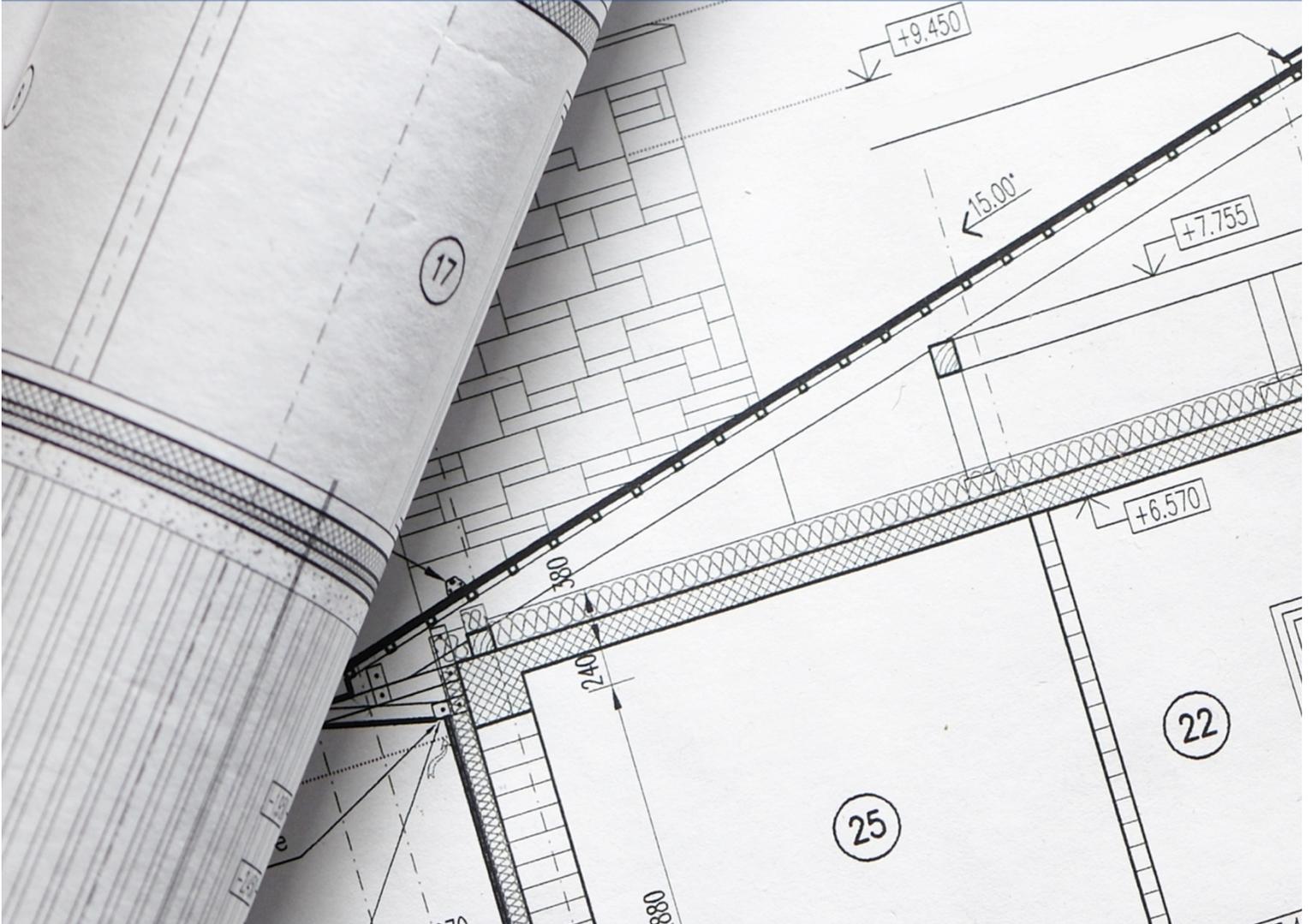




City of Jacksonville

Permitting & Development Review



Electronic Plan Review

User's Guide

Jacksonville, NC

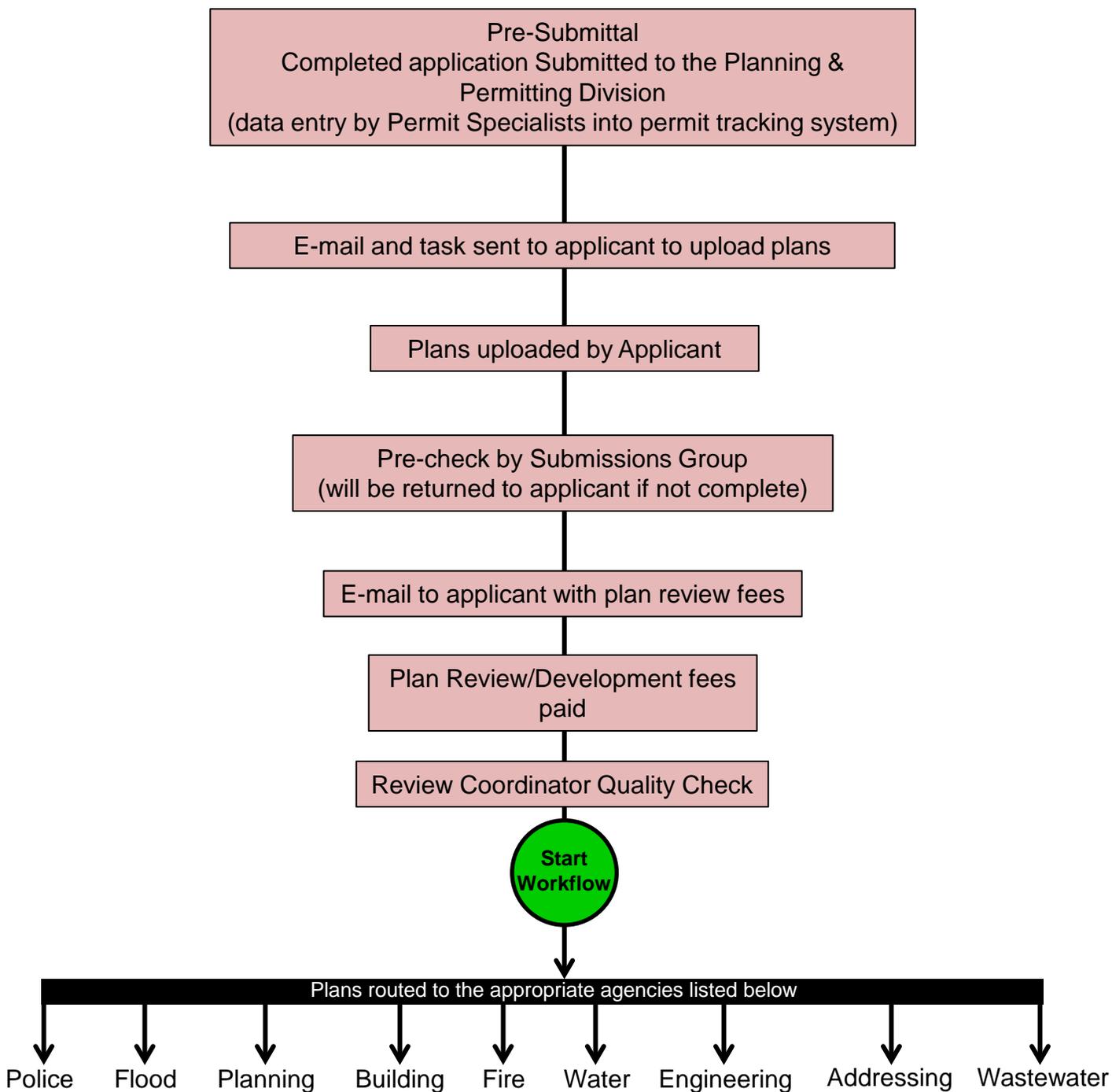
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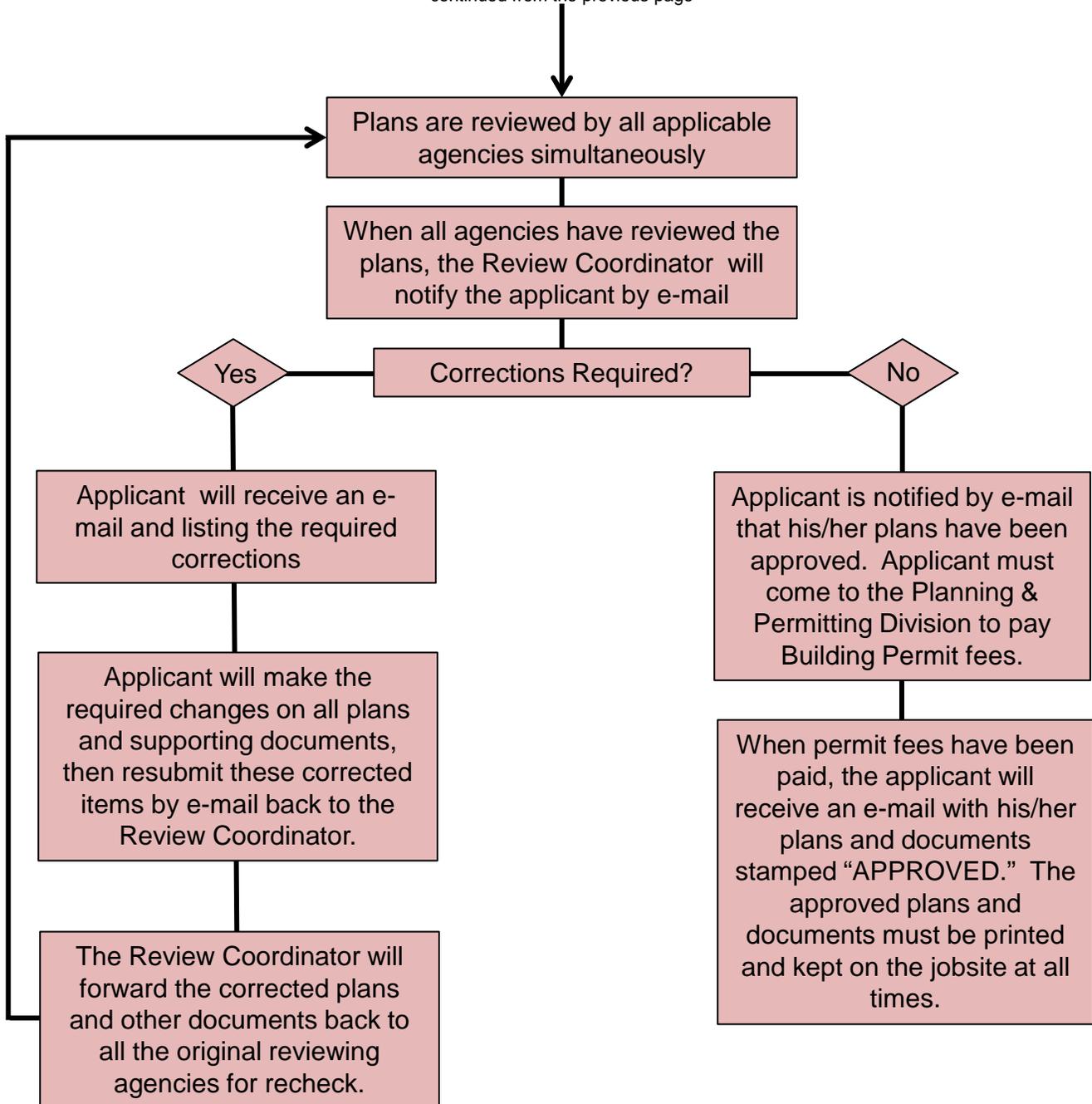


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Simplified Flow Chart – From Plan Review to Issuance

continued from the previous page





Introduction to Electronic Plan Review (EPR)

Electronic Plan Review (EPR) is a web-based electronic plan and document workflow solution that allows citizens and government personnel to initiate and complete the construction plan submission, review, and approval process online, rather than using a manual paper-based process, thus replacing the traditional paper-based review method.

Electronic Plan Review will greatly reduce the time it takes for the plan review cycle. Once all plans and documents have been submitted, they are forwarded, electronically, to all reviewing agencies *at the same time!* A significant savings in plan review time have been noted.

An additional cost savings will be realized by eliminating multiple sets of plans for projects that were typically required before EPR. By using EPR, after all reviews have been completed, approved, and plans are ready to issue, only the final approved/stamped set will require printing. This can result in a savings of hundreds of dollars in printing costs for the design professional with an additional benefit of supporting green initiatives.

This manual provides basic documentation on the steps involved in the Electronic Plan Review process. It has been prepared as a general reference guide and is not designed to present every detail or situation on every element of the process. There are text descriptions and screen images of the step-by-step tasks necessary to complete a submittal and review using electronic plan review.

If at any time in the process you have questions or concerns, do not hesitate to call or e-mail the Planning and Permitting Division:

- (910) 938-5232
- permittingspecialist@jacksonvillenc.gov

In addition to a savings in time and paper costs, it should be noted that all plans and documents are stored in one place (electronically) and will never be lost, misplaced, or delayed. The applicant can interact with this information anytime from any location that has internet access by using Internet Explorer. Access is through a secure site, with the same browser security that is used when doing on-line banking. All access is password protected. Once logged on, the applicant is only allowed to view and access the projects belonging to his/her identity. This availability can be granted to other individuals as required as either "View Only," or as a second applicant with full upload and download rights.

