



# Sign Administration Plan Review

Step-by-step user guide to the electronic plan review process



**SAVE PAPER, HELP THE ENVIRONMENT!**

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# iPermits Registration

## STEP 2: CREATE A SECURITY ADMINISTRATOR

Welcome to iPermits.

Please enter your user name and password.  
Then press the submit button

Please note: The user password is case sensitive

User Name:  Password:

[Submit login request](#)

**Alternate User Actions**

First Time User? [Click here to Register](#)

Forgot your User Name or Password? [Click here](#)

Once the iPermits Acknowledgment form has been processed, instructions will be emailed to the user to complete a user profile.

From the [iPermits login page](#), select the link **Click here to register** next to *First-time user?*

Please help us identify the appropriate user registration process.

Are you associated with an electrical, plumbing, mechanical, fire alarm, fire line, sign, or sprinkler trade contractor?

Yes  No

Enter Your Trade License Number:

[Submit](#)

On the next screen, select Yes to the first question: Are you associated with an electrical, plumbing, mechanical, fire alarm, fire line, sign or sprinkler trade contractor?

Then enter the company's **license number** and click on **Submit button**.



The first person to create a user profile under a company will be assigned the role of Security Administrator by default.

# iPermits Registration

## STEP 2: CREATE A SECURITY ADMINISTRATOR

### Create a User Profile for a Licensed User

#### Please read the following information before proceeding

- Only a License holder should complete this page.
- Fields marked with "\*" are required.
- The license provided must be valid and registered with the appropriate City of Houston Inspection Group.
- The iPermits Acknowledgement Letter is a prerequisite and must be completed and submitted to the City prior to user registration.

#### Licensee and related companies with license # 12345678

Select the desired entry

License No	License Type	Name
12345678	GS	SIGNS HPC - TEST
12345678	GSO	TEST GSO FOR SIGNS PROJECT

#### License Information

License No:\*  License Type:\*

Email Address:

iPermits PIN  If you do not know the Pin number you may select the following option:  
 PIN Override  I do not know the PIN. Please proceed with the registration but email the company's security administrator and request he/she activate this user profile.

If a security administrator has not been identified for this license as of yet you will need to contact the appropriate City of Houston support staff to activate the user profile. If a security administrator has been assigned he/she will be emailed and asked to complete the registration process.

#### User Information

This is my license. Do not restrict user access.  
 The user being added is a staff member. Restrict his/her web portal access rights to my license.

Security Level:\*

User ID:\*

Password:\*  Confirm:\*

Email Address:\*

First Name:\*  Middle:  Last:\*

Phone Number:\*  Fax Number:

Mailing Address:\*

City:\*  State:\*  Zip:\*

Company Name:\*

1. Select the appropriate company and licensee from the list. The license information will display below.
2. Enter the iPermits PIN submitted with the iPermits Acknowledgment from.
3. Under Security Level select the option: This my license. Do not restrict user access.
4. Enter the User ID submitted with the iPermits Acknowledgement form. Choose a Password between 6-8 characters (no symbols.)
5. Complete the remaining required fields and click on the Submit Add button



The Security Administrator is responsible for managing corporate users, overseeing the advance pay account, and associating other licensed contractors or companies to the company profile. This role may be re-assigned once additional users are registered.

# iPermits Registration

## STEP 3: REGISTER ADDITIONAL USERS

Please help us identify the appropriate user registration process.

Are you associated with an electrical, plumbing, mechanical, fire alarm, fire line, sign, or sprinkler trade contractor?  
 Yes  No

Enter Your Trade License Number:

Additional company users may self-register for iPermits under the company's license number. From the iPermits login page, select the link **Click here to Register**.

Answer **Yes** to the first question. Enter the company's license number and click on the **Submit** button.

### Create a User Profile for a Licensed User

Please read the following information before proceeding

- Only a License holder should complete this page.
- Fields marked with "\*" are required.
- The license provided must be valid and registered with the appropriate City of Houston Inspection Group.
- The iPermits Acknowledgement Letter is a prerequisite and must be completed and submitted to the City prior to user registration.

**Licensee and related companies with license # 12345678**

Select the desired entry

License No	License Type	Name
12345678	FAL	FIRE ME UP ALARM
12345678	FMO	FIRE, BILL
12345678	FSC	IT IT RAIN SPRINKLERS
12345678	GS	SIGNS HPC - TEST
12345678	GSO	TEST GSO FOR SIGNS PROJECT

**License Information**

License No:\*  License Type:\*

Email Address:

iPermits PIN:  If you do not know the Pin number you may select the following option:

PIN Override  I do not know the PIN. Please proceed with the registration but email the company's security administrator and request he/she activate this user profile.

**PLEASE NOTE** If a security administrator has not been identified for this license as of yet you will need to contact the appropriate City of Houston support staff to activate the user profile. If a security administrator has been assigned he/she will be emailed and asked to complete the registration process.

**User Information**

Security Level:\*  This is my license. Do not restrict user access.  
 The user being added is a staff member. Restrict his/her web portal access rights to my license

User ID:\*

Password:\*  Confirm:\*

Email Address:\*

First Name:\*  Middle:  Last:\*

Phone Number:\*  Fax Number:

Mailing Address:\*

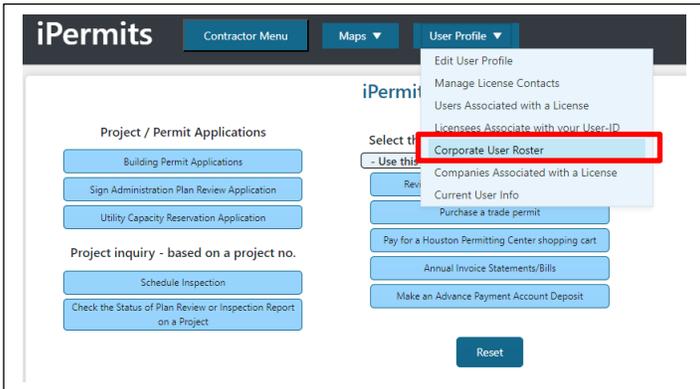
City:\*  State:\*  Zip:\*

Company Name:\*

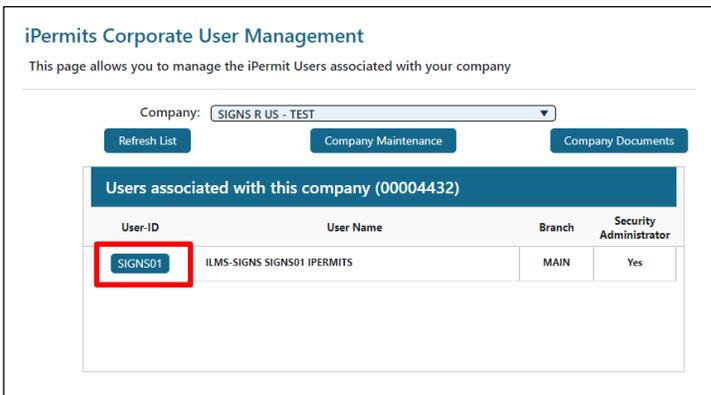
1. Select the appropriate company and licensee from the list. The license information will display below.
2. Check the box for PIN OVERRIDE.
3. Under Security Level select the option: The user being added is a staff member. Restrict his/her web portal access rights to my license.
4. Choose a User ID and Password between 6-8 characters.
5. Complete the remaining required fields and click on the Submit Add button.
6. The account is now pending activation by the Security administrator(s.)

