Building Permitting

User Guide (Public)

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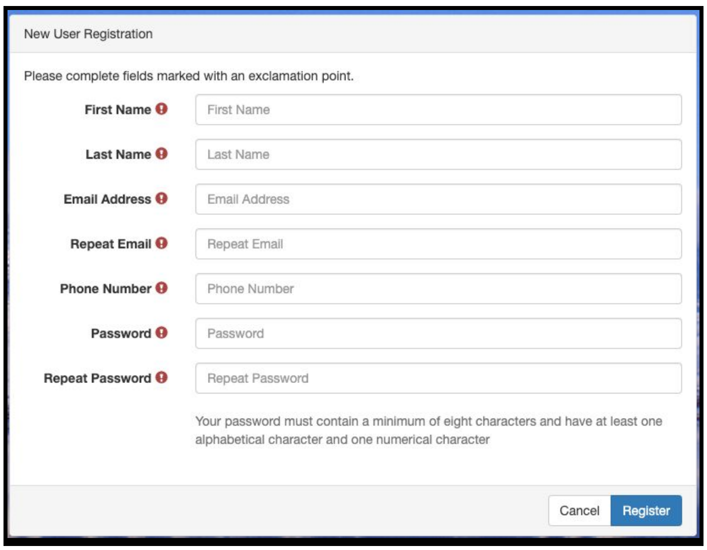
How to Manage Your User Account

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.

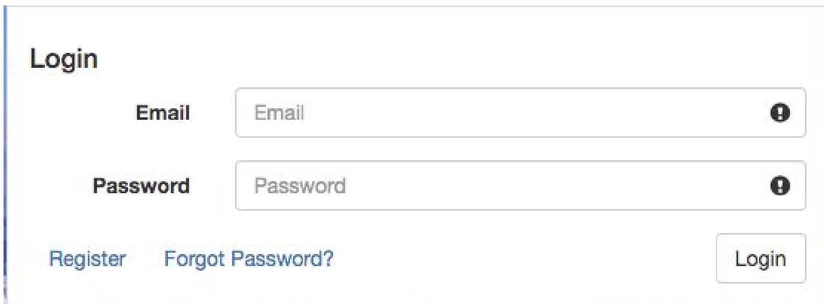


3. Click on the Register button.
4. Click on the I Agree button on **License Agreement** page.

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.



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.

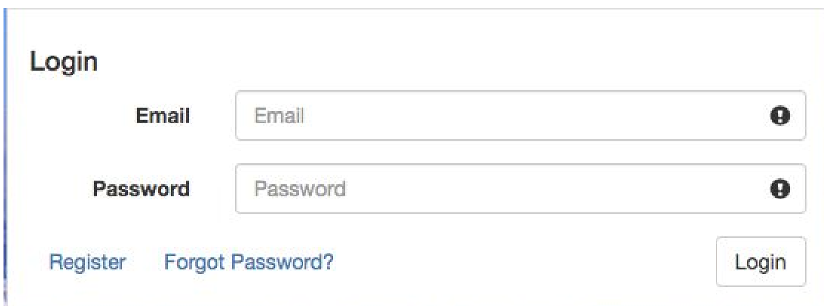
Resetting Password

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

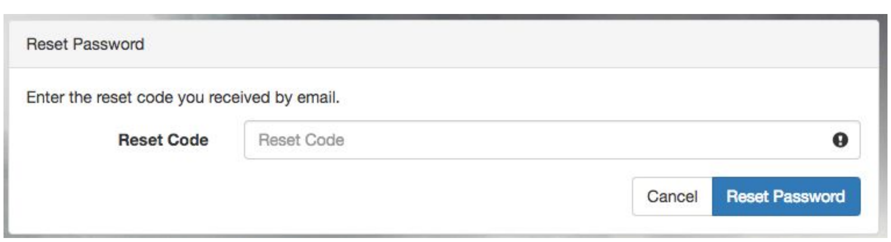
*Note: If you login and get a **Change Password** window, enter your new password data and Click on the* Change Password *button.*

1. Click on the Forgot Password? button.



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.)



