



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.)

UPLOAD AND SUBMIT

ProjectFlow BUILDING avolve

Resources Permit Information Contractor Information Fees and Payment Information **Invite Others**

Invite/Remove Project User ⓘ

Invite to Group: Applicant

Remove from Group: Applicant

First Name:

Last Name:

Email:

Name: Susan Thomas (stomas@minnetonkamn.gov)

Invite User

Remove User

STEP 1 of 3: Select and upload your drawing and supporting document files into this project, as required.

File Upload for: Example Permit 2 ⓘ

Select the destination folder to upload your files: [Learn how](#)

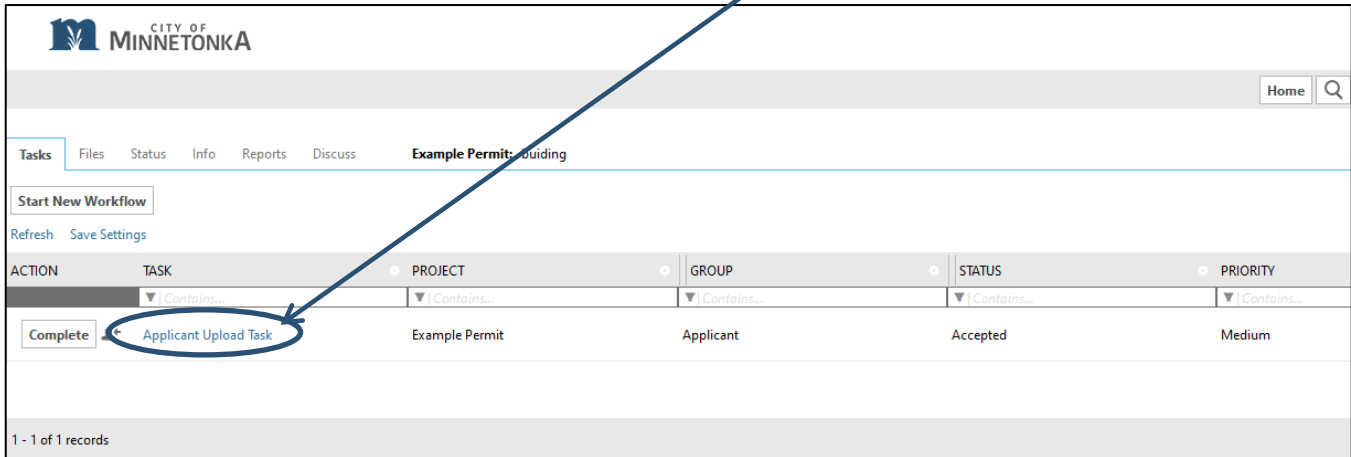
- Drawings
- Documents
- Applicant Response Letter
- Information From City Staff
- Approved
- As Built

