



**PRINCE GEORGE'S
COUNTY GOVERNMENT**
Department of the Environment

**ePlan Applicant
Quick Start
Guide**



Revision Date: 5/13/2016

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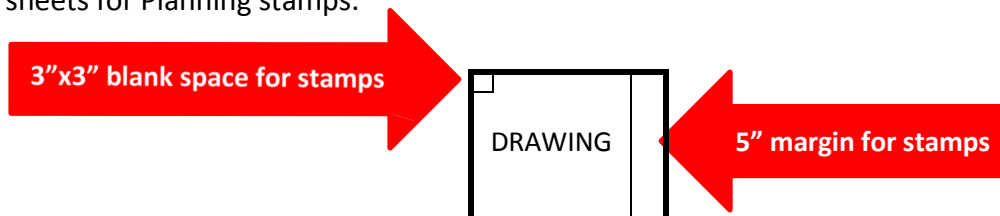
1. OVERVIEW

Welcome to Prince George's County's ePlan system. This Quick Start Guide contains a list of steps that will assist you in completing your online application and uploading your plans for processing. Avoid delays by adhering to the guidelines that are explained below. For assistance, please email our help desk at eplan@co.pg.md.us.

2. PREPARE DRAWINGS AND DOCUMENTS

A) Submission standards for all drawings and documents:

- **INDIVIDUAL SHEETS:** Upload each sheet individually (required). Zip files are accepted.
- **FILE NAMING STANDARDS:** File name shall match the sheet number shown on your drawing (examples: A111.dwf, E1.pdf)
- **RESUBMITTALS:** If revisions or amendments are requested, resubmit using the same file name as the original document. Also resubmit to the same folder location as the original document.
- **MARGINS AND BLACK SPACES FOR DRAWINGS:** Reserve 5" margin (blank space) on right side of all sheets for DPIE stamps. Reserve 3" x 3" space in top left corner of all sheets for Planning stamps.



- **DRAWING FILE TYPES:** PDF ONLY
- **DOCUMENT FILE TYPES:** PDF ONLY
- **GRAPHIC SCALE:** (bar scale) required on all drawings
- **SUBMITTAL REQUIREMENTS/CHECKLISTS:** For ePlan submittals, disregard requirements for multiple plan copies.

<http://www.princegeorgescountymd.gov/sites/DPIE/Resources/Forms>

1. ONLINE APPLICATION

An online application must be completed to begin the electronic permitting process in ePlan.

A) Go to: <http://dpiepermits.princegeorgescountymd.gov/>



In the right hand column, select "Click Here" to access the customer login page.


B) Customer Login for Online Application

Thursday, July 04, 2013

Prince Georges county MARYLAND

DPE Department of Permits, Inspections and Enforcement. [Help](#)

[Home](#)

 On July 1, 2013, Prince George's County officially opens its newest department, the Department of Permitting, Inspections & Enforcement (DPE). This 280-person agency combines under one roof the staff and functions that support the authorization and regulation of building, site, road, and utility permits and building licenses, which drive the local economy and ensure the health and safety of residents, businesses and visitors.

DPE is offering customers online tools to increase the speed, accuracy and convenience of the building permitting process. Customers can now complete the building permit application via the web. Once the application is completed online, the customer's information is entered directly into the County's permitting system without the need for a staff member to retype the information. In addition, customers can upload building plans for review via our eplan online application. This eliminates the need for customers to bring paper plans to our offices for many types of permits.

DPE used organizational transformation, process streamlining, technology enhancement, space reconfiguration, and performance measurement and reporting to create a national model for administering the economic development functions of permitting, plan review, construction inspection, code enforcement and business licensing. Driving the vision for DPE is the recognition that the County has significantly underperformed these functions for many years.

Customer Login

User Name

Password

[Forgot Password?](#)

[New Customer Sign-Up](#)

Log in

New Users

- If you have a User Name and Password, enter the information and log in. Then proceed to Step C, where you will see instructions for selecting your permit application.
- New Users must click **"New Customer Sign-Up"** to obtain a User Name and Password. This link will take you to the **"New Customer Registration"** form (see below). **Note:** Only one User Name is allowed for each User.

i) New Customer Registration form

If you logged in, move to Step C and select your application. Otherwise, follow the instructions below to obtain your User Name and Password.

The screenshot shows the 'New Customer Registration' form on the Prince Georges County Department of Permitting, Inspections and Enforcement (DPE) website. The form is divided into four main sections: Applicant Information, Address Information, and Contact & Login Information. The header includes the Prince Georges County logo and a 'Help' button. The form fields are as follows:

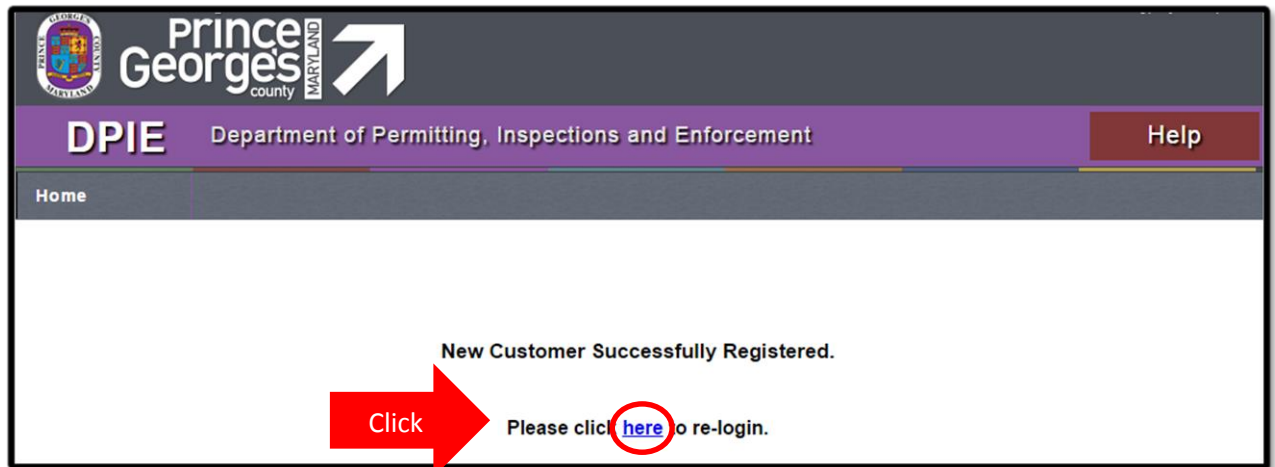
Applicant Information			
Prefix:	<input type="text" value="-- Select One --"/>		
First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Company Name:	<input type="text"/>	Title:	<input type="text"/>

