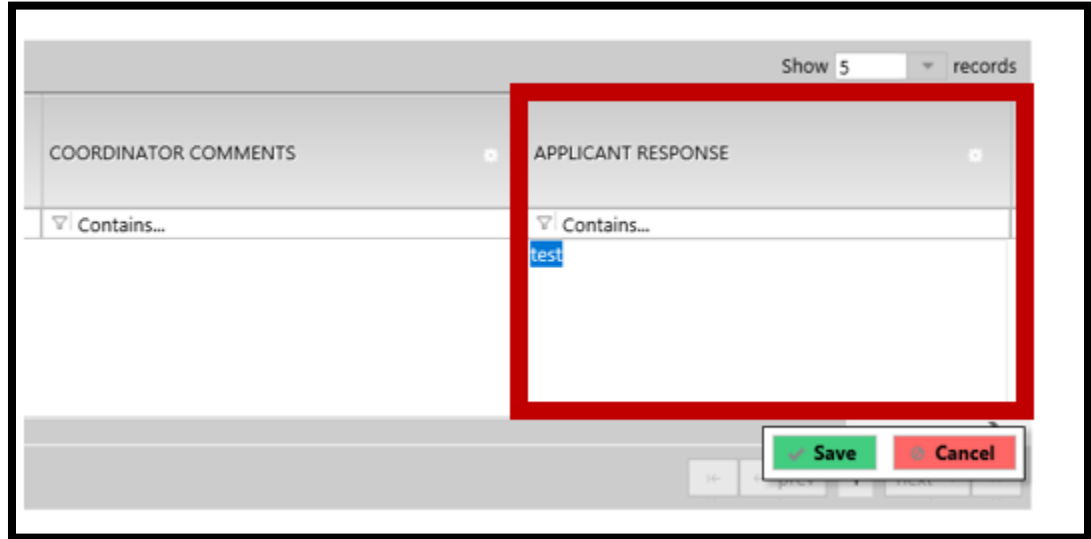


REF #	STATUS	FILE IMAGE	DEPARTMENT	CYCLE	UPDATED BY	FILE NAME	MARKUP NAME
1	UnResolved		Structural	2	Bosa Ugo	Drawing_1.pdf	coverpage

1 - 1 of 1 records

Save    Close    View Full Report

- c. In addition, use the “Applicant Response” section to write a response to the changemark comments.



**Note:** It is extremely important to use the same name and same folder. Failing to do so will delay the processing of your permit. In addition, drawing files must be in single sheet PDF format.

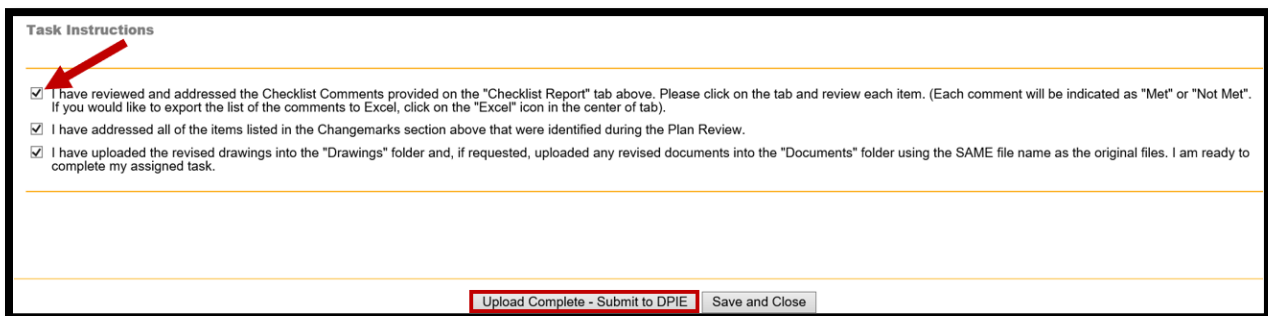
### Review Cycle

While your drawings are being reviewed, there may be multiple times reviewers make comments/changemarks, and you send a response. Each back and forth discussion is called a review cycle. Applicants can respond directly in the “Applicant Comments” section of the eForm.

