PRINCE GEORGE'S
COUNTY GOVERNMENT
Department of Permitting, Inspections and
Enforcement

ePlan Applicant
Quick Start
Guide

Revision Date: 1*2/23/201**9*

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1. OVERVIEW

Welcome to Prince George's County's ePlan system. This Quick Start Guide contains a list of steps that will assist you in completing your online application and uploading your plans for processing. Avoid delays by adhering to the guidelines that are explained below. For assistance, please email our support team at eplan@co.pg.md.us.

2. PREPARE DRAWINGS AND DOCUMENTS

A) Submission standards for all drawings and documents:

INDIVIDUAL DRAWING SHEETS: Upload each sheet individually (required). **Multi-page DRAWING files are not acceptable**.

FILE NAMING STANDARDS: File name shall match the sheet number shown on your drawing (examples: A111.pdf, E1.pdf)

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: Reserve 5" margin (blank space) on right side of all sheets for DPIE stamps. Reserve 3" x 3" space in top left corner of all sheets for Planning stamps.
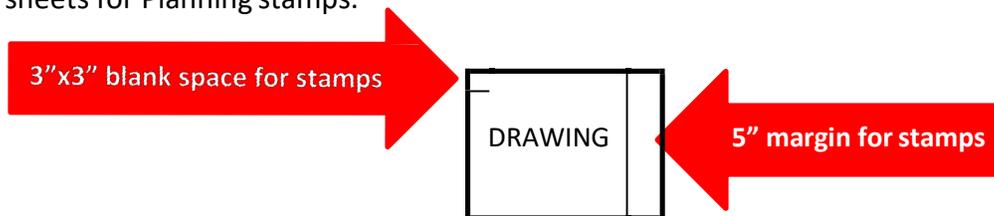
DRAWING FILE TYPES: PDF ONLY

DOCUMENT FILE TYPES: PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, JPEG, TIF, TIFF, PPS, PPSX, PNG, IMG, BMP, TXT, VSD, RFT

GRAPHIC SCALE: (bar scale) required on all drawings

ZIP FILE: Files can be consolidated into a ZIP file to reduce upload time. However, as previously stated, drawing files **MUST** be single sheet PDF.

1. **ONLINE APPLICATION**

   An online application must be completed to begin the electronic permitting process in ePlan.

   A) Go to: http://dpiepermits.princegeorgescountymd.gov/

   In the right hand column, select "Click Here" to access the customer login page.

B) Customer Login for Online Application

If you have a User Name and Password, enter the information and log in. Then proceed to Step C, where you will see instructions for selecting your permit application.

New Users must click "**New Customer Sign-Up"** to obtain a User Name and Password. This link will take you to the "**New Customer Registration"** form (see below). **Note:** Only one User Name is allowed for each User.

i) New Customer Registration form

If you logged in, move to Step C and select your application. Otherwise, follow the instructions below to obtain your User Name and Password.

Complete this form to obtain your User Name and Password. Upon completion, you will be prompted to "re-login".

ii)   Return to the Customer Login page
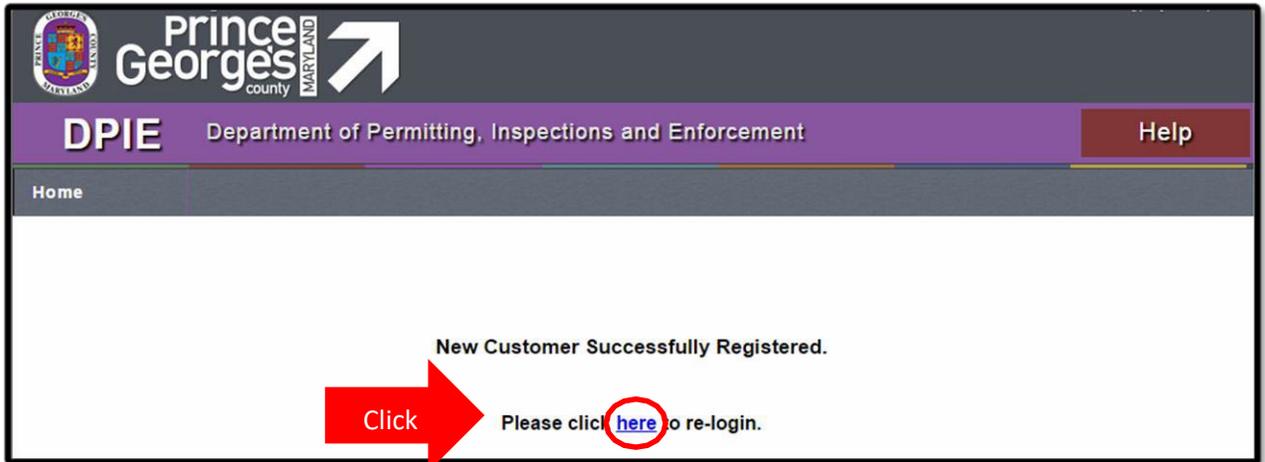
This page will take you back to the Customer Log In, where you will enter your User Name and Password.

