



Virtual Permit Café

Introduction

Welcome to the Prince George's County Virtual Permit Café. This user guide provides the basic steps involved in utilizing the Virtual Permit Center. It has been prepared as a general reference guide and is not intended to present every detail or situation of the process.

GETTING STARTED: Helpful information links

You will use the ePlan system in conjunction with the Virtual Permit Café to upload your plans. The following links provide helpful information guides and a "How to" video on ePlan.

[ePlan Applicant Quick Start Guide](#)

[ePlan Applicant User Guide 2.0](#)

[ePlan System Applicant Training Video](#)

To review the Virtual walkthrough submission requirements, go to <https://www.princegeorgescountymd.gov/3921/Walk-Through-Permit-Process>



Applicant User Guide

Step 1: Complete your application in ePermits

An online application must be completed to begin the Virtual walkthrough process.

1. Go to <https://dpiepermits.princegeorgescountymd.gov/Customers/Login.aspx> and Login

A screenshot of the DPIE website's customer login page. The page has a purple header with the 'DPIE' logo and the text 'Department of Permitting, Inspections and Enforcement'. Below the header, there is a 'Home' link and a large light blue box containing the text: 'Welcome to the Prince George's County Department of Permitting, Inspections and Enforcement (DPIE) legacy Permitting platform.' To the right of this box is a 'Customer Login' form with input fields for 'Email Address' and 'Password', a 'Forgot Password?' link, and 'Log In' and 'Cancel' buttons. A red circle highlights the 'New Customer Sign-Up' link located below the login form. At the bottom of the page, there is a 'Location' section with the address '9400 Peppercorn Place, Largo, Maryland 20774' and a link for 'More building locations.' The date 'Wednesday, May 05, 2021' is visible in the top right corner.

Note: if you are a new user please click on new customer sign-up to create a profile.



2. Select Create Building Permit and enter required information.

3. Select Virtual Walkthrough Submission.

4. Click Submit for Review.



5. You will need this application number to check in the Virtual Permit Café.

A screenshot of the DPIE website interface. At the top left, there is a navigation bar with the Prince Georges County logo and the text 'Prince Georges county MARYLAND'. To the right of this is the date 'Tuesday, June 22, 2021'. Below the navigation bar is a purple header with the 'DPIE' logo and the text 'Department of Permitting, Inspections and Enforcement'. A dark grey menu bar contains 'Home', 'Profile', and 'Permit / License'. The main content area is white and displays a confirmation message: 'Your New Building Permit Application has been submitted successfully!'. Below this, it states 'The permit application number is 101-2021-0', with the number circled in red. A bold warning follows: 'This is the first step of the application process. You do not have an issued permit at this point. You must still have your permit application processed by the DPIE Permit Center.' Further instructions mention the ePlan/ProjectDox option and provide a link to 'Print Application'. The page concludes with 'Thank you.'

prince Georges county MARYLAND

Tuesday, June 22, 2021

DPIE Department of Permitting, Inspections and Enforcement

Home Profile Permit / License

Welcome Logout

Your New Building Permit Application has been submitted successfully!

The permit application number is **101-2021-0**

This is the first step of the application process. You do not have an issued permit at this point.
You must still have your permit application processed by the DPIE Permit Center.

If you chose the ePlan/ProjectDox option, you will receive an email to upload your plans.

If you will be visiting the Permit Center, please bring a copy of your permit application by printing using the Print Application link below.

[Print Application](#)

Thank you.



Step 2: Schedule an appointment

Once you have completed and submitted your online application and have checked the VPC option, you will need to schedule an appointment for your Virtual Review Session.

