ELECTRONIC PLAN REVIEW HOW-TO GUIDE

City of Tampa Florida

Planning and Development

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What is the Digital Plan Room?

The City of Tampa's Planning and Development Department has partnered with ePermitHub to launch the Digital Plan Room, a new electronic document review solution that is seamlessly integrated into the Accela Citizen Access Portal. This solution will introduce many new features to optimize the plan review process.

The Digital Plan Room system includes:

- Strong digital signatory assurance
- Simple file uploads and automated versioning at the sheet level
- Collaborative issue/condition communication for plan review comments
- Seamless user experience within Accela Citizen Access
- Immediate digital signature validation checks upon upload

Other highlights include:

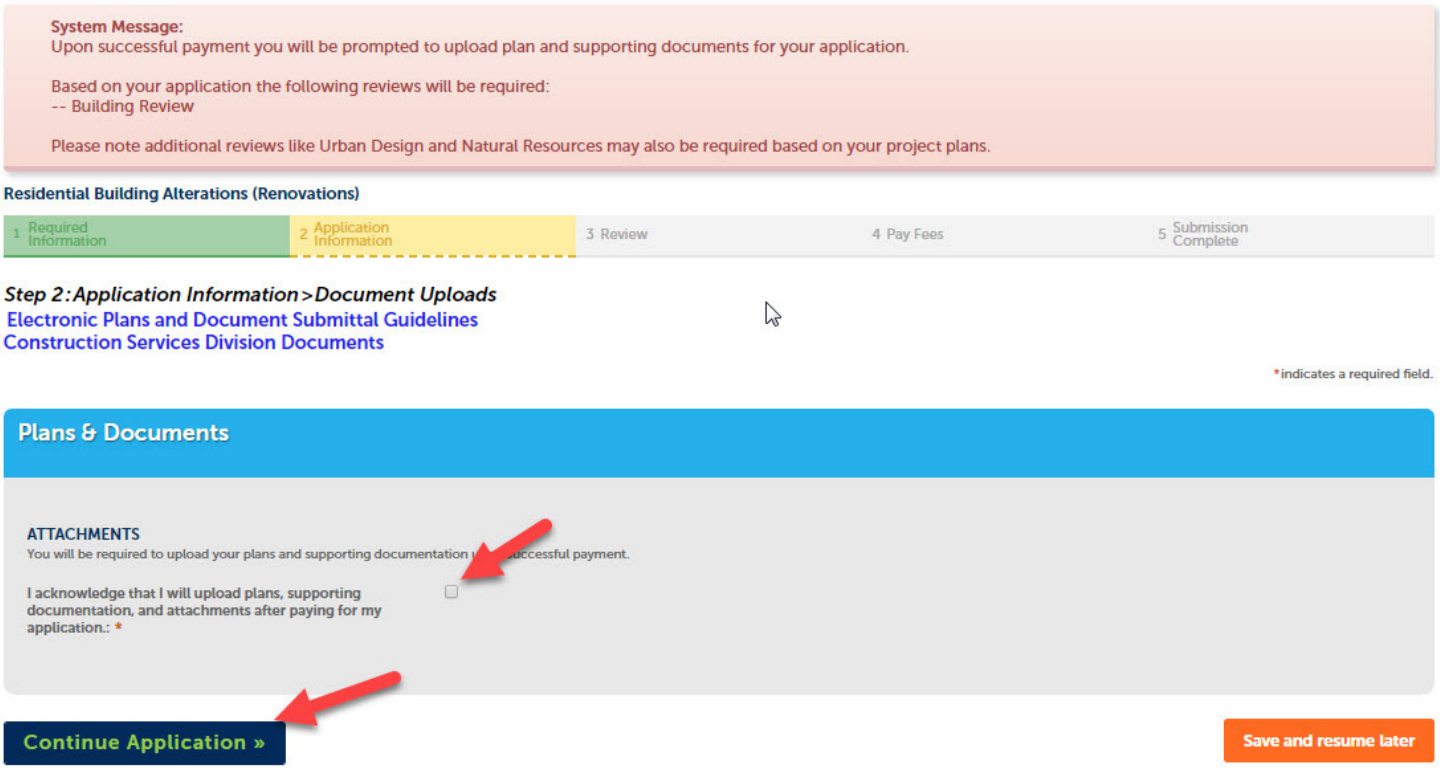
- Clients will now receive instant feedback when uploading their documentation whether their documents and plans meet the digital signature guidelines.
- Interactive access to color coded mark-ups (by discipline), issues, and conditions from within Citizen Access for reviewing disapproved comments.
- Submission of any corrections will only require revised sheets to be submitted.
- The small Resubmit button will no longer be the method used to resubmit plans.

Uploading Documents for an Initial Submission

For Building records requiring a plan submission, the Attachments page has been replaced with a document acknowledgement page. Clients will now see the expected disciplines for their project listed in the system message. Plans and supporting documents will now be uploaded after payment has been submitted.

Please review the review list for your project and also acknowledge that plans and all supporting documents will be uploaded after payment. To continue, click on the checkbox for the attachment acknowledgement, and click on "Continue Application".

