Clark County Digital Plan Room Complete How-To Guide

Last Updated: 03/3/2021

Table of Contents

What is the Digital Plan Room?

Clark County has partnered with ePermitHub to launch the Digital Plan Room, a new electronic document review solution that is seamlessly integrated into the Clark County Citizen Access Portal. The Digital Plan Room 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

- Interactive Issue/Condition communication for plan review comments

- Seamless user experience within the Citizen Access portal, the Clark County's Building Permitting and Planning Case portal

- Immediate Digital Signature validation checks upon upload

Other highlights include:

- Clients will now receive instant feedback when uploading their documentation whether their documents (aka, plan and supporting documentation files) meet digital signature guidelines when applicable

- Interactive access to color-coded mark-ups (by discipline), Issues, and Conditions from within the Citizen Access for reviewing disapproved comments

- Submission of any corrections will only require revised sheets to be submitted (aka, Digital Slip Sheeting)

Uploading and Validating Files

Plans and supporting documents (aka, files) are uploaded after payment for the permit application or completed application is submitted.

1. Upon successful payment, the Receipt/Record Issuance page will display. (***NOTE: Not all applications require prepayment prior to uploading documents and plans***) Click on "*Upload Plans and Documents*" to upload your plans and supporting documents (aka, files).

Step 3 : Receipt/Record issuance

Thank You

> If you made a payment your receipt is being emailed to you.
> Please print a copy of the receipt for your records.

390 AUTUMN HUE AVE

BD21-00120   **Upload Plans and Documents**   **Copy Record**

2. Enter a description of the entire package or upload in the Description text box and click "*Continue*".
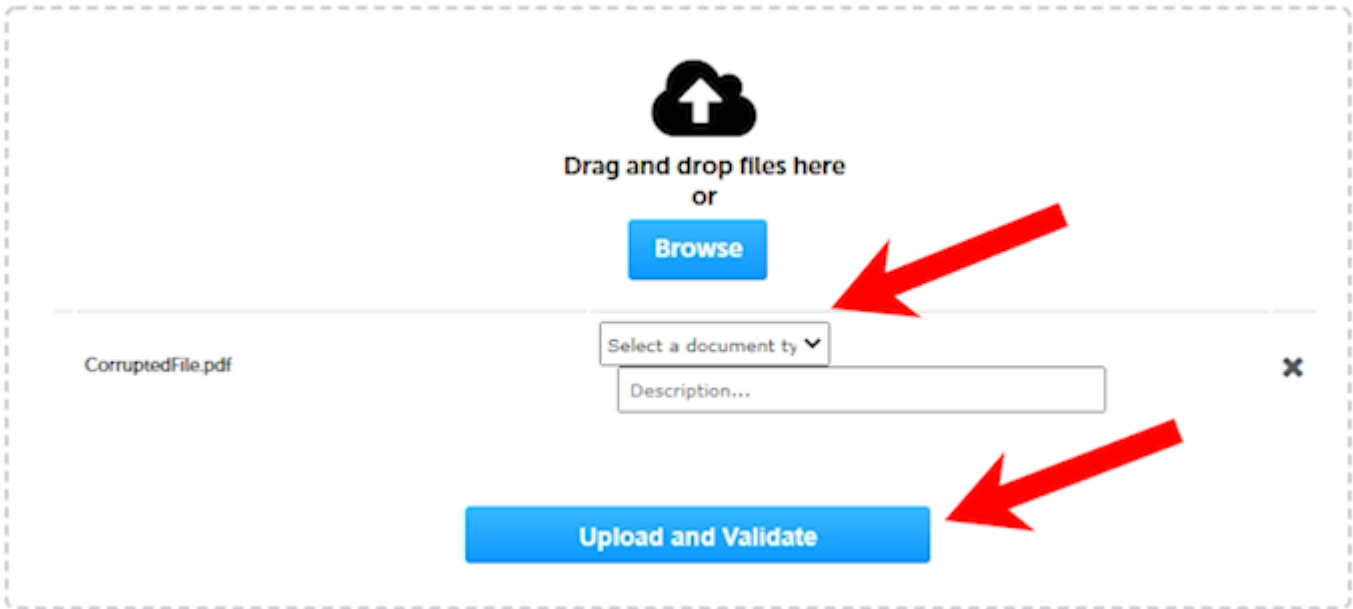
General

Review Plan Cycle # 1

Description: (?)

Client Demo Tutorial

Continue

3. 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.

4. While the files are being validated, the status will display as "*Uploading*".

5. Once validation is complete, the status will change to "*Validated*". Click on "*Process Files*" to continue.

Errors When Uploading and Validating Files?

1. If there is an error after uploading the file, a message will appear at the top of the screen and additional information is found by hovering over the Question Mark ("?"). For additional detail regarding the different types of error messages, please see the Understanding and Resolving Errors section below.

2. To upload the corrected file, remove the file containing the error by clicking on the recycle bin.

Step 2: Add & Process Files

Click to view the requirements checklist for this review package. ⊘ Requirements

*Browse or drag and drop the desired files to upload. Once all files are added, the **Upload and Validate** button is displayed. Click on it to validate the files and add them to your review package. When all of the desired files are uploaded and validated, click the **Process Files** button to prepare your files for review.*

Note: Please do not combine plans and documents of various types into a single PDF document.

Drag and drop files here
or
Browse

Files
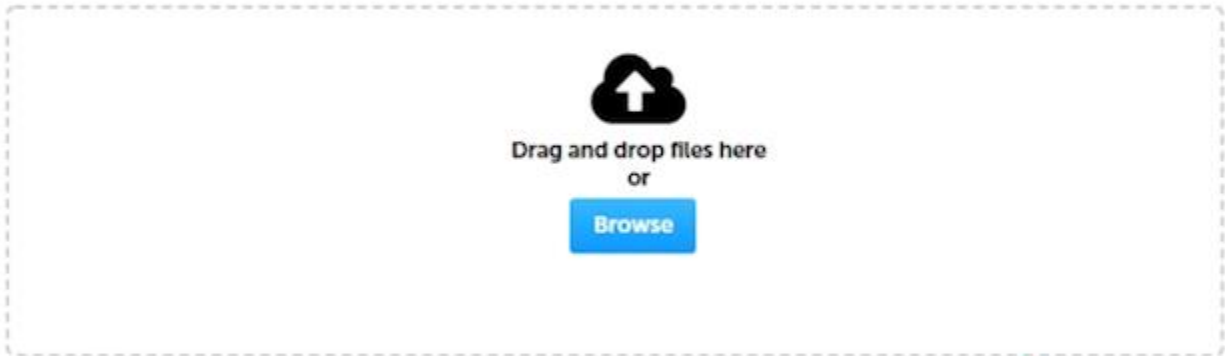
Name	Description	Type	Status	Uploaded By	Uploaded Date	Sign...
CorruptedFile.pdf	Demo Plans	Site Plan	REJECTED	Larry Cooper	2/3/2021	🗑
Encrypted128AES.pdf	Demo Documets	Documents	REJECTED	Larry Cooper	2/3/2021	🗑

3. And then click "*Yes*" in the pop-up screen to remove the file and then upload the corrected file as described above in the Uploading and Validating Files section.

