

ePlan

User Guide

12-15-2025



Santa Cruz County

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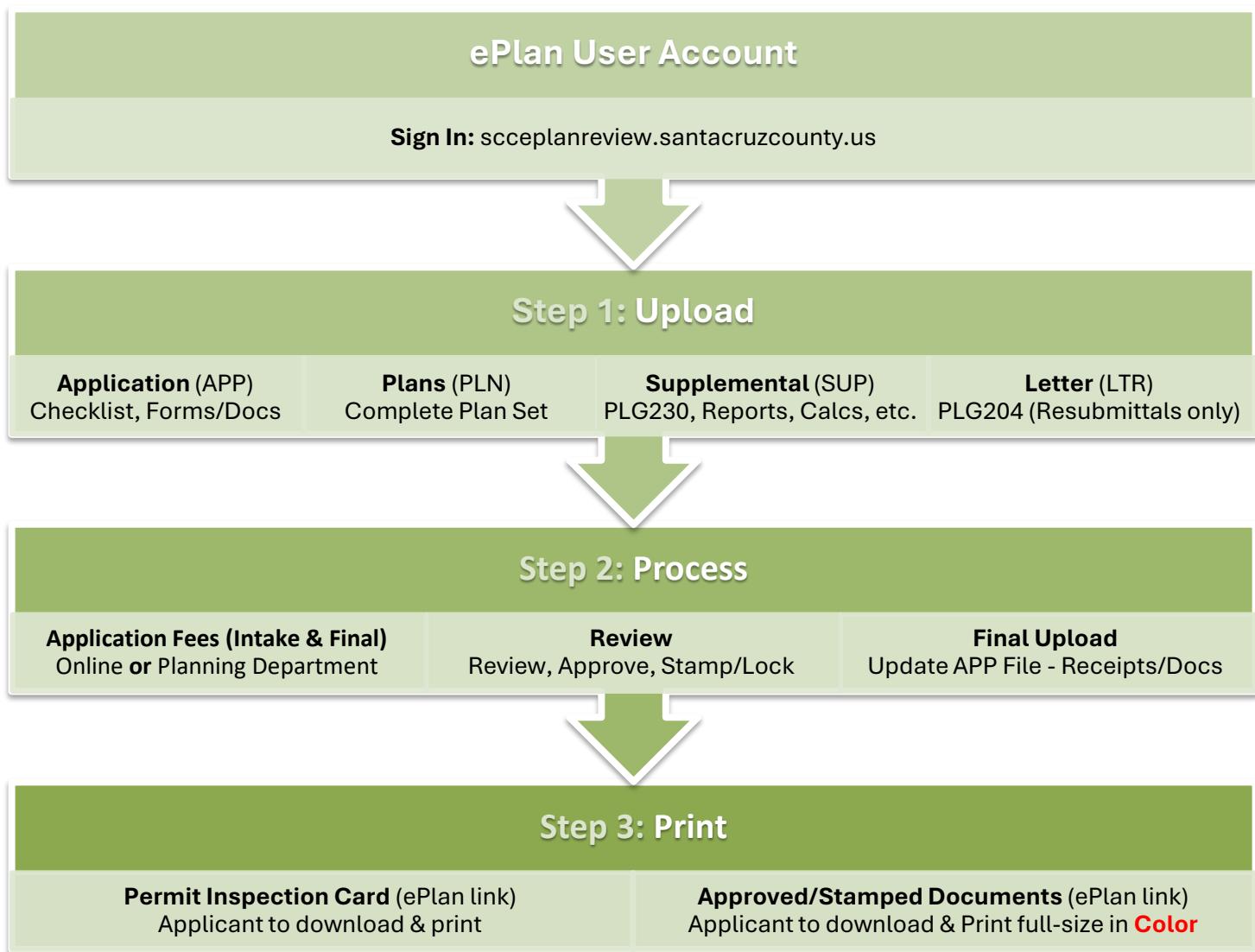
Part 1: ePlan Overview

SCC ePlan Review facilitates the complete processing of Building and Discretionary permits online utilizing pdf files.

Your [ePlan User Account](#) is used for managing projects, uploading submittals, tracking status, and downloading stamped/issued documents and permit inspection cards. Prints of issued documents and permit inspection cards must be at the project site.

The process is outlined [here](#) and technical aspects are explained in this guide.

For additional help and submittal requirements, please see [Planning Department](#), [SCC ePlan](#), and [ePlan Video Series](#).

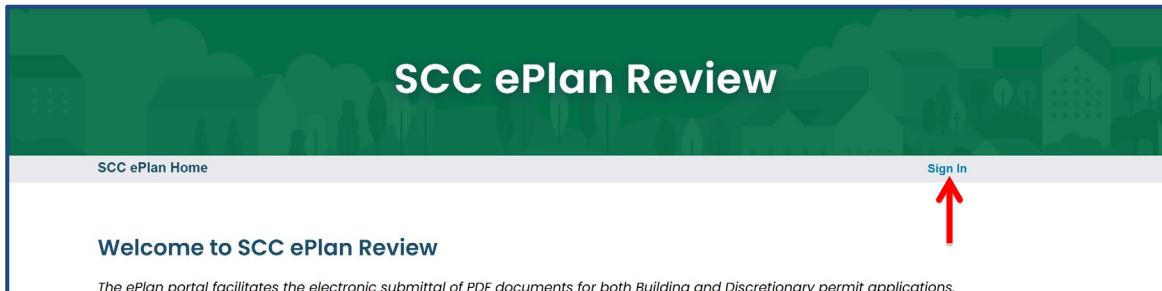


Part 2: ePlan Accounts & Information

Accounts are registered to one email address and is password protected; however, accounts can be used simultaneously by multiple people. Each person who Signs In has complete control of the account and projects. Confirmations and notices are sent to the registered email.