Department	Reviewed By	Status	Reviewer Comments	Applicant Comments
Structural Supervisor	Bosa Ugo bugo@co.pg.md.us	Tasked to Reviewer	<input type="text"/>	Test
Structural	Bosa Ugo bugo@co.pg.md.us	Hold	<input type="text"/>	Test

## Complete the Task

1. After all checklist items and changemarks have been addressed, read the “Task Instructions” section at the bottom of the eForm and click on the checkboxes.
2. **To complete the task, click “Upload Complete – Submit to DPIE” at the bottom of the page.**



**Task Instructions**

- I have reviewed and addressed the Checklist Comments provided on the "Checklist Report" tab above. Please click on the tab and review each item. (Each comment will be indicated as "Met" or "Not Met". If you would like to export the list of the comments to Excel, click on the "Excel" icon in the center of tab).
- I have addressed all of the items listed in the Changemarks section above that were identified during the Plan Review.
- I have uploaded the revised drawings into the "Drawings" folder and, if requested, uploaded any revised documents into the "Documents" folder using the SAME file name as the original files. I am ready to complete my assigned task.

**Upload Complete - Submit to DPIE** Save and Close

## Approval

When the reviews have been completed for the plans, there may be additional tasks that will require your attention. If there are more steps for you to complete, you will receive an email notification. New tasks will also appear in the “Active Task” section of your “Projects Portal” screen, so it is important to periodically check that screen.

Please see below for examples of tasks that you might receive after your plans have been reviewed by the various agencies. If no more tasks are required, your next email notification will instruct you to print or download your approved plans and permits.



## Upload Final Documents

The “Upload Final Documents” task will require you to upload files, such as TPIP (Third Party Inspections Program) documents or a WSSC (Washington Suburban Sanitary Commission) permit. If you are assigned an “Upload Final Document” task, you will receive an email notification with detailed instructions for completing the task. See a sample notification email below:

**Attention Ben:**

A WSSC Building Certificate Release is required for Case: 341-2019-0.

The WSSC Building Certification Release form verifies that adequate public water and/or sewer service is available or authorized for a specific address/building permit project.

Your permit will not be issued until the WSSC Building Certification Release is received. You are able to upload the required WSSC Building Certification Release at any time before the permit is Ready for Approval.

**Submittal instructions:**

1. Contact WSSC Permits office with all questions regarding the WSSC Building Certification Release at (301) 208-4003 or visit [WSSC Water](#) for more information.
2. Once you have obtained the WSSC Building Certification Release, you may download a copy using the WSSC Permits on the Web at [WSSC Water](#).
3. Click the [Project Access](#) link below.
4. Enter your user login and password.
5. Click on your Project Name.
6. Click the **WSSC Permits** subfolder (under the Permits parent folder).
7. Click the Upload Files button and upload the WSSC Building Certification Release into the **WSSC Permits** subfolder.

(Note: There is no system task associated with this particular notification. Therefore, no WSSC task will appear at the bottom of the Projects screen.)

Your documents have now been submitted.

Case Number:	341-2019-0
Description:	TEST DECK
Case Type:	R
Task:	[Activity.Name]
Assigned by:	[StarterLocalizedName]
<a href="#">Project Access</a>	

Contact the [Project Administrator](#) if you have technical questions regarding the eplan system.

**Please do not reply to this email.**

The upload procedure is the same as discussed earlier in the “Uploading Files” section.

1. The bottom left section of the eForm is where you select the checkbox stating, “I have uploaded requested documents.”
2. Once the upload is complete, see the bottom right section of the eForm. Place checkmarks in the “I have uploaded...” boxes to confirm your upload.
3. After uploading the documents, click the “Complete” button to complete the task.

Note: The permitting process will **NOT** advance until the “Complete” button is clicked.



Discussion Comments

Add Comment

Show 5 records

DISCUSSION COMMENT	PARTICIPANT	DATE/TIME
0 - 0 of 0 records		

I have uploaded requested documents

Complete Save for Later Close

## Final Fee Payment

If a final fee is required to receive your permit, an email notification will be sent, and a corresponding task will appear in the Active Task section of the Projects Portal screen. The process for paying the fee is the same as outlined earlier in the “Applicant Filing Fee Payment” section.

Accept the task as previously instructed.