# iPermits Registration

## STEP 3: REGISTER ADDITIONAL USERS



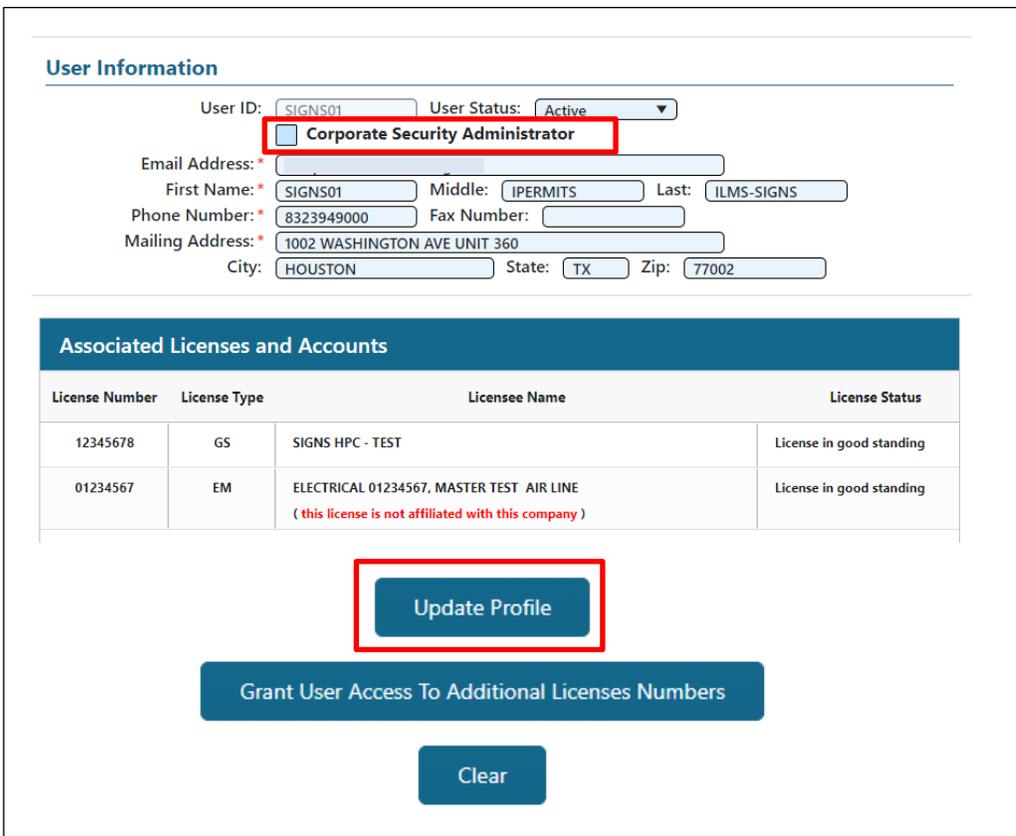
1. The Security Administrator (SA) will receive an email whenever a new user account is requested. To approve a request, the SA will log into iPermits and select **Corporate User Roster** from the *iPermits Online Service Menu*.



2. Click on the **User-ID** with the *Pending Activation* status.

3. Change the **User Status** to *Active*. Optionally, you may assign the role of **Corporate Security Administrator** to the new user by checking the box.

4. Select the **Update Profile** button to complete activation.

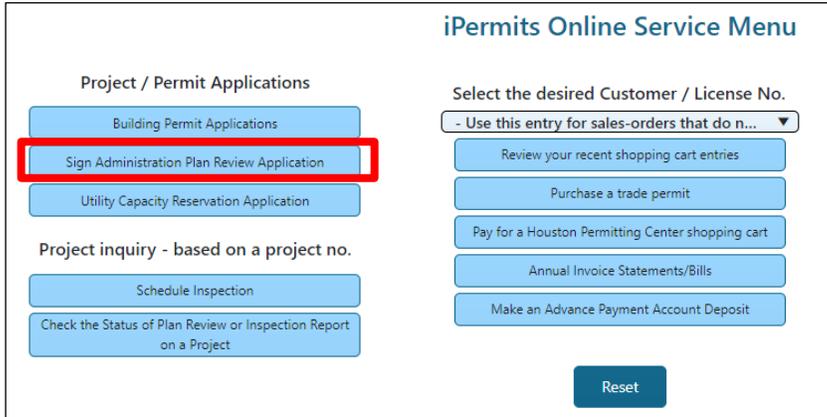


**!**

To remove a user, change the user status to **Inactive** and uncheck the box for **Allow User Access to the company's license(s)**.

# Application Process

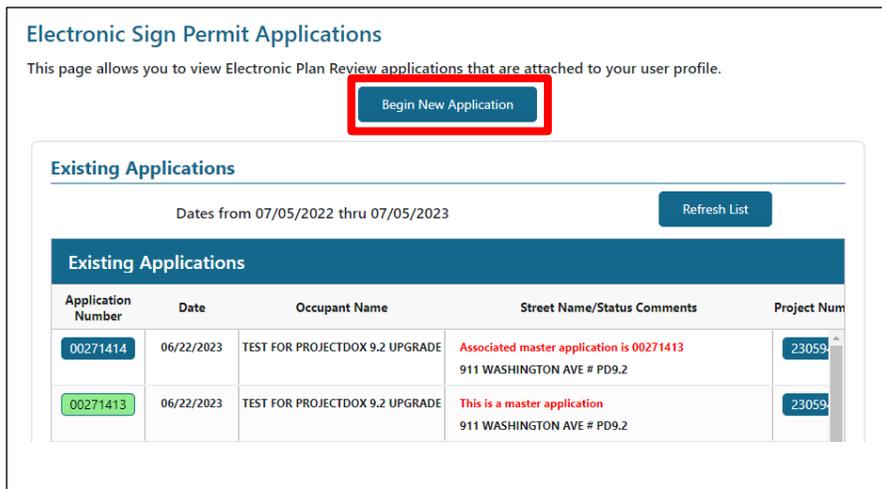
## SIGN PERMIT APPLICATION



The screenshot shows the 'iPermits Online Service Menu'. On the left, under 'Project / Permit Applications', the 'Sign Administration Plan Review Application' button is highlighted with a red box. On the right, there is a dropdown menu for 'Select the desired Customer / License No.' and several other buttons: 'Review your recent shopping cart entries', 'Purchase a trade permit', 'Pay for a Houston Permitting Center shopping cart', 'Annual Invoice Statements/Bills', and 'Make an Advance Payment Account Deposit'. A 'Reset' button is at the bottom center.

Log into your iPermits Portal account.

Under the iPermits Online Service Menu, click on the **Sign Administration Plan Review Application** button.



The screenshot shows the 'Electronic Sign Permit Applications' page. A 'Begin New Application' button is highlighted with a red box. Below it is a table of 'Existing Applications' with columns for Application Number, Date, Occupant Name, Street Name/Status Comments, and Project Number. The first row shows application 00271414 with a red status, and the second row shows application 00271413 with a green status.

Application Number	Date	Occupant Name	Street Name/Status Comments	Project Num
00271414	06/22/2023	TEST FOR PROJECTDOX 9.2 UPGRADE	Associated master application is 00271413 911 WASHINGTON AVE # PD9.2	23059
00271413	06/22/2023	TEST FOR PROJECTDOX 9.2 UPGRADE	This is a master application 911 WASHINGTON AVE # PD9.2	23059

To submit a new application, click on the **Begin New Application** button.



A list of existing Sign applications will display with their status in red. Click on an application number to continue the process.

# Application Process

## ADDRESS SEARCH

**On Premise Sign Administration Project Application - Address Search**  
ADDRESS SEARCH OR ASSIGNMENT

All Building permit applications will be associated with a specific address. Using the below search feature, enter the physical address of where the work will be performed.

For address related assistance please email [hpcaddressing.team@houstontx.gov](mailto:hpcaddressing.team@houstontx.gov) or call 832.394.8899. During the application process you will also be offered the opportunity to submit the application.

**Note:**  
Do not enter street directions, (e.g., N., S., W., etc.)  
Do not enter street types (e.g., Rd., Dr., etc)

Number  Street Name

Complete the street number, abbreviated as **Street No.**, and **Street Name** fields. Then click the **Search for Address** button.

Do not enter street directions (e.g. N,S,E,W) nor street types (e.g. Dr., Rd. Ave., etc.) into the address search.

Note: If a direction is part of the street name (North Sam Houston Parkway, East Freeway, etc.), spell out the word.

**On Premise Sign Administration Project Application - Address Search**

Your address search returned the displayed street names results. Click on the appropriate street name.

If your Street Name does not appear on the list, contact the City of Houston HPC-Addressing at 832-394-8899 or [hpcaddressing.team@houstontx.gov](mailto:hpcaddressing.team@houstontx.gov) for assistance.

Qualified Street Names	
Address	
WASHINGTON AVE	

Click on the correct street name from the generated list to continue.

If your street name does not appear, click on the button **The needed street name is not listed** and contact the Addressing team [Hpcaddressing.team@houstontx.gov](mailto:Hpcaddressing.team@houstontx.gov) for assistance.



