



City of Baltimore E-Permits: Response to ePlans Review Comments

How Your Plans Get to ePlans Review

1

Apply in E-Permits

Complete permit application. Upload plans and documents in the Accela Citizen Portal.

2

Staff start review

If detailed plan reviews are required, the permit and associated documents are moved into ePlans Review.

3

Reviewers work in cycles

Each assigned discipline reviews the permit scope and documentation. You can track progress in Accela at any time.

4

Respond when requested

If reviewers need more information, you will receive an email notification and the “Respond and Resubmit” task is activated.

Before You Apply: Choose the Right Applicant

Only the person listed as the **Primary Applicant** on the Accela application can access the ePlans Review project — including viewing reviewer comments, responding, and resubmitting corrected plans.

Can access ePlans Review

- The primary Applicant contact on the Accela record with an email address that matches the E-Permit Account.
- Logs in with credentials matching the Applicant's information
- Receives the “Respond and Resubmit” task and notifications

Cannot access ePlans Review

- Property owners, contractors, and other contacts on the record
- Engineers or architects who are not listed as the Applicant
- Anyone whose login does not match the primary Applicant contact

NOTE: If you use an expeditor or permit processor, decide up front who will answer plan review comments. If your engineer or architect will handle responses, list that design professional as the primary Applicant when the application is first submitted in Accela.

Upload Signed and Sealed Plans with Application

Submitting finished, sealed documents up front helps you avoid extra review cycle(s).



Signed and sealed

Plans may be manually or electronically signed and sealed. Manual certification should carry the original signature and seal of the design professional of record wherever the scope of work requires it — before you upload them, not after comments come back. Electronic certification must have a unique identifier per Maryland State requirements.



Complete and final

Upload the full sheet set for the scope described in your application. Placeholder, draft, or partial sets may generate avoidable comments and additional fees.



Legible and consistent

Use clear, consistently named files. Corrected sheets are resubmitted later under the same file names, so a clean naming scheme at the start pays off. **Use of unapproved file naming format may generate system errors and cause process delays.**

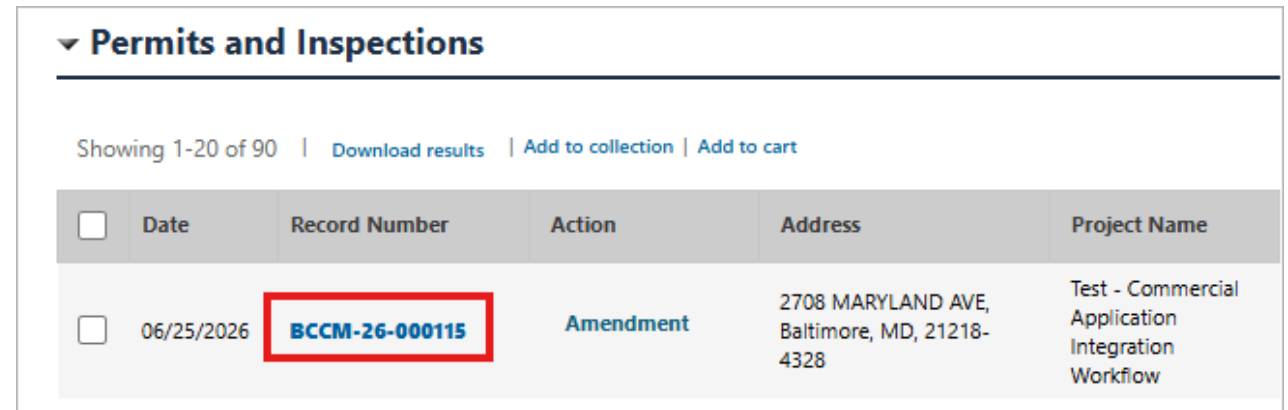
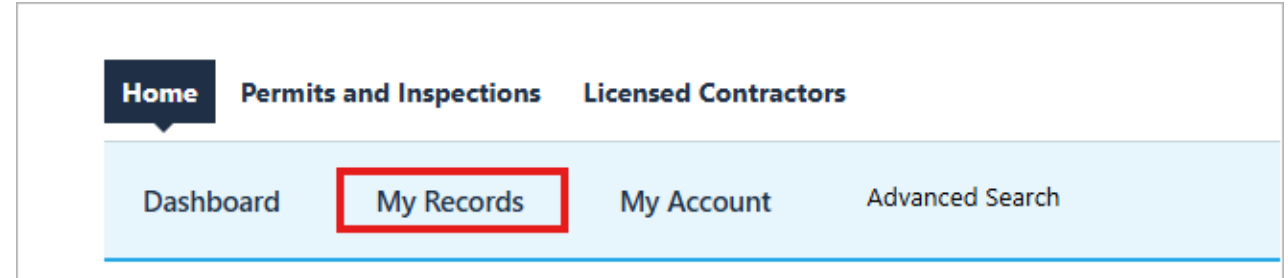
NOTE: Unsealed or incomplete plans are one of the most common sources of first-cycle review comments — and each comment cycle adds time to your permit.