1. Click the tab titled “Resources.”
2. Click “DPIE Online Payments.”
3. Follow the instructions on how to pay the fees.





## Submit Plans with Wet Seals and Signatures

If Wet Seals or Signatures are required, an email notification will be sent. This email will contain detailed instructions. In order to avoid delays in the processing of your permit, the instructions must be followed carefully. A sample email has been provided below:

 PRINCE GEORGES COUNTY, MARYLAND  
DEPARTMENT OF PERMITTING,  
INSPECTIONS AND ENFORCEMENT **Wet Seals Required**

---

**Attention Ben:**

Wet Seals and Signatures are required for Case: **341-2019-0**.

Please follow the instructions below to download the complete set of "Signature Ready" stamped plans, print on 11" x 17" sized paper, apply original/wet design professional seals, signatures and dates to all sheets, and return the full set to the DPIE permits office for review and receipt by the Plan Coordinator.

Please **allow 2 business day** after your "Applicant Final Fee Payment" task for your "Signature Ready" stamped plans to be available for download in the **Approved-Permit Set folder**. The "Applicant Final Fee Payment" task will disappear once you have successfully completed all of the instructions in the "Applicant Final Fee Payment" task email. If no Final Fee Payment is required, please **allow 2 business day** after this email was created for your "Signature Ready" stamped plans to be available for download in the **Approved-Permit Set folder**.

Instructions:

1. Click the [Project Access](#) link below.
2. Enter your user login and password.
3. Click on your Project Name.
4. Click on the **Approved-Permit Set** folder.
5. Select all of the files in the **Approved-Permit Set** folder and download. All files will have the DPIE "Signature Ready" stamp.
6. Print the files on 11"x17" sized paper **only**.
7. Apply original/wet design professional seals, signatures and dates to all of the "Signature Ready" stamped sheets.
8. Take the full "Signature Ready" stamped set with original/wet design professional seals, signatures and dates on all sheets to the DPIE office:  
**9400 Peppercorn Place Suite 100  
Largo, Maryland 20774**

The Plan Coordinator will now review the 11"x17" sized set of plans to confirm that all sheets are stamped "Signature Ready" and have original/wet design professional seals, signatures and dates.

(Note: The project will not move forward until the "Upload Final Documents" task has been completed.)

Your ePlan will proceed once the Plan Coordinator has confirmed receipt.

Case Number:	341-2019-0
Description:	TEST DECK
Case Type:	R
Assigned by:	[StarterLocalizedName]
<a href="#">Project Access</a>	

Contact the [Project Administrator](#) if you have technical questions regarding the ePlan system.


**Please do not reply to this email.**



## Approved Plans and Permit

Once your plans have been electronically stamped by the County and any applicable fees have been paid, the ePlan process will conclude. You will then receive an email notification with instructions for downloading your approved plans and permit. The email notification will direct you to the folder that contains your stamped plans. Click on the drawing name (for example [Drawing1.pdf](#)) to open, and the stamps will be visible in red ink.

A sample notification has been provided below:



### Approved Plans Ready for Download Notification

---

**Attention Ben:**

Congratulations, your approved plans are ready for download for Project 325-2019-0.

In order to download your approved plans, [login to ProjectDox](#) and download your plans from the **Approved Plans** and **Approved Supporting Docs** folders.

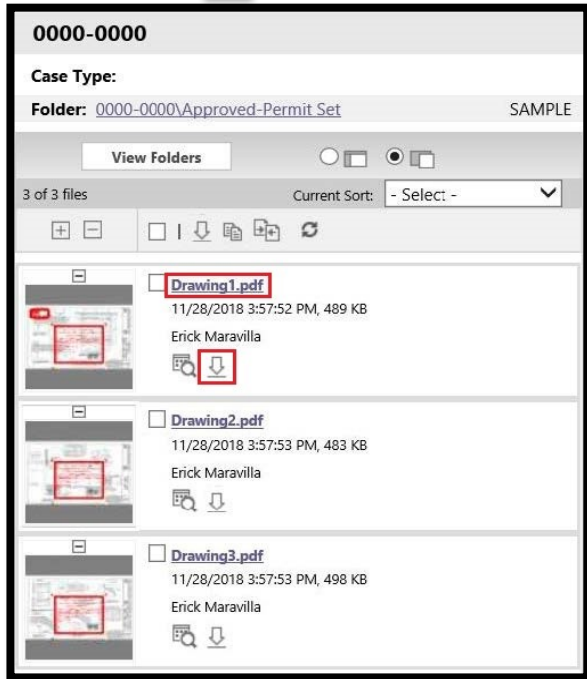
Project:	<b>325-2019-0</b>
Task:	<b>Notify Permit Issue</b>
Assigned by:	<b>ePlan Admin</b>
<a href="#">Project Access</a>   <a href="#">Login to ProjectDox</a>	

If you do not have access to the specified folder, please contact the [Project Administrator](#).

