Prince George's County

ePlan
Applicant User Guide

Table of Contents

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. It 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.

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:
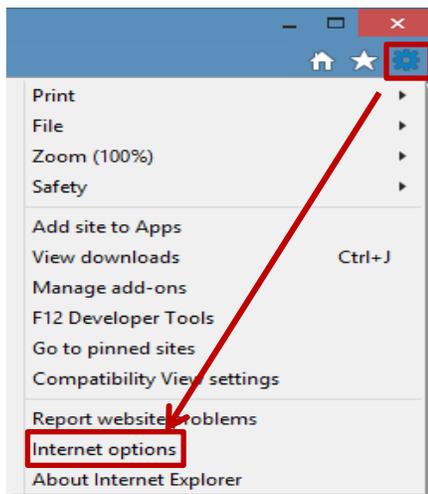
1. Internet Explorer 10 or 11 is required for full compatibility with the system.
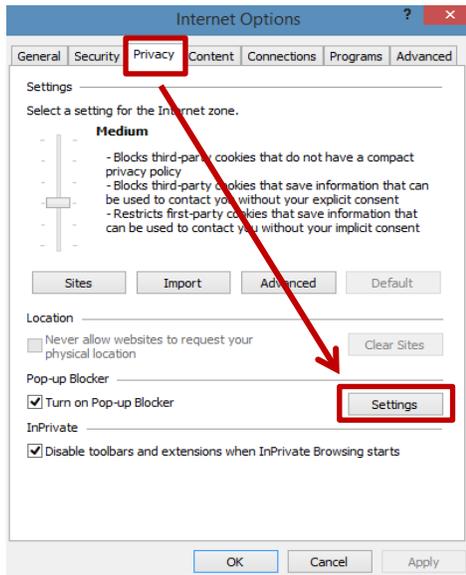
2. Configure Pop-Up Blocker
   - Select the **Tools** icon in the top right corner
   - Choose **Internet Options** from the dropdown.

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**.
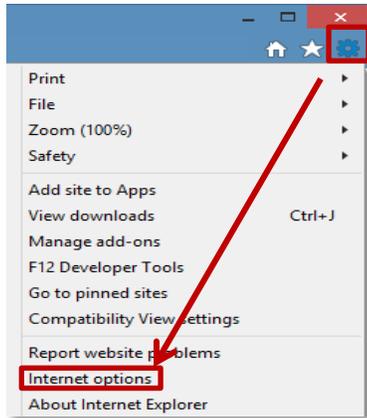

Close the window; then click **OK** in the "Internet Options" window.

3. Adding ePlan as a Trusted Site

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

In the "Security tab", click **Trusted Sites** to highlight; then click the **Sites** button.

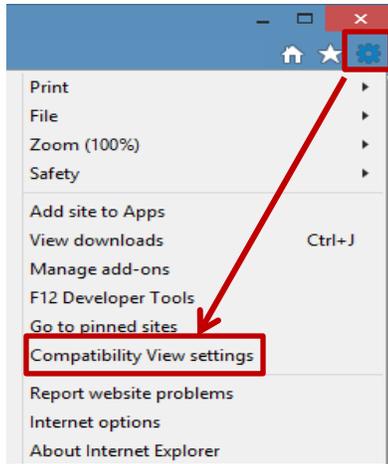Enter the ePlan URL (https://ePlans.princegeorgescountymd.gov/ProjectDox/index.aspx); then click **Add**.

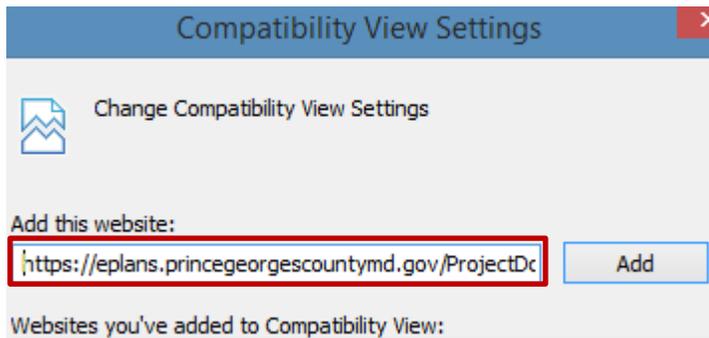Close the window; then select **OK** in the "Internet Options" window.

4. Compatibility View Settings

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

Enter the ePlan site into the field below, and click **Add**.

Close the window.

5. Installing Silverlight

Go to https://www.microsoft.com/silverlight/

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 actions.
   The link for installing Active X controls is available from the ePlan Login Screen. Click **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. **Multi-page 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)

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"x 3" space in top left corner of all drawings.

