

Building Permitting

User Guide (Public)



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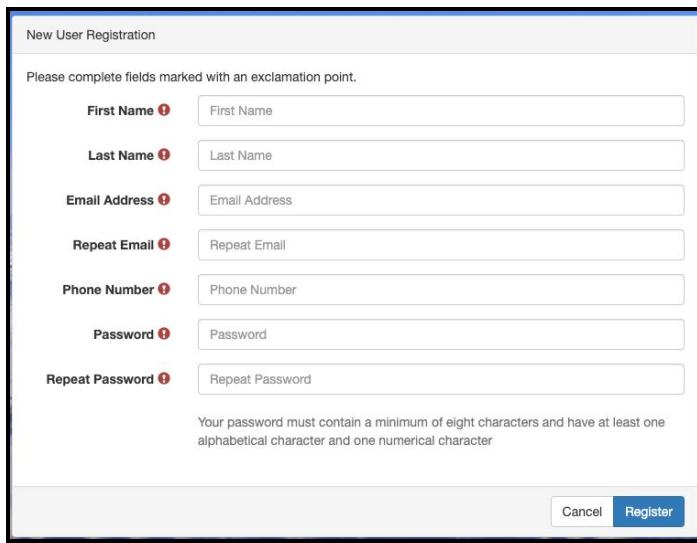
How to Manage Your User Account

New User Registration

In order to use the eProcess360 portal to submit an application, all individuals must create a user account.

1. Click on the **Register** button from the Login page.
2. Enter your information.

Note: All entries marked with  are Required.



New User Registration

Please complete fields marked with an exclamation point.

First Name 	First Name
Last Name 	Last Name
Email Address 	Email Address
Repeat Email 	Repeat Email
Phone Number 	Phone Number
Password 	Password
Repeat Password 	Repeat Password

Your password must contain a minimum of eight characters and have at least one alphabetical character and one numerical character

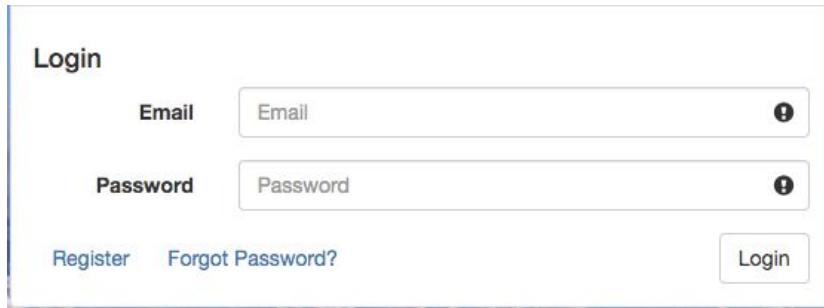
Cancel **Register**

3. Click on the **Register** button.
4. Click on the **I Agree** button on **License Agreement** page.

Logging In

Authorized users with a registered email and password can login to eProcess360 from the Login Page as follows:

1. Enter your **Email** and **Password** and click on the **Login** button.



The image shows a 'Login' page with a light blue header. It contains two input fields: 'Email' and 'Password', each with a clear icon. Below the fields are 'Register' and 'Forgot Password?' links. A large 'Login' button is at the bottom right.

2. If you forget your **Password**, see [Resetting Password](#) for further guidance.
3. When registering a new user or logging into the system for the first time the End User License Agreement and Terms of Service will be displayed. To concur, select the **I Agree** button at the end of the page.

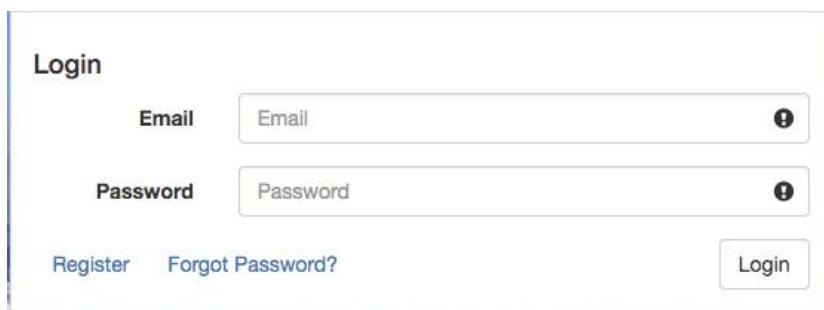
Resetting Password

If you had registered earlier and had an account but now don't remember the password, you can reset your own password in one of the 2 methods below:

From the Login Page

*Note: If you login and get a **Change Password** window, enter your new password data and Click on the **Change Password** button.*

1. Click on the **Forgot Password?** button.



A screenshot of the eProcess360 login page. The page has a light blue header with the word 'Login'. Below the header are two input fields: 'Email' and 'Password', each with a small 'i' icon to the right. At the bottom of the page are three buttons: 'Register', 'Forgot Password?', and a large 'Login' button.