Address Information			
Street No:	<input type="text"/>	Street Name:	<input type="text"/>
Building:	<input type="text"/>	Unit:	<input type="text"/>
City:	<input type="text"/>	State:	<input type="text" value="MARYLAND"/>
Zip Code:	<input type="text"/>	Zip4:	<input type="text"/>

Contact & Login Information			
Work Phone:	<input type="text"/>	Work Phone Ext:	<input type="text"/>
Mobile Phone:	<input type="text"/>	Home Phone:	<input type="text"/>
Email: *	<input type="text"/>		

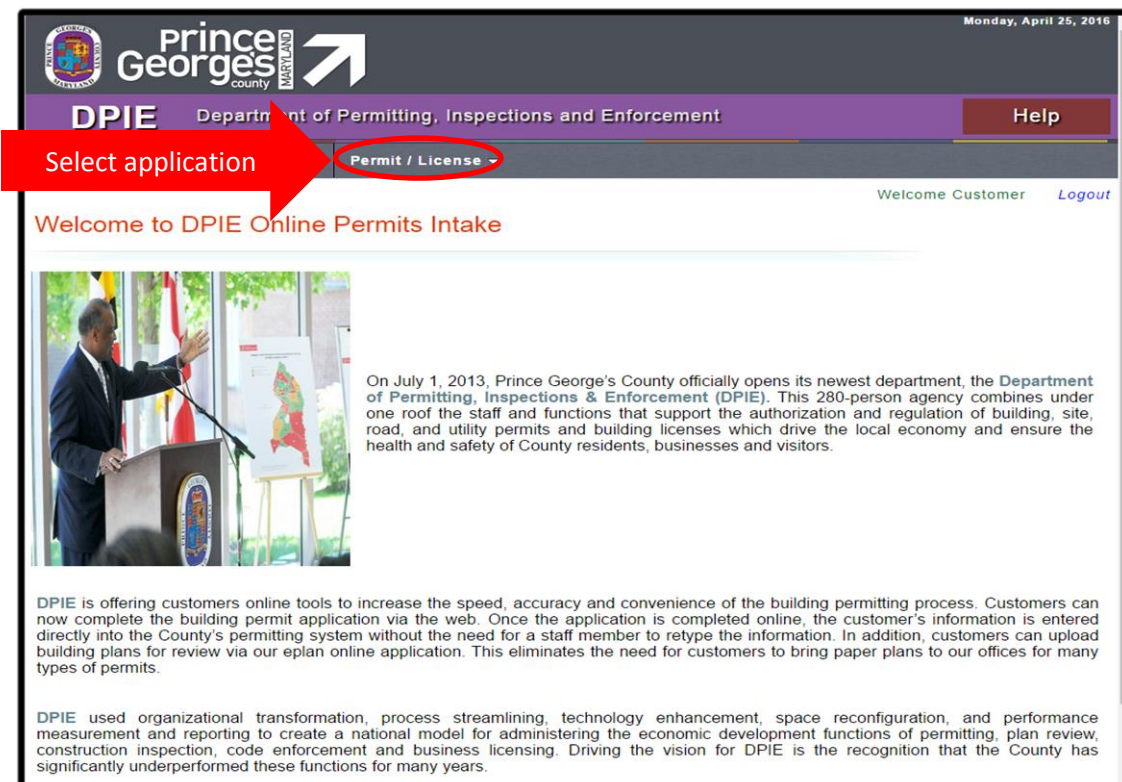
Complete this form to obtain your User Name and Password. Upon completion, you will be prompted to "re-login".

ii) Return to the Customer Login page



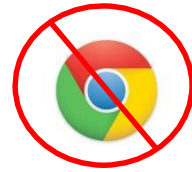
This page will take you back to the Customer Log In, where you will enter your User Name and Password.

C) Once you have logged in, select and complete the appropriate application.



After the application is complete, you will receive an **Invitation** email from "eplan_noreply@co.pg.md.us" with instructions on how to upload your plans. Please remember to configure your email spam filters to accept emails from this address.

2. ePlan SYSTEM REQUIREMENTS



- **Internet Explorer 10 or 11** is required for full compatibility with the system.
- All pop-ups should be allowed for ePlan website:
<https://eplans.princegeorgescountymd.gov/ProjectDox/index.aspx>
- Add [ePlan](#) website as a **Trusted Site** in the **Security** settings of your browser's **Internet Options**.
- Add [ePlan](#) website to **Compatibility View**, found in the **Tools** icon at the top right corner of the browser.
- Install [Microsoft Silverlight](#) (if using GIStream):
<https://www.microsoft.com/silverlight/>
- Install System Components (see instructions below). *System Components will only need to be installed during the first time you use ePlan on your computer.*

A) How to Install System Components

After your application is complete, you will receive an **Invitation** email. Click **“Project Access”** to enter the ePlan system.

Invitation – New User

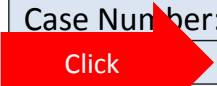
Attention Customer:

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.

Allow one (1) business day for the “Applicant Upload” task to appear. After you upload files, your ePlan will not proceed further until you “Accept” and “Complete” the “Applicant Upload” task as instructed in the ePlan Quick Start Guide.