Electronic Plan Review Information

1. Electronic Plan Review (EPR) is a web-based program. In order to use this software, the user must have internet access and must use the 32-bit version of Internet Explorer, Chrome, Firefox, or other internet browsers.
2. In order to log in to EPR, you must have an e-mail address and a password. The first time you are invited to upload plans, you will be given a temporary password. NOTE: this temporary password is case sensitive.
3. All users of the EPR software will upload plans and other documents electronically. Silverlight must be installed on the Computer you are using to upload.
4. Internet Explorer users of the EPR software must install a small viewer program the first time they log in to the system. You will be prompted to install this small viewer software program. All other browser use a HTML5 viewer which does not require an install.
5. All drawings that you upload need to follow the standards outlined later in this document. Please read the standards before creating the files for uploading.
6. In order to log into the system, your Pop-up Blocker must be turned off. If it is not turned off, you will get this friendly notice. To turn off your pop-up blocker:
 - Go to the TOOLS menu >
 - Click POP-UP BLOCKER >
 - Click TURN OFF POP-UP BLOCKER
7. For specific instructions for installing the Internet Explorer Viewer or Silverlight, please refer to the following web page for detailed instructions: <https://jacksonvillenc.gov/epr>



NOTE: This software will allow the applicant to upload plans and documents and to send and receive e-mails to the Review Coordinator at the Planning and Permitting Division. At this time, there are no provisions to submit on line applications or to pay plan check/permit fees on line, although these two features may be added in the future.



City of Jacksonville

Permitting & Development Review

File Plan Naming Standards

When preparing to upload your drawings / plan pages to the ePlan system, please follow the file naming structure shown below:

1. All file names will begin with an ePlan three digit number that flows in sequence. Example: 001, 002, 003 etc.
IMPORTANT NOTE: The plan Cover Sheet must always begin with 001 and the Index Sheet must always begin with 002 (unless combined with the cover sheet).
2. The second part of the file name will be any alpha-numeric number you have assigned to each page. Example: L1 Landscaping, E1 Electrical, etc.
3. The third part of the file name will be the title that you have given each sheet. Example: Building Elevation Detail, Electrical Riser, Site Lighting, Foundation, etc.

TIP!

Use a decimal to insert a plan page into the existing plans in the order you wish it to appear.

Example:

001 CV Cover Sheet and Index
001.5 C.5 Inserted Page
002 C1 Site Plan

See below for a sample of sheet names using the requested ePlan numerical sequence with your individual alpha-numeric sheet # and sheet titles:

ePlan sequence number **Your Alpha-Numeric Sheet #** **Your Sheet Title**

001 CV Cover Sheet and Index

002 C1 Site Plan





City of Jacksonville

Permitting & Development Review

File Type Standards

When directed to upload your plans and supporting documentation, applicants usually want to know what file types are acceptable. Over 200 different file types can be read by the EPR software. The preferred format is either vector PDF or Design Web Format (DWF) file types. Searchable PDF files or other searchable file types are preferred for calculations, reports and other supporting plan documentation (non-drawing files).

Why Vector PDF's

Vector based PDF's can be scaled by any amount without any degrading image quality. It allows the plans to be reviewed in a much higher level of clarity on a computer screen

Since AutoCAD software is commonly used to create drawing files, converting a .DWG to .DWF file print ready is a common secured file format. Files must be 2D DWF file print ready. The .DWF must be saved as Auto CAD version 10 or lower format. EPR does not support 3D DWF files at this time. Uploaded files are converted to a view only format and are not editable.

If you choose to create PDF files, you will need to convert your AutoCAD files to a Vector PDF. It is recommended that drawings created in AutoCAD be converted to a Vector PDF within the AutoCAD program itself. In addition, the newest Adobe Acrobat (not the free version of Adobe Reader) will accommodate the creation of a Vector PDF.

Folder Structure Standards

- All plans must be uploaded into the “**Drawings**” folder. Each sheet of your drawings must be a **separate** file (one sheet per file) saved using the naming standards on the previous page.
- All supplemental or supporting documents must be uploaded into the “**Documents**” folder for each project. Sample document types would be final TIA's, applications, energy calculations, product approval forms, geotechnical reports, storm water reports, signed energy forms, flood zone information, etc.
- All responses to corrections requested by City Plan Reviewers must be attached to the eForm for each project.
- Approved Drawings folder will contain all City of Jacksonville stamped and approved drawings.
- Approved Documents folder will contain all City of Jacksonville stamped and approved documents.
- **Revised drawings must retain the same name as the original.** Example: a City Plans Examiner requires a correction to sheet A-1 of your plan. Your corrections to sheet A-1 must also be named “A-1.” This will automatically version (i.e., version 1 and version 2) this sheet and allow plans examiners to take advantage of the “compare” feature found in EPR.



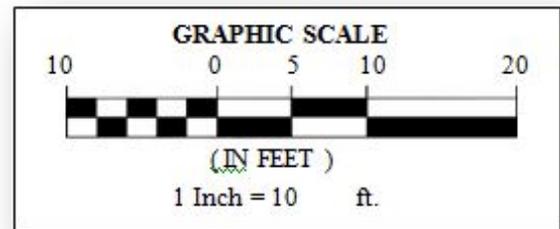


City of Jacksonville

Permitting & Development Review

Graphic Scale Standards

- All plans must be drawn to scale using standards such as $\frac{1}{4}$ inch per foot, $\frac{1}{8}$ inch per foot, etc., or provide a typical graphic scale as shown in the image to the right. Engineer scale required for site plans and subdivisions.
- When more than one scale is used on a sheet, an independent graphic scale must accompany the applicable detail.

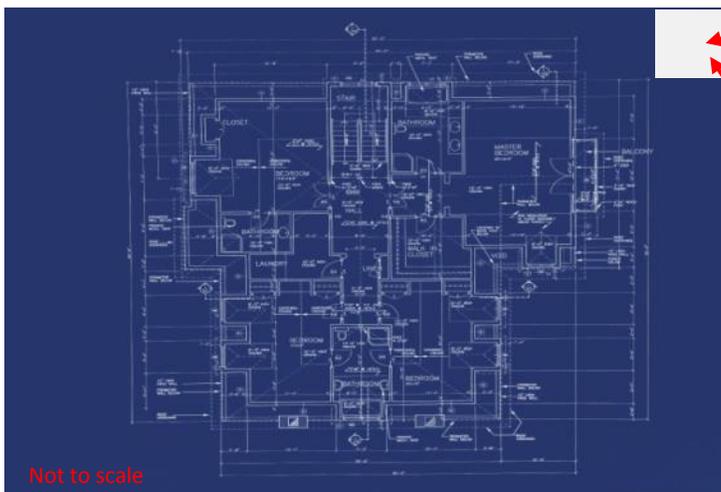


Provide a scale for all drawings

File Printing Size Standards

For consistency, all drawing files must be drawn and formatted in one of four sizes:

- 24" x 36"
 - 11" x 17"
 - 8½" x 14"
 - 8 ½" x 11"
- All drawing files must be drawn and formatted in the horizontal (landscape) position except for drawings on 8½" drawings.
 - Provide a North arrow on your plot plan.
 - Please leave a 3-inch x 3-inch blank area, **on all pages**, in the upper right hand corner for the approved stamp to be inserted later, as shown below.



Not to scale

Drawn in the horizontal (landscape) position

Reserved for the Approved stamp



- Files must be saved as AutoCAD version 10 or lower format. EPR does not support 3D DWF files at this time.
- When drawings are sent back to the applicant for corrections, corrected drawings **MUST** retain the same file name as when first submitted.(see page 19 for naming standards).