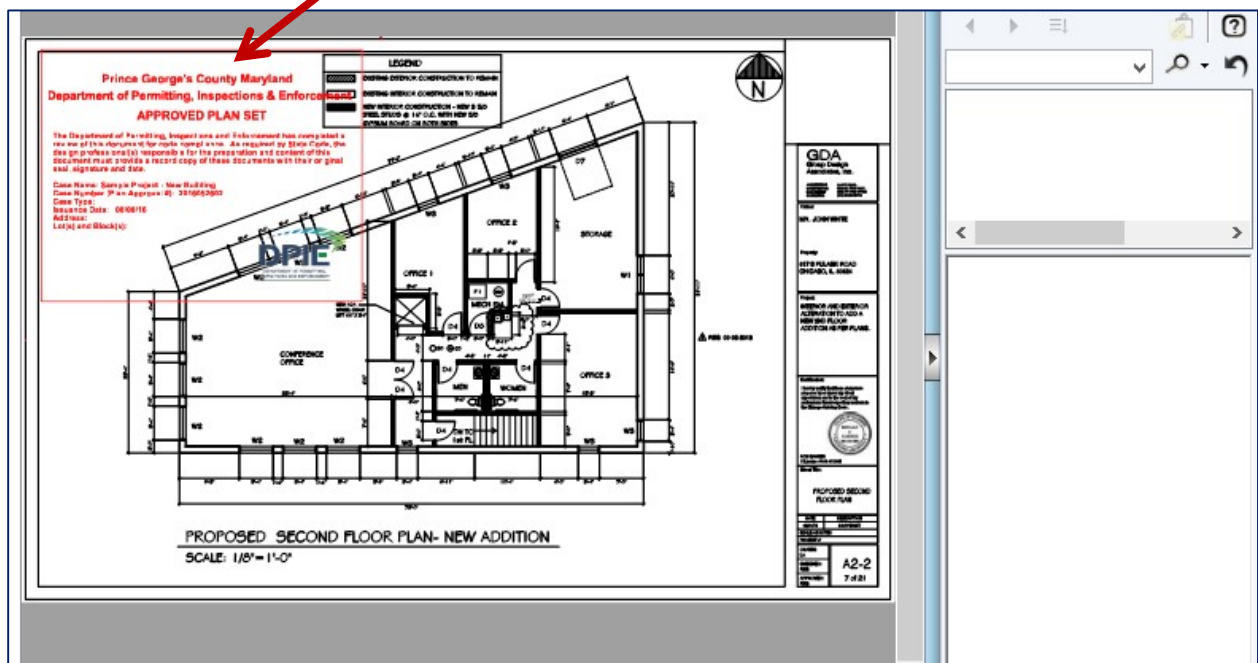
**Please do not reply to this email.**



You may also click  to download a drawing.



After clicking on the drawing name, a window opens with the stamped drawing. An example is shown below (the stamp is visible in red):





## Post Issuance Revision

If there are any changes to your plans after the permit has been issued, a Post Issuance Revision will be necessary. To begin the post-issuance application process, you will need to send an attached written narrative to the Permit Administrator at [ePlan@co.pg.md.us](mailto:ePlan@co.pg.md.us) which includes the following:

- The attached written narrative should be on company letterhead with the case number.
- A brief reason for the revision.
- A list of the file names being revised or added.
- The difference in the estimated construction costs.




## Project Reports

To access project reports, click on the “Project Reports” tab and click on the  icon to open each of the listed reports.

