



PRINCE GEORGE'S COUNTY GOVERNMENT
 Department of Permitting, Inspections and Enforcement
 Utility and Technical Support Section
 (301) 636-2060



SPECIAL UTILITY PERMIT

**ePlan Permit Process
 Applicant Instructions**

Revision Date: 2/2/2016

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CONTACT INFORMATION IF YOU HAVE ANY QUESTIONS AT ALL

Please send technical questions about ProjectDox to eplan@co.pg.md.us

For permit related questions please contact:

Michele Glaze, Utility Engineer
 (301) 883-5898, office
MDGlaze@co.pg.md.us

On-line application instructions (ePermits)

REGISTER SO THAT YOU CAN SUBMIT APPLICATIONS

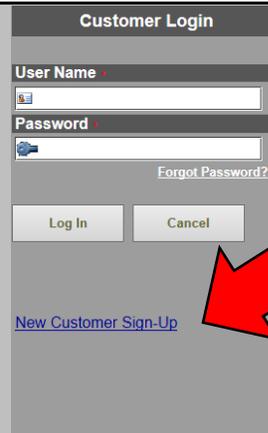
- Go to: <http://dpiepermits.princegeorgescountymd.gov/>

The screenshot shows the homepage of the Permitting and Licensing System. At the top left is the Prince Georges County logo. The main heading is "Permitting and Licensing System". Below this, a text block states: "DPIE's Permitting and Licensing System is composed of two websites that offer a number of online services. Please click the button below to access the website that corresponds to the permit or license of interest." There are two large grey boxes. The left box lists: "Food Service Facility", "Lodging Establishments", "Public Pool and Spa", and "Temporary Food Facility", with a "Click here" button below. The right box lists: "Special Utility Permit", "Building Permit", "Electrical Permit", "Site / Road Permit", "Single Family Rental License", and "Floodplain Application", with a "Click here" button below. A red oval highlights the "Click here" button on the right box.

The screenshot shows the homepage of the Department of Permitting, Inspections and Enforcement (DPIE). At the top is the Prince Georges County logo and the text "DPIE Department of Permitting, Inspections and Enforcement". A "Home" link is visible. The main content area features a paragraph: "On July 1, 2013, Prince George's County officially opens its newest department, the Department of Permitting, Inspections & Enforcement (DPIE). This 280-person agency combines under one roof the staff and functions that support the authorization and regulation of building, site, road, and utility permits and building licenses which drive the local economy and ensure the health and safety of County residents, businesses and visitors." Below this is another paragraph: "DPIE is offering customers online tools to increase the speed, accuracy and convenience of the building permitting process. Customers can now complete the building permit application via the web. Once the application is completed online, the customer's information is entered directly into the County's permitting system without the need for a staff member to retype the information. In addition, customers can upload building plans for review via our eplan online application. This eliminates the need for customers to bring paper plans to our offices for many types of permits." A third paragraph states: "DPIE used organizational transformation, process streamlining, technology enhancement, space reconfiguration, and performance measurement and reporting to create a national model for administering the economic development functions of permitting, plan review, construction inspection, code enforcement and business licensing. Driving the vision for DPIE is the recognition that the County has significantly underperformed these functions for many years." On the right side, there is a "Customer Login" form with fields for "User Name" and "Password", a "Forgot Password?" link, and "Log In" and "Cancel" buttons. Below the form is a "New Customer Sign-Up" link. At the bottom, there is a "Location" section with the address "9400 Peppercom Place, Largo, Maryland 20774" and a link for "More building locations."

Step 1:

Click New Customer Sign-Up:



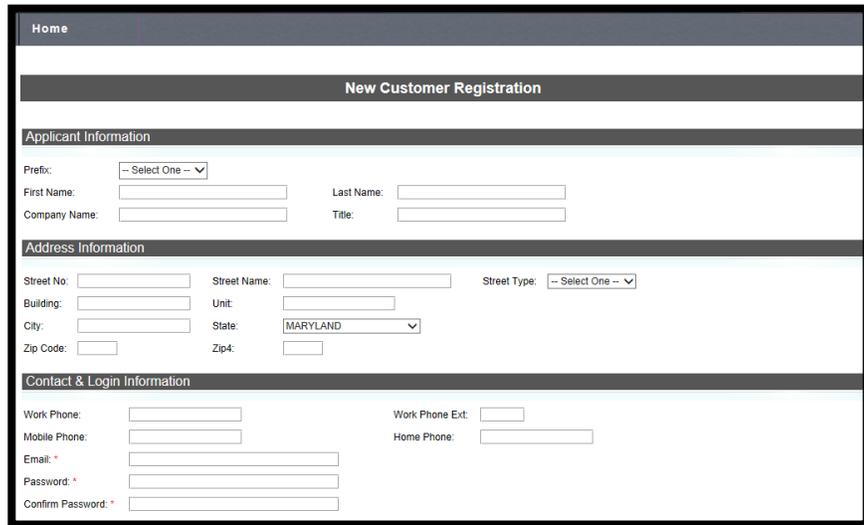
The image shows a 'Customer Login' form. It has a title bar 'Customer Login' in a dark grey box. Below it are two input fields: 'User Name' and 'Password', each with a small icon to its left. Below the password field is a link that says 'Forgot Password?'. At the bottom of the form are two buttons: 'Log In' and 'Cancel'. Below the buttons is a blue link that says 'New Customer Sign-Up'. A large red arrow points from the top right towards the 'New Customer Sign-Up' link, with the text 'Click this link' written inside the arrow.

