Frequently Asked Questions

Building Safety Department

How do I get started?

In order to use ePlans (ProjectDox), you will need to create a one-time account and complete an online application through the online permit portal. As soon as you submit the application, a ProjectDox project will automatically be created and you will get instructions via e-mail on how to proceed.

What is ProjectDox?

ProjectDox (ePlans) is an online platform for electronic plan submission and plan review. This system allows the electronic submission of building plans and supporting documentation eliminating the need for an applicant to submit multiple paper copies of project plans. ProjectDox in conjunction with the online permit portal allows you to submit an application, upload documents, pay fees, and download approved plans.

If I have multiple projects do I need multiple logins?

No, you will need only one login for all the projects that you manage. You will need to submit an application for each building / project.

What plans and documents do I need to upload?

Reference City of Mansfield Minimum submittal requirements

I have created each page in the plan drawings as individual files; can I name them anything I want?

No, file names should follow The City of Mansfield Electronic Plan Review Upload Standards.

Are my plans secured?

Yes, your plans are held on a secure server. Only you and the review staff have access to the drawings, and all drawings are read only and cannot be altered.

What do I need to know about ProjectDox?

ProjectDox is a series of tasks. Applicants and City staff have to complete a task for it to move to the next task. You will be notified via email of the task on hand, for example; fee is due, upload plans, provide corrections, etc. When you receive an e-mail of a task due; login and accept the task, an eForm will open with what is needed, **complete** the task, and **select** the task complete on the eForm (continue or submit button).

Who can view my project?

Only the applicant, and anyone they invite, and City staff can view your projects.

Can I see the comments while my project is in review?

While you can't see the actual markups on the drawings and reviewer comments until all the reviews are complete for that cycle, you can login to ProjectDox anytime to see the notes and markups for the previous cycle.

How will I know when all reviews have been completed?

Once a full review cycle has been completed, the applicant will receive an automatic email notification. The applicant must wait until all reviews have been completed and the project has been sent back to them for corrections.

Do I need special software to use ePlans (ProjectDox)?

You will need Internet Explorer version 11 or greater in a windows environment. ProjectDox can be used but will not work as well with non-Internet Explorer browsers, such as Safari, Firefox, or Chrome. As long as you have Adobe Flash and Microsoft Silverlight installed on your computer, the system should work properly once you log in.

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How can another member of my design team access information in ProjectDox?

When you select and accept your task to upload plans in ProjectDox, you have the option (Tab) on the eForm of inviting other members of your team. They will get an email with links to access the project. If they have not created an account, they will need to do so to log into your project.

How do I access my approved plans and supporting documents?

The approved folders for all projects will become available once the permit has been issued. Files can be directly downloaded or printed from the project.

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

Select on the eForm the **Upload Complete Box** and **Upload Completed** to complete the task.

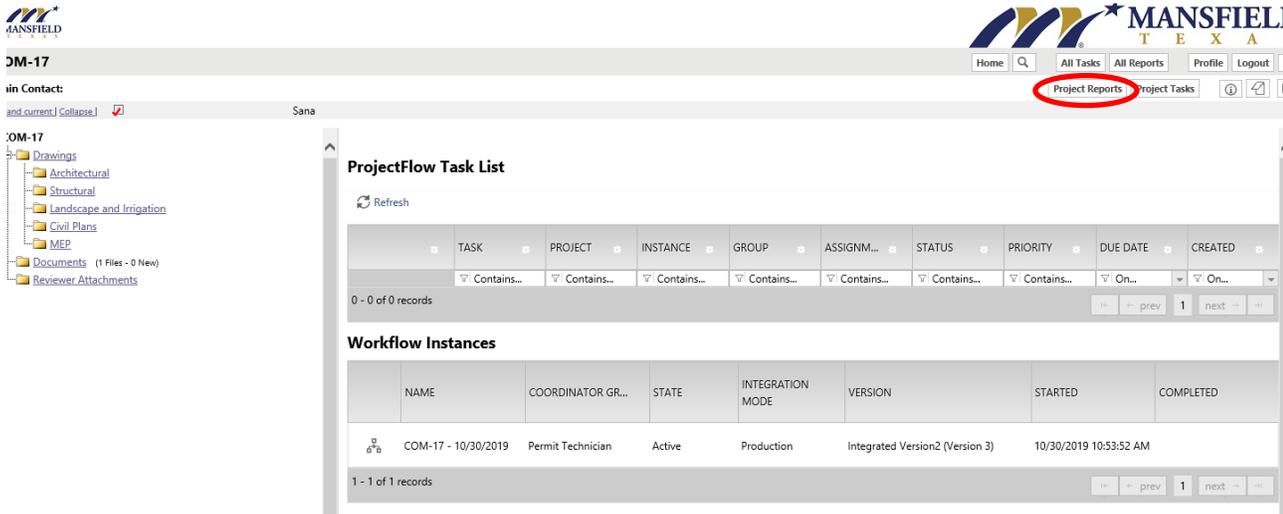## Plans have been approved. Do I have an approved permit?