C)   Once you have logged in, select and complete the appropriate application.

After the application is complete, you will receive an **Upload Invitation** email from "eplan_noreply@co.pg.md.us" within 1 to 2 business days. Please remember to configure your email spam filters to accept emails from this address.

2. ePlan SYSTEM REQUIREMENTS

Internet Explorer 10 or 11 is required for full compatibility with the system.
All pop-ups should be allowed for ePlan website:
   https://eplans.princegeorgescountymd.gov/ProjectDox/index.aspx
Add ePlan website as a **Trusted Site** in the **Security** settings of your browser's
Internet Options.
Make sure '**Compatibility Mode**' is turned off in your browser's **Internet Options**
Install Microsoft Silverlight (if using GIStream):
https://www.microsoft.com/silverlight/
Install System Components (see instructions below). *System Components will only need to be installed during the first time you use ePlan on your computer.*

A) How to Install System Components

After your application is complete, you will receive an **Invitation** email. Click **"Project Access"** to enter the ePlan system.

Invitation – New User

Attention Customer:

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.

Allow one (1) business day for the "Applicant Upload" task to appear. After you upload files, your ePlan will not proceed further until you "Accept" and "Complete" the "Applicant Upload" task as instructed in the ePlan Quick Start Guide.

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.

Your Login:	**Testcustomer@aol.com**
Temporary Password	**J898978**
Case Number:	**42716-2016-0**
Click	**Project Access**

Contact the Project Administrator, if you have technical questions regarding the ePlan system.

Please do not reply to this email.

Click "**Install ProjectDox Components**"

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern...

E-mail:

Password:

Login

Forgot your password?

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avolve software

ProjectDox

To install ProjectDox components
Click here

To create a desktop shortcut
drag & drop icon on your desktop

To add ProjectDox to your favorites
Click here

3. ePlan LOG IN

After installing the ProjectDox Components, log in to ePlan with your Email and Password. Then proceed to Step 6 (Upload Drawings and Documents).
Note: New Users must follow the steps listed below.

A) New Users log in using your **Temporary Password**

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern...

E-mail:

Password:

Login

Forgot your password?

New users **MUST use the Temporary Password** provided in the "PROJECT INVITATION EMAIL" as shown below. **DO NOT use "Forgot your password"** on your first log in.

B) Project Invitation Email
   If you logged in to ePlan, proceed to Step 6 (Upload Drawings and Documents)

Invitation – New User

Attention Customer:

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.

Allow one (1) business day for the "Applicant Upload" task to appear. After you upload files, your ePlan will not proceed further until you "Accept" and "Complete" the "Applicant Upload" task as instructed in the ePlan Quick Start Guide.

Please activate your user account by following the instructions below:

5. Click the Project Access link below.
6. Enter your User Login and Temporary Password.
7. Complete the User Profile Information
8. Create a new password.

Your Login:	**Testcustomer@aol.com**
Temporary Password	**J898978**
Case Number:	**42716-2016-0**
Project Access	

New User Login and Password

Contact the Project Administrator, if you have technical questions regarding the ePlan system.

Please do not reply to this email.

4. UPLOAD DRAWINGS AND DOCUMENTS

A) Please note: If you have a new application for special utility, or DoE permits, the *Tasks (PF)* highlighted below will be enabled for you. It's best practice to check both *Task (PF) and Tasks (PD)* to be sure you do not have any outstanding tasks. You will proceed as normal to UPLOAD DRAWINGS AND DOCUMENTS in your task folder for the project you are working on.