City of Jacksonville

Permitting & Development Review

Uploading Plan Drawings and Documents

Electronic Plan Review Invitation

When your application for a Building Permit or Development Project is reviewed, accepted, and plan review fees have been paid, an Electronic Plan Review invitation will be sent to your e-mail address (shown below). For first time users, the invitation e-mail will contain your login information, temporary password (used only one time) and information about the project, including a link to the electronic plan review web portal.



Hello Kim Whaley:

Welcome to City of Jacksonville's Electronic Plan Review system. This project invitation has been sent to your recent permit application.

Please upload your Application Documents, Drawings and Documents to the project number shown below

Your Login: rking@jacksonville.gov ← your e-mail address will be here
Temporary Password: **C6C6C2A** ← your temporary password is *case sensitive*
Project Name: BP12-0000022
Project Description: ALTERATION TO COMM STRUCTURES
Group: Applicant
Invited By: Building Division
Project Owner: Building Division
Owner's Email: rking@jacksonville.gov

[Login to Electronic Plan Review](#)

↑
Click here to logon

← All electronic plan review uploads and e-mails will go to this address

City of Jacksonville
Planning and Permitting Division
815 New Bridge Street
Jacksonville, NC 28540
(910) 938-5232

PLEASE NOTE: Electronic Plan Review uses pop-up windows (windows with no toolbars). If you login but no EPR window appears, you probably have a pop-up blocker in use that is preventing the main project window from opening. You will need to disable pop-up blocking in order to utilize the EPR application. (Pop-up blockers allow you to disable pop-up blocking for specified sites if you wish to leave it on and exclude EPR.)

After logging in (see the previous page), the first screen you will encounter will be as shown below.

1. Type in your e-mail address.
2. The first time you log in, type your temporary password that was provided in the e-mail in the spaces provided. Please note that this temporary password is *case sensitive*.
3. First time users of Electronic Plan Review will want to visit <http://www.jacksonvillenc.gov> for specific instructions for your Operating System and Browser.
4. Click and drag the icon of the Island of Kaua'i (step number 4 below) to your desktop if you wish to create a shortcut; and/or,
5. If you wish to add this site to your "Favorites," click the "**Click here**" link (#5 below).
6. Click the "Accept & Login" button.
7. NOTE: you can also access this site by typing: <https://epr.ci.jacksonville.nc.us/epr/>

After you submit your application and pay your plan review fee, you will receive an e-mail directing you to logon to the City's website. You

Click here to install the small viewer program that will allow you to interact with the EPR software. Only needs to be done one time.

Click here to install a desktop shortcut icon

Click here to add Electronic Plan Review to your Favorites

After logging on to the City’s electronic plan review system (explained on the previous page) for the first time with your temporary password, you will be presented with the screen below. The boxes with the yellowish/orange highlighted fields **must be** filled in:

1. You **must** change your temporary password to a permanent password of your choosing. This permanent password must be 8 – 16 characters long and must contain at least one letter and one number. Type in your new password; then type your new password again to confirm – **PLEASE NOTE**: your password is **case sensitive**.
2. Provide a “Security question” and “Security answer.”
 - Example security question: “Grandma Taylor’s maiden name”
 - Example security answer: “Thompson”

Please note: no one can see your security question or answer except you.
3. Complete the rest of the highlighted fields (yellowish-orange in color)
4. After completing **all** highlighted fields, click the “Save” button.

Electronic Plan Review

City of Jacksonville Electronic Plan Review

Settings for Ryan King (rking@ci.jacksonville.nc.us)

Welcome to Electronic Plan Review.

Since you currently have a temporary password, you will need to change it to a permanent password and (if you have not done so) enter a security question and answer. This question/answer will be something that only you know, and will enable you to reset your password if you ever forget what it is.

After you have changed your password you will be taken to the main Projects View.

Remember!
Passwords are case-sensitive.

Change Password: Password Reset Question & Answer:

New password: * [highlighted] Security question: * [highlighted]

Confirm new password: * **1** [highlighted] Security answer: * **2** [highlighted]

Password must not contain special characters, must contain at least one digit and one alphabetic character, and must be between 8 and 16 characters

Profile Information

Contact Information User Metadata Project Membership Group Membership

* Required field

First Name: * [highlighted] Last Name: * Moore

Email: * [highlighted] HTML format

Title: [highlighted]

Company: * [highlighted]

Address 1: * [highlighted]

Address 2: [highlighted]

City: * [highlighted]

State/Province: * [highlighted] Postal Code: * [highlighted]

Phone: * [highlighted] Fax: [highlighted]

Mobile: [highlighted] Pager: [highlighted]

Stamps: [highlighted]

Language: * en

Note:
This form needs to be filled out only once (the first time you log in).

Save **4**

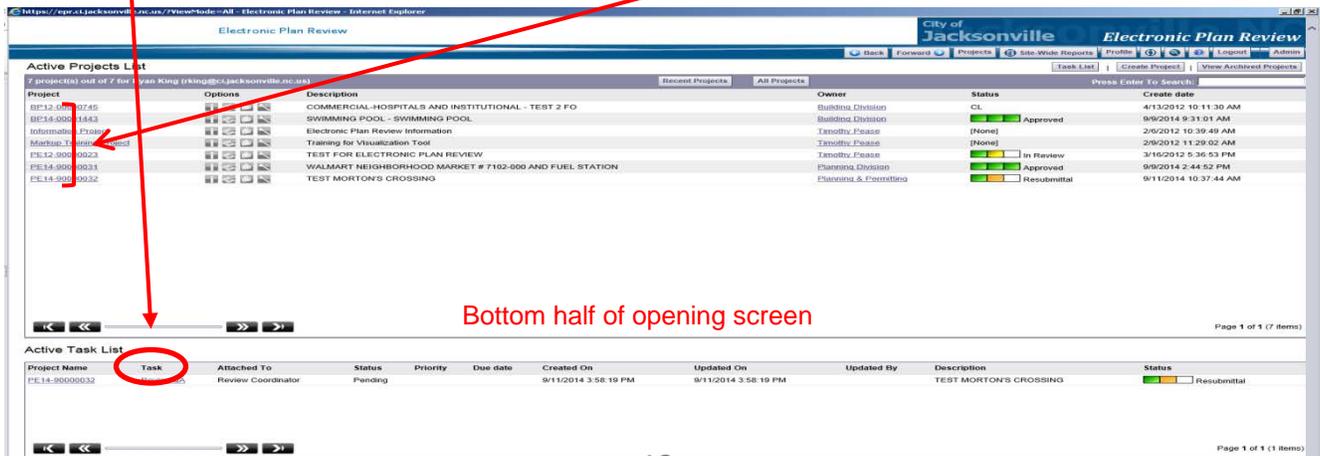
Once you have logged on to the electronic plan review site, the top half of the screen will look like the screenshot immediately below.

