

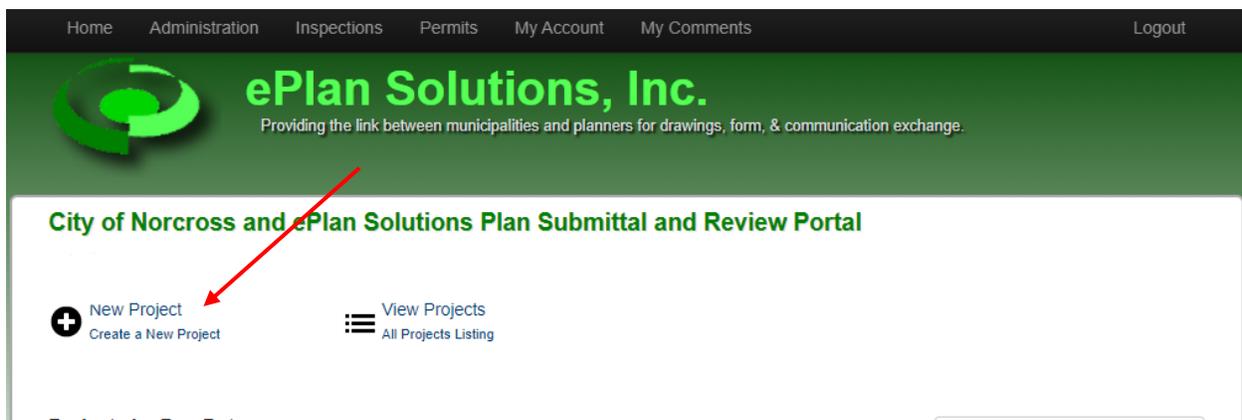
# ePlan Solutions Guide

The City of Norcross has an online portal to create an account and upload permit applications and pay a fee. Here are the instructions to get started as well as a support email and phone number if needed.

Go to <https://norcrossga.eps.cloud/eps/index.html> , select “Register new Account” and complete the account creation process. You will receive an email to complete the process.

Now login to ePs.

Select “New Project”



Once “New Project” has been selected the following screen will appear.

Please read the items highlighted so you may properly fill it out.

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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 \*

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

[On to Step 2: Location »](#)

## Step 2: Enter Location of project (where the permit is needed)

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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## Step 3: Detailed information (Following Screen will appear)

- Select Drop down Box

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 ⓘ

## Step 4: Drop Down Box

- From here you will select the type of permit you are applying for

**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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Please fill out all items with an asterisk (\*) on it.

\* Review Type

Major Commercial

Select to acknowledgement the statement below

I have reviewed the application for Change of Occupancy

## Step 4: Pay Fees (Submittals will not open if not paid)

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.

## Step 5: Adding Documents

- “Submittals” tab this tab is for all Plans and or applications, once submitted you cannot add or remove any documents.

Home • Project List • BC2023-071

### BC2023-071: 9-18-2023 Training Project

This is a training project.

Edit

Permit Status  
Approved  
Rescind

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.

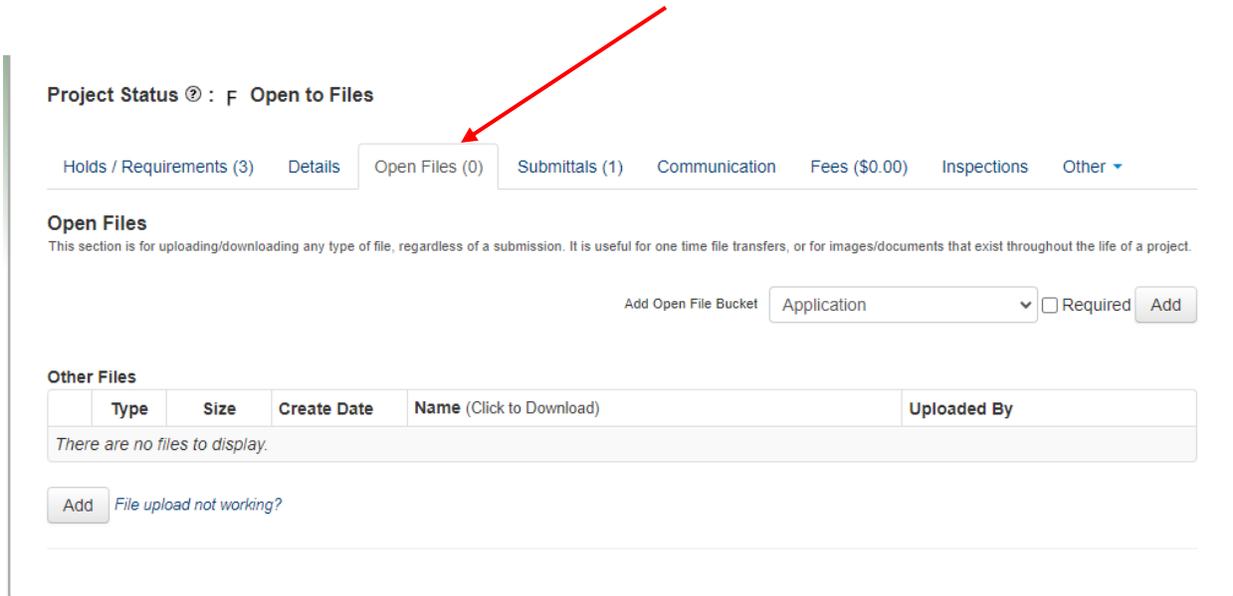
Submittal 1

✓ This Submittal is Ready for Release

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

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- “Open Files” tab – This tab allows you to upload missing documents.



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

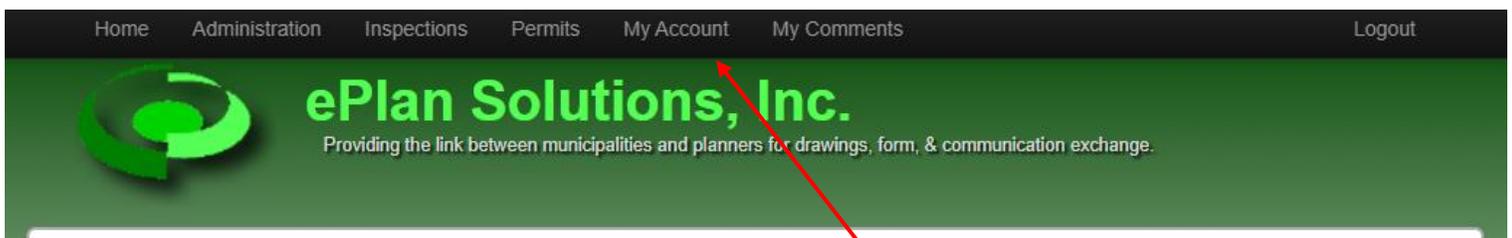
### Other Files

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

Add [File upload not working?](#)

## Step 6: Notifications

- How to turn on notifications of changes to your project.
- Go to My Account up at the top in the black banner.



Home Administration Inspections Permits **My Account** My Comments Logout

**ePlan Solutions, Inc.**  
Providing the link between municipalities and planners for drawings, form, & communication exchange.

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- Scroll Down till you reach “Contact Preferences.” Select Subscribe on email and text.

Contact Preferences

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**Email**

Your account is configured to receive emails.

**Text Messages**

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

For any further assistance please contact [support@eplansolutions.com](mailto:support@eplansolutions.com)  
or call 678-898-0610.

Thank you.