Please activate your user account by following the instructions below:

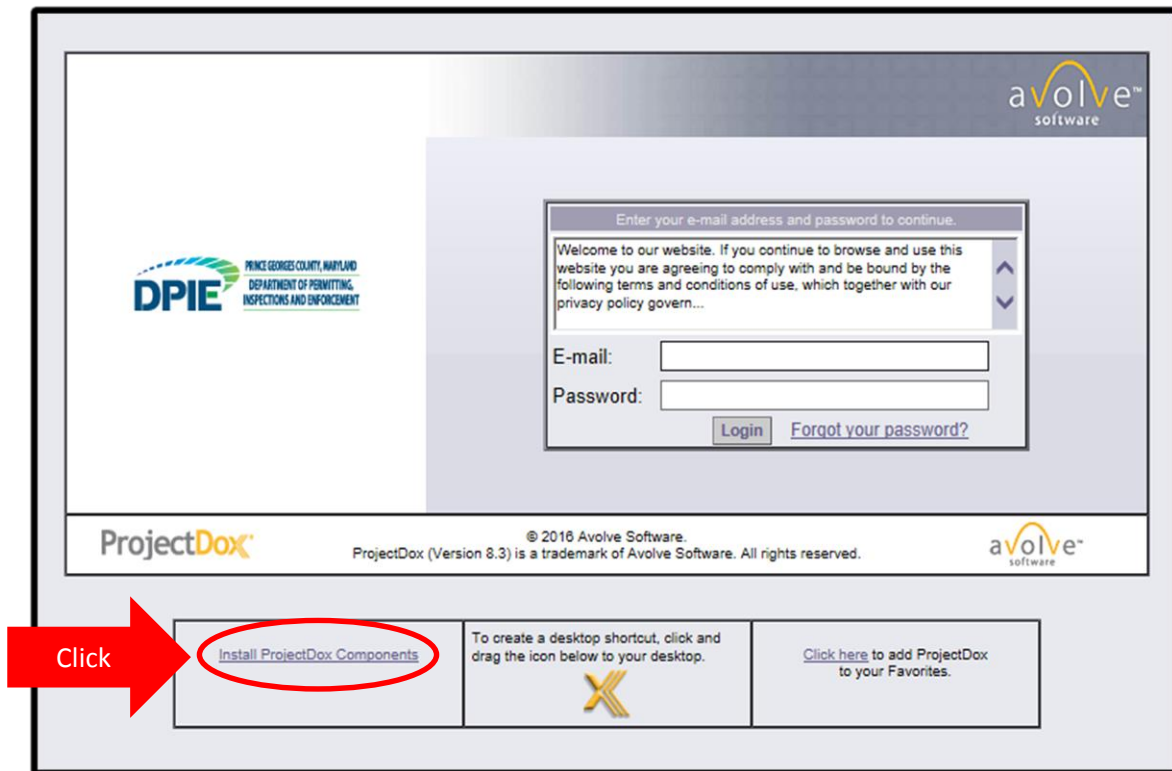
1. Click the [Project Access](#) link below.
2. Enter your User Login and Temporary Password.
3. Complete the User Profile Information
4. Create a new password.

Your Login:	Testcustomer@aol.com
Temporary Password	J898978
Case Number:	42716-2016-0
Click 	Project Access

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

Please do not reply to this email.

Click “Install ProjectDox Components”

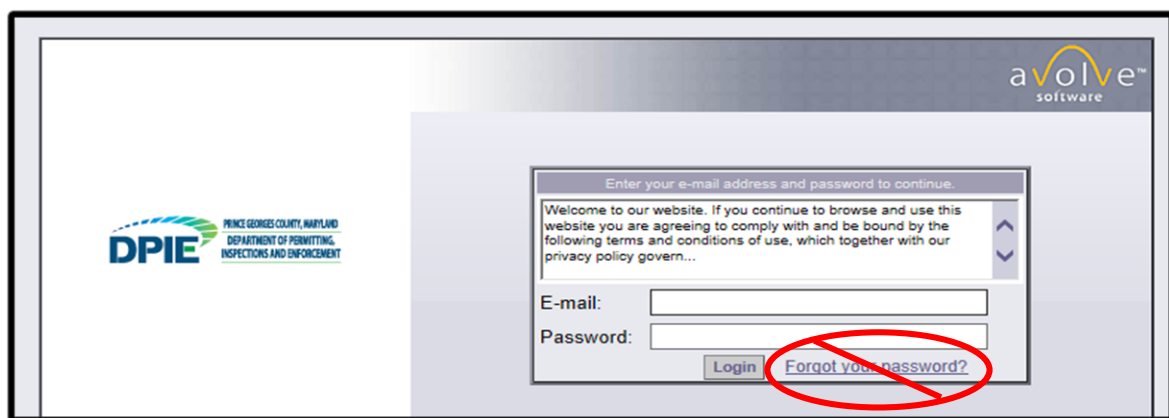


3. ePlan LOG IN

After installing the ProjectDox Components, log in to ePlan with your Email and Password. Then proceed to Step 6 (Upload Drawings and Documents).

Note: New Users must follow the steps listed below.

A) New Users log in using your **Temporary Password**



New users **MUST** use the **Temporary Password** provided in the “PROJECT INVITATION EMAIL” as shown below. **DO NOT** use “Forgot your password” on your first log in.

B) Project Invitation Email

If you logged in to ePlan, proceed to Step 6 (Upload Drawings and Documents)

Invitation – New User

Attention Customer:

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.

Allow one (1) business day for the “Applicant Upload” task to appear. After you upload files, your ePlan will not proceed further until you “Accept” and “Complete” the “Applicant Upload” task as instructed in the ePlan Quick Start Guide.

Please activate your user account by following the instructions below:

5. Click the [Project Access](#) link below.
6. Enter your User Login and Temporary Password.
7. Complete the User Profile Information
8. Create a new password.

Your Login:	Testcustomer@aol.com
Temporary Password	J898978
Case Number:	42716-2016-0
Project Access	



