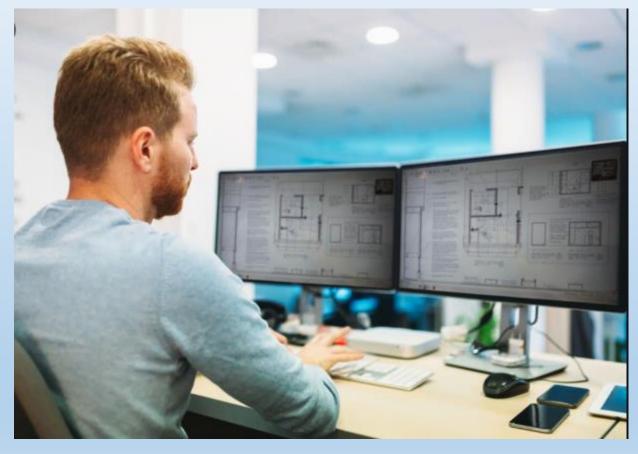
# A guide to using Palm Coast Online Permitting Services



For all your permitting needs without making a trip to City Hall

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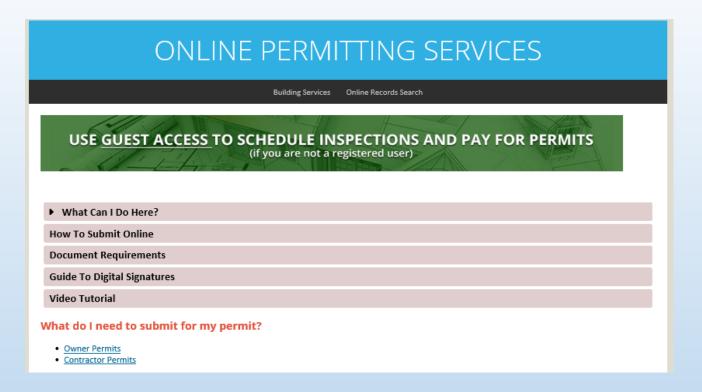
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Create a New Account

ttps://www.palmcoastgov.com/eplanreview

First time user

Create new account





#### Enter basic information

Note - The email used will be your user login

tip – create a generic email that can be used if employees are no longer with the company.

Example: <u>abcpermitting@gmail.com</u>

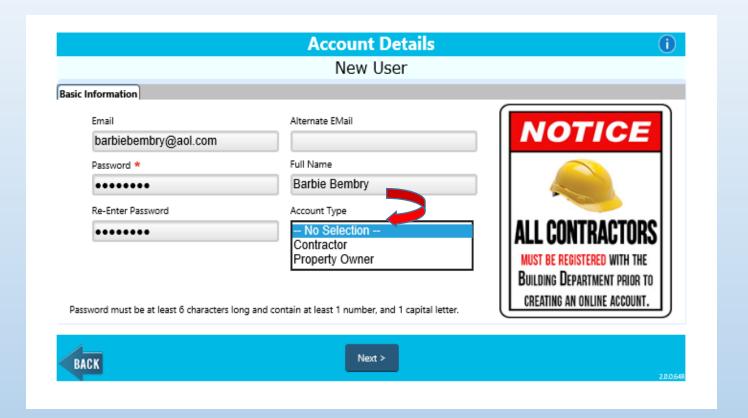
#### Select account type

Note – a property owner is assigned to one address location. (one address per email login)

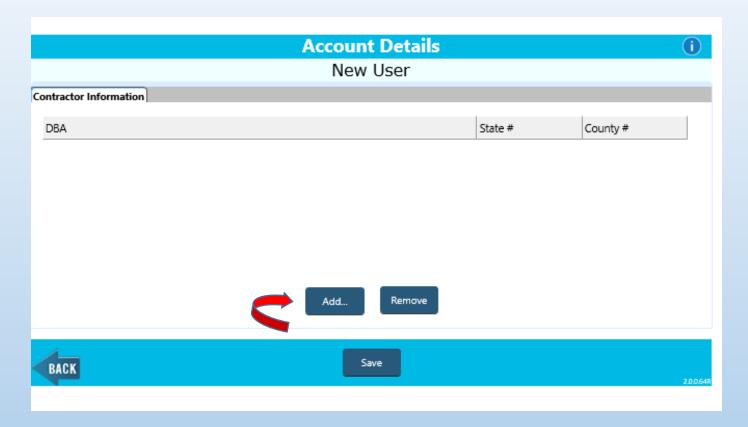
Contractors must be registered in the Building Permitting database prior to creating an account. Click the 'notice' box for information.

Note- password must be at least 6 characters long and contain 1 number and 1 capital letter.

Click Next



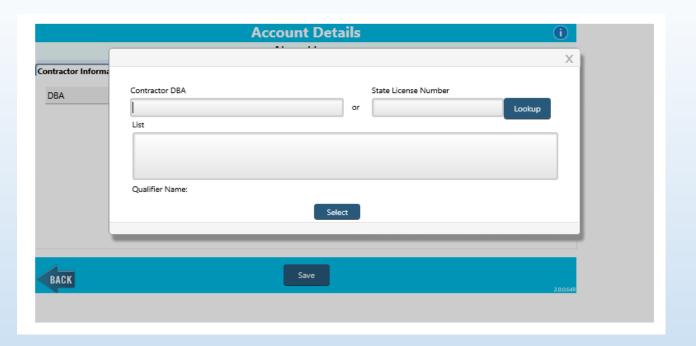
#### Click Add

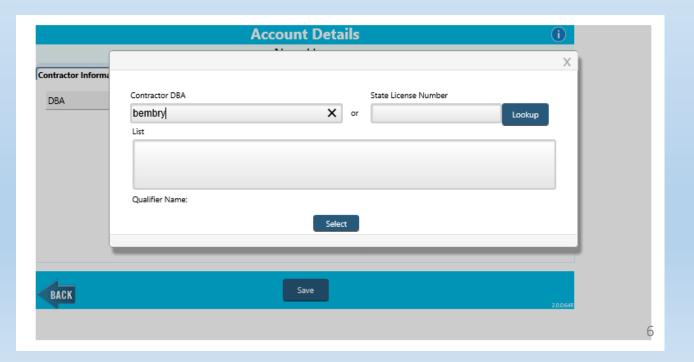


• Enter your Contractor / Business DBA or your License number.

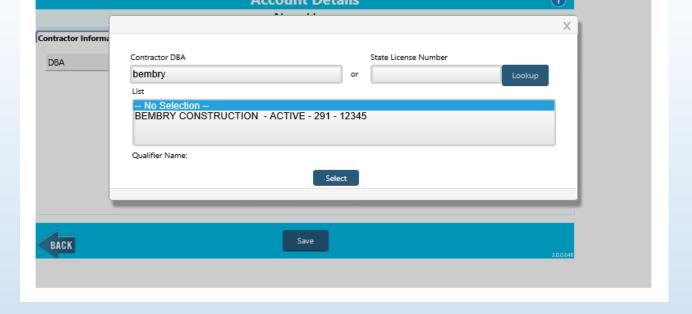
Note – it is suggesting using your license number to ensure you attach to the correct license.

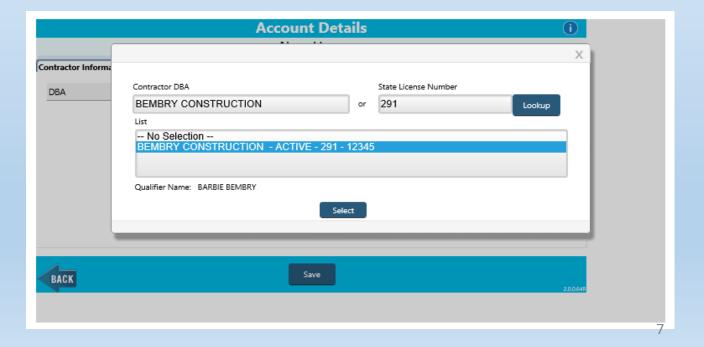
Click Lookup





- Click to highlight your selection
- Click Select



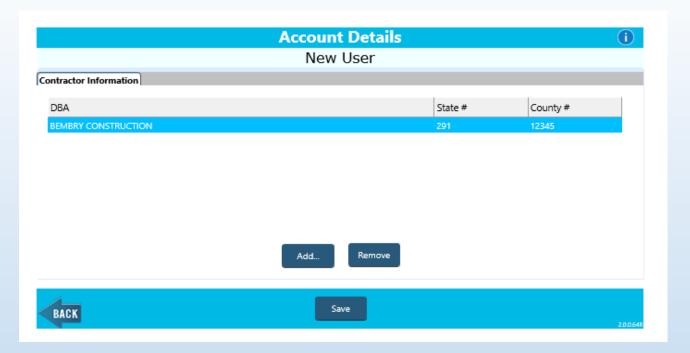


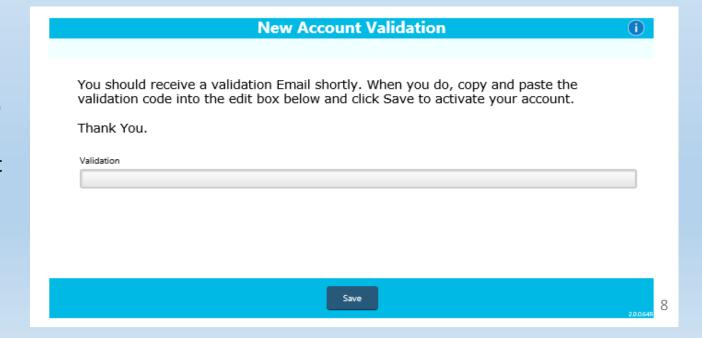
- You will see your selection added to your account.
- You may add additional contractors if you qualify more than one business.

Note – you may find it easier to create a different log in and attach to each license separately, or you will have to choose the correct license number each time you make applications.

#### Click Save

New account validation note will pop up for you to check your email and enter the validation code. You will need to copy/past the validation code as it is very long.





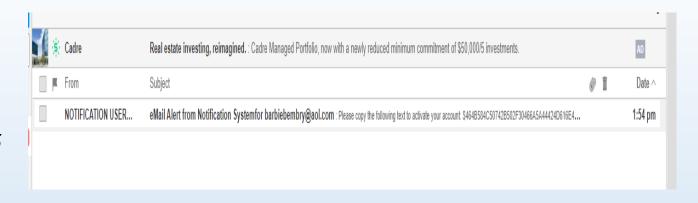
#### You will see an email from 'notification user'

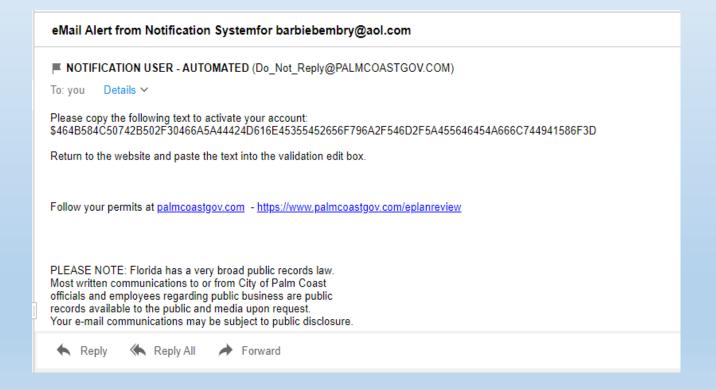
Note - the email validation code may take up to 15 minutes.

