



Electronic Plan Review

# User's Guide

For

# Building Permits

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# Getting Started

With ePlans, Stafford County has the ability to intake Building Permit applications electronically. Applicants can submit an application and plans online. This guide will help applicants through the process. The following steps are required to have plans submitted electronically.

*Please complete the following to get started:*

1. Go to <https://staffordcountyva.gov/>
2. Click [Government](#) then select the [Public Works](#) link for general information and submittal requirements.
3. From the [Business](#) menu select the **Dynamic Portal** link to submit your application online.
4. Once completed, an application number will be issued to track the progress of the project.
5. You will receive an email directing you to log on to ePlans and upload your construction documents.
6. Once your plans have been uploaded a project coordinator will verify your application is complete and calculate your filing fees.
7. You will receive an email directing you to pay the filing fees. The filing fees can be paid online, in person, or by mail. The plan review process will not begin until the filing fees have been paid.

## CONSTRUCTION DOCUMENTS

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*Depending on the application type, supporting documents are required before a review will be performed. Please visit our website to review the requirements specific to your application type. The submission will be rejected if the required documents have not been submitted electronically.*

# System Use Requirements

Before using the ePlans system for the first time please verify the following items are disabled and/or installed on your system. The following pages will provide you information on how to configure these

- Pop-up Blocker Disabled (if applicable)
- ePlans Components Installed

## RECOMMENDED WEB BROWSERS

- Chrome
- Internet Explorer version 10 and newer; see technical FAQ's for configuration information.
- Safari
- Firefox
- Opera

## INSTALL SILVERLIGHT

(Batch and Drag-n-Drop Upload Capabilities)

ePlans provides a default upload component with no additional installation required. It is limited to five (5) file uploads selecting a single file for each row. An example of this default component is seen below and accessed when the **Upload Files** button is selected from a folder.

The screenshot shows a web interface for uploading files. It features a section titled "Upload files:(Drag-n-drop available for Silverlight only)" with five empty input fields and "Browse..." buttons. Below this are "Reset Fields" and "Upload" buttons. A message states: "To use the enhanced upload tool, including drag and drop, please download the Silverlight application framework. [Install Silverlight Now](#)". To the right, a "Metadata" section includes a checkbox for "Inherit metadata for versioned files" (marked as a required field) and a "File Type:" dropdown menu. At the bottom, there is an "Upload URL:" section with fields for "URL Display Name:" and "URL:", and an "Upload URL" button. A "Close Window" link is in the top right corner.

Figure 1: Default Upload Component

Batch upload capability, along with the "Drag-n-Drop" feature for uploading, is available with the installation of the Silverlight Control. The following instructions will walk the user through installation and list the system requirements.

1. Click the link "**Install Silverlight Now**" to download and install. Download also available at:  
<https://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

This screenshot is identical to Figure 1, but with a red circle and an arrow pointing to the "Install Silverlight Now" link in the message: "To use the enhanced upload tool, including drag and drop, please download the Silverlight application framework. [Install Silverlight Now](#)".

Figure 2: Install Silverlight Now Link

#### For Mozilla Firefox users:

- Save Silverlight.exe control to your hard disk.
- Once the download is finished, click Open.
- The installation starts.

2. If prompted, the user may click to **Save** the Silverlight.exe to their desktop, or click **Run** to install the component without saving and download to their system.

3. Click '**Install now**' after reviewing the license agreement and privacy statement.

You can now use Silverlight.

# Submission Standards

## COVER SHEET

- Project cover sheet must be included with submission. Note: Make the coversheet the first document displayed by naming it 0000\_Index
- An index of all drawings must be included.
- Index sheet must include designations.
  - Example: **A0002\_Second Level Floor Plan**

## DRAWING SIZE STANDARDS

- Drawing minimum size should be 18" x 24" to facilitate more efficient review of the plans.
- All plans must be drawn to scale and properly set with the appropriate graphic scale included on every drawing sheet.
  - When more than one scale is used on a sheet, an independent graphic scale must accompany the applicable detail.

## BORDER STANDARD

- A 5" X 5" area should be reserved at the **TOP RIGHT** corner of the **first page** of drawings for Stafford County approval stamp. Please leave the top right corner completely blank on the first page of the drawings. This stamp will include the reviewer's name. For the remaining pages a much smaller space is required. 3 X 3. This is applicable to all sheet sizes.

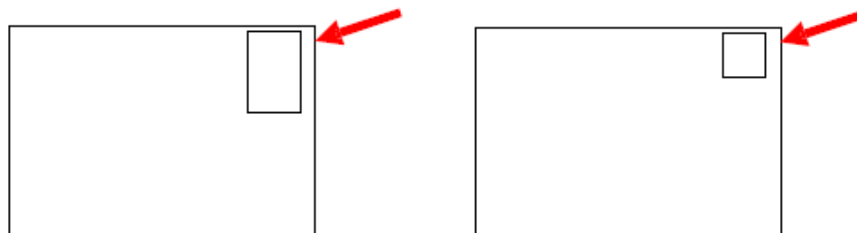


Figure 3: Approval Stamp Area

## FILE TYPE STANDARDS

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- **Each page of the drawings must be submitted as a single file.**
- **Multiple page files submitted for drawings will be rejected.**
- Stafford County will only accept multiple page files for supporting documents.
- Files must be monochrome with white background (print-ready).

## NAMING DOCUMENTS

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1. The first character must start with the **Discipline Header** followed by the **Sheet Number** and a **Brief Detailed Description** of the information depicted on the individual sheets, such as the drawing title depicted on the corresponding plan sheet. (See chart below)

### IMPORTANT!

**FAILURE TO PROPERLY LABEL YOUR FILES WILL RESULT IN REJECTION OF YOUR PROJECT DURING THE PRESCREENING PHASE OF THE SUBMITTAL PROCESS AND FURTHER DELAY OF THE REVIEW.**

Drawing Type	Discipline Header	Sheet Number	Example File Names
General	N/A	001	0001-Cover Sheet 0002-Code Analysis
Architectural	A	001-999	A001-First Floor Plan
Structural	S	001-999	S003-Third Floor Framing Plan
Zoning	Z	001-999	
Electrical	E	001-999	E007-Seventh Floor Electrical Riser Diagram
Fire Alarm	FA	001-999	
Fire Protection	F	001-999	
Mechanical	M	001-999	M013-Thirteenth Floor Electrical Riser Diagram
Plumbing	P	001-999	
Energy	EN	001-999	EN001-Energy Verification Sheet
Life Safety	LS	001-999	
Elevator	ELV	001-999	
Systems Furniture/ Racking	SR	001-999	SR001- Cabinet Layout
Demolition	D	001-999	D001-Demolition Plans

2. **Discipline Header** – First character must represent the discipline area. Example: **A** for **Architectural**, **S** for **Structural**, etc. The table above details all required **Discipline** characters. Ensure that all plans are submitted under the correct discipline with the exception of general construction documents that normally are placed at the beginning of the plan set. For those documents use the discipline header of 001 for the Cover Sheet, followed by 002, 003, 004, etc. and the page description for the remaining general construction documents.

3. **Sheet Number** – Must be 3-4 digit numbers with leading zeroes. If subsets are needed, place A, B, C after the 3<sup>rd</sup> digit. Ex: P001\_A. Use the "\_" to separate the letters.

4. Do not use periods in the filename except to denote file type (PDF, DWG etc.)

5. **Use alphanumeric symbols only.** Do not use non-alphabetical and non-numerical characters such as: ! @ # \$ % ^ & \* ( ) { [ ] \ | = + : ; " ' < , > ? / ~ `

6. File names must not exceed 70 characters in length.

7. Resubmitted Drawings must always be re-submitted with the **EXACT SAME FILE NAME** as the original submissions. **DO NOT VERSION THE RESUBMITTED PAGES.**

8. All plans, plats, must be uploaded to the Plans-Plats folder; supporting documents should be uploaded to the Documents folder.

## MARKUP NAME AND COLOR STANDARDS

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Standard markup names and colors will be used for each reviewing discipline for easy identification. A markup can have one or more **changemarks**. Changemarks are created to quickly identify a markup and associated comments.