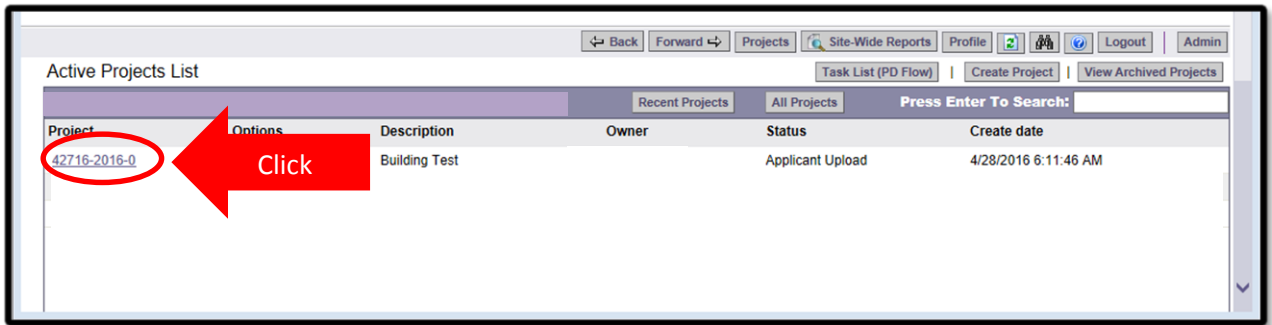
New User Login
and Password

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

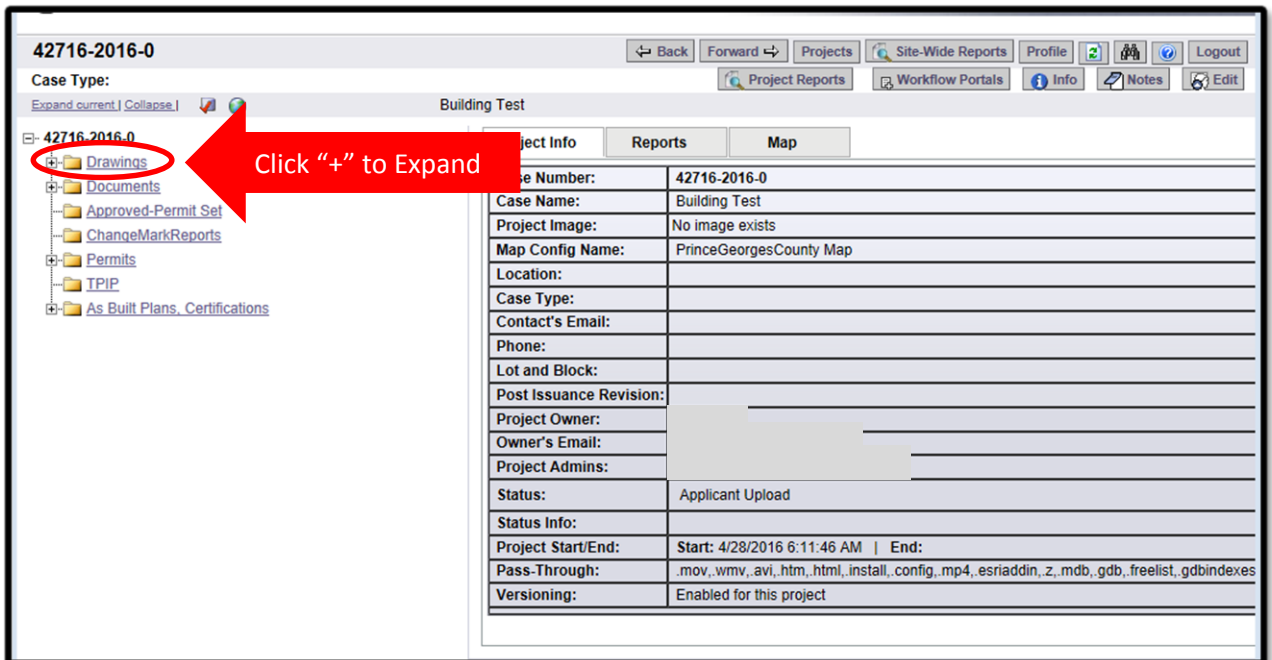
Please do not reply to this email.

4. UPLOAD DRAWINGS AND DOCUMENTS

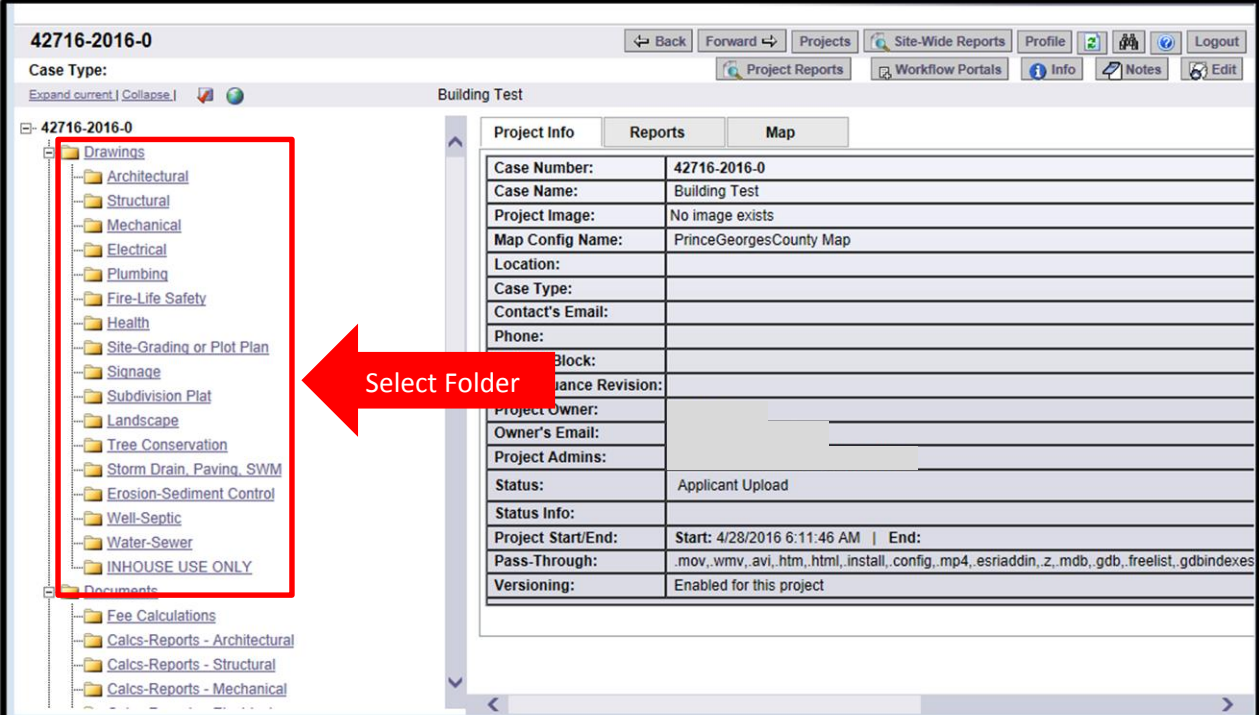
A) Click on the “Case Number” in the Project column.



