

DeKalb County is proud to introduce ePlans!

What is ePlans?

Electronic Plan Review (ePlans) is a new online system for reviewing and approving plans for development and construction projects in DeKalb County. It enables customers to submit their plans, receive any redlines from county staff, and download their approved plans in electronic format through an online portal. For more information, go to dekalbcountyga.gov/eplans. To access ePlans, go to <https://dekalb-ga-us.avolvecloud.com/ProjectDox/>

What are the benefits of ePlans?

ePlans saves the customer time and money by allowing online submittal of electronic plans while enabling the County to more efficiently and effectively accept, route, review, and approve plans and issue permits.

How much does ePlans cost to use?

There is no additional cost to participate in ePlans.

For what types of permits can I use ePlans?

You can submit plans for any Building Permit or Land Development Permit using ePlans. Planning applications will be accepted through ePlans beginning March 20, 2017.

Building Permits

- Commercial demolition, new construction, additions, and alterations
- Commercial move in as is and change of tenant that require plans
- Residential demolition, new construction and additions
- Signs
- Fire alarms, sprinklers, and suppression systems

Land Development Permits

- Land Development and Land Disturbance Permits
- Final Plats
- Revised Final Plats
- Lot combinations, divisions, and boundary line adjustments
- Stream Buffer Variances

Planning Applications (effective March 20, 2017)

- Sketch Plats
- Rezoning
- Major or Minor Modifications
- Variances and Administrative Variances
- Historic Preservation Commission
- Zoning Board of Appeals

Can I also apply for my permit and pay my fees online?

Customers can apply and pay their fees for HVAC, Plumbing, and Electrical permits online. For all other permits and applications, customers need to submit their permit applications on the second floor of the Clark Harrison Building at 330 West Ponce de Leon Avenue, Decatur, GA 30030.

Customers can pay their fees online for building permits if they have a valid contractor license and have registered with DeKalb County. Customers will need to log in to the [dynamic portal](#) and enter their contractor license number. When using a general contractor license, remove the letter “A” from the license number. For example, if the license number is RBQA000000, then you would enter RBQ000000.

The County is working to expand its online portal to allow online application submittal and fee payment for all permits by the summer of 2017.

How can I sign up for ePlans?

When you submit your building permit application and pay your permit fees on the second floor of the Clark Harrison Building, make sure to let County staff know that you will be submitting your plans electronically. County staff will flag your project for electronic review and you will receive an email inviting you to join ePlans. Simply follow the link to ePlans and use the temporary password provided to log in and submit your plans electronically.

After you log in the first time, you will establish a permanent password that will allow you to log in and check the status of your first project or to upload drawings for additional projects.

Can anyone submit plans online through ePlans?

When a customer submits their building permit application, he or she will establish a “primary contact” for the project. This contact will receive all task and status notifications from ePlans and will be invited to create an ePlans login. This login can be shared with anyone working on the project so they can track its progress or upload plans.

Since there are no paper plans, what do I need to keep on the job site?