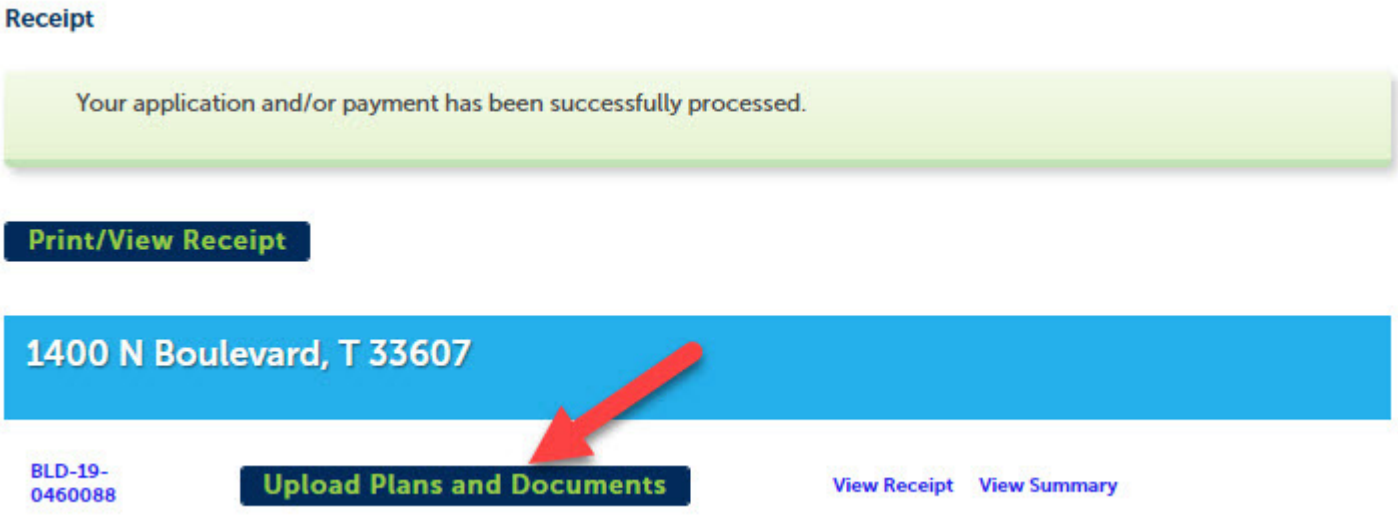
Message Bar



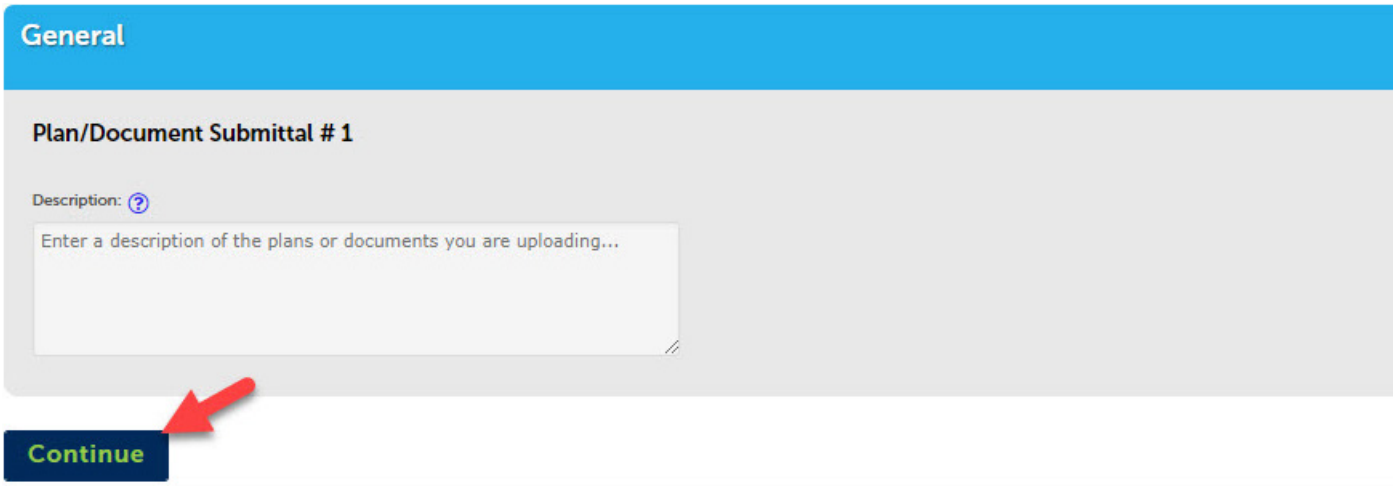
Review the application, and pay the application fee.

Uploading and Validating Files

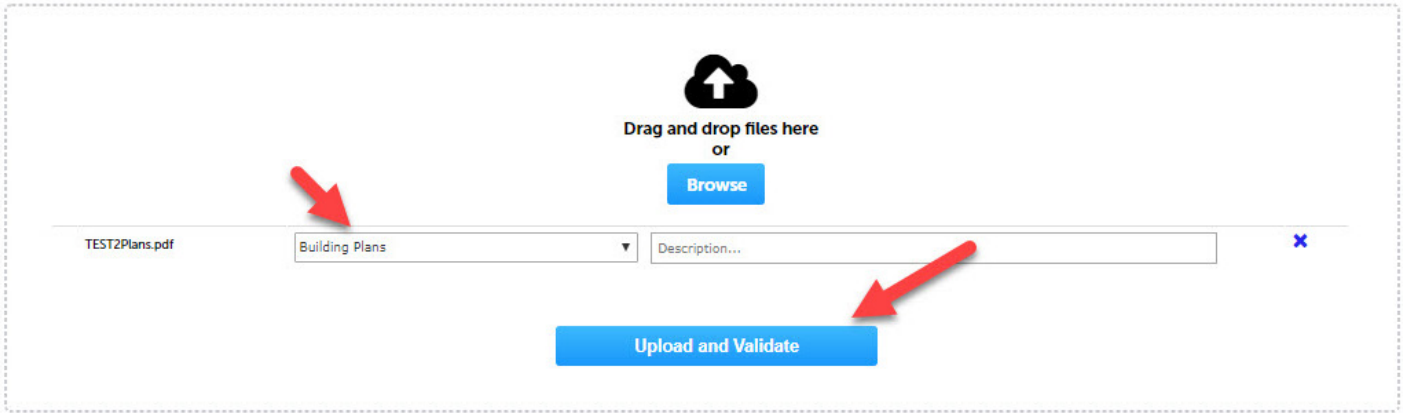
1. Upon successful payment, the Receipt/Record Issuance page will display. Click on “Upload Plans and Documents” to upload your plans and supporting documents.



1. Enter a description of the entire package or upload in the Description text box.

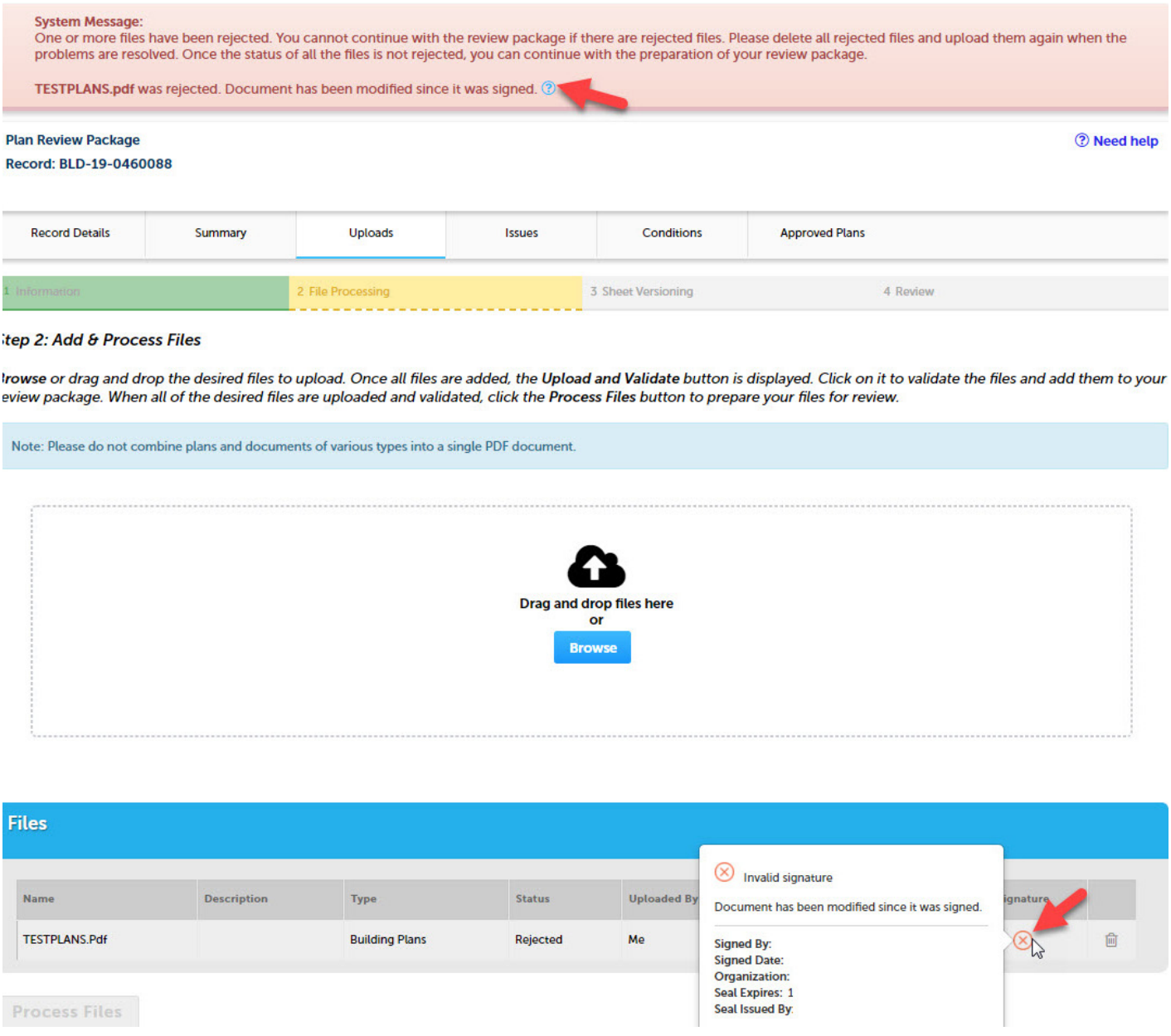


2. Drag and drop or browse to find your files. Select the document type and enter a description of the document. Click on Upload and Validate.