Tracking Your Permit in Accela

1. Log on to the Accela Citizen Portal (E-Permits). Your login information and email must match the Applicant's information and email.

2. Click "My Records."

3. Click the record number of your permit application to open the Project Details Page.



The screenshot shows the 'Permits and Inspections' section of the portal. It includes a table with the following data:

	Date	Record Number	Action	Address	Project Name
☐	06/25/2026	BCCM-26-000115	Amendment	2708 MARYLAND AVE, Baltimore, MD, 21218-4328	Test - Commercial Application Integration Workflow

Additional text above the table: Showing 1-20 of 90 | Download results | Add to collection | Add to cart

Tracking Your Permit in Accela - Plan Details Page

This is the Project Details Page. It contains basic information regarding your permit that you can view at any time. It also provides access to ePlans Review so that you do not need to log into another application.

To access ePlans Review information, click the “Plan Review” tab.

NOTE: If you do not see the Plan Review tab, verify that you are the primary applicant and the applicant email matches the email associated with the E-Permit account.

NOTE: Pop-up blockers can prevent the Plan Review window into ePlans Review from opening. Allow pop-ups for the E-Permits site if nothing appears.

Record BRCM-26-000198:
One and Two Family Combo Permit
Record Status: Revisions Required

[Add to cart](#)
[Add to collection](#)

Record Info ▾

Payments ▾

Plan Review

Key to Processing Status icons

-  Active (plan review not yet completed)
-  Complete (not necessarily approved; expand for details)
-  Previously Active; expand for details

Work Location

501 E RANDALL ST, 21230- 4714 *

Record Details

Applicant:
Mason Dobbs
Mason Dobbs
Primary Phone:8887764322
breezes.outlets_0u@icloud.com

Mailing
501 E Randall
Baltimore, MD, 21230
United States

Licensed Professional:
MACE ELECTRIC CO
MACE ELECTRIC CO
4001 COOLIDGE
BALTIMORE, MD, 21229
Primary Phone4102471920
Electrical Contractor M 1446

Project Description:
1295 using trades only
1295 using trades only

Owner:
ANDERSON, ANDREW J *
0501 E RANDALL ST, 21230
ANDERSON, SARAH J

[More Details](#)

[Create Amendment](#)

Plan Review Tab

From the Plan Review tab, you can check the permit review status anytime — no ePlans Review login needed.

To do task:

- “None” : City is reviewing your permit. No action is needed.
- “Respond and Submit”: Click on link and complete requested action.
- "Download Approved Plans": Click on link and complete action.

Plan Review Status:

Provides:

- Link to uploaded files
- Details regarding the amount of Time with the City and the applicant
- Current Status
- Breakdown of each review discipline and comments and associated tasks.

