eplans
New Castle County

New Castle County | Land Use—Permits Section

Electronic Plan Review

Permits User's Guide

> **Submit Application**

> **Upload Files & Pay Fees**

> **Plan Review Process**

> **Final PreScreen**

> **Project Approval**

Getting Started

What is eServices?

eServices is the Land Use Department's online plan review system for applicants to submit Permit plans and documents electronically rather than on paper.

Building permit customers can submit projects electronically through eApply. Land Use staff and other agencies can review projects simultaneously with ePlans, which helps reduce review time frames and also lets customers skip a trip to New Castle County offices.

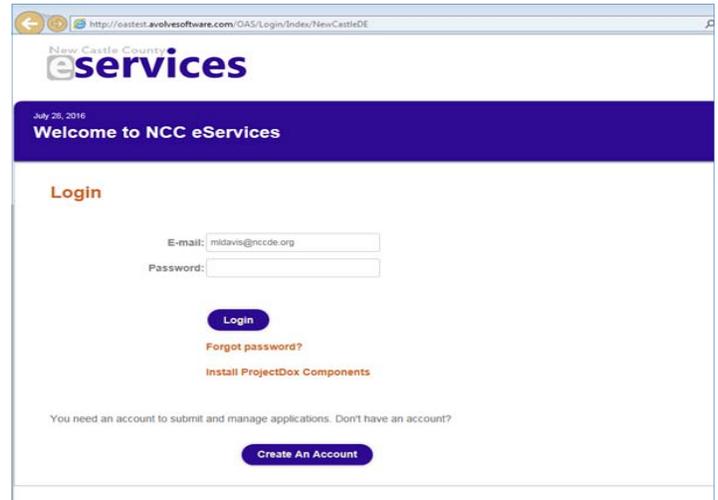Visit the ePlans webpage at www.nccde.org/eplans

Figure 1: ePlan login screen

Site Requirements

eServices is a free service. It is a web-based program and no special software is needed. However, we recommend that our users use Internet Explorer (IE) and there are some requirements:

- **Create an Account**

  Applicants need an eServices account. After submitting the request, you'll receive an email to verify the account. The verification code email will come from donotreply@avolve.com. The direct link to eServices is https://eplans.nccde.org/projectdox.

- **Disable Pop-up Blockers**

  ePlans displays plans in pop-up windows, so you'll need to disable your browser's pop-up blocker before using the system.

- **Configure ePlans Site**

  For full functionality of ePlans, add ePlans as a trusted site for your computer. Add the ePlans URL as a Trusted Site under *Tools*, *Internet Options*, *Security* and click the *Sites* button.

- **Install ProjectDox Components**

  We use ProjectDox software to review the plans. At the eServices login screen (Figure 1), click the *Install ProjectDox Components* link under the Login button. This installs the Brava components needed to run the program. Note: If you do not have "Administrator" rights to your computer, you may need to contact your IT staff for help with this step.

Submit Application

Submit Application (eApply)

eApply: Submitting an application for a permit is the first step of electronic plan review. The eApply component makes it easy to submit data and create template applications.

- ### eServices Account

  Applicants need an eServices account. Click 'Create An Account' from the login screen (Figure 1). After submitting the request, you'll receive an e-mail to verify the account.

  The direct link to eServices is https://eplans.nccde.org/projectdox.

  Need Help? Visit the ePlans Resource Center at www.nccde.org/eplans-resource-center or call the Land Use office at 302-395-5400 if you need help starting an application.

- ### Start eApply Application

  After logging in, you will select eApply—Start New Application Request (Figure 2). Type within the application fields, save the data and even save partial applications for future use.

Figure 2: eApply—Start Application Request

  #### eApply Tips and Guidelines

  √   Request Type—Application for Building Permit

  √   Request Name—This should not exceed 25 characters and is only viewed by the applicant.

  √   In Process Application Requests—This area of the form displays applications that have yet to be submitted. This is where any templates you previously created would be listed.

  ⇒   How do I create a template form for future permits? Initiate a standard permit application and complete the application fields that will be common for all permits. When finished, scroll to the bottom of the page and select 'Save for Later'. This will place the form template on the *In Process Application Requests* list. Use the *Action* header (Figure 3) to manage the requests.
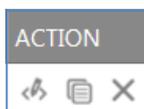

Figure 3: Action Header

  The Edit Icon ⟨⁄⟩ will modify the existing application.

  The Copy Icon 🗐 will allow the user to create a 'copy' of the application—works similar to a template form.