1. The “Back/Forward” buttons will back up or move forward *one frame at a time*. It may be necessary to click the Back or Forward buttons several times before getting to your desired location.
2. The “Projects” button will take you to your projects in the EPR system. Other applicants cannot see your projects and you cannot see theirs.
3. The “Profile” button will take you back to your profile (shown on the previous page) if you wish to change or update information.
4. The “Refresh” button will update all of your information. NOTE: you can also refresh by using the F5 key on your keyboard.
5. The “Search” icon (magnifying glass) searches all information on your plans.
6. The “Help” icon (question mark) provides information on a variety of topics.
7. The “Logout” button allows you to logout of electronic plan review.



Top half of opening screen

The bottom half of your screen will look like the screenshot below. Any projects for which you have access will display in this list. Any outstanding tasks that require your action are displayed in the “Task” area below the project list. Select the specific project that corresponds to the plans you will be uploading by clicking on the project number (project number explained on page 16) .



Bottom half of opening screen

Electronic Plan Submission

You must have an application number before electronically uploading your plan drawings and documents. Your application number will look like this:

BP13-0000512 ← Sequential number

BP = Building Permit
ED = Engineering Division

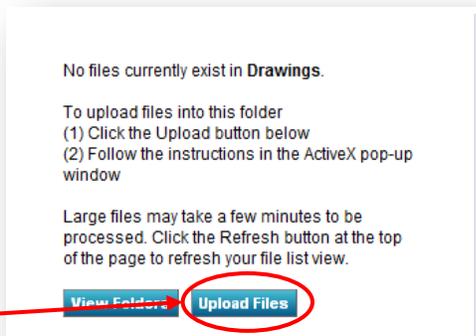
← The year your application was submitted

Please remember this number. This is the easiest and most efficient way to access your plan if you should have questions.

- Click on the permit number link that was identified in your e-mail
- Click on the **“Drawings”** folder to upload drawings, and/or click on your **“Documents”** folder to upload documents.



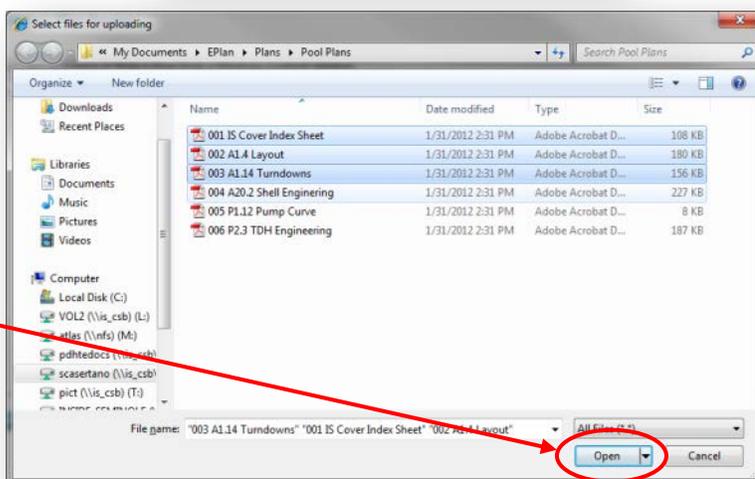
TIP!
You might find it helpful to have all of your drawings and documents in one folder on your computer.



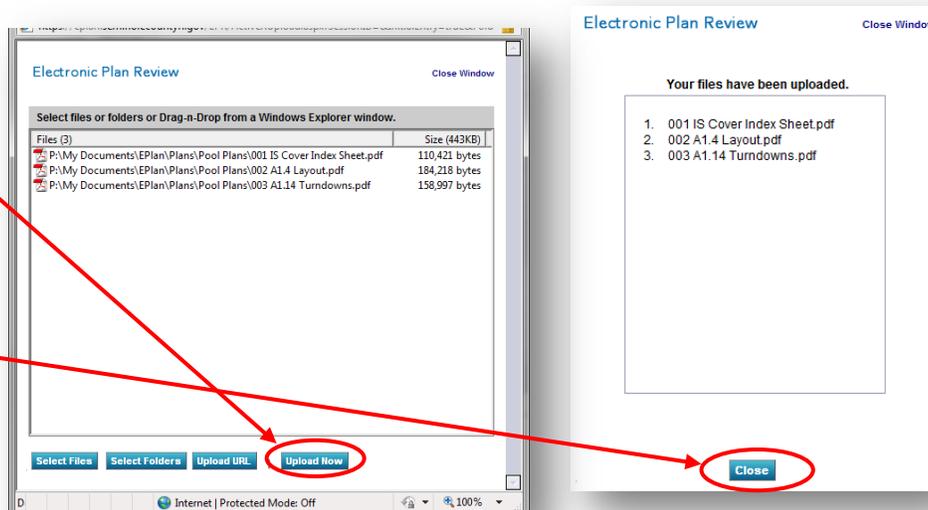
Uploading Plans

When invited to upload your plans, Click the **“Upload Files”** button.

Select or browse to the file location on your computer as shown in the image to the right. Select or highlight the files you want to upload; **multiple files can be selected by using your Shift or Ctrl keys.** Then click the **“Open”** button. Your plans can be uploaded over several hours or even several days.



After selecting the files you wish to upload, you **MUST** click the **“Upload Now”** button (nothing happens until this step is taken). The files will be copied to the upload window. Click on the **“Close”** button to close out of the dialog box.

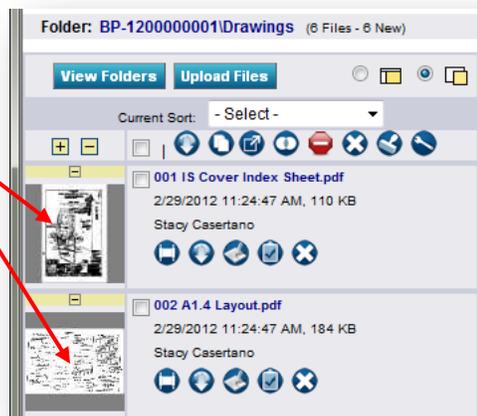


NOTE:

Jacksonville requires that each drawing page be identified by a sheet name according to the file naming standards contained in this guide.

Once files are uploaded to either the Drawings or Documents folders, the folder list is populated with thumbnail images of each file contained in the folder. Under each thumbnail, the file name, author, date, and any relevant file icons display.

1. Once **ALL** documents and drawings have been uploaded, the Submissions Group needs to know that you are ready to begin the Prescreening process. Do this by clicking the ApplicantUpload task link in the Active Tasks window of electronic plan review.



(continued next page)



City of Jacksonville

Permitting & Development Review

2. An eForm will pop up; click the checkbox to indicate you have completed uploading files and then select the complete button.

Please Note

Failure to perform the preceding steps and your plans will go nowhere

Once you have successfully uploaded your plans and documents and the review coordinator sends them to all the appropriate agencies (shown on page 3), you will not be able to upload additional documents until all agencies have made comments and the marked-up drawings are returned to you, the applicant. This ensures that all plan reviewers are looking at the same set of plans.

The Planning & Permitting Division will receive an e-mail that you have uploaded your plans and other documents.