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 

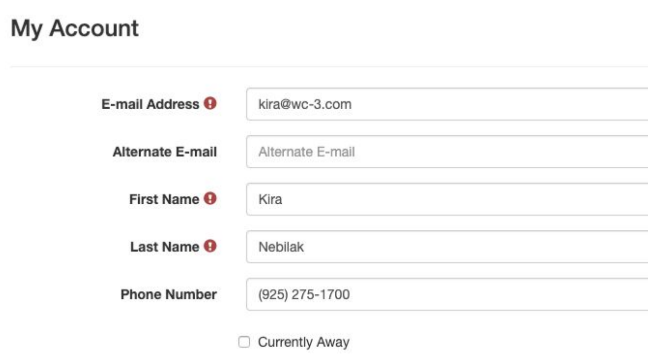
button to save.

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.



2. Click on the 

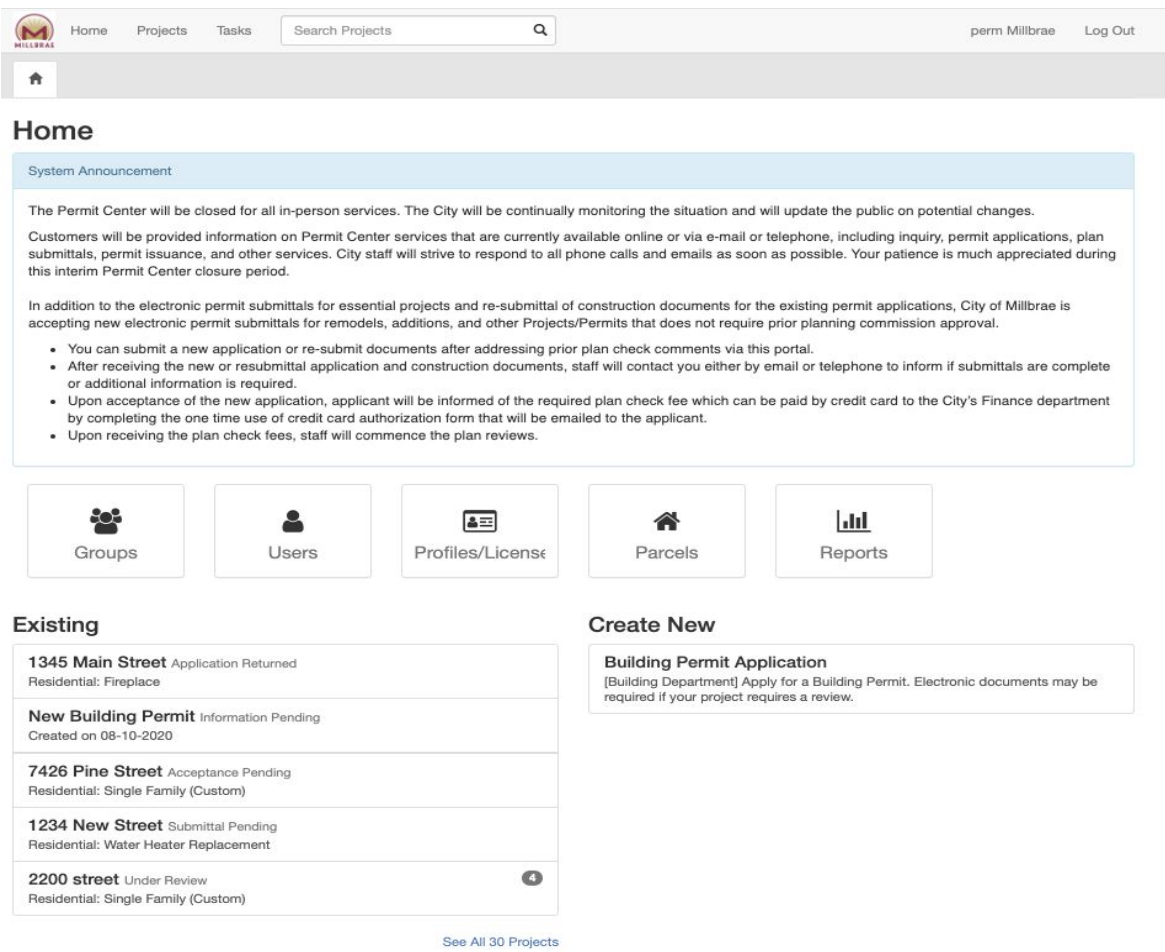
button.

