ProjectDox
Frequently Asked Questions

PASSWORDS

- ✓ **I don't have a Password!**

  The first time you apply for an ePermit that requires plan review, you will receive an email with a temporary password. Make sure you read the entire email, because the password is located at the very bottom of the email! Use this temporary password to set your permanent password and your security question.

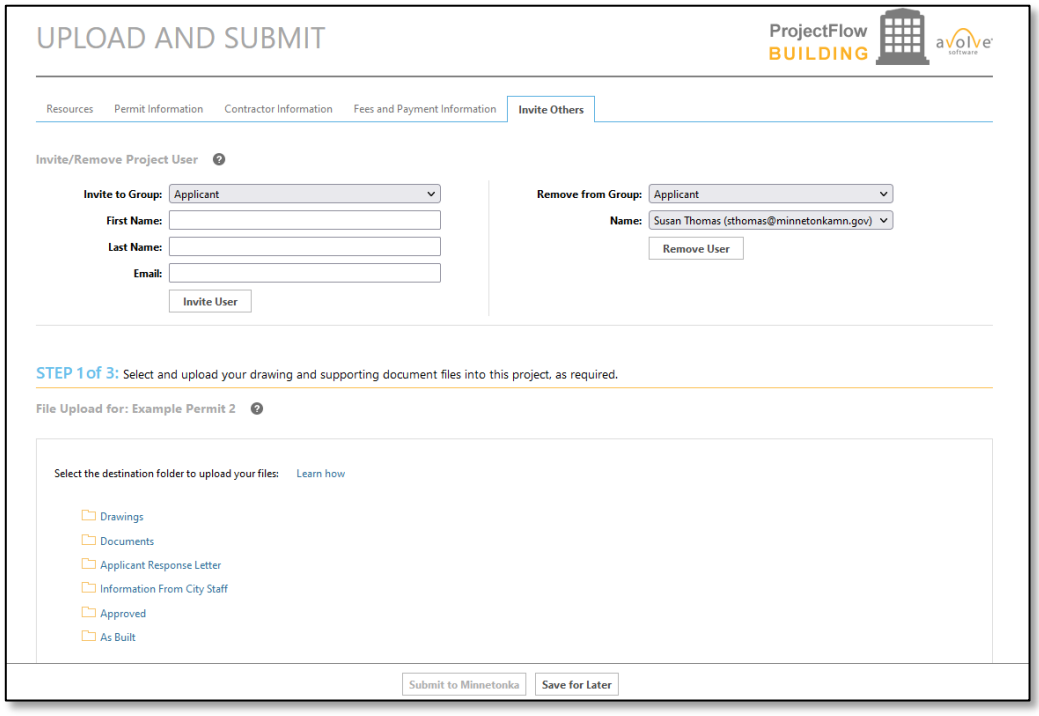
- ✓ **I forgot my password!**

  If you forget your permanent password, click "Forgot my Password" on the log-in page. You will be asked the security question you previously set and will then be able to create a new password.

OTHER USERS

- ✓ **What if I want to add another applicant to the permit review?**

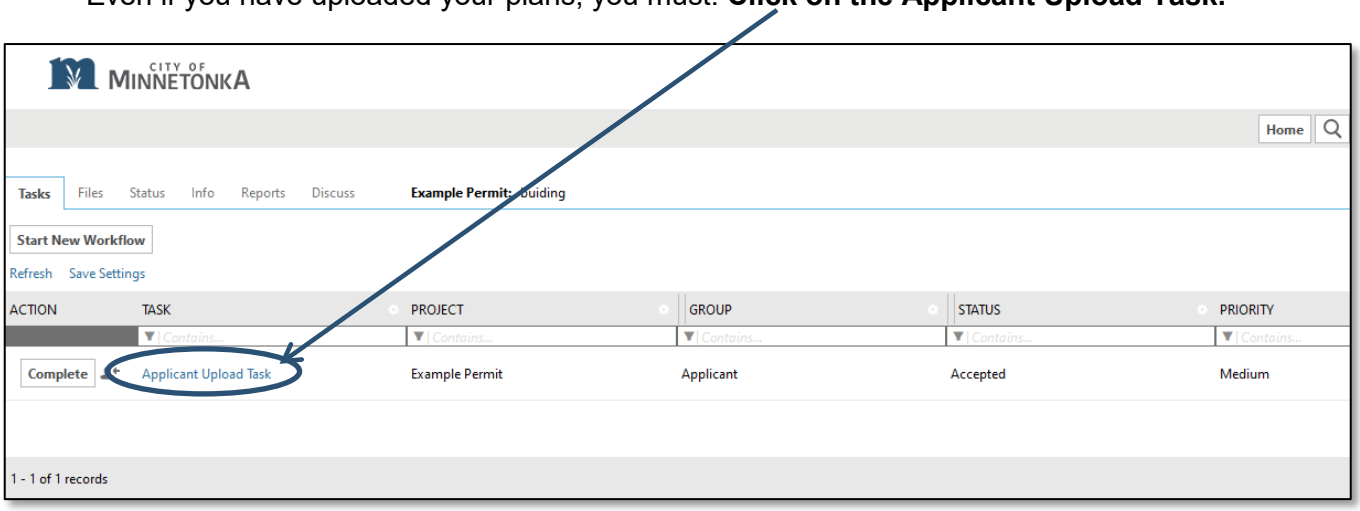
  Click on your active task. A new window will open. Chose the Invite Others tab and enter pertinent information. Your invitee will "invitation email." If they have not used ProjectDox before, the "invitation email" will include a temporary password. (See the Passwords section above.)



