Quick Guide: How to Log In

1. Create an eServices Account
   Go to the ePlans website at www.nccde.org/eplans for the link or go directly to the eServices page: https://eplans.nccde.org/projectdox. This will bring you to the Login page where you can click on Create An Account (see Figure 1, #1). Once selected and you complete the requested data, you will receive a verification email. Type the verification code on the eServices webpage to confirm the account and log into New Castle County eServices.

2. Browser Requirements
   Since ePlans is a web-based application, no special software is needed. However, we recommend that our users use Internet Explorer (IE), although limited functionality is available using Chrome, Firefox, Safari, etc.

3. Disable Pop-Up Blockers
   ePlans displays plans in pop-up windows so the browser’s pop-up blockers must be disabled. If ePlans does not open after logging in and selecting eApply or ePlans, a pop-up blocker has prevented the main project window from opening. Pop-up settings will allow you to disable blocking for specific websites. Check the link http://support.microsoft.com and search Pop-up blocker.

4. Configure ePlans Site
   For full functionality of ePlans, add ePlans as a trusted site and confirm compatibility settings. Add the ePlans URL as a Trusted Site under Tools, Internet Options, Security and click the Sites button. For the Compatibility View, go to Tools and Compatibility View settings and add the ePlans URL.

5. Install ProjectDox Components
   At the login screen, click the Install ProjectDox Components link (see Fig. 1, #4) to install the necessary ActiveX components, including Silverlight.

Figure 1: eServices Login Screen