3"x3" blank space

5" margin
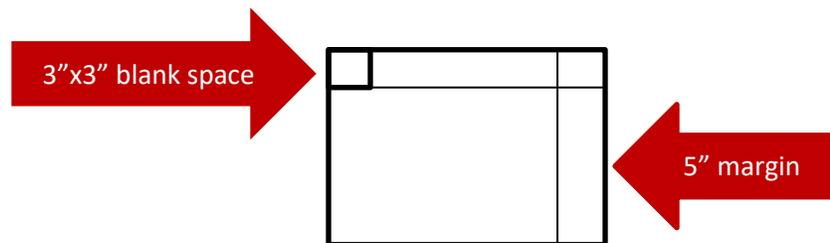
Drawing file types: PDF ONLY

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 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 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**
Project Permit Access Link	

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.

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?" so that it can be emailed to you. This will only work if you have logged in once and entered a security question and answer.

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 "Active Projects List". Any outstanding tasks that require your action are displayed in the "Active Task List" area below the project list.

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.

Navigating the Project Portal Screen

Navigating the Project Portal screen:

All column titles are sortable. Click once to sort.

1. **Project Info icon**
   Click to display information about the project, such as fields from the online application.
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. **Recent Projects Button**
   Click to display your most recently viewed projects.
4. **All Projects Button**
   Click to display all the projects that are attached to your user profile. Search for a project by entering the project number in the blank space next to "Press Enter to Search".
5. **Back and Forward Buttons**
   Click to navigate between screens.
6. **Projects Button**
   Click to return back to the Projects Portal screen.

7. **Profile Button**
   Click to display information about your user profile.
8. **Refresh Button** 🔄
   Click to refresh the screen and populate the screen with the latest pending tasks.
9. **Search Button** 🔍
   Click to search for projects.
10. **Help Button** ❓
    Click to access supplemental help topics for navigating the system.
11. **Logout Button**
    Click to exit the system.
12. **Task List (PD Flow) Button**
    Click to obtain a list of pending tasks.
13. **Status**
    The task status will change from Pending to Accepted to Complete. A new task will have a Pending status. Once the task name has been the 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.

1. To begin uploading files, click the project number that corresponds to the plans you will be uploading. This will open the "Info Page".

2. From the "Info 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.

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

3. Upon entering a folder, you will be presented with two buttons, "View Folders" and "Upload Files". Click the "Upload Files" button.
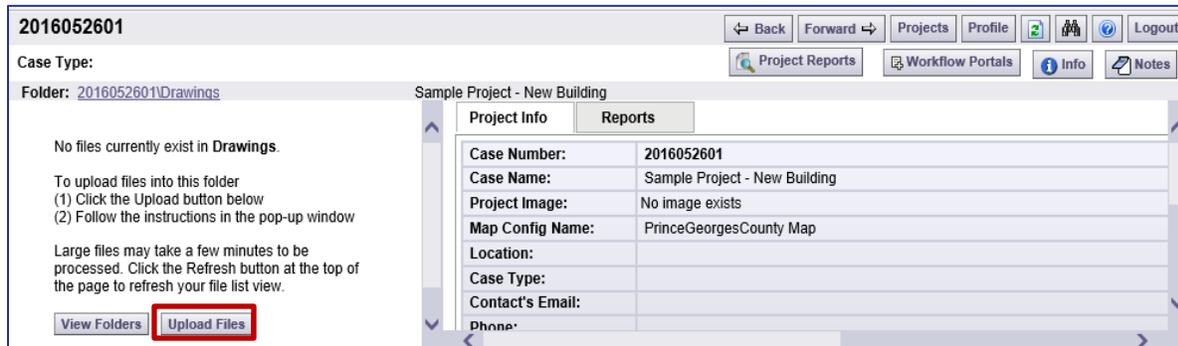
4. You can select individual files by clicking on the "Browse for Files" button.

