

Building Permitting

User Guide (Public)




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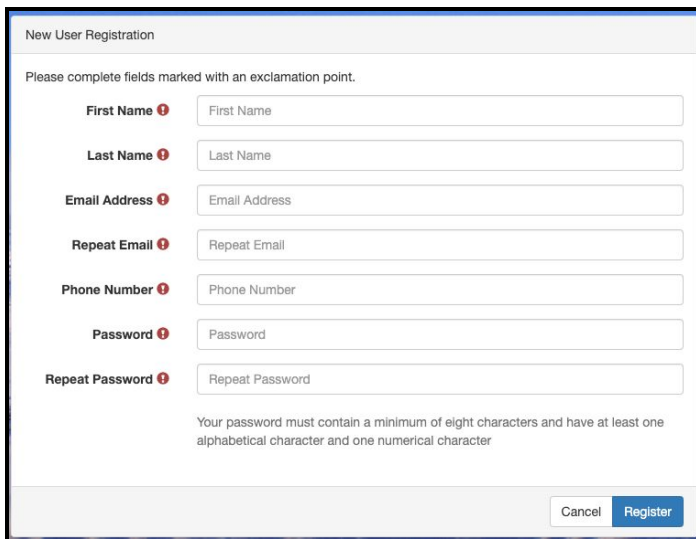
How to Manage Your User Account

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  button from the Login page.
2. Enter your information.

Note: All entries marked with  are Required.



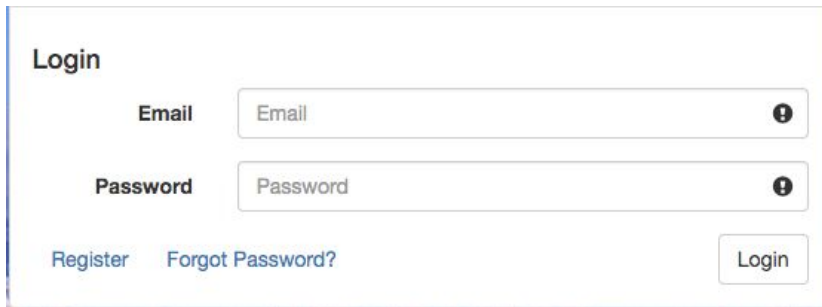
The image shows a 'New User Registration' form. At the top, it says 'New User Registration'. Below that, a note says 'Please complete fields marked with an exclamation point.' The form contains several input fields, each with a label and a red exclamation mark icon indicating it is required: 'First Name', 'Last Name', 'Email Address', 'Repeat Email', 'Phone Number', 'Password', and 'Repeat Password'. Each label is followed by its respective input field. At the bottom of the form, there is a 'Cancel' button and a 'Register' button. Below the input fields, there is a password requirement note: 'Your password must contain a minimum of eight characters and have at least one alphabetical character and one numerical character'.

3. Click on the  button.
4. Click on the  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 screenshot shows a login form with the following elements:

- Login** (Section Header)
- Email** (Label) and (Input field with an information icon)
- Password** (Label) and (Input field with an information icon)
- [Register](#) (Link)
- [Forgot Password?](#) (Link)
- (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

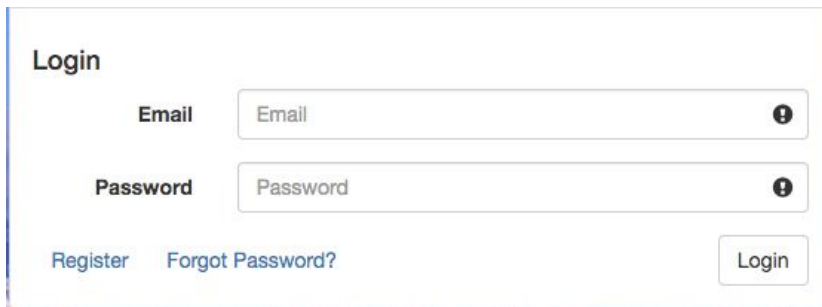
If you had registered earlier and had an account but now don't remember the password, you can reset your own password in one of the 2 methods below:


From the Login Page


*Note: If you login and get a **Change Password** window, enter your new password data and*

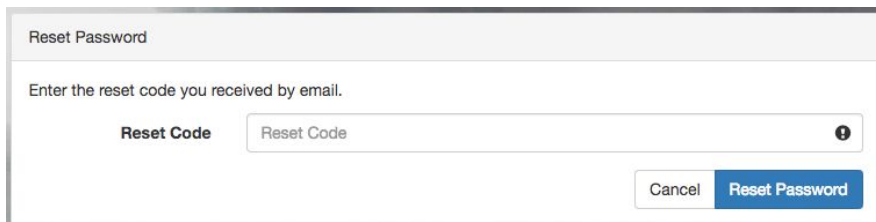
Click on the  button.

1. Click on the  button.

A screenshot of the 'Login' form. It has a title 'Login' at the top left. Below it are two input fields: 'Email' and 'Password'. Each field has a small information icon (i) on the right. At the bottom left, there are two links: 'Register' and 'Forgot Password?'. At the bottom right, there is a 'Login' button.