To schedule an appointment click [HERE](#) or go to

<https://dpiappointments.princegeorgescountymd.gov/appointmentbooking>

A screenshot of a web application titled 'Make an Appointment'. At the top, there is a progress bar with six steps: 'Get Started' (active, green), 'Appointment Info', 'Location', 'Date and Time', 'Contact', and 'Confirmation'. Below the progress bar, the 'Make an Appointment' section contains a 'Get Started' button, a paragraph of instructions, and two input fields for 'Email' and 'Phone Number (SMS/Text-Capable)*'. Below this is the 'Find an Appointment' section, which includes a 'Confirmation Code' input field, a reCAPTCHA widget with the text 'I'm not a robot', and a 'Find Appointment' button.

Once you have scheduled an appointment, an email and a text confirming your appointment will be sent to you. To prepare for your appointment, make sure to have ALL required permit documents available. Failure to do so may result in the appointment being rescheduled.

Note: You will need an electronic copy of your plans for review. Paper plans are not accepted.



Step 3: Applicant Self Check-In

Go to <https://virtualpermitcenter-checkin.princegeorgescountymd.gov/#/> and check in using the application number that you received from **ePermits** and use the Applicant email address that you used **to create your ePermits application**.

I HAVE READ THESE INSTRUCTIONS

Applicant Self Check-in

| | |
|--|--|
| <small>First Name</small> Test | <small>Last Name</small> |
| | |
| <small>Country Code</small> +1 | <small>Application Number (99999-2021-0)</small> 101-2021-0 |
| | |
| <small>Mobile No. (3015555555)</small> | <small>Email Address (applicant@mail.com)</small> |
| | |
| <small>Confirm Mobile No.</small> | <small>Confirm Email Address</small> |
| | |

CHECK IN



1. Upon successfully checking in, you will receive notifications by email and text to keep you updated as your application moves through each step in the process as shown below.

Application Number: 141-2021-0

Hello Test,

Welcome to the Virtual Permit Café. You will receive email and text notifications updating you on your application status. You must respond immediately to notifications or risk cancellation and must re-enter the Virtual Permit Café.

Your application is with the Permit Specialist. You are at #3 in the queue.

Example: you are at #3 in the queue means there are 2 applicants before you in the queue. You will receive notices as you move through the queue.

Application Number: 141-2021-0

Hello Test,

Your application is now with ePlan for Review. You are at #1 in the queue. You will receive an email with instructions to upload your documents. You have 15 minutes to upload into ePlan or you will be cancelled and must re-enter the Virtual Permit Café.



Step 4: Upload Drawings and Documents

After your application is processed, an ePlan invitation will be sent to your email address. The email will contain your login information, case number, and a project access link. Click on the “Project Access” link to enter the ePlan Login Screen. A sample invitation is shown below:

Project Invitation

Hello Test

Welcome to the DPIE ePlan system. This project invitation has been sent to you in response to your permit application request. A project has been created to allow you to electronically upload your drawings and documents for review.


| | |
|--------------|--------------------------------|
| Your Login: | test@email.com |
| Case Number: | 141-2021-0 |
| Group: | Applicant |
| | Project Access |

Contact the [Project Administrator](#) if you have technical questions regarding the ePlan system.

Please do not reply to this email.

1. Click the “Project Access” link in your email to access the ePlan site and log in.


Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern...

 PRINCE GEORGES COUNTY, MARYLAND
DEPARTMENT OF PERMITTING,
INSPECTIONS AND ENFORCEMENT

E-mail:

Password:

[Forgot your password?](#)

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DO NOT use “Forgot your password” on your first log in. Instead, enter your email address and the temporary password that was provided in the invitation email.



- The task will appear under the Task (PF) tab in the Home screen. Accept the “Applicant Upload” task by clicking the Applicant Upload hyperlink.

| TASK | PROJECT | INSTANCE | GROUP | ASSIGNMENT... | STATUS | PRIORITY | DUE DATE | CREATED | CASE TYPE | DESCRIPTION |
|------------------|------------|---|-----------|---------------|---------|----------|----------|-----------------------|-----------|---------------|
| Applicant Upload | 101-2021-0 | 101-2021-0 - Building WalkThrough PF - 5/6/2021 12:438 AM | Applicant | FirstInGroup | Pending | Medium | | 8/29/2021 10:06:06 AM | RUW | VPC Test Deck |

- The “Applicant Upload” task will open in a new window.