2. Enter your Email address and click the **Reset Password** button.
3. Enter the **Reset Code** received by email. Click on the **Reset Password** button.
(Alternatively, click on the link included in the email you receive from eProcess360.)



A screenshot of the 'Reset Password' page. The page has a light gray header with the words 'Reset Password'. Below the header is a text input field with the placeholder 'Enter the reset code you received by email.' To the left of the input field is the label 'Reset Code'. At the bottom of the page are two buttons: 'Cancel' and a large 'Reset Password' button.

From the Accounts Settings Page

Note: Reach this Page by clicking the User Name on the Header.

1. Click on the  button.
2. Enter **Password** as indicated and click on the  button to save.

Changing Email, Name and/or Phone Number

From the **Account Settings** Page: (*Reach this Page by clicking on your name in the Header*)

1. Click the required boxes and enter a valid new **Email Address, First/Last Name and/or Phone Number**.

Note: All entries marked with  are Required.

My Account

E-mail Address 	kira@wc-3.com
Alternate E-mail	
First Name 	Kira
Last Name 	Nebilak
Phone Number	(925) 275-1700

Currently Away

2. Click on the  button.

Understanding eProcess360 Interface

The Home Page

After successfully logging in and agreeing to the User Agreement, eProcess360 will display the User's **Home Page**. Home Page includes 3 main components, the **Navbar**, the **Toolbar** and the **Information Display**. These components are consistent across all Workflows, (e.g. Building Permitting, Planning), and Modules (e.g. Submittals).

A sample **Home Page** follows:

Home Projects Search Projects Log Out

perm Millbrae Log Out

Home

System Announcement

The Permit Center will be closed for all in-person services. The City will be continually monitoring the situation and will update the public on potential changes. Customers will be provided information on Permit Center services that are currently available online or via e-mail or telephone, including inquiry, permit applications, plan submittals, permit issuance, and other services. City staff will strive to respond to all phone calls and emails as soon as possible. Your patience is much appreciated during this interim Permit Center closure period.

In addition to the electronic permit submittals for essential projects and re-submittal of construction documents for the existing permit applications, City of Millbrae is accepting new electronic permit submittals for remodels, additions, and other Projects/Permits that does not require prior planning commission approval.

- You can submit a new application or re-submit documents after addressing prior plan check comments via this portal.
- After receiving the new or resubmittal application and construction documents, staff will contact you either by email or telephone to inform if submittals are complete or additional information is required.
- Upon acceptance of the new application, applicant will be informed of the required plan check fee which can be paid by credit card to the City's Finance department by completing the one time use of credit card authorization form that will be emailed to the applicant.
- Upon receiving the plan check fees, staff will commence the plan reviews.

Groups Users Profiles/License Parcels Reports

Existing

1345 Main Street Application Returned Residential: Fireplace
New Building Permit Information Pending Created on 08-10-2020
7426 Pine Street Acceptance Pending Residential: Single Family (Custom)
1234 New Street Submittal Pending Residential: Water Heater Replacement
2200 street Under Review Residential: Single Family (Custom) 4

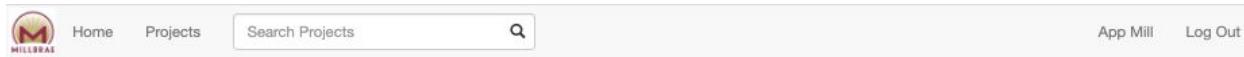
See All 30 Projects

Create New

Building Permit Application
[Building Department] Apply for a Building Permit. Electronic documents may be required if your project requires a review.

The Navbar

The **Navbar** contains the **Home** button, the **Projects** button, the **Tasks** button and a **Search Projects** box. It also contains the **User Name** button and the **Log Out** button. A sample follows:



Contents of the Navbar include:

- **Home** button which displays the **Home Page**
- **Projects** button displays projects applicable to the user and tools to filter the projects segmented within each type of workflow
- **Search Projects** box provides an opportunity to search projects on alphanumeric input.
- **User Name** button takes to your **Account Settings, My Profiles, Licenses and Project Association Pages**
- **Logout** button to Log out of eProcess360

The Toolbar

Contents of the **Toolbar** area are context-dependent depending on the scope of the page.

1. Upon logging in, the **Toolbar** area contains the **Home** button as a single **Home** tab,



2. After clicking on the **Projects** button on the **Navbar**, the **Toolbar** area contains the buttons for each of the Workflows (e.g. Building Permit, Planning etc). The following is an example of the projects segmented by each of the Workflows



Note: All Projects button will display a list of all projects from all workflows.

Selecting a Workflow button displays a list of Projects belonging to a specific Workflow in the Information Display area.