B) Access sub-folders by clicking “+”



C) Select the Sub-Folder



The screenshot shows the ePlan software interface for case 42716-2016-0. The left sidebar displays a tree view of folders. The 'Drawings' folder is highlighted with a red box. A red arrow points to the 'Drawings' folder with the text 'Select Folder'.

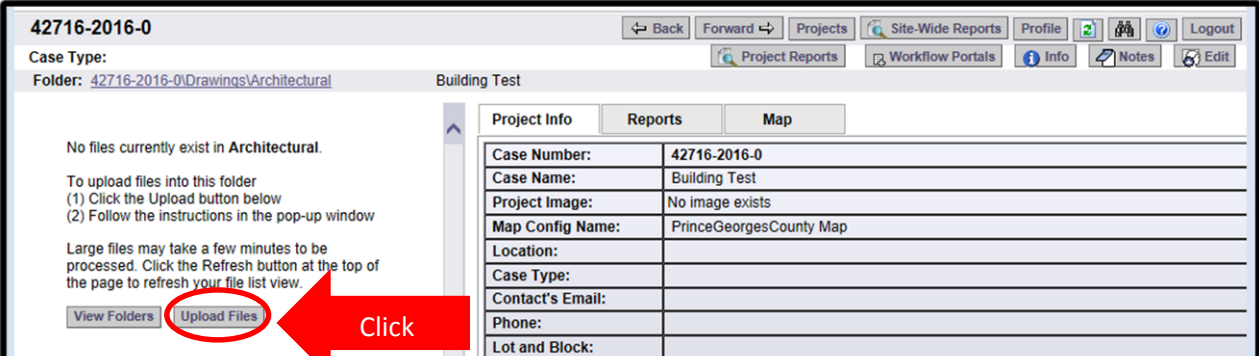
Case Type: Building Test

Project Info | **Reports** | **Map**

Case Number:	42716-2016-0
Case Name:	Building Test
Project Image:	No image exists
Map Config Name:	PrinceGeorgesCounty Map
Location:	
Case Type:	
Contact's Email:	
Phone:	
Block:	
Finance Revision:	
Project Owner:	
Owner's Email:	
Project Admins:	
Status:	Applicant Upload
Status Info:	
Project Start/End:	Start: 4/28/2016 6:11:46 AM End:
Pass-Through:	.mov, .wmv, .avi, .htm, .html, .install, .config, .mp4, .esriaddin, .z, .mdb, .gdb, .freelist, .gdbindex
Versioning:	Enabled for this project

TIP: Avoid delays in the processing of your ePlan - organize your drawings and documents by uploading them into the appropriate sub-folders. For example, place Architectural drawings in the sub-folder labeled "Architectural". If no sub-folders exist, utilize the main folders. Remember, all drawings must be **single sheet**.

D) Click "Upload Files"



The screenshot shows the ePlan software interface for case 42716-2016-0. The left sidebar displays the folder path: 42716-2016-0\Drawings\Architectural. The main area shows instructions for uploading files. A red circle highlights the 'Upload Files' button, and a red arrow points to it with the text 'Click'.

Case Type: Building Test

Folder: 42716-2016-0\Drawings\Architectural

No files currently exist in Architectural.

To upload files into this folder
 (1) Click the Upload button below
 (2) Follow the instructions in the pop-up window

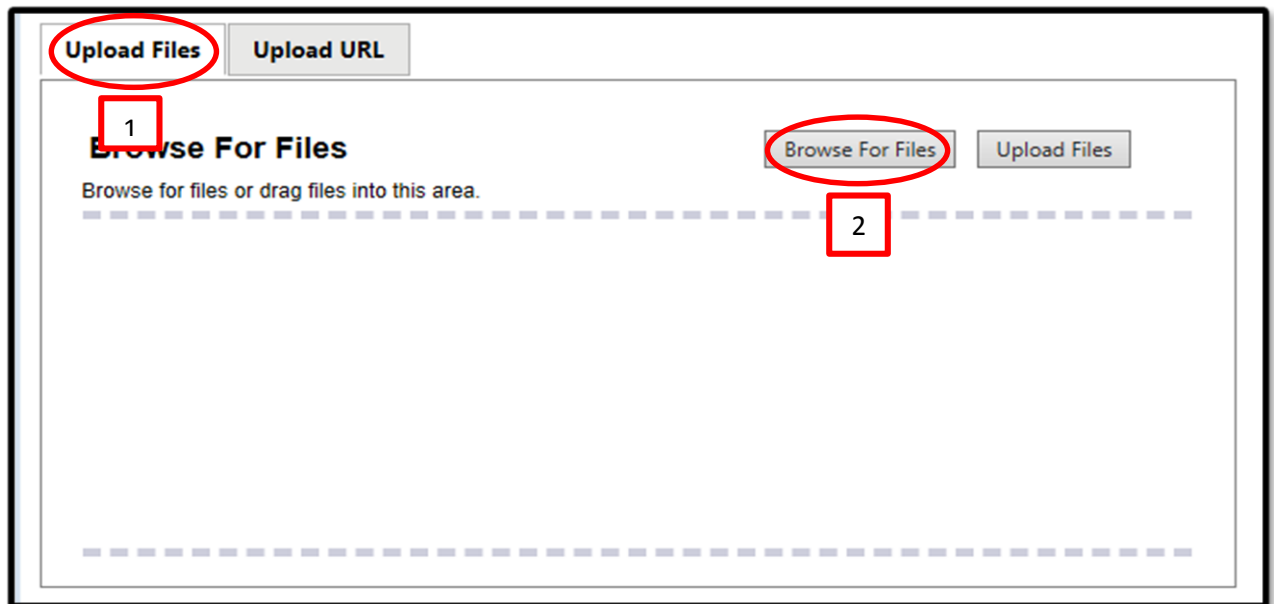
Large files may take a few minutes to be processed. Click the Refresh button at the top of the page to refresh your file list view.