**All Sign applications must be associated with an address and a Certificate of Occupancy (CO). An erroneous address can delay the review process.**

# Application Process

## CO SELECTION

### On Premise Sign Administration Project Application - Address Search

Your Property Address inquiry has qualified the following Addresses. Click on the appropriate Address.

**Suite, Floor, Building Number Not Listed:**

If your exact address (including the Space) does not appear in the list, click one that matches your Street Number.

**Street Number Not Listed:**

If your Street Number does not appear in the list, contact the City of Houston.

#### Qualified Addresses

Address	Name on situs
902 WASHINGTON AVE 77002	AMTRAK(NATIONAL RAILROAD PASSENGER CORP )
908 1/2 WASHINGTON AVE 77002	.
908 1/2 WASHINGTON AVE UNIT 5.29 77002	TEST, ILMS 5.29
908 1/2 WASHINGTON AVE 5.31 77002	TEST, HARVEY
909 WASHINGTON AVE 77002	CENTER POINT ENERGY
909 WASHINGTON AVE ROW 77002	CENTERPOINT ENERGY
909 WASHINGTON AVE SWA 77002	STORM WATER, APPLICATION
910 WASHINGTON AVE UNIT 77002	***
910 WASHINGTON AVE UNIT 0319 77002	*PROJECTDOX MARCH PRODUCTION TEST MARCH 201

The needed street name is not listed.

From the generated list, click on the correct street number to continue. If a suite, floor, or building number is not listed, click on the address that most closely matches.

If the street number is not listed, click on the button **The needed property address is not listed** and contact the Addressing Team via email at [Hpcaddressing.team@houstontx.gov](mailto:Hpcaddressing.team@houstontx.gov) for assistance

### Sign Administration - C/O Project Selection

Please select the appropriate occupancy project

#### Address Information

Occupant: SIGNS CLASS  
 Property Address: 910 WASHINGTON AVE UNIT 5.16S  
 City/State/Zip: HOUSTON , TX 77002  
 Tax Assessor No: 040-003-085-000-0005  
 Subdivision Name:

#### Project History

##### Existing Applications

Project No	Project Date	Group	Prmt Type	Permit Use/Description
16086916	08/27/2016	Building	CO	TEST PROJECT FOR SIGN PROJECTS - BUILDING OFFICE

Back

Select the appropriate **Project No.** which corresponds to the Certificate of Occupancy (CO) for that address.

Click on the **Back** button to return to the list of qualified addresses. If a project number is not listed, it is important to confirm that a CO exists for that address. Please contact Occupancy Inspections Section or Open Records Section for further assistance.

# Application Process

## SIGN PERMIT APPLICATION – PAGE 1



Application list

On-Premise Sign Permit Application - Page 1 of 2

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**Instructions**

Complete this page in its entirety and click the Save & Continue button to proceed to page 2 of the application.  
For General Inquiries please contact Sign Administration at 832-394-8890 or [Sign Administration](#).

---

**Please read the following information before proceeding**

- Fields marked with "\*" are required.
- Submittal of false information will result in invalidation of the application.

---

**Application**

**Owner, Tenant, or Business Name**

Entity Name Type:  Individual  Corporation or Firm

Corporation or Firm Name

**Project Address**

No.	Fraction	Dir.	Street Name	Type	Dir.	Unit Id	Unit#
<input type="text" value="910"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="WASHINGTON"/>	<input type="text" value="AVENUE"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="5.165"/>
City		Zip Code*	Zip Plus	County*			
<input type="text"/>		<input type="text" value="77002"/>	<input type="text" value="0000"/>	<input type="text" value="Please Select"/>			

**Sign Contractor License Select**

Occupancy Project:

---

**Applicant Information**

Entity Name Type:  Individual  Corporation or Firm

Corporation or Firm Name

**Address**

Street #	Fraction	Pre-Dir	Street Name
<input type="text" value="1002"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="WASHINGTON"/>
Type	Space		
<input type="text" value="AVENUE"/>	<input type="text" value="360"/>		
City:	State:	Zip Code:	Zip Plus:
<input type="text" value="HOUSTON"/>	<input type="text" value="TX"/>	<input type="text" value="77002"/>	<input type="text" value="0000"/>
Phone:	Email*:		
<input type="text" value="( ) - - - - -"/>	<input type="text" value=""/>		

Relationship to project \*:

---

**Owner Information**

Entity Name Type:  Individual  Corporation or Firm

Last First Middle

**Address**

Street #	Fraction	Pre-Dir	Street Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Type	Space		
<input type="text"/>	<input type="text"/>		
City:	State:	Zip Code:	Zip Plus:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone:	Contact:	Email:	
<input type="text" value="( ) - - - - -"/>	<input type="text" value=""/>	<input type="text" value=""/>	

---

**Billing Information**

Entity Name Type:  Individual  Corporation or Firm

Last First Middle

**Address**

Street #	Fraction	Pre-Dir	Street Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Type	Space		
<input type="text"/>	<input type="text"/>		
City:	State:	Zip Code:	Zip Plus:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone:	Contact:	Email:	
<input type="text" value="( ) - - - - -"/>	<input type="text" value=""/>	<input type="text" value=""/>	

1. Choose the County in which the project is located - only. **Do not change any of the pre-populated fields in the address section.** (Note: You must select the County\* from the County\* drop-down list.)
2. Choose the appropriate contractor license from the drop-down list.
3. Select the applicant's **Relationship to project.**
4. If the applicant is not the owner, complete the Owner Information fields.
5. Complete the Billing Information fields. An accurate billing address is required for annual renewal invoicing.
6. Once all required fields are completed, click the Save & Continue button to go the next page

# Application Process

## SIGN PERMIT APPLICATION – PAGE 2

The screenshot shows a web application interface for a sign permit application. At the top, there is a progress bar with three steps: 'Application list', 'Application Page 1', and 'Application Page 2'. The current page is 'Application Page 2'. The main heading is 'On-Premise Sign Permit Application - Page 2 of 2 - Sign Attributes'. Below this, there is a section titled 'Application' with fields for 'Application Number' (00273240), 'Date' (07/05/2023), 'Address' (910 WASHINGTON AVE UNIT 5.16S), 'Occupant Name' (SIGNS CLASS), and 'Project Description\*' (On Premise Sign Application). Below this is a section titled 'Sign Electrical Master License Select' with a dropdown menu for license selection, a 'Sign Category' dropdown, and a 'Review sign category guidelines' button. A note states: 'If the proposed electrical master is not associated with your user profile and can optionally manually supply an electrical contractor license number and type'. There are fields for 'Electrical Master License No:' and 'License Type:'. Below this is a section titled 'Sign 'A'' with fields for 'Sign Type', 'Illumination Method', 'Sign Message', and 'Face change only'. Below this is a section titled 'Sign Attributes' with fields for 'Width (feet)', 'Height (feet)', 'Maximum Height (feet)', 'Faces', and 'Number of Poles'. There is also a section for 'Select the following items for sign refurbishment projects' with a 'Refurb Type' checkbox and a 'Project No:' dropdown. At the bottom, there are 'Update' and 'Back' buttons.

1. Enter a Project Description.
  2. Enter the appropriate Sign Category. Click on the Review sign category guidelines button for assistance.
  3. If the sign requires illumination an Electrical Master must be identified on the application.
    - If electrical master licenses have been associated with the Sign company profile, choose the appropriate license number from the drop-down list.
    - Otherwise, enter the electrical master's license number and license type (i.e. EM, EMS, ESM, or ESS) for the project.
  4. Enter all sign attributes, messages, sign types, and illumination methods for up to five signs.
- Note:** Never check the Refurb box or select a Project No. unless it's for a bona fide Refurb.
- \* To get a project staged for a Refurb, or for questions, contact the Plan Analyst Supervisor.*
5. Once all required fields are completed, click the Update button. The page will refresh.



You will receive a project number for each sign entered. If you require more than five signs, please submit multiple applications.

# Application Process

## GENERATE AFFIDAVIT

Application list    Application Page 1    **Application Page 2**    Document Attached    **Generate PDF**

**On-Premise Sign Permit Application - Page 2 of 2 - Sign Attributes**

**Application**

Application Number: **00271414**    Date: 06/22/2023

ILMS Project No: 23059484

Address: 911 WASHINGTON AVE # PD9.2

Occupant Name: SIGNS CLASS

Project Description\*: On Premise Sign Application

After the page refreshes, two additional buttons will now appear at the top of page.