3. When a specific Project is selected, the **Toolbar** area displays the **Project Toolbar** consisting of Project-specific tabs to enter, save, submit and update Project information along with vital characteristics of the project such as Last Submitted, Permit Number, Parcel Number etc. An example follows:



The screenshot shows a 'BUILDING PERMIT APPLICATION' page. At the top right are project details: '7/31/2020 Last Submitted', '200001 Permit Number', '098-0397-088-00 Parcel Number'. Below these are tabs for 'Information', 'Scope of Work', 'Application', and 'Submittals'. In the center, there's a 'Go to Current Step' button. Above the button, the text 'Acceptance Pending' is displayed.

4. The **Go to Current Step** button is the most important button which takes the user to the page (e.g. application, review or inspection) that needs attention in the specific workflow, the Project **State** is located to the left of the **Go To Current Step** button.



In the example above, **Project State** is in **Acceptance Pending** state. Other Project States for Building Permitting workflow is as follows:

Project States	Description
Information Pending	Applicant is yet to leave the information page
Routing Pending	Waiting for the Applicant to select their scope of work
Form Pending	Waiting for the Applicant to fill out the main application page
Submittal Pending	Waiting for the Applicant to upload documents and submit.
Acceptance Pending	Waiting for Permit Tech to review the submitted application
Fee Deposit Pending	Application approved and waiting to pay Plan Check Fee
Under Review	Project under review by respective departments
Final Document Set Pending	Waiting for the Applicant to submit final documents
Fee Payment Pending	Waiting for the Applicant to pay permit fees
Building Permit Issued	Permit issued and Applicant can download the Permit

Accessing Existing Projects

After successfully logging in and agreeing to the User Agreement in eProcess360, the left column of the Applicant's Home page will display a limited number of **Existing** projects that are partially or fully submitted while the right column will provide links to create **New** applications for different workflows.

The **Existing** Projects column will display the last five projects initiated by the User but will not display closed or abandoned projects.

The screenshot shows the eProcess360 Home page. At the top, there is a header with a house icon and the word "Home". Below the header, there is a "System Announcement" box containing information about the closure of the Permit Center and the acceptance of new electronic permit submittals. To the right of the announcement, there is a list of bullet points detailing the process for submitting new applications. Below the announcement, there is a grid of eight icons representing different system modules: Workflows, System Admin, Groups, Users, Profiles/License, Parcels, Reports, Cashier, and Time Tracking. At the bottom of the page, there are two sections: "Existing" on the left and "Create New" on the right. The "Existing" section lists five projects: "New Building Permit" (Form Pending, Mixed Use: Floor Area Alteration), "5678 Testing Street" (Submittal Pending, Residential: Interior Alteration), "2345 Street" (Under Review, Residential: Single Family (Custom)), "7426 Brigadoon Ct" (Acceptance Pending, Residential: Alteration with 2nd Unit), and "1234 32nd Street" (Under Review, Residential: Single Family (Custom)). The "Create New" section contains a "Building Permit Application" button with a sub-instruction: "[Building Department] Apply for a Building Permit. Electronic documents may be required if your project requires a review." At the bottom of the page, there is a link to "See All 5 Projects".

Home

System Announcement

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In addition to the electronic permit submittals for essential projects and re-submittal of construction documents for the existing permit applications, City of Millbrae is accepting new electronic permit submittals for remodels, additions, and other Projects/Permits that does not require prior planning commission approval.

- You can submit a new application or re-submit documents after addressing prior plan check comments via this portal.
- After receiving the new or resubmittal application and construction documents, staff will contact you either by email or telephone to inform if submittals are complete or additional information is required.
- Upon acceptance of the new application, applicant will be informed of the required plan check fee which can be paid by credit card to the City's Finance department by completing the one time use of credit card authorization form that will be emailed to the applicant.
- Upon receiving the plan check fees, staff will commence the plan reviews.

Workflows

System Admin

Groups

Users

Profiles/License

Parcels

Reports

Cashier

Time Tracking

Existing

New Building Permit Form Pending
Mixed Use: Floor Area Alteration

5678 Testing Street Submittal Pending
Residential: Interior Alteration

2345 Street Under Review
Residential: Single Family (Custom) 4

7426 Brigadoon Ct Acceptance Pending
Residential: Alteration with 2nd Unit

1234 32nd Street Under Review
Residential: Single Family (Custom) 4

See All 5 Projects

Create New

Building Permit Application
[Building Department] Apply for a Building Permit. Electronic documents may be required if your project requires a review.

