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DTDcompliance@clackamas.us | **503-742-4400**.

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DTDcompliance@clackamas.us | **503-742-4400**.

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DTDcompliance@clackamas.us | **503-742-4400**。

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Clackamas County
www.clackamas.us

DEVELOPMENT DIRECT

Electronic Plan Review System

Applicant User Guide

Department of Transportation and Development (DTD)
Development Services Building
150 Beavercreek Rd, Oregon City, OR 97045
Building Permits: 2nd floor ▪ Development Engineering Permits: 3rd floor
Self Service Permits: 2nd floor
503-742-4400

Rev. 2021-08-30

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Get started with Development Direct

Introduction

Development Direct is an electronic permitting and plans review system that allows applicants to initiate and complete the plans submittal, review, and approval process for building and development engineering permits. Development Direct eliminates the need for the traditional paper-based process, allowing you to skip a trip to the County by submitting plans online. With Development Direct, you can:

- Complete and submit online applications for Building, Site Development, and Utility permits.
- Have your plans and documents submitted, reviewed, and approved electronically.
- Pay fees, and manage your plan review projects from start to finish.

Glossary of terms

Some of the terms, acronyms, and names referenced in this user guide are defined in the following table.

Term	Description
Accela	System for looking up permit numbers, historical records, and scheduling inspections.
Applicant	Individual applying for a permit using the Development Direct system. Responsible for uploading drawing files and supporting documents for review, making corrections as needed, and managing the project.
Approval stamp	Digital stamp applied to drawing files by the county after being reviewed and approved by county staff.
Avolve Software	Software company for ProjectDox, providing electronic submittal and plans review software.
Changemark	Used to mark changes or corrections required in a drawing file. Also called Markup.
Development Direct	Clackamas County's electronic plan review system that utilizes a web-based solution called ProjectDox to manage the permit process, allowing you to apply for a permit and submit plans. Plans are then reviewed, marked for corrections, and approved upon completion.

Term	Description
DWF file	2D/3D drawing saved in the Design Web Format (DWF). This file format can contain both graphics and text.
DWG file	Drawing file created using Autodesk's AutoCAD® software.
PDF (Portable Document Format) file	A file type that can be opened with most devices, independent of software. PDFs can be both drawing files and document files.
Plan reviewer	Clackamas County staff responsible for reviewing and marking files submitted by permit applicants.
ProjectDox	The web-based online system on which Development Direct is based.
Searchable PDF file	A type of PDF file that can contain both graphics and text. Text can be annotated, highlighted, copied, and edited. Both drawings and supporting documents can be searchable.
Vector PDF file	A type of PDF file that can contain both graphics and text. Text can be edited.

Internet system requirements

Using Development Direct requires certain internet system requirements. Prior to creating and using your account for the first time, you must follow certain steps, explained in the following paragraphs.

Internet browsers

Development Direct is compatible with many different internet browsers, such as *Chrome, Internet Explorer*, *Edge*, or *Safari*. The pre-setup process, however, may be a little different for each browser. This section provides pre-setup procedures for Chrome and Internet Explorer.

Disable pop-up blockers

If your computer has pop-up blockers turned on, you will need to disable them. If this is not done, the log in window may not be available when you try to sign in.

Using Chrome

1. In **Chrome**, select in the upper-right corner of the window.
2. Select **Settings** from the drop-down menu.

   The **Settings** webpage is displayed.

3. Under **Privacy and security**, select **Site settings.**
4. Near the bottom of the page, select **Pop-ups and redirects**.
5. To the right of **Allow**, select Add.
6. Below **Add a site**, enter: **https://clackamas-or-us.avolvecloud.com**
7. Select Add.

Using Internet Explorer

1. In **Internet Explorer**, select (Tools) in the upper-right corner of the window.
2. In the menu that appears, choose **Internet options**.
3. At the top of the **Internet Options** dialog box, select the **Privacy** tab.
4. To the right of **Pop-up Blocker**, select Settings.
5. In the **Address of website to allow** box, type: **https://clackamas-or-us.avolvecloud.com**
6. Select Add and then select Close.