#### Copy the validation code

Note – be sure not to add any extra blank spaces when copying (in front or behind)

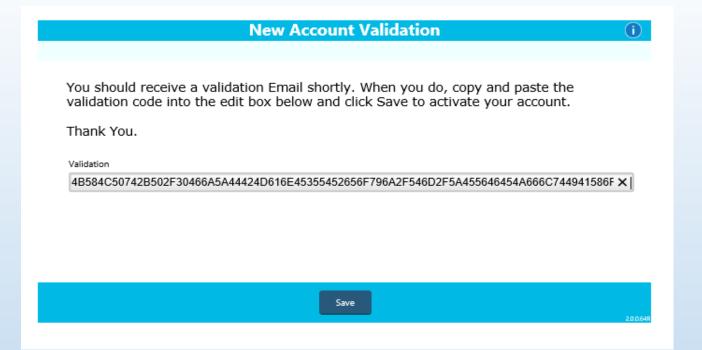
If you do not receive the validation code, please contact the office and will activate you manually.

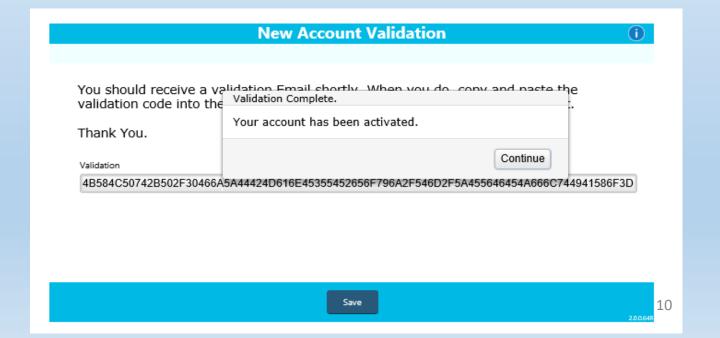




- Paste the validation code
- Click Save
- Your account has been activated
- Click Save
- You will be brought back to the log in screen.

Note – if you experience trouble activating your account, please contact the office.





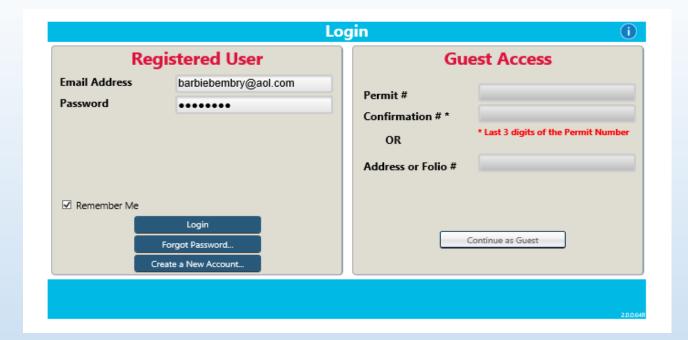
#### **Begin a Permit Application Packet**

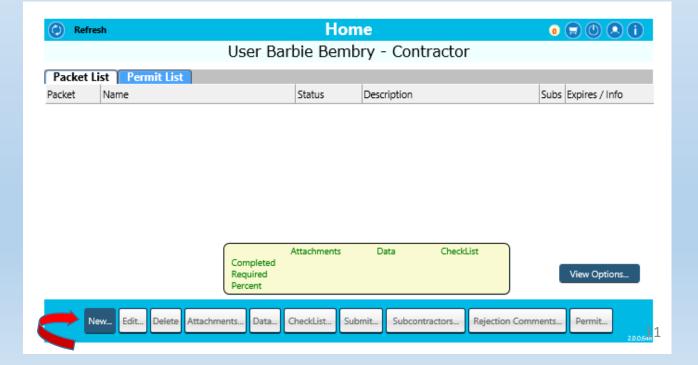
Enter your login information

This is your home screen.

Packet List – application packages being prepared for permitting. (active for 30 days)

Click NEW to create a new packet

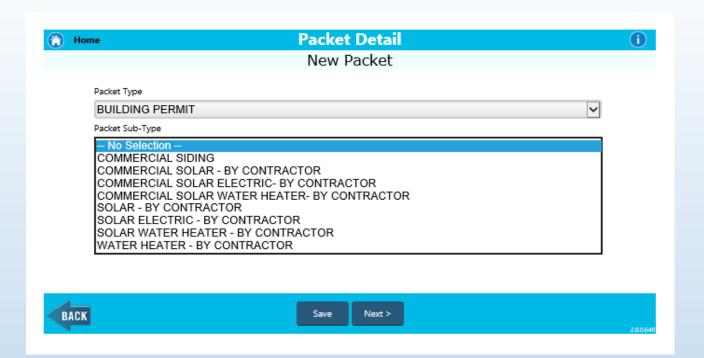


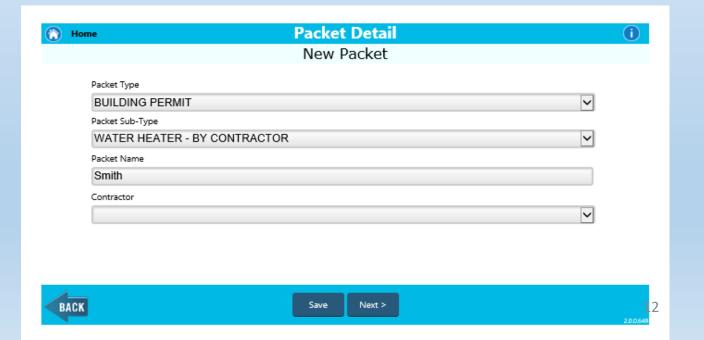


- Choose your packet type (building permit)
- Choose your packet sub-type (type of permit)
- Enter packet name

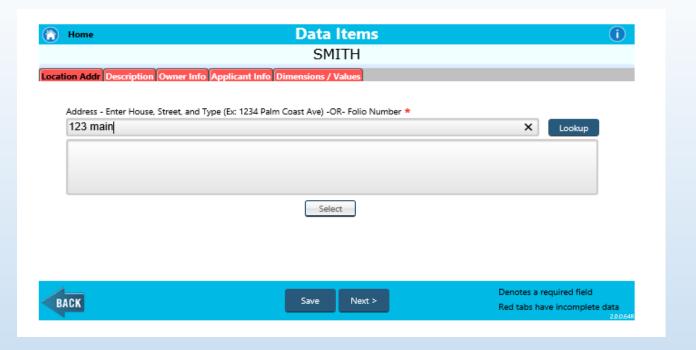
Note – this information is to help you identify your packets easily, not for city use.

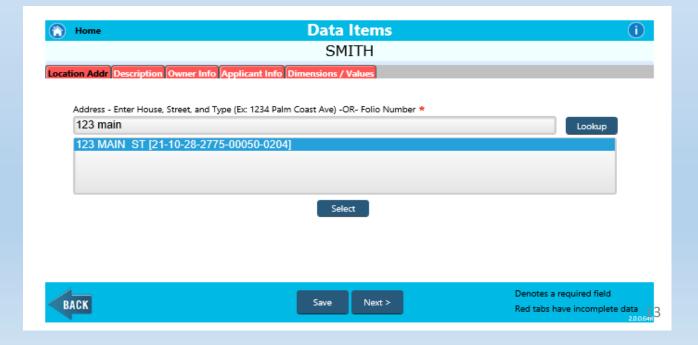
Click Next (or save if you're not ready to continue)





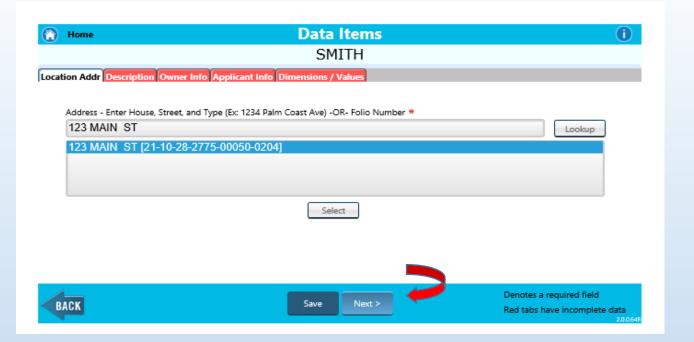
- Enter the address for your project
- Click the correct address to highlight
- Click select

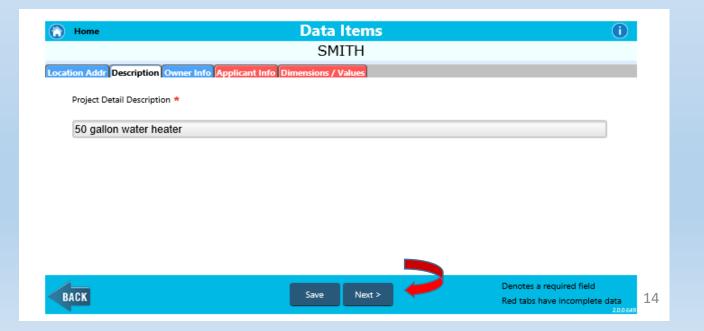




Note – you will see the location address tab is no longer red once the data has been entered. As you move through, when the data fields have been completed, they will change colors.

- Click Next
- Enter Project Description (what you are permitting)
- Click Next



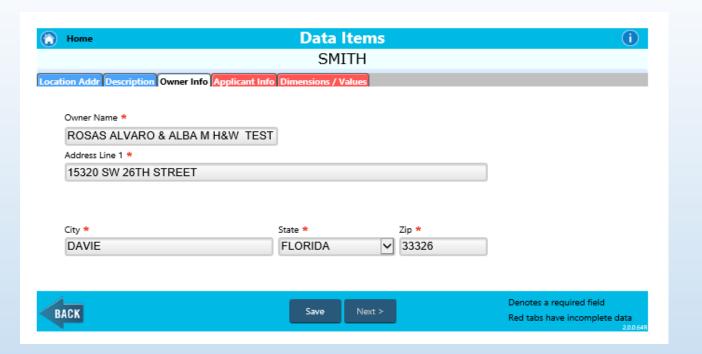


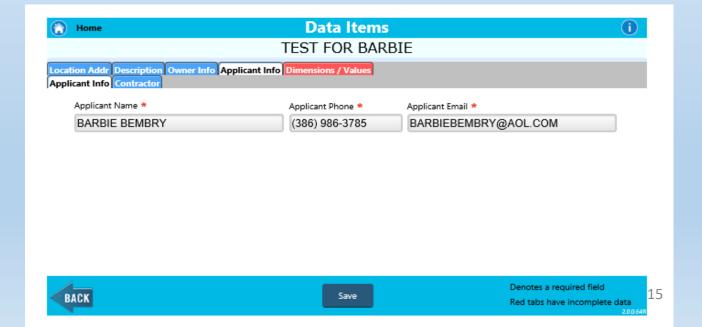
Enter any missing fields in owner information.
 This information will populate your permit application.

