

PROJECT DOX FAQ ... Answered

- **How do I access ProjectDox?**

<https://eplans.burbankca.gov/ProjectDox/>

- **When will I be notified of corrections?**

You will receive notification from ePALS when ALL departments have completed their review. You will be notified with a new “respond and resubmit” task.

- **I am trying to upload corrections, but it won't allow me to upload. Please send me task to upload.**

This means that your project is still in review by one or more departments. You will automatically receive a task to resubmit once all departments have completed their review. Only then can you respond to corrections for all departments.

- **I received a Task “Notify in Review” but when I log into Project Dox I don't see a task. What should I do?** This is only an informational task to notify you that the project is now in plan check. There is nothing for you to complete currently.

- **When should I pay for plan check fees? How can I pay?**

Plan check fees should be paid as soon as you receive your invitation to upload plans. You can inquire about fee amounts by emailing our permit staff at building@burbankca.gov. Checks can be mailed to us or dropped off. You can also pay by credit card online using your BS number via <https://permit.burbankca.gov> Please note that payments by credit card, whether paid online or in our office, incur an additional 2% administrative fee.

- **I uploaded my plans, did you receive it?**

For us to receive your submittal you need to make sure you have completed your task. If you still see a task pending for you then we have not received your submittal. Please click on your task, check off the boxes and **click submit**. Without this step the system does not notify us that you are ready to submit. Keep in mind that once you do click on submit you will NOT be able to upload any more files until the review has been completed.

- **How do you know which upload is the most recent version?**

Upon plan resubmittal, do NOT change the file names from the first upload. ProjectDox will keep track of which version the file is. If you do this step correctly, you will see a red V2 or V3 (depending on the version) next to the file. To avoid delays and errors, copy paste the file names. This will ensure no extra spaces or dashes are added.

- **What is the review time?**

First Review for Building and Safety can take up to eight weeks and rechecks two to four weeks. You can get a better timeline for your review once the plan checker is assigned. You will have to contact other departments directly once the reviewers have been assigned to confirm their timelines. You can access their names and emails through the Department Review Status in the Project Reports tab. Time frames for Solar and ADUs may vary.

- **What is my status?**

We encourage you to check your project progress periodically by following the steps below:

1-click on PROJECT REPORTS (top right corner)

2-click icon next to DEPARTMENT REVIEW STATUS

3-in the pop-up window, choose your workflow from the drop-down, and click view report.

4-click the (+) next to cycle 1 to expand your first review comments (or next to 2 for the second cycle, etc).