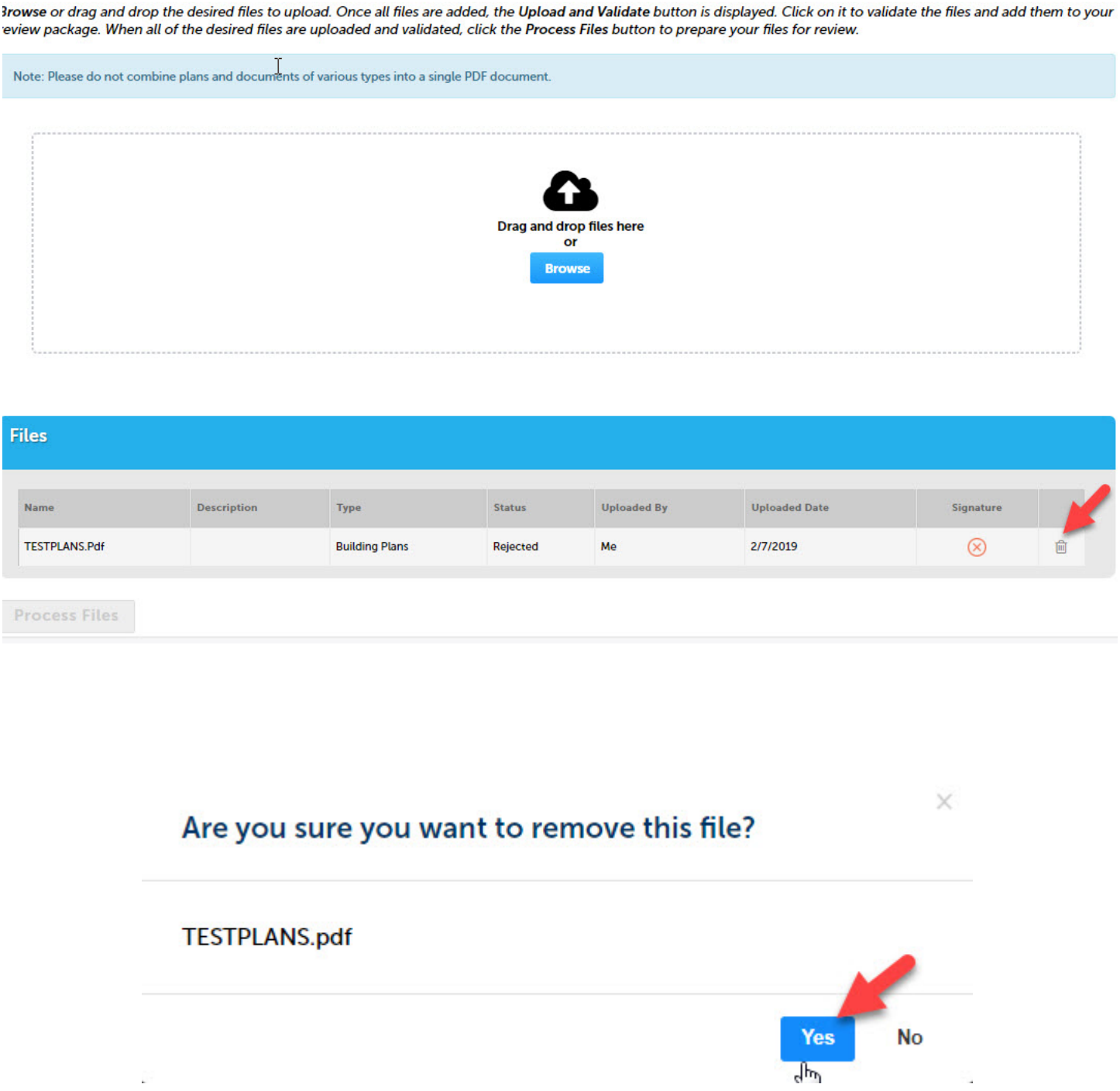


Errors when uploading and validating?

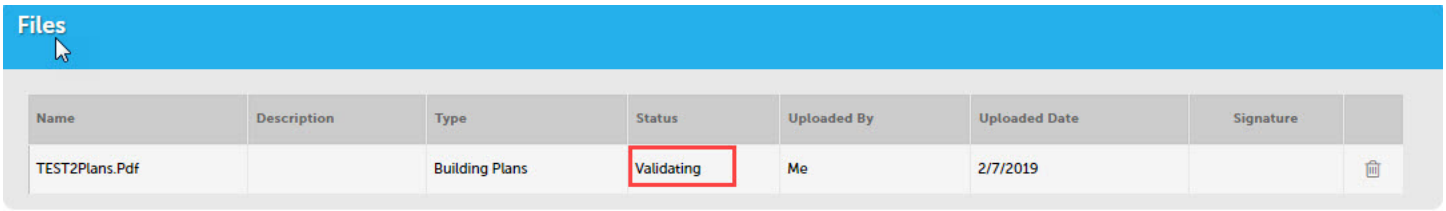
If there is an error after uploading the file, please review the error message. A message will appear at the top of the screen and and additional information can be found by hovering over the blue "?". Additional details can be found by hovering over the "x"next to the recycle bin icon.



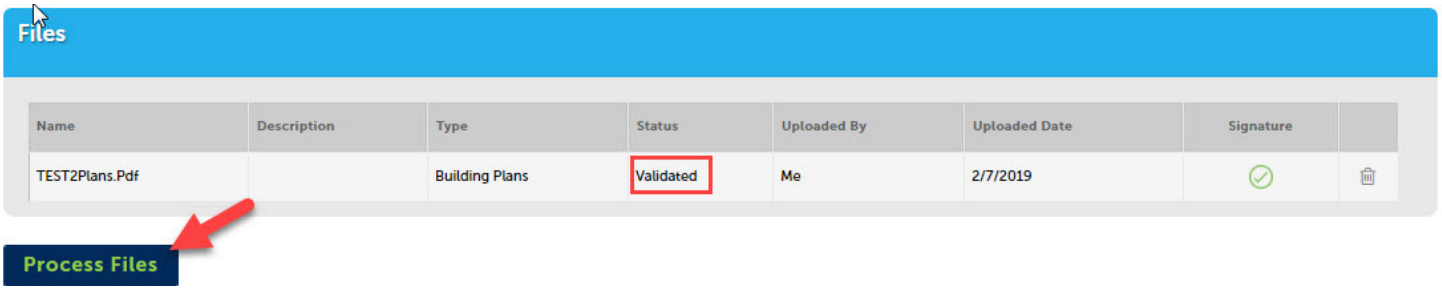
To re-upload the file once the error has been resolved, remove the file containing the error by clicking on the recycle bin.



3. While the files are being validated, the status will display as “Validating”.

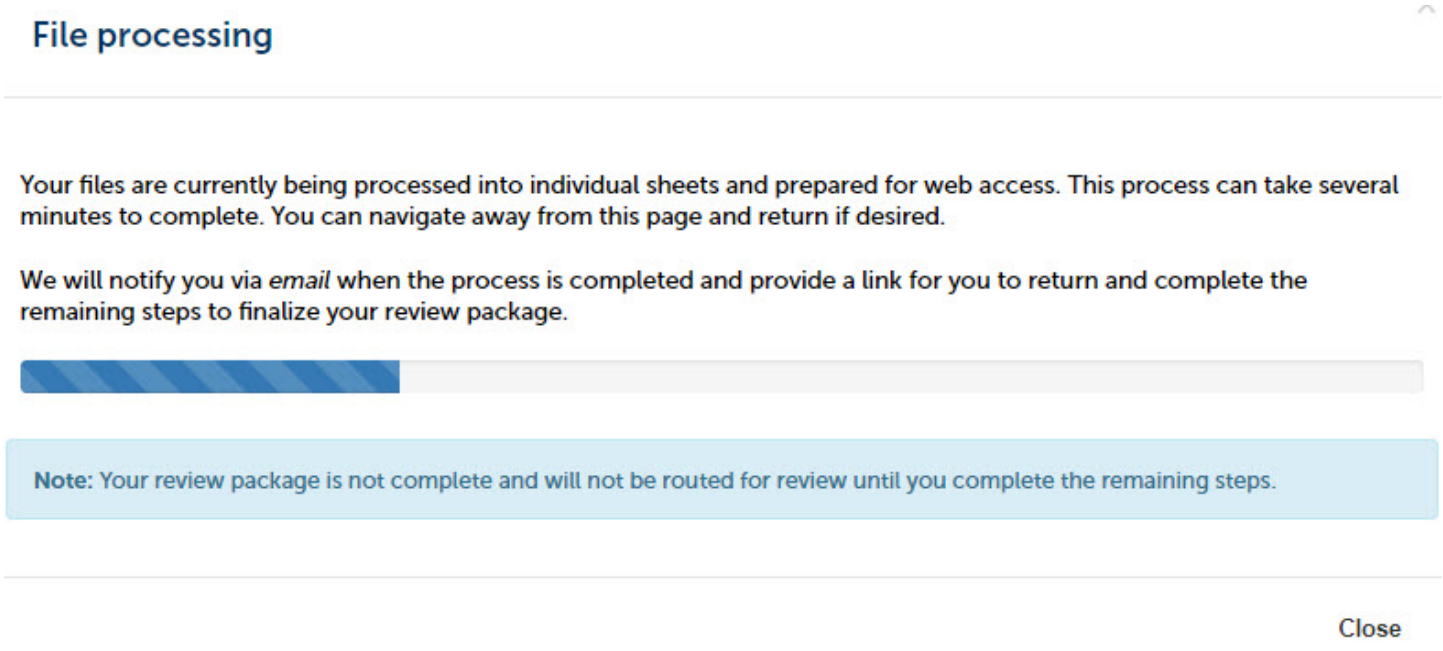


4. Once validation is complete, the status will change to “Validated”. Click on “Process Files” to continue.



File Processing

1. The Process files step could take time to complete. The system is separating the plan sheets and optimizing them for review. NOTE: It is not necessary to wait for the files to finish processing. You can close the screen and come back to it once the processing is complete. You will receive an email with a link alerting you that the processing step has been completed. IMPORTANT – your plans have not been submitted yet. The next step, Sheet Verification, must be completed in order for the submittal to be complete.