The screenshot shows the DPPE web application interface. At the top, there is a navigation bar with tabs for 'Home', 'All Tasks', 'Create Project', 'All Reports', 'Profile', and 'Logout'. Below this, there are tabs for 'Project Reports' (highlighted with a red box), 'Project Tasks', and 'Codes'. The main content area displays a table of reports:

View	Report Name	Report Type	Report Description
	Current Project - All Emails Sent Detailed Report	Project	All Emails Sent Detailed Report
	Current Project - All Emails Sent Summary Report	Project	All Emails Sent Summary Report
	Current Project - All Files Report	Project	All Uploaded Files Report
	Current Project - All Group Users	Project	All Project Group Users
	Current Project - All Uploaded Files with Sheet Sizes	Project	All Uploaded Files with Sheet Sizes
	Current Project - Files Viewed By Date	Project	Files Viewed By Date
	Current Project - Folders Entered By Date	Project	Folders Entered By Date
	Current Project - Project Markups Listing	Project	All File Markups Listing
	Current Project - Unpublished Files	Project	Unpublished Files
	Current Project - Users Entered By Date	Project	Users Entered By Date
	Current Project - All Events Report	Project	Logged Events For a Project By Date
	Current Project - All Project Users	Project	All Project Users
	Current Project - Discussion Board Report Expanded	Project	Discussion Board Report
	Current Project - Discussion Board Report	Project	Discussion Board Report
	ProjectFlow - Changemarks	Workflow	The Changemarks Report displays all changemarks for a workflow.
	ProjectFlow - Checklist Items with Milestones	Workflow	The Checklist Report displays all checklist items for a workflow.
	ProjectFlow - Checklist Items	Workflow	The Checklist Report displays all checklist items for a workflow.
	ProjectFlow - Discussion Board Plan Review Report	Workflow	Discussion Board Plan Review Report
	ProjectFlow - Parallel Review - Department Review Status	Workflow	Displays the status of all reviews for each of the sub-workflows in a parallel review.
	ProjectFlow - Parallel Review - Workflow Routing Slip	Workflow	Displays the sequential route of all tasks for each of the sub-workflows in the parallel review.

To view a project’s department review status, click on the  icon next to “ProjectFlow – Parallel Review – Department Review Status Report” to view the status of the project along with the reviewer’s name and email address.

The screenshot shows the ProjectDox web application interface. The report title is "Parallel Review - Department Review Status Report" for Project Name: 53963-2019-0. The report was generated on 01/24/2020 at 08:22 AM. The report includes a table with the following data:

Grouping	Cycle	Department	Reviewer	Email	Status	Reviewer Comments	Applicant Comments	Date Assigned	Date Completed
Building Sub-Workflow	B1	Structural Supervisor			Tasked to Reviewer			01/24/2020 8:19 AM	01/24/2020 8:21 AM
		Structural			Approved	Plans comply with the building code.		01/24/2020 8:21 AM	01/24/2020 8:22 AM



## Frequently Asked Questions

**Question: Should plans be uploaded in sets or single sheets? Why?**

**Answer:** A single sheet drawing file is defined as a file that contains one page. Drawings or plans MUST be uploaded in single sheets for the following reasons:

- Multipage drawing files have longer upload times.
- Every time a multipage drawing file is opened, it is transferred in total (full size) for view. On the other hand, if the applicant uploads single sheet drawing files, viewing only requires opening the specific single page file, with far less strain on network resources.
- The Overlay Compare feature in ePlan will not function properly with multipage drawing files. For example, if an examiner wants to overlay the mechanical drawing on top of the structural plan, it cannot be done within a multipage file.
- If a revised multipage drawing file is uploaded, the system will version the file to distinguish it from the previous submission. Then, plan examiners must open both the old and new versions with Overlay Compare, find the markups that were created, and navigate between all the pages in both versions to see what has changed. Instead, if the applicant uploads single sheet files, examiners can immediately see which files have been versioned without having to sort through a multipage file.

**Question: Do documents have to be in single sheet format?**

**Answer:** Only drawings and plans have to be uploaded in single sheet file format. Document files can have multiple pages.

**Question: What format is accepted for drawing files?**

**Answer:** All drawing files MUST be in PDF format.

**Question: How do I get a login?**

**Answer:** A login can be obtained by going to the following website:

<http://dpiepermits.princegeorgescountymd.gov/Customers/Login.aspx>. Then select “New Customer Sign-Up” and fill out the registration form.