Account Registration & Editing

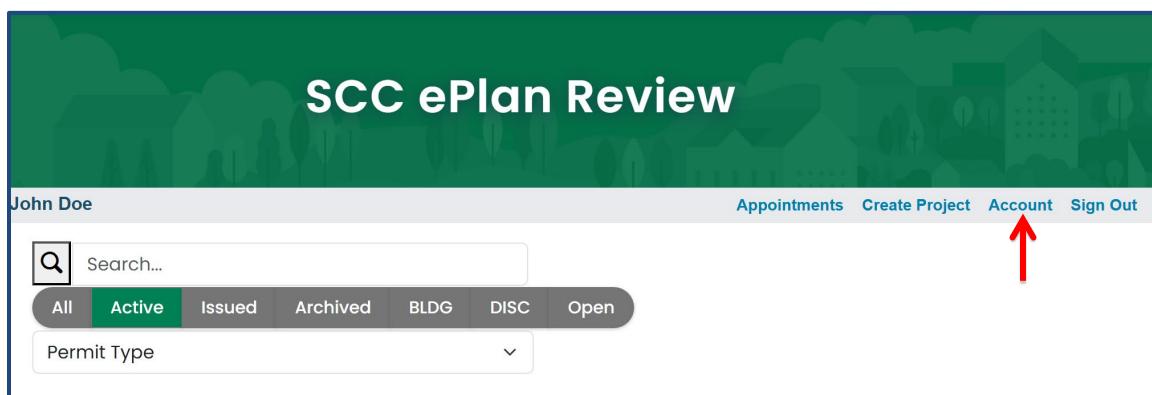
To register a new user account, click *Sign In* on [SCC ePlan Review](#) Home page.



Click *Register as a new user* and enter account information.

The image displays three screenshots of the SCC ePlan Review interface. The first screenshot shows the 'SCC ePlan Sign In' page with fields for 'Email' and 'Password', and a 'Sign In' button. Below it is a link 'Register as a new user' with a red arrow pointing to it. The second screenshot shows the 'Register' page for creating a new account, with fields for 'Display Name', 'First Name', 'Last Name', 'Company Name', 'Email', 'Password' (with a note 'Must be at least six digits and/or characters long'), 'Confirm Password', 'Address', 'City', 'State', 'Zip Code', and 'Phone'. The third screenshot shows the 'Account Edit' page for 'John Doe', with fields for 'Display Name', 'First Name', 'Last Name', 'Company Name', 'Email', 'To Alter Password', 'Street', 'City', 'State', 'Zip Code', and 'Phone', along with a 'Save' button.

To edit an existing account, Sign In and click *Account*.



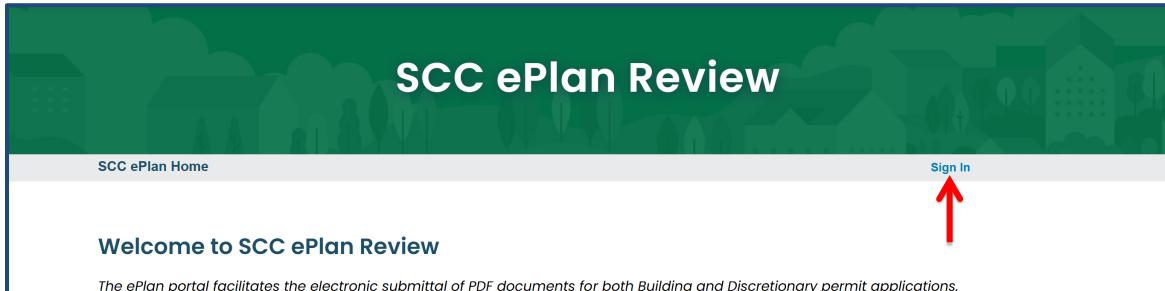
Transfer: Account & Project(s)

Accounts and projects can be transferred to a different account by County staff. Provide a transfer request on company letterhead in pdf format to the Permit Technicians that clearly identifies both accounts, and whether to transfer the account, or specific projects of an account (fees apply). If necessary, create an account prior to the transfer request.