Submit to Minnetonka Save for Later

UPLOADING PLANS

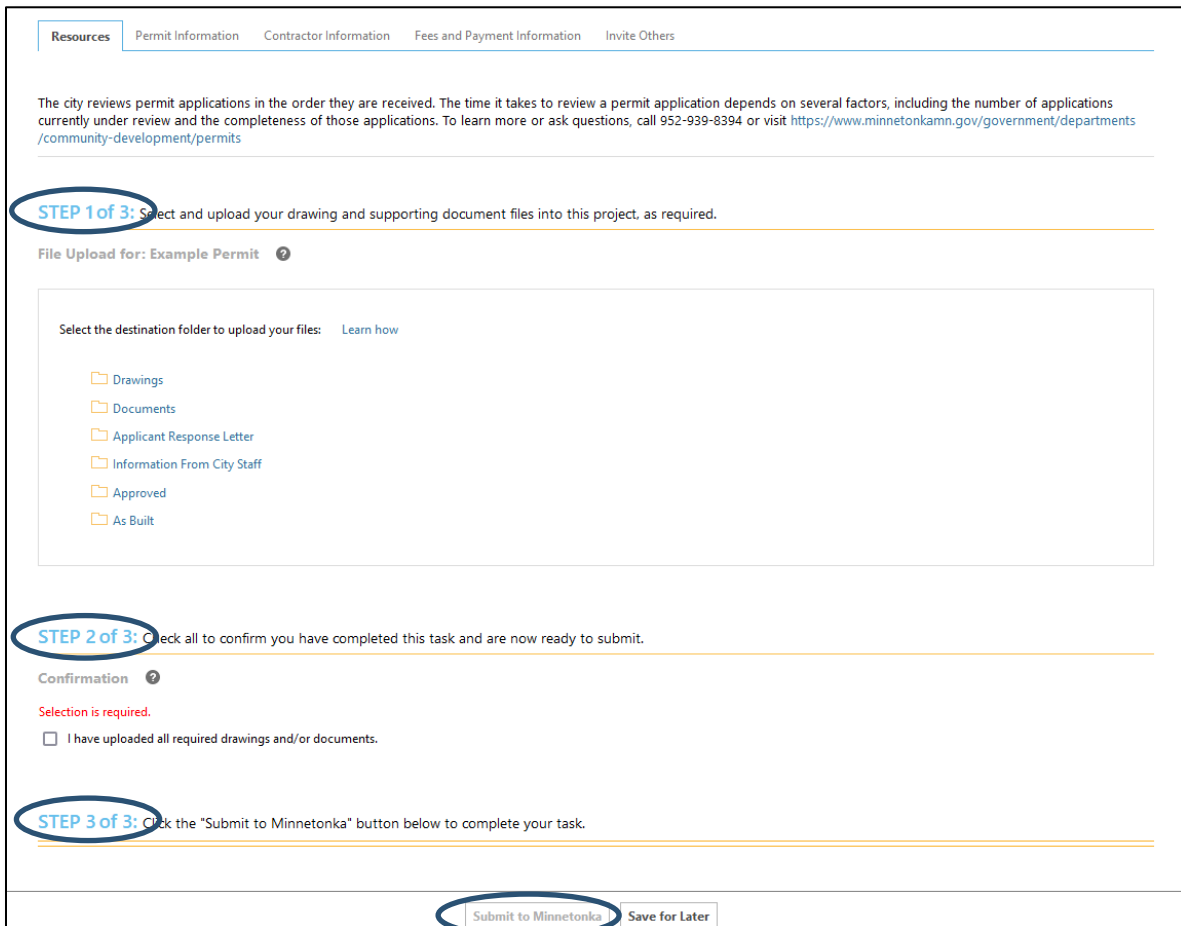
- ✓ Why does my task still say “Waiting for Applicant Information?” I uploaded my plans!

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



The screenshot shows the City of Minnetonka ProjectDox interface. At the top left is the City of Minnetonka logo. A navigation bar includes 'Home' and a search icon. Below this is a breadcrumb trail: 'Tasks > Files > Status > Info > Reports > Discuss > Example Permit: Guiding'. A 'Start New Workflow' button is visible. Below that are 'Refresh' and 'Save Settings' links. The main content is a table with columns: ACTION, TASK, PROJECT, GROUP, STATUS, and PRIORITY. The 'TASK' column contains 'Applicant Upload Task', which is circled in blue. A blue arrow points from the text above to this circled task. The 'PROJECT' column contains 'Example Permit', 'GROUP' contains 'Applicant', 'STATUS' contains 'Accepted', and 'PRIORITY' contains 'Medium'. At the bottom left of the table, it says '1 - 1 of 1 records'.

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.



The screenshot shows the 'Resources' page in ProjectDox. The breadcrumb trail is 'Resources > Permit Information > Contractor Information > Fees and Payment Information > Invite Others'. The main text explains that the city reviews permit applications in the order they are received and provides contact information for questions. Below this are three steps, each circled in blue:

- STEP 1 of 3:** Select and upload your drawing and supporting document files into this project, as required.

Below the first step is a 'File Upload for: Example Permit' section. It includes a 'Select the destination folder to upload your files:' prompt and a list of folders: Drawings, Documents, Applicant Response Letter, Information From City Staff, Approved, and As Built.

- STEP 2 of 3:** Check all to confirm you have completed this task and are now ready to submit.

Below the second step is a 'Confirmation' section with a red error message: 'Selection is required.' and a checkbox labeled 'I have uploaded all required drawings and/or documents.' which is currently unchecked.

- STEP 3 of 3:** Click the “Submit to Minnetonka” button below to complete your task.

At the bottom of the page, there are two buttons: 'Submit to Minnetonka' (circled in blue) and 'Save for Later'.

