

Plan Review Permits Status Tab Definitions:

Needs Attention

The application requires some action. Applications under this tab may also appear under one of the other dashboard tabs. Check the *Recent Activity* column for a description of the activity needed.

Submitted

The application has been submitted but has not yet been accepted or rejected by the jurisdiction.

Not Accepted

The application was not accepted by the jurisdiction. An email notification is sent form the jurisdiction to the project contact explaining why it was not accepted. After necessary changes are made, the application must be resubmitted to continue the process.

Screened

The application has been accepted by the jurisdiction, but submittal fees have not yet been paid. Plan review does not begin until these fees are paid.

In Review

Submittal fees have been paid and the application is in the review process.

Issued

The permit or approval has been issued and the final plans uploaded (if applicable). Revisions can still be submitted.

Closed

The project has been completed in accordance with the approved plans and/or associated condition, the applicant cancelled the project, or the project was not resubmitted after being rejected. Closed applications are removed from the dashboard after 90 days.

Application Detail Page

To access click on the Permit # of APP ID link. The following actions (if applicable) can be taken on the Application Detail Page:

- Submit Contractor Information
- Cancel a Project
- Submit electronic files
- View/Pay Invoices
- Add or Remove Delegates

Customer Dashboard 1 | P a g e



Steps to Submit Contractor Information:

- 1. On the Application Detail page, click Submit Contractor Information
- 2. Enter all required information.
- 3. Click Submit to Jurisdiction
- **4.** The information provided will be saved as a PDF under the **Files** tab.

Steps to Cancel a Submitted Application:

- 1. On the Application Detail page, click Submit Cancellation Request
- 2. Indicate Type of Request being cancelled and enter a reason.
- 3. Click Submit to Jurisdiction

Note: If a refund is due, it will be processed in accordance with the jurisdiction's code(s).

Steps to add Additional Files to a Submitted Application:

- 1. On the Application Detail page, click Submit Additional Files
- 2. Complete all required:
 - a. Enter a brief Description of Changes.
 - **b.** Select a reason for submittal.
 - **c.** Enter jurisdiction contact, if applicable.
 - **d.** Select a Document Type from the drop-down menu.
 - e. Click on Select File to upload applicable document.
 - **f.** Repeat above steps to upload all necessary documents. Remember to select a new Document Type after each upload.
- **3.** Click Submit to Jurisdiction
- **4.** User is returned to the **Files** tab where additional documents are now listed.

Steps to view/pay Invoices:

Users can choose between the following actions:

- Select **View**—Click this button to view the invoice.
- Select Add to Cart—Click this button to add the invoice to your cart to pay later. If the invoice in
 question has already been added to the cart this button will not display.
- Select Pay Now—Click this button to add the invoice to your cart and pay it now. Selecting this
 option will automatically open your cart. All outstanding invoices will be displayed and you can select
 which invoices you wish to pay.

Customer Dashboard 2 | Page



Steps to add/remove Delegates:

- **1.** On the Application Detail page, select the Delegates tab.
- 2. Click
- 3. Enter the User Name and click Find.
- 4. Click Add User as Delegate to add.
- 5. To remove delegate, on the Delegates tab click Remove Delegate

Note: An email is sent to the delegate to confirm when added or deleted from an application.

6. On the Delegate's dashboard, applicable applications are designated with an project name.

Customer Dashboard 3 | Page