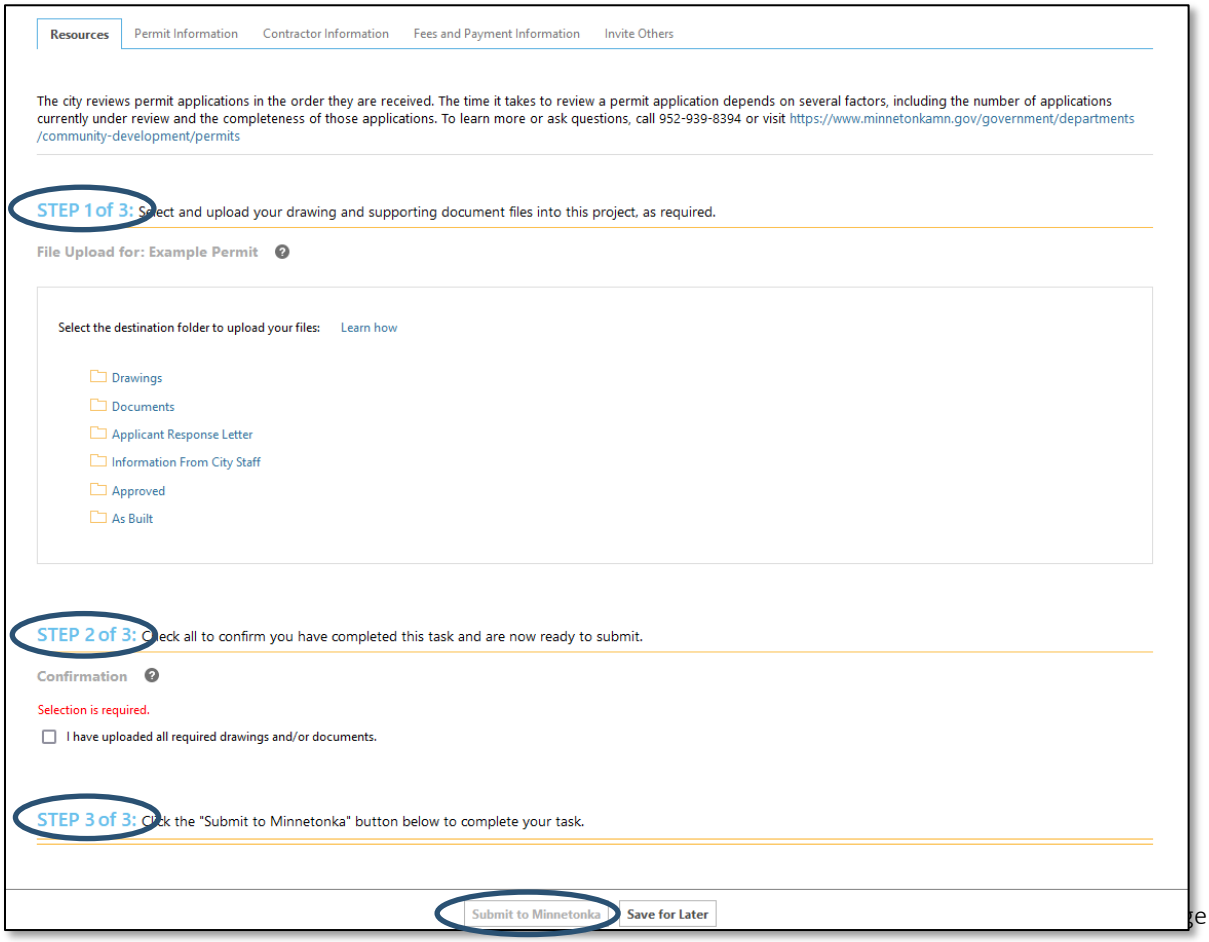
UPLOADING PLANS

✓ **Why does my task still say "Waiting for Applicant Information?" I uploaded my plans!**