**Question: I did not receive a password, what do I do?**

**Answer:** If you registered for a new password, you should have received an email. Please check your spam folder for email notifications from “ePlan\_noreply@co.pg.md.us.” This email address should be marked as “not spam.” If the email cannot be found, contact the Project Administrator at ePlan@co.pg.md.us.

**Question: How do I know I have a pending task?**

**Answer:** At the top left of the Home screen, are Tasks (PD) and Tasks (PF) tabs. All pending tasks will be displayed in that section. In addition, you will receive email notifications for pending tasks.

**Question: I have completed my task but it is not moving. Why?**

**Answer:** After your task is completed, your submission must be screened for completeness and then reviewed. Please check the workflow  designer to see exactly where your project is. If corrections are requested, you will receive an email notification. Otherwise, please wait patiently during the review process.

**Question: I have uploaded my drawings, but the task is still pending. Why?**

**Answer:** Uploading drawings does not complete the pending task. The task must be accepted and “Upload Complete – Submit to DPIE” or “Complete” must be clicked to complete a task.

**Question: I installed the system components. Why can't I view my drawings?**

**Answer:** If you cannot view your uploaded drawings, make sure your computer is configured per the System Requirements. If you are still unable to view drawings after properly configuring your system, contact the Project Administrator at ePlan@co.pg.md.us.

**Question: Are multiple login ID's permitted for a case/project?**

**Answer:** No, multiple login ID's are not permitted for a case/project because ePlan assigns each case to a single applicant User Name.



**Question: How long will the ePlan process take?**

**Answer:** The duration of the online permitting process varies depending on the number of reviewers that have to examine your submission. Please be patient as the County works diligently to process all cases.

**Question: How do I delete a file?**

**Answer:** Applicants can only delete files while working in the “Applicant Upload” task. Applicants will NOT have the ability to delete files after the “Applicant Upload” task is complete. If an incorrect file was uploaded, contact the Project Administrator at [ePlan@co.pg.md.us](mailto:ePlan@co.pg.md.us).

**Question: How do I upload the revised drawings to address comments and changemarks?**

**Answer:** When revised drawings are necessary to address comments and changemarks, the upload process is the same as the initial Applicant Upload step. However, the revised drawings must use the same file name and be uploaded to the same folder as the original document.

**Question: Does ePlan accept ZIP files?**

**Answer:** Yes, files can be consolidated into a ZIP file to reduce upload time. When the ZIP file is uploaded, ePlan will unzip the file and place each individual file into the folder. However, as previously stated, drawing files MUST be single sheet PDF.

## Glossary

**Tasks (PD) & Tasks (PF) Tabs** — Located at the top right of the Home screen. These tabs will contain a list of all open tasks assigned to you.

**Changemark** — A note made on a drawing with comments or corrections.

**Checklist Item** — A method used by reviewers to communicate comments to the applicant.

**eForm** — The task window that opens after clicking on a task name.

**ePermit** — The system that is used to apply for permits online.

**ePlan** — ePlan is part of a strategy to streamline the government's permitting process and support green initiatives. It utilizes a software solution called ProjectDox that allows documents and drawings to be submitted electronically, replacing the traditional paper-based plan review method.

**Info Page** — Project numbers are listed in the Projects Portal screen. If you click on a project number, that project's Info Page will display. This page contains a list of helpful information, such as the location and owner's email.

**Markup** — A markup is another term for changemark.

**ProjectDox** — A software solution that allows documents and drawings to be submitted and reviewed electronically, replacing the traditional paper-based method. Abbreviations are ProjectDox (PD); and ProjectFlow (PF), an updated version of ProjectDox, which includes system enhancements.