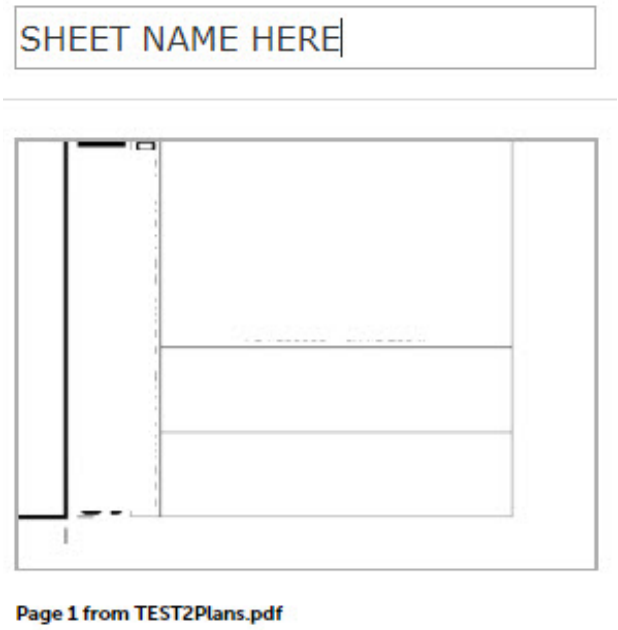


2. If you choose to wait for the processing to finish, the screen will close once complete.

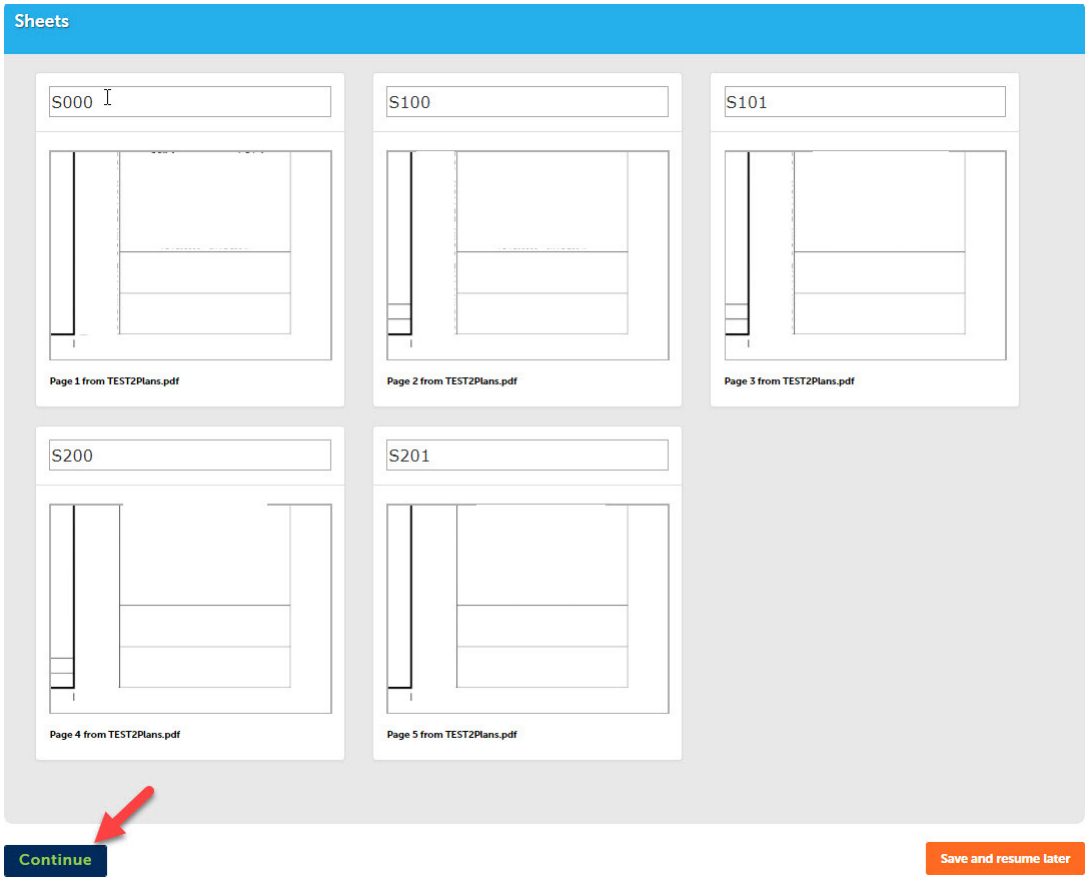
Sheet Verification

1. Click on “Continue” to start the Sheet Verification step.
   NOTE: If you opted to receive an email instead of waiting, the link will take you directly to the Sheet Verification page.

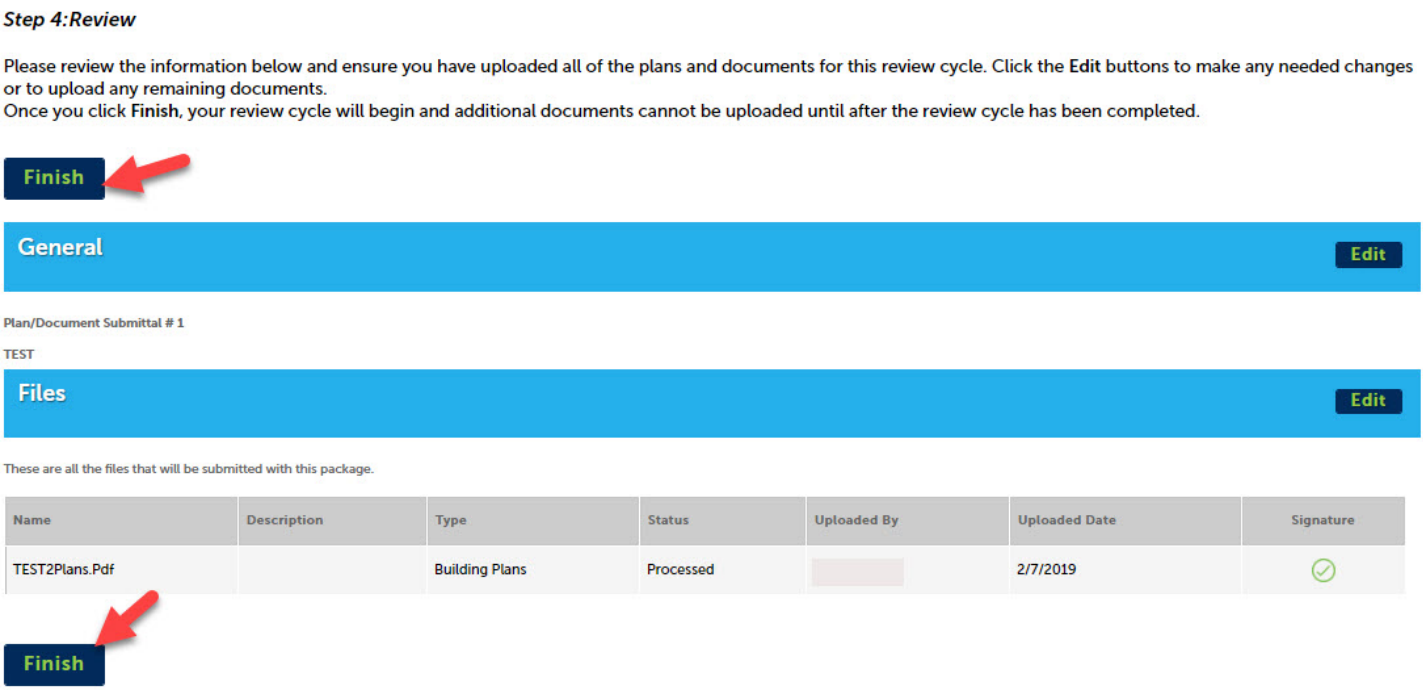
2. Review the sheet numbers assigned to each sheet within the plan set and correct any mislabeled sheets by typing directly in the sheet number box. Once complete, click on “Continue”.
   NOTE: All sheet names must be unique.