Understanding eProcess360 Interface

The Home Page

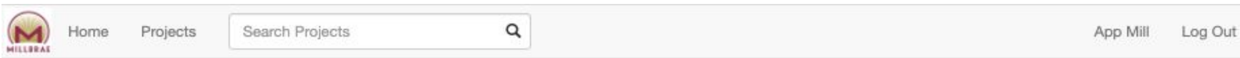
After successfully logging in and agreeing to the User Agreement, eProcess360 will display the User's **Home Page**. Home Page includes 3 main components, the **Navbar**, the **Toolbar** and the **Information Display**. These components are consistent across all Workflows, (e.g. Building Permitting,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

A sample **Home Page** follows:



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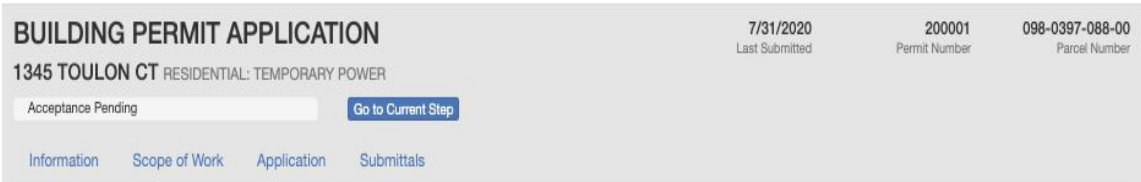
2. After clicking on the **Projects** button on the **Navbar,** the **Toolbar** area contains the buttons for each of the Workflows (e.g. Building Permit, Planning etc). The following is an example of the projects segmented by each of the Workflows

*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:



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.

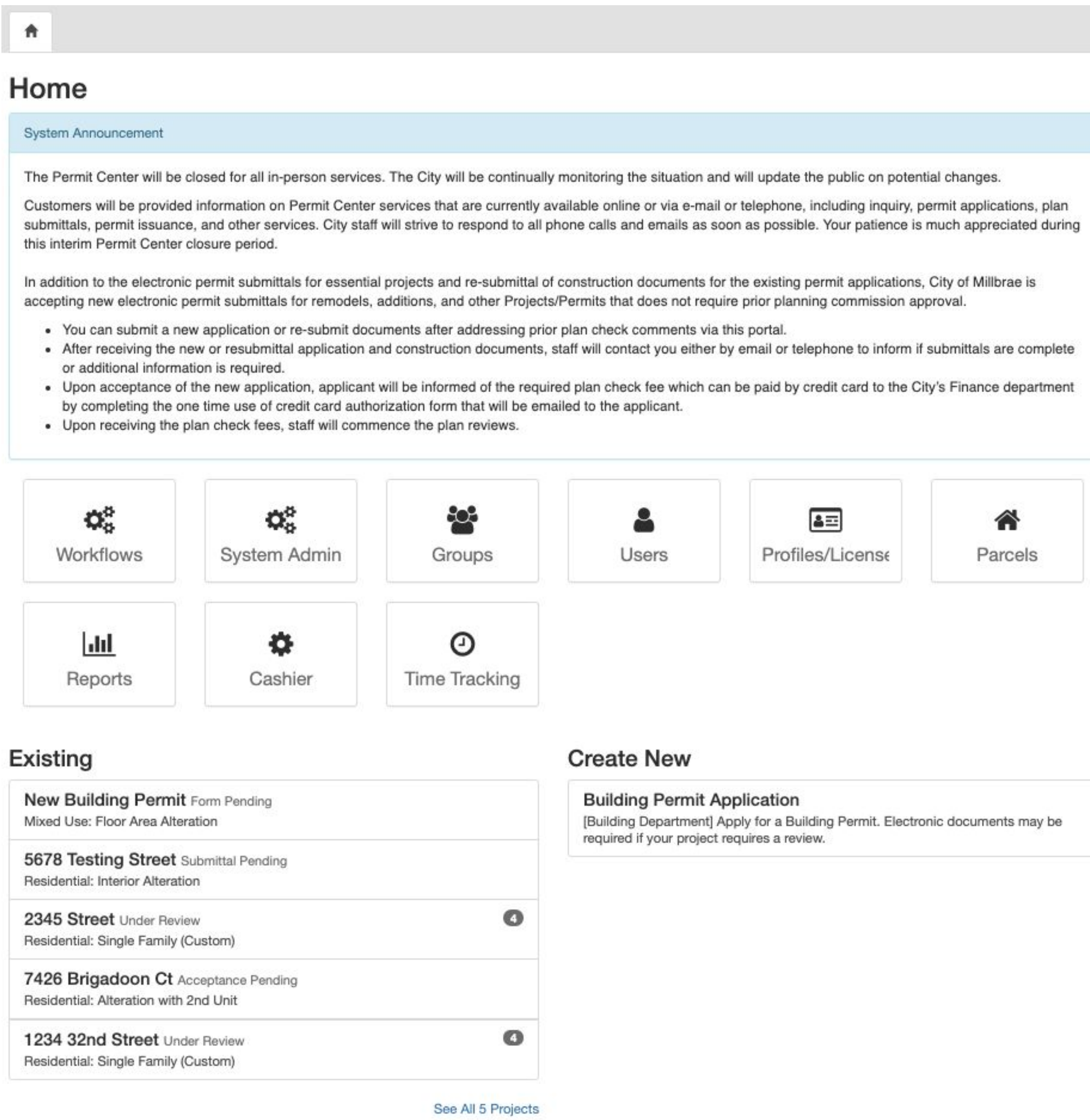
In the example above, **Project State** is in **Acceptance Pending** state. Other Project States for Building Permitting workflow is as follows:

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.



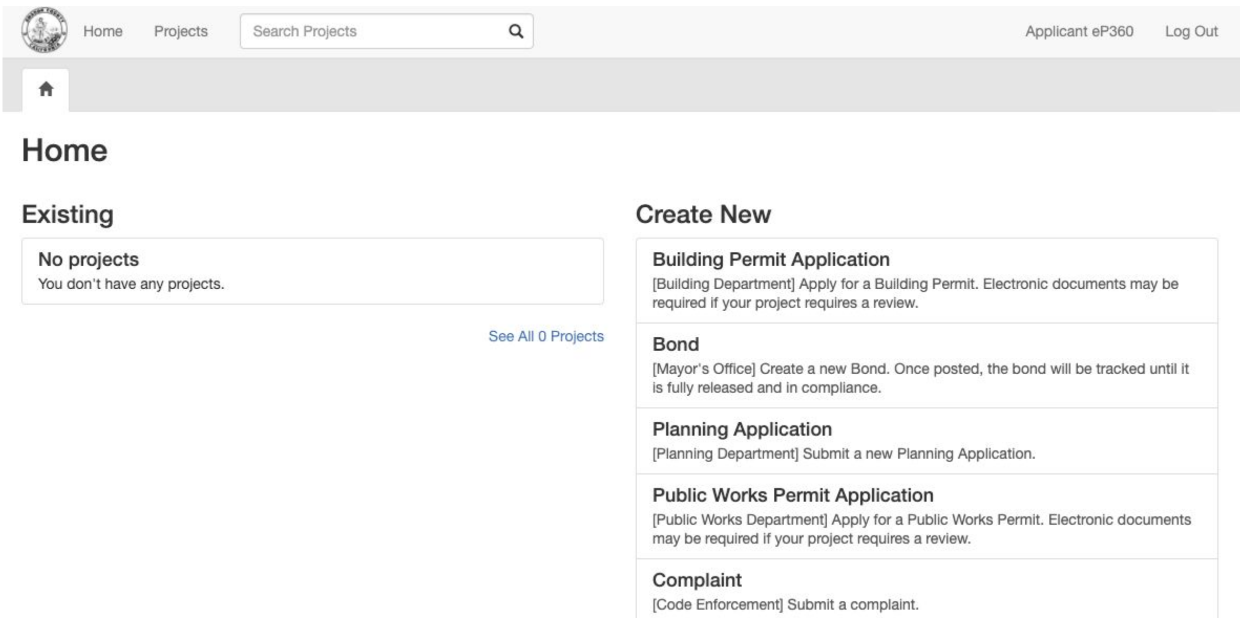
If needed to access a project outside the limited number of projects displayed on the **Existing** Projects column, use the **Projects** link on the **Nav Bar** or click on the blue text ("See all 5 Projects") in the **Existing** Projects column as shown above. When an existing project is selected, the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