APPLICANT UPLOAD

ProjectFlow BUILDING a|volve

Review Information | Permit Information | Contact Information | Fee Information | Resources

Project Name: 101-2021-0
Project Description: VPC Test Deck
Coordinator: PD Reserved
Workflow/Activity Name: Building WalkThrough PF/Applicant Upload
Current User Login: Varun Sengupta (vsengupta@limbicsystems.com)

Task Instructions
Select appropriate destination folder then select files to upload to selected folder. Repeat until all required submission files are uploaded. TO START REVIEW PROCESS: Please select "Upload Complete - Submit to DPIE" enabled by first selecting checkbox "Upload Task Complete". (bottom of page)

Project: 101-2021-0

Select destination folder for files:

- 101-2021-0
 - Architectural
 - Structural
 - Mechanical
 - Electrical
 - Plumbing
 - Fire-Life Safety
 - Health
 - Site Civil
 - Signage
 - Planning
 - Approved-Permit Set
 - Permits
 - TPIP
 - As Built Plans, Certifications
 - Peer Review or Third Party Document
 - IN-HOUSE USE ONLY-Drawings
 - IN-HOUSE USE ONLY-Documents

- Upload all documents for your application under the correct folders.



5. Confirm the checkboxes and click the Upload Complete-Submit to DPIE button to complete the task.

Task Instructions
Select appropriate destination folder then select files to upload to selected folder. Repeat until all required submission files are uploaded. TO START REVIEW PROCESS: Please select "Upload Complete - Submit to DPIE" enabled by first selecting checkbox "Upload Task Complete". (bottom of page)

Project: 101-2021-0

Select your files to upload to this folder:

Select Files to Upload View Folders

101-2021-0\Electrical\Documents
Test.pdf X

Add Group Members

| First Name | Last Name | Email | Invite to Group | |
|----------------------|----------------------|----------------------|---------------------------|-------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Applicant Owner-Principal | Invite User |

Remove Group Members

| Remove from Group | User | |
|---------------------------|---------------------------|-------------|
| Applicant Owner-Principal | Test Test (Test@Test.com) | Remove User |

Upload Task Complete (I have uploaded all required drawings and/or documents)
 I have uploaded single landscape files only into the appropriate folders

Upload Complete - Submit to DPIE Save For Later



Step 5: Plan Screening

Plan Screening is a preliminary review of your uploaded documents in preparation for the formal review.

1. If your submission has met all requirements, your ePlan will move to the formal review stage. You will receive a notification as shown below:

Application Number: 141-2021-0

Hello Test,

Your application is now in service with plan coordinator.

2. On the other hand, if there are missing items or questions about your submittal, you will receive an email and text notification for the “**Applicant Re-Upload Task**”. After receiving the email, accept the task as previously instructed.



Step 6: Department Review

After your submittal is pre-screened for completeness, ePlan will enter the Department Review stage. At this time the County engineers will review your drawings.

1. You will receive notices as you move through the queue for each reviewer as shown below:

Application Number: 141-2021-0

Hello Test,

your documents are with Electrical. You are at #1 in the queue.

Application Number: 141-2021-0

Hello Test,

Electrical has completed the review of your documents.

2. Expect to receive a request for a virtual meeting if a reviewer needs to speak with you as shown below:

Application Number: 141-2021-0

Hello Test,

You can join the meeting using this link: [meeting link here](#)

Please make sure you have access to your device's camera and microphone before joining the meeting.

3. Click the meeting link to join the virtual meeting.
4. Some permits will require a final fee payment review. If a final fee is required, you will receive a corresponding task.