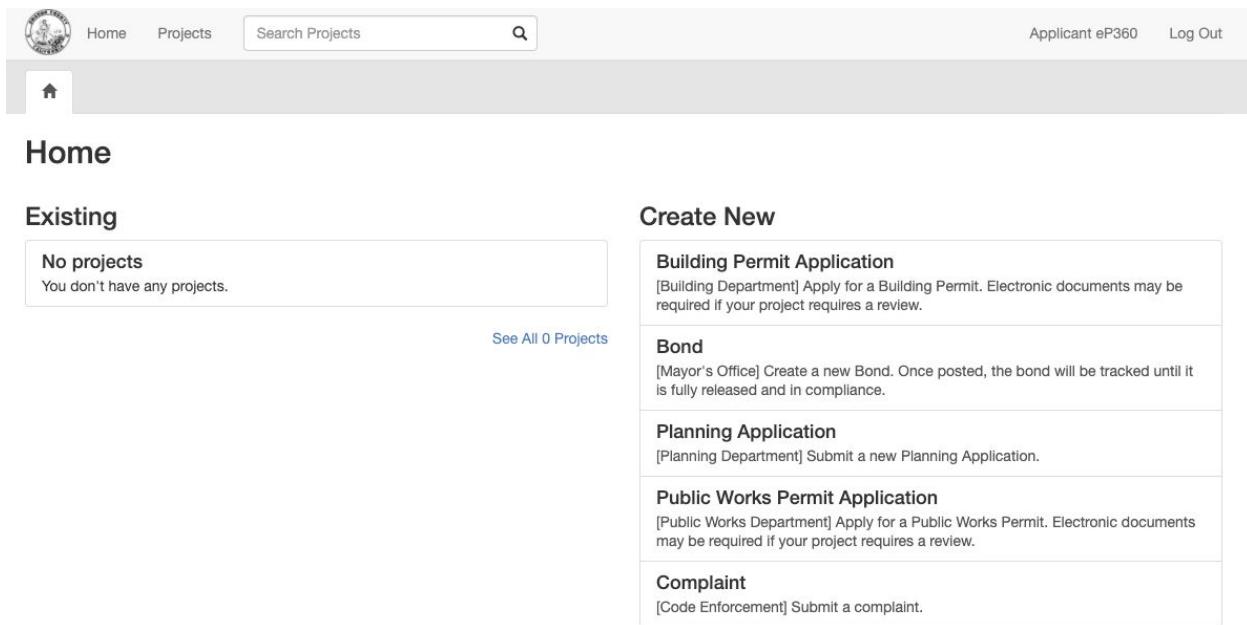
If needed to access a project outside the limited number of projects displayed on the **Existing Projects** column, use the **Projects** link on the **Nav Bar** or click on the blue text ("See all 5 Projects") in the **Existing Projects** column as shown above. When an existing project is selected, the project will open in its current state.

An applicant can select the project of interest from the **Existing Projects** column to view a project or to complete an incomplete project. Please note that incomplete projects will remain accessible to the Applicant through the system only for a limited number of days as follows:

Project State	Description	Days an incomplete project is accessible
Information Pending	Applicant is yet to leave the information page	3 days
Routing Pending	Waiting for Applicant to select scope of work.	3 days
Form Pending	Waiting for Applicant to fill application page.	7 days
Submittal Pending	Waiting for Applicant to upload documents	7 days
Application Returned	Waiting for Applicant to re-submit application	60 days

Steps to Apply for a Permit

After successfully logging in and agreeing to the User Agreement, the **Home** page of eProcess360 will be displayed in the following format:



The screenshot shows the eProcess360 Home page. At the top, there is a navigation bar with a logo, 'Home', 'Projects', a search bar containing 'Search Projects' and a magnifying glass icon, 'Applicant eP360', and 'Log Out'. Below the navigation bar, there is a header with a house icon and the word 'Home'. The main content area is divided into two columns: 'Existing' and 'Create New'. The 'Existing' column contains a box titled 'No projects' with the subtext 'You don't have any projects.' and a link 'See All 0 Projects'. The 'Create New' column contains five boxes: 'Building Permit Application' (description: '[Building Department] Apply for a Building Permit. Electronic documents may be required if your project requires a review.'), 'Bond' (description: '[Mayor's Office] Create a new Bond. Once posted, the bond will be tracked until it is fully released and in compliance.'), 'Planning Application' (description: '[Planning Department] Submit a new Planning Application.'), 'Public Works Permit Application' (description: '[Public Works Department] Apply for a Public Works Permit. Electronic documents may be required if your project requires a review.'), and 'Complaint' (description: '[Code Enforcement] Submit a complaint.').

From the **Create New** column of the **Home** Page, click on the Application type you wish to create (e.g. **Building Permit Application**, **Public Works Permit Application**, **Business License Application**, **Complaint**) to apply for a new permit.

1. Information (for New Applications)

When an application type is selected from the **Create New** column on the **Home** page, the Information page will be displayed with Permit Requirements and/or any administrative notices declared by the City. Select **Continue** to advance to generate a new project that has not been created before OR Select one of the Repeat Permit Options to auto-fill the same scope of work from your most recent 3 applications as displayed below:

Information

Applying for a Permit (Building Department)

Repeated Permit Options

As a returning applicant, you can auto-fill your scope of work and contact information for this application by copying from one of your most common three past projects listed below.