  The Delete Icon ✕ will delete the form from your list.

  √   Once you click '*Start My Application Request*', an acknowledgement screen and then the application form will load (Figure 4). The building permit application is completed in 4 steps. After all data is inputted, the applicant acknowledges the signature section and clicks the 'Submit Request' button to process the application. Users may also select the 'Save for Later' button to save your data and restart the application at a later date.

Application For Building Permit

Please complete step 1, step 2, step 3 and the step 4(a-e) related to your project type. Once all steps are completed, you may acknowledge and sign the application and submit your request.

– **Step 1 – Applicant, Property Owner & Contractor**

Figure 4: Application for Building Permit Form

eApply Tips and Guidelines (cont'd.)

√ Step 1—Applicant, Property Owner & Contractor

⇒ eApply Applicant Information—This section must be completed with the same name and email provided to login into eServices. If the email login on the initial page and eApply Applicant are not the same, you won't receive ePlans emails or be given rights to upload files. *What if more than one person may need access?* Once the project has been created, the ePlans user can invite additional users into the project during assigned tasks.

⇒ Property Owner & Tenant Contact Information—After a permit is issued, the building inspections section will send out periodic status emails and owner responsibility notifications. This section will contain the contact information for the owner or lessee who employs the contractor.

⇒ Contractor—Provide the NCC licensed contractor name and license number along with the Project Contact at the jobsite. This contact will be receiving email notification from the building inspection section after the permit is issued. When a homeowner or Design Professional is applying for the permit, use the code NOCNTR in the NCC License Number box.

√ Step 2—Property Information

⇒ Tax Parcel Number and Extension—This is the legal description provided by the County. Condos and Manufactured Parks are examples of lots with parcel extensions. To locate a tax parcel number, visit the parcel search page at http://www.nccde.org/parcelsearch.

⇒ Street Address—only provide the street address for the project. This is to verify the correct tax parcel number is listed. Please refrain from providing the city/state or other data.

⇒ Project Location Description—Includes information for the building inspector related to the job's location. This may include the lot number and subdivision name, shopping center, or suite location. This box should not repeat data provided under street address.

√ Step 3—Project Information

⇒ Select the building permit type from the 5 categories (Figure 5). Only one permit application may be submitted on this form.

TIP: When using a mouse scroll wheel, be sure to click outside of step 3 prior to scrolling down as this may change your Permit Type selection.

⇒ Description of Proposed Construction—
This category shall provide a brief description of proposed construction. Please refrain from using the enter key.

– **Step 3 – Project Information**

Please select the permit application type from the list in this step and provide a description of work.

Permit Type: * ◉ Non-Residential (Proceed to Step 4a)
○ New Single Family Dwelling (Proceed to Step 4b)
○ Other Residential Projects (Proceed to Step 4c)
○ Utility Project (Proceed to Step 4d)
○ Sign, Pool, Demolition (Proceed to Step 4e)

Description of Proposed Construction: * Renovation of 1500 SF existing office space

Figure 5: Step 3 of eApply Application Form

eApply Tips and Guidelines (cont'd.)

√ Step 4—Detailed Permit Data for the Project

⇒ Step 4 is separated into 5 sub-categories. Refer to Step 3 (Figure 5) to determine which sub-step is correct for your project.

- Step 4a—Non-Residential Project
- Step 4b—New Single Family Dwelling (SFD)
- Step 4c—Other Residential Projects associated with an existing SFD
- Step 4d—Utility Project (HVACR or Plumbing permit)
- Step 4e—A Sign, Pool or Demolition Permit

⇒ Non-Residential projects include new GFA and renovation/repair of existing buildings not associated with a residential home. All data fields must be completed in Step 4a. If the project has mixed uses, select X-1 from the Use Group dropdown and provide a project breakout of use and SF during the document upload step within ePlans. The project valuation shall include total value of work, incl. materials and labor for the permit. If the project includes new GFA and existing renovations, define the valuations separately during ePlans upload.

⇒ Single Family Dwelling permits use Step 4b and must include the type of housing. Complete the entire section and upload the Permit Characteristics and Valuation Sheet during the document upload step within ePlans.

⇒ Other Residential Projects in Step 4c includes all projects related to a residential home. Select all applicable check boxes and input the requested SF. If the scope of work is related to a repair, please provide the project valuation to include materials and labor.

⇒ Utility permits in Step 4d relate to HVACR or Plumbing projects that require a plan review by NCC. Select either HVACR or Plumbing and then compete the corresponding section. Project valuation should be inputted in the Project Description within Step 3.