Even if you have uploaded your plans, you must: **Click on the Applicant Upload Task.**



A new window will appear. (If your computer blocks "pop ups," you may need to disable that for the ProjectDox site.) The review process will not begin until you complete **ALL** steps on outlined in the new window.



✓ **Why am "locked out?" I want to upload changes to my plans!**

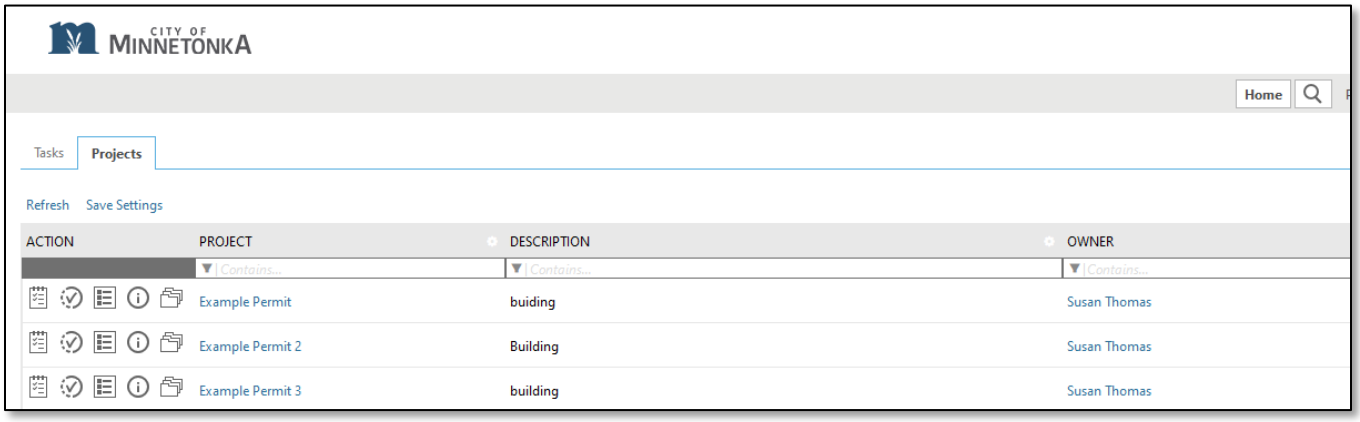
The system will not allow you to upload plans while city review is underway. This minimizes confusion regarding what plans are the most current.