MARKUP NAME	CHANGE MARKUP TITLE	MARKUP COLOR
Building	BUILDING	Red
Zoning	ZONING	Purple
Electrical	ELEC	Red
Fire Protection	FIRE	Red
Mechanical	MECH	Red
Plumbing	PLUMB	Red
Elevator	ELV	Red
Grading	GRADING	Green
Historic	HISTORIC	Green
VDH	HEALTH	Blue
Utilities	UTIL	Blue
Addressing	ADD	Purple
CBA	CBA	Green

## ARCHITECT/ ENGINEER STAMPS

Plans that require an Architect or Engineer seal should be sealed prior to being uploaded. Public Works will also accept a certification letter on the firm's official letterhead. When submitting a certification letter, it should contain a digital copy of the signed official seal of the architect, the project name, the project address, and, state the name of the architect on record, the letter must be uploaded into the Plans-Plats folder. All letterhead submissions must include license numbers for verification with the Department of Professional and Occupational Regulation (DPOR). During the review process all licenses will be verified. Please note that a revised letter would be required for any plan amendments or corrections.

# Uploading Plans & Documents

## INITIAL INVITATION TO UPLOAD PLANS

Once the application is processed, an ePlan Review invitation will be sent to the email address attached to the application. The invitation email will contain instructions and login information.

### ProjectDox Electronic Plan Review New User Invitation

Hello Stafford Customer:

Welcome to Stafford County's Electronic Plan Review process. This invitation has been sent to you in response to your application. An EPR (Electronic Plan Review) has been created to allow you to upload your drawings and documents for processing.

NOTE: If this is your first time using the ProjectDox application, disable your pop-up blocker. If you are an Internet Explorer user, on the login page, click on the "Install ProjectDox Components" link; this will install the Active X components on your computer which is necessary for the application to function properly.

To access Electronic Plan Review, follow the instructions below:

1. Very Important! Please review the [link for EPR APPLICANT USER HELP] in its entirety before starting the process. Failure to follow the appropriate submittal guidelines may result in delay or rejection of your application!
2. Click the Project Access [link for ProjectDox EPR site]
3. Enter your Login (email address) and temporary password provided in this email
4. Set up your permanent login account for secured access to the system
5. Click on the Project link on the "Active Projects" page
6. Click on the "Plans-Plats" folder
7. Click the "Upload Files" button and follow the instructions to upload your plans and/or plats. Please ensure the use of the required file naming conventions (see [EPR APPLICANT USER HELP]).
8. Click the "Documents" Folder
9. Click the "Upload Files" button and follow the instructions to upload your drawings. Please ensure the use of the required files naming conventions (see [EPR APPLICANT USER HELP]).

#### TO COMPLETE YOUR SUBMISSION TO STAFFORD COUNTY YOU MUST PERFORM THE BELOW STEPS

10. Once all plans/documents have been uploaded to the appropriate folder(s) click on the "Workflow Portals" button.
11. Click the "Applicant Upload" link under the task column.
12. Click "OK" to accept the task.
13. An electronic form will display. Click on the "Upload Complete - Notify Stafford County" button to complete the submission of your plans and documents.

Supported file types: DWG, PDF, JPEG, DOC, DOCX, DXF

User Login:	<a href="mailto:staffordcustomer@gmail.com">staffordcustomer@gmail.com</a>
Temporary Password:	C8CCAA6
Project/Permit Number:	RC17146793
<a href="#">Project ePlan Access Link</a>	

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

Please do not reply to this email.

Figure 4: New User Invitation



## EXISTING/RETURNING USERS

1. Access the ePlans website.
2. Enter full email address and password. Click **Login**.
3. Forgot Password?
  - a. Click **Forgot Password**.
  - b. Follow prompts for new password.
  - c. Answer the personalized security question.
  - d. The new password will be sent via email.
4. If unable to reset the password send an email to [ePlans@staffordcountyva.gov](mailto:ePlans@staffordcountyva.gov)
  - a. Ask for assistance with the ePlans Password Reset.
  - b. Supply full email address of the applicant.

## UPLOADING PLANS

1. After login, the project list screen will display current projects. Outstanding tasks requiring action are displayed in the **Active Task List** under **Active Project list**. Projects are listed in order by the last project you worked on. The 15 most recent projects are displayed first. Click **All Projects** to list all projects then use directional arrows to find a project. The **Task List** will only display current projects that have a pending task.
2. The easiest way to find a project is to use the search box which allows word within text searches for any displayed field. You can search by address, project name and status. Just type a few distinct characters. The easiest way to find a project is to know the application number.
3. To upload **Plans -Plats** and **Documents** select the specific project. To select a project click the project ID link.

### Active Projects List

4 recently entered project(s) out of 4 for Stafford Customer (staffordcustomer@gmail.com)













Project	Options	Description
<a href="#">RN17146795</a>	  	paul In -This is my new home.
<a href="#">RC17146798</a>	  	DECK
<a href="#">RC17146793</a>	  	Build 500 sf deck on the back of my house
<a href="#">RC17146794</a>	  	51 Paul Hill - Addition of master suite to existin

Figure 5: Active Project List

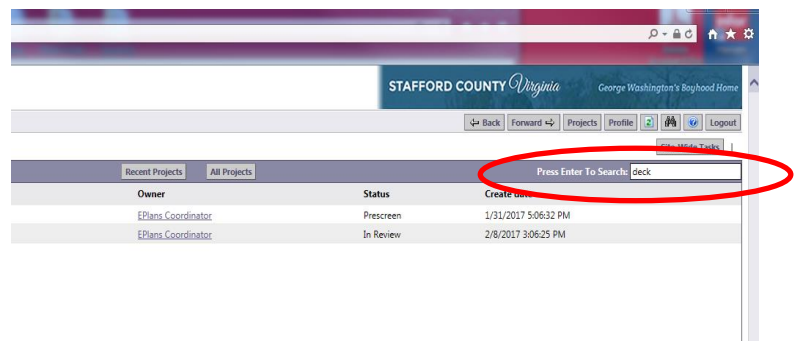


Figure 6: ePlans Search

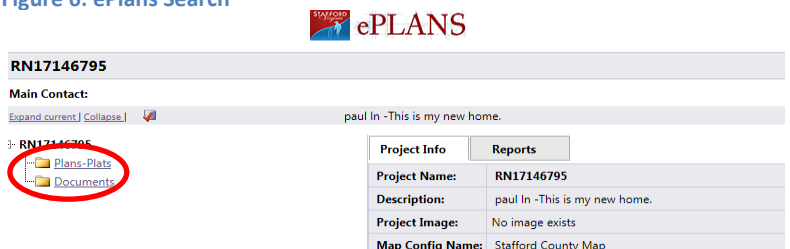


Figure 7: Folders Used for Uploading

4. The project screen will display project information and the folders used for uploading both Plans-Plats and Documents.

5. Click the **Plans-Plats** folder to upload plan drawings.

6. Click the **Documents** folder to upload other related supporting documents.

7. Click **Upload Files**.

8. Select the **Browse for Files** button to access drawings located on your computer.

9. Click the **Open** button once you select all the files to be uploaded.

10. Click **Upload Files**. The files will be uploaded to ePlans for publishing. Please verify all documents publish.

11. Click **Close** to exit the upload process.

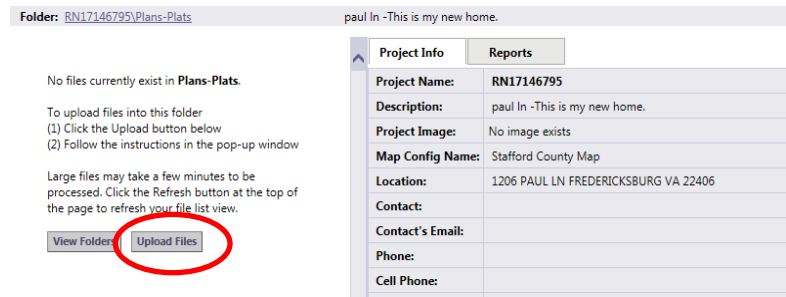


Figure 8: Upload Files

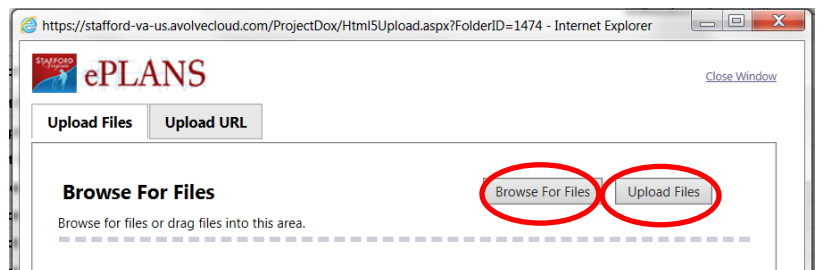


Figure 9: Browse for Files and Upload Files

Once all files are uploaded, the folder is loaded with thumbnail images of each file contained in the folder. The file name, author, date uploaded, and any relevant file icons are displayed beside each thumbnail.