**PLEASE DO NOT UPLOAD ANY FILES OR DRAWINGS IN THE DOCUMENTS ATTACHED PAGE.**

1. Click the **Generate PDF** button.

ON-PREMISE SIGN PERMIT APPLICATION    Application No: 00252086    ILMS Project No: 23019863

1002 Washington Ave, 4th Floor - Houston, TX 77002. Phone: 832-394-8890 Monday - Friday 7:30 am - 4:00 pm

Category A     Category B     Category C     Category D     Changeable Message Sign

<b>Sign Company:</b> SIGNS R US	<b>Sign Co. License:</b> 19346678
<b>Contact:</b> TESTER SIGNS01 SIGNS	<b>E-Mail:</b>
<b>Address:</b> 1002 WASHINGTON AVE # 360	<b>Office Phone:</b>
<b>City,ST,Zip:</b> HOUSTON, TX 77002	<b>Cell Phone#:</b>
<b>Owner Name:</b> SWIFT COMPANY	<b>Billing Name:</b> GARCIA, MARIO
<b>Address:</b> 1283 N POST OAK RD	<b>Address:</b> 1002 WASHINGTON AVE
<b>City,ST,Zip:</b> HOUSTON, TX 77055	<b>City,ST,Zip:</b> HOUSTON, TX 77002

FC = Face Change    N1 = Ground    N2 = Roof    N3 = Wall    N4 = Projecting    N5 = Marquee    N6 = Portable    N7 = Directional

<b>Sign A</b> <input checked="" type="checkbox"/> New Electrical	<b>Sign B</b> <input type="checkbox"/> New Electrical	<b>Sign C</b> <input type="checkbox"/> New Electrical	<b>Sign D</b> <input type="checkbox"/> New Electrical	<b>Sign E</b> <input type="checkbox"/> New Electrical
Sign Type N3	Sign Type	Sign Type	Sign Type	Sign Type
Width 008 Ft 00 In	Width Ft In	Width Ft In	Width Ft In	Width Ft In
Height 004 Ft 00 In	Height Ft In	Height Ft In	Height Ft In	Height Ft In
Max HT 018 Ft 00 In	Max HT Ft In	Max HT Ft In	Max HT Ft In	Max HT Ft In
Faces 1 Poles 0	Faces Poles	Faces Poles	Faces Poles	Faces Poles
Project# 23019863	Project#	Project#	Project#	Project#

**SIGN MESSAGE(S)**

A test    D  
B    E  
C Other

FC/Reburb - Ref.# A B C D E

**Electronic (LED) Signs - Changeable Message and High Technology Acknowledgement Receipt**

Notice is hereby given to the sign owner, occupant or leaseholder about the Houston Sign Code Regulations, rules, or ordinances pertaining to changeable messages. The lighting of the sign and sign structure must comply with Section 461.1(b) of the Houston Sign Code regulations.

**SECTION 461.1 - ON-PREMISE SIGNS**

(h) Changeable Message and High Technology Signs. Save and except for signs erected pursuant to the provisions of Section 462.0, the following provisions shall apply to all existing and new changeable message and high technology signs.

(1) Blinking, rotating, moving, chasing, flashing, glimmering, or spot lights are prohibited.

(2) Lights or colored elements creating a continuously moving, shimmering, or prismatic effect, or the use of rotating or moving parts in association with such lights or colored elements, are prohibited.

(3) A changeable message sign may not change the message more often than every five minutes and must change the message within one second or less; a high technology sign may not change the message without a new permit.

(4) Brightness limits shall be set at a maximum of 6500 nits between sunrise and sunset, and at a maximum of 1250 nits between sunset and sunrise, and each sign shall be fitted with a qualified light sensing device to automatically adjust the brightness in accordance with these standards.

Person or persons responsible for the sign must sign this acknowledgment upon submitting the application. A citation will result for any future violation(s). If you disagree with the interpretation by the City of Houston Sign Administrator, you have the right to appeal in accordance with Section 460.4(e) of Houston Sign Code Regulations.

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Phone # \_\_\_\_\_

**AFFIDAVIT**

I hereby certify that the above information is true and correct and further that the sign is being erected and or maintained at the above location with the permission of the owner and/or authorized lessee of the premises; that the sign does not violate any applicable (local) restrictions on the premises; and that having read the restrictions and requirements of the City Sign ordinance, that the sign is being erected or maintained in compliance with the Sign Ordinance, Chapter 46, Building Code, City of Houston and other applicable laws.

Sworn to and subscribed before me by said \_\_\_\_\_ / \_\_\_\_\_ on \_\_\_\_\_ of 20\_\_\_\_

PRINT OWNER NAME/AGENT/LESSEE OF PREMISE    PRINT SIGN REPRESENTATIVE    MONTH

Owner's Signature/Agent/Lessee of Premise    NOTARY PUBLIC in and for the State of Texas

Sign Representative Signature    NOTARY PUBLIC in and for the State of Texas

2. From the pop-up window, print or save the application.

3. If any proposed sign is either a High Technology or Changeable Message Sign, the client (business owner or location manager) must complete the **Changeable Message and High Technology Acknowledgment Receipt**.

4. All applicants must sign and notarize **the Affidavit**.

5. Scan and save the notarized application to your computer.

**Note:** Scanning is accomplished via a conventional image scanner - *not* digital image capturing via Smart Phone or digital camera.

# Application Process

## FINALIZE APPLICATION- PAGE 2

Sign A Sign B Sign C Sign D Sign E

**Sign 'A'**

Sign Type: Existing Ground  
Illumination Method: Non-Illumination Face change only:   
Sign Message: TEST

**Sign Attributes**

Width (feet): 8 Height (feet): 4 Maximum Height (feet): 18  
Faces: 1 Number of Poles: 1

Select the following items for sign refurbishment projects

Refurb Type:  Project No: -

Update  
**Finalize Application**

1. To finalize and submit the application to Sign Administration scroll to the bottom of **APPLICATION PAGE 2** and click on the **Finalize Application button**.

Upon finalizing the application, the plan exam fee and site inspection fee are due.

iPermits Shopping Cart Maintenance

**Sales Order Payment Selection**

Shopping Cart No: 03244263  
Created: 07/05/2023

Create a New ILMS Shopping Cart  
Return to Shopping Cart List Maintenance

The following Sales Order(s) are pending payment. Check the selection box of the ones that you wish to pay at this time.

**Select Sales Orders for Payment**

Sales Order	Type	Date	Holds Appvd	Customer / Contractor of Record (Permit emailed to)	Update Required
03537106	Sign Plan Review	05-JUL-2023	No Holds	12345678-GS SIGNS HPC - TEST	

Shopping Cart Amount Due : \$212.84

Recalculate  
View the payment transmittal  
Charge This to My APA Account  
Make Online Payment via Credit Card or Electronic Check

- If the application needs to be updated, proceed to the Shopping Cart Maintenance screen and click-on the sales order button.

A new screen opens, with a **Delete This Sales Order** button. Click on that button to delete the sales order and unlock the application pages. Update the application, then repeat Step 1.

**This sales order is a request to create a new ILMS project at the following address**

Address: 910 WASHINGTON AVE UNIT 5.16S

This information is critical to the validity of any permits issued by the City of Houston. If it in any way inaccurately describes the location of the work to be done, the City reserves the right to cancel the permit and a new permit will need to be purchased.

**Project Details**

Sales Order: 03537106  
03244263

**Delete This Sales Order**

# Pay the Fees

## CREDIT CARD OR E-CHECK

### iPermits Shopping Cart Maintenance

#### Sales Order Payment Selection

Shopping Cart No:

03244263

Created:

07/05/2023

Create a New ILMS Shopping Cart

Return to Shopping Cart List Maintenance

The following Sales Order(s) are pending payment. Check the selection box of the ones that you wish to pay at this time.

#### Select Sales Orders for Payment

Sales Order	Type	Date	Holds Appvd	Customer / Contractor of Record (Permit emailed to)	Update Required
<input checked="" type="checkbox"/> 03537106	Sign Plan Review	05-JUL-2023	No Holds	12345678-GS SIGNS HPC - TEST	

Shopping Cart Amount Due : \$212.84

Recalculate

View the payment transmittal

Charge This to My APA Account

Make Online Payment via Credit Card or Electronic Check

Upon finalizing the application, the plan exam fee and site inspection fee are due.