Note – If the names do not match who you are in contract with, you will update this information and provide proof for the change in ownership. (recorded warranty deed, property appraiser printout)

- Click Next
- Enter any missing information on the applicant info tab.

Note – as you go through the tabs, any items with the red asterisk requires data.



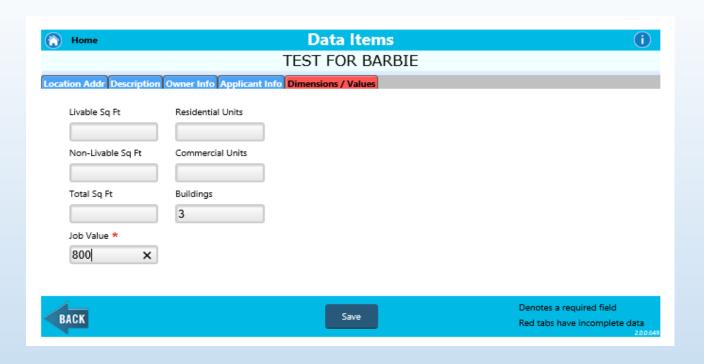


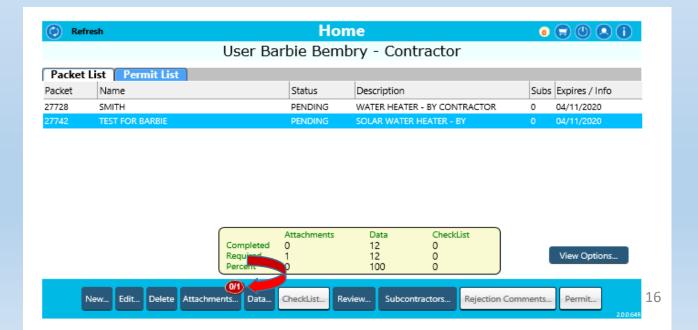
Various permit types will require detailed square footage to be added. The screen to the right will appear if yours does NOT require detailed information for square footage.

- Enter any field required with a red asterisk
- Click Save

You will be brought back to the home screen. Any packets you are currently working on will be identified

(please scroll to slide #20)

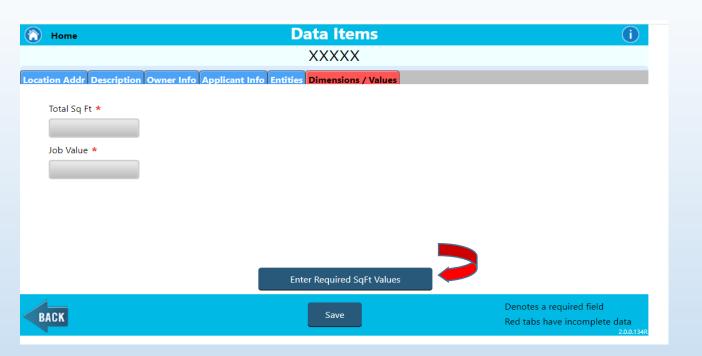


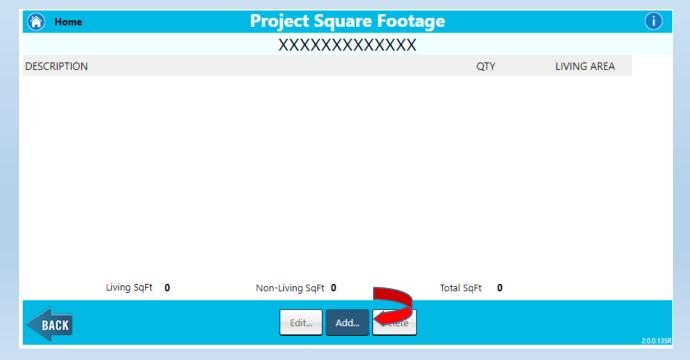


### IF your permit requires specific square footage to be entered, the screen to the right will appear

Click 'enter required sq. ft. values'

Click 'add'

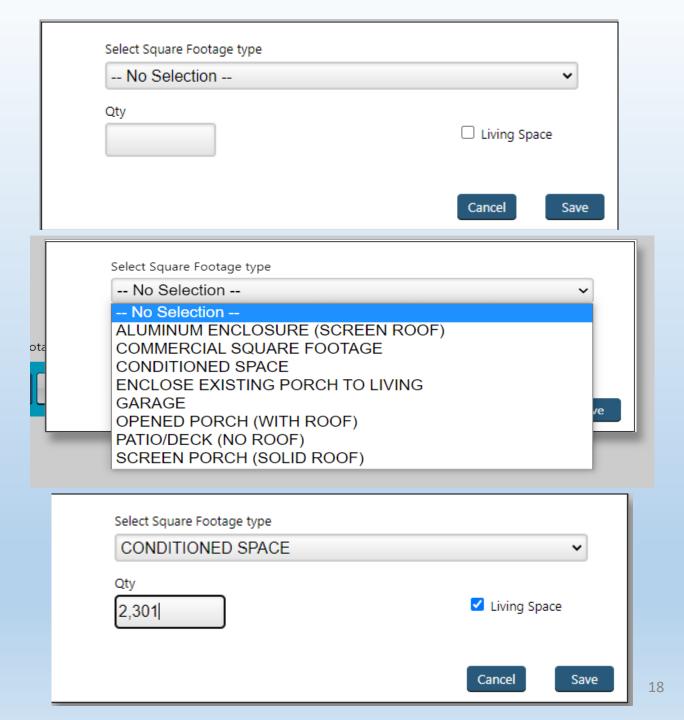




Choose the square footage type from the selections

Enter the square foot amount in Qty

Click Save

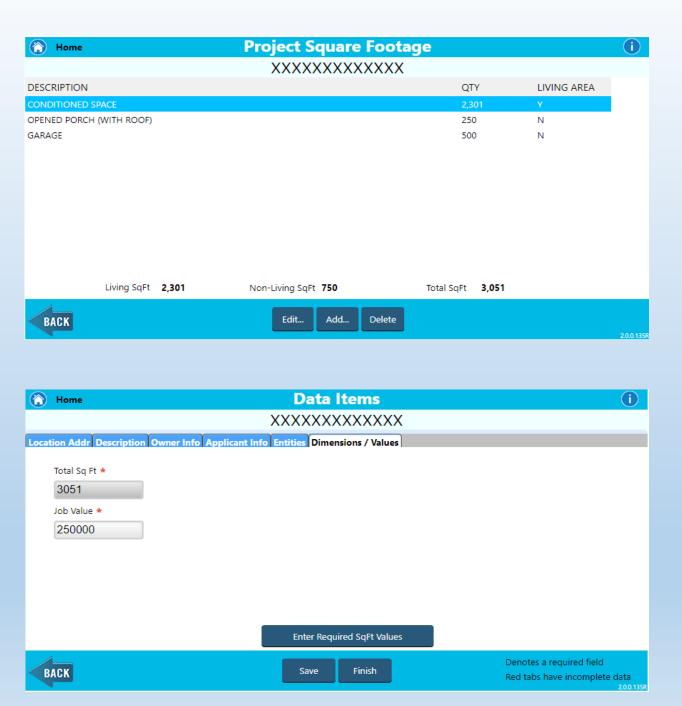


• Once you have entered your square footage and click save, you will see this screen.

Click the BACK button when finished.

Enter the Job Value

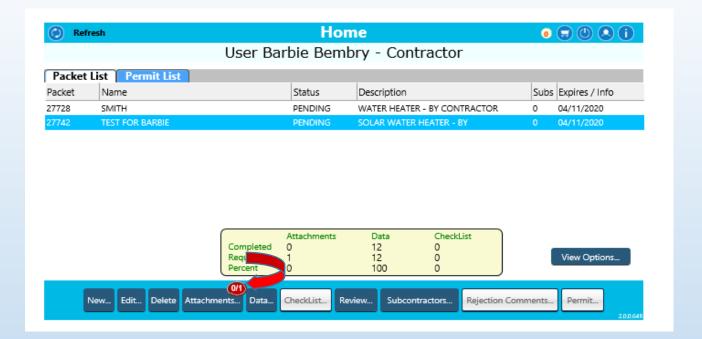
Click Finish



You will be brought back to the home screen with the packet you area working on highlighted.

#### **Upload your attachments/documents/plans**

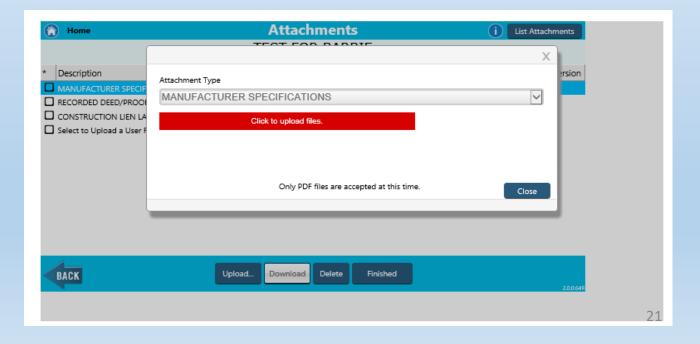
Click Attachments



- Click the document type you wish to upload
- Click upload locate your document on your device
- Click Save
- Repeat process for each document type

Note – this will take you to your PC to select your file. If you have more than one file that falls under the same category (i.e. plans), you may upload them all at once by holding the Ctrl key and choosing your files before uploading.



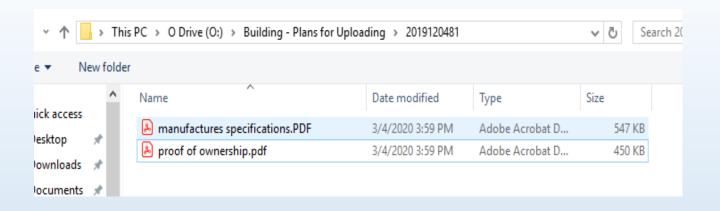


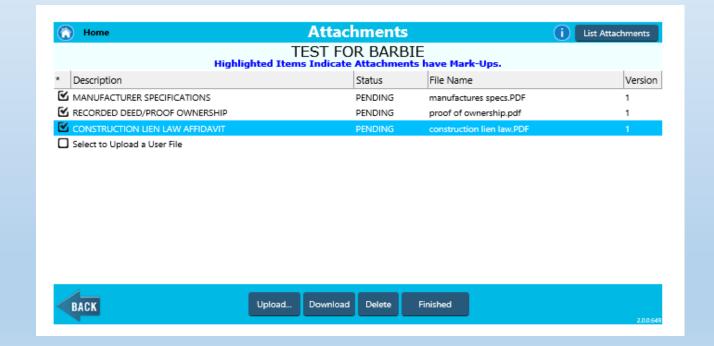
- Choose your file
- You will go through the same process to upload into each category.

Note – Refer to the submittal requirements document on the portal page for the naming convention guidelines.

Click Finished or back.

Note – you can delete any files before the actual permit has been created.