STATUS

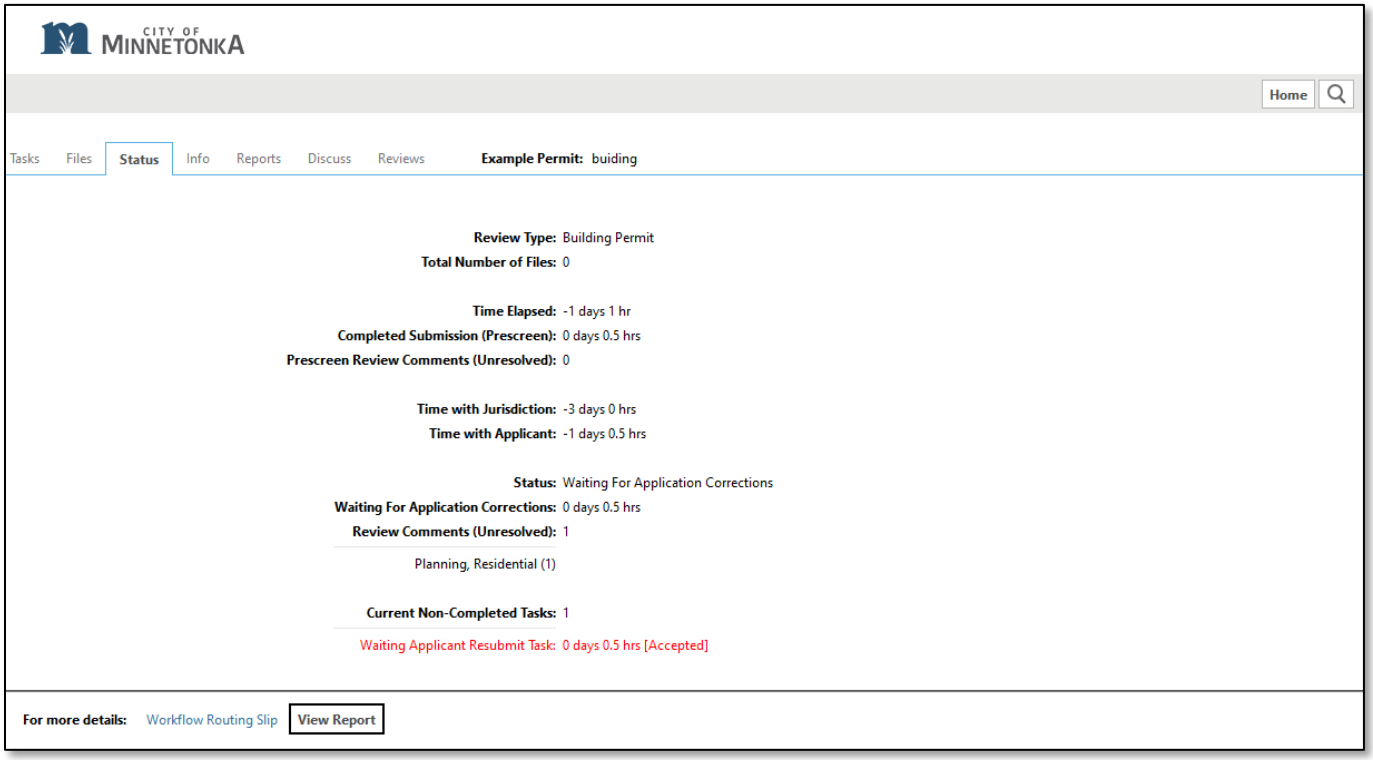
✓ **How do I check the status of my permit?**

If you have not received an email from ProjectDox either requesting changes or informing you that your plans have been approved, your application is still under review.

To review the status, click the Status Icon on the main page (located to the left of your project).