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" as shown below.

B) From the "Project Page", organize your drawings and documents by uploading them into the appropriate sub-folders. Click "+" to access the sub-folders. For example, place Architectural drawings in the "Architectural" sub-folder. If no sub-folders exist, then utilize the main folders. Remember, all drawings must be single sheet PDF files. Once you find your folder, click the folder name to access the file uploader.

C) After clicking "+", the sub-folders are displayed. Select the folder that corresponds to your file.

D) Click "**Upload Files**"

E) Upload Files Window

1. Select **Upload Files** button.
2. Select **Browse For Files** button, prompting the display of the "Choose File to Upload" dialog window.

F) Browse your PC or network for the necessary files to upload. Once the files are selected, click the Open button to add the file to the "Upload Files window".
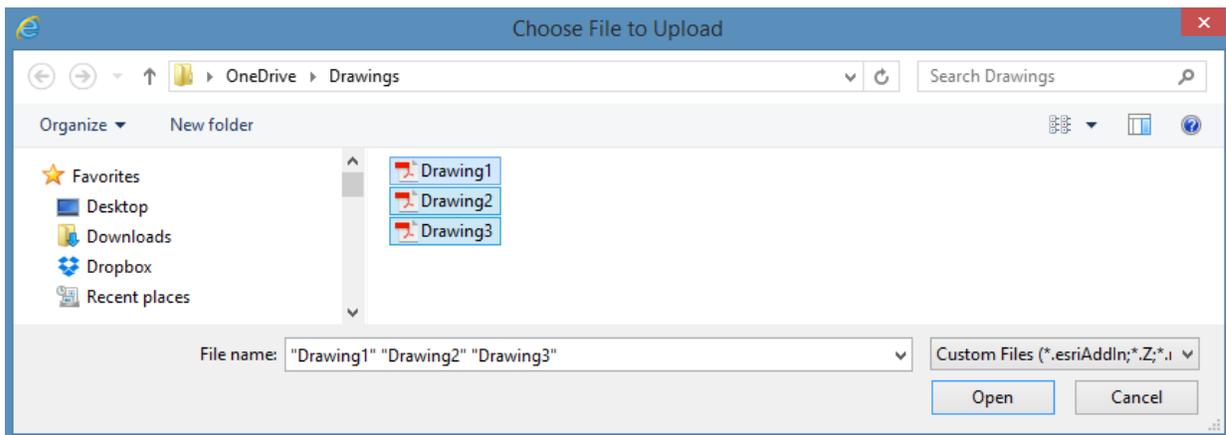
G) Add the file to the folder by selecting "**Upload Files**".
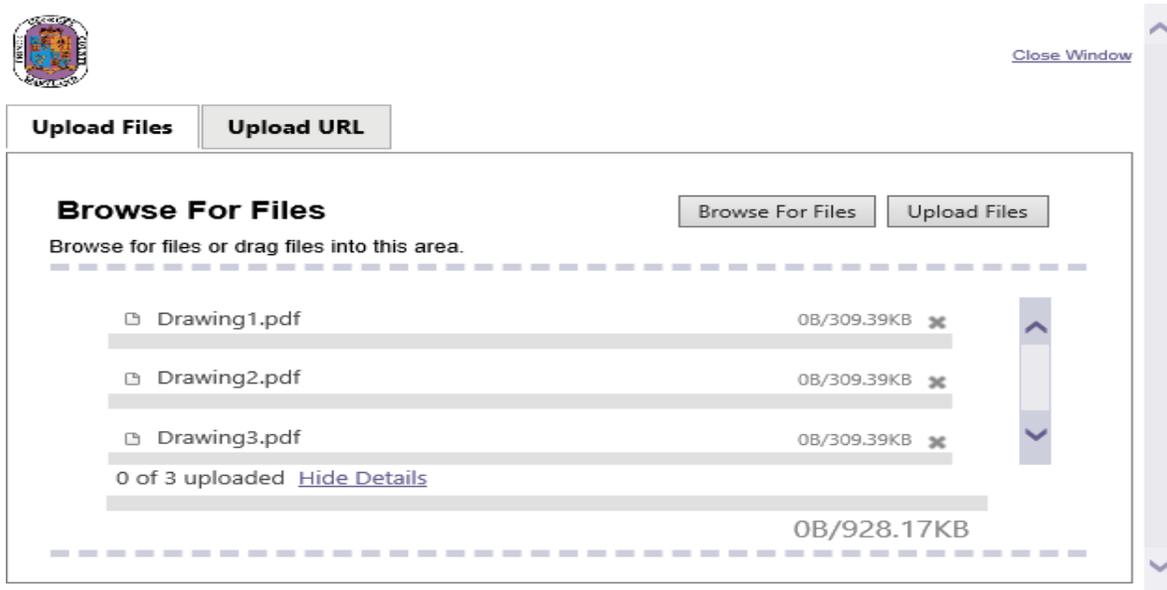
Note: Users do not have the ability to delete files from folders. Contact the Project Administrator (eplan@co.pg.md.us) if an incorrect file has been uploaded