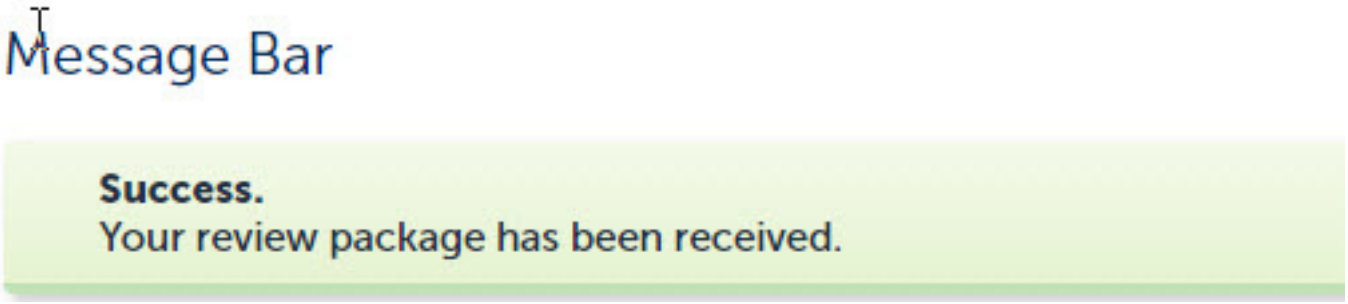
TIP: Include a Table of Contents in your file. Whenever possible, it is important to include a table of contents when exporting/publishing to the PDF (ex. Include “Create bookmarks” setting in AutoCAD or Revit). Include sheet titles within the table of contents when possible. Including a Table of Contents ensures the system will correctly identify all of the sheet names.



3. Click Finish to complete the file upload.



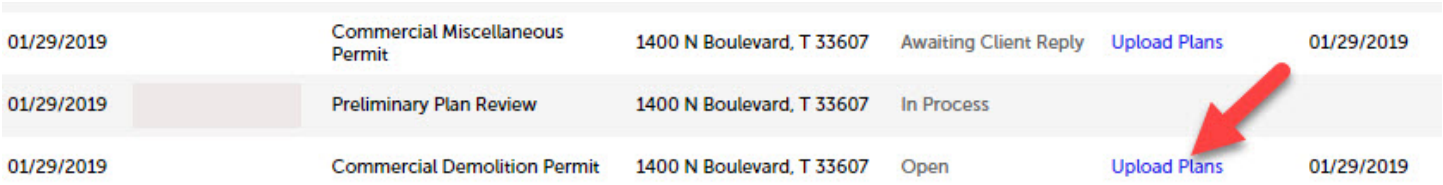
4. You will receive confirmation the review package has been received in ACA and will also receive an email confirmation. **TIP:** If you do not receive the email confirmation, please check your SPAM folder or contact your email provider and ask them to add accelanoreply@tampagov.net to their whitelist.



Using the Shopping Cart?

If you are using the shopping cart to pay for multiple records with plans, follow the checkout process and pay for all items in the shopping cart. After payment has been made, all of the record IDs will be displayed in the same format with a new option to “Upload Plans and Documents”. Select one of the records and follow the steps outlined above.

To access the remaining options in the shopping cart, go to Search and select Building Permits. From the list, click on “Upload Plans” and follow the steps outlined above.



01/29/2019		Commercial Miscellaneous Permit	1400 N Boulevard, T 33607	Awaiting Client Reply	Upload Plans	01/29/2019
01/29/2019		Preliminary Plan Review	1400 N Boulevard, T 33607	In Process		
01/29/2019		Commercial Demolition Permit	1400 N Boulevard, T 33607	Open	Upload Plans	01/29/2019

Repeat the process until all plans have been uploaded to their respective records.

Viewing Issues and Conditions

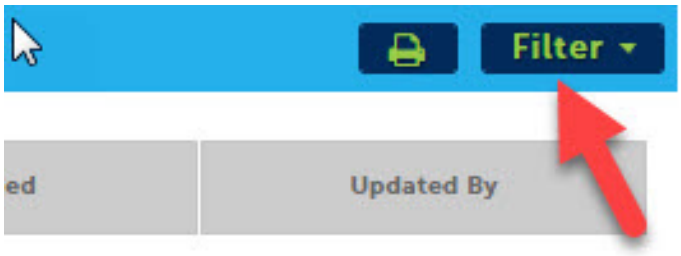
Please note that issues and conditions will not be viewable until the cycle is complete with all required reviews completed. Upon completion of the cycle, you will receive an email alerting you of the plan review status.

Issues – Issues are code related concerns that must be corrected by correcting the appropriate drawings.

Conditions – Conditions are concerns that can be corrected in the field by the inspection staff and are similar to red-lined drawings.

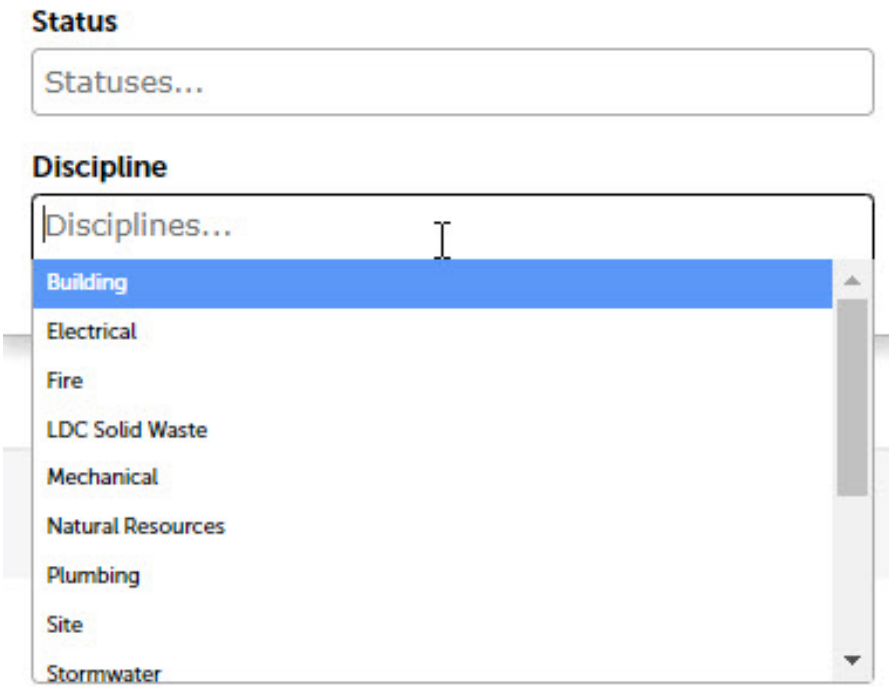
To view the issues and conditions on the plan, please click on the link provided in the corrections required email or follow the steps below:

1. Login to your ACA account.
2. Go to Search Building Permits and select your Record ID.
3. Click on the Plan Room and select the Issues Tab. The comprehensive list of issues or conditions identified will be listed. Click on an individual Issue or Condition to view the specific items.