Are you sure you want to remove this file? ✕

CorruptedFile.pdf

Yes   No
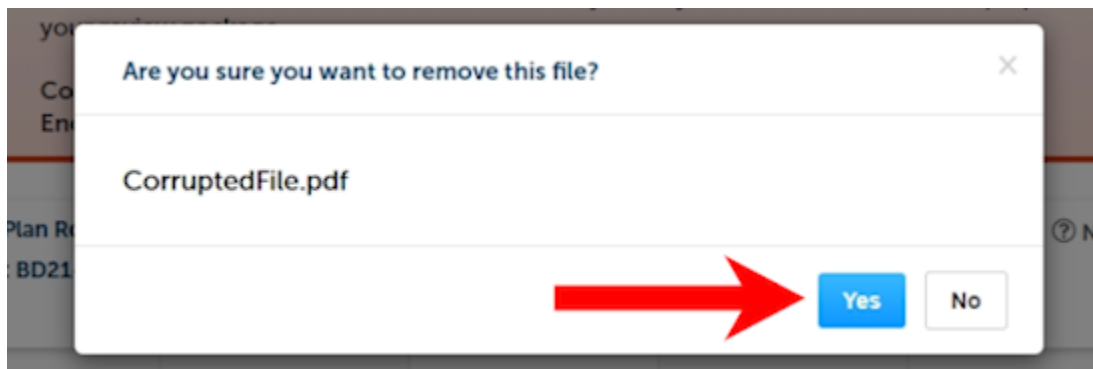
File Processing

1. The File Processing step may take a few minutes 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 file processing to finish, the above screen will close once complete and you can move forward to the Sheet Versioning step by clicking "*Continue*" on the next screen.
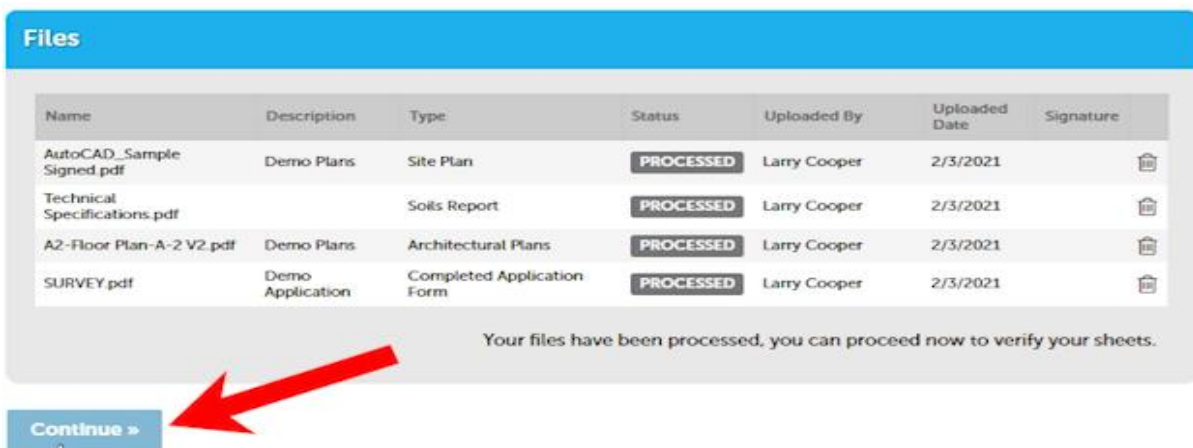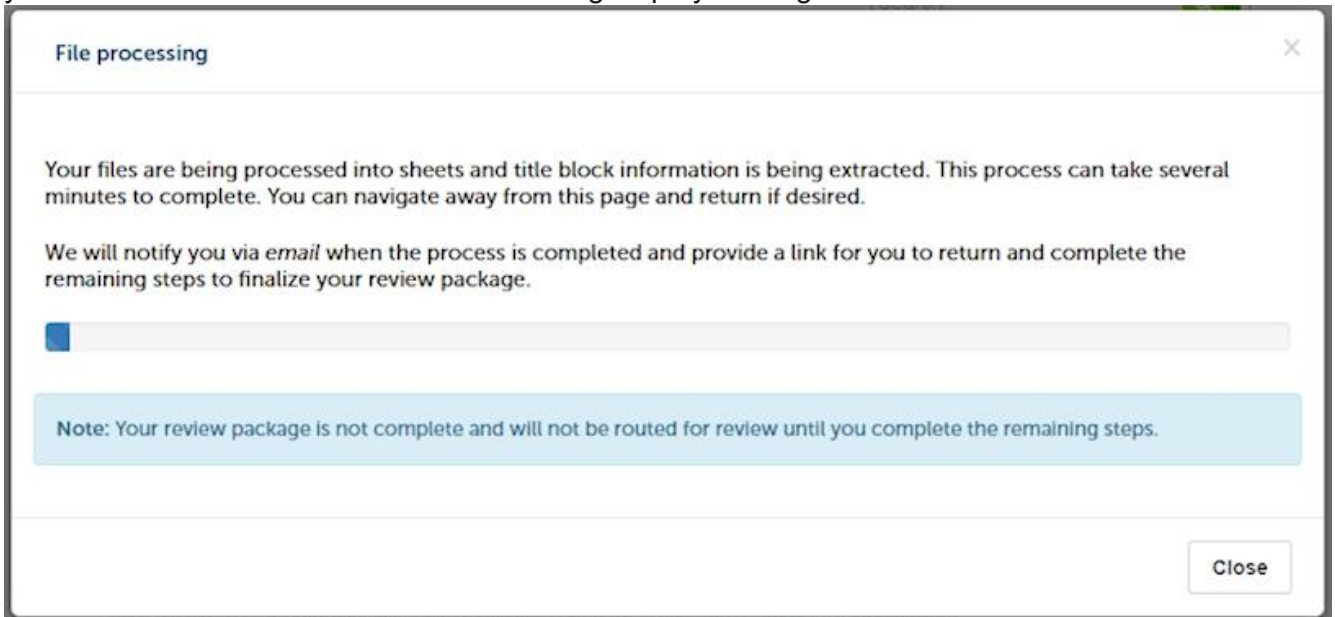
Sheet Versioning

1. Click on "*Continue*" to start the Sheet Versioning step. **NOTE:** If you opted to receive an email instead of waiting, the link will take you directly to the Sheet Versioning 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.