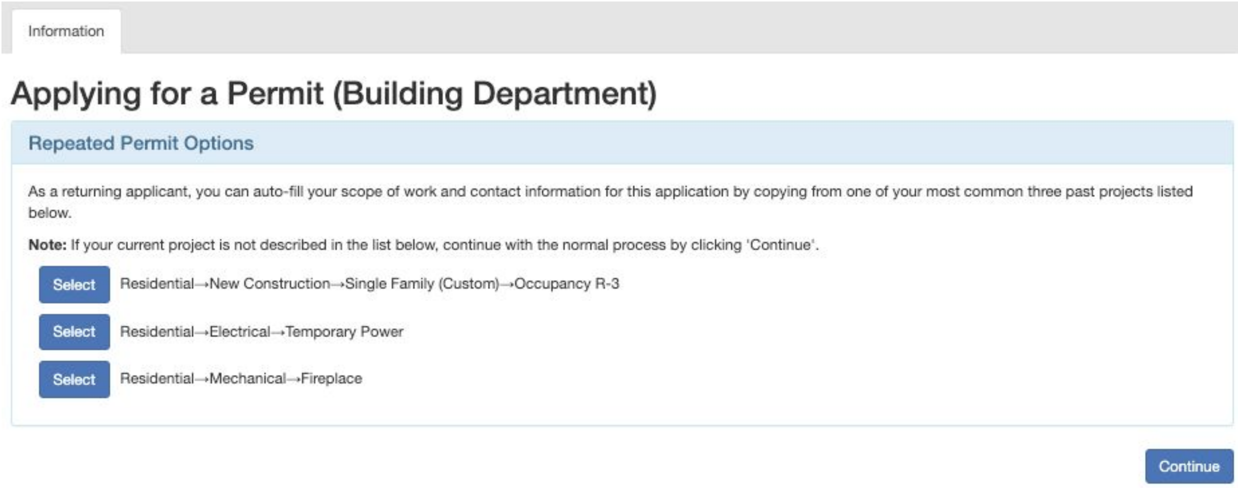
After successfully logging in and agreeing to the User Agreement, the **Home** page of eProcess360 will be displayed in the following format:



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.

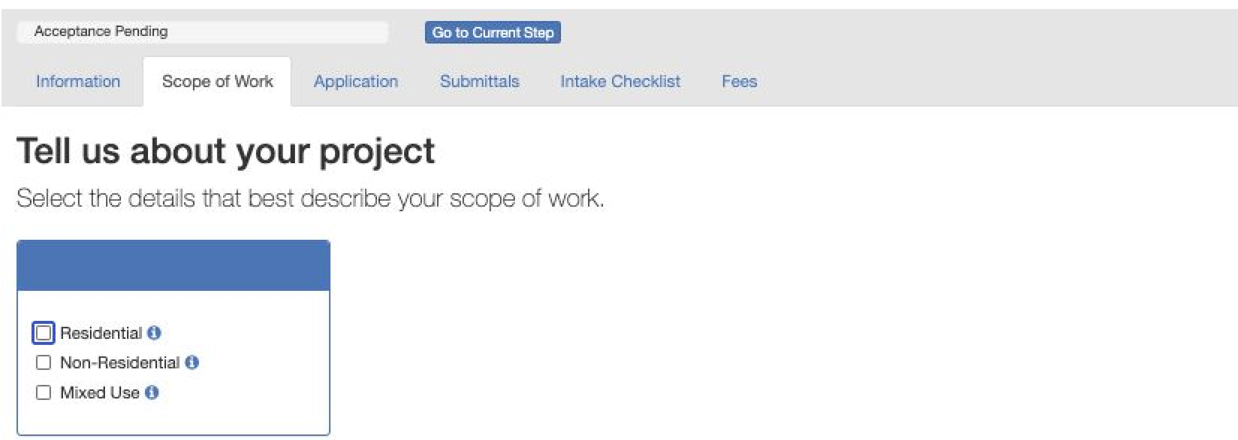
1. Information (for New Applications)

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:



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.