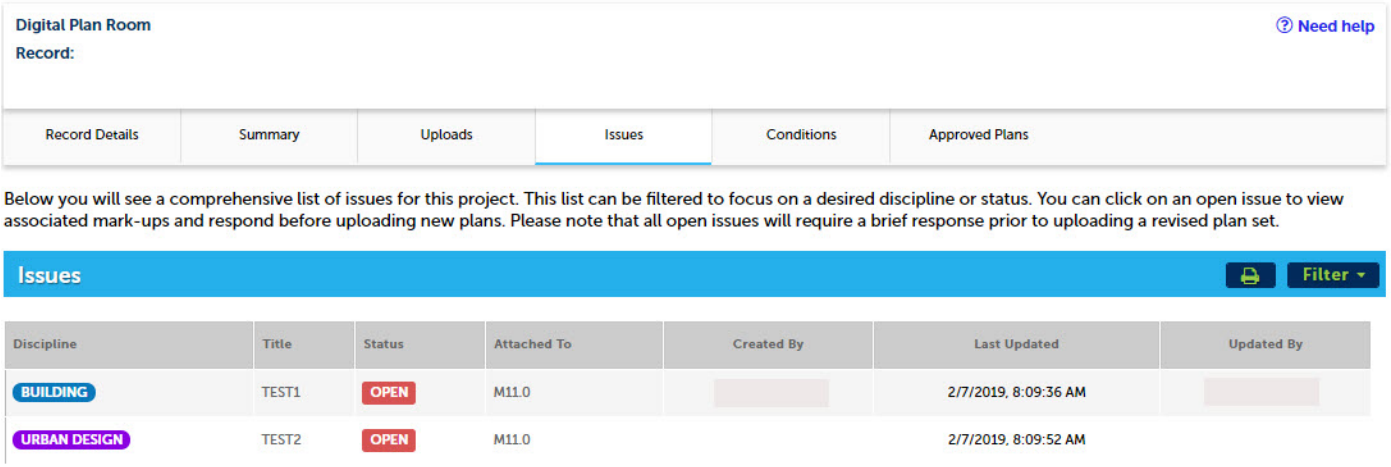
TIP: Use the filter button to display only the desired statuses and disciplines.

Click on the box and a drop-down list will display with the filter options. You can select more than one option from the drop-down.

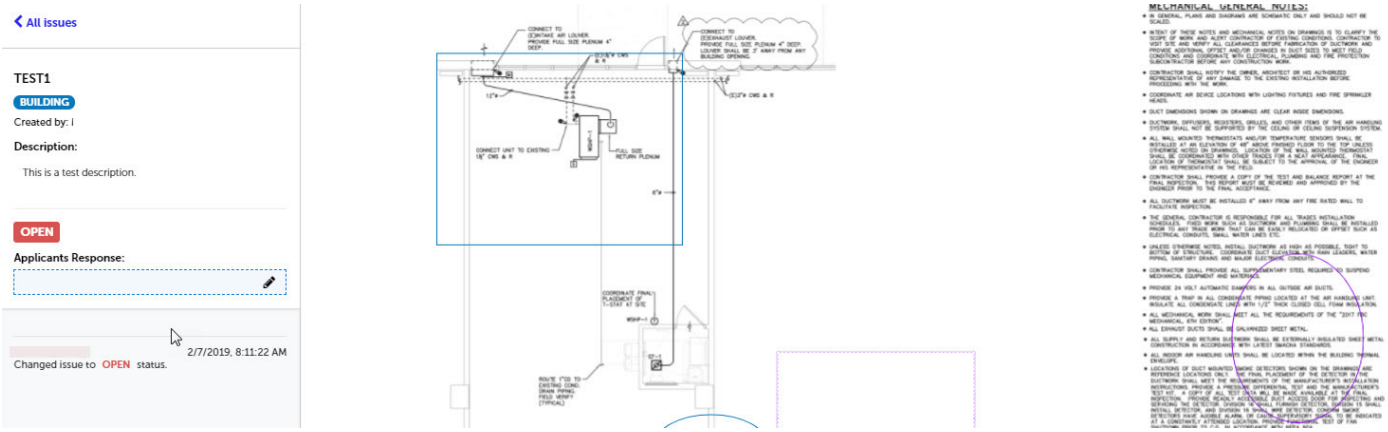


Viewing and Responding to Issues

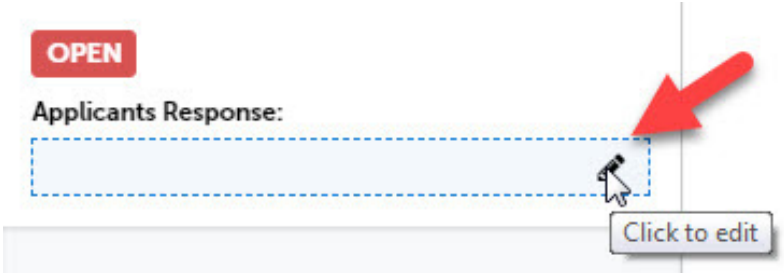
1. Click on the individual issues to view the issue and respond with the corrective action.
   NOTE: Issues and mark-ups are color coded by discipline.



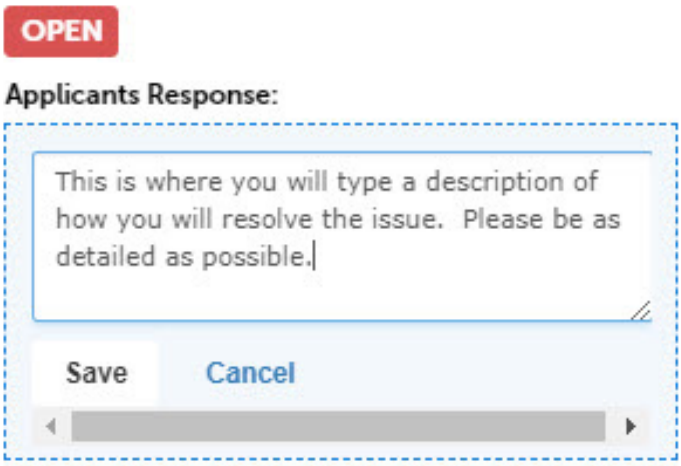
2. The plan sheet will open with the mark up and issue displayed.



3. To respond to the mark-up, click on the pencil on the left-hand side of the screen in the text box labeled, "Applicants Response".



4. It is important to be descriptive in the response. The response must include what corrective measures were taken to resolve the issue.