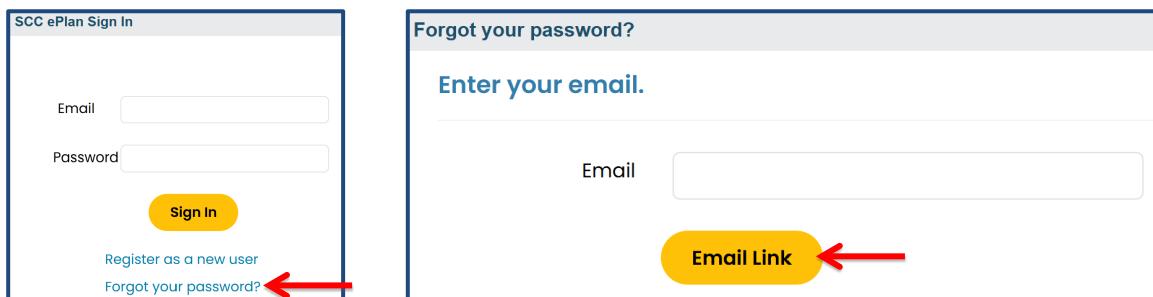
Account transfers will include all projects/data, and the original account is automatically deleted.

Forgot Your Password?

Click *Sign In* on [SCC ePlan Review](#) Home page.

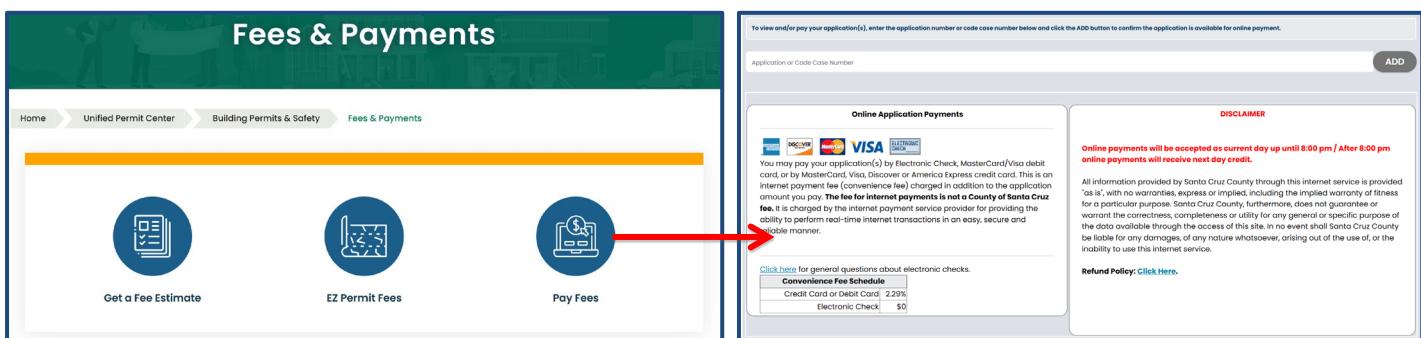


Click *Forgot your Password?* and enter the account email. An email will be sent with the link to open the *Reset Password* page. A message to check your email will display whether you entered the email correctly or incorrectly.



Fees & Payments

The [Fees & Payments](#) page explains fees and provides a link to *Pay Fees*.



Questions & Contacts

Building Information: 831-454-2260 or email Planning.BuildingInfo@santacruzcountyca.gov.

Part 3: ePlan Standards

Upload all required forms and submittal documents to the ePlan portal (emails, usb, etc. not allowed). Some ePlan standards may require use of pdf editors such as Adobe Acrobat Pro DC, Bluebeam Revu, or similar.

ePlan General Standards

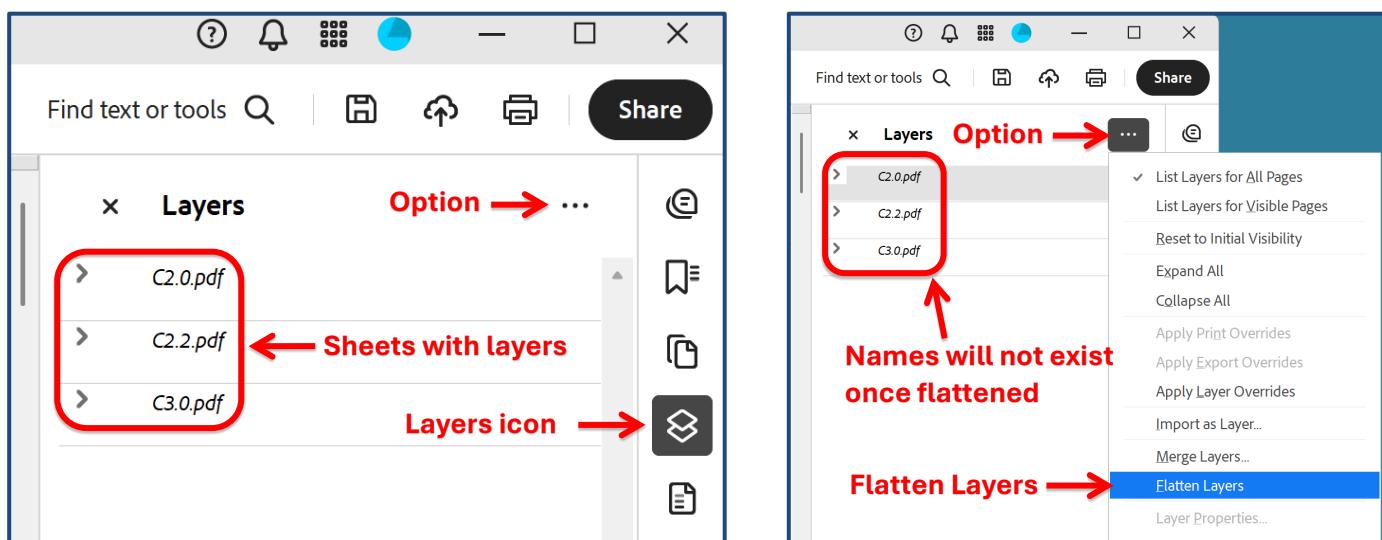
- ePlan Submittals:** The color “**red**” is reserved for County use and stamps. For general County submittal requirements, please see the [CDI Website](#).
- Unrestricted/Unlocked Files:** Submittals cannot be restricted/locked in any manner by digital signatures or otherwise. The County must have full control of files to accomplish #4 below.
- Professional Stamps & Signatures:** Stamps & signatures of California licensed Architects & Engineers must be embedded using images or other methods. Restrictions imposed by digital signatures are not allowed.
- County Stamp/Lock:** Approved documents are electronically stamped and locked with printing enabled. The stamp is 2.5 inches wide & 1.5 inches high; a stamp area in the title block will expedite processing.
- PDF Format:** PDFs must be converted from AutoCAD, Revit, ArchiCAD, etc. to retain the vector file format. However, clean scans of documents produced by hand are allowed.
- Flatten & Bookmark:** Files must be flattened to remove layers and bookmarked for navigation.