⇒ Sign, Pool, or Demolition projects are included in Step 4e. Select a permit type at top of this step and then complete the corresponding section. Remember only one sign per eApply application is permitted. If the project includes multiple signs, take advantage of the application template feature described on page 3. The valuation for Signs and Pools should be inputted in the Project Description within Step 3.

Figure 6: Signature and Submit Request

√ Step 5—Signature

⇒ Review and acknowledge this section with a checkbox (Figure 6). The signature date will populate and click 'Submit Request'. This will submit the project to NCC and initiate the ePlans project.

- **Additional Forms**

  After applying for your permit online, you will receive an upload task notification by email. While the permit application is completed electronically, all other permit documents and plans will be required at this time during the upload task.   Permit requirements and additional permit forms are listed at www.nccde.org/permits. They are grouped by project type.

- **Submittal Standards**

  To pass our pre-screen review, all plans and documents must meet the requirements listed in the **Electronic Plan Review Submittal Standards**. Incomplete documents will not be accepted.

  More information is available at www.nccde.org/eplans-resource-center.

Upload Files

After receiving the application, we'll send an e-mail with the application number and a link to upload files into ePlans. You'll have temporary rights to upload files during your task assignment. After submitting the files and completing your task, your rights change to "read only" and Land Use staff are assigned the next task in the project workflow.

Upload Files

- **Plans and Drawings**

  √   File names must meet the requirements outlined in the submittal standards document

  √   Each plan sheet must be uploaded as a **separate file**

    - Separate files can be requested from your design professional or achieved by downloading a free internet program to extract files from a PDF document.

  √   Plans must use "Landscape" orientation

  √   All drawings must reserve a space for County approval stamps

  √   Upload plans into the appropriate folders (Figure 7)

    - Building Drawings for architectural and structural construction plans

    - Utility Drawings for utility plans

    - Land Development Drawings for Record Plans, site plans, mortgage surveys, Lines and Grades, Lines and Grades checklists, etc.

Figure 7: Project Folders

- **Documents**
  - √ Files must be in .pdf format
  - √ Upload documents to the appropriate folders
    - Permit Documents for documents related to the permit excluding all other department or agency documents and approvals
    - Outside Agency Documents for all documents supplied by entities other than the Department of Land Use

Submit Files

After uploading files, you need to formally submit them for review by completing the *Applicant Upload* task in the eForm. Find outstanding tasks under the *Workflow Portal* button (Figure 8) or under Active Task List from the main Projects screen.

- **Complete Task**

  Important! You must complete the *Applicant Upload* task to submit files. We cannot begin our review until you complete this task. Note: You won't be able to upload additional files after completing the task.
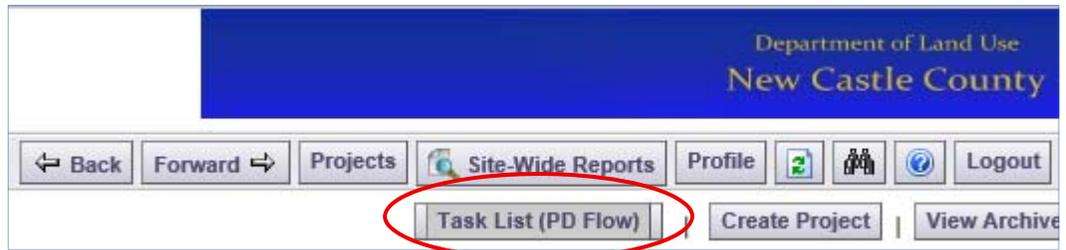

Figure 8: Click the *Task List* button to find a list of your tasks.

Pre-Screen Review

Prior to acceptance, we perform a cursory review of the application, documents and plans to ensure they meet all submittal requirements with an electronic checklist (Figure 9).

All files must meet the requirements specified in the **Electronic Plan Review Submittal Standards**. Electronic files that do not meet these requirements will not pass pre-screen review.

Figure 9: Permit Checklist Snapshot

Fees Due

Fees are calculated after the project passes pre-screen review. All fees required for permit review must be paid before we can begin reviewing plans.

- Payment Options—All fees can be paid with an electronic check or credit card from within the eForm portion of ePlans during the InitialFees Task.

  Note: Although we offer two electronic payment methods, an eCheck transaction is our pre-ferred method of payment and has no restrictions but may require prior approval from your bank on business accounts. Credit Card payments are limited transactions and contain a maximum payment per day per permit or project.