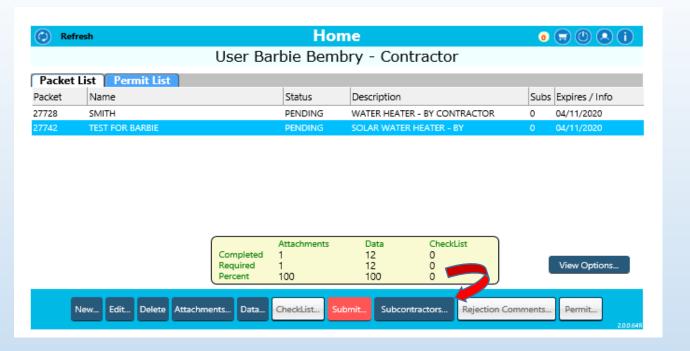


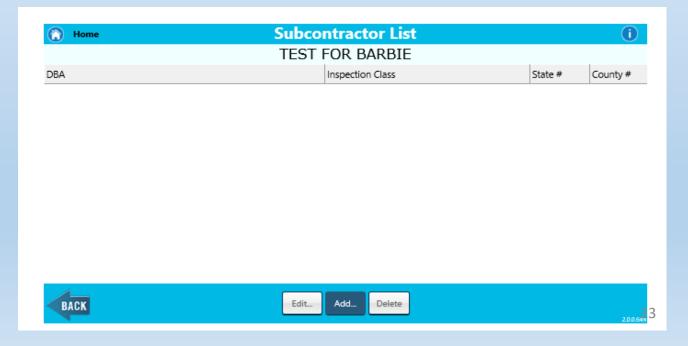
The home page will provide you an overview of your requirements. The example shown here indicates that 100% of the attachments and data fields have been completed. If they were not, the percent would be less than 100 and you will see red oval indicators on the attachments / data buttons.

#### **Subcontractors**

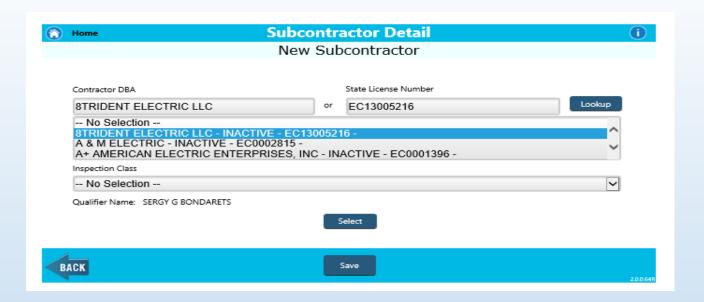
If your project requires subcontractor

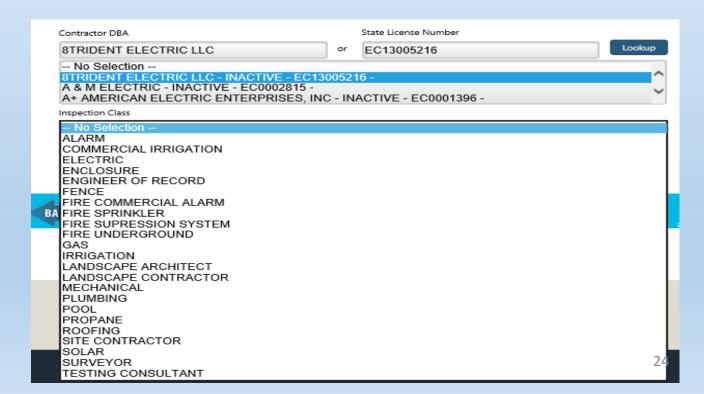
- click the Subcontractor button
- Click Add



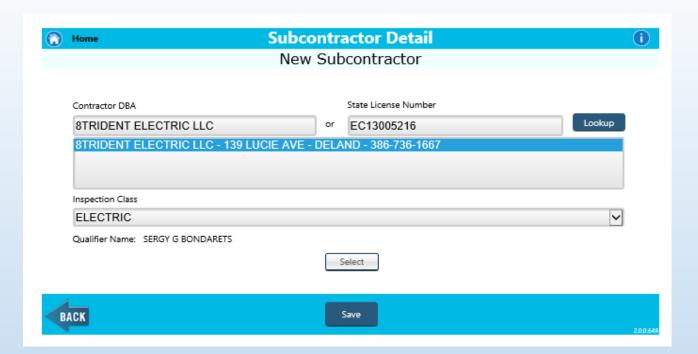


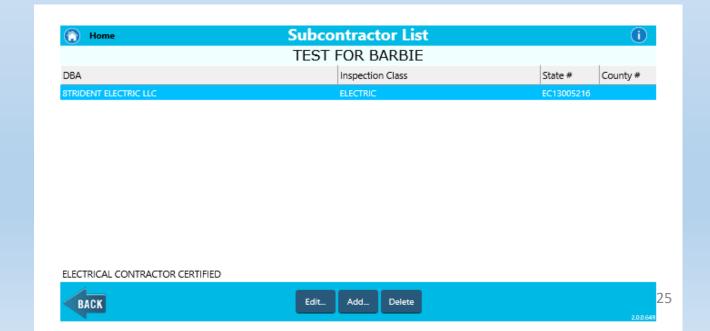
- Enter the DBA or license number
- Click and Select
- Enter inspection class (elec, mech, plumb, etc)





- Click Save
- Click Add to add/delete
- When completed, click Back



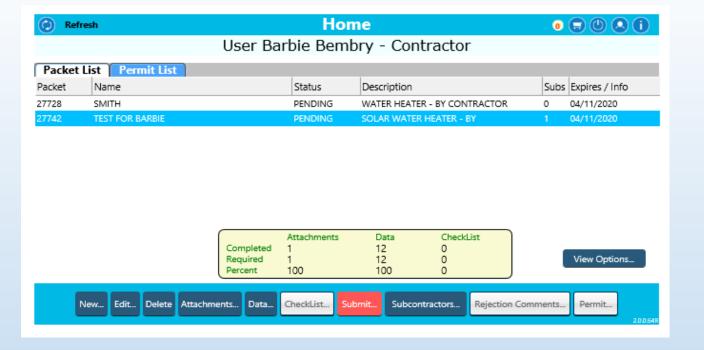


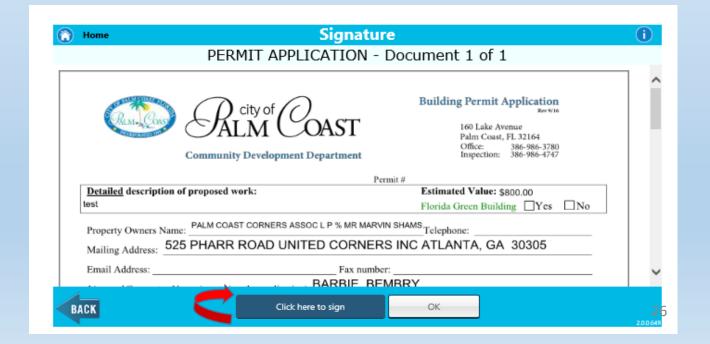
Back to the Home Screen, you will see the red Submit Button. This button does not appear unless all the minimum requirements have been met.

#### Click Submit

A system generated permit application will appear for you to ensure all the information is correct and the license holder to sign the application.

Click 'Click here to sign'

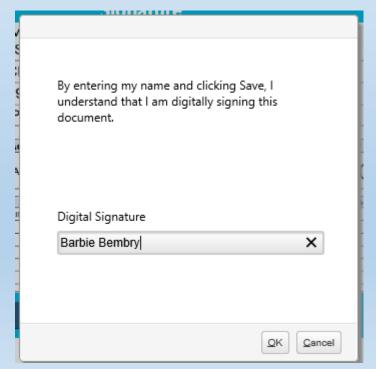




The license holder is required to sign the application digitally.

Click OK





The application will appear with your signature

Click OK

You will see confirmation your packet has been sent.

Click OK





#### **How to Correct a Rejected Packet**

If the email created with the account differs from the permitting database, an email will be sent to the applicant making them aware a permit application was submitted using their license number.

If your packet is rejected, you will receive an email outlining the requirements.

 Log back into the portal to make corrections and resubmit.



If you did not submit this packet, please contact the building department.

A packet has been submitted for "27742 - SOLAR WATER HEATER - BY CONTRACTOR" using your contractor certification number. Submitted by:barbiebembry@aol.com
Cert #:18822
DBA:BEMBRY CONSTRUCTION
Job Address:1234 PALM COAST PKWY SW

Follow your permits at palmcoastgov.com - https://www.palmcoastgov.com/eplanreview

#### eMail Alert from Notification Systemfor barbiebembry@aol.com

■ NOTIFICATION USER - AUTOMATED (Do\_Not\_Reply@PALMCOASTGOV.COM)

To: you Details ∨

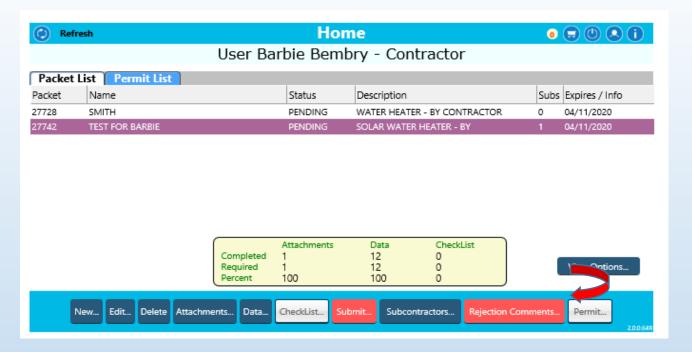
City of Palm Coast Automated Online Submission Notification You submitted Packet # 27742, of type: SOLAR WATER HEATER - BY CONTRACTOR Packet Name: TEST FOR BARBIE at Location:

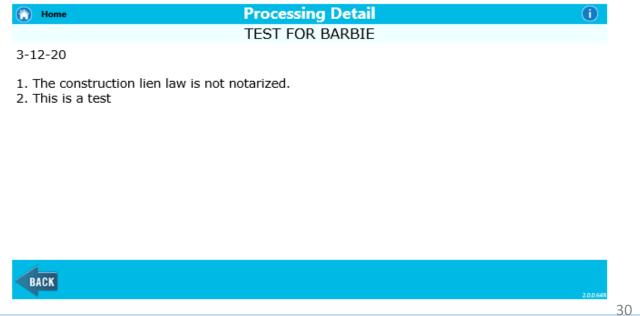
The packet requires changes and resubmission for the following reason(s): 3-12-20

- The construction lien law is not notarized.
- This is a test

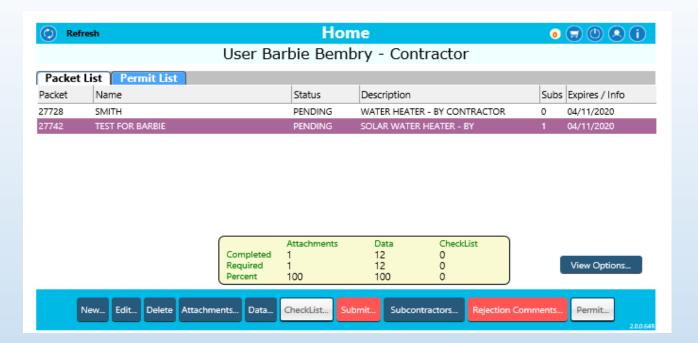
Follow your permits at palmcoastgov.com - https://www.palmcoastgov.com/eplanreview