Step 2:

In the New User Registration page, fill in applicant information.

Fields labeled with an * are required.

Note:
Password must be 7 to 15 characters with at least one upper case and one number.



The image shows a 'New Customer Registration' form. It has a title bar 'Home' in a dark grey box. Below it is a section header 'New Customer Registration'. The form is divided into three sections: 'Applicant Information', 'Address Information', and 'Contact & Login Information'.
- 'Applicant Information' section: Prefix (dropdown menu with '-- Select One --'), First Name, Last Name, Company Name, and Title (all text input fields).
- 'Address Information' section: Street No., Street Name, Street Type (dropdown menu with '-- Select One --'), Building, Unit, City, State (dropdown menu with 'MARYLAND'), Zip Code, and Zip-4 (all text input fields).
- 'Contact & Login Information' section: Work Phone, Mobile Phone, Email (*), Password (*), Confirm Password (*), Work Phone Ext., and Home Phone (all text input fields).

Step 3:

After filling in applicant information, toggle on the requested permit access. "Building" is always requested by default. Note: For Electrical permit access requests, applicant **must** insert a valid License #.

Request Permit Access

| Request Permission | Granted Permission |
|--|--|
| <input checked="" type="checkbox"/> Building Permit Application | <input checked="" type="checkbox"/> Building Permit Application |
| <input type="checkbox"/> Electrical | <input type="checkbox"/> Electrical |
| <input checked="" type="checkbox"/> Special Utility Permit | <input checked="" type="checkbox"/> Special Utility Permit |
| <input checked="" type="checkbox"/> 100-YEAR FLOODPLAIN STUDY | <input checked="" type="checkbox"/> 100-YEAR FLOODPLAIN STUDY |
| Permit Access: | |
| <input checked="" type="checkbox"/> Construction | <input checked="" type="checkbox"/> Construction |
| <input checked="" type="checkbox"/> Residential Driveway | <input checked="" type="checkbox"/> Residential Driveway |
| <input checked="" type="checkbox"/> Street Grade | <input checked="" type="checkbox"/> Street Grade |
| <input checked="" type="checkbox"/> Concept Plan | <input checked="" type="checkbox"/> Concept Plan |
| <input checked="" type="checkbox"/> Special Drain | <input checked="" type="checkbox"/> Special Drain |
| <input checked="" type="checkbox"/> Rental License - Single Family | <input checked="" type="checkbox"/> Rental License - Single Family |

Building Permit Application permission is available to all users by default.
Electrical Permit is only available to licensed electrical contractors.
Before you receive permission to apply for electrical permits online, you must attend a training / orientation session.
[Click here](#) for the schedule and for instructions on how to sign up for the session.

For Electrical Contractors Only

EC or EL Electrical License Number:

Step 4:

Finally, click on "Register/Save". You will be taken to a confirmation page with the following message:

New Customer Successfully Registered.

Please click [here](#) to re-login.

Before creating a new permit case, DPIE staff will receive an automated email and then approve your user profile. This now allows you to logon to the on-line application site again and apply for your permit.

➤ Call one of the following if you are having problems:

a. Michele Glaze, 301-883-5898

HOW TO MAKE THE APPLICATION

- Go to: <http://dpielpermits.princegeorgescountymd.gov/>

Step 1:

To begin, go to Permits -> Create Special Utility. This will take you to the New Special Utility Permit Page.

Note: If you do not see the option, most likely an admin still needs to approve your account.



Step 2:

Fill out the form; required fields are labeled with an *.