2. Enter your Email address and click the  button.

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

A screenshot of the 'Reset Password' form. It has a title 'Reset Password' at the top. Below it is a text prompt: 'Enter the reset code you received by email.' There is a single input field labeled 'Reset Code' with a small information icon (i) on the right. At the bottom right, there are two buttons: 'Cancel' and 'Reset Password'.

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 	<input type="text" value="kira@wc-3.com"/>
Alternate E-mail	<input type="text" value="Alternate E-mail"/>
First Name 	<input type="text" value="Kira"/>
Last Name 	<input type="text" value="Nebilak"/>
Phone Number	<input type="text" value="(925) 275-1700"/>
<input type="checkbox"/> 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:

The screenshot shows the eProcess360 Home Page interface. The page is divided into three main sections: Navbar, Toolbar, and Information Display.

Navbar: Located at the top, it includes links for Home, Projects, a Search Projects bar, and user information (A Person, Log Out).

Toolbar: Located below the Navbar, it includes a Home icon, a Search Projects bar, and user information (perm Millbrae, Log Out).

Information Display: The main content area, which includes a System Announcement, a list of navigation buttons (Groups, Users, Profiles/Licenses, Parcels, Reports), and two main content areas: Existing Projects and Create New Projects.

System Announcement: A blue box containing text about the Permit Center closure and electronic permit submittals.

Navigation Buttons: A row of five buttons: Groups, Users, Profiles/Licenses, Parcels, and Reports.

Existing Projects: A list of projects with their status and details.

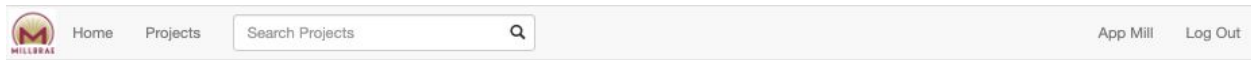
Create New Projects: A button to create new projects.

Project Name	Status	Details
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)

[See All 30 Projects](#)

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 toolbar for a 'BUILDING PERMIT APPLICATION'. It includes the address '1345 TOULON CT' and project type 'RESIDENTIAL: TEMPORARY POWER'. The status is 'Acceptance Pending'. Key information displayed includes 'Last Submitted: 7/31/2020', 'Permit Number: 200001', and 'Parcel Number: 098-0397-088-00'. A 'Go to Current Step' button is present. Navigation tabs for 'Information', 'Scope of Work', 'Application', and 'Submittals' are at the bottom.

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.



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.



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)
7426 Brigadoon Ct Acceptance Pending Residential: Alteration with 2nd Unit
1234 32nd Street Under Review Residential: Single Family (Custom)

[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.

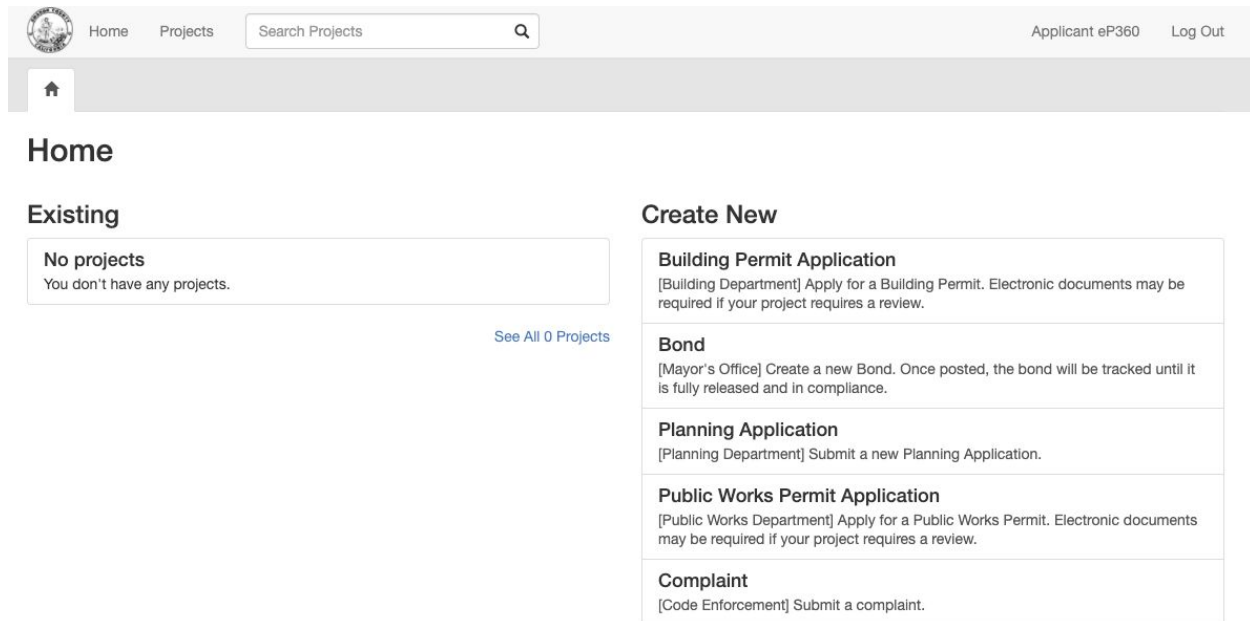
If needed to access a project outside the limited number of projects displayed on the **Existing Projects** column, use the **Projects** link on the **Nav Bar** or click on the blue text ("[See all 5 Projects](#)") in the **Existing Projects** column as shown above. When an existing project is selected,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



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 ⓘ

- 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.
- 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.