Step 7: Applicant Fee Payment

You will receive an email and text notifications for the "Applicant Fee Payment" task. A sample email and text are provided below:

Application Number: 141-2021-0

*Hello Test,
All reviews have been completed.*

To pay by cash or check in person:

1. Take your case number and payment to the DPIE office:
9400 Peppercorn Place Suite 100, Largo, Maryland 20774
2. Visit the Customer Service counter to obtain an invoice. Proceed to the cashier to make the payment.
3. Once you have paid the fee, click the [Project Access](#) link below.
4. Enter your user login and password.
5. Scroll to the bottom of the Projects screen. Your assigned task will appear in this section under the task column. (The task column will only appear once you have been assigned a task).
6. Click on Applicant Filing Fee Payment for your Project Name and accept the task. A new window with your task will open in your browser. (You will now have TWO windows open in your browser: a "Task" window and a "Projects" window. You will be required to continue working in both browser windows.)
7. Locate your open Task window in your browser.
8. Click on Submit to complete the task.

Your payment will now be confirmed for your ePlan review. Once payment confirmation is complete, your ePlan will proceed to Distribution for review.

| | |
|--------------|-------------------------------------|
| Case Number: | 101-2021-0 |
| Description: | Cynthia Browne Deck |
| Case Type: | RG |
| Task: | Applicant Filing Fee Payment |
| | Project Access |

Contact the [Project Administrator](#) if you have technical questions regarding the ePlan system.

Please do not reply to this email.

After receiving the email, accept the task as previously instructed in step 3.

1. Click the tab titled "Resources".



2. Click "DPIE Online Payments".
3. Follow the instructions on how to pay the fees.

A screenshot of a web application's navigation menu. The menu is a horizontal bar with five tabs: "Review Information", "Permit Information", "Contact Information", "Fee Information", and "Resources". The "Resources" tab is highlighted with a red border. Below the tabs, a list of links is displayed: "DPIE Home Page", "DPIE Permits Home Page", "DPIE Online Permit Application Page", "DPIE Online Payments", and "DPIE Resources". The "DPIE Resources" link is highlighted with a red border.

4. Select "I have paid outstanding filing fees" box
5. After fees are paid, click "Fee Paid" on the form.

A screenshot of a form field. On the left, there is a checkbox with a checkmark inside, followed by the text "I have paid outstanding filing fees". A red arrow points to the checkbox. On the right side of the form, there are two buttons: "Fees Paid" and "Close". The "Fees Paid" button is highlighted with a red border.

Warning! Paying the fee will not advance the permitting process. Clicking "Fees Paid" on the eForm advances the permitting process. If "Fees Paid" is inadvertently clicked and the fees are not paid, you will receive the "Applicant Filing Fee Payment" task again.



Step 8: Approved Plans and Permit

Once your plans have been electronically stamped by the County and any applicable fees have been paid, the ePlan process will conclude. You will then receive an email and text notification with instructions for downloading your approved plans and permit. The email notification will direct you to the folder that contains your stamped plans. Click on the drawing name (for example [Drawing1.pdf](#)) to open, and the stamps will be visible in red ink. A sample notification has been provided below:

Application Number: 141-2021-0

Hello Test,

Your application has been removed from the Virtual Permit Café for the following reason: Plan review process completed. If this was done in error, please contact us at DPIE.VPC@co.pg.md.us.

Approved Plans Ready for Download Notification

Attention Test,

Congratulations! Your ePlan has been approved and your Permit or Job Card has been issued for Case **141-2021-0**.

If you have been issued a Permit, please click the [Project Access](#) to log in and download your plans from the **Approved-Permit Set** folder.

It is required that the entire set of approved plans be on the jobsite at all times.

If you have been issued a Job Card, a copy of the Certificate of Occupancy will be mailed to the property owner after inspections have been finalized.

Thank you for using the Prince George's County DPIE ePlan system!

| | |
|--------------------------------|------------------------|
| Case Number: | 141-2021-0 |
| Description: | Jeanne Test |
| Case Type: | CEW |
| Task: | Notify Download |
| Project Access | |



Thank you for choosing Virtual Permit Café.