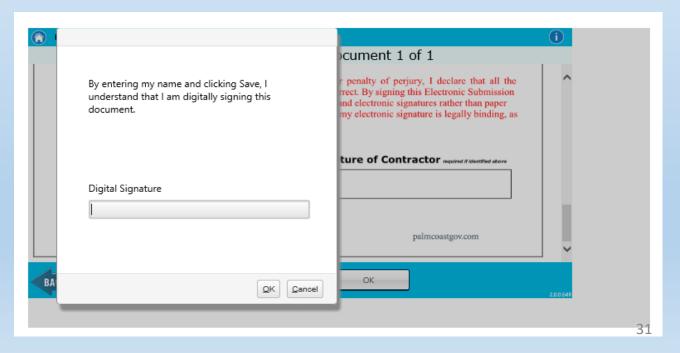
- Highlight the rejected packet
- **Click Rejection Comments to review them.**





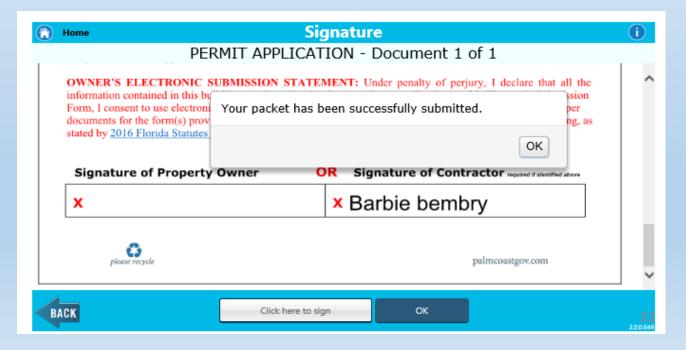
- Click Attachments upload additional documents
- Click Data correct data for application
- Click Subcontractors add / delete a subcontractor
- Click Submit a new application for signature will be generated





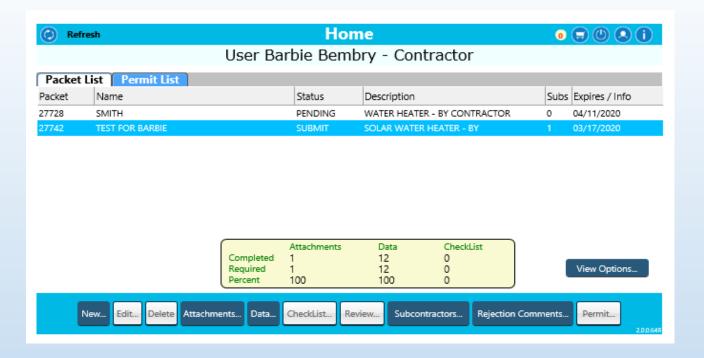
Click OK

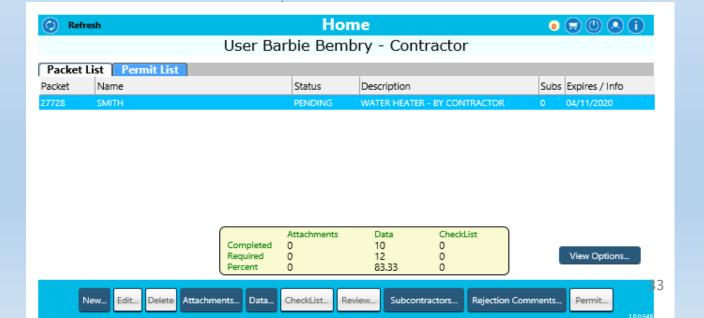




# Status of packets Submit – sent to Building Division Pending – waiting for applicant

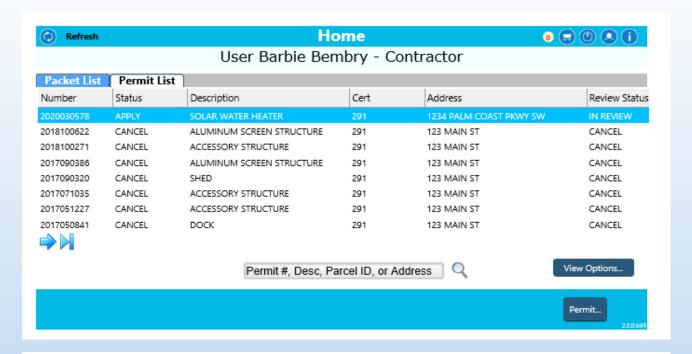
When the packet has been accepted, a permit application has been created, you will no longer see the packet in your packet list, but it will now appear in the "permit list"

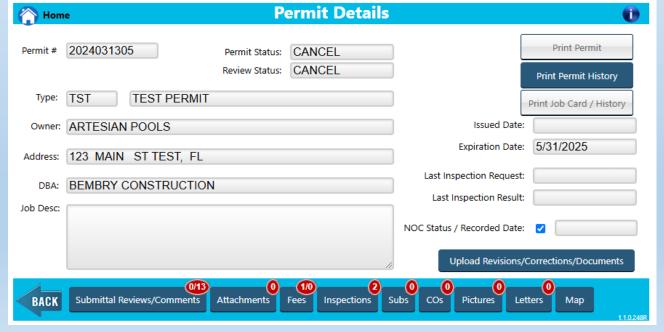




#### **How to View Current Application Status**

To follow along and view information for your permit, double click on the permit in your permit list.

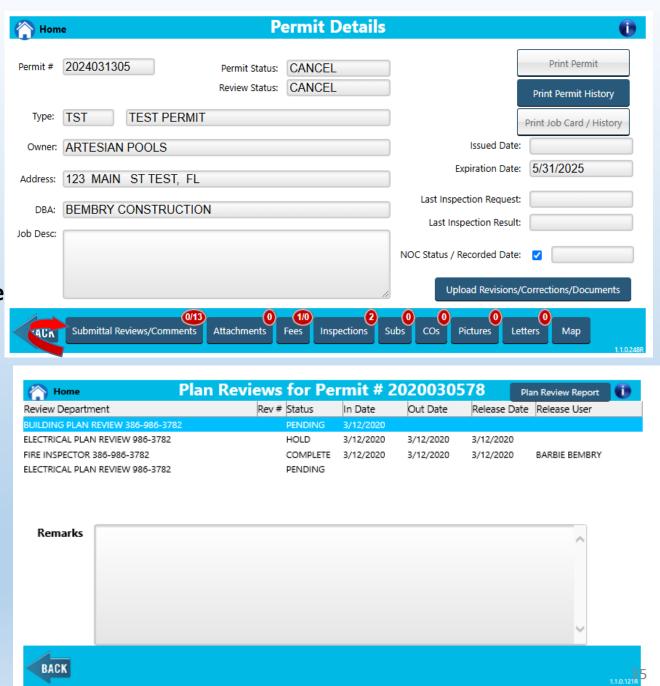




#### View Plan Review / Comments

- Click Submittal Reviews/Comments
- Click through the different plan reviews to view any remarks/comments for each
- The original HOLD status will remain but be overridden when a complete review has been entered for the same Review Department (the HOLD status retains the history of the review, so it is not removed)

TIP – To see an overview of all plan review comments, click the 'Plan Review Report' in the upper right hand corner.



#### **How to Upload Revisions/Corrections**

Note – revisions and corrections cannot be upload during a review cycle. Once all reviews have been completed, you will be able to upload additional information.

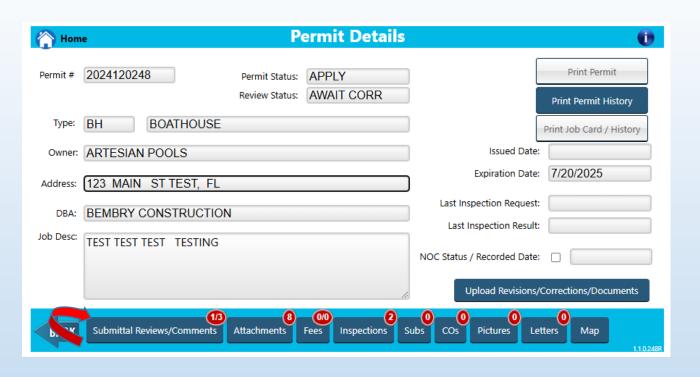
 Click Upload from permit detail screen Revisions/Corrections/Documents

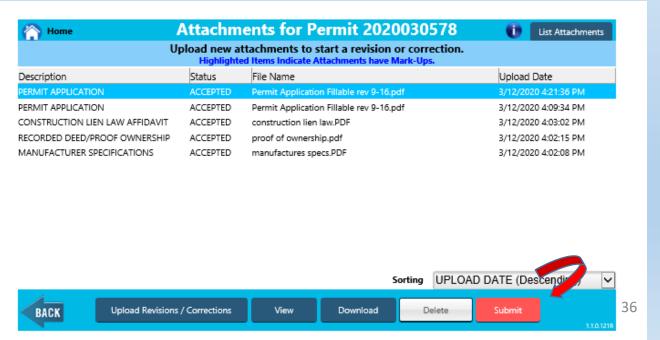
#### **OR**

- Click Upload Revisions/Corrections from attachments screen
  - Same process as when submitting a packet.

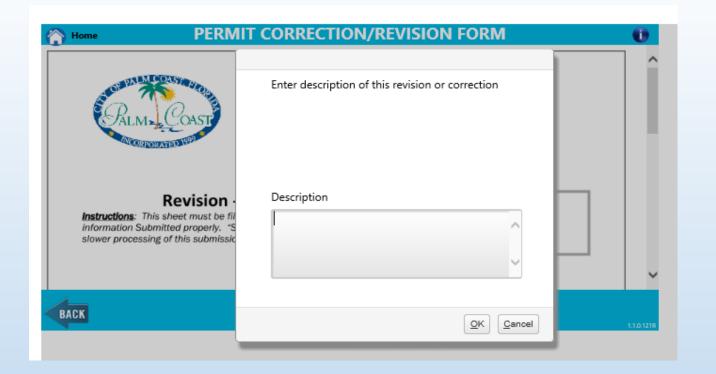
Note – a revision sheet will be automatically generated, no need to upload one.

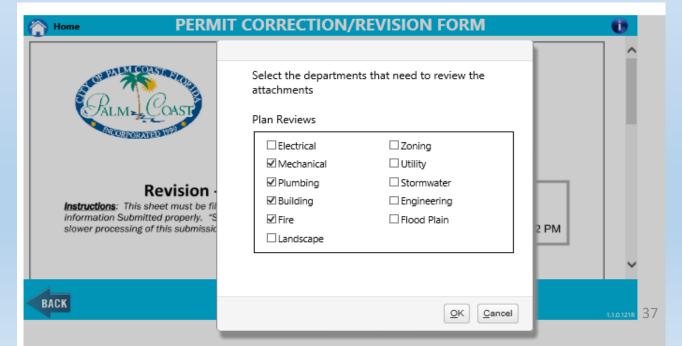
Click Submit when you are completed.





- Click Submit when you are completed.
- Enter a detailed description of your submittal
- Select the reviewing departments associated with your submittal.
- Click OK



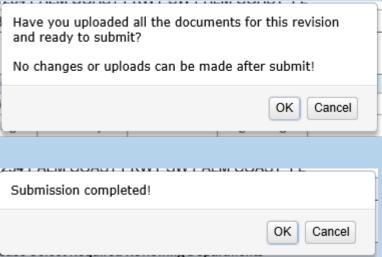


#### Click 'Click Submit'

Note – you will be asked if you are ready to submit, once submitted, you can't make any more changes until that review cycle is completed.