Note: If your current project is not described in the list below, continue with the normal process by clicking 'Continue'.

Select Residential→New Construction→Single Family (Custom)→Occupancy R-3

Select Residential→Electrical→Temporary Power

Select Residential→Mechanical→Fireplace

Continue

2. Scope of Work (SOW)

This is one of the most crucial pages as the selections declared within the SOW will determine the type of permit, reviews, fees and inspections applicable to the project. Therefore, select the checkboxes in the SOW to best describe the project details, starting by selecting Residential, Commercial or Mixed Use and the checkboxes that follow.

Acceptance Pending **Go to Current Step**

Information Scope of Work Application Submittals Intake Checklist Fees

Tell us about your project

Select the details that best describe your scope of work.

Residential ⓘ
 Non-Residential ⓘ
 Mixed Use ⓘ

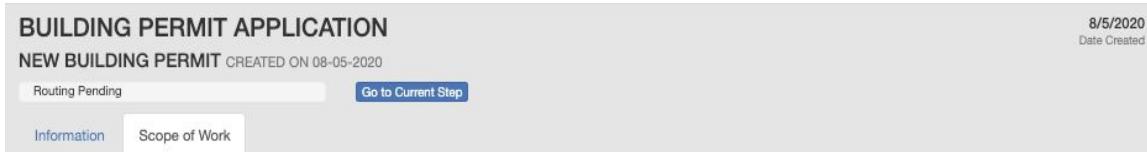
1. Depending on the selection, a new branch of selection options as a pop-up window will appear. The heading for each new pop-up window reflects previous selections providing a selection pathway and an increased level of detail. Please note that some of the selections will provide a brief description when  displayed.
2. Continue to make selections in the pop-up windows by clicking in the small checkbox to the left of each relevant option within the window. Once a selection is made, the top of the window will turn from blue to grey and a white check mark with a blue background

will appear next to each selection. The top of the pop-up windows will remain blue when no selections are made.

3. When necessary selections have been made to declare the Scope of Work, a blue

Save and Continue

button will appear at the bottom of the rightmost vertical stack of windows.



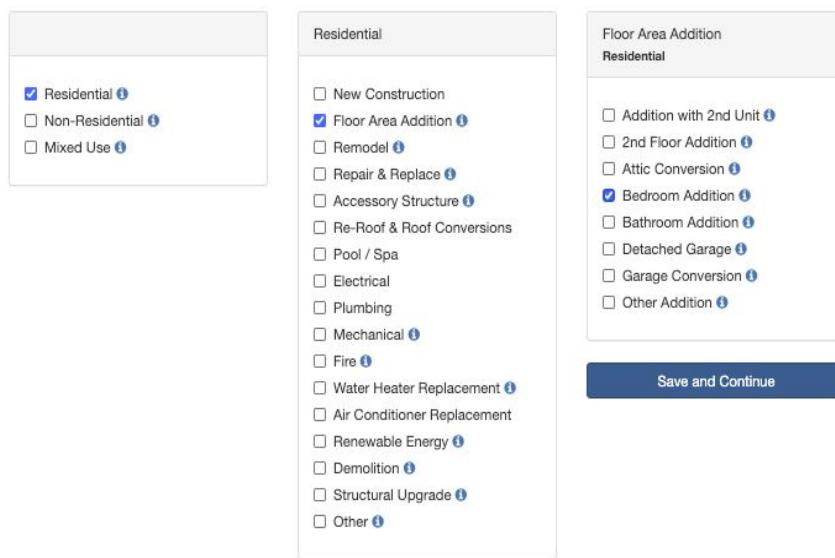
The screenshot shows a 'BUILDING PERMIT APPLICATION' page for a 'NEW BUILDING PERMIT' created on 08-05-2020. The status is 'Routing Pending'. There are two tabs: 'Information' (selected) and 'Scope of Work'. A 'Save and Continue' button is visible at the top right. The 'Scope of Work' section has a header 'Tell us about your project' and a sub-header 'Select the details that best describe your scope of work.' It contains three main sections: 'Residential' (selected), 'Floor Area Addition Residential', and a 'Save and Continue' button.