Prescreening By The Submissions Group

Prescreening Has Been Approved

If your submittal is approved, your plans and documents will be sent to the Review Coordinator as a final quality check before being sent to all reviewing agencies.

Prescreening Has Been Returned To You

If your submittal requirement is not complete, you will receive an e-mail notification and a task in your Active Task List that prescreening has been denied and corrections are needed. Clicking on the Corrections Complete task will open an eForm so you can see the reason why your upload submittal was returned to you.

Example of prescreening which is not complete. Returned to the applicant for additional information. ➡

Electronic Plan Review
Task Assignment
PreScreening Review Corrections Required

City of Jacksonville
Electronic Plan Review

Please do not reply to this email, it is system generated.

Hello:

A Prescreening Review of your uploaded plans and documents was performed and the submittal was found to be incomplete. Please login to the Electronic Plan Review System, click on the task for this project and review the comments. When you have addressed them, please mark this task as complete in the eForm. Please contact the Building Division at the number listed below if you have any questions regarding this email.

Project Name:	BP13-00000003
Project Description:	ALTERATION TO COMM STRUCTURES
Task:	CorrectionComplete
Instructions:	Please review the Prescreening notes and submit the required drawings and documents.

[Login to Electronic Plan Review](#)

City of Jacksonville
Planning and Permitting Division
815 New Bridge Street
Jacksonville, NC 28540
(910) 938-5232



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If Prescreening Has Determined that your submittal is incomplete:

- A. Review the **checklist items** (if any) and read any items listed in the **Task Instructions** text box. Click the “Save And Close” button at the bottom of the screen until you are ready to upload missing drawings or documents.

Checklist Items not met →

Cycle	ID	Group	Comment Text	Status
1	BUILDING PRESCREEN 2	Submissions	COMMERCIAL PERMIT APPLICATION (COMPLETED AND SIGNED FRONT AND BACK)	NotMet
1	BUILDING PRESCREEN 10	Submissions	LEGAL DESCRIPTION (PROPERTY APPRAISER PRINT OUT)	NotMet

Task Instructions text box →

PRESCREENING COMMENTS

COMMENTS

Please upload the survey.

APPLICANT RESPONSE

VIEWER ATTACHMENTS

Browse... Attach Files

Approved file attachments may not be immediately available while being processed by Electronic Plan Review.

Approve Return To Applicant App Withdrawn - Void Save

- B. After you have identified the missing drawings and/or documents to upload. Upload the missing drawing(s) and/or document(s).

- D. Click on the “Task List” button in the project view and select the “**CorrectionComplete**” task in the Task List section.

Project Name	Task	Attached To
BP12-00000015	CorrectionComplete	Applicant

←

- E. After you are satisfied that all the requirements have been met, select the “**I have uploaded the corrected documents and/or drawings as indicated below**” box and click the “**Corrections Complete**” button at the bottom of the form. This will notify the Electronic Plan Review Submission Group that you are ready for Prescreen Review again.



City of Jacksonville

Permitting & Development Review

Changemarks

- Instead of writing plan review comments directly on your plan, comments will now be placed on the plans as one or more “changemarks”. A changemark, often associated with a clouded area, is a plan callout created by the City’s review staff to quickly identify a portion of the plan that may need to be revised. All changemark comments will be shown in the column on the right side of the screen. A markup can have one or more “changemarks.”
- The description of each agency’s changemarks will be numbered, starting from 1, with the corresponding text below.

Plans examiners usually cloud the area of concern. Colors may vary.

Sample **changemark** (resembles a “Post-It” note, although it can be of any color shown on the previous page depending on the reviewing agency)





City of Jacksonville

Permitting & Development Review

Plan Check Corrections

After plans have been reviewed by all agencies, changemarks, review comments, and/or checklist items may require plan corrections or changes:

1. If corrections are required, you will receive an e-mail notification from the Review Coordinator requesting corrected plans and/or documents.



Hello Kim Whaley:

Your submittal has been reviewed by the required agencies, however, change requests and/or comments your correction. Please login to Electronic Plan Review for your Project and click on your task to launch the requests. Complete the form when you have made all of the requested changes. Please contact the Planni or email listed below if you have any questions regarding this notification.

2. Click the link **“Login to Electronic Plan Review”** in the email to access your projects.

Project Name: PE14-90000032
 Project Description: TEST MORTON'S CROSSING
 Task: ApplicantResubmit
 Instructions: Please review all sections of the eForm and drawing markups and resubmit the required information prior to completion of task.

[Login to Electronic Plan Review](#)

3. Once logged in, select the **“ApplicantResubmit”** task for your project (the one requiring corrections) to accept it and open the eForm and access the corrections requested.

City of Jacksonville
 Planning Division
 815 New Bridge Street
 Jacksonville, North Carolina 28541
 910.938.5236
planning@ci.jacksonville.nc.us

4. The eForm has four sections that provide you with correction package information:

- Checklists
- ChangeMarks
- Reviewing Agency (who requested the corrections)
- Review Status

Resolved	File	Cycle	Department	File Name	Markup	Summary	Description	Applicant Response
No		1	BUILDING REVIEW	IMG_0350.JPG	BUILDING.TRP	Replace Generators	They're old and inefficient.	
No		1	ENGR DIV ADDRESS	1st floor architectural.dwg	ENGRDIVADDRESS.TRP	Privacy	Please swap sinks with urinals so there isn't a direct site line view.	
No		1	ENGR DIV ADDRESS	1st floor architectural.dwg	ENGRDIVADDRESS.TRP	Handrails	Show handrails on drawing.	

5. In the “Review Agency” section, the agency requesting the corrections is displayed. If there are markups attached, you will see the markup links in the changemark section of the eForm. You can respond with a comment to each changemark.

6. Click on the “Save And Close” button to exit the eForm.

7. Correct the plan drawing(s) as requested.



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Uploading Corrections

1. Login to Electronic Plan Review to upload the corrected drawing(s) and/or document(s).
2. Ensure that the corrected drawings retain the **same file name** and size as the originals.
3. Verify that all plans and documents that have markups have been corrected. Failure to submit corrected plans will result in a submittal returned for corrections.

No files currently exist in Drawings.

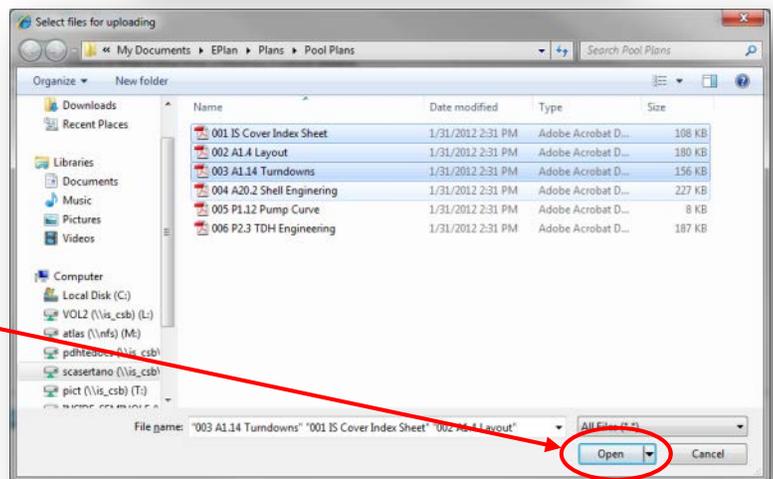
To upload files into this folder
(1) Click the Upload button below
(2) Follow the instructions in the ActiveX pop-up window

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.