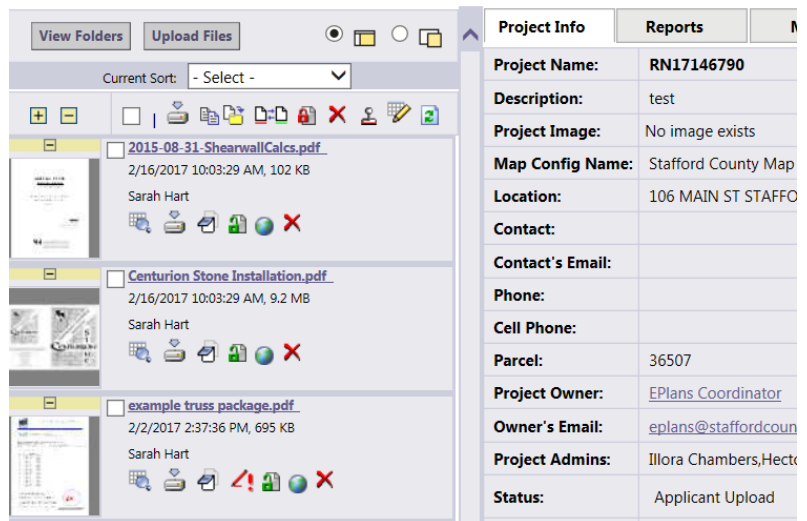


Figure 10: Uploaded Files

## DOCUMENT UPLOAD ERRORS

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If you have any issues with document not publishing please contact Stafford by sending an email to [epans@staffordcountyva.gov](mailto:epans@staffordcountyva.gov) the document will have to be deleted and then you can try to upload it again.

## IMPORTANT!

Once you have successfully uploaded your drawings and supporting documents you must now complete the Applicant Upload Task. This will notify Stafford that you have submitted your plans.

### APPLICANT UPLOAD TASK

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**Important – Reviews will not begin until the Applicant Upload Task is completed.**

Make sure you have completed the uploading of all drawings before completing the task. Once the task is complete the upload button is disabled.

1. To notify Stafford you are ready for the prescreen reviews to begin. Go to **Workflow Portal** to complete your task.
2. Select the **Applicant Upload Task** link.
3. **Accept** the Task.
4. Check the box that you have uploaded all required files and documents.
5. Click **Upload Complete – Notify Stafford** button

Review Information	Permit Information	Applicant/Contractor Information	Fees Information	Stafford County Links
<p><b>Project Name:</b> RN17146800 <b>Project Description:</b> 500 <b>Coordinator:</b> Sarah Hart <b>Review Cycle:</b> 0 <b>Workflow/Activity Name:</b> Building Workflow/Applicant Upload <b>Current User Login:</b> Sarah Hart (srhart@staffordcountyva.gov)</p>				
<p><b>Task Instructions</b> After you have successfully uploaded all required plans and documents, please click the (Upload Complete) button.</p> <p><input checked="" type="checkbox"/> I have uploaded all required drawings and/or documents</p> <p><b>Upload Complete - Notify Stafford</b> <b>Complete Later</b></p>				

Figure 11: Upload Complete

Congratulations! You have now completed the initial upload of your project and Stafford will be notified to start the prescreening process.

# Prescreen

## PRESCREENING APPROVAL

When the Prescreen is approved the applicant receives a **Submittal Fees Due Notification** email indicating the project submission was accepted and the submittal fees are due. Your plans will not be reviewed until the fees are paid.

## PRESCREEN CORRECTIONS

The applicant receives a **Prescreen Corrections Task Assignment** email if submittal requirements were not met. At this point, the applicant may review any comments from Stafford by accessing the project. The applicant must respond and complete the necessary task for resubmittal. The following steps explain how to resubmit the plans.



### Applicant PreScreen Corrections Task Assignment

#### Attention Stafford:

Your plan review submission for application: **RC17146794** has not met the minimum requirements for acceptance. You may review correction comments and requirements by accessing the ProjectDox site.

When corrected plans and/or documents are ready for re-submittal, please [Login to ProjectDox](#) and follow the instructions provided.

Please be advised when re-submitting plans and/or documents:

- All corrections must be uploaded using the same file names as the original submittal
- Once corrections have been uploaded for review, no additional submissions will be accepted unless requested
- Please make corrections within 3 business days of this notice to prevent your application from expiring. The due date for this task is: **2/7/2017 8:28:33 AM.**

Permit/Project:	RC17146794
Description:	51 Paul Hill - Addition of master suite to existin
Task:	Prescreen Corrections
	<a href="#">Project Access</a> <a href="#">Login to ProjectDox</a>

Figure 12: Prescreen Corrections Email

1. Access the project by clicking on the **Project Access** link at the bottom of the email.
2. Select the project.
3. Select **Workflow Portals** to access the Task list.

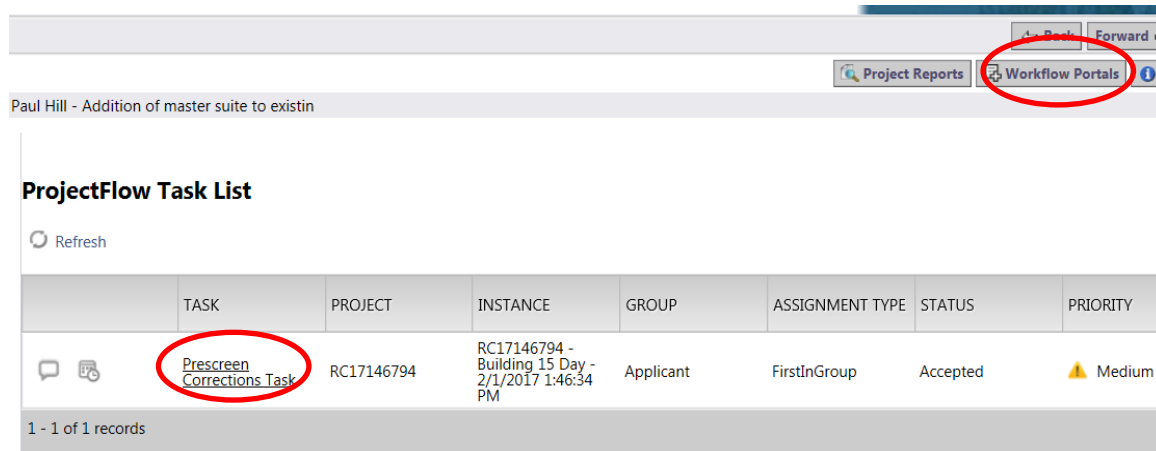


Figure 13: Workflow Portals & Prescreen Corrections

4. Click the **Task** and the eForm will show issues/questions with the submission.
5. Select **Save and Close** at any point to exit the eForm to make corrections.
6. Make all requested changes. You can view the checklist by selecting the **Click Here for Prescreen Checklist** button.
7. If you save and close you must go back to workflow portal to open the task again.
8. Check - **I have uploaded the corrected documents and drawings as indicated below** check box. This check box activates the Corrections Complete button
9. Select **Return to Stafford**.

Figure 14: Uploading Revised Documents

The task is complete and Stafford will be notified that the correction task has been completed.

# Fees

## SUBMITTAL FEES

The applicant receives a **Submittal Fees Due Notification** e-mail indicating the project submission was accepted and the submittal fees are due. Your plans will not be reviewed until the fees have been paid. To pay the fees online, click the link to Dynamic Portal.



### Submittal Fees Due Notification

Attention Stafford:

The subject application RN17146795 has been accepted. [Click Here for Dynamic Portal \(Fee Payments\)](#) and pay the required submittal fees. The review process will not begin until the fees have been paid.

Permit/Project:	RN17146795
Description:	paul in .This is my new home.
<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.

Figure 15: Submittal Fees Due Email

Once you have logged into Dynamic Portal the submittal fees need to be added to your cart, there are several ways of doing this, including paying for multiple applications at one time, we will go over the most direct way.