SHEET NAME HERE
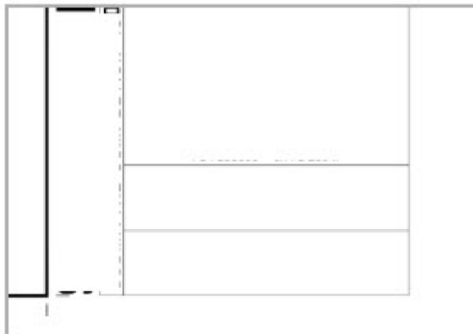
Page 1 from TEST2Plans.pdf

TIME-SAVING 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 Revit, etc.). Include sheet titles within the Table of Contents when possible. Including a Table of Contents improves the accuracy of the system in automatically identifying all of the sheet names.

S-03

FLOOR FRAMING PLAN AND SECTIONS

AutoCAD_Sample.pdf *(Page: 10)*

S-04

STRUCTURAL SECTIONS

AutoCAD_Sample.pdf *(Page: 11)*

Continue

Save and resume later

3. Click "*Finish*" to complete the file upload.

Step 4: Review

Please review the information below and ensure you have uploaded all of the plans and documents for this review cycle. Click the Edit buttons to make any needed changes or to upload any remaining documents.
Once you click Finish, your review cycle will begin and additional documents cannot be uploaded until after the review cycle has been completed.

Finish ⬅

General	Edit

Review Plan Cycle # 1

Client Demo Tutorial

Requirements	Edit

This is the requirements checklist for this package.

Status	Requirement	Message
✔	Architectural Plans	
✔	Completed Application Form	

Files	Edit

These are all the files that will be submitted with this package.

Name	Description	Type	Status	Uploaded By	Uploaded Date	Signature
AutoCAD_Sample.pdf		Site Plan	PROCESSED	Larry Cooper	2/5/2021	
Technical Specifications.pdf		Soils Report	PROCESSED	Larry Cooper	2/5/2021	
A2-Floor Plan-A-2 V2.pdf	Demo plans	Architectural Plans	PROCESSED	Larry Cooper	2/5/2021	
SURVEY.pdf	Demo application	Completed Application Form	PROCESSED	Larry Cooper	2/5/2021	

Finish ⬅

4. You will receive confirmation the review package has been received by Clark County 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 Clarkcounty-accela@clarkcountynv.gov== to their whitelist.

Success.
Your review package has been received.

Digital Plan Room
Record: BD21-00120

Record Details	Summary	Uploads	Issues	Conditions
			Notes	Approved

Review Package Details

Name: Review Plan Cycle # 1
Description: Client Demo Tutorial
Status: Submitted
Date created: 1/29/2021, 3:51:41 PM
Date submitted: 2/3/2021, 2:08:56 PM

Files

Name	Description	Type	Status	Uploaded By	Uploaded Date	Signature
AutoCAD_Sample.pdf		Site Plan	PROCESSED	Larry Cooper	2/3/2021	

Viewing Issues and Conditions

Once a given Plan Review Cycle is completed by Agency Staff, you will receive an email alerting you of the plan review status, the ability to respond to Issues and view Conditions, and submit any required corrected Sheets.

Issues – Issues are code related concerns that must be resolved 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 Citizen Access account.

2. Go to "*Search*" and select your Record ID.

3. Click on the "*Plan Room*" and select the "*Issues*" or "*Conditions*" tab as needed. The comprehensive list of Issues or Conditions identified will be listed. Click on an individual Issue or Condition to view the specific items.
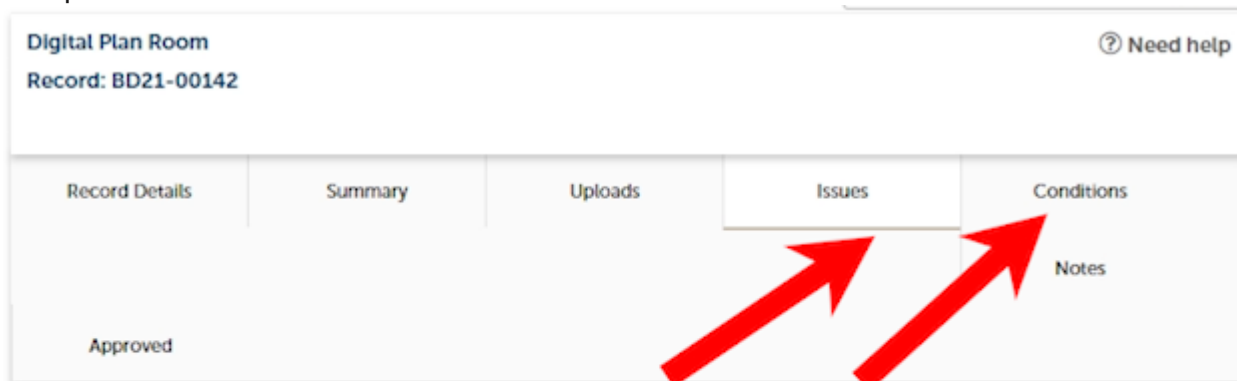
Below you will see a comprehensive list of issues for this project. This list can be filtered to focus on a desired discipline or status. You can click on an open issue to view associated mark-ups and respond before uploading new plans. Please note that all open issues will require a brief response prior to uploading a revised plan set.
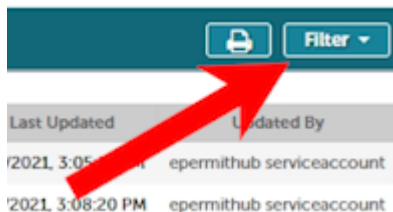

TIME-SAVING TIP: Use the Filter button to display only the desired Issue statuses and disciplines.

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.

Responding to Issues

1. Click on the individual Issues to view the Issue and respond with the corrective action. **NOTE:** Mark-ups associated with the Issue are color-coded by discipline.

2. The plan sheet will open with the Issue with any related markups and correction comments 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. Once you save your Resolution response, the status of the Issue will automatically change to "*Answered*".

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 "*Print*" icon.

2. The Issues list will open in a formatted report. The list can then be printed or saved by clicking the "*Print*" icon again.