Step 1 of 2

General Case Information

Permit Name: *

Application Date: 1/19/2016

Permittee Information

Prefix: -- Select One --

Permittee First Name: Middle Name: Last Name:

Permittee Company Name: *

Permittee Title: *

Permittee Street Type: -- Select One --

Permittee Street No.: * Street Name: *

Permittee Building: Permittee Unit:

Permittee City: * Permittee State: * -- Select One --

Permittee Zip Code: * Permittee Zip4:

Permittee Phone: * Permittee Email: *

Applicant Information

Applicant Prefix: -- Select One --

Applicant First Name: * Applicant Last Name: *

Applicant Company Name: * Applicant Title: *

Applicant Street Number: * Applicant Street Name: *

Applicant Street Type:

Applicant Building: Applicant Unit:

Applicant City: * Applicant State: *

Applicant Zip Code: * Applicant Zip4:

Applicant Work Phone: * Applicant Email: *

Description of Work

The permittee has permission to perform the following work within the public right(s)-of-way: *

Utility Work and Restoration

Construction Activity

Location of Construction Activity: *

Estimated Start Date of Construction: * Estimated Total Duration of Project: *

DPW&T Map Page & Grid:

| Street | From | To | Aerial/Underground/Both | Linear Feet |
|----------------------|----------------------|----------------------|--|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Aerial <input type="checkbox"/> Underground <input type="checkbox"/> Both <input type="checkbox"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Aerial <input type="checkbox"/> Underground <input type="checkbox"/> Both <input type="checkbox"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Aerial <input type="checkbox"/> Underground <input type="checkbox"/> Both <input type="checkbox"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Aerial <input type="checkbox"/> Underground <input type="checkbox"/> Both <input type="checkbox"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Aerial <input type="checkbox"/> Underground <input type="checkbox"/> Both <input type="checkbox"/> | <input type="text"/> |

[Add More](#)

Step 3:

At the bottom of the page,

Click on “Step 2 >>” to continue.

Click on “Save and Exit” to save the case to be completed at a later time.

Click on “Reset” to reset any changes made to the case.

Step 4:

Fill out the information in Step 2 including a digital copy of Applicant’s signature.

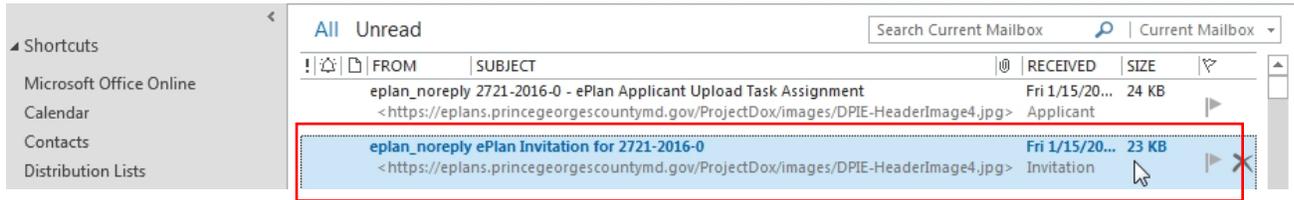
Click “SUBMIT” when finished.

You will receive a confirmation with your permit number.

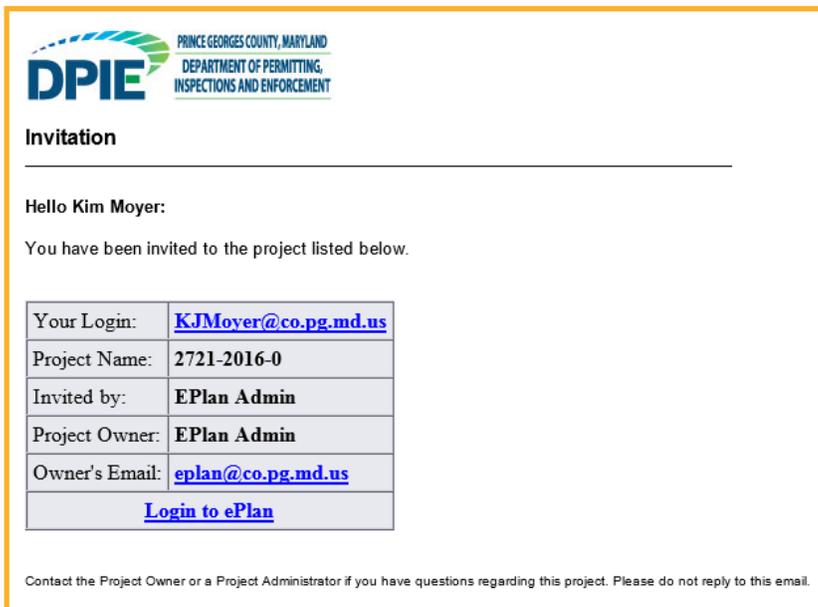
- DPIE staff will then receive an email to check the permit application.
- Once all is well, then you will receive an invitation to join the ePlan case.

Enter ePlan (ProjectDox) What does my first notice from ePlan look like?