Flattening Layers (Adobe Acrobat DC Pro)

CAD programs or other software may include layers when saving to PDF. Verify if layers exist and flatten them.

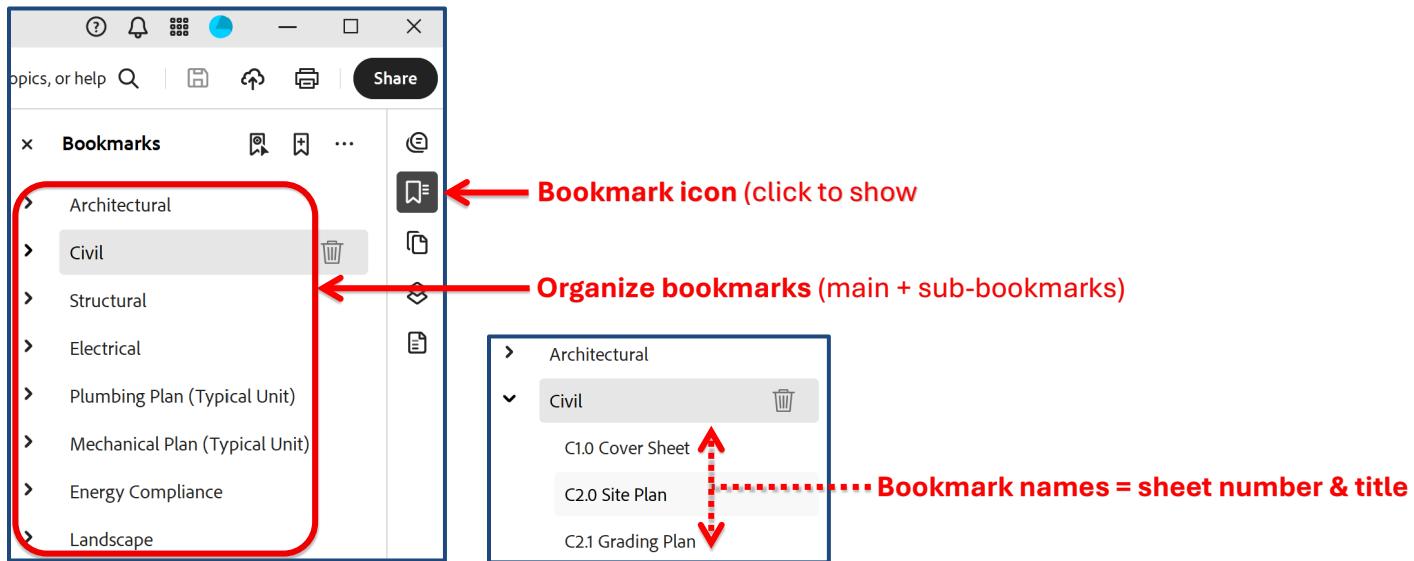
Adobe states “when you flatten a PDF you combine all of the contents into just one single layer.” Once flattened, the layers panel will be empty (no sheet/layer names). The visible content for each sheet is preserved, ensuring the proper display and printing of each sheet.

Click the *Layers* icon to show the Layers panel and choose *Flatten Layers* from the Options menu.