#### Click OK

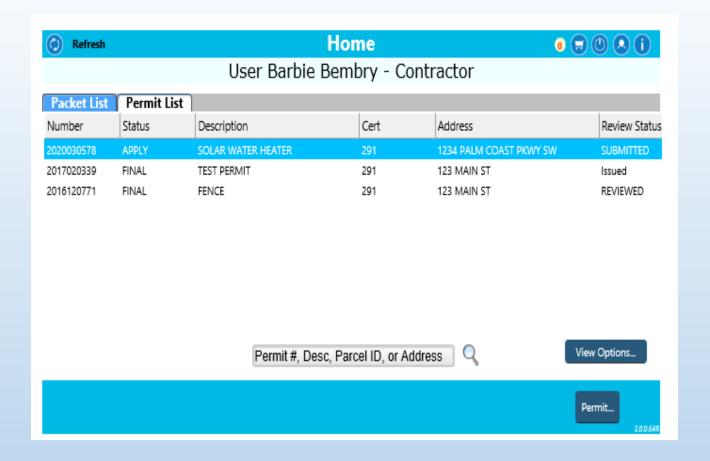




You will see the review status of the permit has changed.

Status – status of the permit

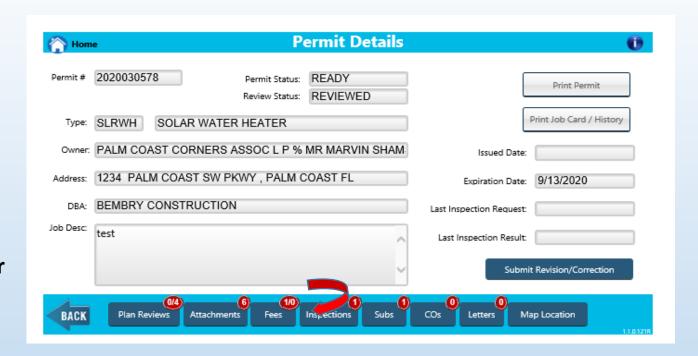
Review Status – current status of plan reviews. In Review Status – when the plan reviewer has 'checked out' the plan review and is currently reviewing it.

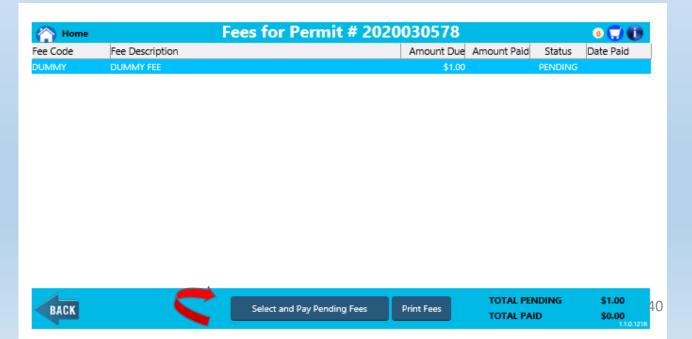


# **How to Make a Payment Online**

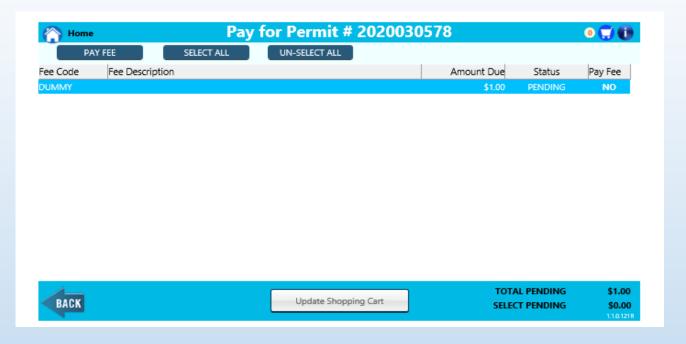
- Click Fees button
- Select and Pay Pending Fees
- If you are logged in to your account, you may complete this process many times and pay for multiple permits in one transaction.

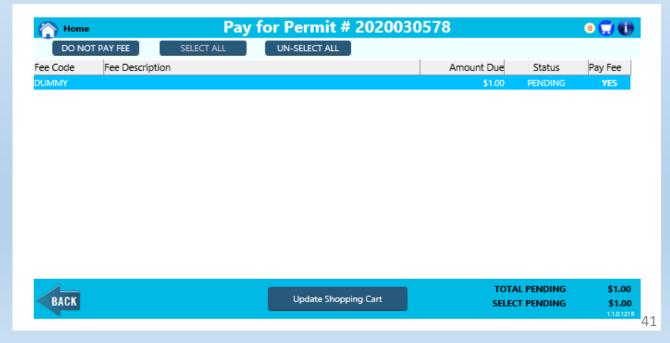
- The credit card processing company will assess a 2.45% fee of the total amount due for all online payments.
- e-Checks (ACH) will be charged a flat \$0.50 fee for each transaction.





- Choose Select All
- Click Update Shopping Cart

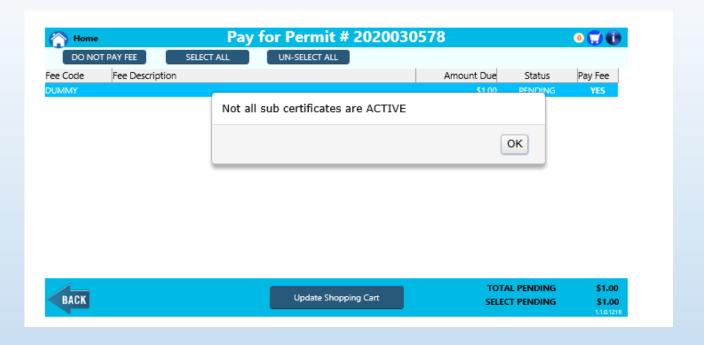


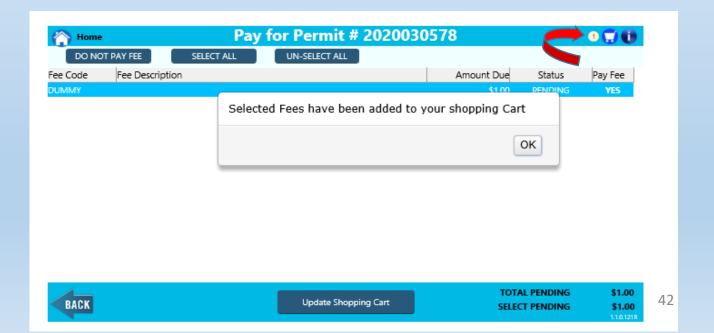


Note - If you receive this message, not all of your subcontractors are active and need to provide updated information to the Building Division.

If you don't receive any messages, you will see your fees added to the cart.

Click the shopping cart



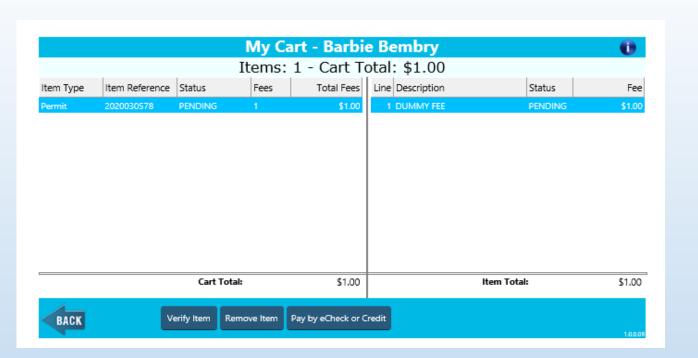


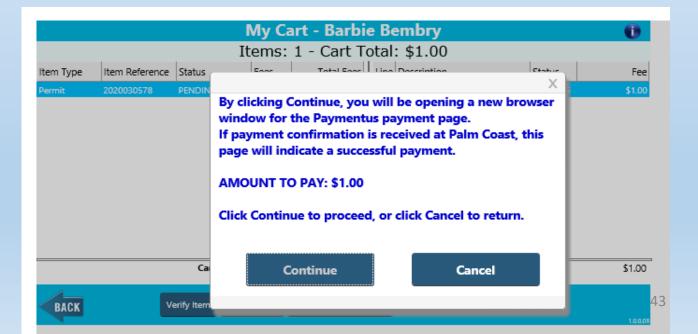
Click Pay by eCheck or Credit.

Note – eCheck can be used by entering your check number and routing number.

Click continue

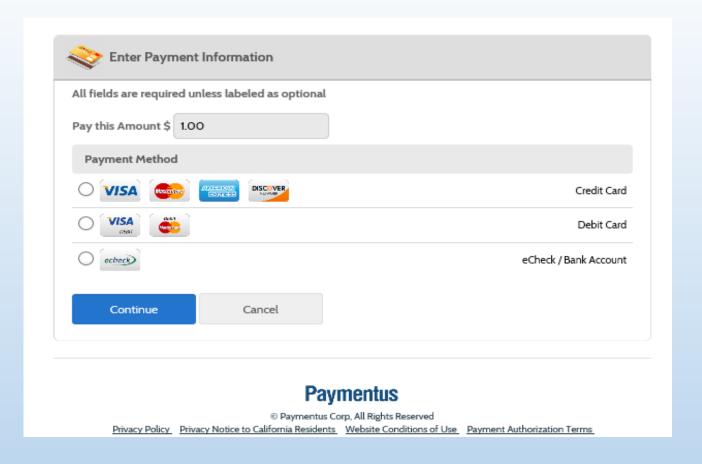
- The credit card processing company will assess a 2.45% fee of the total amount due for all online payments.
- e-Checks (ACH) will be charged a flat \$0.50 fee for each transaction.





 Enter the payment information when prompted based on your selection

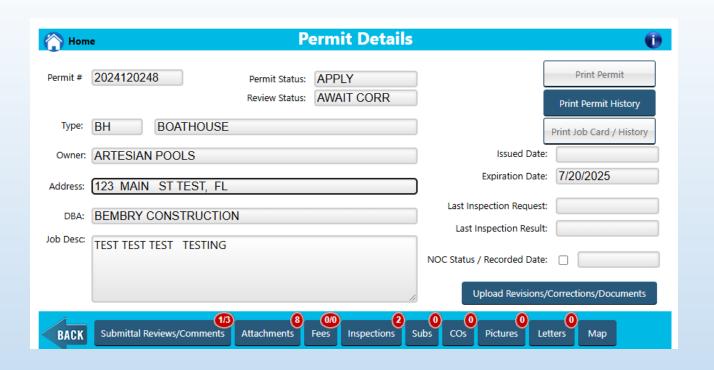
You will be able to print a receipt from the payment screen once payment is accepted and processed.