5. 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.
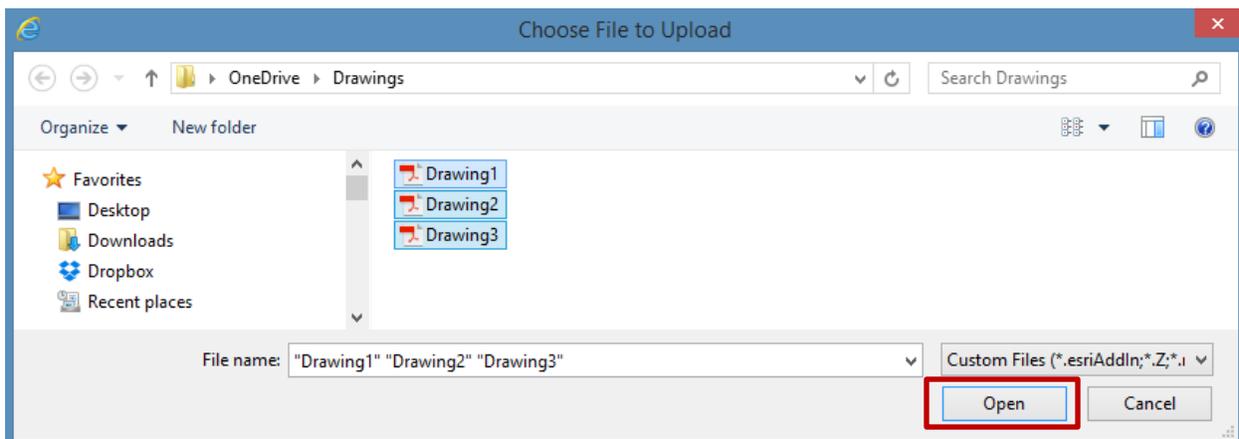
6. When all the files you wish to upload are listed in the window, click the "Upload Files" button and the files will be uploaded to ePlan.

   Note: Users do not have the ability to delete files from folders. If an incorrect file has been uploaded, contact the Project or Permit Administrator listed at the bottom of your task notification email.

7. Close the pop up window

8. 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, author, date uploaded, file size, and history icon are displayed. The History icon provides detailed information, such as the viewing and updating history for the file.
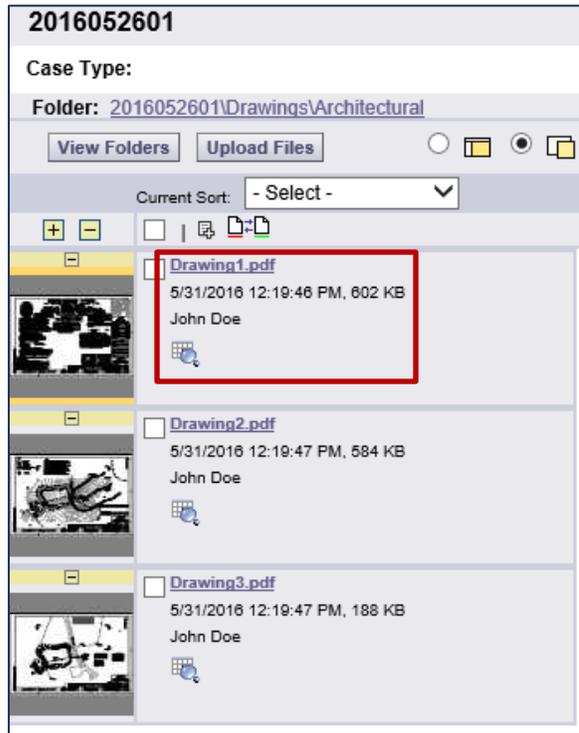
Accessing Tasks

Open tasks will appear in three areas: Projects Portal, Workflow Portals, and Task List. After files are uploaded, the Projects Portal and Workflow Portal may be accessed by clicking "Projects" or "Workflow Portals".

IMPORTANT: Whenever you have a task that requires files to be uploaded. Please 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 "Submit" or "Complete". That will complete your task.

1. If "Workflow Portals" is chosen, the pending task may be selected by clicking the task name.

2. If "Projects" is chosen, the Projects Portal screen will appear. The pending task will be in the Active Task section at the bottom. Click on the task name to access the task.

3. In the top right section of the Projects Portal, is a "Task List" button. Selecting this button will bring up the pending task for the project. Click on the task name to access the task.

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

WARNING! Clicking "Close" or "Save and Close" will NOT advance ePlan to the next step. Use this button if you are not ready to submit and need to return make changes.

However, you **MUST** click **SUBMIT** to make the ePlan process move forward; otherwise, your ePlan will NOT advance to the next task. Once you click "Submit", 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 submit.

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

1. **Review Information Tab**
   Contains any actions required to complete the task.

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 Specialist.

3. **Contact Information Tab**
Contains the contact 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 the Permit Administrator (**ePlan@co.pg.md.us**).

4. **Resources Tab**
When applicable, contains links to useful websites, including a link to the online payment site.

5. **Checklist Report Tab**
Contains checklist items for the applicant. The information displayed is a view-only report and cannot be modified in the tab. To modify or respond to checklist items, you must go to the review information tab and select "Click Here for PreScreen Checklist" or "Manage Selected Checklist Comments".

6. **Routing Slip**
Contains a log of each step in the ePlan process.

7. **Review Coordinator**
The County representative who is managing the review process.

8. **Review Cycle**
When a reviewer evaluates the plans and the applicant responds with comments or amended drawings, it is called a review cycle. Each time the process returns back to the reviewer, the cycle count will increase by one.

9. **Workflow/Activity Name**
Workflow displays the name of the agency 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".