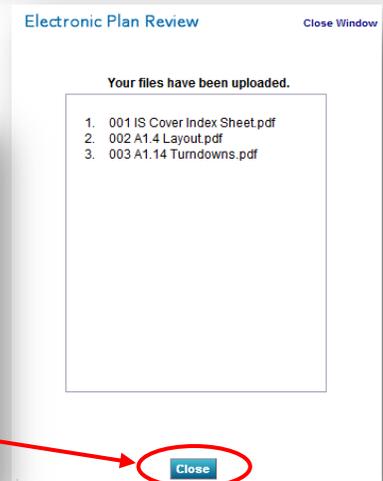
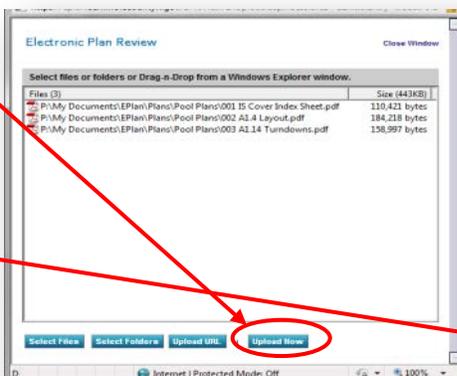
4. Click the **“Upload Files”** button.

[View Folder](#) [Upload Files](#)

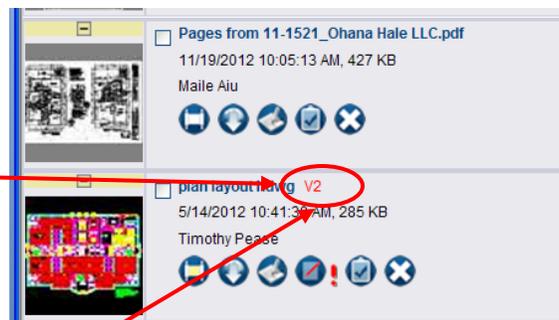
5. Select or browse to the file location on your computer as shown in the image to the right. Select or highlight the files you want to upload: **multiple files can be selected by using your Shift or Ctrl keys**. Then click the **“Open”** button. Your plans can be uploaded over several hours or even several days.



6. After selecting the files to be uploaded, you **MUST** click the **“Upload Now”** button (nothing happens until this step is taken). The files will be copied to the upload window. Click on the **“Close”** button to close out of the dialog box.



Once revised files are uploaded to either the Drawings or Documents folders, you will notice that for each revised file that was uploaded, a "V#" (version #) will appear. Under each thumbnail, the file name, author, date, and any relevant file icons are displayed.



TIP! In the second thumbnail (above), the **V2** indicates that this is **Version 2**. Remember to keep the same file name.

When your corrected drawing(s) have been successfully uploaded, click on "**Applicant Resubmit**" task to open the e-form and go to the "**Review Information**" tab.

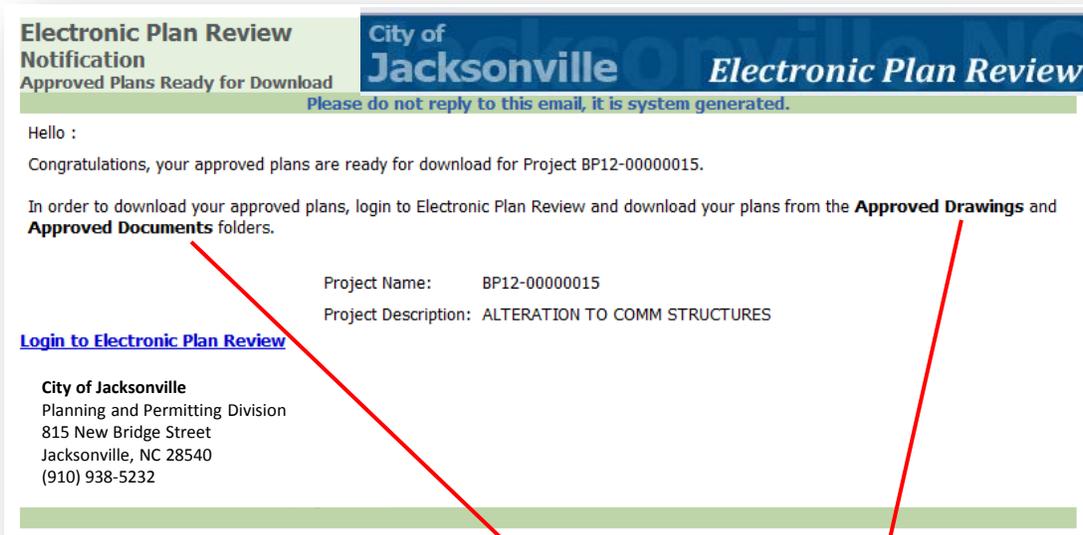
- Add any response comments by attaching it to the eForm.
- Confirm you have completed all task steps by reading and checking each of the boxes.
- Click the "**Complete**" button. This action will notify the Review Coordinator Group of your resubmittal.

I have addressed all of the items in the File Markups below that were identified during the Plan Review.

I have uploaded the revised drawings into the "Drawings" folder and, if requested, uploaded any revised documents into the "Documents" folder using the SAME file name as the original files.

Approval

When the plan review is approved by all reviewers, you will receive an e-mail about plan approval and/or fees owed. If no fees are owed and/or after payment has been made, you will receive another e-mail notification that your approved plans and documents are available in the **Approved Drawings** and/or **Approved Documents** folder(s).



Security Timeout

Due to security and resource concerns, the system will automatically sign you out after 90 minutes of inactivity. When you are ready to resume working with the system, click any button on the electronic plan review screen. The system automatically will load the sign-in page for you. You can also close the web browser window and reload the sign-in page manually in a new browser window by using the address below:

<https://epr.ci.jacksonville.nc.us/epr/>

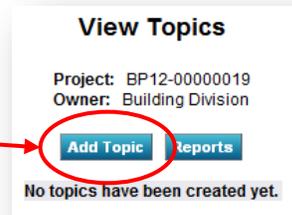
Plan Revisions During Construction

After your plans have been approved and construction has begun, sometimes changes arise that require revisions to your approved plans or documents.

1. To do so, submit application, fee and log in to electronic plan review and enter the project for which you wish to submit a revision.