Plan Review Process

Plan Review

After you've uploaded plans and paid the fees, we can begin our review.

- Permitting, Planning and Engineering sections of Land Use, other County departments and out-side agencies will review the plans simultaneously.

- Plan reviewers will mark changes, corrections or red lines on the plans electronically.

- The applicant can watch the review in process using Project Reports, including the routing slip (Figure 6) and viewing plan markups. Refer to the quick guide for **Checking Project Status and Markups with Reports.**

Resubmittals

If the plans do not pass review, we'll ask for corrections. You'll receive an email with instructions and a list of tasks to complete.

Don't Forget! Applicants must complete the *Applicant Resubmit* task to submit the corrected files. This includes all three checkboxes and then click 'Complete'. We cannot begin our review until *you complete the task*.

Current Project - Workflow Routing Slip
2016(

Task Name	Status	Created	Updated	Group	User	Cycle	Completed Date	Days	Hours	Min	Sec
ApplicantUpload	Complete	8/24/2016 9:12:19 AM	8/24/2016 9:32:57 AM	Applicant	Michael Clendaniel	0	8/24/2016 9:32:57 AM	0	0	20	38
PreScreenReview	Complete	8/24/2016 9:32:57 AM	8/24/2016 9:39:35 AM	Admin Coordinator	Teresa Petrucci	0	8/24/2016 9:39:35 AM	0	0	6	38
AssignPM	Complete	8/24/2016 9:39:36 AM	8/26/2016 10:56:24 AM	Review Coordinator	Antoni Sekowski	0	8/26/2016 10:56:24 AM	2	49	16	0
BeginReview	Complete	8/26/2016 10:56:25 AM	9/20/2016 3:25:58 PM	Project Manager	Philip McBride	0	9/20/2016 3:25:58 PM	25	604	29	0
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/20/2016 3:29:10 PM	PLG SUBMIT	Philip McBride	1	9/20/2016 3:29:10 PM	0	0	3	12
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/20/2016 3:36:41 PM	ENGR EXPLR	Mathew Nyambega	1	9/20/2016 3:36:41 PM	0	0	10	43
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/27/2016 8:39:16 AM	ZONING	Philip McBride	1	9/27/2016 8:39:16 AM	6	161	13	0
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/27/2016 8:39:42 AM	ENV ASSESS	Philip McBride	1	9/27/2016 8:39:42 AM	6	161	13	0
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/27/2016 11:26:59 AM	EXPLR PLAN	Philip McBride	1	9/27/2016 11:26:59 AM	6	164	1	0
ReviewQA	Complete	9/27/2016 11:27:00 AM	9/27/2016 11:30:24 AM	Project Manager	Philip McBride	1	9/27/2016 11:30:24 AM	0	0	3	24
ApplicantResubmit	Pending	9/27/2016 11:30:25 AM	9/27/2016 11:30:25 AM	Applicant		1		0	0	0	0

Figure 6: Workflow Routing Slip

Final Prescreen and Fees

Final Screening and Fees Review

Once the plan review is completed, staff will perform a final screening of the project for outstanding requirements and fees. You will be sent an email if any additional tasks are required to approve the project and issue the permit.

Project or Stage Approval

Download Plans

You can download the approved plans and permit documents after the project passes Final Pre-screen and fees.   You will be sent an email notification (Figure 7).

Download your files from the Approved Drawings and Approved Documents folders. Remember, an approved paper set must be on the job site at all times during construction.
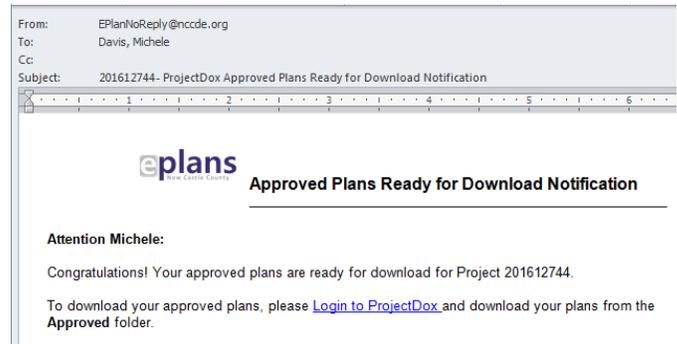

Figure 7: Approved Plans Email

Need Help?

Need More Help?

Visit our website at www.nccde.org/eplans-resource-center.

- ePlan Quick Guides: How to Log In, Upload Files etc.

- Frequently Asked Questions

- Eplans How To Videos