1. From the home screen choose the **My Building Fees** link.
2. Enter the search criteria to find applications with outstanding fees. You can enter the application type and/or the date range.
3. Select the fees you wish to pay. **Note:** The search results will show all outstanding fees that are associated with the criteria you entered. If multiple applications meet your search criteria the system will show fees for all of the permits, please make sure you **only select the fees associated with the application you intend to pay.**

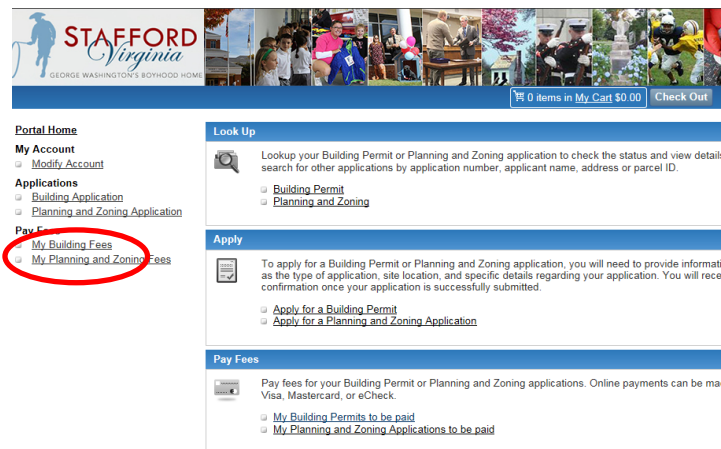


Figure 16: Link to pay fees

### My Fees

Fees information associated with Stafford Customer

**Search Criteria**

**My Fees Information**

- ☐ Select Application Type (optional).
- ☐ Select the date range.
- ☐ Click "Search".

Application Type:  
Residential New

Fees Between Dates:  
From\* 2/22/2016 To\* 2/22/2017

**Search**

Figure 17: Search for Fees

## My Fees

Fees information associated with Stafford Customer

Search Criteria		Search Result - 7			
Permit #	Type	Description	Amount	Status	Actions
<a href="#">RN17146795</a>	Residential New	PLAN REVIEW/RESIDENTIAL	\$220.00	Unpaid	<a href="#">Add to Cart</a>
<a href="#">RN17146795</a>	Residential New	STATE LEVY1-R	\$4.40	Unpaid	<a href="#">Add to Cart</a>
<a href="#">RN17146795</a>	Residential New	ADMINISTRATIVE	\$25.00	Unpaid	<a href="#">Add to Cart</a>
<a href="#">RN17146795</a>	Residential New	CBPA REVIEW	\$75.00	Unpaid	<a href="#">Add to Cart</a>
<a href="#">RN17146795</a>	Residential New	ZONING REVIEW	\$100.00	Unpaid	<a href="#">Add to Cart</a>
					12

[Add All To Cart](#)

To create a printable report of the search result [Click here](#)

Figure 18: Fee Search Results

- Once your fees are added to the cart you can choose **My Cart** to verify the fees are correct.
- From within the cart you can remove selected fees or proceed with the payment by clicking the **Next** button.
- You will be taken to the payment screen where you can select your payment method. You can pay by Electronic Check or Credit Card, transaction fees will apply to credit card payments.
- Once you've selected your payment method you'll be asked to enter standard payment information. Click the **Submit Payment** button when you're done.

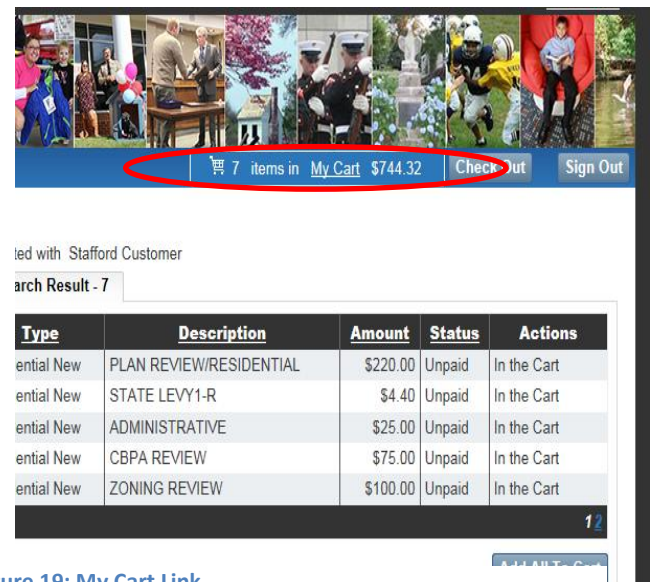


Figure 19: My Cart Link

**Transaction Detail**

The following amounts will be remitted back to the agency. Service Fees may apply.

SKU	Description	Unit Price	Quantity	Amount
RN17146795	PLAN REVIEW/RESIDENTIAL	\$220.00	1	\$220.00
RN17146795	STATE LEVY1-R	\$4.40	1	\$4.40
RN17146795	ADMINISTRATIVE	\$25.00	1	\$25.00
RN17146795	CBPA REVIEW	\$75.00	1	\$75.00
RN17146795	ZONING REVIEW	\$100.00	1	\$100.00
RN17146795	GRADING REVIEW	\$300.00	1	\$300.00
RN17146795	TECHNOLOGY SERVICE FEE 1	\$19.92	1	\$19.92
Total				\$744.32

**Payment**

Payment Type

Payment Type \*

Select One

[Next >](#)

**Transaction Summary**

PLAN REVIEW/RESIDENTIAL	\$220.00
STATE LEVY1-R	\$4.40
ADMINISTRATIVE	\$25.00
CBPA REVIEW	\$75.00
ZONING REVIEW	\$100.00
GRADING REVIEW	\$300.00
TECHNOLOGY SERVICE FEE 1	\$19.92
<b>Total (fees may apply)</b>	<b>\$744.32</b>

**Need Help?**

Select Payment Method and Continue to proceed with payment. You will receive a printable receipt at the end of your successful payment transaction. Credit Card Service fees apply.

Figure 20: Payment Screen

# Email

## SENDING AN EMAIL

Emails are used to communicate between the review team and applicants. Under the Project List screen, an e-mail icon allows the applicant to send e-mails to staff.

1. Navigate to the **Project List** screen.
2. Select the envelope icon under the **Options** column next to the desired project.
3. Enter the **Subject** of the email.
4. Enter the **Body Text** of the Email.
5. Select the desired disciplines and then find the users you wish to email.
6. Click **Send**.
7. A confirmation screen appears listing all selected staff.
8. Close the window.
9. You can also send an email from within the project by selecting the Email button.

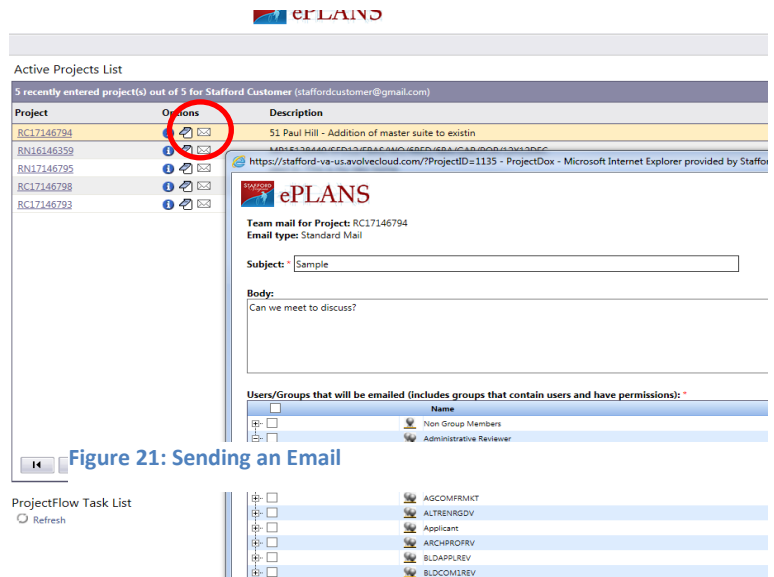


Figure 21: Sending an Email



Figure 22: Sending an Email



# Review Status

## TRACKING REVIEW STATUS AND COMMENTS

You can use two options to track the progress of a project; using a report from inside the project or the Dynamic Portal system.

To use the project report

1. Select a project.
2. Select **Project Report** button from the menu.
3. Select **Department Review Status** report.
4. Select the available workflow task from the drop down.
5. Click **view report**. This report will show the status and comments for each review by discipline and by cycle in real time.
6. Click the plus sign to display the status and comment for a particular review cycle.