10. ⓘ **Activity Instructions**
Contains instructions for completing the task.

11. **Current User Logon**
User name and email address.

12. **Post Issuance Revision**
If there are revisions to the plans after a permit has been issued, then a Post Issuance Revision is required for the permit. The Post Issuance Revision will have a number, such as "01". The revision number will be shown in this section.

13. **SUBMIT or COMPLETE**
Click if you are finished with your task and ready to submit. Once you click "Submit", you will no longer have access to your task, and applicants will no longer have the ability to upload files. You MUST click SUBMIT to make the ePlan process move forward; otherwise, your ePlan will NOT advance to the next step.

14. **CLOSE or SAVE & CLOSE**
    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.

Plan Screening

Plan Screening is a preliminary review of your uploaded documents in preparation for the formal review. If your submission has met all of the 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.

Applicant Re-upload Task Assignment

Attention

Your plan review submission for Case: **2016052601** has not met the minimum requirements for acceptance. 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.

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).

TIP: Your ePlan will not proceed further after you upload files unless you "Accept" and "Submit" the "Applicant Re-Upload" 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.

Case Number:	2016052601
Description:	Sample Project - New Building
Case Type:	
Task:	ApplicantReupload
Assigned by:	
	Project Access

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

Please do not reply to this email.

2. The task will appear in the Active Task List at the bottom of the Projects Portal (home page) screen. Select the new task by clicking on the task name.

3. The "Applicant ReUpload" eForm will open in a new window. The "Checklist Report" tab will provide a view only listing of all items that require your attention. The "(1)" indicates the number of items that need your attention. However, you must click the "View Intake Checklist" link at the bottom in order to enter comments to respond to each item (see red arrow below).

4. After "View Intake Checklist" is clicked, the checklist window will open.

The "Comment" section will display reviewer comments about your submittal.

A response to the comments may be typed in the "Response" section.

Any items with a status of "Not Met" will require a response to be typed.

After typing a response, click "Update Correction List" to save your comments. Then, close the window by clicking "Close".

Note: Your responses will not be saved unless "Update Correction List" is clicked.

5. If the "Checklist Report" tab is selected, the below screen will pop up. Instructions for correcting your submittal will appear under "Comment Text". If necessary, upload the missing or corrected files (see the "Uploading Files" section of this manual for instructions). In addition, all uploaded files must be placed into the same folder as the previous version, and contain the same file name.

6. 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 files versions to be viewed.
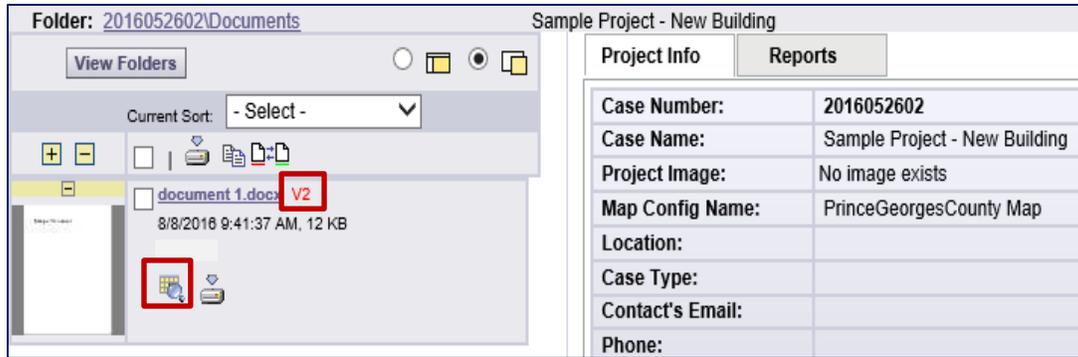
7. While in the "View History" window, you can find previous versions of the file by changing the number in the pulldown window. Clicking the file name will open the file.
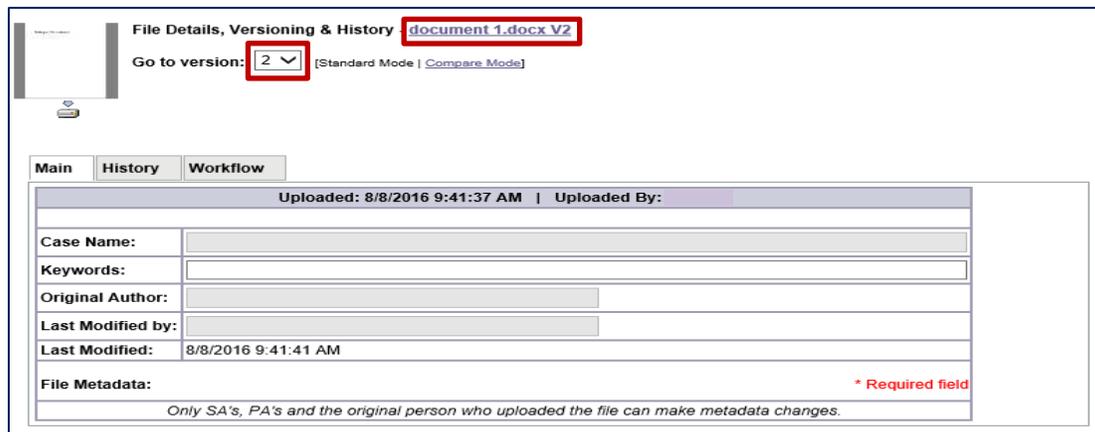
8. Once all the updated files have been uploaded and responses have been entered, go back to the "Applicant ReUpload" eForm.