View Folders | **Upload Files**

Project Info | **Reports** | **Map**

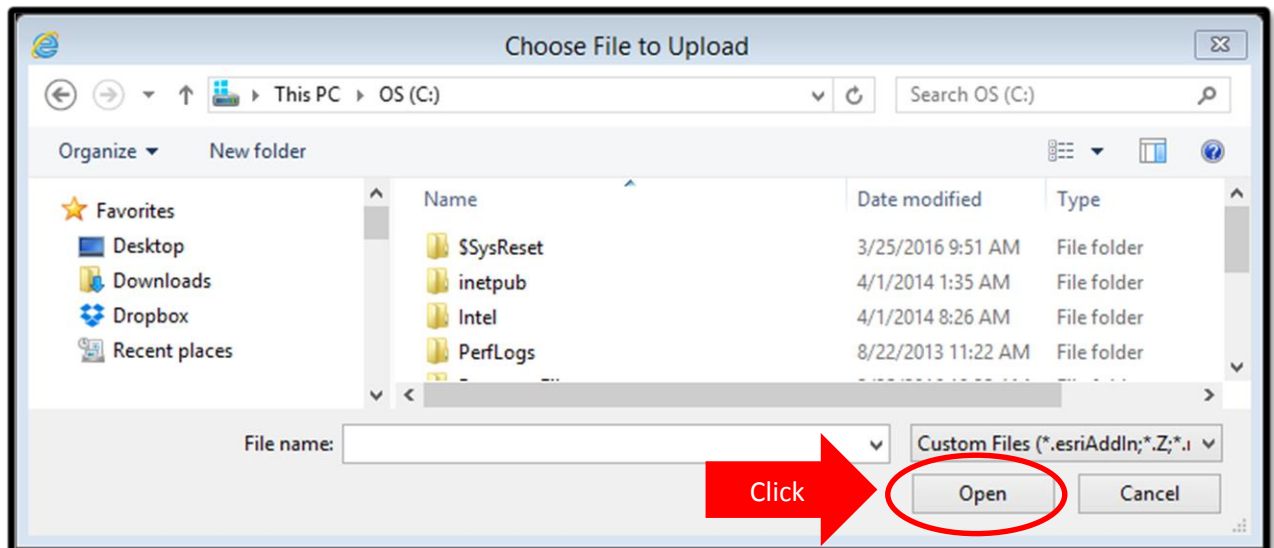
Case Number:	42716-2016-0
Case Name:	Building Test
Project Image:	No image exists
Map Config Name:	PrinceGeorgesCounty Map
Location:	
Case Type:	
Contact's Email:	
Phone:	
Lot and Block:	

E) Upload Files Window

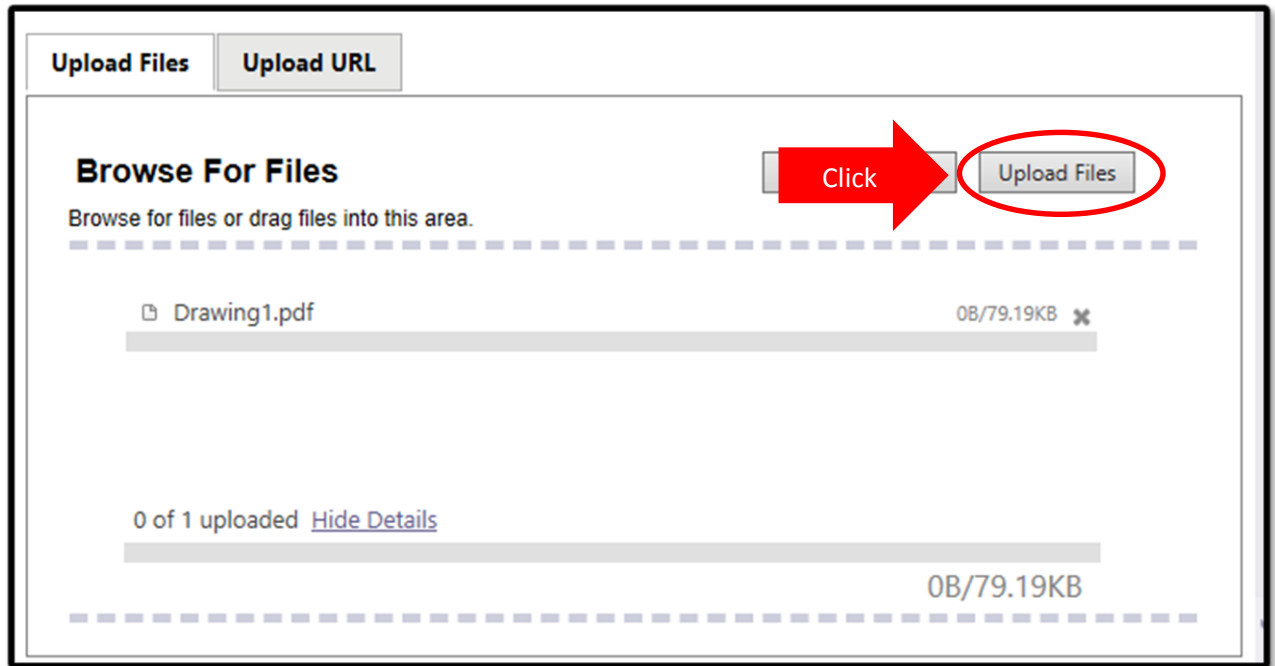


1. Select **Upload Files** button.
2. Select **Browse For Files** button, prompting the display of the “Choose File to Upload” dialog window.

- F) Browse your PC or network for the necessary files to upload. Once the files are selected, click the Open button to add the file to the “Upload Files window”.

