

ePLAN REVIEW: FREQUENTLY ASKED QUESTIONS

1. How do I get started?

First, submit an online application through [Austin Build + Connect \(AB+C\)](#) and pay the required permit fees. Once this is complete, the project is created in ProjectDox and you will receive an email to upload plans.

2. I've never done City business before so have no login.

You can still submit an application, it will just be put on hold temporarily until intake can verify the contact information. They will then complete processing the application and you will receive an email to upload plans.

3. What is the cost to use ePlan Review?

There is no cost to use ePlan Review. Permit fees do still apply and are the same as paper plan reviews.

4. What are the ePlan Review workstation requirements?

Any standard PC or Mac with at least 8G of memory.

5. Do I need special software to use ePlan Review?

You need Internet Explorer (IE) version 10 or greater. Although ProjectDox runs in other browsers (Chrome, Firefox, etc.), you can only view reviewer changemarks in IE. You also need to install the ProjectDox Component plug-ins - click the "Install ProjectDox Components" link on the ProjectDox home page.

6. Can I run ePlan Review in a Mac environment?

Yes- ePlan Review can run on a Mac, though like on a PC some components will not function unless you use IE.

7. Who can view my project?

Only you (the applicant), anyone you invite to the ProjectDox project group, and City reviewers can view your project.

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8. How can another member of my design team access information in ePlan Review?

When you accept an “active task” in ePlan Review and open the e-form, you have the option to invite other people to the project. If they have not created a ProjectDox account, they will need to do so to log into your project.

9. If I have multiple projects do I need multiple logins?

No- you only need one login for all the projects that you manage in ProjectDox. If you anticipate having multiple ePlan Review projects, or have several people who will be working on a project, we recommend creating a generic email that can be used by the entire project team.

10. Where can I locate my permit application number in ProjectDox?

On the project home page, locate your project and click the blue info icon  to find the permit application number.

11. What are the hours for ePlan Review?

ePlan Review is available 24/7 and can be accessed at anytime, anywhere, by anyone in the ProjectDox project group.

12. Is ePlan 100% paperless?

During the submittal and review process ePlan Review is entirely paperless. Once plans are approved, you will receive an email indicating that your plans are approved and downloadable. One set of paper plans may need to be printed and brought to the job site.

13. What agencies are using ePlan?

All City development review divisions are using ePlan Review and are notified simultaneously to review your project as soon as it has cleared the intake prescreening process.

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14. How do I know which agencies I need to route to?

You no longer need to bring or send plans to other Divisions or Departments, ePlan Review takes care of everything.

15. How do I receive my permit?

Once your project has been approved and all fees have been paid, applicants will come to One Texas Center to receive the appropriate permits.

16. What file types are allowed in ProjectDox?

Only PDF vector files are accepted for drawing files/plans. For supporting files you can upload different file types, including .bmp, .jpg, .png and .docx, though not .xls.

17. What are the file size limitations?

There is no size limit for PDF drawing files, although keeping them at 5Mb or smaller allows for faster uploading. For supporting documentation, there is a 5Mb file limit.

18. How does ePlan Review treat uploaded files?

All files uploaded into ePlan Review are published immediately into a “read-only” screen format that is then used throughout the review and approval process. The original plan files are archived to ensure they are never altered or modified. All markups and annotations applied to the plan file renditions occur on virtual layers in ePlan Review.

19. I have created each plan drawing as a single file – are there any file naming requirements?

Yes – the City uses the U.S. National CAD Standard naming convention. Refer to the “[Naming Files Using CAD Standard](#)” quick reference sheet (on ePlan Review website) to learn more.

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20. I have saved all plans as individual PDF files - how can I upload them simultaneously to save time?

Verify that the Silverlight plug-in has been installed – this allows you to drag & drop up to 50 files into the ProjectDox upload dialog box.

21. Will I get my permit faster if I use ePlan Review?

For uploading drawings, revisions, and downloading approved plans, ePlan Review is definitely faster. However, the primary factors in the length of the plan review is the adherence to the ePlan Review submittal requirements, quality of the drawings, and the complexity of the project. City staff are committed to meeting or beating the proscribed review timelines.

22. Are my plans secure in ePlan Review?

Yes- all plans are held on a secure server. Only those in the ProjectDox project group have access to the drawings, and all original drawings are “read only” and cannot be altered.

23. Is it mandatory to use ePlan Review?

No – the goal is to eventually move 100% of the plan review process online, though for now it remains voluntary for applicants to choose if they want to submit their plans electronically.

24. How do I check the status of my project?

You can log into the [AB+C web portal](#) to check the current status or log into ProjectDox to check for any reviewer comments, notes and/or markups.

25. Can I view new comments while my project is in review?

For current review cycles you can't see the markups or reviewer comments until that cycle is complete, but you can access notes and markups from previous review cycles.

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26. How can I download comments from ProjectDox?

On the e-form there is an Excel icon that allows you to export reviewer comments and your responses. You can also download the “Combined Comment Report” from the Changemarks folder.

27. I uploaded my revisions, but the project status is not “In E-Review.” What happened?

This usually happens when you upload revised drawings, but forget to click ‘Upload Complete’ on the e-form. Always be sure that when you’re ready for your revisions to be reviewed that you click the ‘Upload Complete’ button at the bottom of the e-form.

28. Why are my AutoCAD files producing an error after being uploaded into ePlan Review?

Three critical actions should be taken in AutoCAD before generating files:

1. Run an audit and fix all errors
2. Ensure that nothing is outside the extents
3. Ensure that all Xrefs are embedded

We recommend that drawings created in AutoCAD are converted to Vector PDF by using the Autodesk Vector Graphic Converter “DWG to PDF.pc3 plotter driver.” If drawings are electrical, mechanical, or plumbing/gas, confirm that only the trade lines are dark by changing the background to grayscale prior to saving as a vector PDF file.

29. Is there a review log of all project-related activity in ProjectDox?

Yes – there are specific reports to show workflow activities, emails, file uploads, etc. - just click on the “Reports” gray tab within the ProjectDox project file to view the list of options.