

Guía para ePlan Solutions

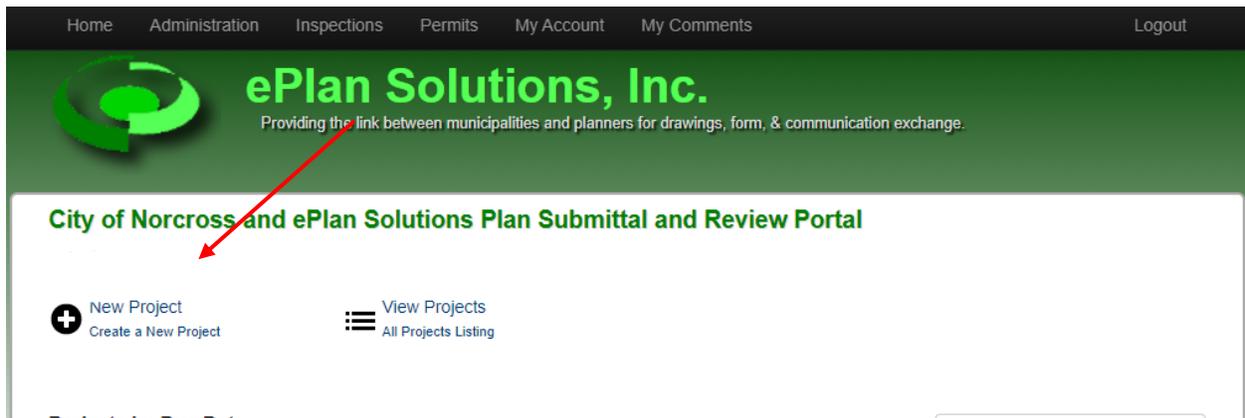
La ciudad de Norcross tiene un portal en línea llamado ePlan Solutions en el que usted puede crear una cuenta y cargar solicitudes de permisos. Por este portal también puede realizar pagos de tarifa y comunicarse con el Departamento de Community Development.

Aquí se incluyen las instrucciones para comenzar, así como un correo electrónico y un número de teléfono de asistencia, si es necesario.

Ir a <https://norcrossga.eps.cloud/eps/index.html> , seleccionar “Register New Account” y complete el proceso para crear la cuenta. Usted va a recibir un correo electrónico para completar el proceso.

Una vez creada la cuenta, usted podrá entrar ePlan, y crear un proyecto nuevo (New Project)

Paso 1: Seleccionar “New Project”



Una vez que haya seleccionado “New Project”, aparecerá la siguiente pantalla. (Por favor lea los elementos resaltados para que pueda completarlos correctamente)

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Home ● Create Project (1 of 3)

Create Project: Step 1 of 3

In this web flow, you are going to create a new project in EPS.

Project Information Identifying information at the high level

Name *
Business name or project name This name is good

Description *

Applicant Who is submitting this project, and will be primary contact

Owner Party ultimately responsible for this project.

Same As Applicant

Name *

Company

Email *

Phone Number *

Address

Enter your address. If your address doesn't appear, complete the address entry with street address, city, state and zip.

[On to Step 2: Location »](#)

Paso 2: Ingrese la dirección del proyecto (el que requiere permiso)

Home ● Create Project (2 of 3)

Create Project: Step 2 of 3

In this web flow, you are going to create a new project in EPS.

Project Name: Example for Guide

[« Change](#)

Project Location Where is your project located?

Make sure you select the most accurate location for your project. This is how fields such as tax identifier are calculated, and selecting the wrong location may delay your project.

Yes, I have an Address No, I don't have an Address

If no matching address looks correct, please do your best to type the address in the box above.

[« Back to Step 1](#)

[On to Step 3: Detailed Information »](#)

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Paso 3: Información Detallada (Aparecerá la siguiente pantalla)

- Seleccione el cuadro desplegable

Home • Create Project (3 of 3)

Create Project: Step 3 of 3
In this web flow, you are going to create a new project in EPS.