Residential
<input checked="" type="checkbox"/> Residential <small>1</small>
<input type="checkbox"/> Non-Residential <small>1</small>
<input type="checkbox"/> Mixed Use <small>1</small>
<input type="checkbox"/> New Construction
<input checked="" type="checkbox"/> Floor Area Addition <small>1</small>
<input type="checkbox"/> Remodel <small>1</small>
<input type="checkbox"/> Repair & Replace <small>1</small>
<input type="checkbox"/> Accessory Structure <small>1</small>
<input type="checkbox"/> Re-Roof & Roof Conversions
<input type="checkbox"/> Pool / Spa
<input type="checkbox"/> Electrical
<input type="checkbox"/> Plumbing
<input type="checkbox"/> Mechanical <small>1</small>
<input type="checkbox"/> Fire <small>1</small>
<input type="checkbox"/> Water Heater Replacement <small>1</small>
<input type="checkbox"/> Air Conditioner Replacement
<input type="checkbox"/> Renewable Energy <small>1</small>
<input type="checkbox"/> Demolition <small>1</small>
<input type="checkbox"/> Structural Upgrade <small>1</small>
<input type="checkbox"/> Other <small>1</small>

Floor Area Addition Residential
<input type="checkbox"/> Addition with 2nd Unit <small>1</small>
<input type="checkbox"/> 2nd Floor Addition <small>1</small>
<input type="checkbox"/> Attic Conversion <small>1</small>
<input checked="" type="checkbox"/> Bedroom Addition <small>1</small>
<input type="checkbox"/> Bathroom Addition <small>1</small>
<input type="checkbox"/> Detached Garage <small>1</small>
<input type="checkbox"/> Garage Conversion <small>1</small>
<input type="checkbox"/> Other Addition <small>1</small>

Tell us about your project

Select the details that best describe your scope of work.



The screenshot shows the 'Scope of Work' section expanded. The 'Residential' category is selected, showing sub-options like 'New Construction', 'Floor Area Addition', 'Remodel', etc. The 'Floor Area Addition Residential' category is also expanded, showing sub-options like 'Addition with 2nd Unit', '2nd Floor Addition', 'Attic Conversion', etc. A 'Save and Continue' button is visible at the bottom right.

The **Save and Continue** button may appear and disappear as selections are made requiring further levels of selections. The Applicant can always back out of selections by clicking on a checkbox to uncheck it. This will deselect the option and cause all subcategory/followup selections that are no longer relevant to disappear.

*Note: Once Project Details are selected and saved, applicants can return back to any of the pages and edit until the application is submitted on the **Submittals** page.*

3. Application

Fill out all applicable fields on the Application Page including **Project Details, Additional Questions, Applicant Information, and Contacts (Required & Additional)** Sections to ensure the application is complete.

Note: *Required fields are indicated with this symbol: *

Project Details Section

Information Scope of Work Application

Building Permit Application

Project Details

Enter the parcel number or address. The other field will be autopopulated once you make a selection. If you would like to specify a unit that is not part of the address, please use the Unit field.

Street Address 	<input type="text" value="5934 BRYCE CANYON CT"/>	 Valid
Parcel Number	<input type="text" value="941-0907-055-00"/>	
Unit	<input type="text" value=""/>	Unit number, such as suite or apartment, if not given in the autocompleted address
Project Name	<input type="text" value="Bedroom Addition"/>	
Lot #	<input type="text" value=""/>	Lot #
Declared Valuation 	<input type="text" value="\$ 75000"/>	
Detailed Description of Work 	<input type="text" value="Add approximately 458 square feet of living space to the existing home structure"/>	

*Note: System can auto complete the **Parcel Number** based on a valid **Street Address**.*

Additional Questions Section

Additional questions will help staff determine the true composition of the project.

Additional Questions

Existing Area (sqft)	<input type="text" value="1045"/>	Finished Floor Area (sqft)	<input type="text" value="1533"/>
Unfinished Floor Area (sqft)	<input type="text" value=""/>	Garage Area (sqft)	<input type="text" value=""/>
Porch/Deck Area (sqft)	<input type="text" value=""/>	Construction Type	<input type="text" value=""/>

Will this project have fire sprinklers? 

Yes No

Applicant Information Section

Specify your relationship to the project as a **Contractor**, **Owner/Builder** or **Applicant** and provide the details requested.

Applicant Information

Choose one profile to enter your details:

Contractor	Owner/Builder	Applicant
------------	---------------	-----------

Applicant [View](#)

Name !

Address !

Unit

Dublin CA 94538

Phone ! Fax

Email

Any email changes must be updated in the [account settings page](#).

Contractors must provide an active contractor license number to proceed.

Required Contacts Section

When making selections, select box with ▼ and make selection from the list and enter required information in the other fields.

▼ indicates a scrolling list - Click in the box and scroll to make selection.
Auto-completed indicates that eProcess360 will auto fill in this information.

Required Contacts

Owner
Property Owner
REQUIRED

Type <input type="text" value="Property Owner"/>
Name ! <input type="text" value="Jack Owner"/>
Address ! <input type="text" value="1988 Coriander Common"/>
Unit <input type="text"/>
Livermore <input type="text"/> CA <input type="button" value="▼"/> 94551
Phone ! <input type="text" value="16263840770"/> Fax <input type="text"/>
Email <input type="text" value="des@gmail.com"/>

Additional Contacts Section

Use this section to add additional contacts such as an additional Contractor that is not the primary contractor, Professionals such as Architects etc on the project.