1. On the Shopping Cart Maintenance screen, check the box of permit(s) to be paid. Then click the **Make Online Payment via Credit Card or Electronic Check** button. You will be taken to Chase website to complete the online payment.

Processed payments are indicated by a project number in red

2. Enter the payer information and click on the Continue the Credit Card/Electronic Check Payment Process button.

### ILMS Shopping Cart Online Payment Processing

#### Payment Selection

Shopping Cart No:

03244263

Created:

07/05/2023

Payment

Processed:

Return to Shopping Cart Maintenance

We need to collect the following data before your payment can be processed. Please enter the appropriate payer name and address. Depending on the type of purchase, this data will be printed on the City issued permit documents. Consequently, data accuracy is important.

CC Holder Type:  Individual  Corporation or Firm

Corporation or Firm

SIGNS R US

Billing Address:

House #

1002

Fraction

Pre-Dir

Street Name

WASHINGTON

Type

AVENUE

Space

360

Billing Zip Code:

Zip code

77002

Zip plus

0000

Shopping Cart Amount Due | \$ 212.84

Update Payer Information

Continue the Credit Card/Electronic Check Payment Process

You will be transferred to the J.P Morgan payment website to complete the transaction. A receipt will be emailed to you from J.P Morgan. You may need to check your spam or junk folder.

# ProjectDox Set Up

## NEW USER ACCOUNT

De: <DoNotReplyHOTXP@avolvecloud.com>  
Date: jue, 29 de jun. de 2023 9:58 a. m.  
Subject: Welcome to Online Submission  
To:

NEW ACCOUNT REQUEST

Welcome to Online Submission!

Before gaining access, you must confirm your account.

**TIP: Set New Password Now**  
Your verification code will expire quickly. If it has expired, you can click on Login and request another to be sent by email.

Your login: **g** @gmail.com  
Verification code: **5567F3** good until 6/29/2023 1:58:53 PM

To set a new password, please click on "Login" below.

**Login** To confirm account and set your password

Please do not reply to this email.

## Sample Invitation

Once the plan review deposit has been paid, an invitation (see above) will be sent to the applicant to upload plans into ProjectDox®. For new users, the invitation will contain a temporary password. Subsequent invitations will not contain a password.

### First time users should note:

- ProjectDox® uses pop-up windows. Configure your browser's pop-up blocker to allow for pop-ups for the ProjectDox® site. If you log in but no ProjectDox® window appears, a pop-up blocker is likely still installed.

- Click on the **Install ProjectDox® Components** link on the login page for easy downloading and installation of ActiveX controls
- The login page also has a link for adding a desktop shortcut to the ProjectDox® site, and a link for adding it to your favorites.

Depending upon your organization's security settings, a network administrator or IT department may need to complete the steps required for system set up.

# ProjectDox Set Up

## NEW USER ACCOUNT

Welcome to the Portal June 5, 2023

**Login**

E-mail:

Password:

**Login**

[Forgot password?](#)

You need an account to access your projects. Contact the Jurisdiction if you don't have an account login.

**Welcome to the City of Houston TX Login Page!**

This new, innovative system will enable you to participate in the electronic plan review process for our city. Our electronic plan review process increases efficiencies, reduces costs, and accelerates community development. For more information on electronic plan review and submittals, please [Click Here](#).

**VIDEO SERIES**

[GETTING STARTED](#) || [ACCEPTING A TASK](#) || [DOWNLOADING APPROVED PLANS](#)

From the invitation, click on the **Login to ProjectDox®** link or **Project Access** link to open the login page using your default web browser. You can also type or paste the ProjectDox® URL into another web browser.

Enter your email address and verification code and click the **Login** button. (*The password is case sensitive.*)

**HOUSTON PUBLIC WORKS**  
Houston Permitting Center

Home Profile

**My Profile** ?

**Personal Information**

In order to start your application request, please verify your profile information.  
To be able to save changes in your Personal Information you must provide your Current Password.

First Name \*

Last Name \*

Email \*

Phone \*  x   
The Phone field is required in XXX-XXX-XXXX format

Additional Phone  x

I Have a Company \*  Yes  No

Address 1 \*   
The Address 1 field is required.

Address 2

Country \* (Not Specified)   
The Country field is required.

Province/State \* --

City \*   
The City field is required.

Postal Code/Zip Code \*   
The Postal Code/Zip Code field is required.

Current Password \*

**Save** **Cancel**

You will be taken to your User Profile, where you must complete the required yellow fields:

- ❖ Change your password
- ❖ Create a security question and answer
- ❖ Contact information

Click the **Save** button to continue onto the home page.

Login into ProjectDox® a second time (and every time after that) you will use the permanent password that you entered in your Profile page.

If you ever forget your password, click on the **Forgot Your Password?** link. You will input your email address and a verification code will be emailed.

# Navigation Basics

## HOME PAGE LAYOUT & TOOLBARS

**HOUSTON PUBLIC WORKS**  
Houston Permitting Center

Profile | Logout

ProjectDox Dashboard July 14, 2023

### My Projects

PROJECT	DESCRIPTION	LOCATION	STATUS	TASKS (1)
23064214		HARRIS	First Submission Pending	<a href="#">Open</a> Applicant Upload

1 - 1 of 1 records

Navigation: [Previous] [1] [Next]

[View All Projects](#)

Once projectdox user profile has been updated the applicant will be direct to the ProjectDox dashboard screen. All projects affiliated with the projectdox account will be displayed. To continue to the projectdox home screen select the desired project number.

# Navigation Basics

## HOME PAGE LAYOUT & TOOLBARS

The screenshot shows the ProjectDox homepage. At the top left is the Houston Public Works logo. The navigation bar includes a 'Home' button, a search field labeled 'Project: Enter project name', and buttons for 'All Tasks', 'Logout', and a help icon. Below the navigation bar are two tabs: 'Tasks' and 'Projects'. The 'Projects' tab is active, displaying a table of project entries. The table has columns for ACTION, PROJECT, LOCATION, DESCRIPTION, OWNER, STATUS, and CREATE DATE. The table contains six rows of project data. A dark blue banner at the bottom of the screenshot reads 'SAMPLE PROJECTDOX HOMEPAGE'.

ACTION	PROJECT	LOCATION	DESCRIPTION	OWNER	STATUS	CREATE DATE
	23008191		REMODEL - TEST	Commercial Building	Prescreen Resubmit	5/15/23 2:38 PM
	23008192		TEST 9.2	Commercial Building	First Submission Pending	5/15/23 2:38 PM
	22000127		TESTING 9.2	Commercial Building	Approved	1/18/23 10:09 AM
	23008177	HARRIS	TESTING RESIDENTIAL WORKFLOW	Commercial Building	Resubmit Received	3/13/23 8:34 AM
	22000091		TEST-P.DOX 9.2 TEST 397 RES	Commercial Building	In Review	12/1/22 12:35 PM
	23008185	HARRIS	TEST 9.2 4.18.23	Commercial Building	Prescreen Review	4/18/23 9:50 AM

## SAMPLE PROJECTDOX HOMEPAGE

The ProjectDox® home page is divided into two main sections. The Projects section is your **Projects List**, which displays basic information about every project you have been invited into as a main applicant and as a project member.

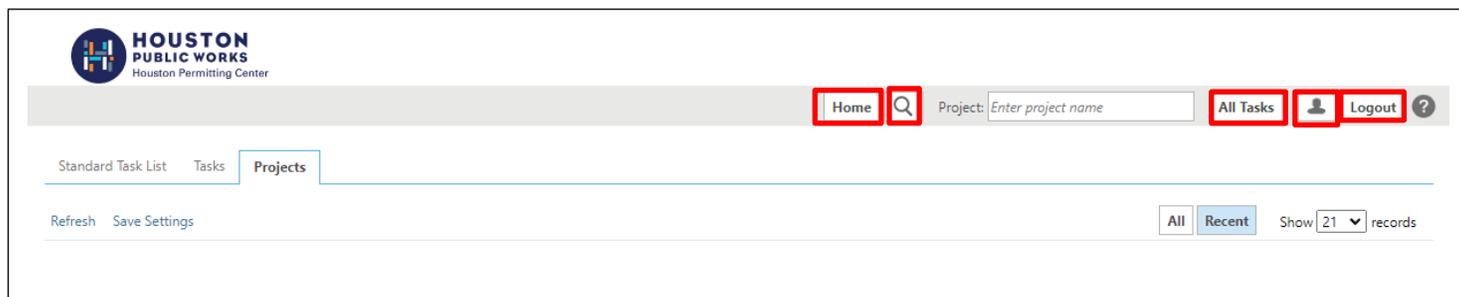
The most recently accessed projects are listed, with the most recent at the top. Select the **All** button to view a list of all your projects.