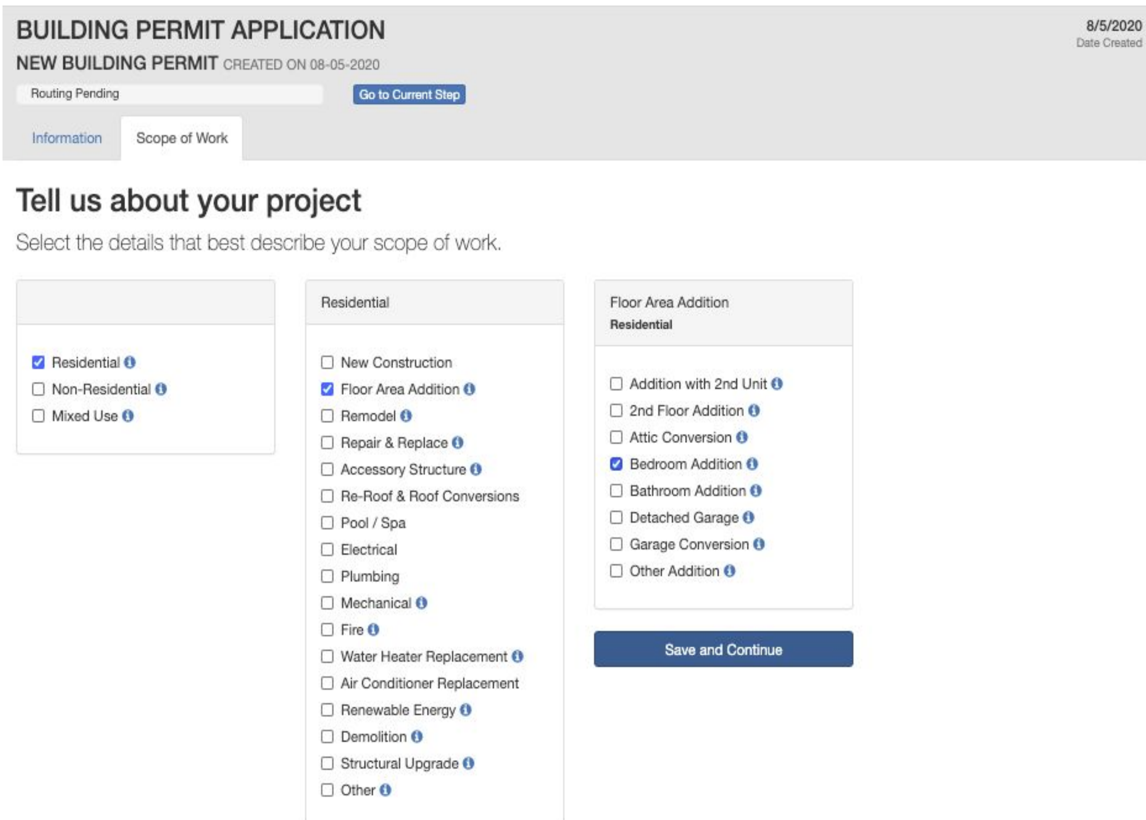


1. Depending on the selection, a new branch of selection options as a pop-up window will appear. The heading for each new pop-up window reflects previous selections providing a selection pathway and an increased level of detail. Please note that some of the selections will provide a brief description 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 

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



The 

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.

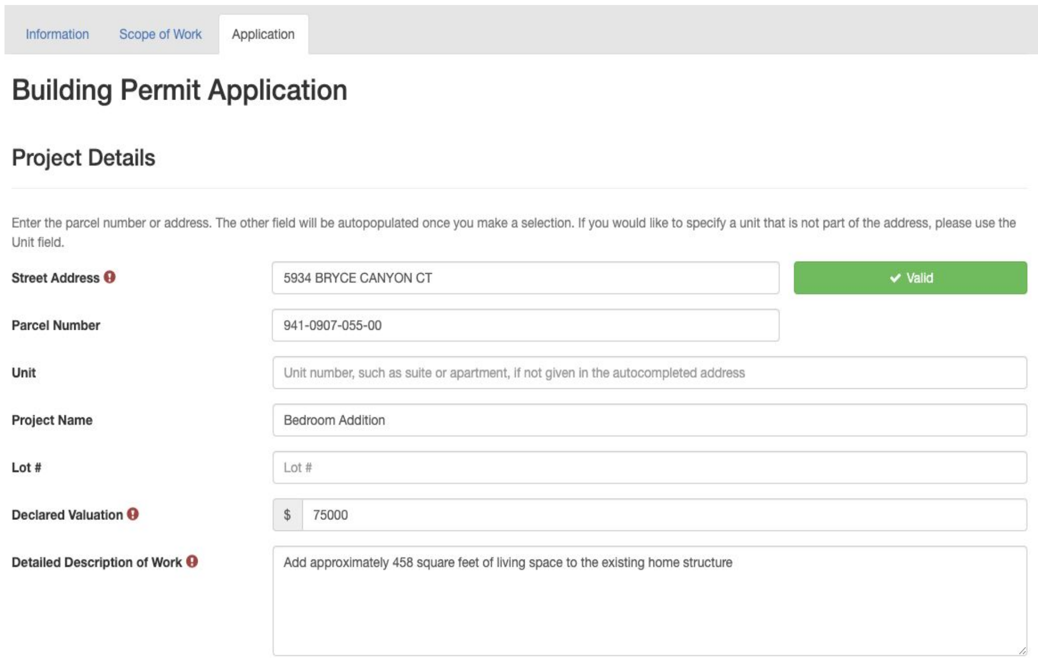
*Note: Once Project Details are selected and saved, applicants can return back to any of the pages and edit until the application is submitted on the **Submittals** page.*