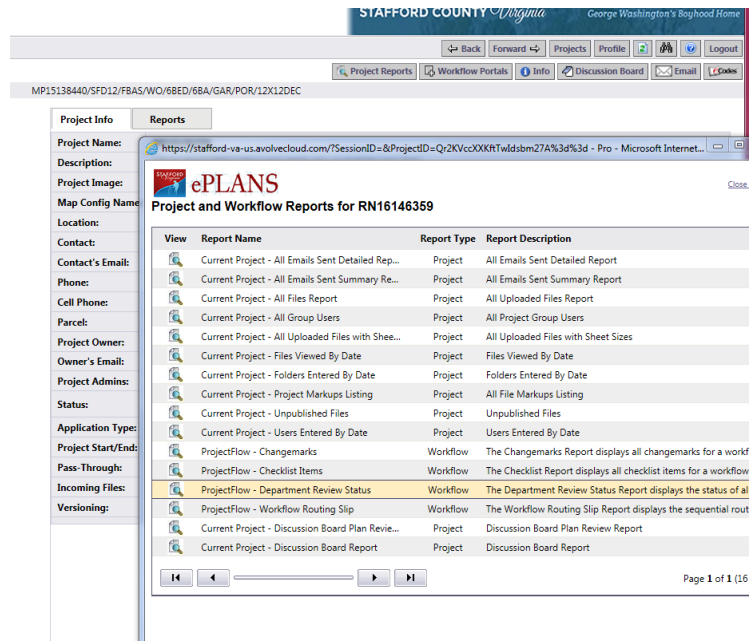


Figure 23: Review Reports

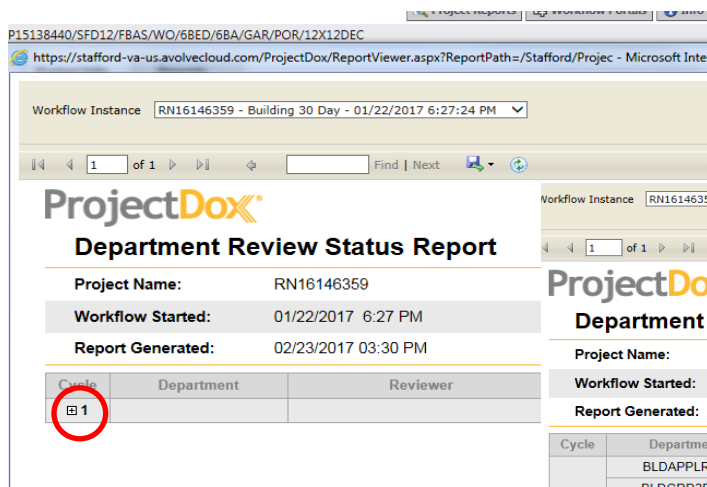


Figure 24: Expand Selection to Display Review Status

ProjectDox® Department Review Status Report				
Workflow Instance: RN16146359 - Building 30 Day - 01/22/2017 6:27:24 PM				
Project Name: RN16146359				
Workflow Started: 01/22/2017 6:27 PM				
Report Generated: 02/23/2017 03:30 PM				
Cycle	Department	Reviewer	Email	Status
1	BLDAPPLREV	Sarah Hart	shart@staffordcountyva.gov	APPROVED
	BLDGRD2REV	Sarah Hart	shart@staffordcountyva.gov	APPROVED
	BLDMSTRREV	Sarah Hart	shart@staffordcountyva.gov	FAILED
	PLANCBA	Sarah Hart	shart@staffordcountyva.gov	FAILED

7. Applicants may also track the progress of reviews utilizing the Dynamic Portal system.

# Resubmission

## RESUBMITTING REJECTED DRAWINGS

When required, the applicant will receive an email notification to submit corrected drawings. **The corrected drawings must be uploaded using the exact same file name as the original submission.**

Use the following steps to resubmit drawings:

1. Click **Login to ePlans** to access the project and **Sign in** using the associated email address and password.
2. Navigate to the **Project Link** and open the project.
3. Click **Workflow Portal**.
4. Click **Applicant Resubmit Task**.
5. Choose **View Changemark Items** to open the Changemark Viewer to view and download detailed review information.
6. If necessary, you can add and remove Read-Only team members from this screen. You will just enter their name and address.
7. Review the necessary drawings and make corrections.
8. Upload the revised drawings.

**Workflow Review Changemark Viewer**

Refresh Review Cycle: All Group: All

STATUS	FILE IMAGE	DEPARTMENT	CYCLE	UPDATED BY	FILE NAME	MARKUP NAME
Not Met		BLDMSTRREV	1	Sarah Hart	<a href="#">plan layout1.dwg</a>	<a href="#">Master Review</a>

< - 1 of 1 records

Save and Close Close View Full Report

**Additional Team Members**

First Name	Last Name	Email	Invite to Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	Applicant View Only <input type="button" value="Invite User"/>

**Remove Team Members**

Remove from Group	User
Applicant View Only <input type="button" value="Remove User"/>	ic05 applicant (ic05@avolvesoftware.com) <input type="button" value="Remove User"/>

Figure 25: Adding View Only Team Members

**Task Instructions**

Review Changemark or Checklist items. After you have successfully uploaded all required plans and documents, please click the (Resubmit Complete) button.

Department	Reviewed By	Status	Reviewer Comments	Applicant Comments
BLDMSTRREV	Sarah Hart shart@staffordcountyva.gov	FAILED	<input type="text" value="Please see changemarks"/>	<input type="text"/>
PLANCBA	Sarah Hart shart@staffordcountyva.gov	APPROVED	<input type="text"/>	<input type="text"/>

**Task Instructions**

☒ I have reviewed and addressed, including responses where appropriate, all correction items accessed by clicking on the "Correction Item" button above

☒ I have reviewed and addressed, including responses where appropriate, all changemark items accessed by clicking on the "Changemark Items" button above

☒ I have uploaded the revised drawings and/or documents required as a result of the review into the appropriate folder in the project using the SAME file names as the original files. I am ready to complete my assigned task and resubmit back to the jurisdiction for further review.

Figure 26: Resubmit Complete

## Important!

The applicant must replace the corrected drawings with the exact **SAME FILE NAME**. Corrected drawings with a different file name will be rejected and must be uploaded again.

9. After all corrected drawings have been uploaded, navigate to the **Workflow Portal**.
10. Click **Applicant Resubmit**.
11. Click all three check boxes acknowledging completion of the resubmission task.
12. Click **Resubmit Complete**.

### Congratulations!

The resubmission process is completed. Staff will be notified that the drawings have been submitted for re-review.

## Obtaining Approved Permit

The applicant will receive an e-mail indicating all reviews are approved and final fees are due. Once the final fees are paid the plans will be stamped and the permit can be released.

### PRINTING THE PERMIT

Once the application has been approved and the fees have been paid, you can print the permit from within **Dynamic Portal**. The permit must be posted on the jobsite during construction and inspections.

1. Log into **Dynamic Portal**.
2. Look up your building permit; you can search by number, address, or applicant.
3. Click Print **Permit**.

Search Criteria		Search Result - 34	
Permit #	Type	Address	Actions
<a href="#">CC16146612</a>	Commercial Changes	1300 COURTHOUSE RD STAFFORD VA 22554	<a href="#">Summary</a>   <a href="#">Clone</a>   <a href="#">Print Permit</a>
<a href="#">CC16146644</a>	Commercial Changes	14 MAPLE LN STAFFORD VA 22556	<a href="#">Summary</a>   <a href="#">Clone</a>   <a href="#">Print Permit</a>
<a href="#">CC16146649</a>	Commercial Changes	294 FLIPPO RD STAFFORD VA 22554	<a href="#">Summary</a>   <a href="#">Clone</a>   <a href="#">Print Permit</a>
<a href="#">CC16146650</a>	Commercial Changes	294 FLIPPO RD STAFFORD VA 22554	<a href="#">Summary</a>   <a href="#">Clone</a>   <a href="#">Print Permit</a>
<a href="#">CC16146673</a>	Commercial Changes	1300 COURTHOUSE RD STAFFORD VA 22554	<a href="#">Summary</a>   <a href="#">Clone</a>   <a href="#">Print Permit</a>
1 2 3 4 5 ...			


To create a printable report of the search result [Click here](#)

Figure 27: Printing the Permit

## PRINTING APPROVED DRAWINGS

All drawings are converted to PDF's. Adobe Acrobat reader is required to review and print approved drawings. Adobe Reader may be downloaded for free from the Adobe website. The drawings must be downloaded to print.

1. Login to EPlans.
2. Open the project.
3. Click **Approved Drawings** folder.
4. Select the drawings to be downloaded.
  - a. Click **Select All** above the first listed drawing to select all drawings.
  - b. Note: Applicant may select individual drawings or grouped drawings for printing.