Viewing Conditions

1. Click on the "*Conditions*" tab to view all Conditions, and then click on a specific Condition to view it on the plan sheet. **NOTE:** Conditions and mark-ups are color-coded by discipline.
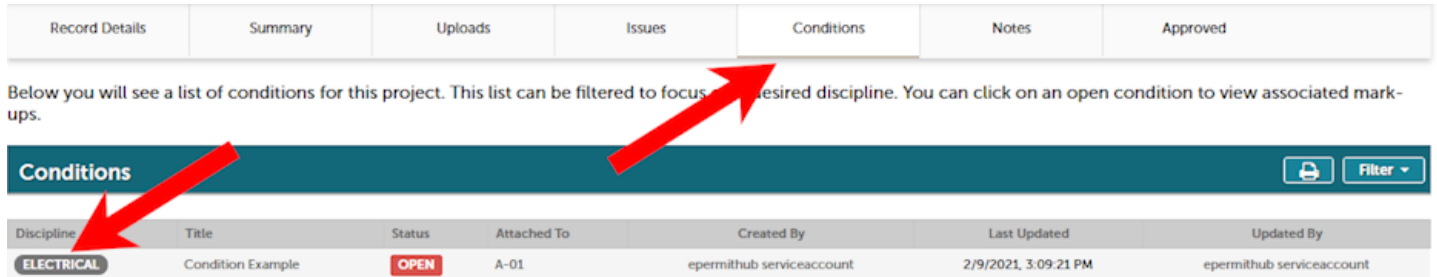
2. After clicking on a given Condition from the Conditions list, the plan sheet will open with the markup and Condition displayed on the related plan sheet.
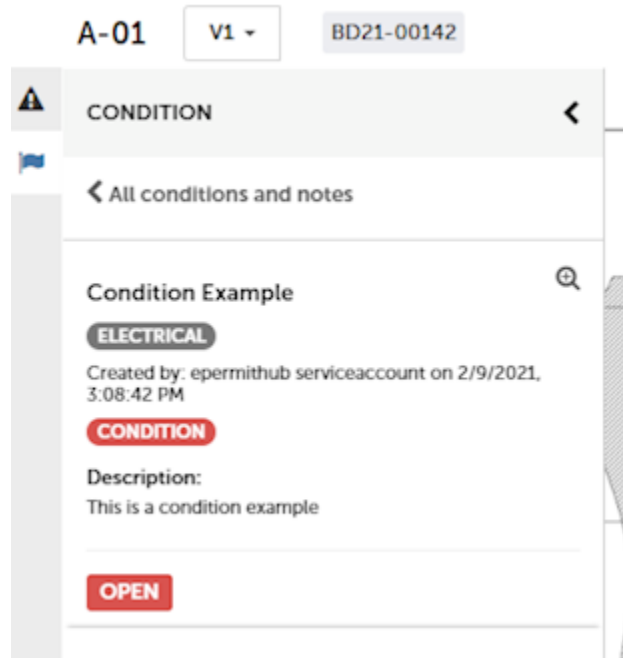
3. Conditions do not require a response. To return to the Plan Room options click on the X in the top right of the screen.

Uploading Corrected Sheets

1. Prior to uploading, **the entire plan review and response to issues must be complete**. You will not be able to upload corrected sheets until you have responded to all open Issues and the plan review has been finished. The status will show "*Answered*" once all Issues have a response comment. If your Issue resolution only requires a comment, please add the comment to the Issue response and re-upload the impacted sheet. To submit the subsequent revised package of plans all issues must have an answer.

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. See the <u>Uploading and Validating Files</u> section above for detail on uploading files, and read the below **IMPORTANT NOTE** on how to name the revised plan sheet file names.

> **IMPORTANT NOTE:** Use the same sheet names when uploading the revised plan sheets. It is important that the same names are used so that the Digital Plan Room automatically recognizes and versions the new sheets. This will save you time!

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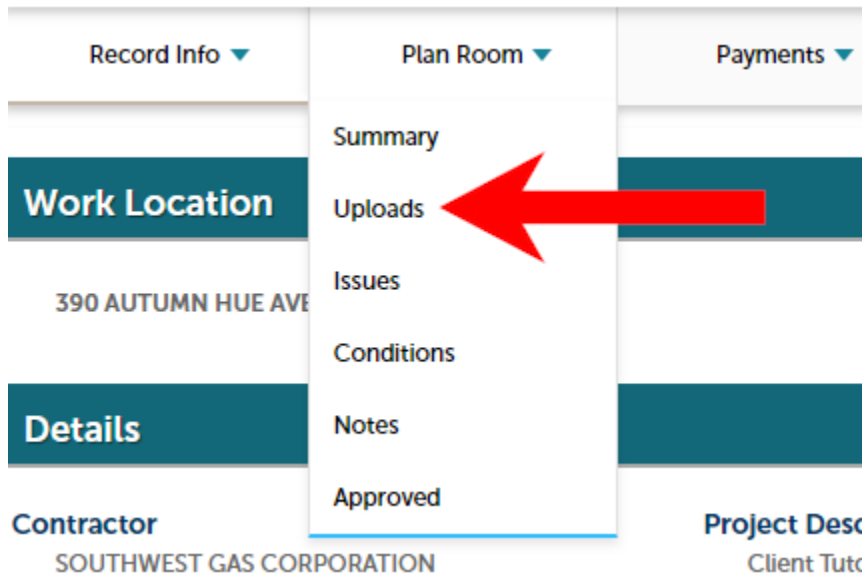
3. Follow the steps outlined in **Uploading and Validating Files**.

Downloading Approved Plans

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

1. Locate the record in the Citizen Access Portal.

2. Click on the "*Plan Room*" tab dropdown next to the "*Record Info*" tab, and then click on "*Approved*".

Submitting Plan Amendment to an Active Permit

1. **Option 1:** Locate the Active Permit from the Citizen Access record list and click "*Create Amendment*" under the Action column of the record.

	02/05/2021	BD21-00003-R011	Revision		testtes	Awaiting Plans	Upload Plans
	02/03/2021	BD21-00142	Commercial Building New	Client Tutorial Demo	Client Tutorial Demo	Waiting on Customer	Upload Plans Amendment
	02/01/2021	BD43-00024	SFR Model Plan			Awaiting Plans	Upload Plans

< Prev 1 2 3 4 5 6 7 8 9 Next >

Option 2: Click on a Record from the "*Record Number*" column shown in Option 1 above and then click the "*Create Amendment*" button at the bottom of the Record Details page.