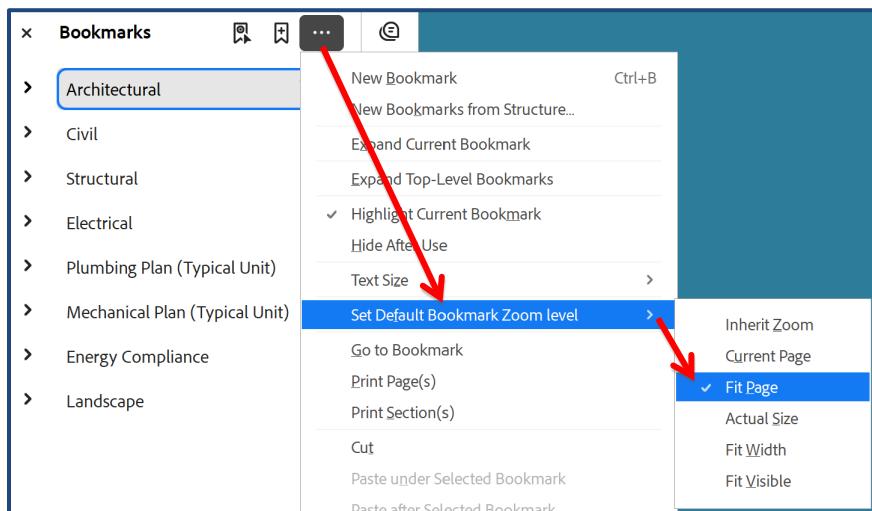
Bookmarking (Adobe Acrobat DC Pro)

Bookmarks are required to navigate documents. Bookmarks must be set to Fit Page and the names must match the number & title of each plan sheet, or each document and key section of the Supplemental document.

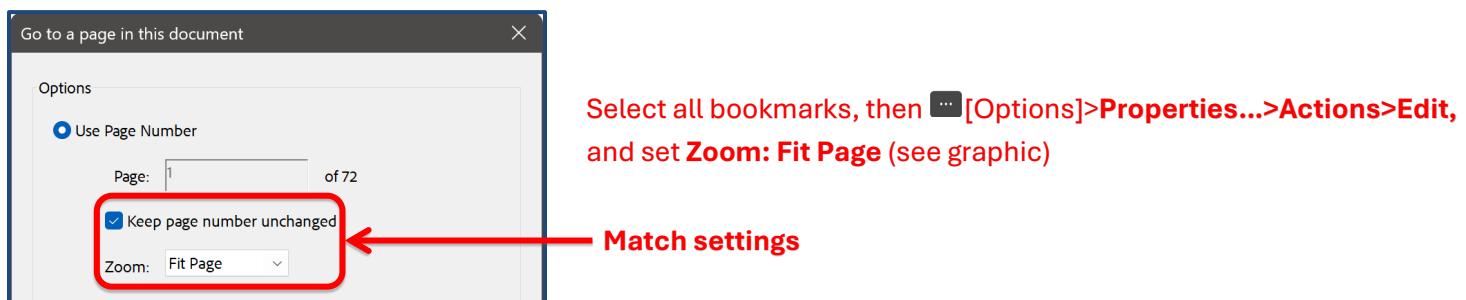


Tip: [SCC ePlan](#) video series shows various techniques of creating and editing bookmarks. Some are shown below.

Set *Default Bookmark Zoom level* is set to *Fit Page*. Once set, any bookmark you create will be *Fit Page*.



Change all bookmarks Zoom levels to *Fit Page* and retain the correct destination pages in one step!



Part 4: ePlan Projects

Project – File Types

Every uploaded file must be bookmarked, layers flattened, and contain all sheets/documents required for issuance. The process is outlined [here](#) and [ePlan Video Series](#).

Application (APP): ePlan Submittal Checklist – [PLG230 \(1st page\)](#), application form, and other applicable documents

Plans (PLN): Plans: architectural, structural, electrical, energy, etc.

Supplemental (SUP): Supplemental Documents Index – [PLG235 \(1st page\)](#) and any applicable documents such as structural calculations, geotechnical reports, etc.

Letter (LTR): (resubmittals only) Building Resubmittal Response Form – [PLG204 \(1st page\)](#) and annotated correction comments (no other content)

Project – User Home

Sign In and the *User Home* page provides access to all account options. All projects are accessed and managed using filters and sorted by headers.