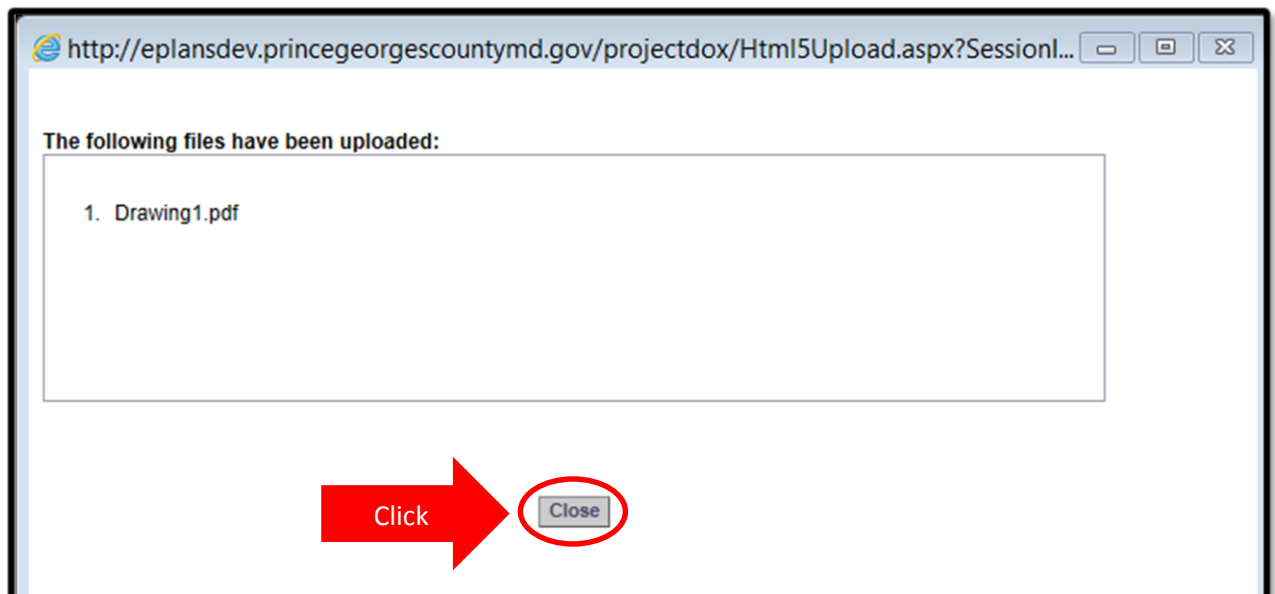


G) Add the file to the folder by selecting “**Upload Files**”.



Note: Users do not have the ability to delete files from folders. Contact the [Project Administrator](mailto:eplan@co.pg.md.us) (eplan@co.pg.md.us) if an incorrect file has been uploaded

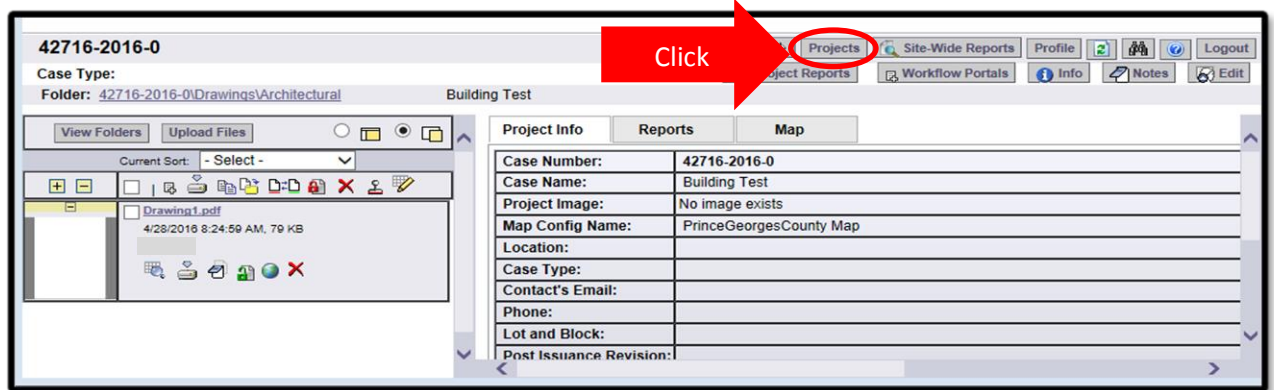
H) Close pop up window



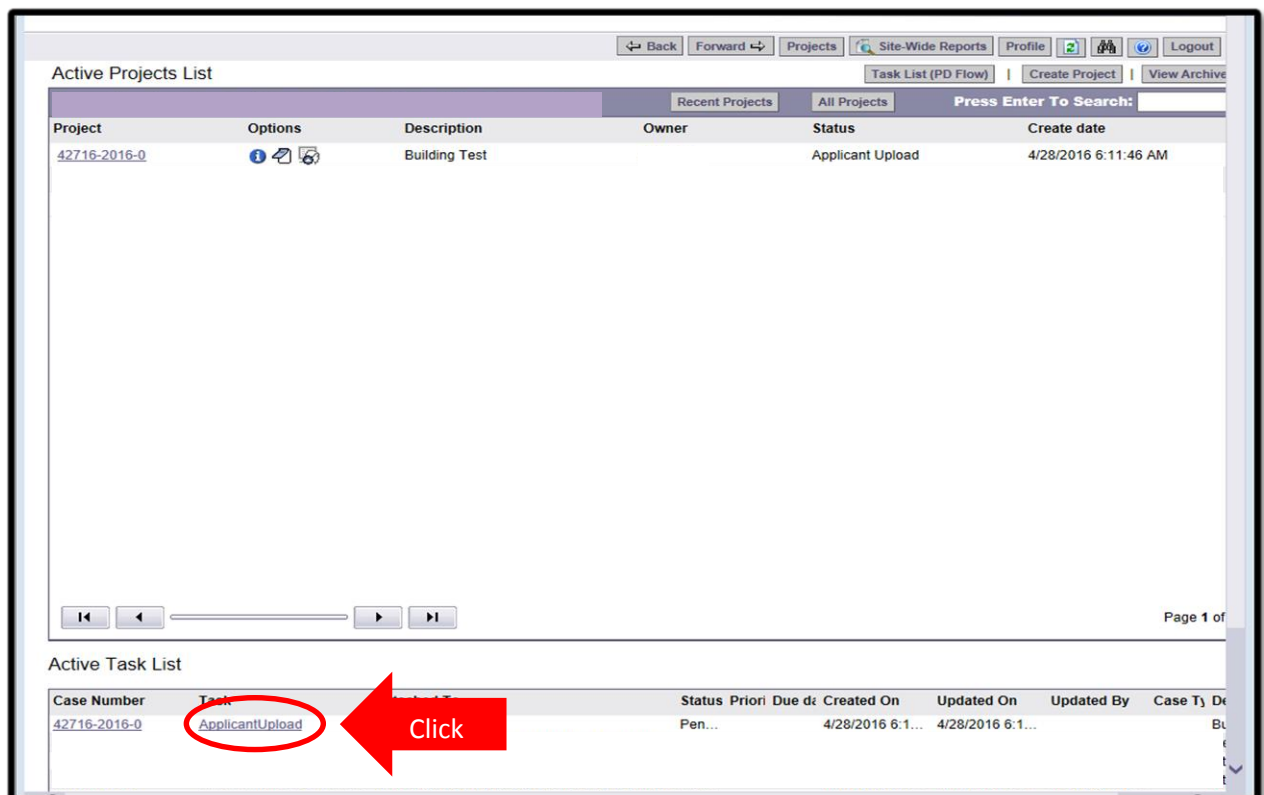
IMPORTANT: After drawings and documents are uploaded, the permitting process will not advance to the next step unless you accept and submit the pending “Applicant Upload” task. (see below)