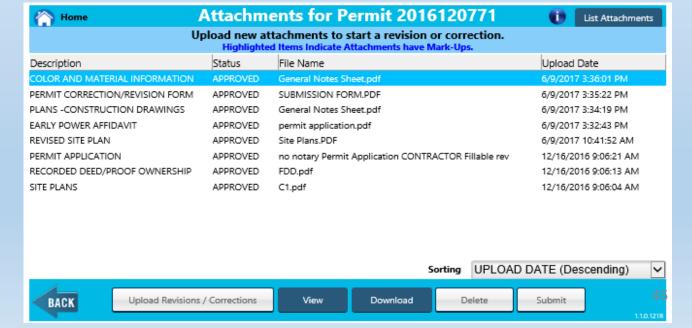


#### **How to Print Documents**

#### Printing documents for inspections

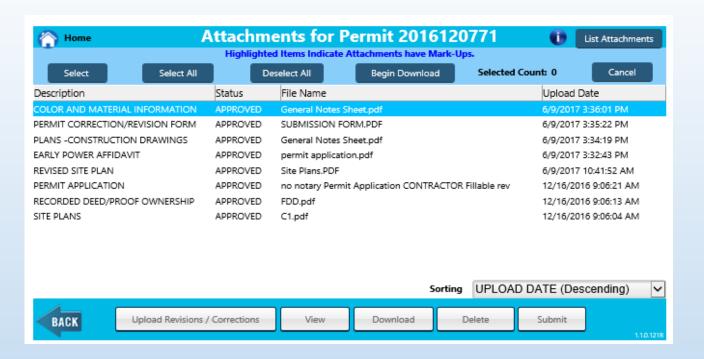
- Click attachments
- Click download

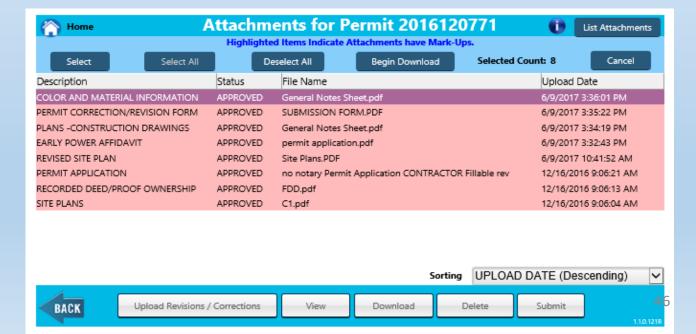




#### Printing documents for inspections

- Click Select All to print all
- Hold ctrl key and click to choose the documents to print.
- Click Begin Download



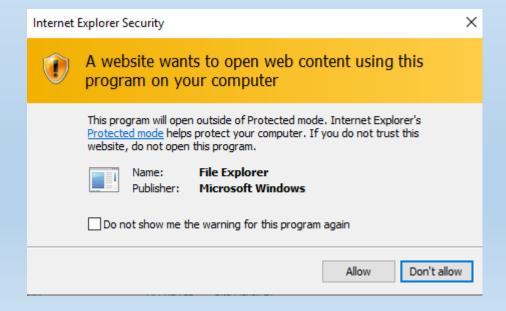


#### Printing documents for inspections

- Click OK to confirm
- Choose open, save, cancel
- You may receive a security notification click allow to continue the download.







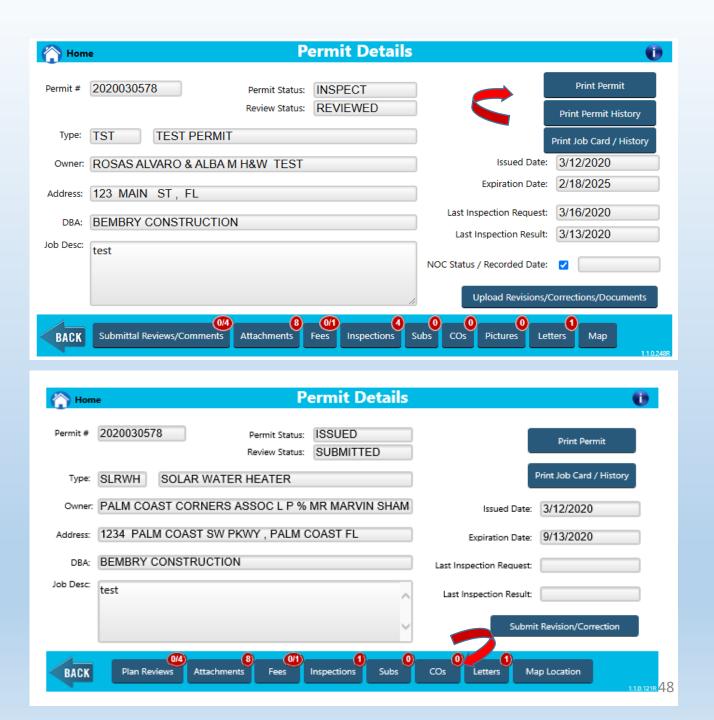
# Printing documents for inspections

### Permit Detail Page

- Click Print Permit
- Click print Job card

The required inspections will be identified on the job card and in the inspections button. ALL inspections must be requested, if you feel an inspection is not necessary, please contact the office.

In addition, you can print the certificate of occupancy from this page when it has been issued.

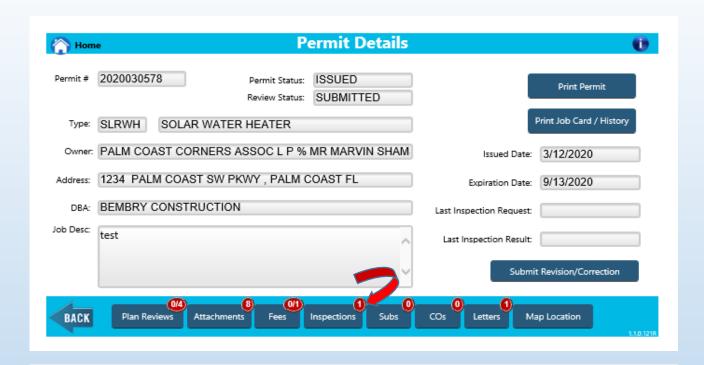


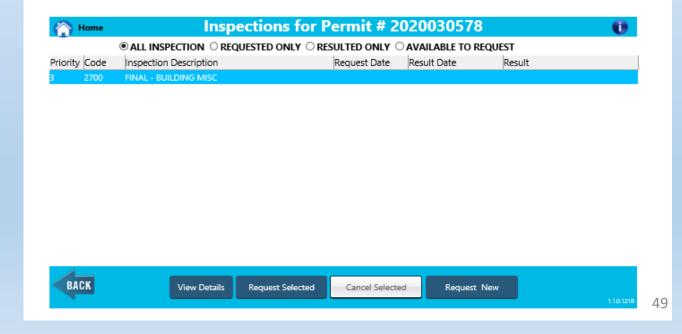
# **How to Schedule / Cancel Inspections**

Manage/ Schedule Inspections

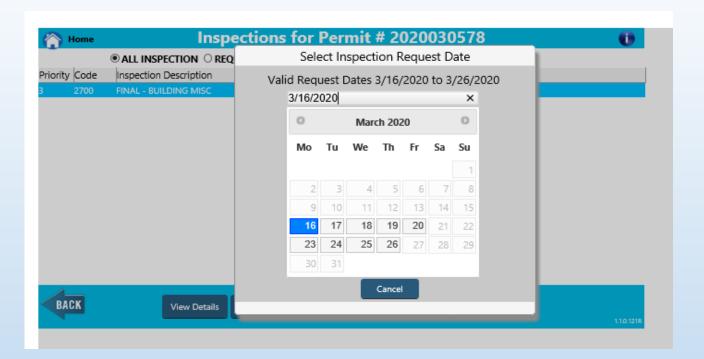
## **Schedule an inspection**

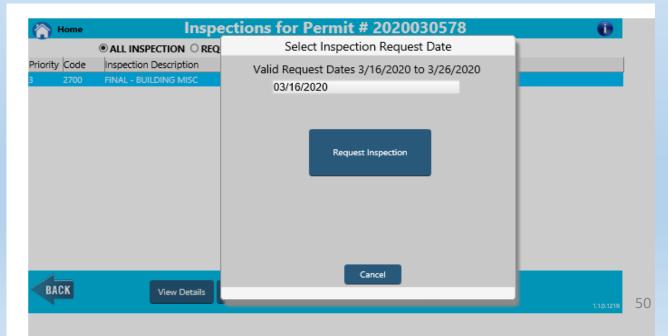
- Click Inspections
- Click your chosen inspection
- Click Request Selected





- Choose your date
- Click Request Inspection

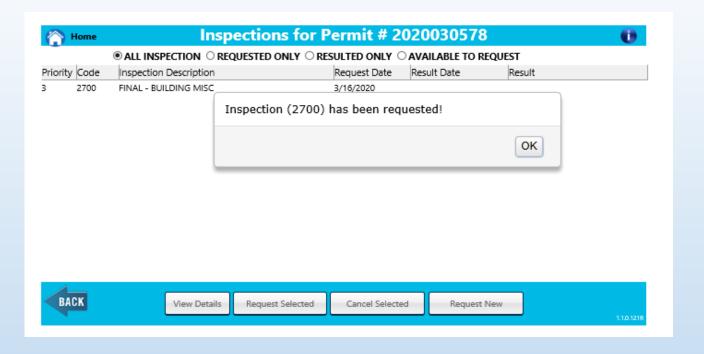


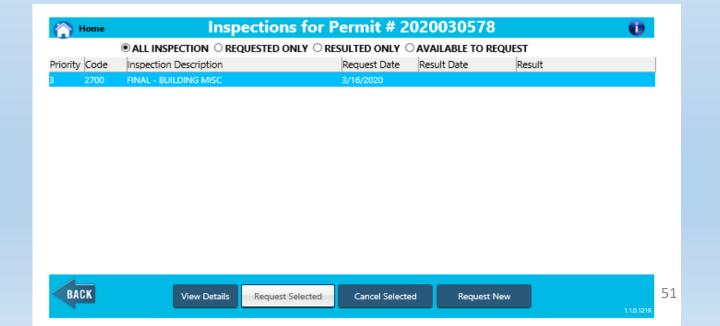


You will see confirmation of your request.

If you do not see the inspection you need

Click Request New

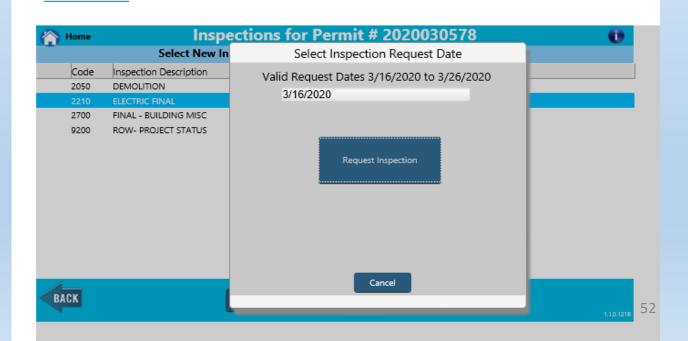




You will see a list of inspections valid for your permit type.