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

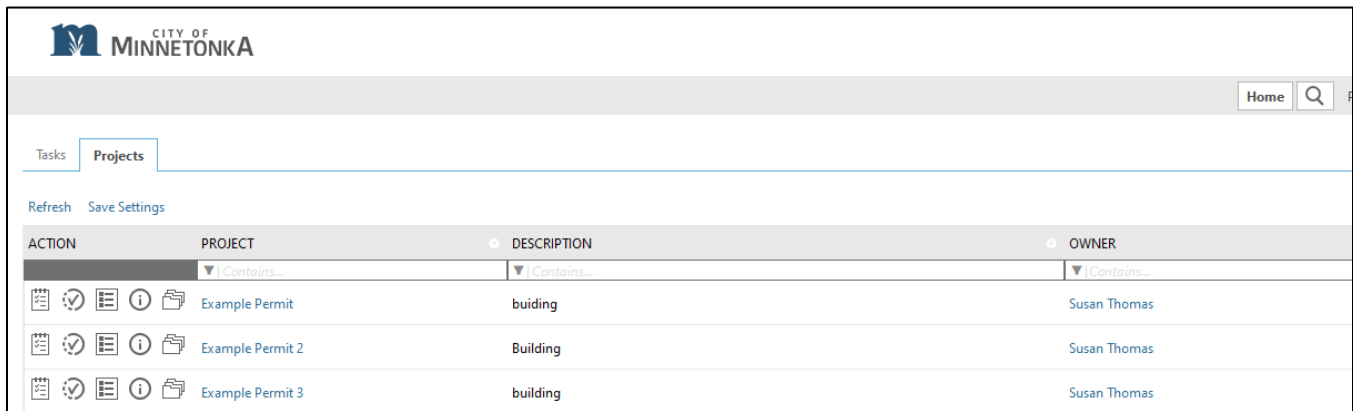
The system will not allow you to upload plans while city review is underway. This minimizes confusion regarding what plans are the most current.

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.

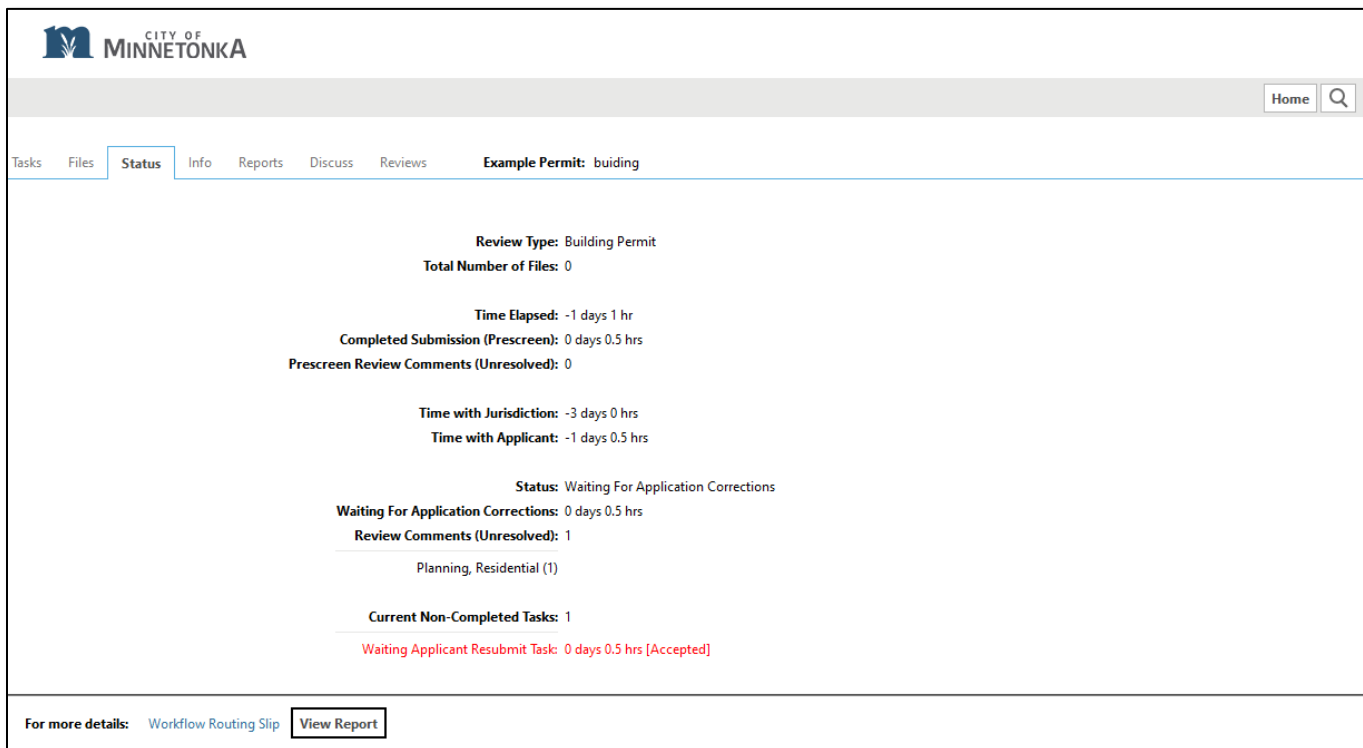
To review the status, click the Status Icon on the main page (located to the left of your project).