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:*

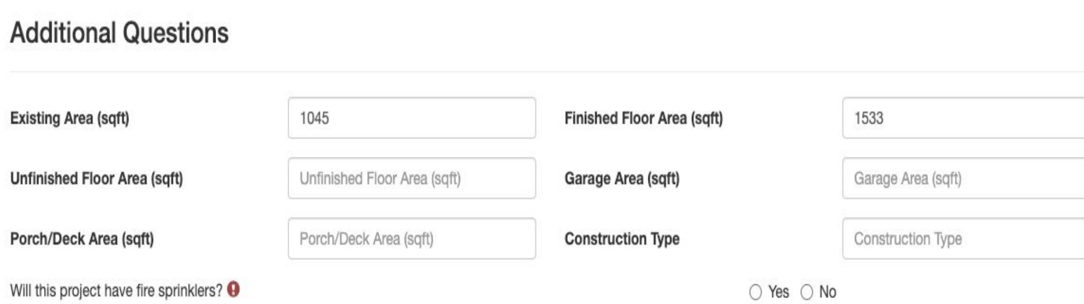
Project Details Section



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

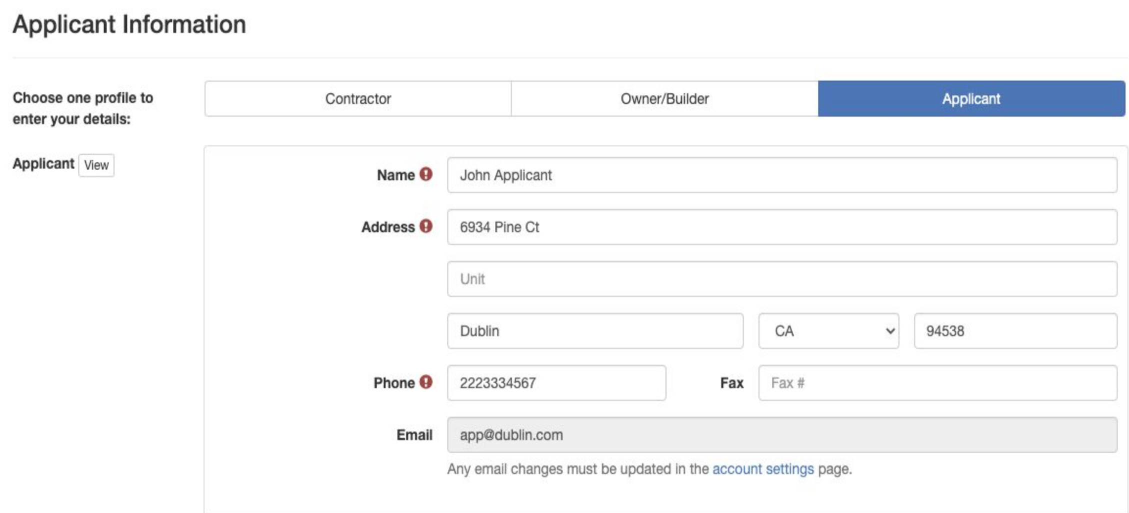
Additional Questions Section

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



Applicant Information Section

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

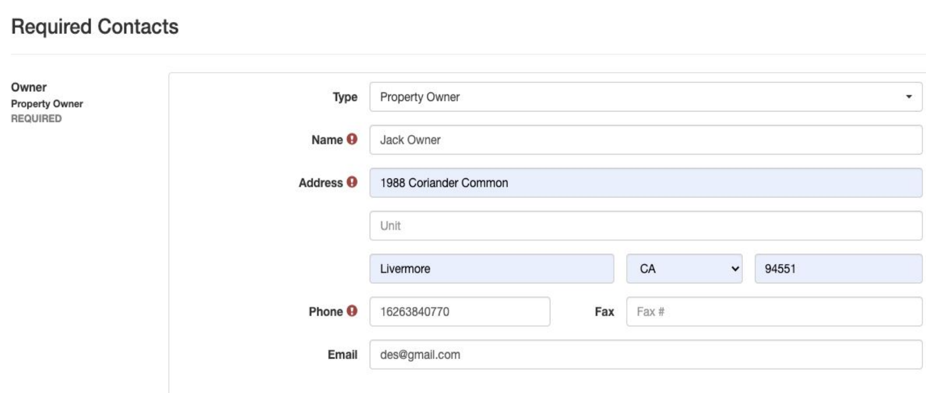


Contractors <u>must</u> provide an active contractor license number to proceed.