5. Click the  icon to download selected drawings.

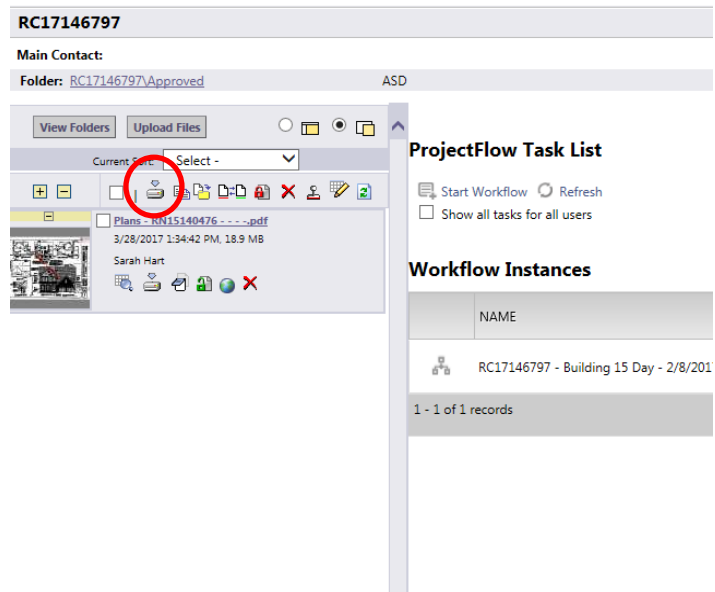


Figure 28: Download Approved Plans

6. EPlans will convert multiple drawings into a zip file.
7. Click **Download Zip File**. The file size will be indicated.
8. Click **Save**.
  - a. Note: If you click **Open**, the files are placed in the user's Windows Profile. Take note of the folder Windows picks for the download if needed to print the files at a later time.
10. **Open** and **Print** the files using Adobe PDF software.

## Troubleshooting

The following section reviews common issues with the installation of the components, along with recommendations for resolution. Most issues are related to lack of permissions to install the required components on the PC, or the enabling of the UAC during the installation process.

## UNABLE TO BATCH UPLOAD

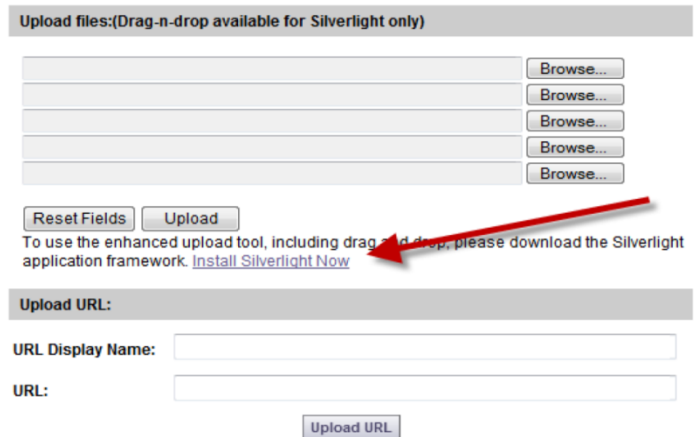
---

### Issue:

Unable to upload more than a single file at a time to the upload files box.

### Resolution steps:

- Install the Silverlight Control to allow for batch and drag-n-drop upload. The installer can be obtained from the link “**Install Silverlight Now**”.



Upload files:(Drag-n-drop available for Silverlight only)

Browse...  
Browse...  
Browse...  
Browse...  
Browse...

Reset Fields Upload

To use the enhanced upload tool, including drag and drop, please download the Silverlight application framework. [Install Silverlight Now](#)

Upload URL:

URL Display Name:

URL:

Upload URL

Figure 29: Install Silverlight Now Link

## FILE VIEWING ISSUE

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### Issue:

User selects to view a file or view a markup on a file. A blank white window or a blank white window with a small box in the upper left window appears.

Click on a file and a white window opens. Many times, it has a small window in the left corner.

### Resolution steps:

#### First Time User:

- If running Vista or Windows 7, verify that UAC is disabled. If UAC was enabled during the installation, disable UAC (including the reboot), uninstall the components, and delete the IGC folder from your profile before re-installing.
- Verify the EPlans site is in your list of “**Trusted Sites**”.
- If issues persist, increase the permissions for the user account on the PC to Admin/Power User Rights. This should allow the components to download.

#### Returning User:

- If installing updated components as a result of an ePlans upgrade ensure that the former components have been uninstalled by uninstalling the ePlans Components from the control panel.
- If running Vista or Windows7, verify that UAC is disabled. If UAC was enabled during the installation, disable UAC (including reboot), then uninstall the components, and delete the IGC folder from your profile before re-installing.
- Verify the EPlans site is in your list of “**Trusted Sites**”.
- If issues persist, increase the permissions for the user account on the PC to Admin/Power User Rights. This should allow the components to download.

Once the components are successfully installed when a file is selected for viewing, it should appear with the image in the new window or in the frame of the application.

# FAQ's

## **What is ePlans software?**

ePlans is a web-based electronic plan and document review workflow solution. The program allows customers and government agencies to initiate, track and complete the plan submission approval process online.

## **How does ePlans work?**

ePlans works in tandem with permitting software to help automate the plan review process. When a customer (architect, engineer, contractor, and owner) submits an application, ePlans uses the permit application email information to invite the applicant to a project where the applicant can upload electronic plan files. Reviewers then have access to the plans in ePlans, and use ePlans workflow, collaboration and view/markup tools to complete the initial review. Required changes are noted on the files and then communicated to the applicant who makes the noted revisions to the original files and then resubmits revised files back into ePlans. The review cycle continues until all the regulatory requirements are satisfied and receives final approval for the plans and the permit.

## **Why should I use ePlans?**

The use of ePlans will help reduce and eliminate the cost of paper and improve customer service. It will eliminate trips to our CDSC for application processing. In addition, ePLANS will help everyone to work together better than ever before. The automated workflow, collaboration and view and markup tools in ePlans improve and clarify communication between everyone working on a project.

## **How do customers access ePlans?**

Customers MUST receive an invitation to use ePlans. When the applicant receives an ePlans project invitation email, the email contains a temporary password that is used to log in. The applicant must then change the temporary password to a permanent one. The applicant is only allowed to view and access the projects belonging to his/her account. Customers will be notified via email from ePlans when the review process requires their attention and participation.

## **Is ePlans a secure web application?**

ePlans uses the same browser security deployed by online banking sites. When combined with network and application security best practices, ePlans ePlan technology will provide a secure collaboration environment between the customer and Stafford.

## **What is an ePlans "Project"?**

An ePlans project is a virtual workspace that organizes the electronic documents, communications and annotations critical to the proper submission, review and approval of plans by the applicant and Stafford County. The project folder structure is organized according to a template that is defined by the responsible department or agency. The review process is guided by a workflow engine according to a determined set of paths also designed by the responsible review departments. Projects are initiated, completed, and then archived.

### **How does ePlans treat plans and documents?**

Plan and document files that are uploaded into ePlans are published immediately into a “read-only” screen format that is used throughout the review and approval process. The plan files themselves are archived away in order to ensure they are never altered or modified in any way. All red-lines, markups and annotations applied to the plan file renditions occur on virtual layers in ePlans. This means plans and comments can be managed effectively for specific operations useful for streamlining the review process. ePlans can publish over 150 file formats (including DWG, DGN and PDF) accurately and maintain important vector and layer information that help reviewers do their jobs effectively.

### **How do I name my documents?**

File names should consist of alphanumeric characters only not exceeding 70 characters in length. Non-alphabetical and non-numerical characters, including but not limited to, below cannot be used:  
**! @ # \$ % ^ & \* ( ) { [ ] \ | = + : ; “ ’ < , > ? / ~ `**

The only exception to the above is the use of the symbol . in a Develop Services file name and the symbol –.

Drawing names must begin with the Discipline Initial followed by the Sheet Number.

### **What are the drawing size requirements?**

The minimum drawing size should be 18" x 24" to facilitate more efficient review of the plans. All plans must be drawn to scale and properly set with the appropriate graphic scale. If more than one scale is used on a sheet, an independent graphic scale must accompany the applicable detail.

### **What file types are acceptable?**

Each page of the drawings must be submitted as a single file. Multiple page files submitted for drawings will be rejected. Only supporting documents can be submitted as a multiple page file. Only Searchable PDF files are accepted for calculation, reports and other supporting documentation (i.e. – non-drawing files). Files must be monochrome with white background (print-ready).