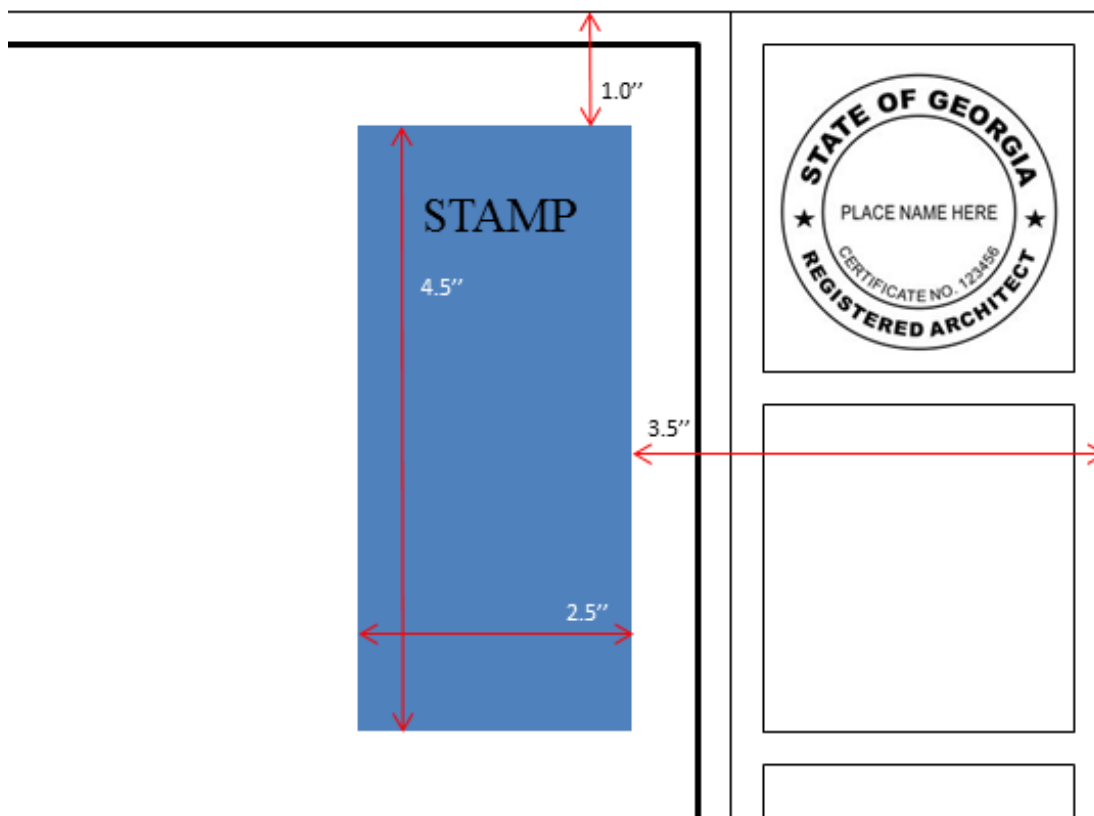
You are responsible for ensuring the following documents are on the job site at all times:

1. Copy of the final, stamped approved plan set that is full size, to scale, and legible, downloaded from ePlans
2. Copy of the department routing report downloaded from ePlans
3. Copy of the DeKalb County building permit or land development permit downloaded from ePlans. **Permits must be printed on durable cardstock paper. If signed permit cards are destroyed, the applicant may have to return to the County to obtain signatures again.**

The permit must be posted on the job site and protected from weather damage.

How does the County stamp approved electronic drawings?

The County has developed an electronic stamp to show that drawings have been approved. To ensure there is space on your plans for the County's stamp, the customer must leave a clear space of 2.5" width x 4.5" height, offset 1" from the top and 3.5" from the right of the page. The offset allows space for the customer's title block.



What web browsers are compatible with ePlans?

ePlans is compatible with Internet Explorer 11, Firefox 39.0, Chrome 44.0.2403.89 m, and Apple Safari 7.1 and 8.0.

Do I need to configure my internet settings to use ePlans?

For all browsers, users will need to configure Pop-up blocker to allow **all** pop-ups from the ePlans site. Internet Explorer users will need to further configure their compatibility view settings to include ePlans, add ePlans as a trusted site, install ProjectDox Components (one-time only), and disable User Account Control. See instructions for these configurations below.

What file types are compatible with ePlans?

Any PDF document will be accepted. To enable faster reviews and approvals, PDFs converted from electronic files are preferred over those created from scanned paper copies.

How do I need to save the name of my plans and supporting documentation?

Each separate sheet of a plan set needs to be saved separately in the Drawings folder. Customers can use any naming convention for these files. However, when the customer resubmits one or more sheets requiring corrections, each sheet must be saved with the exact same name as when it was originally submitted. This allows ePlans to establish different versions of each sheet resubmitted, saving County staff considerable time and effort.

Supporting documentation or other reports should be saved as multi-page documents in the Documents folder.

If plans are not submitted or resubmitted according to these instructions, they will not be accepted and the customer will have to resubmit them.

I'm having trouble accessing ePlans and uploading my plans. Who can I contact?

1. Consult the technical help quick fixes for Internet Explorer users on the following pages.
2. Send an email to eplans-info-buildings@dekalbcountyga.gov. We will respond within 24 hours.
3. Call us at 404-371-4915.
4. Come to 330 West Ponce de Leon Avenue, Decatur, GA 30030 and we can walk you through each step of the process.