The **Projects** List can be sorted by clicking on the header of the column. You can search for words contained in these columns through the **Press Enter to Search** field.

The **Tasks** section of the home page is your Active Task List, which displays all your outstanding Tasks on projects for which you are the main applicant. The Tasks List can be sorted by clicking on the column header. Both the Projects List and Tasks List are set to display a limited number of entries at a time. Use these buttons

# Navigation Basics

## HOME PAGE LAYOUT & TOOLBARS



Your primary navigation buttons are located in the upper right corner of the home page.

- The **Home** button will take you back to the home page.
- The **Profile** button will take you to your User Profile, where you can edit your personal information or change your password.

The **Search** button allows you to search for a project based on the key information entered in the Project Info Page, or it allows you to search for keywords within a project.

- The **Help** button takes you to the ProjectDox® Help site. Use the index or search functions to find instructions on specific aspects of ProjectDox®
- The **Logout** button logs you out of ProjectDox®.
- The **All Tasks** button shows any tasks requiring action from the applicant in a separate pop-up window.

The screenshot shows the 'Projects' tab selected in the navigation bar. A red box highlights the 'Projects' tab. A red arrow points from the callout box to the 'Projects' tab. The callout box contains the following text:

From the Home screen on the **Projects** tab, you can view your projects and perform the following actions

- View Pending Tasks
- Project Status
- Project Reports
- Project Info
- View Uploaded files (Files can also be uploaded through this screen)

The screenshot also shows a table with the following columns: ACTION, PROJECT, LOCATION, DESCRIPTION, and OWNER. The first row of data is: [Icons], 23008203, [Contains...], TEST, Commercial Building, First Submission Pending 5/16/23 2:33 PM.

# Standards

## FILE TYPES AND BORDERS

Prior to upload, ensure that all files comply with the following standards. Failure to meet the City's standards may delay your review.

### ACCEPTED FILE TYPES

- ◆ Supported file types for documents include DOC, DOCX, PDF, XLS, XLSX, JPEG, GIF, PNG, etc.
- ◆ Vector PDF, DWG, DGN, DWF, etc., files will be acceptable for drawings.
- ◆ The City of Houston requires that plans be uploaded in an approved format, to scale, with a minimum output dimension of 8.5" x11".

### FILE NAMING CONVENTIONS

All file names are limited to 70 characters.

File names for drawings should be simple and straightforward (e.g., Plot Plan; Survey; Elevations; Construction, Electrical and Attachment; Engineering; etc).

Corrected files should always be resubmitted with the SAME FILE NAME as the original submittal.

**Note: If this is not followed the submitted file will appear as a NEW file, and not a correction to an existing file.**

### FOLDER STRUCTURE

Files are securely managed through a pre-defined folder structure. Users cannot rename or add folders to the structure.

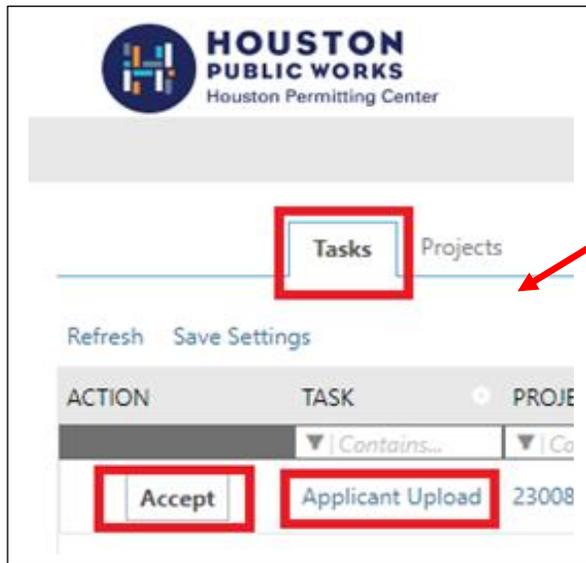
- ◆ Drawings
- ◆ Documents and Photos
- ◆ Reject
- ◆ Changemark Reports

All drawings (or anything submitted in lieu of a drawing [i.e. Title Abstract Report] should be uploaded to the **Drawings folder**. Single-page files may be best, but multiple-page files are acceptable. Note: Don't mix documents or photos with drawings.

All documents or photos should be uploaded to the **Documents and Photos folder**. Again, single-page files may be best, but multiple-page files are acceptable. Note: Don't mix drawings with documents or photos.