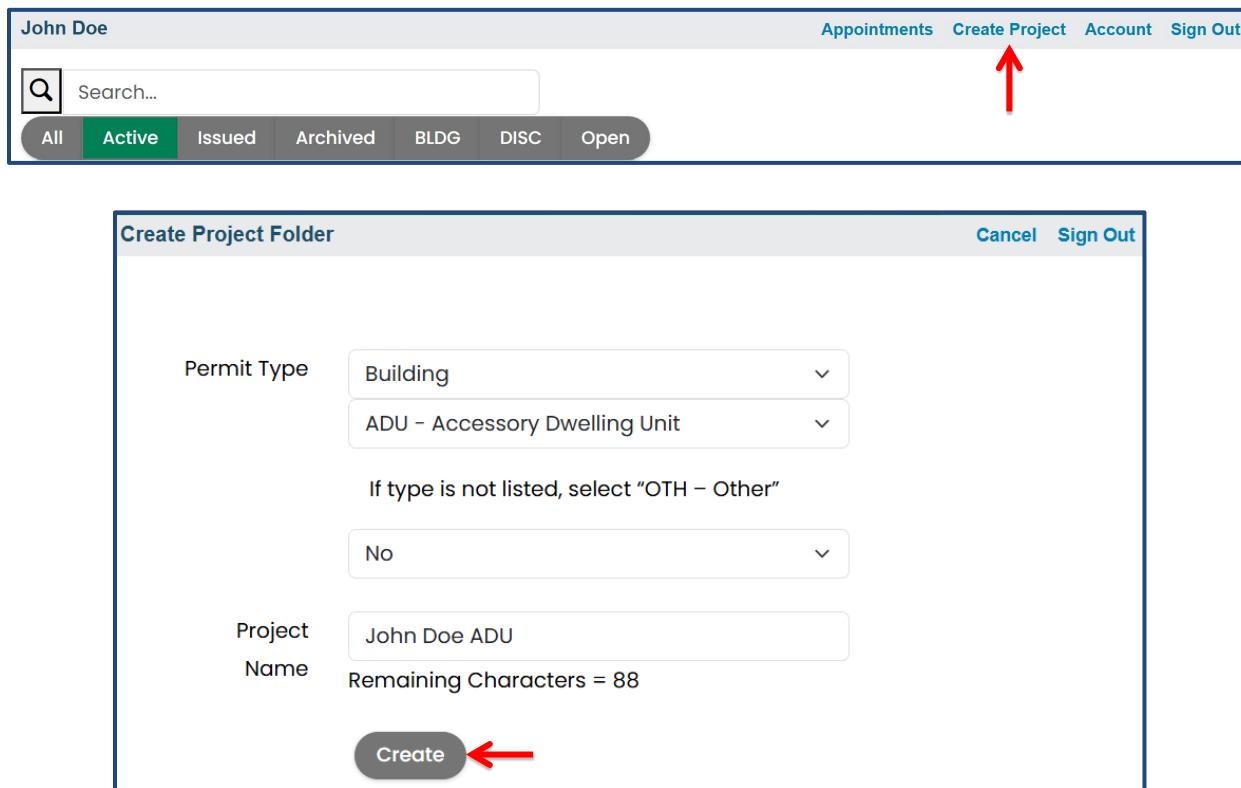
The screenshot shows the SCC ePlan Review User Home page. At the top, there is a navigation bar with 'Appointments', 'Create Project', 'Account', and 'Sign Out' buttons. On the left, there is a search bar and a dropdown menu for 'Permit Type'. Below the navigation bar, there is a table with columns for 'Project', 'Permit#', 'Type', 'Upload Status', 'Intake Comments*', 'Cycle', 'Created', 'Modified', 'Staff', and two buttons 'Open' and 'Archive'. Red annotations with arrows point to various parts of the interface:

- An arrow points to the 'Account display name' (John Doe) in the top left.
- An arrow points to the 'Filters' (All, Active, Issued, Archived, BLDG, DISC, Open) in the top center.
- An arrow points to the 'Filter by' dropdown in the middle left.
- An arrow points to the 'Permit number link to status page' (B-214855) in the middle left.
- An arrow points to the 'Click headers to sort list' text in the middle center.
- An arrow points to the 'Open or Archive projects' text in the middle center.
- An arrow points to the 'Schedule appointment' text in the middle right.
- An arrow points to the 'Create new project' text in the middle right.
- An arrow points to the 'Account' text in the top right.

Project	Permit#	Type	Upload Status	Intake Comments*	Cycle	Created	Modified	Staff	Open	Archive
disc test_6703	DISC	OTH	Open		1	5/13/2021 1:55:59 PM	8/14/2024 2:49:24 PM		Open	Archive
doetest_14468	B-214855	OTH	Closed		1	3/17/2023 12:11:48 PM	9/4/2025 1:36:19 PM		Open	Archive

Project – Create Project

Once a project is created it is added to the User Home. Click *Create Project*, make permit type selections, provide name, and click *Create*.



John Doe

Appointments Create Project Account Sign Out

Search...

All Active Issued Archived BLDG DISC Open

Create Project Folder

Cancel Sign Out

Permit Type

Building

ADU - Accessory Dwelling Unit

If type is not listed, select "OTH - Other"