NOTE: Refresh the page for the latest information.

Record BCCM-25-003368:
Commercial and Multifamily Combo Permit
Record Status: In Review
Expiration Date: 09/19/2025

[Add to cart](#)
[Add to collection](#)

Record Info ▾

Payments ▾

Plan Review

Plan Review

Refresh the page to get the latest information.

To do task: None

Plan Review Status:

Review Type: **BIC Building**
Total Number of Files: **172** [View uploaded files](#)

Time Elapsed: **22 days 6 hrs**
Prescreen Review Comments (Unresolved):

Time with Jurisdiction: **22 days 5.5 hrs**
Time with Applicant: **0 days 0 hrs**

Status: **In Review**
In Review (Cycle #1): **22 days 2.5 hrs**

Review Comments (Unresolved): **0** [View review comments](#)

Architectural and Structural (0)
Mech and Plmb (0)
Electrical (0)
Urban Renewal (0)
Zoning (0)
Dept of Planning (0)

Current Non-Completed Tasks: **3**

Architectural and Structural Department Review cycle #1: **22 days 2.5 hrs**
Electrical Department Review cycle #1: **22 days 2.5 hrs**
Zoning Department Review cycle #1: **22 days 2.5 hrs**

The “Respond and Resubmit” Task Notification

If reviewers need additional or updated information, you will receive a notification email and on the Plan Review tab the “To do task” shows “[Respond and Resubmit](#)”.

Provide information requested from reviewers in a timely manner to minimize any disruptions in the review process.

To start the response process, click the blue “Respond and Resubmit” link next to the “to do task:”.

Plan Review

Refresh the page to get the latest information.

To do task: [Respond and Resubmit](#)

Plan Review Status:

NOTE: Uploading files alone does not complete the task. Until you finish every step and click Submit, your project does not return to the review queue.

The “Respond and Resubmit” Task

The ePlans Review “Respond and Submit” window will open.

Completing a task means doing all four things:

1. Responding in writing to every reviewer comment
2. Uploading your corrected plans and documents
3. Confirm you have completed all tasks
4. Click “Submit” to send the project back to reviewers

RESPOND AND RESUBMIT

[Permit Information](#)[Fees Information](#)[Contacts Information](#)[Professionals Information](#)[Review Results](#)[Invite Others](#)

Task Instructions

Please follow the steps below:

STEP 1 of 4: Respond to all comments, as requested

Resolve Review Comments ?

Unresolved Comments: 1

Info Only Comments: 0

Files with Markups: 0

Plan Review: [Review Comments](#)

STEP 2 of 4: Upload any new or updated files into this project

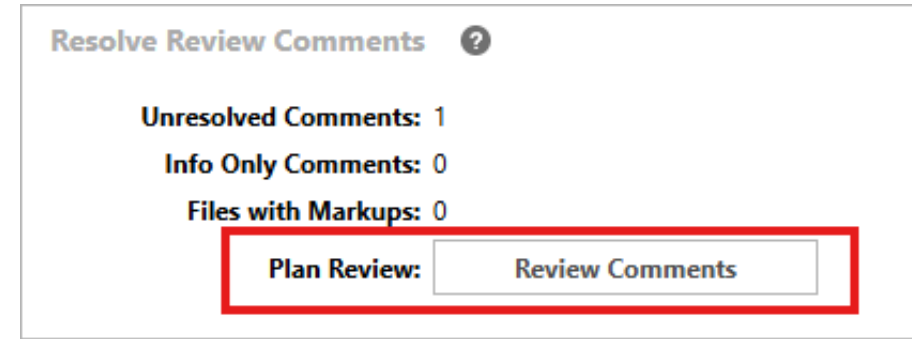
Version Upload for: BCCM-25-001468 ?

Select "Versioned Files" to upload files as new version updates for files previously submitted and received.
Select "New Files" to upload any additional new file into this project as requested.

