



ProjectDox

Frequently Asked Questions

PASSWORDS

✓ I don't have a Password!

The first time you apply for an ePermit that requires plan review, you will receive an email with a temporary password. Make sure you read the entire email, because the password is located at the very bottom of the email! Use this temporary password to set your permanent password and your security question.

✓ I forgot my password!

If you forget your permanent password, click "Forgot my Password" on the log-in page. You will be asked the security question you previously set and will then be able to create a new password.

OTHER USERS

✓ What if I want to add another applicant to the permit review?

If you want to add someone else to the review of an application, call 952-939-8200. City staff will add that person to the ProjectDox system. They will receive an "invitation email" with a temporary password. (See the Passwords section above.)

UPLOADING PLANS

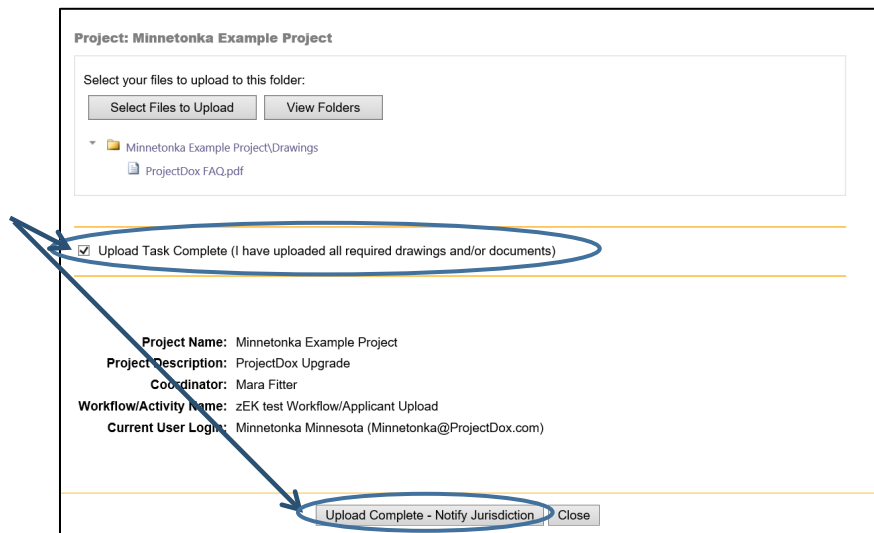
✓ Why does my task still say "Waiting for Applicant Information?" I uploaded my plans!

Even if you have uploaded your plans, you must: **Click on the Applicant Upload Task**

The screenshot shows the ProjectDox interface with a task list table. A blue arrow points to the 'Applicant Upload Task' row. The table has the following columns: TASK, PROJECT, INSTANCE, GROUP, ASSIGNM..., STATUS, PRIORITY, DUE DATE, and CREATED. The 'Applicant Upload Task' row shows a task for 'Minnetonka Example Project - 2Mira Template - Applicant' with a status of 'Accepted' and a priority of 'Medium'. The task was created on 1/23/2019 at 2:42:27 PM.

TASK	PROJECT	INSTANCE	GROUP	ASSIGNM...	STATUS	PRIORITY	DUE DATE	CREATED
Applicant Upload Task	Minnetonka Example Project	Minnetonka Example Project - 2Mira Template -	Applicant	FirstInGroup	Accepted	Medium		1/23/2019 2:42:27 PM

Click the **UPLOAD COMPLETE BOX and UPLOAD COMPLETE, NOTIFY JURISDICTION BUTTON** to being the plan review process.



✓ **Why am “locked out?” I want to upload changes to my plans!**

The system will not allow you to upload plans while city review is underway. This minimizes confusion regarding what plans are the most current.