2. Complete the Amendment application as you would the initial Permit application. Once you are at Step 3 of the Amendment application, proceed with the same instructions found in the Uploading and Validating Files as described above.
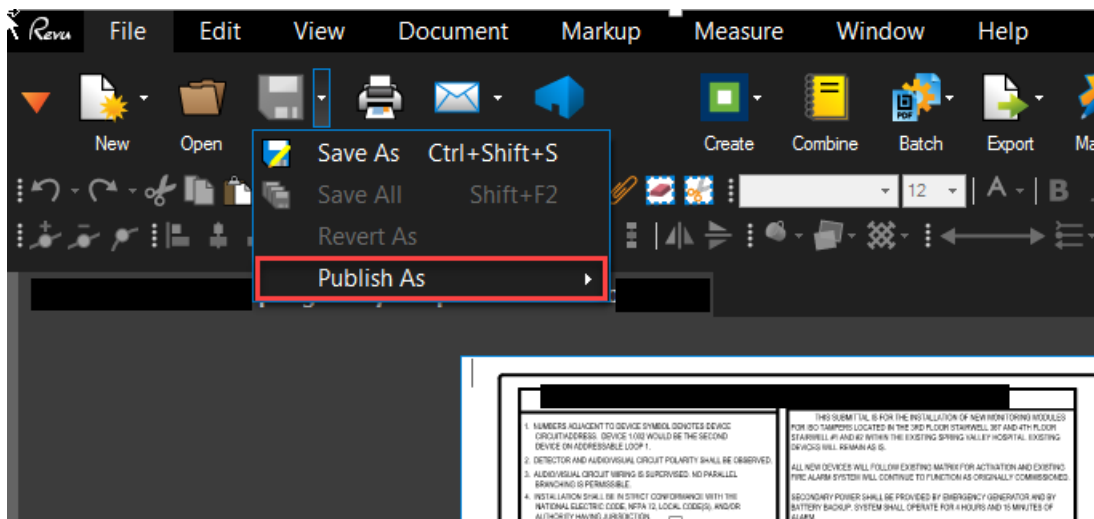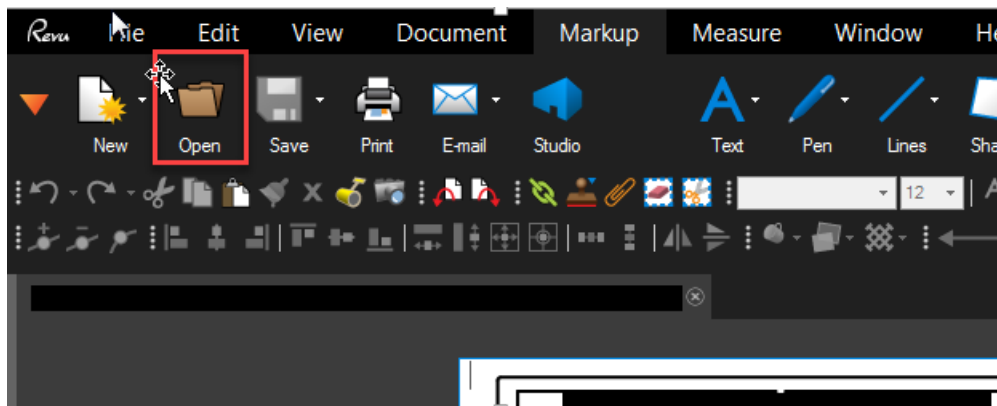
Understanding and Resolving Errors

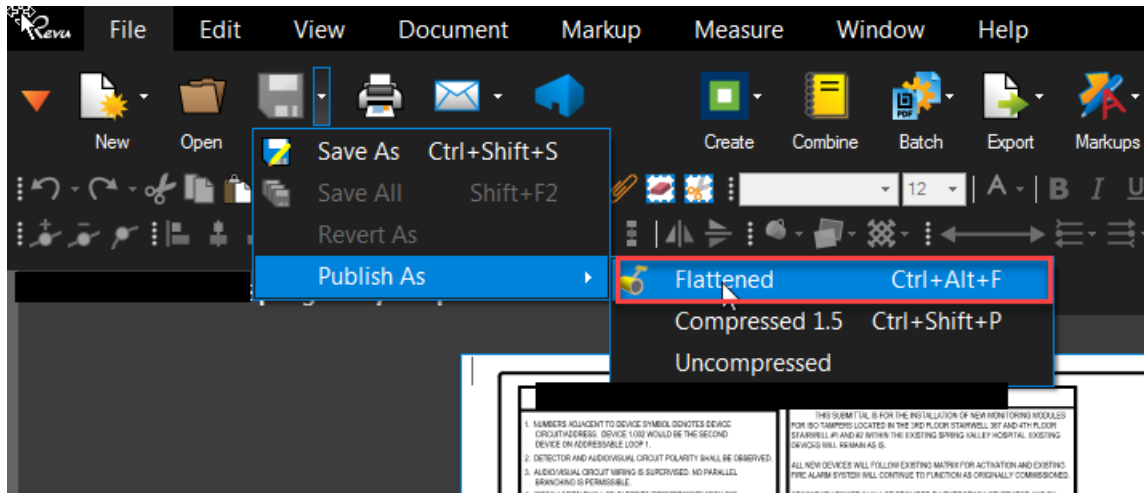*Common problems that could cause plan corruption during online submission:*

- The plan being saved as "**read-only**"
- The plan being "**digitally**" signed by the Architect/Engineer
- The plan **not** being properly flattened/optimized correctly within (.PDF)/Bluebeam
- The plan filename contains special characters (**$*%^@!**) and over character limit (example: **archBD19-02456_%1@34!6_****_SameDayPlease_2019forwardtome**)
- Using weak/non-dedicated unsecured Wi-Fi when submitting plans
- Customer firewall altering document syntax and adding additional characters into doc code upon upload into the Citizen Access Portal

