ProjectDox Frequently Asked Questions

1. **Can I apply for my building permit via ProjectDox?**
   ProjectDox is not an online permit application system. ProjectDox is an online platform for electronic plan submission and plan review. This system allows the electronic submission of building plans and supporting documentation – eliminating the need for an applicant to submit multiple paper copies of project plans – in conjunction with the DCRA online building permit application.

2. **How do I gain access to ProjectDox?**

   Once a permit application has been submitted online and the filing fee for at DCRA the applicant will receive an automatic email invitation to ProjectDox.

3. **How long will it take for my permit to be issued?**

   The initial review cycle for a project should be completed within 30 business days from the date the project became available for review. Subsequent review cycles, if necessary, should be completed within 10-15 business days.

4. **I have received correction comments from some of my reviewers. Why am I unable to submit new or revised drawings?**

   Drawings, new or revised, cannot be uploaded to a project during an active review cycle. The applicant must wait until all reviews have been completed and the project has been sent back to them for corrections.

5. **Why do I see two versions of a particular drawing, both the original and the revision?**

   Revisions to previously reviewed drawings must be uploaded with exactly the same file name as used during the original upload of the document. This includes spacing, punctuation, and capitalization. Naming the file identically the same will replace the previous document. When any character in the file name is not matched, you will see both the original and the revision.

6. **Are electronic and wet stamps acceptable for submission?**

   Yes, drawings can be wet stamped prior to being digitized or an electronic stamp can be added when the digital drawing is created.

7. **How will I know when all reviews have been completed?**

Once a full review cycle has been completed, the applicant will receive an automatic email notification. Applicants are also notified by email when any individual review has been completed. The applicant must wait until all reviews have been completed and the project has been sent back to them for corrections.

8. Can more than one person be given access to a project?

Yes, the owner or agent for owner can request to have additional users added to a project. The request should be sent to the ProjectDox office at shaun.baskerville2@dc.gov or darnell.watkins@dc.gov. You must include the full name and email address for the person requesting the access. Please allow 1 business day for your request to be processed.

9. How do I access my approved plans and supporting documents?

The approved folders for all projects will become available once the permit has been issues. Files can be directly downloaded or printed from the project.

10. How can I delete files that have been uploaded to a project in error?

Applicants have the ability to delete files during the pre-screening process only. Once the initial review cycle has been completed, files can only be deleted by ProjectDox staff. If you need a file removed, please send a request to darnell.watkins@dc.gov.

11. Who can I contact with questions I have about a review?

The name and contact email address for each plan reviewer can be found in your project reports. The best way to communicate with plan reviewers for clarification of review comments is via their direct email addresses.

Didn't find the answer to your ProjectDox question? Please contact us at shaun.baskerville2@dc.gov