- 1) Look for the email from DPIE inviting you to the ePlan case



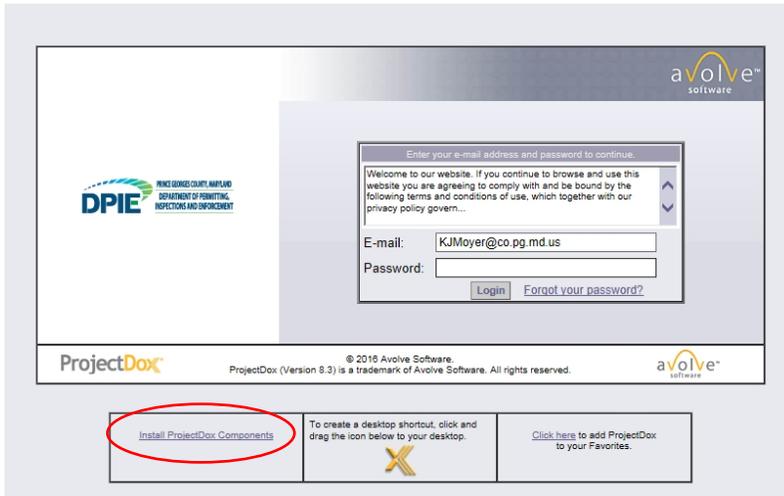
- 2) Open ePlan invitation email



- 3) Be sure that you are using Internet Explorer 9 (32-bit edition) or Internet Explorer 11 (32-bit edition)
- 4) Click on link that states: "Login to ePlan"

[Login to ePlan](#)

5) You will get the following screen:

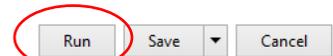


Install ProjectDox (ePlan) Components

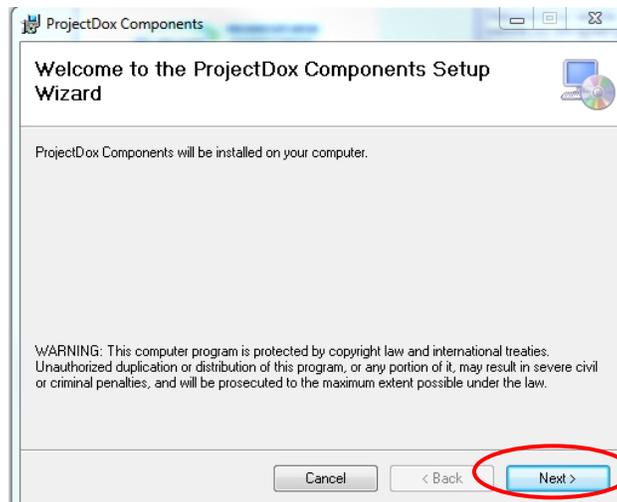
- 1) **Disable “Pop-up Blocker” from your web browser (typically you can do this through your “Internet Settings” for your web browser)**
- 2) **First time users will need to select “Install ProjectDox Components” (see above circle)**
 - a. **This will install the MSI (Microsoft Silent Install) component required to install all necessary ProjectDox ActiveX controls.**
 - b. **You will get the following:**

Do you want to run or save **ProjectDoxComponents.msi** (40.3 MB) from **eplans.princegeorgescountymd.gov** ✕

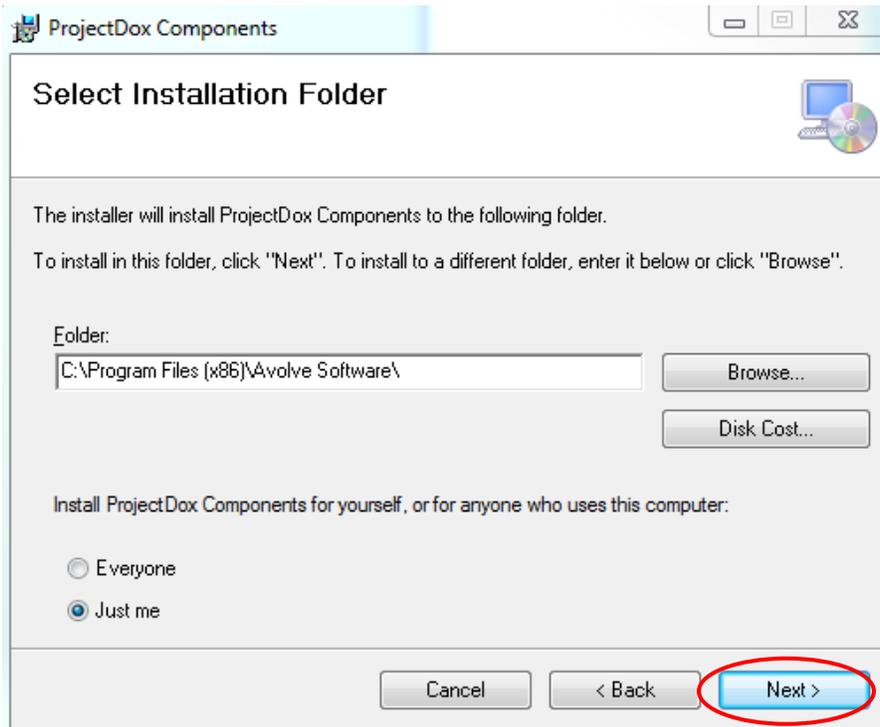
⚠ This type of file could harm your computer.