### **How do I upload documents into EPlans?**

Select the project that corresponds to the plans you will be uploading. Click the Plans-Plats folder to upload your drawings or the Documents folder to upload other related supporting documents. Next, click Upload Files. Select the file location and files to upload from your computer – use Shift or Ctrl keys to select multiple files at once. Finally click Upload Now and select OK. Select Close and check to make sure all documents uploaded successfully. **Note:** If one or more documents do not load properly save the document to a different location on your computer and try uploading the drawings again.

### **Why was my EPlans Project rejected?**

**Prescreen Review** – When a project is submitted it goes through the Prescreen Review Process. During this review the reviewer verifies all documents are properly submitted. After the initial review a project is approved or rejected. If the project is rejected an email alerts the applicant, upload permission is restored and a new task placed on their Task List. You then have 3 days to complete the resubmittal of required documentation.

**Review Complete** – Once a project has been reviewed it may be rejected for required applicant corrections. If a project is rejected at this point an email alerts the applicant and a new task is assigned to their Task List. You then have 180 days to resubmit drawings with the required corrections.

**How do I contact review staff?**

From the project list screen there is an email icon that allows the applicant to send emails to staff. This can be used to communicate between the Plan Review Coordinators and Plan Reviewers. Applicants may also send general questions/concerns to [ePlans@staffordcountyva.gov](mailto:ePlans@staffordcountyva.gov)

**How do I track the progress of my project?**

Once the drawings have passed the Prescreening Review Process the applicant can follow the progress of the reviews using ePlans or Dynamic Portal.

**My project has been approved. Where do I obtain my Permit?**

You will receive an email indicating all reviews have been approved with a link to pay any remaining permit fees. Once the fees have been paid the drawings and supporting documents will be stamped and moved to the Approved Plans folders in the ePlans application ready to be downloaded and printed as PDFs. You will print your permit from Dynamic Portal.

## Technical Issues FAQs

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**How do customers access ePlans?**

Customers MUST be invited to use ePlans. When the applicant receives an ePlans project invitation via email, the email contains a temporary password that is used to log in. The applicant is only allowed to view and access the projects belonging to his/her identity, and many of the ePlans features are disabled to ensure that the customers cannot adversely affect the review process by adding or deleting a file. For example, the applicant's ability to access a particular folder or view, print or download files will be suspended depending on the workflow status. Customers will be notified automatically via email from ePlans when the review process requires their attention and participation.

**Configuring Internet Explorer:**

ePlans uses pop-up windows (browser windows with no toolbars). If you log in and an ePlans window does not appear or a warning is received, you probably have a pop-up blocker preventing the project window from opening. You need to allow ALL pop-ups for the ePlans site.

1. Disable pop-up blockers entirely  
Or
2. Configure blocker to allow pop-ups for specified sites

The following instructions will allow pop-ups from the ePlans site within Internet Explorer. If after configuring the pop-up blocker in IE, you still receive the warning message from the ePlans application,



verify your system has no other pop-up blockers installed. For instance, if the Google Search bar is installed, it contains its own pop-up blocker that will need to be disabled. In some cases, anti-virus software can cause similar behavior. If you verify all pop-up blockers are disabled and you continue to have issues check your system anti-virus logs to see if that software may be blocking the site from displaying. If the anti-virus is blocking the installation, add the necessary exceptions.

## Configure pop-up blocker in IE

1. Navigate to Internet Options for your version of Internet Explorer (IE).  
Instructions below are based on IE11.
  - a. Select the **Gears** icon in the upper right hand side of your screen.
  - b. Select **Internet Options**

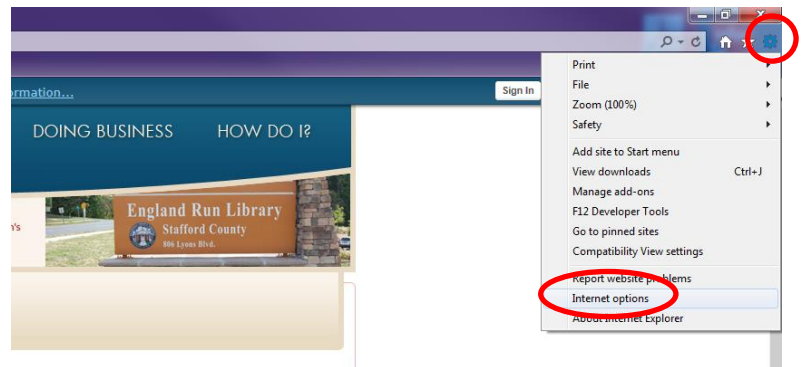


Figure 30: Internet Options

2. Click the **Privacy** Tab to set-up an exception for the ePlans site.
  - a. Click the **Settings** button
3. In the Pop-Up Blocker Settings Window, enter the ePlans site URL  
`https://stafford-v-a-us.avolvecloud.com/`
  - a. Click the **Add** button

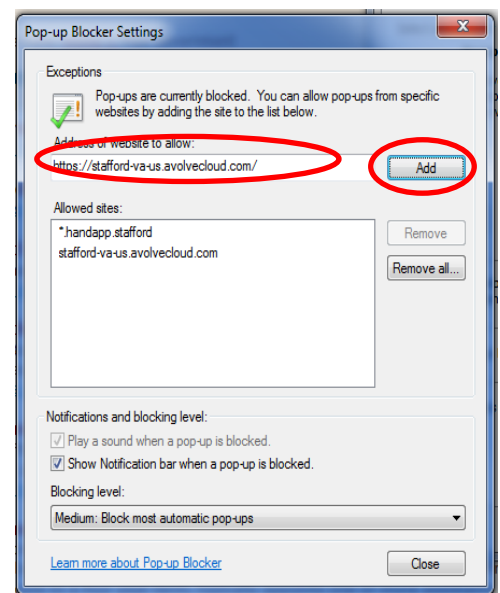
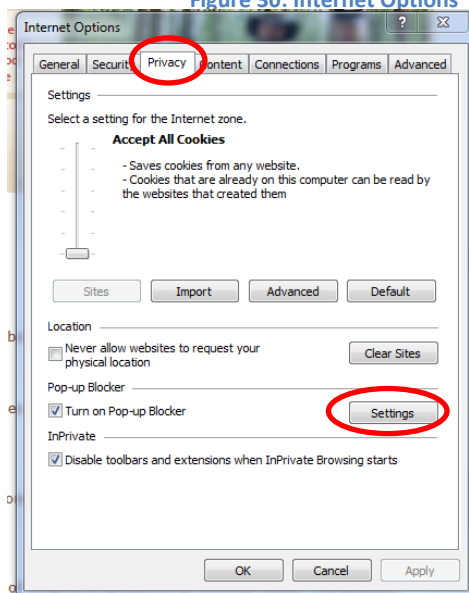


Figure 31: Privacy Tab & Pop-Up Blocker

4. Click to **Close** the Pop-up Blocker Settings window.
5. Click the **OK** button for the Internet Option window.

## Component installation (only for Microsoft Internet Explorer users)

ePlans requires the installation of ActiveX controls to be able to perform certain actions: uploading files, downloading files, viewing files, and viewing help information. There are two ways users can install the controls:

1. The link to an MSI file for installing the ActiveX controls is available from the login screen.

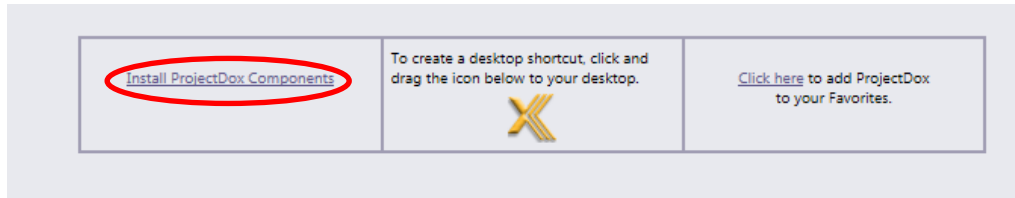


Figure 32: Install ePlans Components

2. If permissions for the PC allow ActiveX download and installation, the user may select to install the components for the four respective actions the first time each is performed.

If using the MSI from the login page, the user can accept the defaults to run the MSI and install the controls. If not using the MSI, then after logging in to the site, the user will be prompted by the browser to install the ActiveX control (yellow bar at top of the screen or at the bottom of the screen depending on system version) when attempting to perform any of the above actions.