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 "Submit" button will become active.

Click "Submit" and the Plan Screening process will continue.

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 :

Please pay the filing fees of
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 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, 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.

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

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

4. After fees are paid, click "Submit" on the eForm.
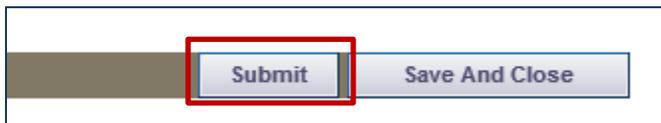
⚠️Warning! Paying the fee will not advance the permitting process. Clicking "Submit" on the eForm advances the permitting process. If "Submit" is inadvertently clicked and the fees are not paid, you will receive the "Applicant Filing Fee Payment" task again.

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 "Projects Portal" 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 Portal screen. If you need to complete a task, you will receive an email notification and the task will appear in the Active Task List at the bottom 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.

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.
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.

Applicant Amendment Upload

The Applicant Amendment Upload eForm provides a complete correction package from all of the 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 box below. 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.

After clicking on "Resources", click "Online Payments" to pay the Amendment Fee.

Checklist Items & Notes

1. If reviewers send comments using Checklist Items, the "Checklist Report" tab will display the number of items in parentheses.
2. Click on "Manage Selected Checklist Comments" to view and respond to checklist items. The process is the same as outlined earlier in the Applicant Re-Upload task.
3. Reviewers might also enter comments in the "Status & Notes" section. This section is only for viewing. There is no place for an applicant to enter a response in "Status & Notes".

Changemarks

Changemarks provide a means for reviewers to communicate corrections that need to be made on drawings.

1. To open the drawing and see the changemark, click the "Markup Name". The changemark window will open as shown below in Step #4.

