

EPR Frequently Asked Questions

How do I register to use Electronic Plan Review (EPR)?

Check out the User Guide for more detailed information.

Go to the Portal and click on [Register](#) to get started. Enter your email address and select a password.

On the next screen, please fill in the Name field using the format shown below (1) and add your company address (2).



The registration process is shown in three steps: Step 1: Create Account (green), Step 2: Enter Contact Information (orange), and Step 3: Registration Complete (grey).

New Contact Information

Required information is indicated with an asterisk (*).

1 Name* Company Name - First & Last Name

Preferred Contact Method* Email

▼ Mailing Address

2 Street Address* Company Address

Additional Address Information

City/State/Zip* Naples FL

▼ Contact Numbers

Contact Number(s)	Type	Contact Number	Ext.
	Primary		

(*Please note: at least one contact number is required)

Who needs to Register/have a user account? The Engineer, the company?

While this is a company decision, we recommend that you have more than one user account and that the user accounts are owned by individuals. Things to keep in mind:

- The user accounts should be set up for the individuals who do the document uploading.
- Only one user can be on a Portal account at a time. So if one employee is uploading a new application and another wants to check the status of a different application, they need separate accounts.
- Design Professionals do not need to be the ones to upload their documents.

I uploaded the necessary documents, how do I know if they uploaded correctly?

For your initial application submittal, you'll see a list of the documents you uploaded in the Documents & Images section of the "Planning Application – Complete" page.

For resubmittals, the document will already be in the Documents & Images section, but the Date Uploaded will change to reflect your new submittals.

Why won't my files upload?

The main reasons files fail to load are:

- The file is larger than 70MB
- The file format is not accepted (Portal accepts pdf, xlsx, xls, pfx, doc, and docx formats)
- The Portal has "timed out" and logged you off (If you no longer see the "Welcome Your Name" at the top of the screen you are logged out)

If you are continuing to have issues, contact us at (239) 252-1036 for assistance.

Can all documents and plans be uploaded at one time? As individual attachments or pages?

Documents and Plans are uploaded to a Submittal (1), and each Submittal has a checklist specific to the application type.

Upload files according to the checklist item (type) (2). **Example:** Application will be uploaded as Application Form under "TYPE" and the file name will be displayed under "Browse".

Each checklist item must be one file and not individual pages.

Type	Status	Date Verified
Submittal #1) Initial Submittal (05/24/2016) Print Requirement Items		
▼ Application Form 	Pending	
Select a new document for this requirement:		<input type="button" value="Browse..."/>
▼ Affidavit of Authorization/Evidence of Authority 	Pending	
Select a new document for this requirement:		<input type="button" value="Browse..."/>
▼ Addressing Checklist 	Pending	
Select a new document for this requirement:		<input type="button" value="Browse..."/>

Why do I need to fill out a paper copy of the application when I submit an application electronically?

The simple answer is that using the Portal to submit electronically includes the entire submittal process; an electronic way to submit the same documents you would deliver in paper, including the application form.

The more complex answer is that we have many application types and adding the detailed information required for each of them would make the portal application process unwieldy. Instead, these details are added to the electronic file by our Intake staff.

What is a digital signature?

A type of electronic signature that the recipient can verify as authentic when attached to a document in PDF format. Signature creation uses a “private” key (known only to the signer) to generate a unique signature. Verification uses a “public” key made available to the document recipient. The key pair functions together to authenticate the signature.

Additional information can be found in [Florida Statute 668.001-668.006](#).

How do we set up a Digital Signature?

Keep in mind that only those documents that currently require a seal will need a Digital Signature/Seal. Design Professional should follow the guidance provided by their licensing organization and state statutes in creating their Digital Signatures and Seals.

How do we electronically submit documents that require a Design Professional’s signature & Seal?

Only Digitally Signed and Sealed documents can be submitted through the Portal. Scanned copies of wet or embossed seals cannot be accepted electronically.

Design Professionals who have purchased a digital signature/seal from the Certification Authorities recognized by our pdf reader software are ready to submit electronically. These include:



If your Design Professional creates a signature through Adobe or other pdf software, or purchases a signature/seal from a Certificate Authority not recognized by our software, we require the signature certification file (or Public Key) be submitted with an affidavit from the Design Professional. Once received and verified, the certificate will be used to “verify” the signature on all future documents submitted by the Design Professional.

If some of our Design Professionals supply electronically signed and sealed documents, but others provide paper documents, can we still submit our project electronically?