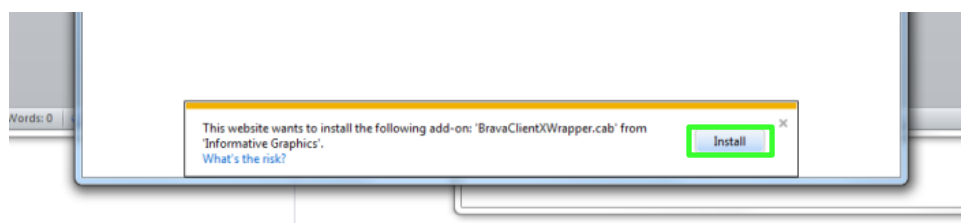
Technical Help for Internet Explorer Users

Installing ProjectDox Components

For ePlans to operate successfully, ActiveX controls need to be installed. The controls can be installed in two ways: through the link to an MSI file on the ePlans login page (highlighted in green below) or through a prompt seen after logging in.



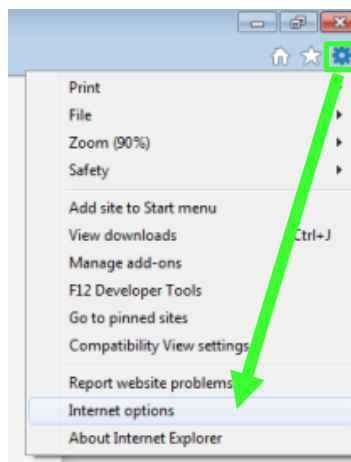
When using the link on the homepage, accept the defaults to run the MSI and install the controls. The other installation option occurs after logging into the site. When attempting to view help information, or uploading, downloading or viewing files, a prompt will appear and suggest installing the ActiveX controls. This will be a yellow bar at the top of the screen or at the bottom of the screen (as shown below), depending on system version.



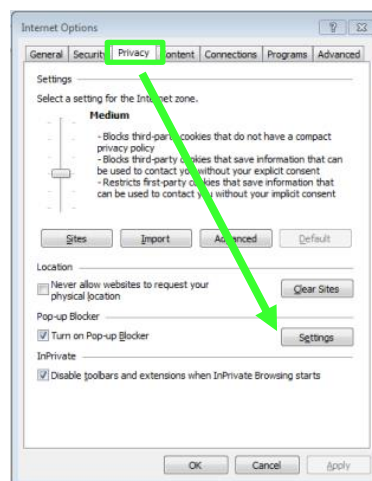
However, if your network requires administrative access to download the ActiveX controls, the MSI on the login page will not download and prompt may not appear. You will need to contact a network administrator to get access in order to download the ActiveX controls.

Disabling Popup Blocker

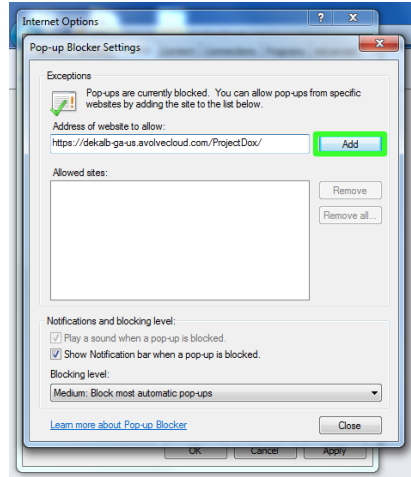
To disable your Internet Explorer popup blocker, select the Tools icon in the top right corner of your browser, and select “Internet options.”



Next, select the “Privacy” tab at the top of the dialogue box. In the “Popup Blocker” section, click the “Settings” button.

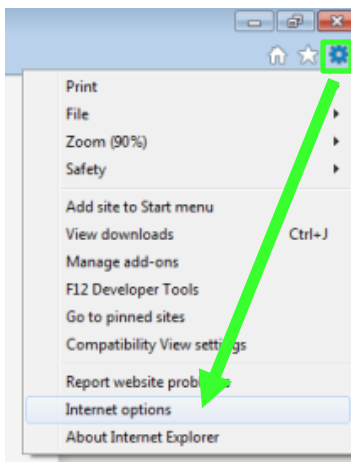


Add the ePlans URL in the field within the “Exceptions” area and click the “Add” button.