If the plan is being saved from Bluebeam and converted to (.PDF) you need to optimize the drawing before submitting into ACA by doing the following steps:
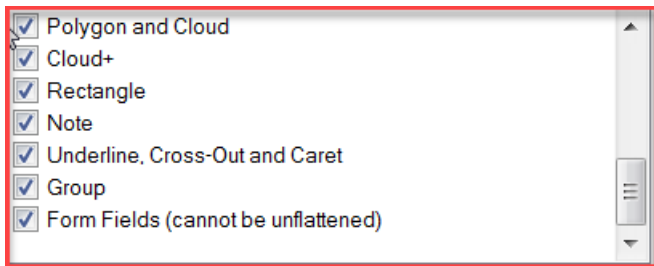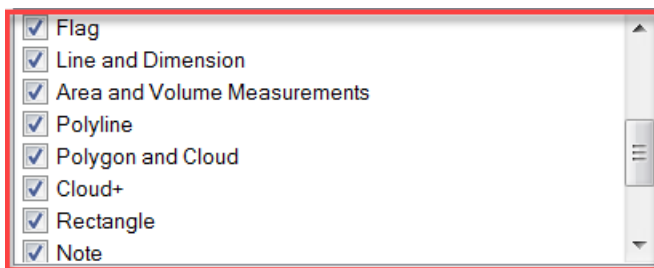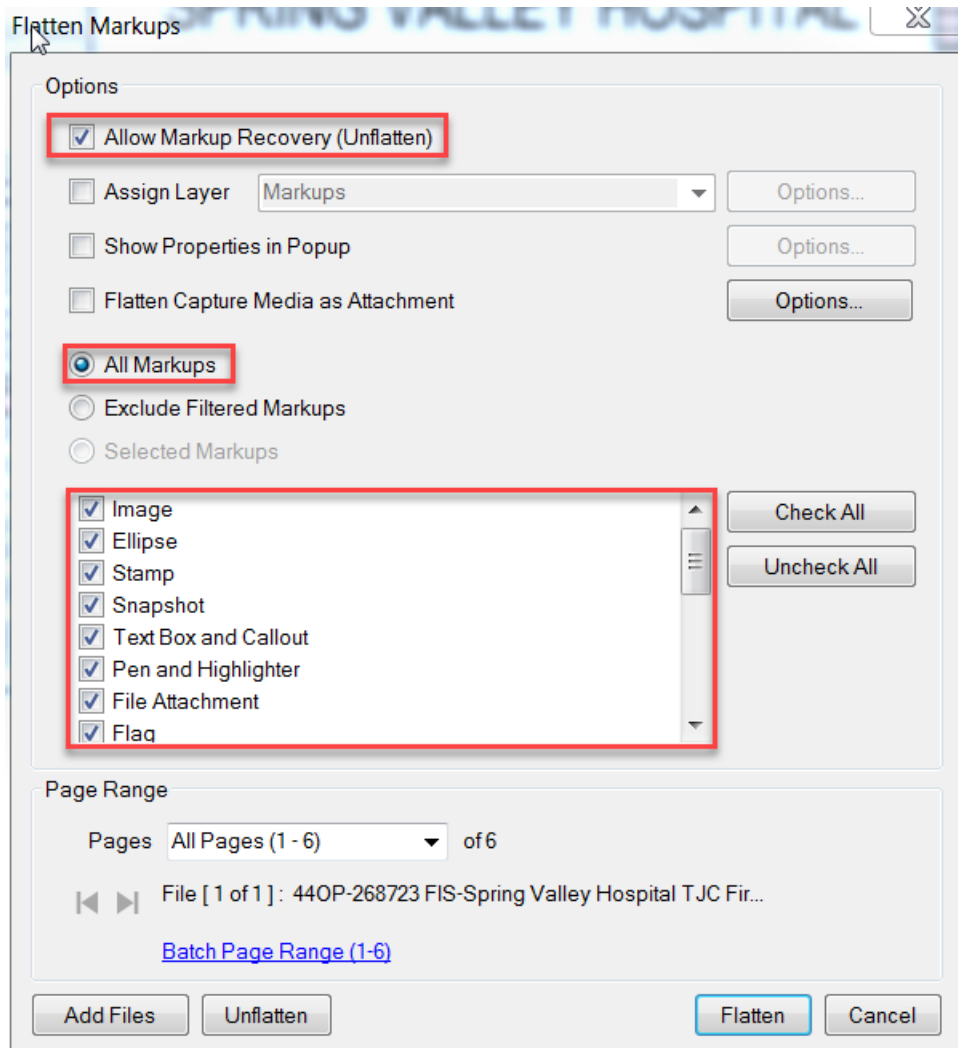
Open Bluebeam
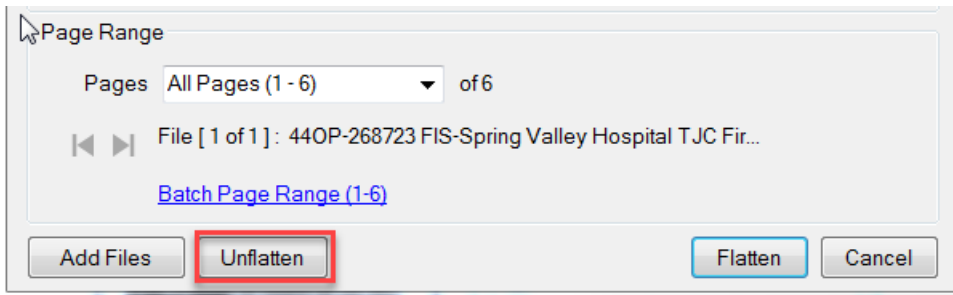- o Browse file directory for the plan that needs to be optimized

Leave the defaults and make sure you check all the boxes highlighted in "**red**":

Flatten Markups

Options

☑ Allow Markup Recovery (Unflatten)

☐ Assign Layer | Markups ▼ | Options...

☐ Show Properties in Popup | Options...

☐ Flatten Capture Media as Attachment | Options...

◉ All Markups

○ Exclude Filtered Markups

○ Selected Markups

☑ Image
☑ Ellipse
☑ Stamp
☑ Snapshot
☑ Text Box and Callout
☑ Pen and Highlighter
☑ File Attachment
☑ Flag

Check All
Uncheck All

Page Range

Pages | All Pages (1 - 6) ▼ | of 6

◁ ▷ File [1 of 1] : 44OP-268723 FIS-Spring Valley Hospital TJC Fir...

Batch Page Range (1-6)

Add Files | Unflatten | Flatten | Cancel

☑ Flag
☑ Line and Dimension
☑ Area and Volume Measurements
☑ Polyline
☑ Polygon and Cloud
☑ Cloud+
☑ Rectangle
☑ Note

☑ Polygon and Cloud
☑ Cloud+
☑ Rectangle
☑ Note
☑ Underline, Cross-Out and Caret
☑ Group
☑ Form Fields (cannot be unflattened)

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1. "Unflatten" the file, save the file to a folder called "unflatten"

2. The document will stay open, then "flatten" the file, save the file to a folder called "flatten"
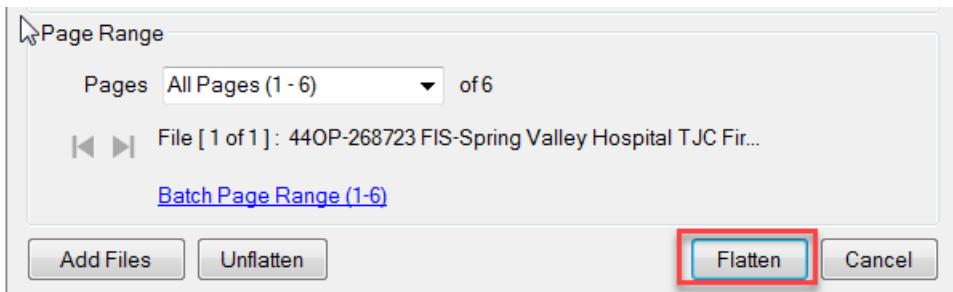
Example of what the folders should look like:

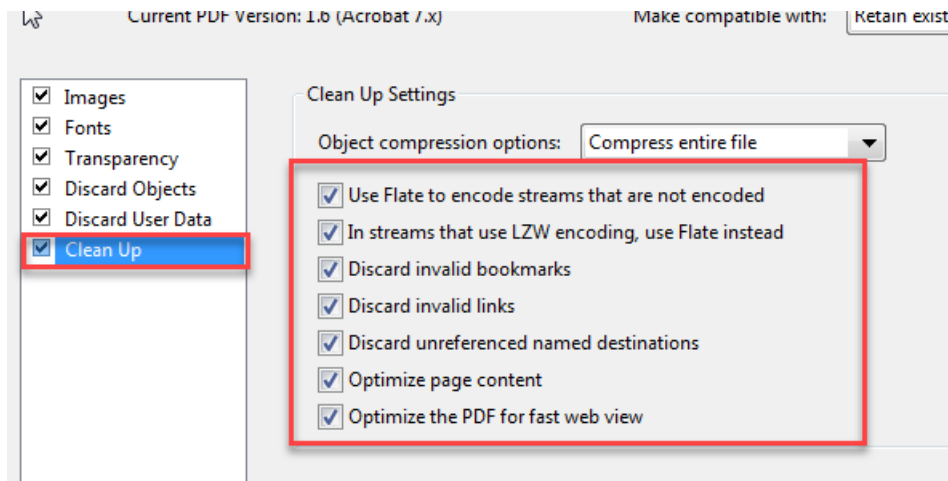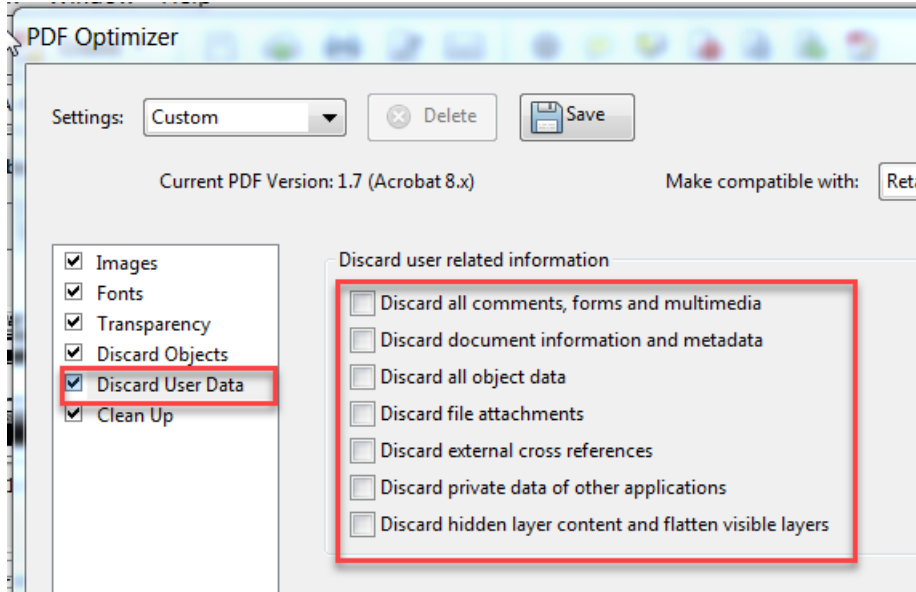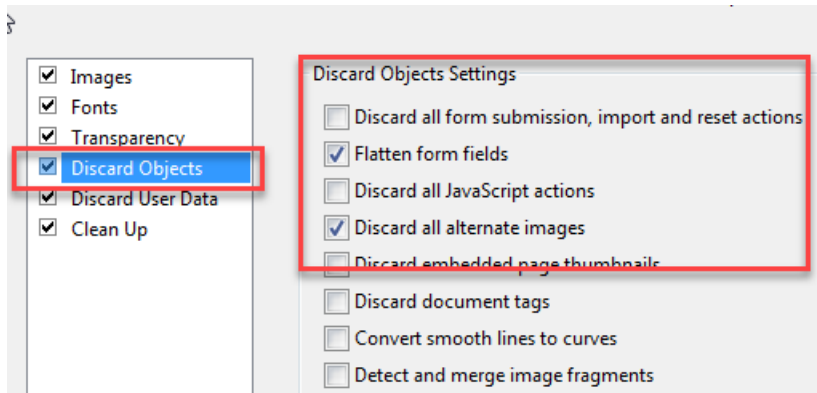| Name	Date modified	Type
📁 Flatten	7/23/2019 11:38 A...	File folder
📁 Unflatten	7/23/2019 11:38 A...	File folder