We are not able to accept electronic submittals that are a mix of paper and digitally signed/sealed documents. Please refer your Design Professionals to their certification body and our Collier County web site for help in moving to a digital format.

What do the application statuses on the Portal mean?

The screenshot shows a table with two columns: 'Reference Number' and 'Status'. The first row has a blue callout '3' pointing to the 'Status' cell. The second row has a grey button labeled 'Add An Application Type' with a blue callout '1' pointing to it. The third row has a blue callout '2' pointing to the 'Status' cell. The table contains the following data:

Reference Number	Status
PL20160002778	Site Inspection - Add Application Type
	<input type="button" value="Add An Application Type"/>
PL20160002772	Under Review - Closed for Uploads
PL20160002752	Complete - Closed for Uploads
PL20160002751	Pre Construction - Opened for Uploads
PL20160002727	Site Inspection - Add Application Type

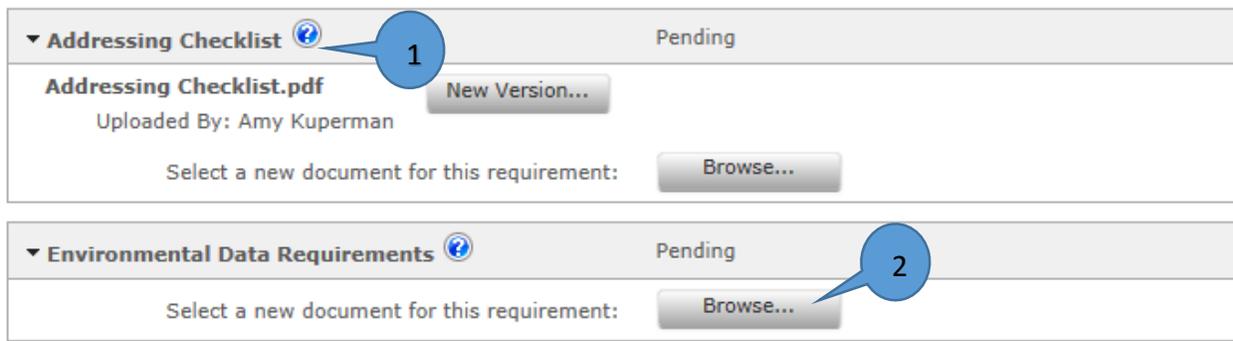
Portal Statuses are designed to give you two pieces of information. First they tell you where your project is in the submittal/review process. And second they tell you what actions you can take on a project.

- When your project is “Closed for Uploads”, it is either under review or complete and you cannot add anything through the portal (1).
- When your project is “Opened for Uploads” you can go to the project submittal and add new or revised documents to the Submittal Checklist (2).
- When your project status says “Add Application Type” the project is ready to move to the next phase (3). Click the “Add and Application Type” button and you will see the list of application types that can be added to you project.

How do I upload files after I receive an incomplete submittal notice or Insufficiency letter?

After signing into the Portal, there are many ways to locate your active applications. Check out the User Guide for more detailed information.

Once you have your application open, you can upload files by locating the [Submittals](#) link usually found at the bottom of the page.



If you need to add a corrected version of a document you previously submitted, use the New Version button (1). If you have never uploaded the document and want to add it now, use the Browse button (2).

Do I have to print a copy of the plans?

You don't have to submit a paper set of your plans when you submit through the Portal.

Once your plans are approved and stamped by the county, a printed set is still required to be available on site for inspections.

How do I pay the fees due?

The applicant will receive an email with the payment slip attached. The customer has two options for payment: 1. [Collier County Online payment](#) or 2. Pay directly at Business Center: Collier County Business Center located at 2800 North Horseshoe Drive, Naples Florida and pay directly.

How are reviewers notified to begin their review?

Once the initial processing of your application is complete and fees are paid, the software automatically notifies all reviewers by adding a new activity on their CityView To-Do list.

What is EPR?

EPR stands for Electronic Plan Review using software called CityView, that allows Building Permits and Development Projects to be submitted electronically replacing the traditional paper-based review method.

Do I need a computer to use EPR?

Yes. You must use a computer with internet access to apply for permits electronically. You will also need a valid email address to interact with the notifications sent from EPR.

Do I have to purchase any computer software to use EPR?

No, the Portal is a web based application. The only software needed is for viewing files is a pdf reader such as Adobe or Bluebeam.