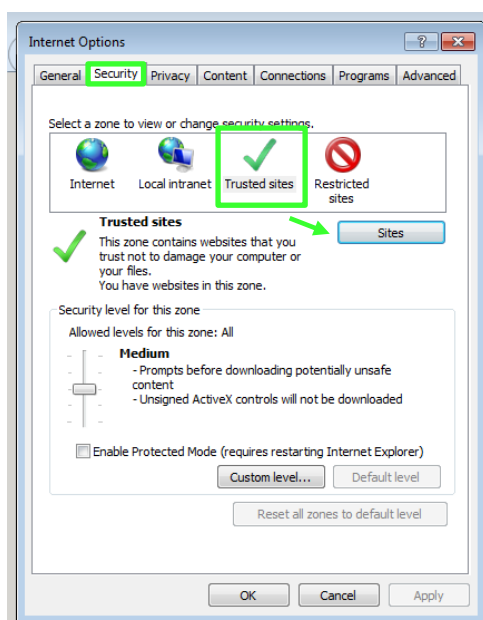


Adding ePlans as a Trusted Site

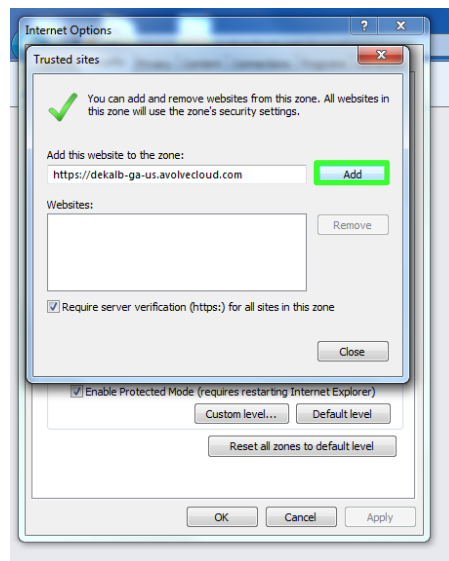
To add ePlans as a trusted site, select the Tools icon in the top right corner of your browser, and select “Internet options.”



Next, select the “Security” tab at the top of the dialogue box. Click on “Trusted Sites” below the green check mark, then on the “Sites” button.



Enter the ePlans URL in the field below “Add this website to the zone” and click on the “Add” button. Then, click on the “Close” button to close the window and on the “OK” button in the internet options window.



Disabling the UAC?

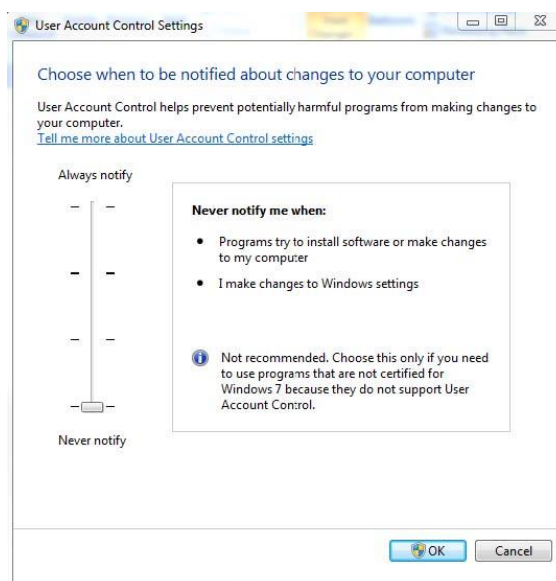
Disabling of the UAC control should be discussed with a network administrator prior to making system changes, if applicable. In all cases, after the installation is complete and each of the actions have been performed once (uploading files, viewing files, downloading files, and viewing help, as applicable) the UAC control can be returned to the former setting.

For Windows 7:

From the Control Panel, open “User Accounts.”



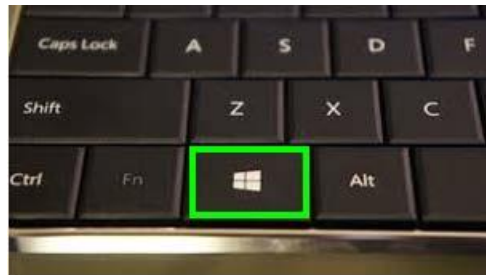
Click the “Change User Account Control Settings” link. Then, click and drag the slide control to “Never Notify.”



Click “OK” and restart the system. This must be done in order for the UAC changes to take effect. After successful installation and one time usage of the ProjectDox components, the system’s UAC control can be returned to the former setting. A reboot will be required for the change to take effect.

For Windows 8:

Select the “Windows” key on your keyboard.



When the menu appears, start typing “Change User Account Settings.” It will initiate a search. From the search results, select “Change User Account Control settings” (highlighted below).



Click and drag the slide control to “Never Notify.” Click “OK” and restart the system. This must be done in order for the UAC changes to take effect. After successful installation and one time usage of the ProjectDox components, the system’s UAC control can be returned to the former setting. A reboot will be required for the change to take effect.