[Submit](#)[Save for Later](#)

Step 1: Review Comments

- In the task window, click “Review Comments.” to open the comment window.
- Review comments carefully so that you fully understand what is needed to move the permit forward.
- Enter a text response to each comment, then close the window.



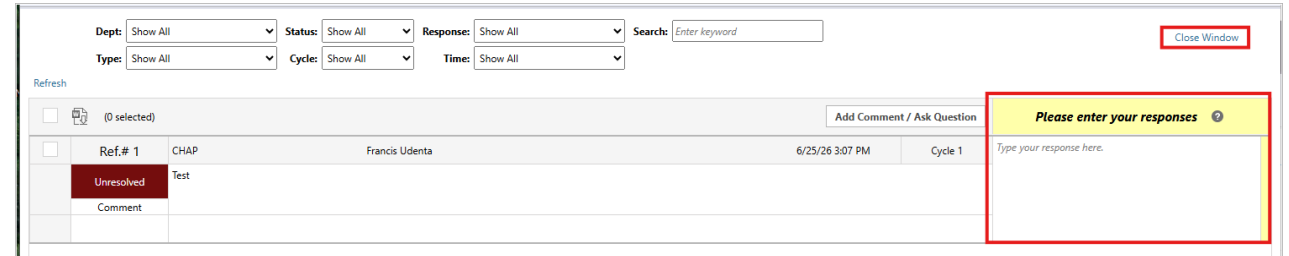
Resolve Review Comments ?

Unresolved Comments: 1
Info Only Comments: 0
Files with Markups: 0

Plan Review: **Review Comments**

Writing effective responses:

- Address the specific correction requested
- Say what changed and on which sheet
- Respond to every comment — blank responses hold up your resubmission



Dept: Show All Status: Show All Response: Show All Search: Enter keyword
Type: Show All Cycle: Show All Time: Show All

Refresh

(0 selected) Add Comment / Ask Question

Ref.# 1	CHAP	Francis Udentia	6/25/26 3:07 PM	Cycle 1
Unresolved	Test			
Comment				

Please enter your responses ?

Type your response here.

NOTE: The “Please enter your responses” field appears on the right side of each comment row.

Step 2: Upload Your Files



STEP 2 of 4: Upload any new or updated files into this project

Version Upload for: BCCM-25-001470 ?

Select "Versioned Files" to upload files as new version updates for files previously submitted and received.
Select "New Files" to upload any additional new file into this project as requested.

Versioned Files

New Files

Are the files you are uploading named exactly the **same*** as the prior versions?

Yes

No

[Watch video](#)

* *"name-v2.pdf" is not an "exact" file name match to "name.pdf"*

Uploaded files:

Select folder to open file list.

▶  Drawings (1 - 1 New)

▶  Documents (1 - 0 New)

Select the correct tab:

Versioned Files: corrected versions of sheets already in the project. Use the exact same file name so ePlans Review versions them correctly.

New Files: sheets or documents that were not part of the original submission.

If revision, check the box to indicate if the name is the same. Same name means identical in all characters

Choose drawing or document folder to upload the requested plans and documents

NOTE: All documents/drawings must be .pdf

Step 2: Upload Your Files Continued- New Files



STEP 2 of 4: Upload any new or updated files into this project

Version Upload for: BCCM-25-001470 ?

Select "Versioned Files" to upload files as new version updates for files previously submitted and received.
Select "New Files" to upload any additional new file into this project as requested.

Versioned Files

New Files

For new files,
Select the appropriate upload type

- Drawings
- Documents

Please click appropriately for the **type of files** you are uploading. [Watch video](#)

Upload Drawings

Upload Documents

Uploaded files:

Select folder to open file list.

- ▶  Drawings (1 - 1 New)
- ▶  Documents (1 - 0 New)

Step 2: Upload Your Files – Select Documents



Close Window

Folder: BCCM-25-001470\Drawings

Browse For Files

or drag files into area below.