The screenshot shows the City of Minnetonka ProjectDox interface. At the top left is the City of Minnetonka logo. To the right are 'Home' and search icons. Below the header, there are tabs for 'Tasks' and 'Projects'. Under 'Projects', there are 'Refresh' and 'Save Settings' buttons. A table lists projects with columns for ACTION, PROJECT, DESCRIPTION, and OWNER. Each row includes icons for a checklist, a checkmark, a list, an information icon, and a folder icon.

ACTION	PROJECT	DESCRIPTION	OWNER
	Example Permit	building	Susan Thomas
	Example Permit 2	Building	Susan Thomas
	Example Permit 3	building	Susan Thomas

OR click on the Status Tab on your project page.



The screenshot shows the 'Status' page for a project titled 'Example Permit: building'. The page includes a navigation bar with 'Tasks', 'Files', 'Status', 'Info', 'Reports', 'Discuss', and 'Reviews'. The main content area displays various metrics: Review Type (Building Permit), Total Number of Files (0), Time Elapsed (-1 days 1 hr), Completed Submission (Prescreen) (0 days 0.5 hrs), Prescreen Review Comments (Unresolved) (0), Time with Jurisdiction (-3 days 0 hrs), Time with Applicant (-1 days 0.5 hrs), Status (Waiting For Application Corrections), Waiting For Application Corrections (0 days 0.5 hrs), Review Comments (Unresolved) (1), Planning, Residential (1), and Current Non-Completed Tasks (1). A red message indicates 'Waiting Applicant Resubmit Task: 0 days 0.5 hrs [Accepted]'. At the bottom, there are links for 'Workflow Routing Slip' and a 'View Report' button.

✓ **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.

The screenshot shows a web interface for permit review. At the top, there are tabs for 'Resources', 'Permit Information', 'Contractor Information', 'Fees and Payment Information', and 'Invite Others'. Below this is a paragraph of text explaining the review process. A section titled 'STEP 1 of 4: Respond to all comments, as requested.' contains a 'Resolve Review Comments' section with a question mark icon. Underneath, it lists 'Unresolved Comments: 1', 'Info Only Comments: 0', and 'Files with Markups: 0'. There are three buttons: 'Plan Review', 'Review Comments' (circled in blue), and 'Learn how'. Below this is a 'Department Review Results' section with a question mark icon, containing a table with columns 'DEPARTMENT', 'REVIEWED BY', and 'STATUS'. The table has one row: 'Planning, Residential', 'Susan Thomas - sthomas@minnetonkamn.gov', and 'Corrections or Info Required'. At the bottom are two buttons: 'Resubmit to Minnetonka' and 'Save for Later'.

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.

The screenshot shows a detailed view of a permit review item. At the top, there are filters for 'Dept: Show All', 'Status: Show All', 'Response: Show All', and a search box 'Search: Enter keyword'. Below these are 'Type: Show All', 'Cycle: Show All', and 'Time: Show All'. A 'Refresh' button is on the left. The main area shows a table with columns: 'Ref.# 1', 'Planning, Residential', 'Susan Thomas', '9/12/21 10:49 AM', 'Cycle 1', and 'Survey has been uploaded'. The 'Unresolved' status is circled in blue. A yellow banner at the bottom right says 'Please enter your responses' with a question mark icon. A 'Close Window' button is circled in blue at the top right.

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

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.