3. Once you have flattened the file, then open Adobe pro, browse to the folder called flatten, open the flattened doc in Adobe Pro
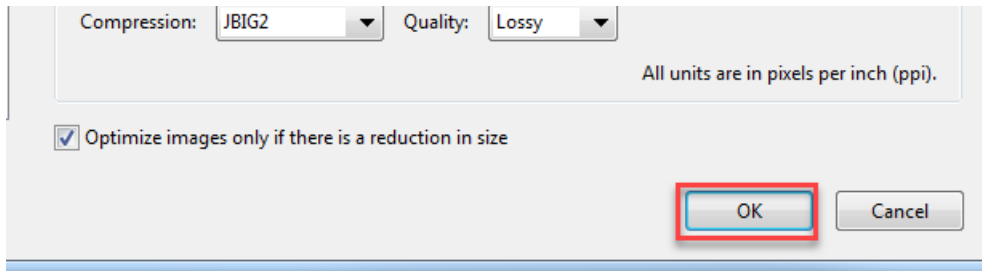
- Click ➜
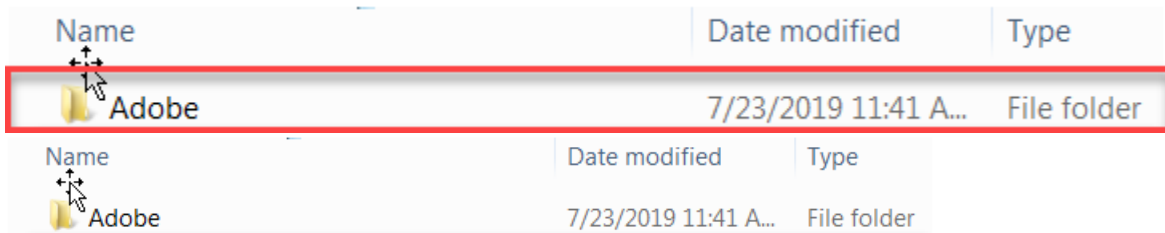- File Save As Other
- Optimize PDF
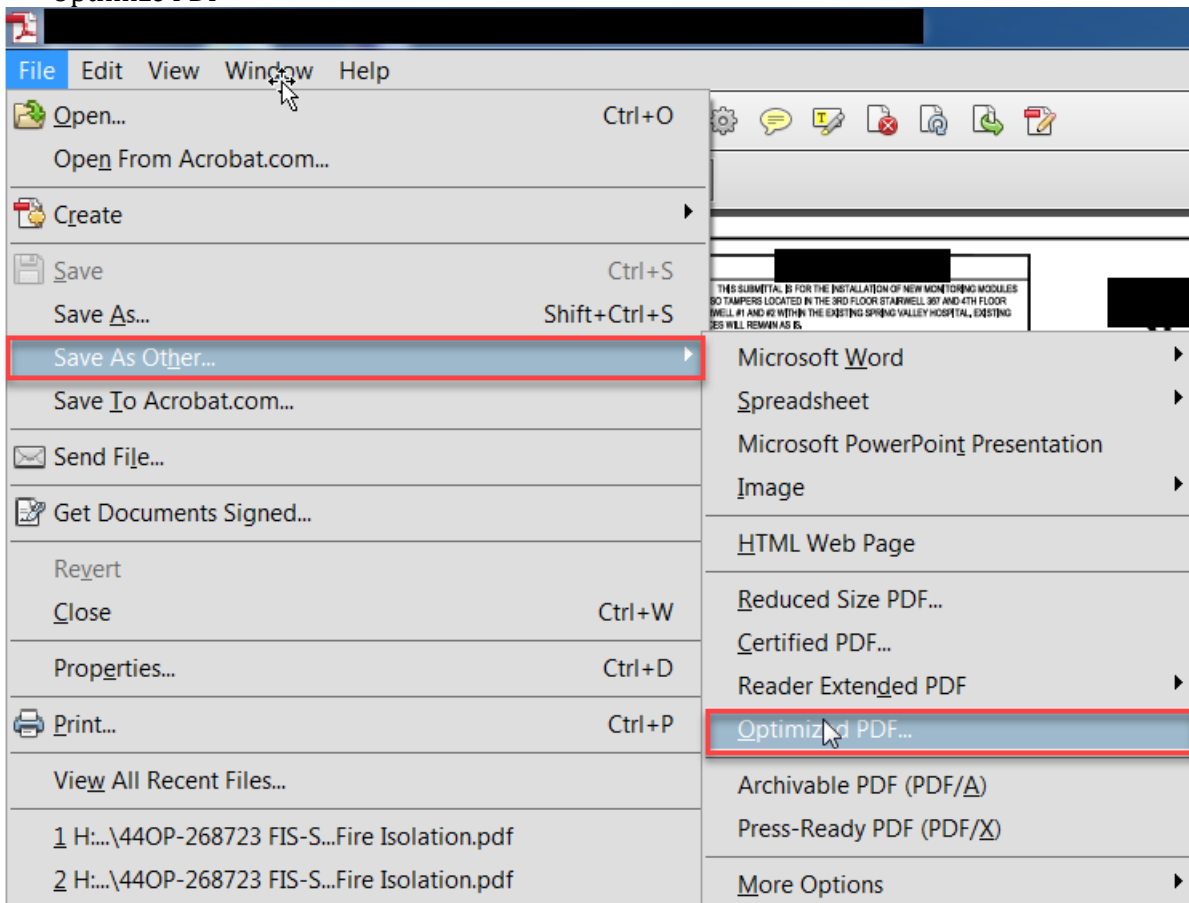
Make sure your settings in Adobe Pro match the screenshots listed below:
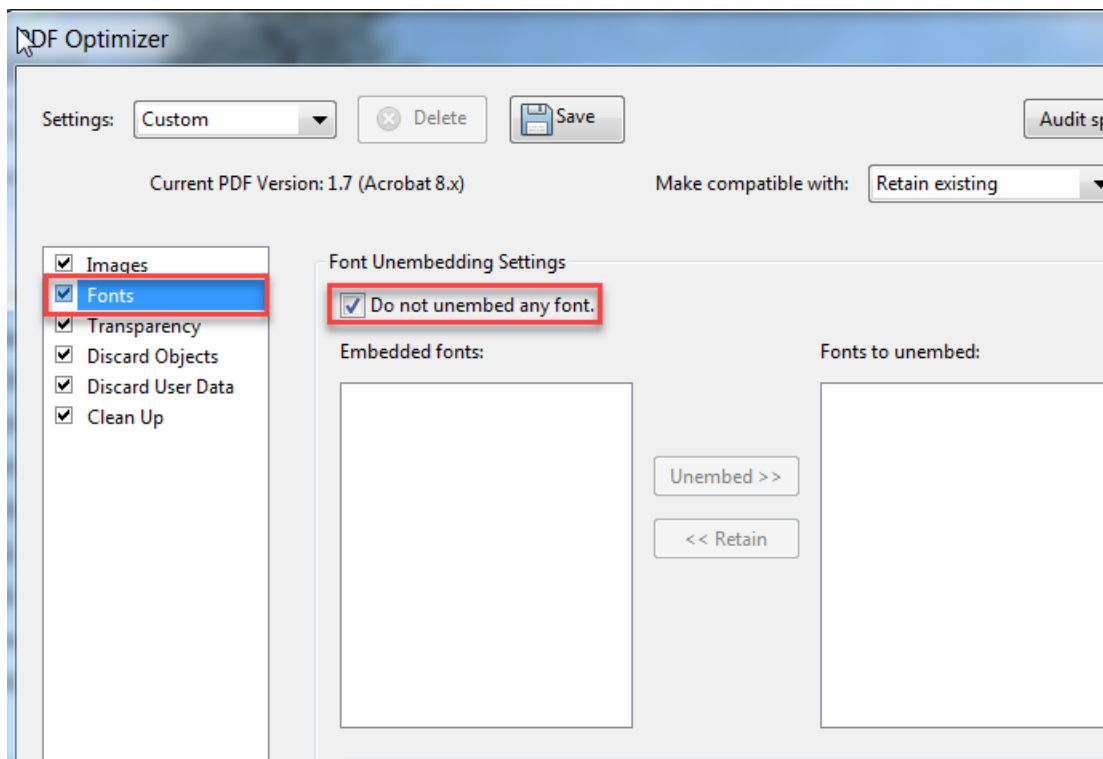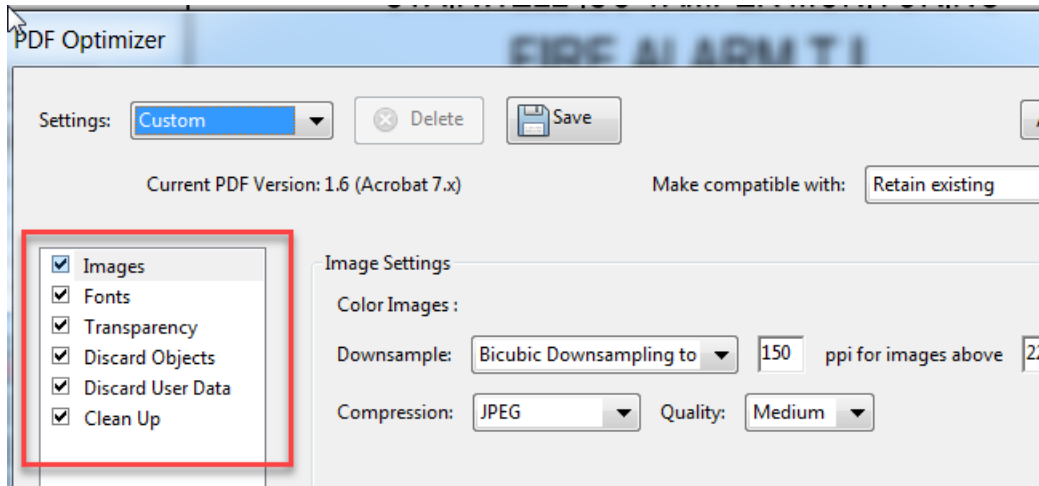
4. Create a folder called "adobe", save the document being optimized there

5. You will see a status bar appear in the lower right-hand corner (this is a good sign)

Gathering data for image processing.

6. Once this process is done, login to the portal and upload the document from the "adobe" folder