You will need to sign into ePlan and pull up the main screen – please note it is in two sections. The top portion shows the “active projects list” and the bottom portion has the “standard workflow task list”. On the bottom under Standard Workflow task list there are multiple columns listed, “Project Name” which is the permit number, “Task” which is the part of the process we are in, “Attached To” which in your case will be the applicant and the “Status” column which should show as pending or accepted.
Both statuses indicate the permit application is still with you. If your status is pending it means you need to click on the “task” column to accept the task. Once you accept the “Applicant Upload” you will need to upload the permit application, plans or corrections to the correct folder. Then select the “Applicant Upload” button to return it to us.

After you have successfully uploaded all required plans/documents please click on “Applicant Upload” button to complete the task.

Once your task is completed the section on the bottom of the screen should show no projects/tasks for you. If it does then you have not completed the task.

ePlan is a task driven process so the Applicant must complete the tasks assigned to them before it will return to us for the actual plan review.