5. COMPLETE THE “APPLICANT UPLOAD” TASK

A) Return to the case by selecting “Projects”



B) Accept the **Applicant Upload** task in the Active Task List



TIP: Monitor this area of your Project Screen for each application you submit. Throughout the ePlan process, pending tasks will appear here for any step that requires your attention.

If a pending task appears in this section, your application will not proceed until you:

- Accept the task (as shown above) to open the eForm
- Complete the task and click “Submit” on the eForm (as shown below)

C) eForm – Task Window for “Applicant Upload”

The screenshot shows the DPPE (Department of Permitting, Inspections and Enforcement) interface for Prince Georges County, Maryland. The header includes the DPPE logo and the department name. Below the header is a navigation bar with tabs: Review Information, Permit Information, Contact Information, Resources, Checklist Report (0), and Routing Slip. The 'Review Information' tab is active. The main content area displays a task window for 'Applicant Upload'. It includes a sidebar with 'Review Coordinator', 'Review Cycle' (set to 1), 'Workflow/Activity Name' (Building_Workflow / ApplicantUpload), and 'Activity Instructions'. The main area contains a text box with the instruction: 'Please upload the necessary files for the review and complete the task.' At the bottom right, there are two buttons: 'Submit' and 'Close'. The 'Submit' button is circled in red and labeled with a red '1', and the 'Close' button is circled in red and labeled with a red '2'.

1. Only click **Submit** if you have completed the task. Once you click **Submit**, you will no longer have access to upload additional files unless requested by DPPE.
2. Click **Close** if you have not finished uploading and need to return to the task later.

Note: Completing this task will begin the review process for the plans and documents that you submitted. If any corrections are needed, you will receive an email notification. You will also be notified upon completion of the review. During this time, we ask that you please wait patiently. If you have any questions about navigating the ePlan system, refer to the [ePlan User Guide](#) or email the [Project Administrator](#).

6. FREQUENTLY ASKED QUESTIONS

Question: Should files be uploaded in sets or single sheets? Why?

Answer: A single sheet drawing file is defined as a file that contains one page. Files should **ONLY** be uploaded in single sheets for the following reasons:

- Multi-page drawings files have longer upload times.
- Every time a multi-page drawing file is opened, it is transferred in total (full size) for view. On the other hand, if the applicant uploads single sheet drawing files, viewing only requires opening the specific single page file with far less strain on network resources.
- The Overlay Compare feature in eplan will not function properly with multi-page drawing files. For example, if an examiner wants to overlay the mechanical drawing on top of the structural plan, it cannot be done within a multi-page file.
- If a revised multi-page drawing file is uploaded, the system will version the file to distinguish it from the previous submission. Then, plan examiners must open both the old and new versions with Overlay Compare, find the markups that were created, and navigate between all the pages in both versions to see what has changed. Instead, if the applicant uploads single-sheet files, examiners can immediately see which files have been versioned without having to sort through a multi-page file.

Question: What format is accepted?

Answer: All files should be in PDF format.

Question: How do I get a login?

Answer: A login can be obtained by going to the following website:
<http://dpielpermits.princegeorgescountymd.gov/Customers/Login.aspx>
Then select "[New Customer Sign-Up](#)" and fill out the registration form.

Question: I did not receive a password, what do I do?

Answer: If you registered for a new password, you should have received an email. Please check your spam folder for email notifications from "eplan_noreply@co.pg.md.us". This email address should be marked as "not spam". If the email cannot be found, contact the Project Administrator at eplan@co.pg.md.us.

Question: How do I know I have a pending task?

Answer: At the bottom of the Project Screen in ePlan, is an Active Task List. All pending tasks will be displayed in that section. In addition, you will receive an email notification for all pending tasks.

- Question:** **I have completed my task but it is not moving?**
Answer: After your task is completed, your submission must be screened for completeness and then reviewed. If corrections are requested, you will receive an email notification. Otherwise, please wait patiently during the review process.
- Question:** **I have uploaded my drawings but the task is still pending?**
Answer: Uploading drawings does not complete the pending task. The task must be accepted and "Submit" must be pressed to complete a task.
- Question:** **Why can't I view my drawings? I installed the system components.**
Answer: If you cannot view your uploaded drawings, make sure your computer is configured per the Systems Requirements. If you are still unable to view drawings after properly configuring your system, contact the Project Administrator at eplan@co.pg.md.us.
- Question:** **Are multiple login ID's permitted for a case/project?**
Answer: No, multiple login ID's are not permitted for a case/project because ePlan assigns each case to a single applicant User Name.
- Question:** **How long will the ePlan process take?**
Answer: The duration of the online permitting process varies depending on the number of reviewers that have to examine your submission. Please be patient as the County works as fast as possible.
- Question:** **How do I delete a file?**
Answer: Applicants do not have the ability to delete files. If an incorrect file was uploaded, contact the Project Administrator at eplan@co.pg.md.us.
- Question:** **How do I upload the revised drawings to address comments and change marks?**
Answer: When revised drawings are necessary to address comments and change marks, the upload process is the same as the initial Applicant Upload step. However, the revised drawings must use the same file name and be uploaded to the same folder as the original document.
- Question:** **Does ePlan accept zip files?**
Answer: Yes, ePlan does accept zip files, but the files must be in PDF form with single sheets.