Additional Contacts



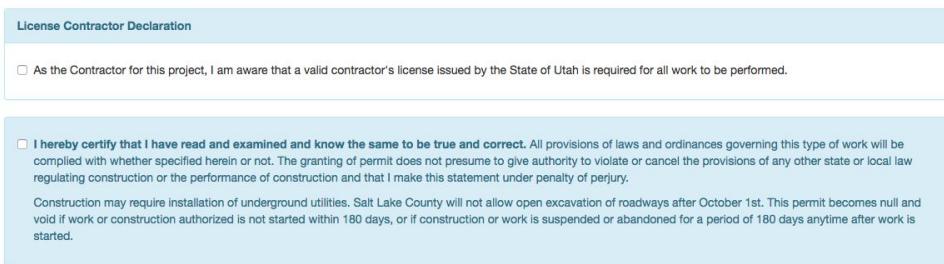
The screenshot shows a user interface for adding contacts. On the left, there is a label 'Add a:' followed by a dropdown menu with the option 'Applicant' selected. Below the dropdown is a list of contact types: 'Applicant', 'Contractor', 'Owner', 'Owner/Builder', 'Professional', and 'Tenant'. To the right of the list is a large blue 'Add' button. On the far left, there is a light blue box containing a checkbox and text: 'I certify that I have read the building construction, and permit, to remove any non'.

To Add, click in box with  and select Contact type from list. Click on  button to open the required fields for the contact and enter the fields for each Contact Information. Add as many Contacts as required/needed.

Note: By adding the Additional Contacts on the Application, you can allow them to view the project after registering as a new user.

Declarations Section

Declarations are displayed in light blue as below.



The screenshot shows a 'License Contractor Declaration' section. It contains two checkboxes. The first checkbox is labeled 'As the Contractor for this project, I am aware that a valid contractor's license issued by the State of Utah is required for all work to be performed.' The second checkbox is labeled 'I hereby certify that I have read and examined and know the same to be true and correct. All provisions of laws and ordinances governing this type of work will be complied with whether specified herein or not. The granting of permit does not presume to give authority to violate or cancel the provisions of any other state or local law regulating construction or the performance of construction and that I make this statement under penalty of perjury.' Below this is a note: 'Construction may require installation of underground utilities. Salt Lake County will not allow open excavation of roadways after October 1st. This permit becomes null and void if work or construction authorized is not started within 180 days, or if construction or work is suspended or abandoned for a period of 180 days anytime after work is started.' To the right of the declarations is a large blue 'Save' button.

Confirm the **Declarations** by clicking in the checkbox .

When all Sections of the **Application** are completed, click on  button.

Note: Unless Saved, information will not be retained by the system.

4. Submittals

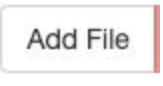
After completing the Scope of Work and Application pages, the **Submittals** page will be viewable, enabling applicants to submit electronic documents to be reviewed by staff.

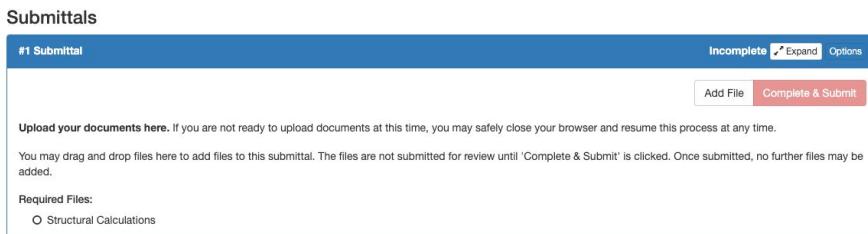
If the system specifies any required files, it is mandatory to add the required files to proceed.

Note: Required Files will be identified with a “o” label in the Submittal frame. The “o” label will change to a checkmark when files are successfully uploaded.

Even if documents are not listed explicitly by the system, that does not necessarily imply that no electronic documents are needed as applicants are responsible for submitting all necessary documents along with their initial application. Please consult the City's website for guidance on submitting a complete application as omitted documents are the most common cause for returned applications and delays in processing permits. If your electronic documents are not ready, you can log out and return to upload required files in a timely manner to prevent the application being marked as abandoned.

To Add Files from the **Submittals** page:

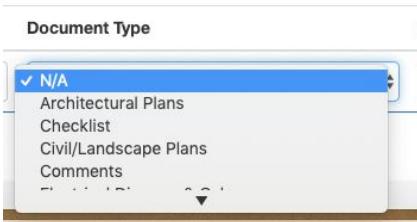
1. Click  button and select the file(s) from your computer to add.



The screenshot shows the 'Submittals' page with a blue header bar. Below it, a table lists 'Required Files' with a single row: 'Structural Calculations'. At the top right of the table are buttons for 'Incomplete', 'Expand', 'Options', 'Add File', and 'Complete & Submit'.