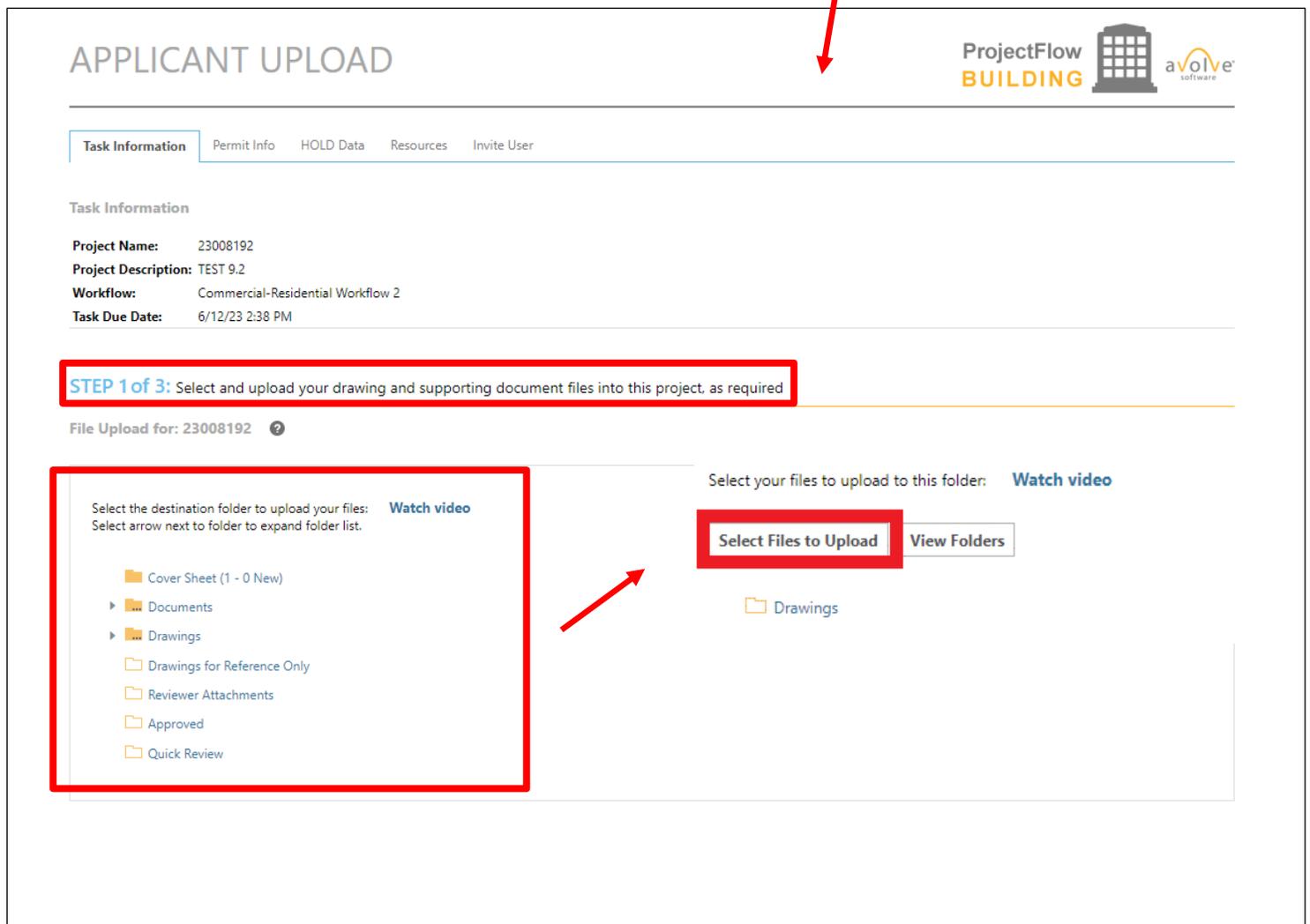
# Upload Your Files

## FIRST SUBMISSION



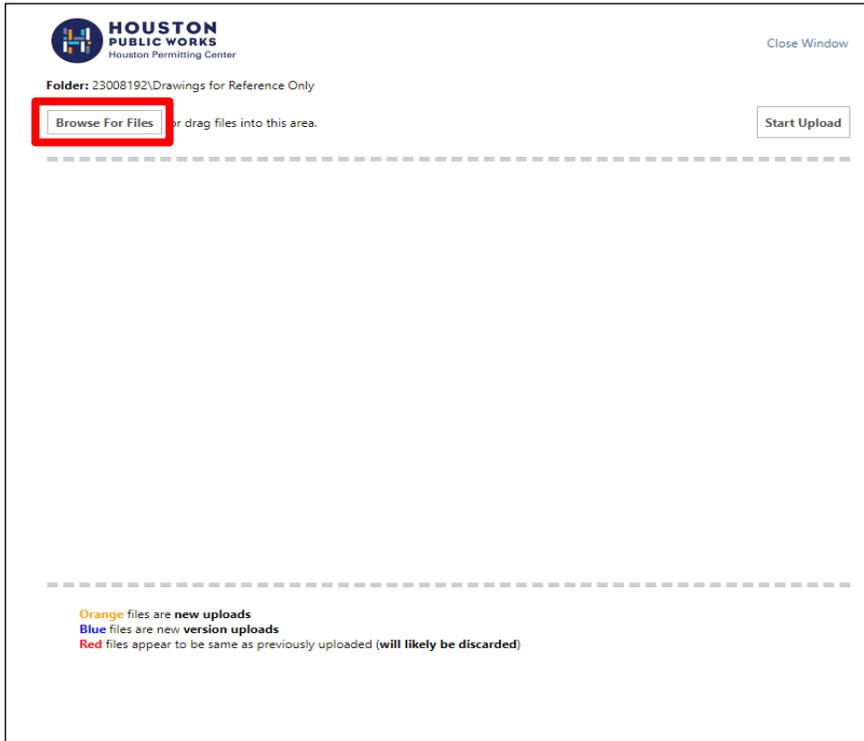
On your Projectdox Home Page click on the **Tasks** tab and click on **Accept or Applicant Upload**.

The eForm window will open in a pop-up screen. From there the applicant may select and upload drawings and supporting documents into the project



# Upload Your Files

## FIRST SUBMISSION

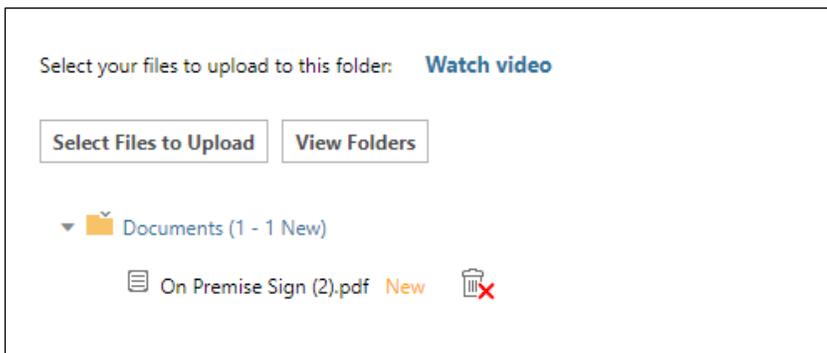
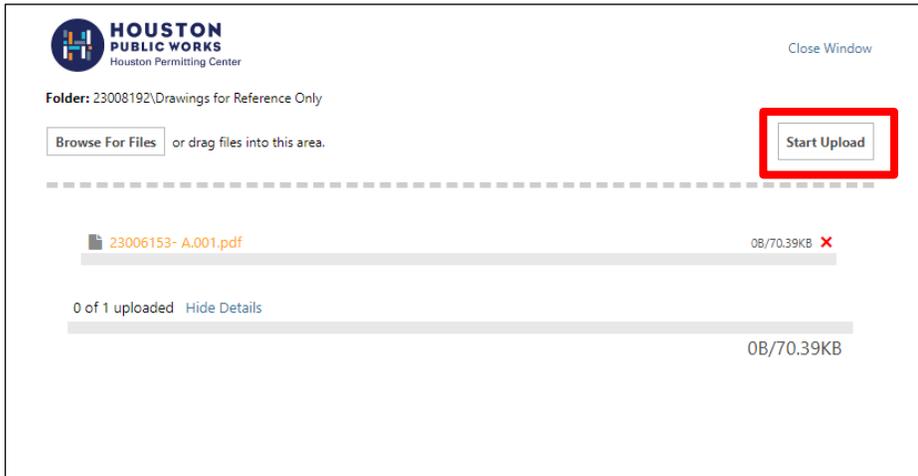


By default, up to 200 files or 10GB, whichever comes first can be uploaded at the same time.

Click **Browse for Files** or Drag files into the Upload window.

Once all files have been selected or dragged, Click **Start Upload**.

To upload files into a different folder, repeat the process until all drawings and documents are uploaded into their respective folders.



# Managing Files

HOUSTON PUBLIC WORKS  
Houston Permitting Center

Home  All Tasks

Tasks **Files** Status Info Reports Discuss Reviews **23008197: Houston - Cycle #1** Main Contact: PROJECTDOX ILMS

Refresh

Upload Files  1 of 1 files (1 selected)

FILE NAME	STATUS	REVIEWED
▼   Contains...	▼   Contains...	▼
<input checked="" type="checkbox"/> Coversheet_Revised.pdf		

Cover Sheet (1 - 0 New)  
Documents  
Drawings (4 - 4 New)  
Drawings for Reference Only  
Reviewer Attachments

Once files are uploaded into a folder, the files will be visible. Next to each file is the file name, upload date and time, file size, and name of the user who uploaded that file.

If a file is uploaded into the wrong folder, select the check box next to the file name and then select the delete icon.

Individuals invited into a project **will not** have this ability and should contact the main applicant to delete files.

To upload files into another folder, click on the folder. Repeat the process until all drawings and documents are uploaded into their respective folder.



Reports Discuss Reviews **23008197: Houston - Cycle #1**

1 of 1 files (1 select)

FILE NAME
▼   Contains...
<input checked="" type="checkbox"/> Coversheet_Revised.pdf

**The thumbnail images do not need to finish processing before uploading files to another folder.**

# Completing the Submittal

## APPLICANT UPLOAD

ProjectDox® moves a project through a series of tasks called a workflow. Some of these tasks are assigned to the applicant and others to City staff.

The completion of one task signals ProjectDox® to assign the next task in the workflow. Reminder notifications of an open (i.e., incomplete) task are sent via email at designated intervals.

To notify the City of Houston that your plans are ready for pre-screen, the applicant must complete the **ApplicantUpload** task.

From the **eForm** where plans were uploaded, the applicant will need to check to confirm all required documents and/or drawings have been uploaded.

The screenshot displays the 'Applicant Upload' task interface in ProjectDox. At the top, 'Task Information' shows: Project Name: 23008192, Project Description: TEST 9.2, Workflow: Commercial-Residential Workflow 2, and Task Due Date: 6/12/23 2:38 PM. Below this, the interface is split into two overlapping panels. The left panel shows 'STEP 1 of 3: Select and upload your drawings' with a file upload section for project 23008192. It lists folders: Cover Sheet (1 - 0 New), Documents, Drawings (2 - 2 New), Drawings for Reference Only, Reviewer Attachments, Approved, and Quick Review. The right panel shows 'STEP 2 of 3: Check all to confirm you have completed this task and are now ready to submit'. It includes a 'Confirmation' section with a red message 'Selection is required.' and a checked checkbox 'I have uploaded all required drawings and/or documents.' Below this, 'STEP 3 of 3: Click the "Submit" button below to complete your task' is shown. At the bottom of the right panel, a red box highlights the 'Submit' button, and a red arrow points from the 'Submit' button in the right panel to the 'Submit' button in the left panel. At the bottom of the left panel, another red box highlights the 'STEP 2 of 3' header, and a 'Submit' button is visible at the very bottom.