Required Contacts Section

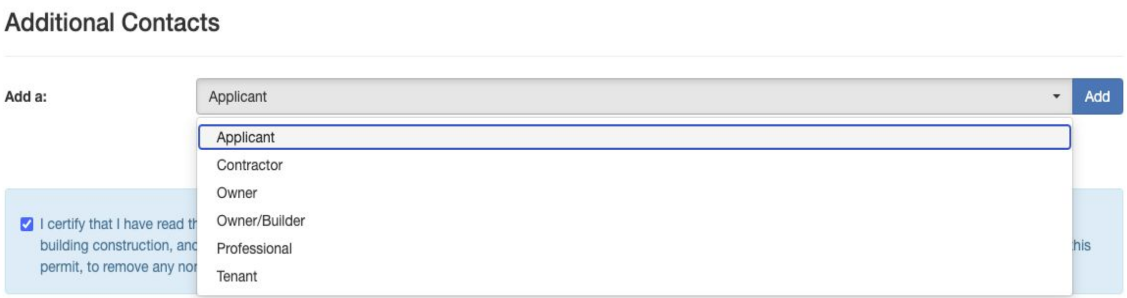
When making selections, select box with and make selection from the list and enter required information in the other fields.

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



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.



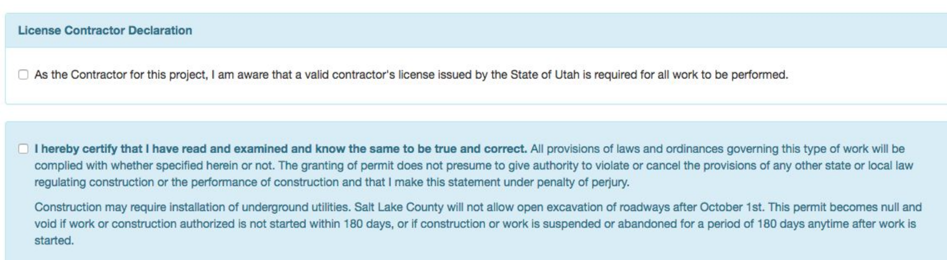
To Add, click in box with and select Contact type from list. Click on 

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.



License Contractor Declaration

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.

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.

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.

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.

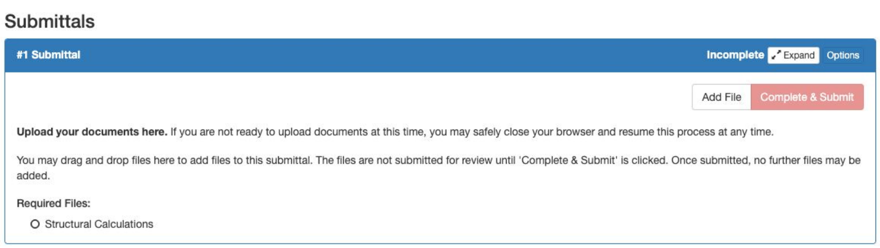
> *Note: Required Files will be identified with a “o” label in the Submittal frame. The “o” label will change to a checkmark when files are successfully uploaded.*

Even if documents are not listed explicitly by the system, that does not necessarily imply that no electronic documents are needed as applicants are <u>responsible</u> 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**:**

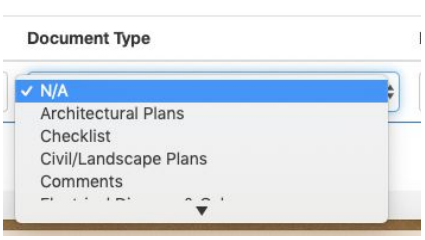
1. Click 

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



   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.



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

   .

   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 e*Process360.* 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

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 Forgot Password? . Enter your email address and click on Reset Password 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 Change Password .

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

   Enter new password data and click on Change Password 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 Projects 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 Save and Save and Continue .

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

   You can view your **Existing** Applications by clicking Home 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 Home 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 Go to Current Step 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 Go to Current Step button on the Menu Bar.

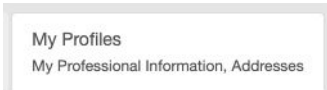
8. **How do I resubmit a Rejected application?**

   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 Application page of the respective application. You will see a yellow window with information regarding application rejection. Edit application as needed and click on Save 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.