If the user's network requires administrative access to download ActiveX controls, the user will NOT be prompted nor will the MSI on the login screen install. The user will need to contact their network administrator to get access to download these controls.

**Before installing the components, verify the items below.** Instructions are provided in the following sections on how to add the site as Trusted, and how to temporarily disable UAC.

1. Add ePlans site as a Trusted Site.
2. Disable UAC (Vista and Windows7 users only).
3. Recommend Admin/Power User Rights to PC for proper installation.
4. Verify System Requirements for Silverlight Control.

### Add as trusted site

1. Click on the **Tools** menu in Internet Explorer and select **Internet Options**.
2. In the Internet Options dialog box, click the **Security** tab.
3. In the Security tab, click the **Trusted Sites** icon and then the **Sites** button.

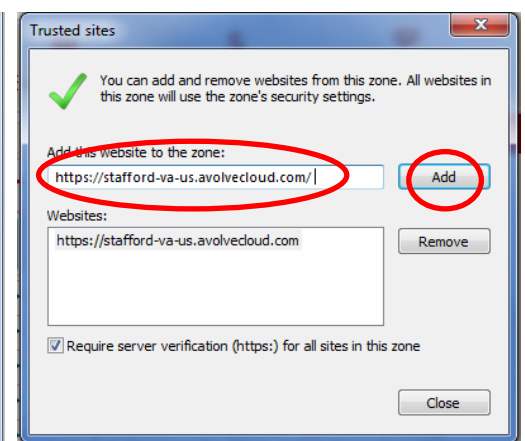
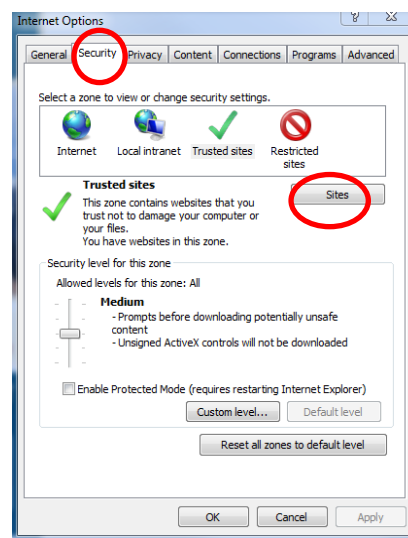


Figure 33: Trusted Sites

4. Type in the URL <https://stafford-v-a-us.avolvecloud.com> .
5. Click the **Add** button to add the site to the list.
6. Click the **Close** button to close the Trusted Sites dialog.
7. Click **OK** to close the Internet Options window.

### Disable UAC (User Account Control)

Disabling of the UAC control should be discussed with your network administrator prior to making changes to your system if applicable. In all cases, after the installation is complete and each of the actions have been performed once (uploading files, viewing files, downloading files, and viewing help, as applicable) the UAC control can be returned to the former setting. This step is required to install components for Internet Explorer users only.

1. From the Control Panel, open **User Accounts**.
2. Click the **Turn User Account Control on or off** (Vista) or **Change User Account Control Settings** (Windows7) link.
3. Update the UAC by following the below:
  - **VISTA:** In the “Turn on User Account Control (UAC) to make your computer more secure” options screen, clear the checkbox for “Use User Account Control (UAC) to help protect your computer”.
  - **WINDOWS7:** Click and drag the slide control to **Never Notify**.
4. Click **OK** and restart the system.

**Note:** The system must be restarted for the UAC changes to take effect.

**Note:** The User's permissions level/rights will affect how the UAC works.

**Note:** After successful installation and one time usage of the ePlans Components, the system's **UAC** control can be returned to the former setting. A reboot will be required for the change to take effect.

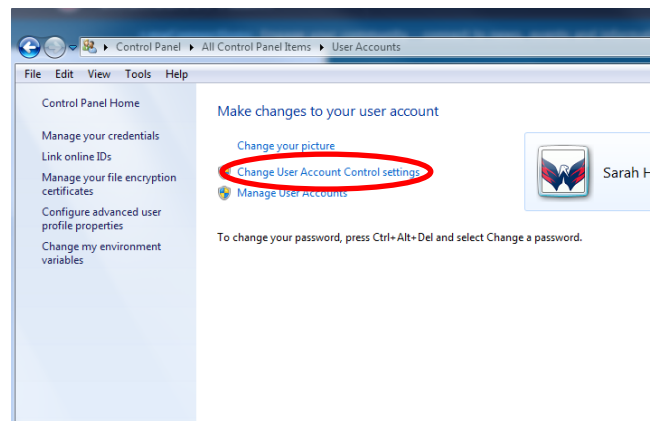


Figure 34: User Account Control

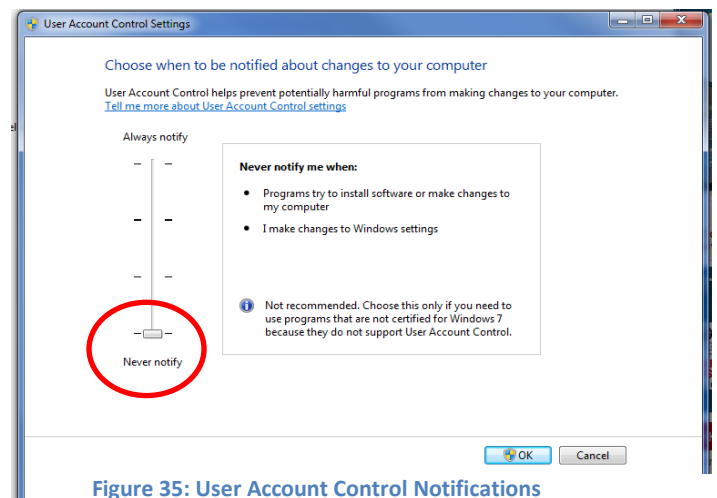


Figure 35: User Account Control Notifications

### My pop-up blockers are turned off but I am still having trouble with EPlans.

In some instances ePlans users may need to turn off the User Account Control (UAC). From the Control Panel, open User Accounts and click the “Turn User Account Control on or off” link. In the “Turn on User Account Control (UAC) to make your computer more secure” options screen, uncheck “Use User Account Control (UAC) to help protect your computer” check box. Click **OK** and restart the system. The User’s permissions level/rights will affect how the User Account Control works.

### Why do I need to install the ActiveX controls?

ActiveX is a software component of Microsoft Windows. Internet Explorer may already have ActiveX installed on your computer. In order to properly view and perform all the necessary tasks in ePlans, the logon page has a Microsoft Silent Install (MSI) component required to install all necessary ePlans ActiveX controls. This installation will only be done once however if you utilize a different computer it will require another installation for each unique computer.

### Install viewer component

#### (Internet Explorer users only)

If not installing from the login page, and using the prompts when opening a file for the first time, the below screen will display with a white background instead of the selected file.

2. Look for the ActiveX tool bar at the top or bottom (depends on operating system) of the page.
2. Click **Allow** to allow the installation of the *BravaClientX* Module.
3. After successful installation, the file can be selected again to be viewed.

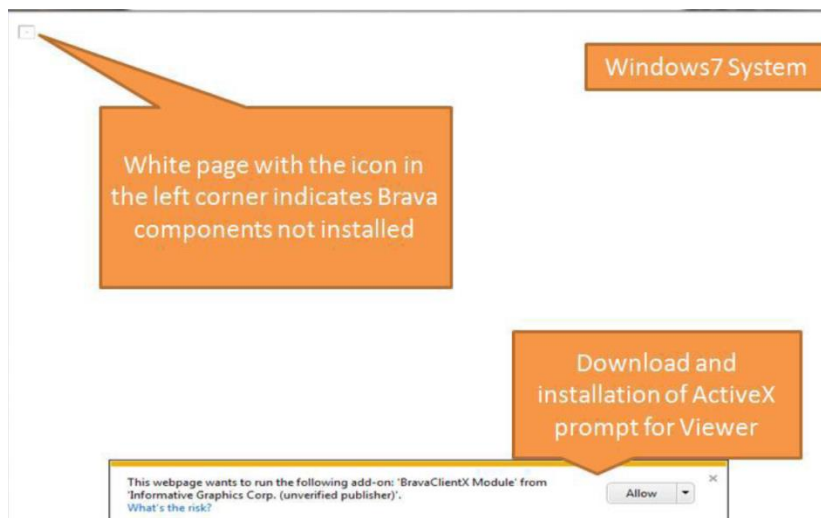


Figure 36: Allow Installation of BravaClientX