City of Marco Island – Email permits process & EReview

Currently permit applications may be submitted for two ways:

o   Hand delivered, or mailed in – You will have to specifically request an EReview and then we will scan the permit app for you and convert to EReview. Scanning surcharge applies.
o   Emailed to permitsubmittals@cityofmarcoisland.com.

Logging In Online – use the same user ID and password for both sites.

o   Citizen Access Portal (CAP) website: http://energov.cityofmarcoisland.com/CitizenAccess/Public/Main
o   EReview Portal website:
    http://energov.cityofmarcoisland.com/EReview/BackOffice/RestService/default.aspx

Tip! – If you log in to the Citizen Access Portal there is a link from the plan record directly to the EReview record. It opens EReview up, directly to your plan.

What is the Difference between CAP and the EReview Portal

o   When you log in to CAP you can view the permit information and see the related plan number. And you can schedule inspections.
o   When you log in to the EReview Portal you can upload plans, view the status of your uploaded plans in "reviewer level" detail. You can upload corrections and/or revisions. You can download your EReview approved plans.

Tip! – When you log in to the EReview Portal you can view your plan but you need to know your Plan number to find it. We will provide you with your permit number and plan number after we have entered the permit application in the system. If you want to find it on your own you can see the plan number by pulling up the permit number in CAP and then looking at the box titled Existing SubPlans.

Submitting Plans for a Permit   *(If using a MAC computer use the Google Chrome Browser)*

1)   Log in to the EReview Portal (method A is preferred)
     a.   Log into the Citizen Access Portal and open your permit. Scroll down to the Existing SubPlans window andClick on the Plan Number link. The page will reload in the Plan case and you scroll dow to EReview Projects and click the "Open" link just before the EReview item details.
     b.   or, Log in to the EReview Portal directly (required re-entering your password)
          http://energov.cityofmarcoisland.com/EReview/BackOffice/RestService/default.aspx
2)   What file types are allowed?
     a.   Adobe Acrobat   .pdf
     b.   Download the free reader at http://acrobat.pdf-inow.com/

3) What format may the digital records be transferred in?
    a. via e-mail the file size limit is 10mb per email.
    b. CD or DVD
    c. Paper plans 11' x 17 inches or smaller may be scanned in our office and uploaded for you. The normal EDC fee will apply.
4) Once you are in your EReview plan case there are 2 buttons on the left column.
    a. Case Details is where you upload plans. (use the Case Details)
    b. Review Details is where you see the review status and acknowledge reviewer comments.
5) Click on the first folder in the eReview Files pane and the Browse function will appear in the right side.
6) Click on the Browse button in the bottom right side of the window.
7) Navigate to the file. Select the file and press open.
8) Press "Upload" or "Add more files"   (You can add more files after this step.)
9) Select as many file categories as apply to the document type.
10) Check "Submit for Review" and OK at the warning popup. Don't hit the submit button until you are done with your uploads. If you find you need to add files just e-mail us.
11) Click on each file that was uploaded and press the plus sign next to each applicable category.

TIP – Do not use special characters like # or ( ) because you may have trouble uploading or downloading the file.
TIP – Submitting all documents as one file will make categorizing the file easier but it is not absolutely necessary. There are pro's and con's to this idea. It is easier to review and submit corrections if there are fewer files. But if you have everything in one file resubmittals may be more difficult because you must maintain the integrity of the entire file and only update the changed pages. Some typical groupings might match the File Category Types.

The Collaboration Window & Finding out you have required corrections.

o If corrections are needed you will receive an automated email indicating that you have a collaboration and that you need to log in to the ereview portal and view the collaboration. The collaboration may be a simple question or may direct you to view a comment letter that is with the plans.
o Log in to the ereview portal directly. The Collaboration tab will have a notification icon on it. A red circle with a number in it, indicating how many collaborations you have.
o Click on the Collaboration tab and you will see a list of records.
o Click on the folder to open the record or click anywhere on the line item to view the collaboration.
o At the bottom of the window there is a chat box where you can type a reply and hit send

Uploading a correction in EReview Portal.

o Once all reviews have been completed you will be able to upload corrected or additional documents.
o To upload the corrections first check the box acknowledging that you read the comments.
o When you are ready to submit corrections follow the steps as in the regular upload process.
    o TIP – It is a good idea to keep files in the same organizational layout as originally submitted.
    o TIP – Add Correction version to the file name before uploading and be careful to not use special characters.

Getting your approved permit issued.

o Once the plans are approved you will be notified via e-mail. Permit status will change to Permit Ready.
o You will be advised if other documents are required.
o Fees can be paid, in person, via cash, check or credit card. If we take your credit card when you are not present there is a $2.50 fee per each transaction (not per each permit).
o Once plans are approved, all documents are received and fees are paid we will notify you and ask if you want the permit to be issued.
o If yes, the permit is issued. The permit status will be changed to Permit Active. You will be notified that the **permit, and inspection card can be downloaded from the CAP site** and the approved, **stamped plans can be downloaded from the EReview Portal.**

Uploading a Revision in EReview Portal.

o Once the permit is issued changed plans are considered a Revision. Submit the revision form via e-mail.
o After the revision is processed you will be notified with the plan number so you can upload your documents as normal.

Obtaining your Certificate of Completion or Certificate of Occupancy.

o When you are ready for your CC or CO contact us and we will review the status of the permit.
o If any inspections, documents or fees are required we will advise you.
o When completed we will notify you, change the permit status to complete, and attach your certificate to the permit so you can download it at the Citizen Access Portal.

About digital seals for Design Professionals

o Engineers and Architects may submit with a digital seal. You can click on the seal to see if it is real. Details will appear in a pop-up window when the plans are sealed. Or the language of the seal will indicate that the seal is digital.
o If the Design Professional dos not have a digital seal provide our form called "Design Professional - Digital Plans Affidavit." The form includes the following information:
    o Project Address
    o Project Owner Name
    o Project Scope
    o Drawing number(s)
    o Page Count
    o Drawing Date
    o Design Professionals contact information, License #, signature and raised seal
    o If a resubmit or revision include that information as well.