2. 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 your 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 is present, then there are no changemarks on that drawing.
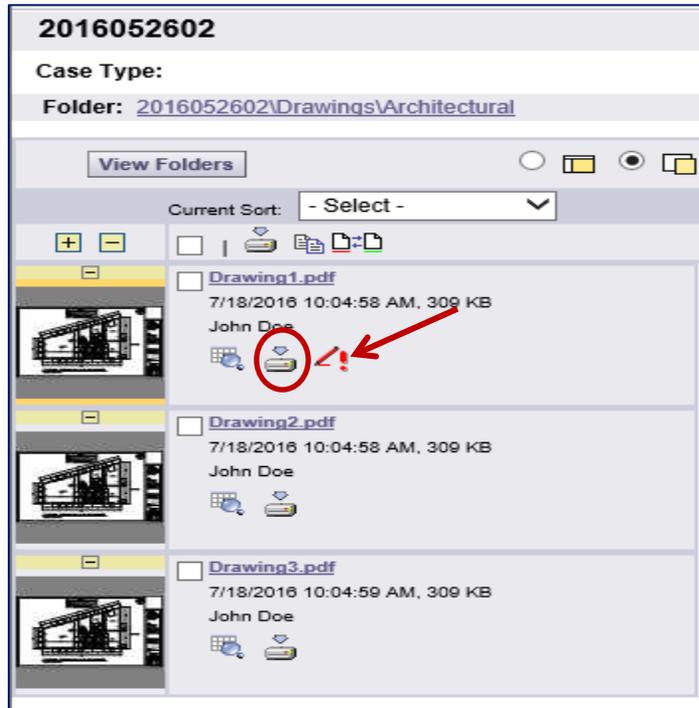
3. After clicking the exclamation mark to open the Markups Screen, select the changemark you want to review by placing a checkmark in the box. Then click "View". The changemark window will open.
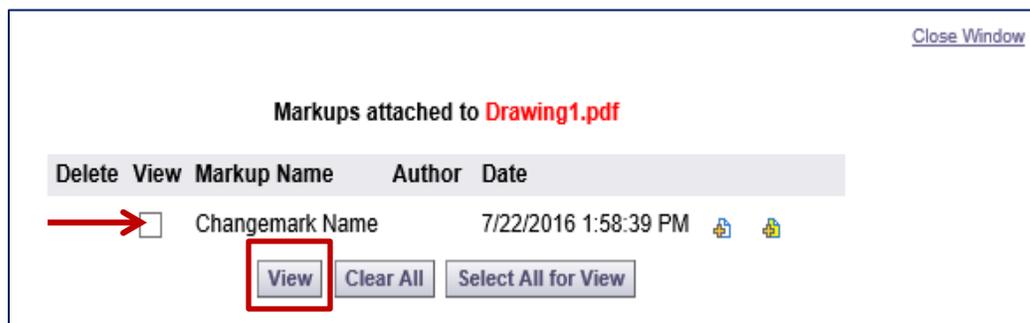
4. Once the Changemark window opens, the markup can be seen on the drawing.
   Note: This screen will not allow edits to your drawing. It is only for viewing.
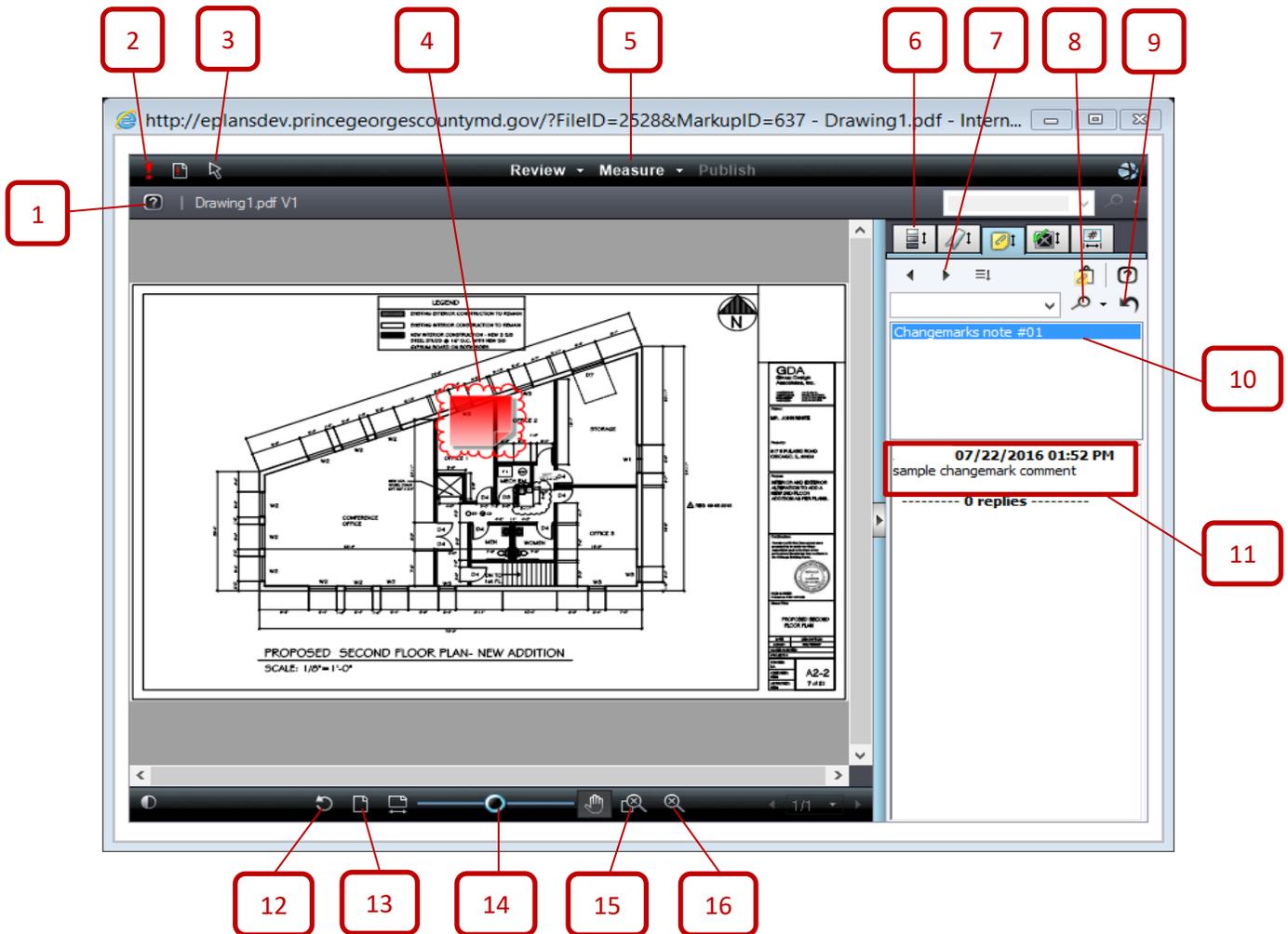
1) Help button
2) Indicates that markups exist for this drawing
3) Select button for seeing changemark details
4) Changemark
5) Measuring Mode
6) Thumbnail view of changemarks
7) Move between next or previous changemark
8) Search for a changemark
9) Show all changemarks