**Workflow** — A sequence of steps through which the permitting process passes from start to finish.

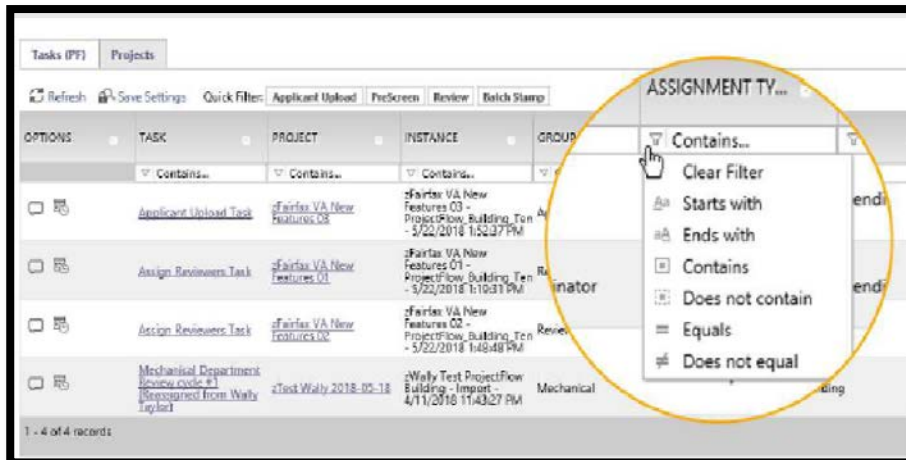
## Additional Tools and Tips

### Navigation Shortcuts

Keyboard Combination	Action
Ctrl + plus (+) or Ctrl + minus (-)	Zoom in or zoom out
Ctrl + scroll wheel	Zoom in or out
Alt + Left arrow	Back
Alt + Right arrow	Forward
Alt + Tab	Task Switcher
F5	Refresh active window

### Column Filter

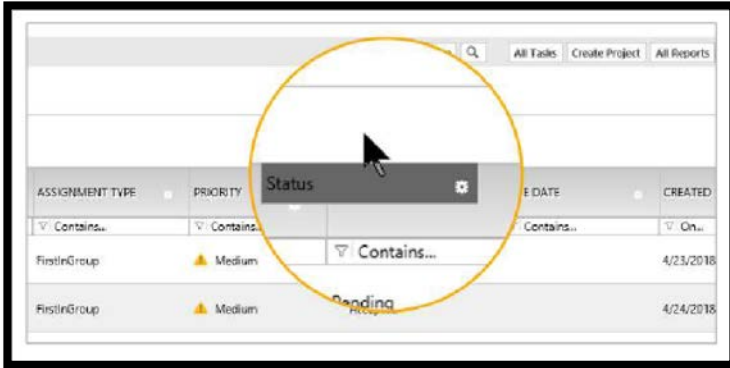
Click on the filter icon and select the criterion from the dropdown.





## Column Reorder

Click and drag header to move column.



ProjectDox

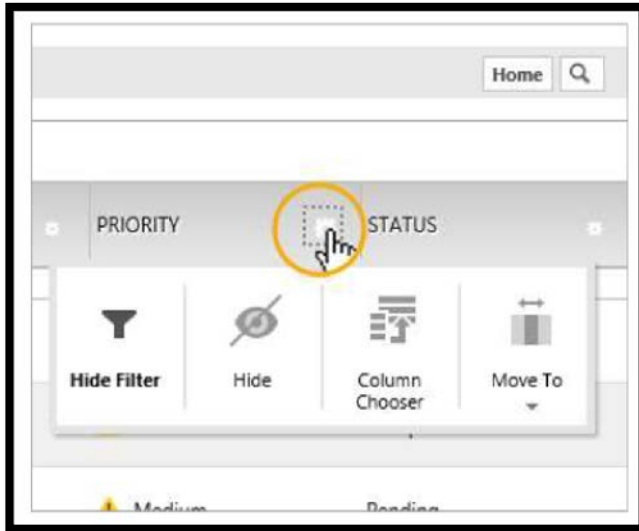
### Parallel Review - Department Review Status Report

**Project Name:** 53963-2019-0  
**Workflow Started:** 01/24/2020 7:58 AM  
**Report Generated:** 01/24/2020 08:22 AM

Grouping	Cycle	Department	Reviewer	Email	Status	Reviewer Comments	Applicant Comments	Date Assigned	Date Completed
Building Sub-Workflow	B1	Structural Supervisor			Tasked to Reviewer			01/24/2020 8:19 AM	01/24/2020 8:21 AM
		Structural			Approved	Plans comply with the building code.		01/24/2020 8:21 AM	01/24/2020 8:22 AM

## Column Control

Click on the gear icon to access Column Control. Users will be able to select the following features: "Hide Filter," "Hide," "Column Chooser," and "Move To."



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*Thank you for choosing ePlan.*