This are the most frequently encountered questions received from new users of ePLAN. Detailed instructions on using the ePLAN Portal and Digital Review Software can be found in our *Applicant Handbook* as well as our *Quick Reference* sheets, available at www.markham.ca >> Business & Development >> Building Permits >> ePLAN Guides and Tutorials.

Q1: "When I press the "ePLAN Upload Attachments/Drawings/Etc." on the projects details page nothing happens"

1. This issue occurs when the browser being used by the applicant has a pop up blocker enabled.

2. To disable the pop-up blocker please follow the following steps:

   a. **Internet Explorer:** Tools > Internet Options > Privacy > Deselect "Turn on pop-up blocker".

   b. **Google Chrome:** Select the "Pop-up blocked" icon in the top right and select "Always allow pop-ups from https://www.markham.ca".
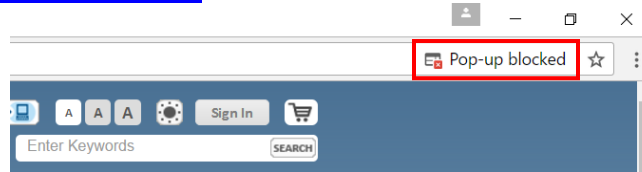
Q2: "I can't upload drawings or documents to the digital review environment"

1. Log into the ePLAN and go to the project details.

2. Select the **ePLAN Upload Attachments/Drawings/Etc** button ( )which will open the digital review environment. *Note: The $100 Pre-Application Fee **MUST** be paid before the option of uploading becomes available.*

3. Next select the **Workflow Portal** button located in the top right.

4. Check to see if there is an "Applicant Upload" "Applicant Prescreen Corrections" or the "Applicant Resubmit" task. If the project is currently being reviewed by examiners or admin the applicant cannot upload documents or drawings.


5. Please refer to the *ePLAN Quick Reference – Uploading Files* document (beginning at Step # 6) for detailed instructions on how to upload your documents and drawings and complete your task.

Q3: "I have uploaded my drawings and documents, what do I do next?"

1. In order for the application to be cycled to the City of Markham staff to begin your review, you must remember to complete your task.

2. Your task can be found by selecting the **Workflow Portal** button once you have accessed the digital review environment.
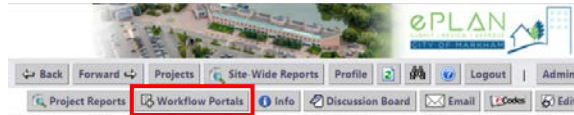
3. Now select the "Applicant Upload Task" to open the eForm.

4. The eForm (pop-up window) will now appear and allow you to complete the task. Click the checkboxes and finally select the "Document Upload Complete" button. If you do not complete the task your project will not be reviewed.

Q4: **My permit has been issued and I don't know how to find / download the Approved Permit Plans and Permit Placard.**

1. The approved permit package and permit placard can be accessed through the project details button. Select the Details button of the issued permit.

| 17 102235 000 00 AL | 111 Upper Duke Cres 303 Markham | Issued | 26-06-2017 | Details | Revision |
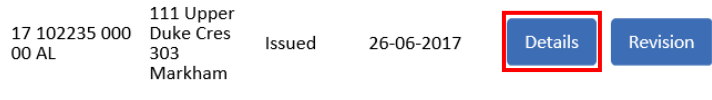
2. Once the Details page has loaded, scroll down to the "Attachment Details" section and select the "View Button" for the file you would like to view/download.
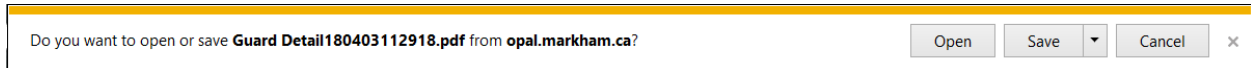
Attachment Details

Show [10 v] entries

Attachment Description	Attachment Details	Uploaded On	View
Approval Document	Permit Placard	Apr 03, 2018 11:29:19	View
Approved Permit Plan	Approved Permit Plans	Apr 03, 2018 11:29:30	View

Showing 1 to 2 of 2 entries   Previous 1 Next

[Upload Attachments\Drawings\Etc]
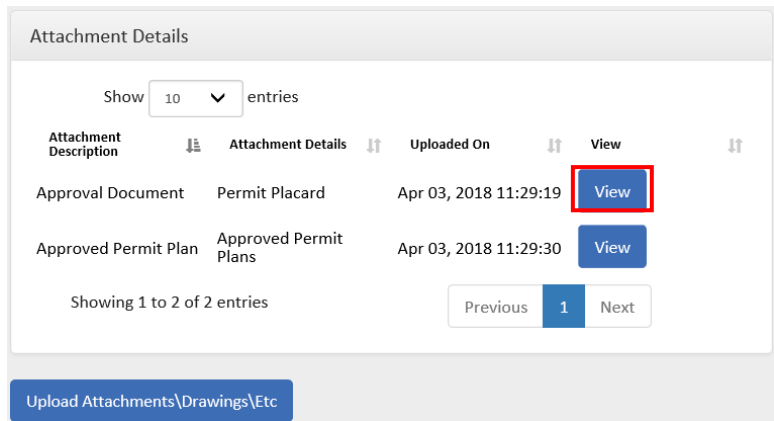
3. Selecting the View button will give you the option to "Open" or "Save" the attachments (depending on the browser you are using) to your computer for your records. ***Note:*** *some browsers (Internet Explorer) will download the file to your default folder and will not prompt you with the pop-up below.*

| Do you want to open or save **Guard Detail180403112918.pdf** from **opal.markham.ca**? | Open | Save ▼ | Cancel | × |

If you require further clarification, please refer to the *ePLAN Quick Reference – Downloading Files* document for a detailed description of these steps.