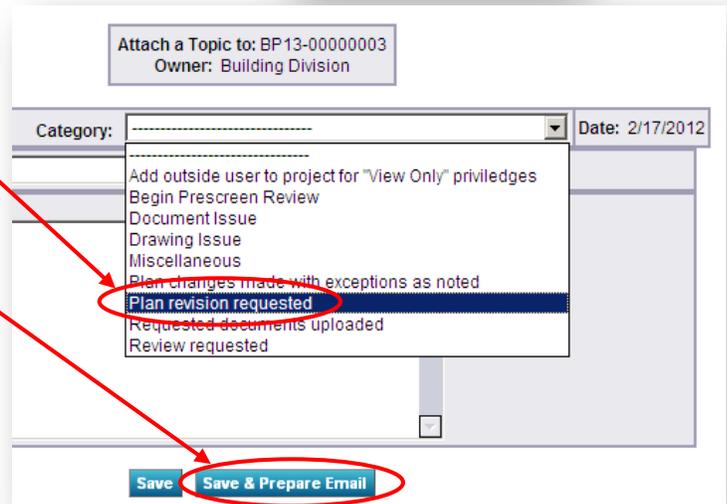


2. Click the **“Notes”** icon near the top right corner of the EPR window.



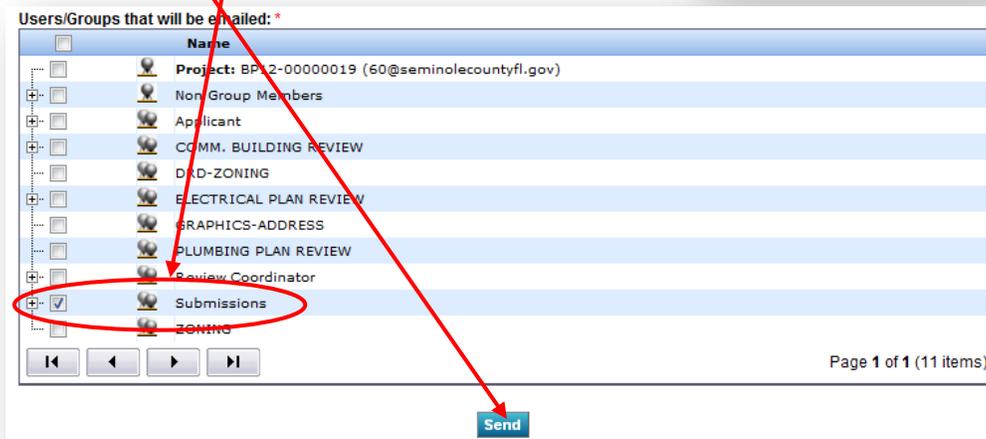
3. A window will pop up; click the **“Add Topic”** button

4. Select the **“Plan revision requested”** category from the dropdown menu.



5. Enter a subject and brief description, then choose **“Save & Prepare Email.”**

6. Place a checkmark in the **“Submissions”** Group and click **“Send”**.

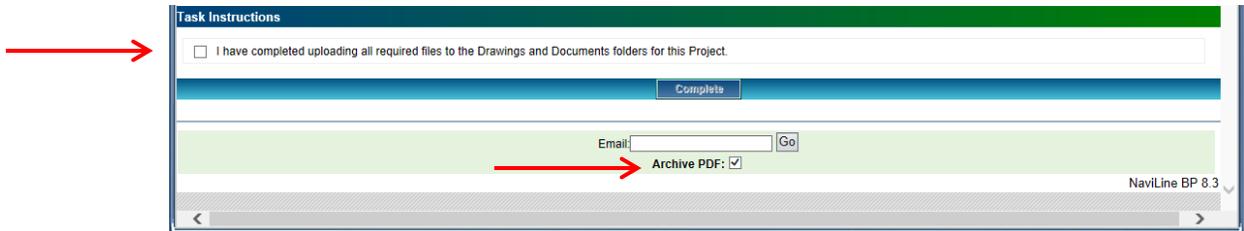




City of Jacksonville

Permitting & Development Review

- Once the Submissions Group reviews the request, the project will be re-opened and returned to the applicant. Accept the “ApplicantUpload” task to open the eForm. Follow the instructions provided.



- After uploading any requested form(s) and all the revised plans and/or documents, check the box acknowledging the upload and click “**Complete**”.

Forgot Your Password?

If you are a returning user, log in to electronic plan review with your full e-mail address and password (see page 13). If you have forgotten your password, click on the “Forgot Password” button so that you can retrieve it through your security question. No one, including City System Administrators can see your password or security question answer. If you cannot access your account after trying to retrieve your account information, contact a City of Jacksonville Permitting Specialist at (910) 938-5293 for Building Permits to have your password reset.

Client Hardware and O/S Specifications

Uniform specification on end user hardware and software capabilities and configuration will have a big impact on the end user experience. We recommend deploying at most two types of end user hardware with standard configurations.

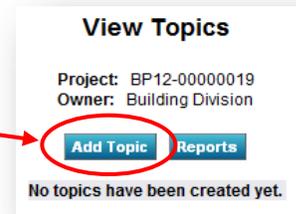
Operating System	Windows 8 (32\64), Windows 7 (32\64), Windows Vista SP2 (32\64) Mac OS 10.5 – 10.9, iPad, Windows Tablet
Processor	Dual Core or Quad Core Processors 2.0 GHz or faster
Memory	4 - 8 GB RAM
Browser Cache	In IE this is 50MB by default and in most browser it can be increased to 250MB or up to 1GB
Graphics Card	For dual monitor support a minimum 1GB of dedicated video memory
Recommended Web Browsers	Internet Explorer 9 or 10 (32-bit) minimum, and latest releases of Chrome, Safari, Firefox
Display	22” or larger with at least 1920 x 1080 screen resolution

Project Access by Outside User

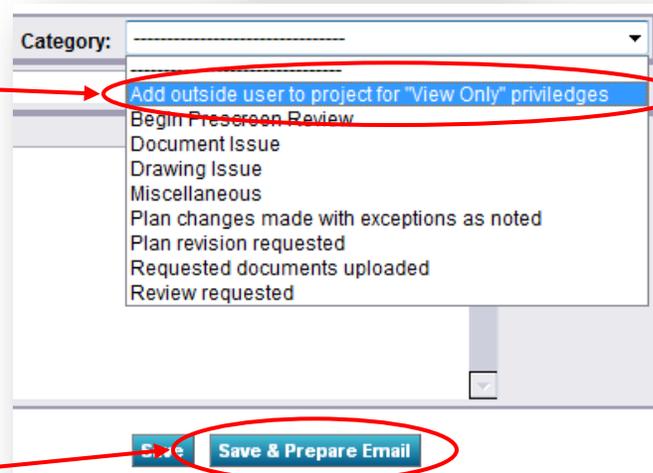
To request that an outside user have access to your drawings, changemarks and any other requested corrections, follow the steps outlined below:

1. The Submissions Group needs to know that would like to add a user to the project for viewing access only. Do this by clicking the  icon near the top right corner of the EPR window.

2. A window will pop up; click the “Add Topic” button.



3. Select the “Add outside user to project for `View Only` privileges” category from the drop down menu.



4. Enter a subject into the e-mail document window as well as the person’s complete name and e-mail address in the space below. Then choose “Save & Prepare Email.”

5. Place a checkmark in the “Submissions” group and click “Send.”