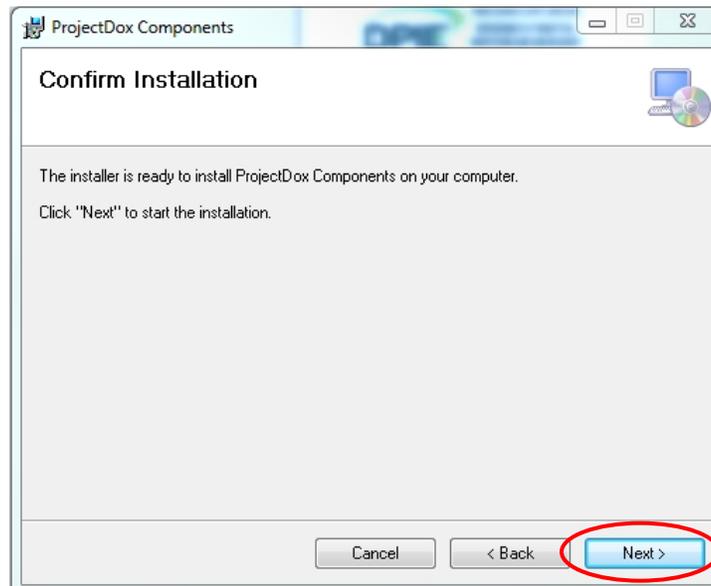
c. **Select Run and you will get this:**



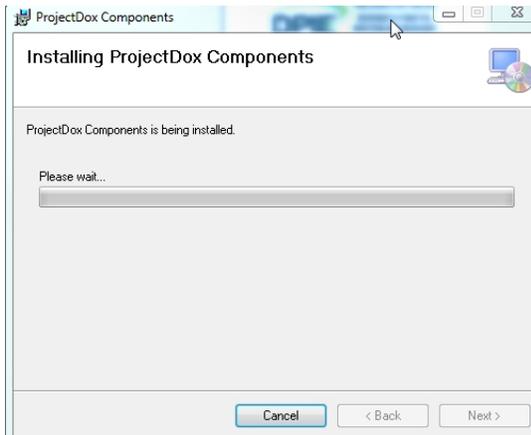
d. Select **Next** and you will get the following:



e. Select **Next** and you will get the following:



f. Select Next and you will get this:



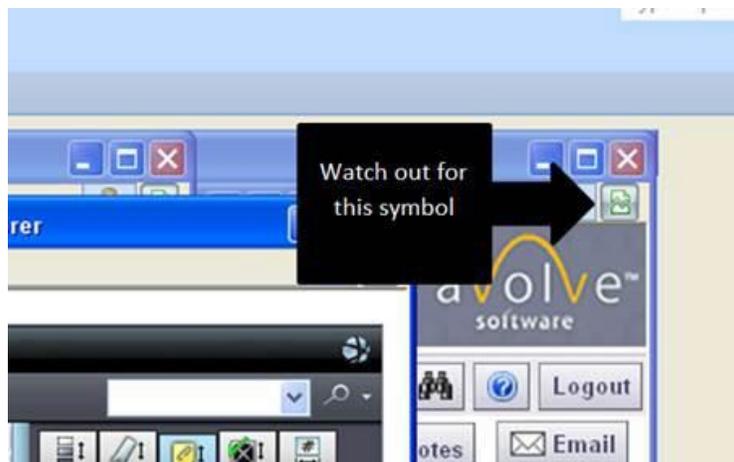
3) Once you have installed the ProjectDox components, now you can log on to ProjectDox!

NOTE: This installation will only be done once. If you utilize a different computer it will require another installation for each unique computer.

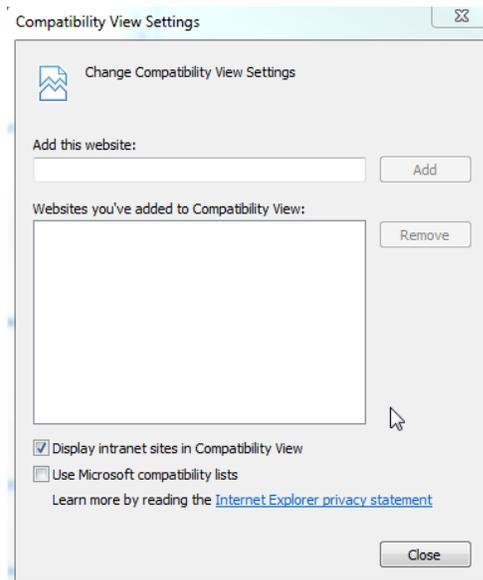
Turn off "Compatibility View" in Internet Explorer

Please check the following:

- When working on the ePlan system, Internet Explorer should have "Compatibility View" turned OFF.
- To address this, do the following:
 - First of all, confirm that you have "Compatibility View" turned on. If you see the below icon, then you have it turned ON.