10) Changemark name
11) Changemark 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".
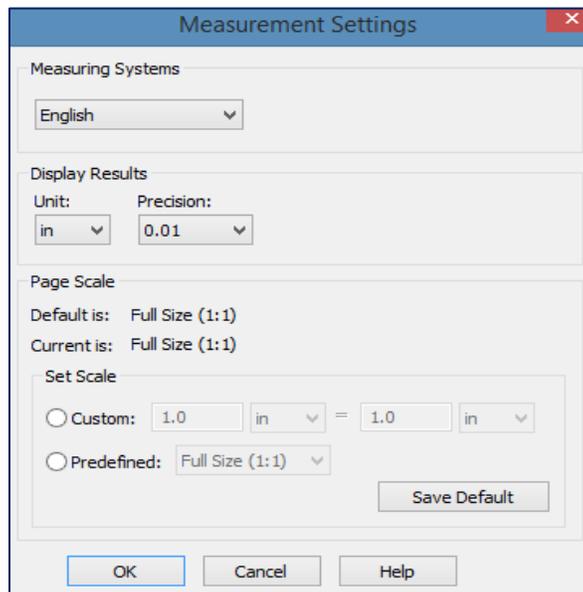
b. Once the scale has been set, click "Measure" to begin the measure mode.
   i. Select the measuring tool in the left margin.
   ii. Select "Snap" if you want the measuring points to snap to the nearest placement.
   iii. Click and release the left mouse button where you want to begin measuring. An 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.
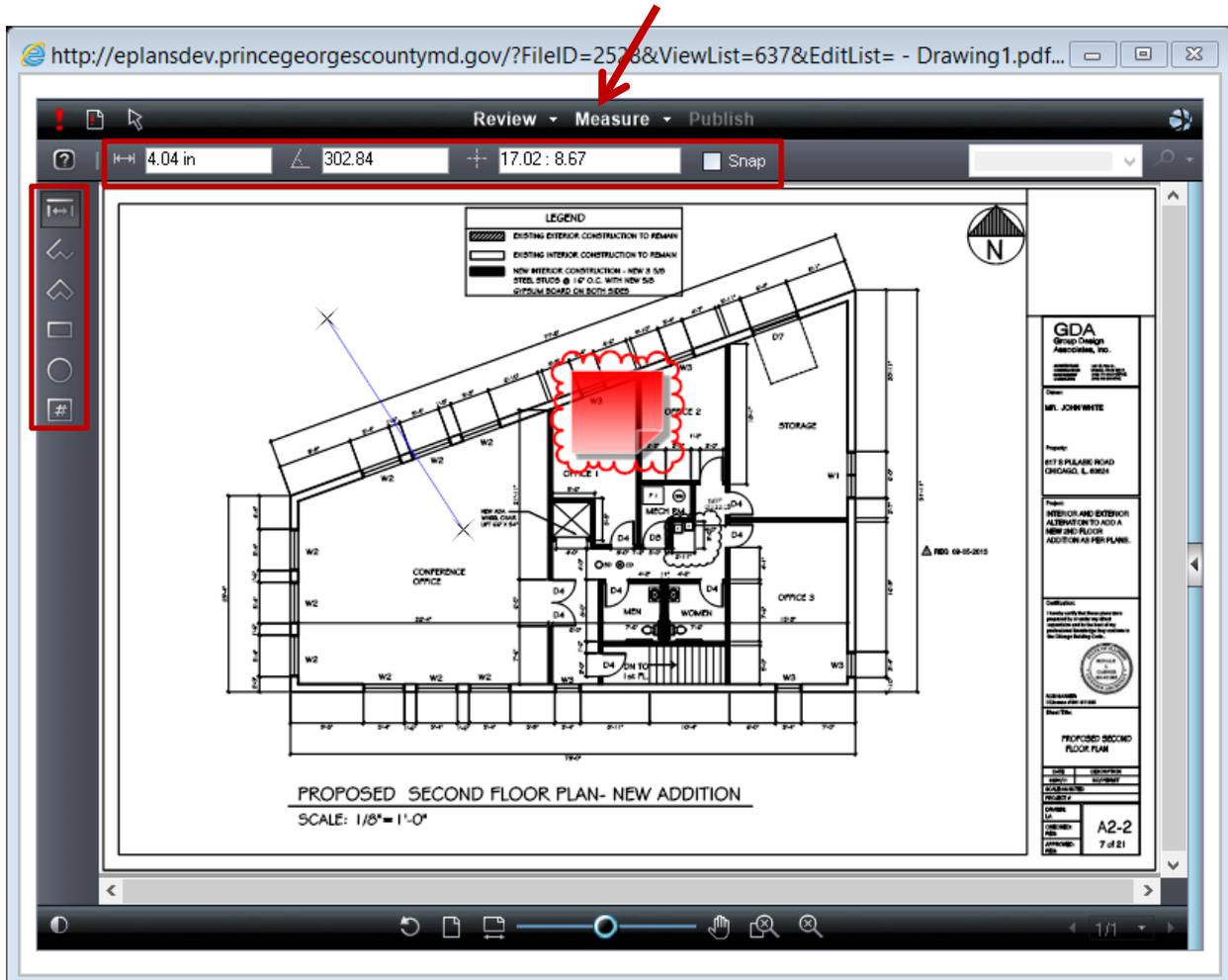
5. If the changemark comments require you to amend your drawing, the updated drawing must have the same name as the original file.
   a. The name of the drawing with the changemark can be found in the "File" column of the eForm.
   b. In addition, use the "Applicant Response" section to write a response to the changemark comments.
   c. Click "Save Changemark Updates" to save your response.