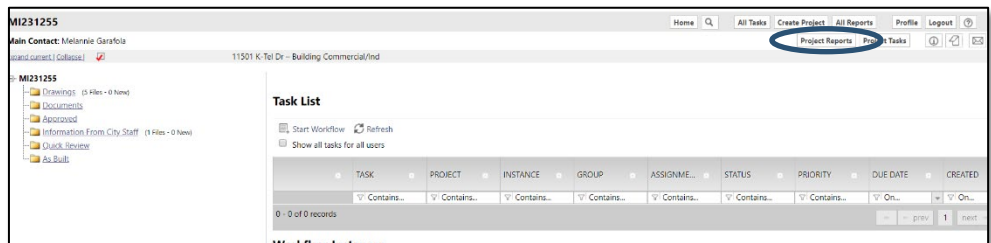
STATUS

✓ **How do I check the status of my permit?**

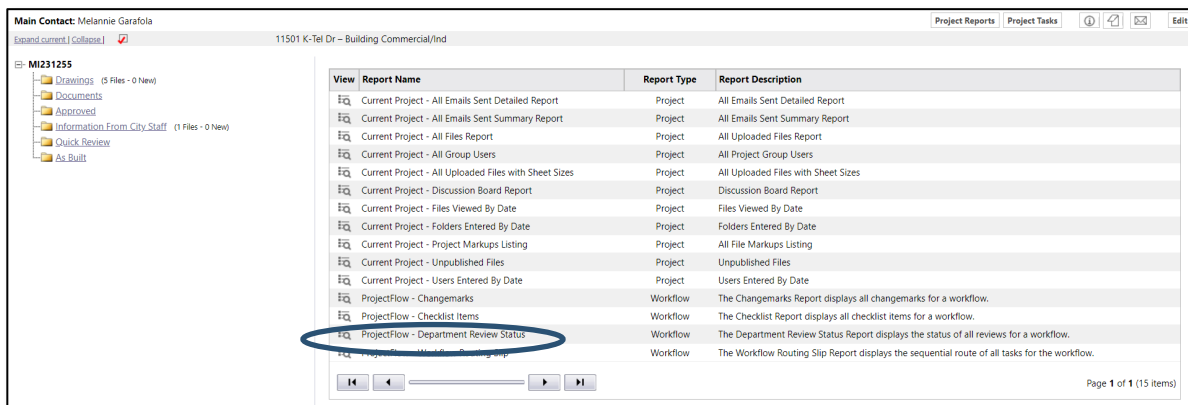
If you have not received an email from ProjectDox either requesting changes or informing you that your plans have been approved, your application is still under review.

You can review the status of your application by running a report.

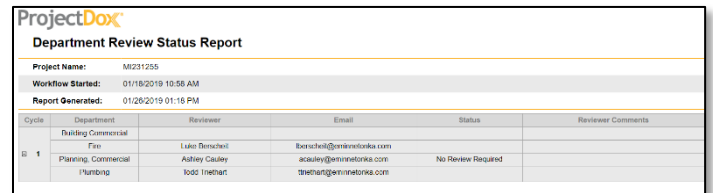
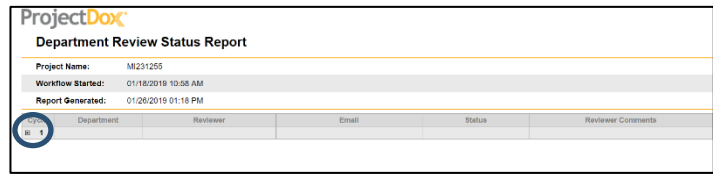
On your project page, click Project Reports button.



To see **what reviewers have been assigned to you project and whether they have approved the permit yet**, choose the report **ProjectFlow – Department Review Status**.



Click the “+” to expand and see all reviewers.

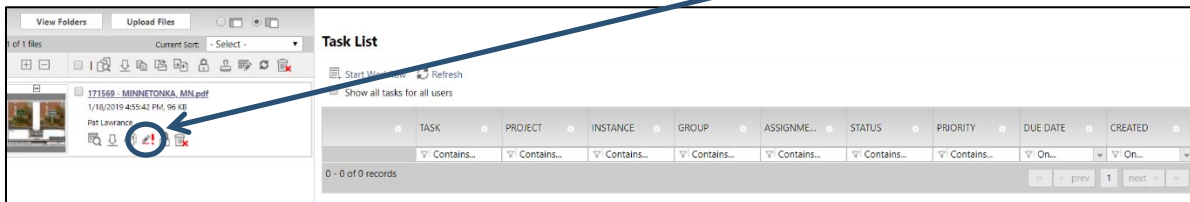


✓ **How do I check the Changemarks and/or comments made on my plans permit?**

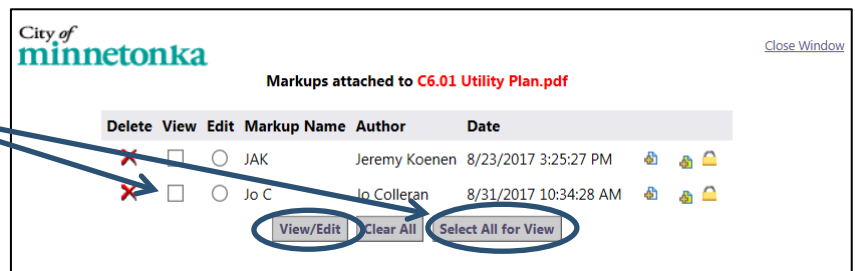
You can review comments made on your plans by running a report or looking at each plan page. NOTE: you will be emailed when plan review is totally complete. Until that time, Changemarks may be added or changed.

To see all **Changemarks in one place**, choose the report **Projectflow – Changemarks**.

To see **Changemarks and other comments on individual plans**, open the Drawings folder. If a plan has Changemarks or comments, that will be note by a red exclamation point.



Click on the exclamation point and a new window will open. Choose “Select All for View” and/or individually click the “View” boxes. Click “View/Edit”



APPROVED PLANS

✓ **I received an email from ProjectDox saying my plans have been approved. Do I have an approved permit?**

When you receive an email indicating your plans have been approved, there are still two important steps you need to complete to have an approved permit. The steps are: (1) click on the ePermits account link within the email to log-into ePermits and pay for your permit; and (2) login to ProjectDox and download your approved plans and inspection form Approved Plans Folder.