H) Close pop up window
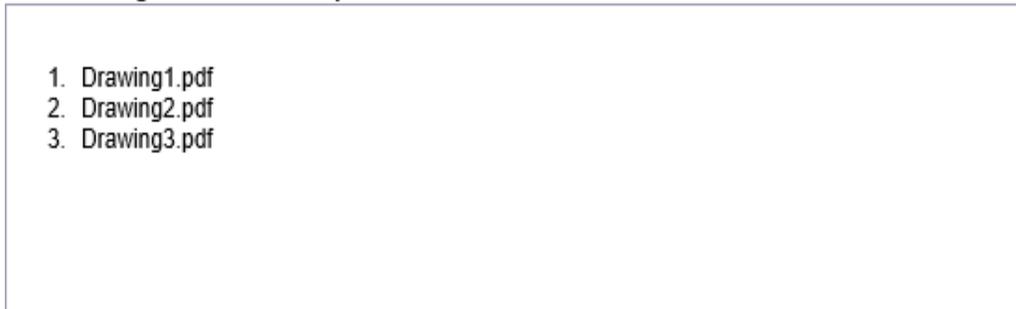
IMPORTANT: After drawings and documents are uploaded, the permitting process will not advance to the next step unless you accept and submit the pending "Applicant Upload" task. (see below)

5. COMPLETE THE "APPLICANT UPLOAD" TASK

A) Access the task panel by selecting **"Project Task"** while in your case

B) If "Project Task" is chosen, the pending task may be selected by clicking the task name.

TIP: Monitor this area of your Project Screen for each application you submit. Throughout the ePlan process, pending tasks will appear here for any step that requires your attention.
If a pending task appears in this section, your application will not proceed until you:

> Accept the task (as shown above) to open the eForm
> Complete the task and click "Submit" on the eForm (as shown below)

C) eForm – Task Window for "Applicant Upload"

1. Only click **Submit** if you have completed the task. Once you click **Submit**, you will no longer have access to upload additional files unless requested by DPIE.
2. Click **Close** if you have not finished uploading and need to return to the task later.

Note: Completing this task will begin the review process for the plans and documents that you submitted. If any corrections are needed, you will receive an email notification. You will also be notified upon completion of the review. During this time, we ask that you please wait patiently. If you have any questions about navigating the ePlan system, refer to the ePlan User Guide or email the Project Administrator.

6. FREQUENTLY ASKED QUESTIONS

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

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

Multi-page drawings files have longer upload times.

Every time a multi-page 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 multi-page 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 multi-page file.

If a revised multi-page 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 multi-page file.

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 bottom of the Project Screen in ePlan, is an Active Task List. All pending tasks will be displayed in that section. In addition, you will receive an email notification for all pending tasks.

Question: **I have completed my task but it is not moving?**
Answer: After your task is completed, your submission must be screened for completeness and then reviewed. 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?**
Answer: Uploading drawings does not complete the pending task. The task must be accepted and "Submit" must be pressed to complete a task.

Question: **Why can't I view my drawings? I installed the system components.**
Answer: If you cannot view your uploaded drawings, make sure your computer is configured per the Systems 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 as fast as possible.

Question: **How do I delete a file?**
Answer: Applicants do not have the ability to delete files. If an incorrect file was uploaded, contact the Project Administrator at **eplan@co.pg.md.us**.

Question: **How do I upload the revised drawings to address comments and change marks?**
Answer: When revised drawings are necessary to address comments and change marks, 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.