Watch video

Selecting upload (document or drawing) will take you to your files on your computer.
Select the file you want to upload.

Earlier this week

-  PDox Building Template AA Groups_v9.4_09052025 1.xlsx
-  E-Permits Training with Accela.docx
-  _BLD_BuildingPermit156_20251014_172636.pdf
-  _BLD_BuildingPermit156_20251014_164339.pdf
-  _BLD_BuildingPermitAuto-Issued_20251014_161459.pdf
-  _BLD_BuildingPermitAuto-Issued_20251014_155650.pdf
-  _BLD_BuildingPermit156_20251014_152806.pdf
-  BLD_BuildingPermit156_20251014_150656.pdf

Orange files are **new uploads**

Blue files are new **version uploads**

Red files appear to be same as previously uploaded (**will likely be discarded**)

 Ready to start upload

 Remove, fix, re-select to start upload.

Step 2: Upload Your Files – Start Upload

 Close Window

Folder: BCCM-25-001470\Documents

or drag files into area below. [Watch video](#)

Total: 0 / 1

 _BLD_BuildingPermit156_20251014_172636.pdf	544 KB 
--	--

Click “Start Upload”.

When you open the designated folder, you will see the new document listed

The uploaded file will show up orange if new – see color key below.

Orange files are **new uploads**
Blue files are new **version uploads**
Red files appear to be same as previously uploaded (**will likely be discarded**)

Uploaded files:

Select folder to open file list.

- ▶  Drawings (1 - 1 New)
- ▼  Documents (2 - 1 New)
 -  _BLD_BuildingPermit156_20251014_172636.pdf **New**
 -  RecordSummary_ACA_20250917_153529.pdf

Steps 3-4: Confirm and Submit

STEP 3 of 4: Check all to confirm you have completed this task and are now ready to submit

Confirmation

- ☒ *I have responded to all review comments *Required
- ☒ *I have uploaded my revised files, if requested *Required

STEP 4 of 4: Click the "Submit" button below to complete your task

Submit **Save for Later**

3. Check the boxes confirming that you have uploaded all corrected documents and responded to all comments.

4. Click “Submit” to complete the task. This returns your project to the review queue.

NOTE: “Save For Later” does not resubmit your project. Only “Submit” completes the task and stops “Time with Applicant” from accruing.

The #1 Pitfall: Uploading Without Submitting

The most common reason a resubmitted project stalls: files were uploaded, but the task was never completed.

If you uploaded documents but your project is not moving:

- Reopen the “Respond and Resubmit” task from the Plan Review tab
- Enter responses to all reviewer comments (Step 1)
- Check both confirmation boxes (Step 3)
- Click “Submit” (Step 4)

NOTE: In your ePlans Review project view, a completed resubmission no longer shows an active task assigned to you, and the Accela Plan Review tab returns to “To do task: None.”

Task Instructions

Please follow the steps below:

STEP 1 of 4: Respond to all comments, as requested

Resolve Review Comments

Unresolved Comments: 1
Info Only Comments: 0
Files with Markups: 0

Plan ReviewReview Comments

STEP 2 of 4: Upload any new or updated files into this project

Version Upload for: BCCM-25-001468

Select "Versioned Files" to upload files as new version updates for files previously submitted and received.
Select "New Files" to upload any additional new file into this project as requested.

Versioned FilesNew Files

Are the files you are uploading named exactly the same* as the prior versions?

YesNo

* "name-v2.pdf" is not an "exact" file name match to "name.pdf"

Uploaded files:

Select folder to open file list.

Drawings (2 - 0 New)Documents

STEP 3 of 4: Check all to confirm you have completed this task and are now ready to submit

Confirmation

☐ *I have responded to all review comments *Required
☐ *I have uploaded my revised files, if requested *Required

STEP 4 of 4: Click the "Submit" button below to complete your task

SubmitSave for Later