- Click the one you need
- Click Request Selected
- Choose your date
- Click Request Inspection

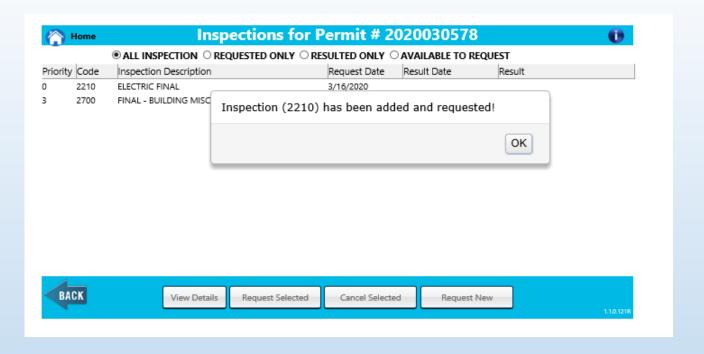


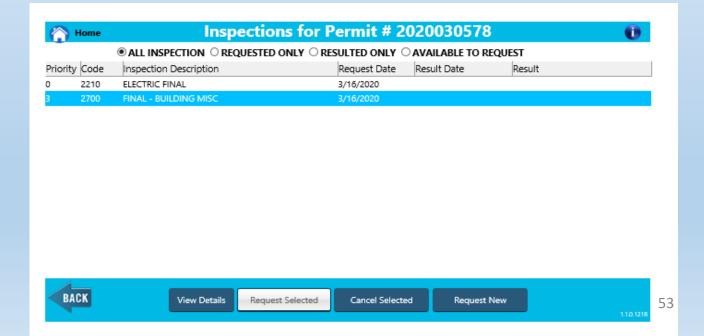


You will receive confirmation

# **Cancel an inspection**

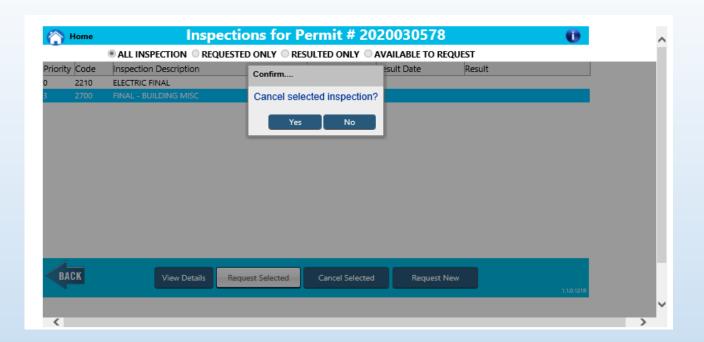
- Click inspection to be cancelled
- Click Cancel Selected

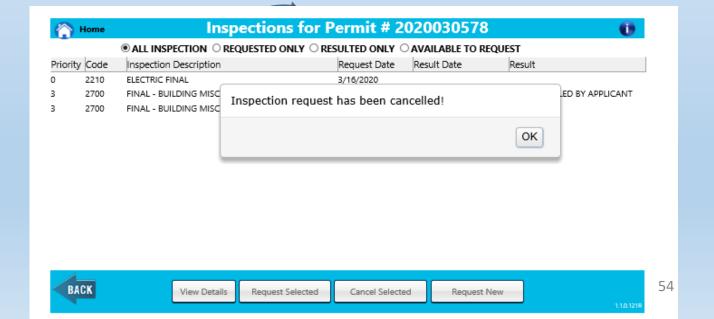




You will receive confirmation

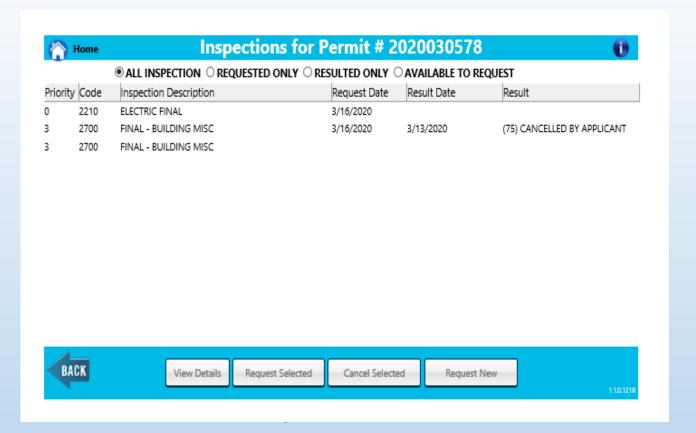
- Click Yes
- Click Ok on confirmation





Your list will now reflect the cancelled inspection.

Note –cancellations cannot be made after 6:59 a.m. the day of the scheduled inspection. Contact with the inspector is required.



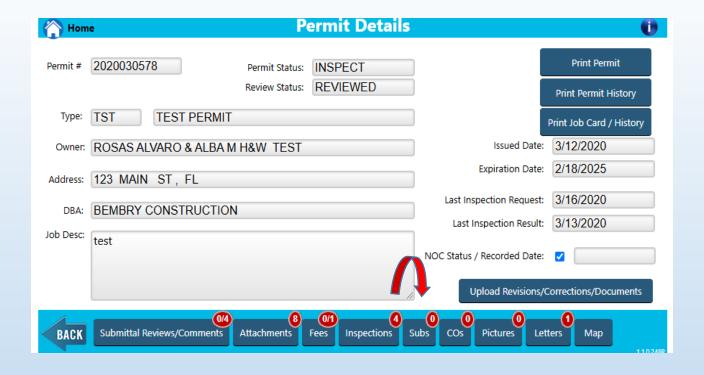
# How to Manage Sub-Contractors

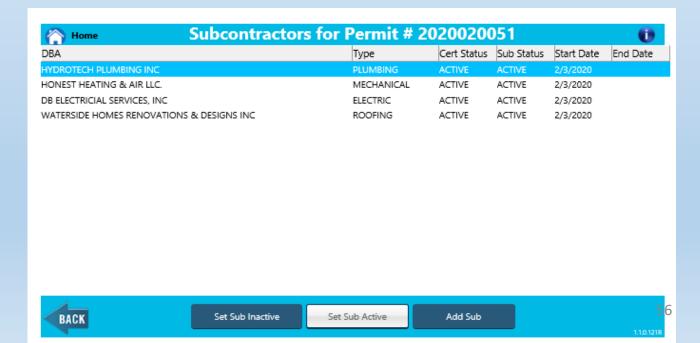
Managing Sub-Contractors

Click Subs

You can view the status of your subs Cert Status – status in permitting database Sub status – status as related to your permit

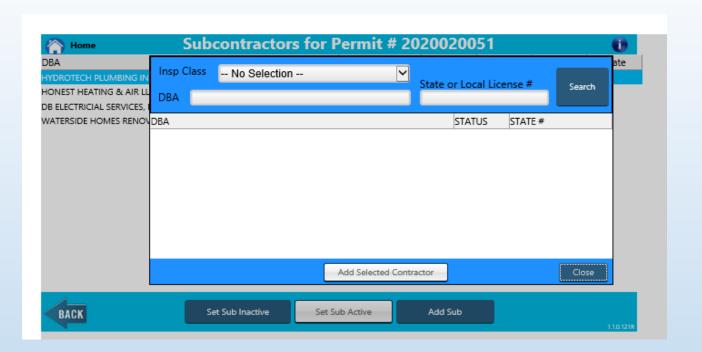
- Click Add Sub to make changes.
- Click Set Sub Inactive to inactivate a subcontractor on your permit.

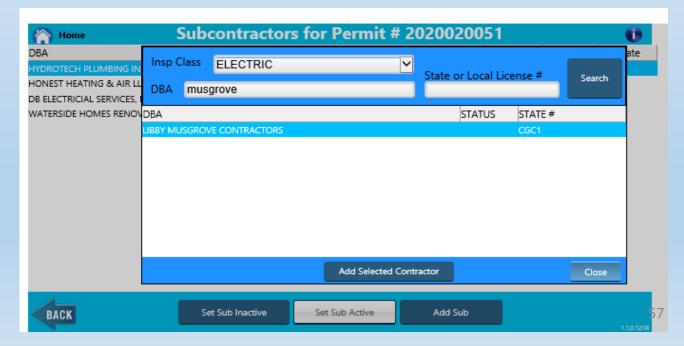




# **Managing Sub-Contractors**

- Click Inspection Class
- Enter DBA / License #
- Click Add Selected Contractor



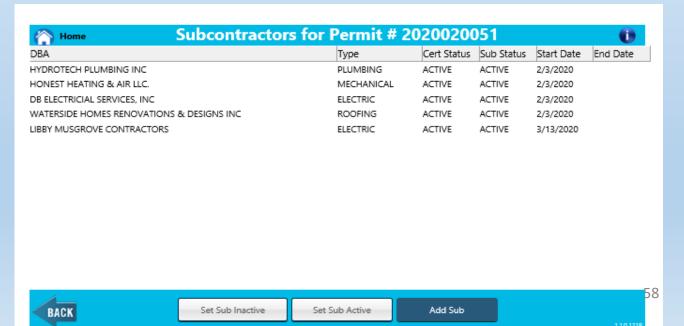


Managing Sub-Contractors

You will receive a pop up for confirmation

your subcontractor list will be updated



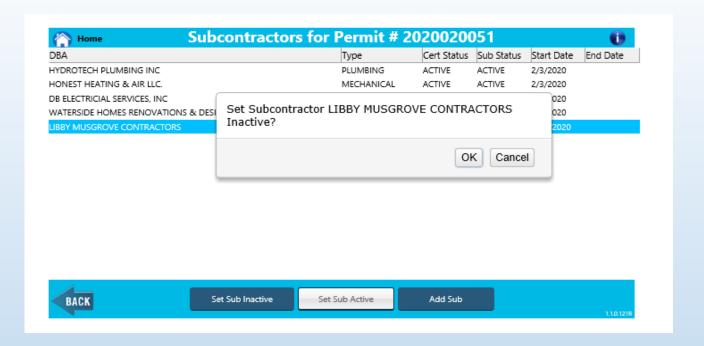


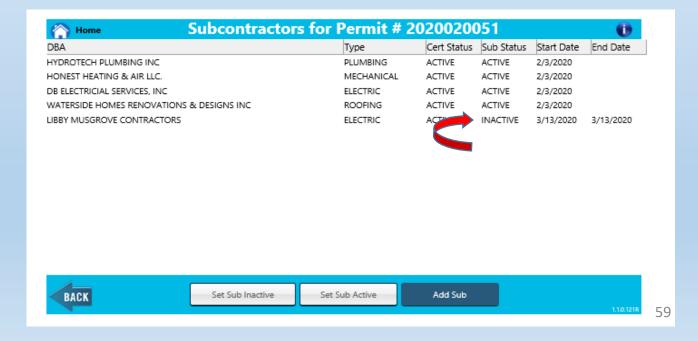
### Managing Sub-Contractors

To set a Sub inactive

- Click / highlight the sub
- Click Set sub inactive
- Click OK on confirmation pop up

your subcontractor list will be updated





How to Manage Multiple /Change Contractors Associated With Your Account.

Qualifier holds multiple licenses and I want to use a single log-in / account to access all of them.

- Click on the account logo (head on shoulders)
- Click the 'contractor info' tab
- This is where you can add/remove contractors associated with your account/login.
- If you have multiple, you will need to choose the correct contractor when submitting applications.
- If you 'remove' a contractor, those permits will no longer appear when you login or in your online account.