No

Project Name

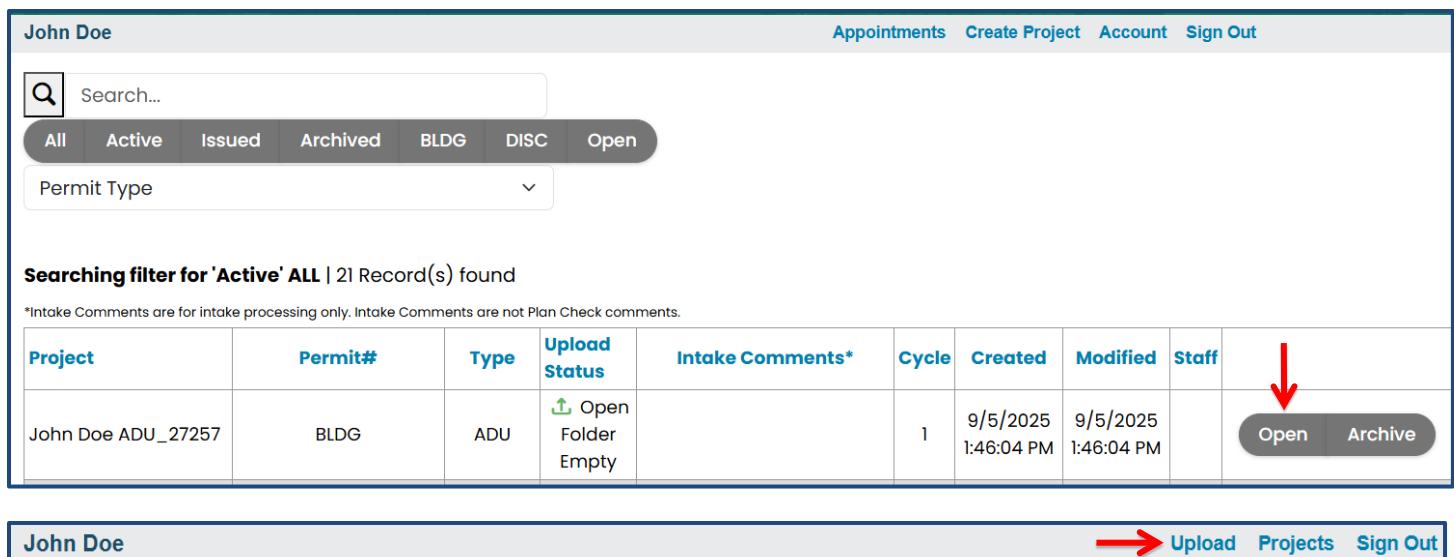
John Doe ADU

Remaining Characters = 88

Create

Project – File Uploads

To add files to a project, *Open* the project and click *Upload*.



John Doe

Appointments Create Project Account Sign Out

Search...

All Active Issued Archived BLDG DISC Open

Permit Type

Searching filter for 'Active' ALL | 21 Record(s) found

*Intake Comments are for intake processing only. Intake Comments are not Plan Check comments.

Project	Permit#	Type	Upload Status	Intake Comments*	Cycle	Created	Modified	Staff	
John Doe ADU_27257	BLDG	ADU	Open Folder Empty		1	9/5/2025 1:46:04 PM	9/5/2025 1:46:04 PM		Open Archive

John Doe

Upload Projects Sign Out

On the Upload page, select a file type and *Browse* to add it to the queue, once all files are in the queue, click *Upload the files*. Progress bars will show progress, and the project page will display once complete.

The screenshot shows the 'Upload the Files' page. At the top, there are three buttons: 'Cancel Top File', 'Clear the Queue', and 'Upload the Files'. A red arrow points to the 'Upload the Files' button with the text '③ Click "Upload the files"'. Below these buttons, a note says 'Select type of document to upload.' with three radio buttons: 'Application', 'Plans', and 'Supplemental'. The 'Supplemental' button is selected and highlighted with a red circle, with a red arrow pointing to it and the text '① Select document type'. Below this, a note says 'Click "BROWSE..." to select files to upload.' A 'BROWSE...' button is shown with a red arrow pointing to it and the text '② Browse to file & add to queue'. A list of files is shown in a table:

File Name	Actions
APP_Doe ADU- Application.pdf	X
PLN_Doe ADU - Plans.pdf	X
SUP_Doe ADU - Supplemental.pdf	X

A red box highlights the first row. A red dashed arrow points from the 'Browse' button to the first row. A red arrow points from the 'Supplemental' radio button to the first row. A red dashed arrow points from the 'Upload the Files' button to the first row. A red arrow points from the 'Wait for progress bars to complete' text to the last row.

Note: New projects must include an Application (APP) file, plus at least one other file type (e.g. Plans (PLN) and/or Supplemental (SUP)); once that combination exists, the green button allows notifications to be sent.

To request an intake completeness review, click the green *Send New Permit Notification*.

The screenshot shows the project page for 'John Doe'. At the top, there are links for 'Upload', 'Projects', and 'Sign Out'. A note says 'Uploading documents alone does not constitute an official application submittal. To initiate the intake completeness review, you must click the green "Send Notification" button.' A red arrow points to the green 'Send New Permit Notification' button with the text 'Notify Planning when submittal is ready for review.'

Permit Application: Notification Open

Step 1: Upload Submittal: Application file, plus any applicable Plans and/or Supplemental files.

Step 2: Send notification or schedule an appointment.
→Send Notification: Click the green button when your submittal is complete (button activates once Step 1 is satisfied).

Step 3: You will be notified to pay the required intake fees. Payments can be made in-person during cashier counter hours or online.

BLDG - ADU	Uploaded	Notification Sent
PLN_Plans_v1.pdf	9/5/2025 2:11:19 PM	NO
SUP_Supplemental_v1.pdf	9/5/2025 2:11:20 PM	NO
APP_Application_v1.pdf	9/5/2025 2:11:21 PM	NO

A red box highlights the first two rows under 'BLDG - ADU'. A red arrow points to the first row with the text 'Uploaded files'. A red arrow points to the 'Notification Sent' column with the text 'Once sent a time stamp'. A red dashed arrow points from the 'Send New Permit Notification' button to the first row. A red dashed arrow points from the 'Notification Sent' column to the first row.

