

Development Services Department

ProjectDox - Electronic Plan Submittals

Frequently Asked Questions

Be sure to read all ProjectDox submittal instructions found on the [Development Review Portal](#).

How do I get started?

In order to use ProjectDox, you will need to complete an online application through [eTRAKiT](#). As soon as you submit application, a ProjectDox project will automatically be created and you will get instructions via email on how to proceed.

I've never done business with the city before and don't have a login.

If you are a new customer or applicant, your permit application will be delayed until the contact information can be verified. Once intake staff has confirmed the new contact information, they will complete the processing of your application and you will get an email with your ProjectDox project information.

What is the cost to use ProjectDox?

There is no cost to use the ProjectDox service. Plan review and permit fees still apply and are the same as paper plan reviews.

What are the workstation requirements to run ProjectDox?

Any standard PC or Mac with at least 8G of memory.

Do I need special software to use ProjectDox?

You will need Internet Explorer version 11 or greater in a windows environment. Also, you will need to install ProjectDox Component prior to use. This can be done on the ProjectDox login page. Once there, you will notice in the bottom left-hand corner of the page that there is a link to "Install ProjectDox Components." ProjectDox will not work as well with non-Internet Explorer browsers, such as Safari, Firefox, or Chrome.

You will need both ActiveX and Silverlight installed on your computer. As long as you have Adobe Flash and Microsoft Silverlight installed on your computer, the system should work properly once you log in.

I am a Mac user can I run ProjectDox in a Mac environment?

Yes, ProjectDox does run on a Mac.

Who can view my project?

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

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

When you click on and accept your Task in ProjectDox, you have the option 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.

If I have multiple projects do I need multiple logins?

No, you will need only one login for all the projects that you manage. Projects are created with the initial application. If you anticipate having multiple ProjectDox projects, or if you have several people who will be working on a project, we recommend you create a generic email for yourself or your company that can be used by the entire project team.

What are the hours for ProjectDox?

ProjectDox documents can be uploaded 24/7 and can be accessed at anytime and anywhere.

Is ProjectDox 100% paperless? Do I still need to print paper copies?

During the submittal and review process ProjectDox is entirely paperless for agencies using ProjectDox. When your plans are approved by all departments, you will receive an e-mail indicating that your plans are approved and ready for download. One set of paper plans may need to be printed and brought to the job site.

What agencies are using ProjectDox?

Currently all development review divisions in the City are using ProjectDox. All of these agencies will be simultaneously notified to review your project as soon as it has cleared the intake prescreening process.

How do I know which agencies I need to route to?

You no longer need to bring or send plans to other Divisions or Departments, ProjectDox takes care of everything.

How do I get my permit application?

Once your project has been approved and all fees have been paid, you may download or receive an emailed copy of your permit.

What files types are allowed?

You can upload several file types, including dwg, jpg, docx, and pdf, but searchable, vector PDFs files are required for drawings.

What are the file size limitations?

Typical file sizes are about 5Mb each but can be much larger. This is one of the primary reasons for having each drawing as a separate file. The files will upload faster, will render faster and will be quicker to review. For supporting documentation, there is a 5Mb file limit on other allowed file formats.

How does ProjectDox treat plans and drawings?

Plan and document files that are uploaded into ProjectDox are published immediately into a “read-only” screen format that is used throughout the review and approval process. The plan files themselves, once published, are archived in order to ensure they are never altered or modified. All markups and annotations applied to the plan file renditions occur on virtual layers in ProjectDox.

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

The City of Tyler uses the file naming conventions set up by the US National CAD Standards. You can see a summary of the conventions on the [Development Review Portal](#).

I have saved all the plans as individual pdf files, how do I upload them all at once?

You should verify that the Silverlight plug-in is properly installed. This will allow you to drag & drop all your drawings into the upload dialog box.

Will I get my permit faster if I use ProjectDox?

For uploading drawings, revisions and downloading approved drawings ProjectDox is definitely faster. In addition, you will save time because you will not have to drive to our permit center and stand in line to submit your plans or revisions.

However, the primary factors in the length of the plan review is the adherence to the submittal requirements, quality of the drawings, and the complexity of the project. The City staff are committed to meeting or beating the proscribed review timelines.

Are my plans secure?

Yes, you 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.

Do I have to use ProjectDox?

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

How to check status of my project?

You can check the status of your project from the [eTRAKiT](#) website with a public search or you can log in and see the details of the project. You can also log into [ProjectDox Review](#) and see all your projects as well as the notes, comments, and markups.

Can I see the comments while my project is 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 can I exported/downloaded comments the system?

On your eform task there is an Excel icon that will allow you to export reviewer comments and your response. You can also download the Combined Comment Report pdf from the Change marks folder.

I've uploaded revisions, but my project status is not In E-Review. What is wrong?

This usually happens when you upload revised drawings, but forgot to complete the actual resubmittal task. Always be sure that when you are ready for your revisions to be reviewed that you click the 'Complete' button at the bottom of the eForm window.

Why are my AutoCAD files producing an error after being uploaded into ProjectDox?

Three critical actions should be taken in AutoCAD before generating files:

- Run an audit and fix all errors
- Ensure that nothing is outside the extents
- Ensure that all Xrefs are embedded

These actions are required to help ensure successful uploading and processing of your submitted files. Please refer to your AutoCAD documentation for instructions. We recommend that drawings created in AutoCAD are converted to Vector PDF by using the Autodesk Vector Graphic Converter "DWG to PDF.pc3 plotter driver". If drawings are electrical, mechanical, or plumbing/gas, confirm that only the trade lines are dark by changing the background to grayscale prior to saving as a vector PDF file.

I have installed ProjectDox Components and I am still having problems when viewing files. I am a Windows 7 or Vista user. How can I resolve the problem?

For Windows Vista and Windows7 users, the UAC (User Account Control) must be turned off prior to ProjectDox Component Installation. This in turn disables IE8 protected mode and will allow the installation of components. You will need to do the following to do a clean uninstall and install:

1. Turn off UAC first.
2. Remove ALL ProjectDox components from the machine.
3. Using Control Panel (in classic view) -> Program Features, if there is anything involving ProjectDox listed, remove it.
4. In Internet Explorer (Internet Options->Browser History->Settings->View Objects remove anything Brava, ProjectDox, or Upload).
5. After the above is completed, delete these directories using windows explorer:

- o For Windows Vista

\\Documents and Settings*Your User Account*\IGC

C:\Program Files\Avolve\Components

o For Windows 7

\\Users*Your User Account*\IGC

C:\Program Files\Avolve\Components

C:\Program Files (x86)\Avolve\Components

Is there a review a log of project activity, all transactions, who changed what, etc.?

There is a site activity report that can be run to show all activity on the site. There are project specific reports to show workflow activities, emails, file uploads, etc.