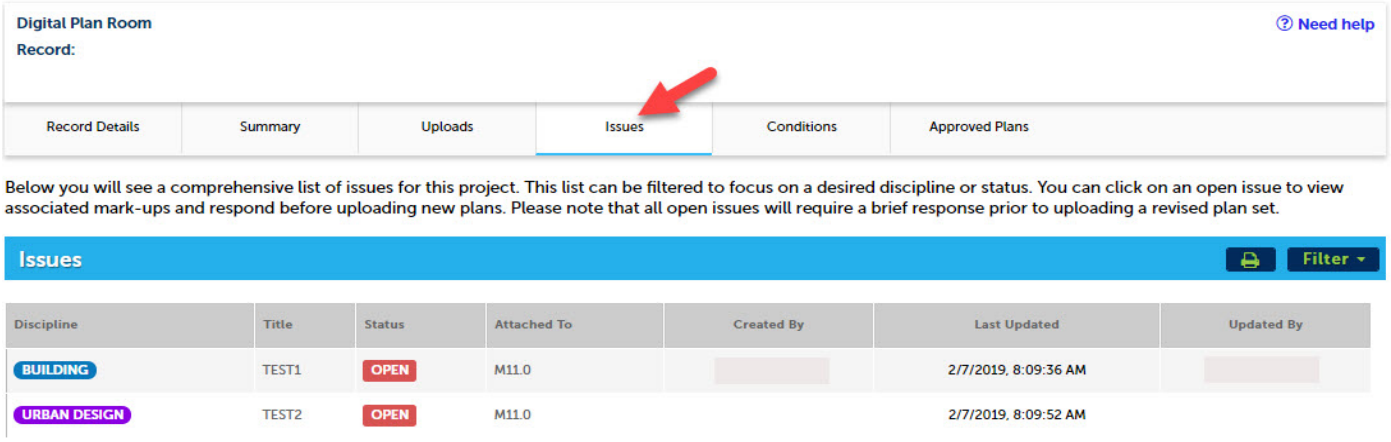


5. To return to the Plan Room options click on the X at the top of the screen.

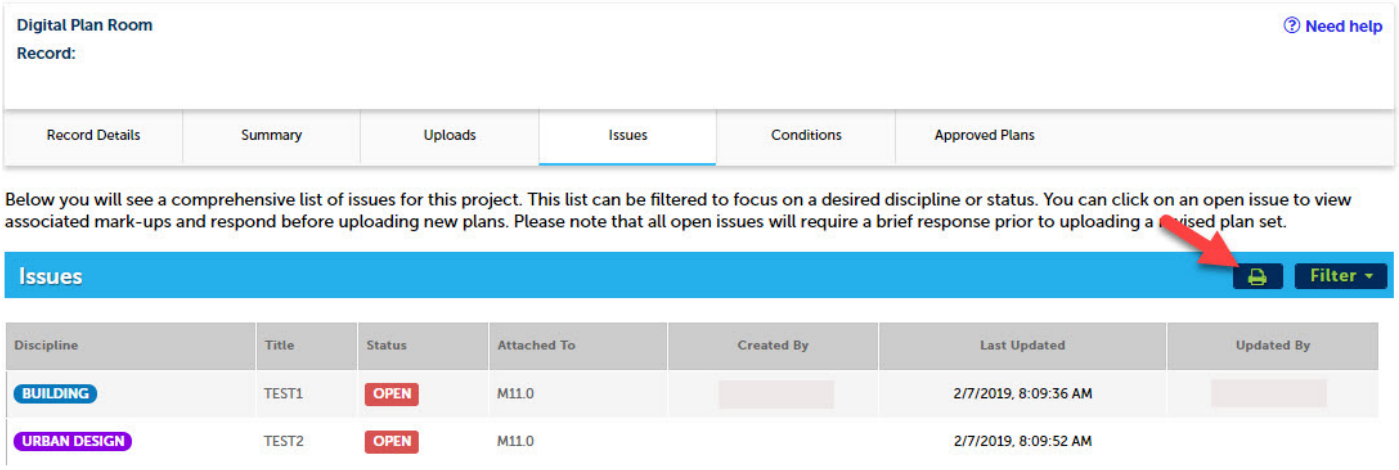
Printing or Saving the Issues List

If you would like to save the Issues list in order to email or print the list, please follow the below steps.

1. Click on the Issues tab.



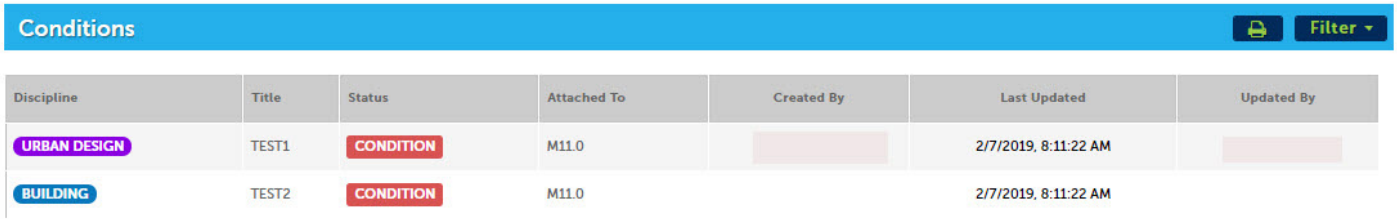
2. Click on the print icon.



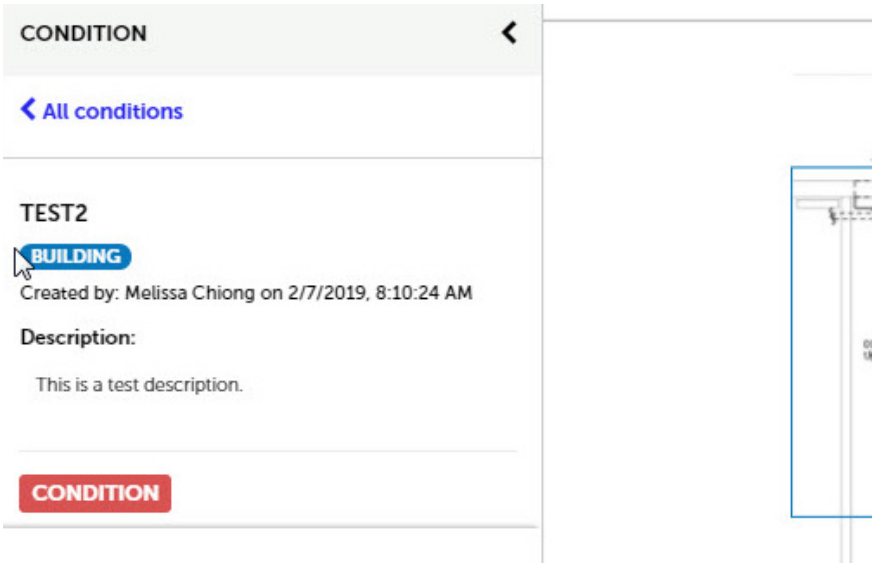
3. The issues list will open. The list can then be printed or saved.

Viewing and Responding to Conditions

1. Click on the individual conditions to view the condition.
   NOTE: Conditions and mark-ups are color coded by discipline.



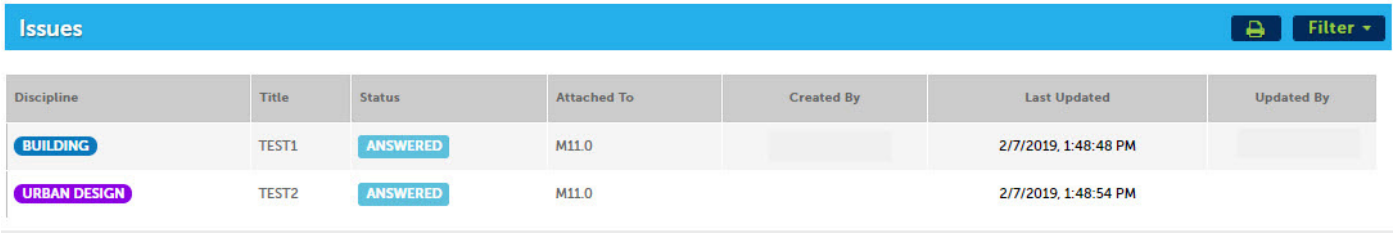
2. The plan sheet will open with the mark up and condition displayed.



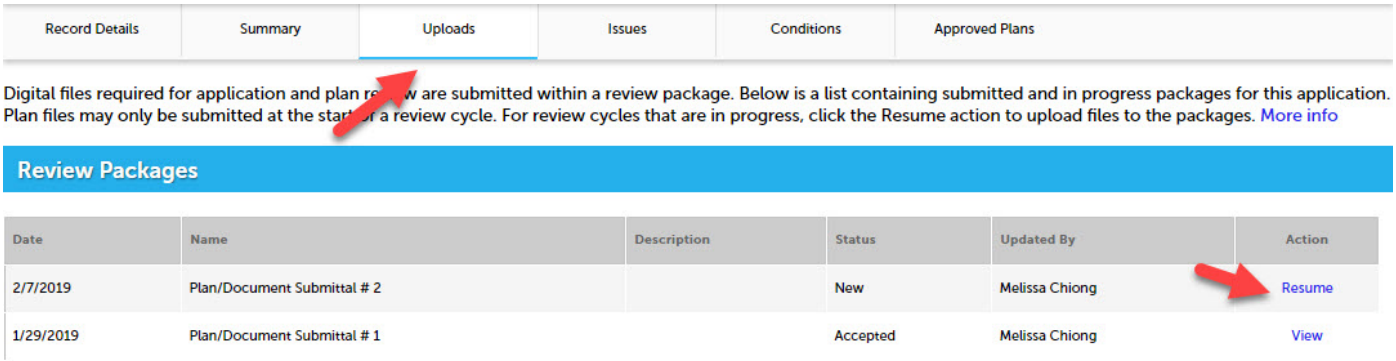
3. Conditions do not require a response. To return to the Plan Room options click on the X at the top of the screen.

Uploading Corrected Sheets

1. You will not be able to upload corrected sheets until you have responded to all of the issues. The status will show "Answered" once the response has been completed. If your issue resolution only requires a comment, please add the comment to the issue response and re-upload the impacted sheet.



2. Click on Uploads to upload the corrected sheets. It is not necessary to resubmit the entire plan set. Only the updated or added sheets must be uploaded. Select Resume to upload the sheets.