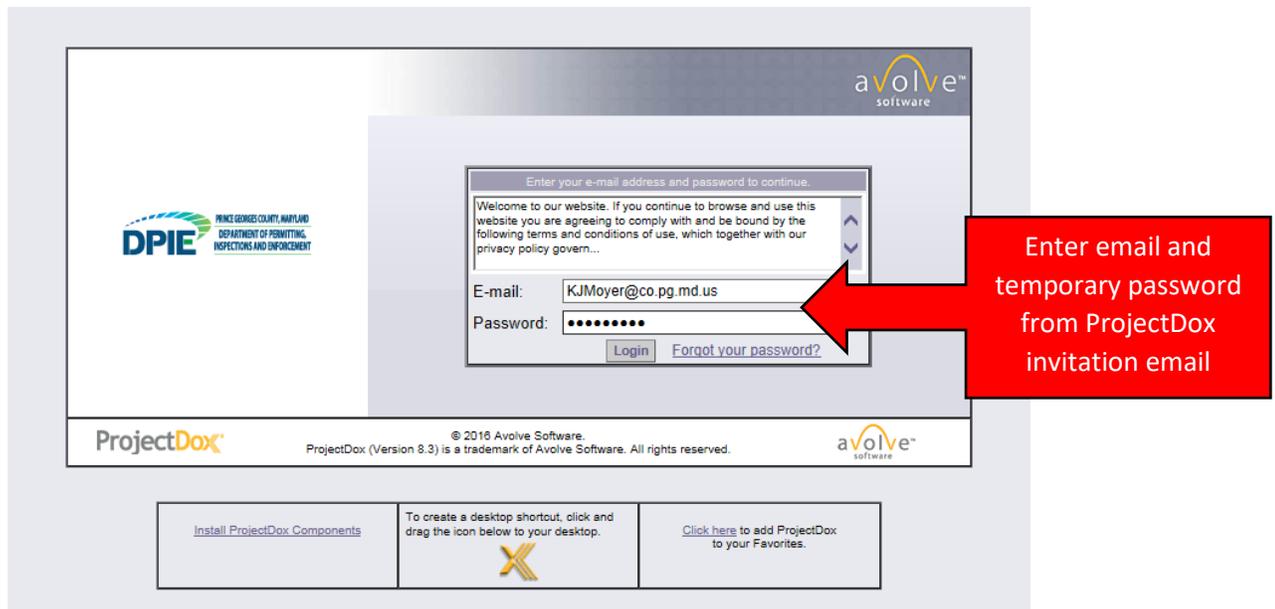
- If you are on a site that is showing in Compatibility View (see image above), go to Tools and uncheck it.
- If you don't want any sites to show in CV, go to Tools, Compatibility View Settings, remove any sites listed, and uncheck all three boxes at the bottom. Your dialog box should look like this:



- Turning the “Compatibility View” OFF in Internet Explorer will prevent problems with uploading and printing plans in ePlan (ProjectDox).

Logging onto ePlan (ProjectDox) for the first time

- 1) **Complete the logon to ProjectDox using the temporary credentials (from the invitation email see above)**



- 1) This will result in the following. Complete this with your information as appropriate and press **SAVE**:

NOTE: The above Profile Information update will only need to be done again if any of your contact information changes.

After I Have My Initial Logon, What do I do?

Now that I have logged in, how do I upload plans?

2721-2016-0

Case Type: SU

Test Permit

2721-2016-0

- Plans
- Bonds
- Other Documents
- Approved

| | |
|-------------------------|---|
| Project Image: | No image exists |
| Map Config Name: | |
| Location: | Maryland |
| Case Type: | SU |
| Contact's Email: | kimover@co.pg.md.us |
| Phone: | |
| Lot and Block: | |
| Post Issuance Revision: | |
| Project Owner: | EPlan Admin |
| Owner's Email: | eplan@co.pg.md.us |
| Project Admins: | Cindy Head, Mary E. Mickes, Kim Moyer, Michele Glaze, EPlan Admin |
| Status: | In Review |
| Status Info: | |
| Project Start/End: | Start: 1/15/2016 10:24:06 AM End: 7/15/2016 10:23:30 AM |
| Pass-Through: | .mov, .wmv, .avi, .htm, .html, .install, .config, .mp4 |
| Versioning: | Enabled for this project |

2721-2016-0

Case Type: SU

Folder: 2721-2016-0\Plans

Test Permit

No files currently exist in Plans.

To upload files into this folder

- Click the Upload button below
- Follow the instructions in the pop-up window

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.