BUILDING PERMIT APPLICATION

NEW BUILDING PERMIT CREATED ON 08-05-2020

8/5/2020
Date Created

Routing Pending

Go to Current Step

Information

Scope of Work

Tell us about your project

Select the details that best describe your scope of work.

☒ Residential ⓘ
☐ Non-Residential ⓘ
☐ Mixed Use ⓘ

Residential

☐ New Construction
☒ Floor Area Addition ⓘ
☐ Remodel ⓘ
☐ Repair & Replace ⓘ
☐ Accessory Structure ⓘ
☐ Re-Roof & Roof Conversions
☐ Pool / Spa
☐ Electrical
☐ Plumbing
☐ Mechanical ⓘ
☐ Fire ⓘ
☐ Water Heater Replacement ⓘ
☐ Air Conditioner Replacement
☐ Renewable Energy ⓘ
☐ Demolition ⓘ
☐ Structural Upgrade ⓘ
☐ Other ⓘ

Floor Area Addition
Residential

☐ Addition with 2nd Unit ⓘ
☐ 2nd Floor Addition ⓘ
☐ Attic Conversion ⓘ
☒ Bedroom Addition ⓘ
☐ Bathroom Addition ⓘ
☐ Detached Garage ⓘ
☐ Garage Conversion ⓘ
☐ Other Addition ⓘ

Save and Continue

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 	5934 BRYCE CANYON CT	✓ Valid
Parcel Number	941-0907-055-00	
Unit	Unit number, such as suite or apartment, if not given in the autocompleted address	
Project Name	Bedroom Addition	
Lot #	Lot #	
Declared Valuation 	\$ 75000	
Detailed Description of Work 	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)	1045	Finished Floor Area (sqft)	1533
Unfinished Floor Area (sqft)	Unfinished Floor Area (sqft)	Garage Area (sqft)	Garage Area (sqft)
Porch/Deck Area (sqft)	Porch/Deck Area (sqft)	Construction Type	Construction Type

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  John Applicant

Address  6934 Pine Ct

Unit

Dublin

CA

94538

Phone  2223334567


Fax Fax #

Email app@dublin.com

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 Property Owner

Name  Jack Owner

Address  1988 Coriander Common

Unit

Livermore

CA

94551

Phone  16263840770

Fax Fax #

Email 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

Add a: Applicant Add

- Applicant
- Contractor
- Owner
- Owner/Builder
- Professional
- Tenant

☒ I certify that I have read the building construction, and permit, to remove any not

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.

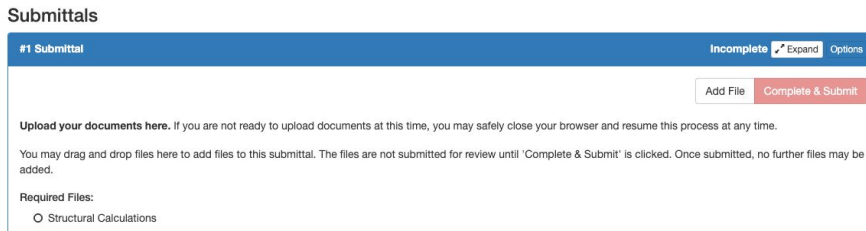
If the system specifies any required files, it is mandatory to add the required files to proceed.

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 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.

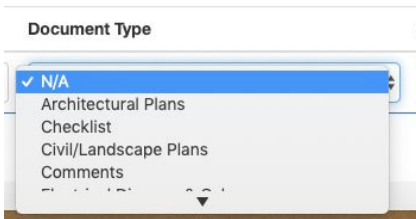
To Add Files from the **Submittals** page:

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



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 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



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  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?**

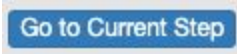
You can view your **Existing** Applications by clicking  button on the **Navbar** or  tab on the Menu Bar. Select an entry from the **Existing** column or click the Projects link on the **Nav Bar** or use the blue text ("[See all 16 Projects](#)") in the lower right of the Existing Project column to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

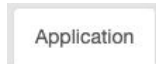
Click on  button at any time when processing a project and system will take you to the next step.


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

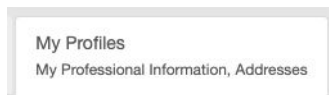
application rejection. Edit application as needed and click on  button. If you need to change the Scope of Work or submit additional documents, you can perform those tasks in the respective pages and resubmit the application from the Submittals page.


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.