*Uploads are color coded and renamed. Files are prepended by type (APP, PLN, SUP, LTR), and appended by review cycle (v1, v2, etc.). Once assigned a permit number, names will match the number (e.g. PLN_B-123456_v1). The *locked* **blue** (current cycle) & **green** (previous cycle) files were accepted for review.

**Red files are incomplete and must be replaced; click *Show Reason* for requirements. Files cannot be deleted; simply upload new files to replace them. Gray files are part of the upload history but are not part of a submittal.

John Doe Upload Projects Sign Out

Uploading documents alone does not constitute an official application submittal. To initiate the intake completeness review, you must click the green "Send Notification" button.

Send New Permit Notification

Permit Application: Notification Sent

Step 1: Upload: Correct and reupload any red incomplete files, and any other files requested by staff.

Step 2: Send notification or schedule an [appointment](#).
→Send Notification: Click the green button when your submittal is complete (button activates once Step 1 is satisfied).

Step 3: You will be notified to pay the required intake fees. Payments can be made in-person during [cashier counter hours](#) or [online](#).

BLDG - ADU	Uploaded	Notification Sent	
PLN_Plans_v1.pdf	9/5/2025 2:11:19 PM	9/12/2025 11:12:38 AM	<input type="checkbox"/> Locked <input checked="" type="checkbox"/> Incomplete Show Reason
SUP_Supplemental_v1.pdf	9/5/2025 2:11:20 PM	9/12/2025 11:12:38 AM	<input checked="" type="checkbox"/> Locked <input type="checkbox"/> Incomplete
APP_Application_v1.pdf	9/5/2025 2:11:21 PM	9/12/2025 11:12:38 AM	<input checked="" type="checkbox"/> Locked <input type="checkbox"/> Incomplete

** **PLN_Plans_v1.pdf** is marked as Incomplete.

* **SUP_Supplemental_v1.pdf** is marked as Locked.

Project – Resubmittals

Once all agency reviews are complete, the [Application Status](#) changes to Resubmittal, the ePlan portal is unlocked to allow uploads, and a notification is sent to the email registered to the ePlan account.

Revisions must address corrections for all agencies and be identified with clouding & delta markers. Each time a file is uploaded, it must contain **all sheets/documents needed for issuance**, not just the new/revised portions. Do not upload files unless they contain revisions.

The Letter file (with [PLG-204](#) as 1st page) must include an annotated copy of all correction comments and explain revision locations with sheet/drawing numbers. Do not include any other documents in this file.

Upload

Cancel Sign Out

[Cancel Top File](#) [Clear the Queue](#) [Upload the Files](#)

Select type of document to upload.

Application Plans Supplemental Letter (a completed [PLG-204](#) must be attached as 1st Page)

Click "BROWSE..." to select files to upload

[BROWSE...](#)

Once all necessary files are uploaded, **you must notify CDI** by clicking the green notification button. Staff will assess the uploads and then email you that they were accepted for review or explain what is needed for acceptance.



Note: Text can be copied/pasted into text editing programs directly from the Application Status webpage. Simply drag your cursor over the text to select it and then copy/paste into Word or another program.

Project – Approval

Approval notices are sent via the portal email and postal mail identifying any final fees and/or [Final Items](#) (e.g. receipts or forms) to be [added to Application \(APP\)](#) file and then [uploaded to the portal](#). If final documents are required, the portal is set to only allow the final Application (APP) upload.

At permit issuance, downloads for the issued documents and permit inspection cards will appear in the *Project* folder. Downloads are zip files containing printable PDF documents that are stamped and locked. One full size set of these documents must be [printed in color](#) and available at the construction site. The applicant is responsible for coordination of printed documents.

ISSUED_B-247 [\[button\]](#) Click the green button to download a zip file containing the issued PLN and/or SUP documents for printing.

Printing: One full size color set of all documents must be available at the construction site.

ISSUED_PERMITCARD_B-247 [\[button\]](#) Click the green button to download a pdf file containing the issued permit card for printing.

Printing: Permit Card must be printed on one (1) double-sided, 8.5x14, 90 lb. (minimum) card-stock paper and available at the construction site.

Project – Changes (CCD) & Deferred (DEF)

These permit types amend the issued permit documentation. Only submit [the revised PLN sheets and/or SUP documents](#) for review (not the complete documents). If the PLN/SUP file was not revised, do not upload it.

1. Create a *new project* in the ePlan portal.
2. Upload the APP file with a submittal checklist ([PLG230](#)) and an application form ([PLG205](#) or [PLG206](#)).
3. Cloud all revisions and mark with a delta symbol.

4. Upload a PLN (revised sheets only) and/or SUP ([PLG235](#) and revised documents only) *only if they contain revisions*. Maintain all unaffected content on the revised sheets.
 - a. **CCD:** Construction Change Documents Include a description of changes on the cover sheet; coordinate documents (e.g. architectural, structural, electrical, etc.); update the sheet index, consultant list, etc. as applicable; and incorporate any clarification marks added to sheets during permit issuance.
 - b. **DEF:** Deferred Submittals typically submit the deferred items only (e.g. PV system, truss package, product reports etc.) and any applicable engineer review letters or [PLG300](#) forms. See PLG206.
5. Staff will provide review agencies with the issued permit files for reference. Do not upload them.