Project Name: Example for Guide
« Change

Select Project Type What type of Permit or Plan Review are you submitting?

Administrative Variance

You are applying for a....

Administrative Variance

NOTE: According to the City Ordinance, the applicant of a variance must be the owner of record. (City code section 115-310-a)

This form ([link below](#)) must be completed in full. Incomplete forms and applications not accompanied by supporting documentation may lead to a delay in your review.

[Gwinnett County GIS](#) [Application for Administrative Variance](#)

If denied, you may appeal to the City of Norcross planning and Zoning Board of Appeals.

Project Details

Paso 4: Caja Desplegable

- Desde aquí seleccione el tipo de permiso que usted está solicitando.

Select Project Type What type of Permit or Plan Review are you submitting?

Administrative Variance

- Administrative Variance
- Building - Commercial
- Building - Residential
- Commercial Filming and Photography**
- Certificate of Appropriateness - ARB/HPC
- Change of Occupancy Application
- Comprehensive Plan Amendment
- Deconstruction (Pre/Post)
- Demolition and Moving
- Exemption Plat
- Final Plat
- Foreclosed or Vacant Property
- Land Disturbance and Development
- Mobile Food Vendor
- Preliminary Plat / Concept Plan
- Rezoning Application
- Sign Review
- Sign Review Temporary
- Special Use Permit
- Telecommunications Special Use Permit

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Por favor complete todos los elementos que tengan un asterisco (*).

* Review Type

Major Commercial

Select to acknowledgement the statement below

I have reviewed the application for Change of Occupancy a

Paso 5: Iniciar pago (Los “ Submittals” no se abriran si no se realiza un pago)

Project Status ⓘ : U Under Review

Unpaid Fees!

This project contains unpaid fees which block critical actions from continuing, such as file submittals and review. Please pay these fees in order to continue the review process.

Paso 6: Agregar Documentos

- “Submittals” Esta etiqueta es para los planos o solicitudes: una vez enviados, no puede agregar ni eliminar ningun documento.

Home • Project List • BC2023-071

BC2023-071: 9-18-2023 Training Project

This is a training project.

Edit



Project Status ⓘ : U Under Review

Holds / Requirements (3)

Details

Open Files (3)

Submittals (1)

New

Communication

Fees (\$275.00)

Inspections

Other ▾

Submittals

For a new submittal, starting with submittal 2, select "New Submittal". To upload files for review, select Manage Files.

Submittal 1

✓ This Submittal is Ready for Release

▼	A	R	Type	Size	Name
☐	✓	✓		5 MB	Constuction Documents.pdf [Ready for Release] Architectural Construction Details Cover / Title Electrical Mechanical

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- “Open Files” etiqueta – Está etiqueta le permitirá cargar los documentos faltantes.

Project Status ⓘ : F Open to Files

Holds / Requirements (3) Details Open Files (0) Submittals (1) Communication Fees (\$0.00) Inspections Other ▾

Open Files
This section is for uploading/downloading any type of file, regardless of a submission. It is useful for one time file transfers, or for images/documents that exist throughout the life of a project.

Add Open File Bucket Application ▾ Required Add

Other Files

Type	Size	Create Date	Name (Click to Download)	Uploaded By
There are no files to display.				

Add File upload not working?

Paso 7: Notificaciones

- Como activar las notificaciones de cambios en su proyecto.
- Vaya a “My Account” en la parte superior en el banner



- Desplacese hacia abajo hasta llegar a “Contact Preferences.” Seleccione “Subscribe” en email and text.

Contact Preferences

Email
Your account is configured to receive emails.
Unsubscribe

Text Messages
Your account is **NOT** receiving SMS messages. Click below to subscribe, note carrier charges may apply.
Subscribe

Para asistencia adicional por favor contacte
support@eplansolutions.com or call 678-898-0610.