# Completing the Submittal

## APPLICANT UPLOAD

Through the eForm, the main applicant can invite and remove individuals into/from the project. Enter the individual's name and email address and then click on the Invite user. An email will be sent to the user to create an account.

Invited users will have the ability to upload and view files, but cannot complete a task (i.e., no access to the eForm). Invited project members will also receive the same email notification that the main applicant receives as the project moves through the workflow.

**APPLICANT UPLOAD**

ProjectFlow BUILDING  avolve software

Task Information Permit Info HOLD Data Resources **Invite User**

**Invite/Remove Project User** ?

<b>Invite to Group:</b> <input type="text" value="Owner_Agent_Contractors"/>	<b>Remove from Group:</b> <input type="text" value="Owner_Agent_Contractors"/>
<b>First Name:</b> <input type="text"/>	<b>Name:</b> <input type="text"/>
<b>Last Name:</b> <input type="text"/>	<input type="button" value="Remove User"/>
<b>Applicant Email:</b> <input type="text"/>	
<input type="button" value="Invite User"/>	

# Formal Review of Plans

## PROCESS OVERVIEW

A supervisor in the Sign Administration Coordinator Group will assign and route the submission to a Plan Analyst for review.

If the review is approved, the plan analyst applies the necessary stamps and annotations. Afterward, the applicant will receive an **Approved email** with instructions.

At this point, permits are set-up, fees are assessed, and permits are sold-out utilizing funds from your AP Account. Note: All permit fees must be paid at the conclusion of the Plan Review, prior to the Site Inspection.

In version 9.2, if the reviewer has selected “Rejected”, the applicant will receive an email notification of the **Applicant Respond and Resubmit** task with instructions on how to resubmit to fix the issues.

# Formal Review of Plans

## APPLICANT RESUBMIT TASK

The following steps outline how to review the comments, submit corrections, and complete the assigned **Respond and Resubmit Task**:

1. Log in to ProjectDox®.
2. From the Home page select **Task** bar
  - a) This can be done from the respond and resubmit email sent to applicant.
3. Click on **Review Comments**:
  - a) View the reviewer comments and markups
  - b) Click on file name to open the drawing with markups
  - c) Add your response in the Applicant Response column
4. Make Corrections to the files and upload them to their original folder
  - a) **“Versioned Files”**- New version of a file previously submitted.
  - b) **“New Files”**- New file, not previously uploaded and submitted.
5. Confirm you have completed Task and are ready to submit.
  - a) Check box “I have responded to all review comments.”
  - b) Check box “I have uploaded my revised files, if requested.”
  - c) Select the Submit button to complete your task

The screenshot displays the 'RESPOND AND RESUBMIT' interface. On the left, there is a 'Task Information' section with details like Project Name, Description, Coordinator (Mara Fitter), and Due Date (4/5/22 1:48 PM). Below this is a 'Task Instructions' section with a red box highlighting 'STEP 1 of 4: Respond to all comments, as requested'. A red arrow points from this box to a larger, detailed view of 'STEP 1 of 4: Respond to any comments, as needed'. This detailed view shows a 'Resolve Review Comments' section with statistics: 'Unresolved Comments: 1', 'Info Only Comments: 0', and 'Files with Markups: 0'. A 'Plan Review:' section contains a red-bordered 'Review Comments' button.

The screenshot shows 'STEP 2 of 3: Check all to confirm you have completed this task and are now ready to submit'. It includes a 'Confirmation' section with a red-bordered checkbox checked, indicating 'I have uploaded all required drawings and/or documents.'. Below this is 'STEP 3 of 3: Click the "Submit" button below to complete your task'. At the bottom, there are two buttons: 'Submit' (highlighted with a red box) and 'Complete Later'.

# Download Plans

## ACCESSING APPROVED PLAN SET & PERMITS

After notification of approval, you can download your approved permits, site sheet and stamped plan set.

Log into iPermits and proceed to the Contractor Menu and click the Sign Administration Plan Review Application button

The screenshot shows the iPermits Online Service Menu. At the top, there are navigation buttons for 'Contractor Menu', 'Maps', and 'User Profile'. Below this, the main menu is titled 'iPermits Online Service Menu'. It is divided into two columns. The left column is titled 'Project / Permit Applications' and contains buttons for 'Building Permit Applications', 'Sign Administration Plan Review Application' (highlighted with a red box), 'Utility Capacity Reservation Application', 'Project inquiry - based on a project no.', 'Schedule Inspection', and 'Check the Status of Plan Review or Inspection Report on a Project'. The right column is titled 'Select the desired Customer / License No.' and contains a dropdown menu, 'Review your recent shopping cart entries', 'Purchase a trade permit', 'Pay for a Houston Permitting Center shopping cart', 'Annual Invoice Statements/Bills', and 'Make an Advance Payment Account Deposit'. A 'Reset' button is located at the bottom center.

In the Application list find the lead (or lone) project number of the project that has been approved and click on the Project Number button.

Existing Applications

Dates from 07/06/2022 thru 07/06/2023 [Refresh List](#)

Application Number	Date	Occupant Name	Street Name/Status Comments	Project Number	Sub Projects	Eapy Number
<a href="#">00253562</a>	05/31/2023	CITY OF HOUSTON- PERMITTING CENTER	1002 WASHINGTON AVE Plan review is incomplete	<a href="#">23020038</a>		
<a href="#">00253498</a>	04/13/2023	TEST FOR BUILDING NAME	1002 WASHINGTON AVE # ACRX Plan review is incomplete	<a href="#">23019989</a>		
<a href="#">00253457</a>	03/29/2023	PAYMENTUS UAT	911 WASHINGTON AVE # 23FEE	<a href="#">23019884</a>		
<a href="#">00253445</a>	03/29/2023	CITY OF HOUSTON- PERMITTING CENTER	1002 WASHINGTON AVE Plan review is incomplete	<a href="#">23019876</a>		
<a href="#">00252086</a>	02/21/2023	SWIFT COMPANY	1283 N POST OAK RD	<a href="#">23019863</a>		

# Download Plans

## ACCESSING APPROVED PLAN SET & PERMITS

ILMS Project Information

**Project/Situs Information**

Project Number: 22079081  
Project Use: TEST ONLY - NEW ILMS UPDATE  
Name on Situs: \*UAT FOR ILMS RELEASE 6.27  
Property Address: 911 WASHINGTON AVE # 6.27  
City/State/Zip: HOUSTON , TX 77002 HOUSTON TX 77002  
Subdivision Name:

**Project History**

**Permit Summary**

Permit Type	Description	Status	Receipt Number	Plan Review Deposit	Permit Fee
GD	Sign Descript	Invoice Control	N/A	.00	.00
GI	SIGN SITE INSP	Pending Purchase	N/A	.00	88.41
GP	SIGN PLAN EXAM	Pending Purchase	N/A	.00	118.92

Display Project Information History [Inspection History](#)

[Display Attached Documents](#) [Documents Attached](#)

Display Plan Review Info [Plan Review](#)

Display Google Map [Google Map](#)

[Back](#)

The following page will list the attached permit fees for this project number. At the bottom of the page find the Documents Attached button.

**NOTE:** If there is no Documents Attached button here, then go back to Step 2. & click on the Application Number button. At the top of that page will be a Documents Attached button

**Documents Attached to Project Activity**

Documents associated with this Project Application

Document No.	File Date	Project No.	Description / File Reference
<a href="#">01983814</a>	08/06/2022	22079081	TEST ONLY 249 Ground Sign.pdf
<a href="#">01983815</a>	08/06/2022	22079081	TEST ONLY Home Depot Pylon A Updated.pdf
<a href="#">01983816</a>	08/06/2022	22079081	TEST ONLY Land Survey -2021.pdf

[Back](#)

All the associated permits, site verification sheet, and stamped plans and drawings will be accessible by clicking on the green buttons.

- For multiple sign packets: If there are ultimately no documents attached to the lead project, try the subordinate project to which the GI Permit (Site Inspection) is attached.

**NOTE:** Approved Permits, Site Verification Sheets and stamped plans can either be printed, or downloaded to a tablet, laptop or notebook to be present at the job site during installation



1002 Washington Avenue  
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832.394.8890

[signadministration@houstontx.gov](mailto:signadministration@houstontx.gov)

[www.houstonpermittingcenter.org](http://www.houstonpermittingcenter.org)