⚠ **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 that reviewers make comments/changemarks, and you send a response. Each back and forth discussion is called a review cycle. The eForm allows you to view information from previous review cycles.

1. Placing a checkmark in the "Show all Changemarks for All Cycles" box will display changemarks from previous cycles.
2. Clicking the toggle for "Review Cycle" will show review comments from previous cycles.

Complete the Task

1. Once you have addressed the changemarks and entered responses, change the "Resolved" toggle to "yes" and click "Save Changemark Updates".
2. 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.
3. **To complete the task, click "Submit" in the bottom right corner.**

⚠️ **Note:** Your changemark response will not be saved unless you click "Save Changemark Updates".

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:

Upload Final Documents Task Assignment- TPIP Required
Attention John:

A Third Party Inspection is required for Case: **2016052602**.

Your permit will not be issued until the completed, signed, and sealed "Attachment 1" is received.

If you have received other email notifications requesting additional final documents, wait until you have uploaded all documents in response to all "Upload Final Documents Task Assignment" email requests before clicking "Submit". Although you may receive multiple email requests to upload final documents, you will only receive one Upload Final Documents Task in the ePlan system.

Submittal instructions:

1. Download the Third Party Inspections Program Manual from the DPIE website:
   http://www.princegeorgescountymd.gov/sites/DPIE/Resources/InspectionManual/Pages/default.aspx
1. Review the Third Party Inspections Program Manual
1. For Fire Inspections- make your selection from the list of approved inspectors from the DPIE website link above.
1. For Electrical Inspections- make your selection from the list of approved inspectors from the DPIE website link above.
1. Complete, sign, and seal all applicable sections of "Attachment 1" in the Third Party Inspections Program Manual.
1. Upload the completed, signed, and sealed "Attachment 1" into the TPIP folder.
1. Submit the "Upload Final Documents" task. 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 documents have now been submitted for ePlan Review.

Case Number: **2016052602** Description: **Sample Project - New Building** Case Type: Task: **UploadFinalDocuments** Assigned by:

The upload procedure is the same as was discussed earlier in the "Uploading Files" section.

1. The bottom left section of the eForm shows the required documents for the upload.
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 "Submit" button to complete the task. The permitting process will **NOT** advance until "Submit" is clicked.

Final Fee Payment

In the event that 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 "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:

Wet Seals Required
Attention John:

Wet Seals and Signatures are required for Case: **2016052602**.

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 1 business day** after your "Applicant Final Fee Payment" task no longer appears on your task list in your ePlan projects window 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 1 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.
1. Enter your user login and password.
1. Click on your Project Name.
1. Click on the **Approved-Permit Set** folder.
1. Select all of the files in the **Approved-Permit Set** folder and download. All files will have the DPIE "Signature Ready" stamp.
1. Print the files on 11"x17" sized paper.
1. Apply original/wet design professional seals, signatures and dates to all of the "Signature Ready" stamped sheets.
1. 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
   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.

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. A sample notification has been provided below:

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.

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, then a Post Issuance Revision will be necessary. For assistance with the Post Issuance Revision process, please contact the Permit Administrator at ePlan@co.pg.md.us .

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:

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

Answer: Only drawings and plans have to be uploaded in single sheet file format. Documents 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 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" or "Complete" 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 diligently to process all cases.

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 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

Active Task List – Located at the bottom of the Projects Portal screen. The Active Task List contains a listing of all the open tasks that are 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 will contain a listing 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.

Projects Portal – The home screen for ProjectDox.

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

Thank you for choosing ePlan.