[View Folders](#) [Upload Files](#)

| Project Info | Reports |
|-------------------------|---|
| Case Number | 2721-2016-0 |
| Case Name: | Test Permit |
| Project Image: | No image exists |
| Map Config Name: | |
| Location: | Maryland |
| Case Type: | SU |
| Contact's Email: | kimover@co.pg.md.us |
| Phone: | |
| Lot and Block: | |
| Post Issuance Revision: | |
| Project Owner: | EPlan Admin |
| Owner's Email: | eplan@co.pg.md.us |
| Project Admins: | Cindy Head, Mary E. Mickes, Kim Moyer, Michele Glaze, EPlan Admin |
| Status: | In Review |
| Status Info: | |
| Project Start/End: | Start: 1/15/2016 10:24:06 AM End: 7/15/2016 10:23:30 AM |
| Pass-Through: | .mov, .wmv, .avi, .htm, .html, .install, .config, .mp4 |
| Versioning: | Enabled for this project |

Upload files

Upload Files

Upload URL

Step 1 – Browse For Files

Browse for Files

Click "Browse for Files"

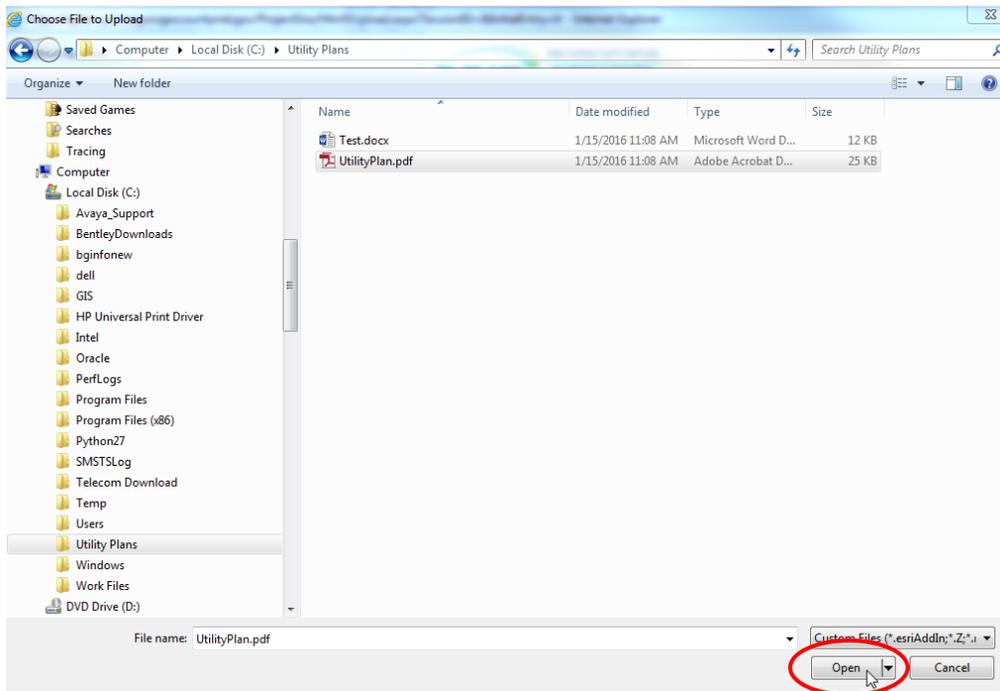
Browse for files or drag files into this area.

Step 2 – Complete Metadata

Upload Files & Save Metadata

No Metadata defined for this project.

- 1) Go to the folder where you have the files and select the files (to select multiple files, use CONTROL +CLICK and then click Open



- 2) Please use short file names for uploading such as "UtilityPlan". Avoid adding street names, etc.
- 3) Click Upload Files & Save Metadata

The screenshot shows the DPIE (Department of Permitting, Inspections and Enforcement) upload interface. At the top left is the logo for Prince Georges County, Maryland, DPIE. A "Close Window" link is at the top right. Below the header is a grey bar labeled "Upload files". Two tabs, "Upload Files" and "Upload URL", are visible. The main content area is divided into two steps:

- Step 1 – Browse For Files:** Includes a "Browse for Files" button, a dashed line, a file upload bar for "UtilityPlan.pdf" (0B/25.00KB), and a progress bar showing "0 of 1 uploaded" with a "Hide Details" link. A second dashed line and "0B/25.00KB" are also present.
- Step 2 – Complete Metadata:** Includes a button labeled "Upload Files & Save Metadata" which is circled in red. Below it, it says "No Metadata defined for this project."

- 4) This should result in the following screen. Click on Close:

The screenshot shows a confirmation message: "The following files have been uploaded:". Below this, a list contains one item: "1. UtilityPlan.pdf".