If needed to add multiple documents, multiple files can be selected and uploaded by dragging-and-dropping the selected multiple files to the blue Submittal frame.

2. Declaring the document types will help the staff identify documents with ease. Therefore, click in the Document Type box to gain access to a scrollable list of valid document types to select and declare the specific document type from the list.



The screenshot shows a dropdown menu titled 'Document Type' with the following options: 'N/A' (selected), 'Architectural Plans', 'Checklist', 'Civil/Landscape Plans', and 'Comments'.

Continue to upload individual documents using the Add File button as needed.

3. Make sure all documents needed to be submitted are added before Selecting

Complete & Submit

*Note: Complete & Submit button will turn dark red when all **Required Files** are added.*

4. When files are successfully uploaded, you would have completed the application and the staff will be notified to review the application.

Add Deferred Submittals

If needed to make deferred submissions for your project, you will need to contact the staff directly (external to eProcess360) and request to enable the deferred submissions through eProcess360. Once staff creates a new Submittal Phase on the Submittals page, Staff will contact the applicant directly (external to eProcess360) to advise a Deferred Submittal Phase has been created and the system is ready for the applicant/authorized users to submit the Deferred Submittal.

So What Happens Next

Once required Submittals have been completed, the system will indicate Submittals have been uploaded. At this stage, the applicant has completed the initial step of the application process and the system will transfer to the Acceptance Pending state which you can view by clicking on the

Go to Current Step

in the toolbar.

Submitted applications can now be received and reviewed by staff, the applicant will be notified by e-mail when the application has been accepted for review or rejected. If rejected, an explanation will be provided by staff and the application can be resubmitted once corrections have been made.

When the application is accepted, applicants will be notified about the deposit/review fees. Once deposit/review fees are paid, staff will begin the plan review process.

When staff completes reviewing the documents, they will approve or make comments in the form of a comment letter. If the comment letter advises to submit additional information or resubmit corrected documents, they can be resubmitted within eProcess360 by clicking the link at the bottom of the email sent by eProcess360 or you could log directly into the system and open the newly opened Submittals page to resubmit.

Once reviews are successfully completed, the applicant will be notified about permit fees that need to be paid to proceed. When permit fees are paid, the project will advance to a permit issuable state.

Frequently Asked Questions (FAQs)

1. How do I change my existing Password?

a. If you forget your Password:

Go to the Login Page. Click on  . Enter your email address and



click on  button. You will receive an email with further instructions.

b. If you want to change your Password:

Go to the Home Page. Click on your name in the upper right corner. Click on



c. If you login and get a **Change Password** window:

Enter new password data and click on  button.

2. I am trying to Apply for a Permit, Filing a Complaint or Applying for a Business License, how do I do that?

See [Create New](#) for guidance.

3. How do I view and track the status of my Permit Application, Code Enforcement Case or Business License?

Project status is available on respective Project lists.

From the Home screen, click on  button. Projects are displayed by Workflow e.g., Building Permit.

4. How do I save my information?

Look for the blue button on the lower right of most pages to Save your data before going to the next screen. Changes are typically not saved until you explicitly save the page.

Examples include  and 

5. How do I view what I have done so far?

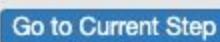
You can view your **Existing** Applications by clicking  button on the **Navbar** or  tab on the **Menu Bar**. Select an entry from the **Existing** column or click the Projects link on the **Nav Bar** or use the blue text ("See all 16 Projects") in the lower right of the Existing Project column to view a comprehensive list of projects.

6. How do I find the task I was working on last time I was logged on?

Click on  button on the **Navbar** or  on the **Menu Bar**. The project at the top of the **Existing** column will be the Project with the most recent activity by you, staff or any of your contacts.

Click on  button at any time when processing a project and system will take you to the next step.

7. After I have submitted my application, how do I find out what I need to do next?

When you select a Project, the system will take you to the appropriate page for the "next step." You can also click on  button on the **Menu Bar**.

8. How do I resubmit a Rejected application?

If the Jurisdiction rejects your Application, you will receive an email stating the reasons why. To access your Application, click the hyperlink in the bottom of the application or

 select your Project from the Project list which will take you to the  page of the respective application. You will see a yellow window with information regarding

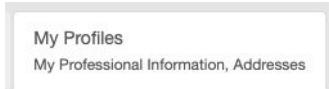
 application rejection. Edit application as needed and click on  button. If you need to change the Scope of Work or submit additional documents, you can perform those tasks in the respective pages and resubmit the application from the Submittals page.

9. Can I add Documents/Plans to an Existing Application ?

You can only add Documents/Plans to your current submission if Plan Review has not commenced. If Plan Review has begun, the document may be added at the discretion of the Jurisdiction Staff.

10. How do I change information for my Profiles?

From the Home Page, click on your name on the **Navbar**. Click on



tab on the Menu Bar. Click on  button in the Options column to Edit Profile.