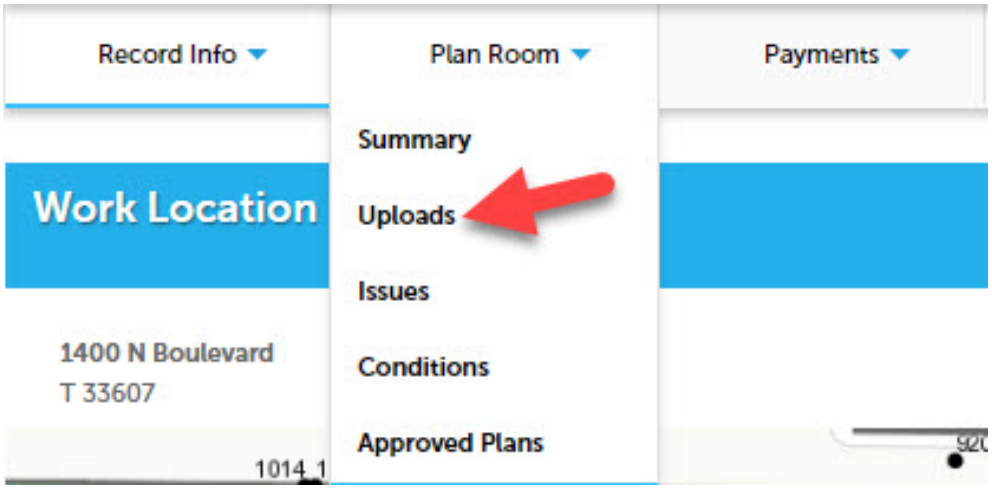


3. Complete the same upload steps as the initial upload. **NOTE:** Please use the same sheet names when uploading the revised plans. It is important that the same names are used so that the system will recognize the new sheets.

Forgot to Upload Plans?

If you forgot to upload plans upon submittal, you will receive an email reminding you to upload the plans.

1. Log back into the Citizen Portal and locate the record.
2. Once the record has been located, click on the Plan Room and click on Uploads.



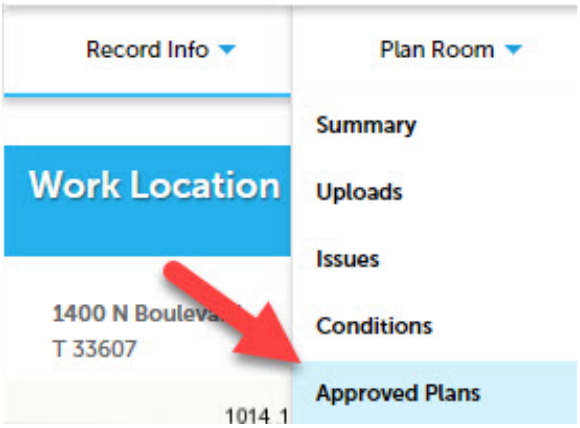
3. Follow the steps outlined in **Uploading and Validating Files**.

Downloading Approved Plans

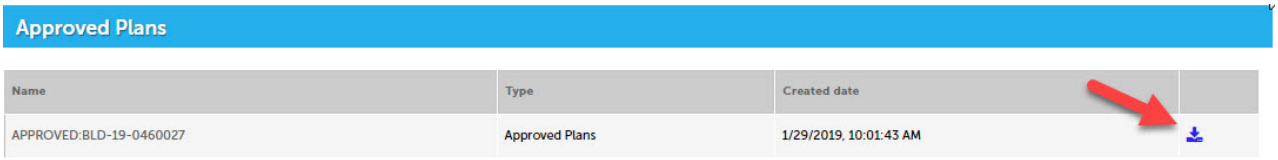
Plans can be downloaded once they have been approved. Follow the steps below to download the approved plans:

Option 1

1. Locate the record in the Citizen Portal.
2. Click on the drop down next to Plan Room and select Approved Plans.

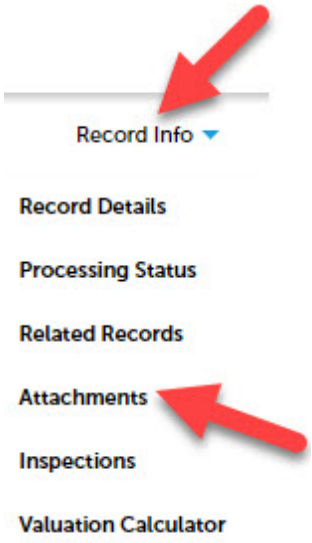


3. Click on the download next to the Approved Plans.

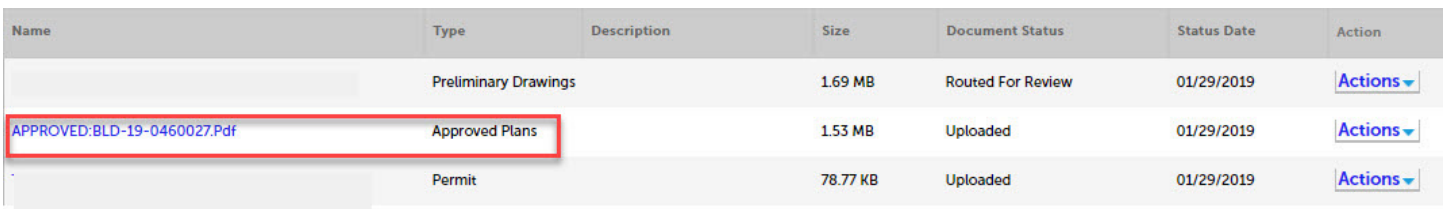


Option 2

1. Locate the record in the Citizen Portal.
2. Click on the drop down next to Record Info and select Attachments.



3. The Approved plans will display with all of the other attachments.



Understanding and Resolving Error Messages

My plans are signed but I am receiving a message that they have been modified since they were signed.

Per the Florida Administrative Code 61G15-23.003, the electronic signature is invalidated if any data in the document is changed after the signature has been added to the document. To resolve this error: Remove the signature field from the document and re-sign the document.

Why am I receiving a message when validating plans that the root certificate cannot be trusted?

Self-signed plans can no longer be accepted under the new requirements. The new requirement states that you must have your own identity, digital seal and signature validated by a 3rd party Certificate Authority. Local Engineers, Architects, and Surveyors are using Entrust, IdentTrust, VeriSign, and GlobalSign most frequently. For more information on digital signatures please see the City's Guide to Digital Signatures. If you are receiving this message and you are using a valid 3rd party Certificate Authority, please contact our office.

Signature Date is in the Future

The signature date on the document is in the future. A timestamp was not applied to the signature and the clock on your computer is set to a future date. Re-sign the document and include a valid timestamp.

Revocation checks could not be completed.

The system was unable to validate the certificate with the certificate authority (CA). The CA system may be down, or there was an error communicating with the CA. If the problem persists, please contact our office or your CA.

File is not signed.

A digital signature is required for this document type. Please add a valid digital signature to the file. For instructions and information regarding digital signatures, please see the City's Guide to Digital Signatures.

Certificate was expired at the date of signature.

The certificate with which these signatures were signed has expired. Each certificate has an expiration date. Make sure that the certificate is valid before signing the file. To resolve, please contact your Certificate Authority.

Certificate was issued after signing date.

The certificate with which this signature was signed was not valid at the time the file was signed or there is an issue with the timestamp. Verify the certificate is valid before signing the file by contacting your Certificate Authority. It is possible that the Certificate Authority may need to re-issue your certificate. If a timestamp was not applied to the signature, apply the time stamp to the signature and verify the clock on your computer is not set to a date in the past.

Invalid certificate on signing date.

The certificate with which this signature was signed was not valid at the time the file was signed or there is an issue with the timestamp. Verify the certificate is valid before signing the file by contacting your Certificate Authority. It is possible that the Certificate Authority may need to re-issue your certificate. If a timestamp was not applied to the signature, apply the time stamp to the signature and verify the clock on your computer is not set to a date in the past.

An unexpected error occurred.

This error could signal an error on the Plan Room server or an issue with the PC or connection used to submit it. Please try resubmitting a second time and if the problem persists, please contact our office.

One or more signatures have problems.

Please make sure that all of the signatures have met all of the City's Digital Signatures Standards. Self-signed documents are not accepted per the Florida Administrative Code 61G15-23.003. If you are receiving this message and you are using a valid 3rd party Certificate Authority, please contact our office.