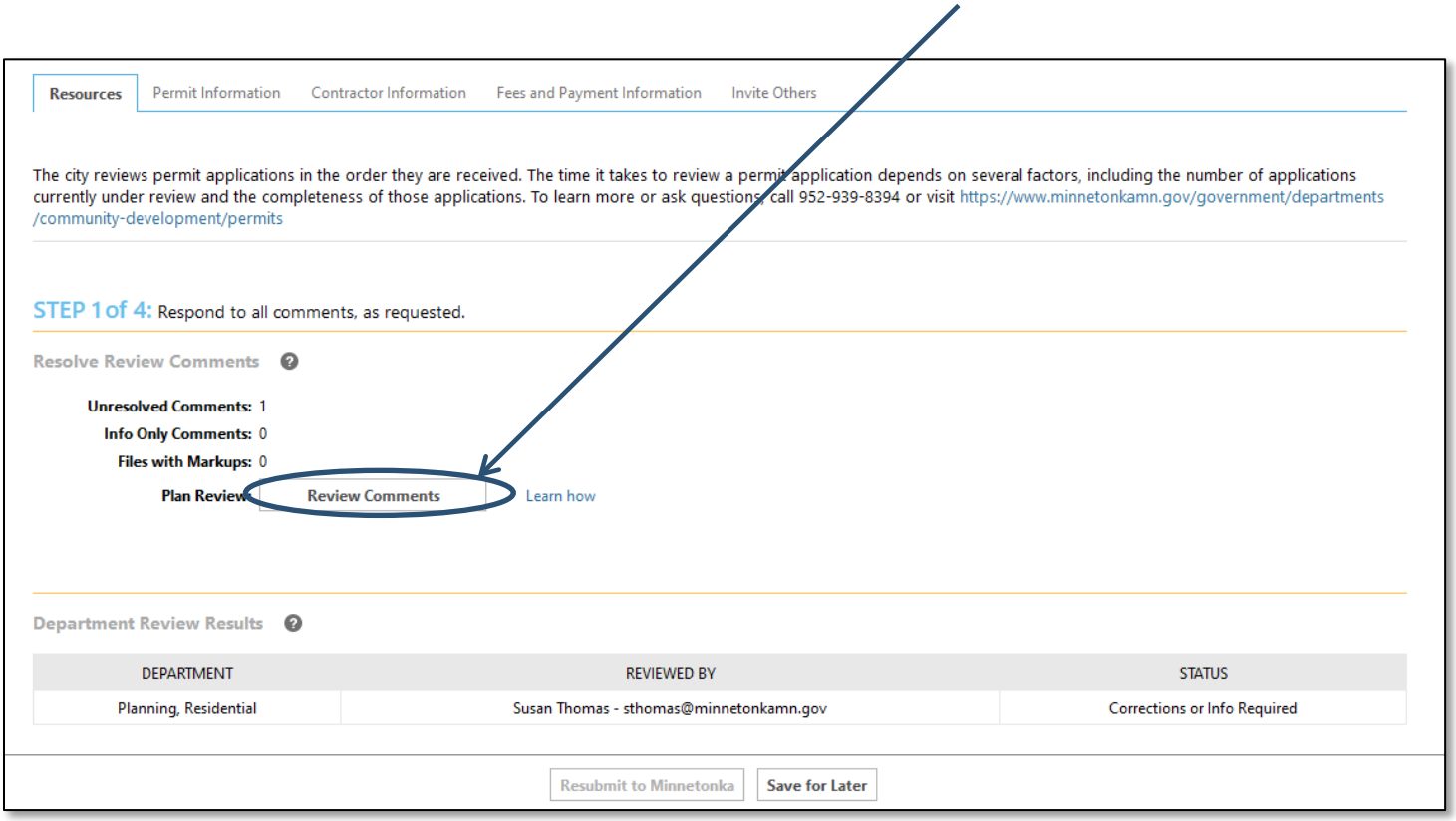


OR click on the Status Tab on your project page.

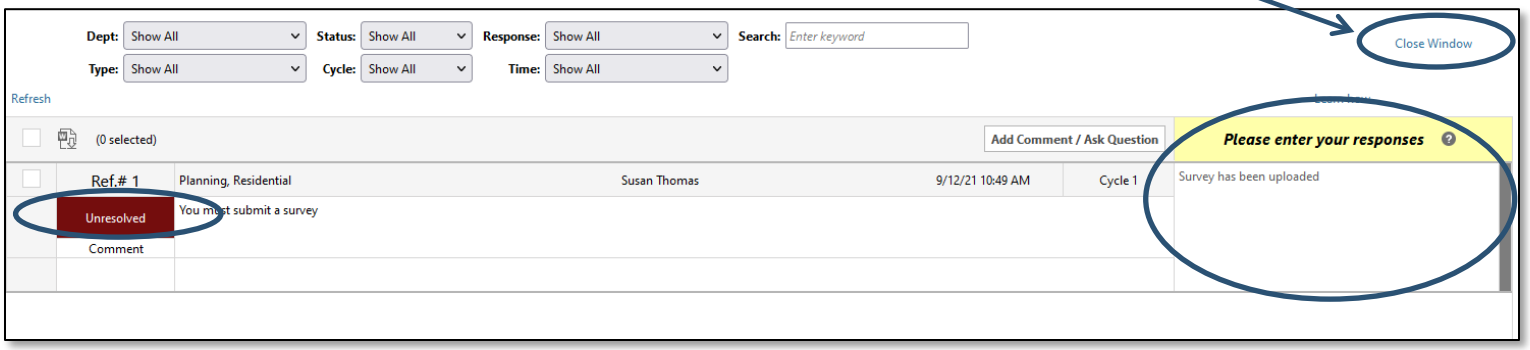


✓ **How do I check the reviewer comments made on my plans?**

If you have an **active task**, click on the task, and then click the Review Comments button.



A new window will appear. You MUST respond to all "Unresolved" items in order to resubmit the permit for review. After responding to all comments, click Close Window.



<u>If you **do not** have any active task, click on the Reports Tab and chose the Plan Review – Review Comments report.</u>

APPROVED PLANS

- ✓ **I received an email from ProjectDox saying my plans have been approved. Do I have an approved permit?**

  When you receive an email indicating your plans have been approved, there are still two important steps you need to complete to have an approved permit. The steps are: (1) click on the ePermits account link within the email to log-into ePermits and pay for your permit; and (2) login to ProjectDox and download your approved plans and inspection form Approved Plans Folder.