5) You will get a screen similar to the one below:

The screenshot shows the DPPIE software interface. At the top, there is a navigation bar with tabs for 'Projects', 'Site-Wide Reports', 'Profile', 'Workflow Portals', 'Info', and 'Notes'. The 'Projects' tab is selected. Below the navigation bar, there is a sidebar on the left with a file explorer showing a folder named '2721-2016-0' containing a file 'MillyPlans.pdf'. The main content area displays the 'Project Info' for '2721-2016-0'. A red arrow points to the 'Projects' tab in the navigation bar with the text 'Click "Projects"'. The project details include:

- Case Number: 2721-2016-0
- Case Name: Test Permit
- Project Image: No image exists
- Map Config Name:
- Location: , Maryland
- Case Type: SU
- Contact's Email: kimoyer@co.pg.md.us
- Phone:
- Lot and Block:
- Post Issuance Revision:
- Project Owner: EPlan Admin
- Owner's Email: eplan@co.pg.md.us
- Project Admins: Cindy Head, Mary E. Mickes, Kim Moyer, Michele Glaze, EPlan Admin
- Status: In Review
- Status Info:
- Project Start/End: Start: 1/15/2016 10:24:06 AM | End: 7/15/2016 10:23:30 AM
- Pass-Through: .mov, .wmv, .avi, .htm, .html, .install, .config, .mp4
- Versioning: Enabled for this project

The screenshot shows the DPPIE software interface. At the top, there is a header with the DPPIE logo and the text 'PRINCE GEORGES COUNTY, MARYLAND DEPARTMENT OF PERMITTING, INSPECTIONS AND ENFORCEMENT'. Below the header, there is a section titled 'Active Projects List'. A sub-header indicates '5 recently entered project(s) out of 5 for Kim Moyer (KJMoyer@co.pg.md.us)'. The list contains the following projects:

| Project | Options | Description | Owner |
|-----------------------------|---------|---------------------------------------|-----------------------------|
| 2721-2016-0 | | Test Permit | EPlan Admin |
| 32413-2011 | | Smith Home Farm | Kim Moyer |
| 9566-2010 | | Riverdale Park, 47th Ave | Kim Moyer |
| 35296-2013 | | 7-11 General Oil Sale, St Barnabas Rd | Kim Moyer |
| 36755-2011 | | Addison Rd South Subdivision | Kim Moyer |

Below the 'Active Projects List' is a section titled 'Active Task List'. The list contains the following tasks:

| Project Name | Task | Attachment | Status | Priority | Due date | Created On | Updated On |
|-----------------------------|---------------------------------|-------------------------------------|---------|----------|----------|-----------------------|-----------------------|
| 2512-2016-0 | PreScreenReview | Utility Section Engineer Supervisor | Pending | | | 1/15/2016 11:29:23 AM | 1/15/2016 11:29:23 AM |
| 2527-2016-0 | PreScreenReview | Utility Section Engineer Supervisor | Pending | | | 1/15/2016 11:27:25 AM | 1/15/2016 11:27:25 AM |
| 2529-2016-0 | PreScreenReview | Utility Section Engineer Supervisor | Pending | | | 1/15/2016 11:20:28 AM | 1/15/2016 11:20:28 AM |
| 2531-2016-0 | PreScreenReview | Utility Section Engineer Supervisor | Pending | | | 1/15/2016 11:03:00 AM | 1/15/2016 11:03:00 AM |
| 2534-2016-0 | PreScreenReview | Utility Section Engineer Supervisor | Pending | | | 1/15/2016 11:00:59 AM | 1/15/2016 11:00:59 AM |
| 2540-2016-0 | PreScreenReview | Utility Section Engineer Supervisor | Pending | | | 1/15/2016 10:57:25 AM | 1/15/2016 10:57:25 AM |
| 2721-2016-0 | ApplicantUpload | Applicant | Pending | | | 1/15/2016 10:24:14 AM | 1/15/2016 10:24:14 AM |

A red arrow points to the 'Applicant Upload' task in the 'Active Task List' with the text 'Click "Applicant Upload"'. The interface also includes a sidebar on the left with a file explorer and a top navigation bar with tabs for 'Projects', 'Site-Wide Reports', 'Profile', 'Workflow Portals', 'Info', and 'Notes'.

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

[Click Here to Save Eform as PDF...](#)

Review Information | Permit Information | Contact Information | Resources | Routing Slip

Review Coordinator: Michele Glaze (mdglaze@co.pg.md.us)
Review Cycle: 1
Workflow/Activity Name: Special_Utility_Workflow / ApplicantUpload
Activity Instructions: Please upload the necessary documents for the review.
Current User Logon: Kim Moyer (KJMoyer@co.pg.md.us)

Click on "Upload Complete" →

Best in Class Version 1.0

Message from webpage

Completing this task will finish your participation in this step and cannot be undone. Continue?

YOU ARE NOW DONE UPLOADING PLANS.

Other Tips and Tricks:

To logon to ePlan anytime, just go to: <https://eplans.princegeorgescountymd.gov/ProjectDox/>