When your plans have been approved, there are still two important steps you need to complete to have an approved permit. The steps are: (1) pay for your permit; and (2) download your approved plans from the "**Approved Plans**" Folder.

Frequently Asked Questions

How to check the status of my project?

If you have not received an e-mail from ProjectDox either requesting changes or informing you that your plans have been approved, your application is still under review.
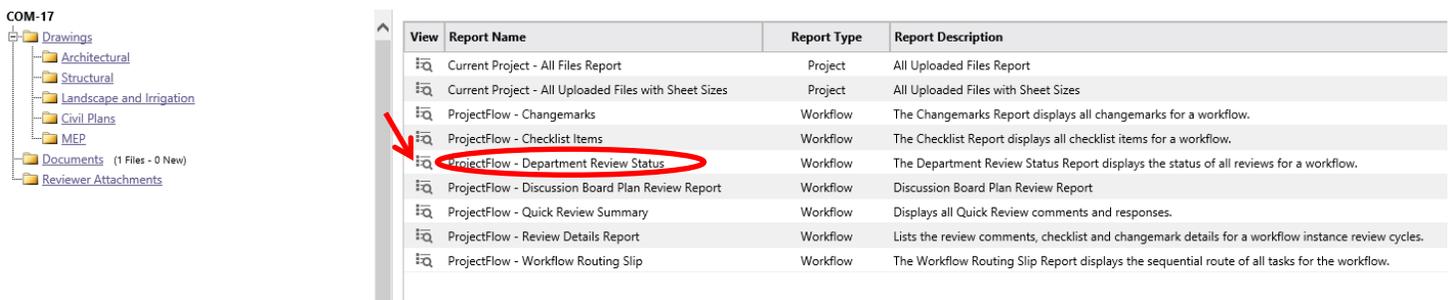
You can review the status of your application by running a report. On your project page, click **"Project Reports"** button.

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

Do I have to use ProjectDox?

ProjectDox is being phased-in in stages. Eventually, all projects will be available for ProjectDox.

How do I upload a file after I completed my task on the eForm? But forgot to upload a file.

Once a task has been accepted, files uploaded, and you've selected 'Upload Complete' on the eForm, files are no longer able to be added to that project unless a reviewer rejects the plans and sends them back. If after submitting the project you realize a necessary file was forgotten, please reach out to city staff so they can stop the review to have the task reopened for you.

How do I request an inspection after the permit has been issued?

To request an inspection(s) or cancel an inspection(s) complete the online Inspections Request or Inspection Cancellation Form on the City's website URL: https://www.mansfieldtexas.gov/1221/Inspection-Request-and-Cancellation. Inspection requests submitted by 5 p.m. will be inspected the following business day. You may request an inspection to be performed at a later date by specifying which day the inspection is needed on the online inspection request form. Inspection cancellations must be requested prior to 8 a.m. on the day of the scheduled inspection.