Note: If you are using a browser other than **Chrome** or **Internet Explorer**, the procedures to disable pop-up blockers may be different. You can use **Google** or another search engine to research the process for your browser.

Add Development Direct as a trusted site

Depending on the security level set for your browser, you might not be able to access certain websites. To ensure that you can access Development Direct, you may want to designate it as a trusted site. If your computer uses a Windows platform, the **Internet Properties** dialog box allows you to manage trusted sites. You can use the search feature to display the dialog box.

1. On the keyboard, press + **S** to display the **search box**.

   is the **Windows key**. Depending on your keyboard, it may look like or a similar design.

   Note: If you are running *Windows 10*, you can select in the taskbar (located at the bottom of the window) to display the search box.

2. Type **internet options** and press **Enter**.

   The **Internet Properties** dialog box is displayed.

3. At the top of the dialog box, select the **Security** tab.

4. Near the top of the dialog box, select Trusted sites.

5. Select Sites.

   The **Trusted sites** dialog box is displayed.

6. In the **Add this website to the zone** box, type: **https://clackamas-or-us.avolvecloud.com**

7. Select Add and then select Close.

Note: You can also display internet properties from within Internet Explorer. In the upper-right corner of the window, select (Tools) and select **Internet options**.

Note: If you are using a **Mac** running **Safari**, the procedures for adding a trusted website will be different. You can use **Google** or another search engine to research the process for this browser.

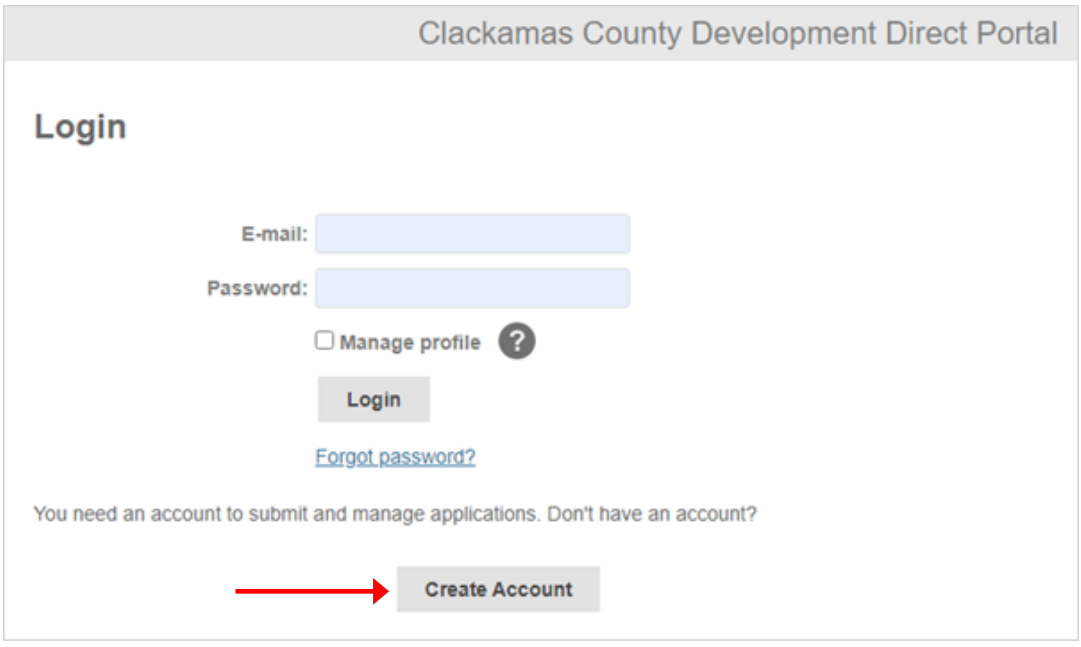
Create a Development Direct account

Before you can apply for a permit, you must create an online Development Direct account. Once this is done, you can log in to the system and submit an application.

1. Go to the Development Direct **Login** website:

   https://clackamas-or-us.avolvecloud.com/Portal/Login/Index/Clackamas-County-OR

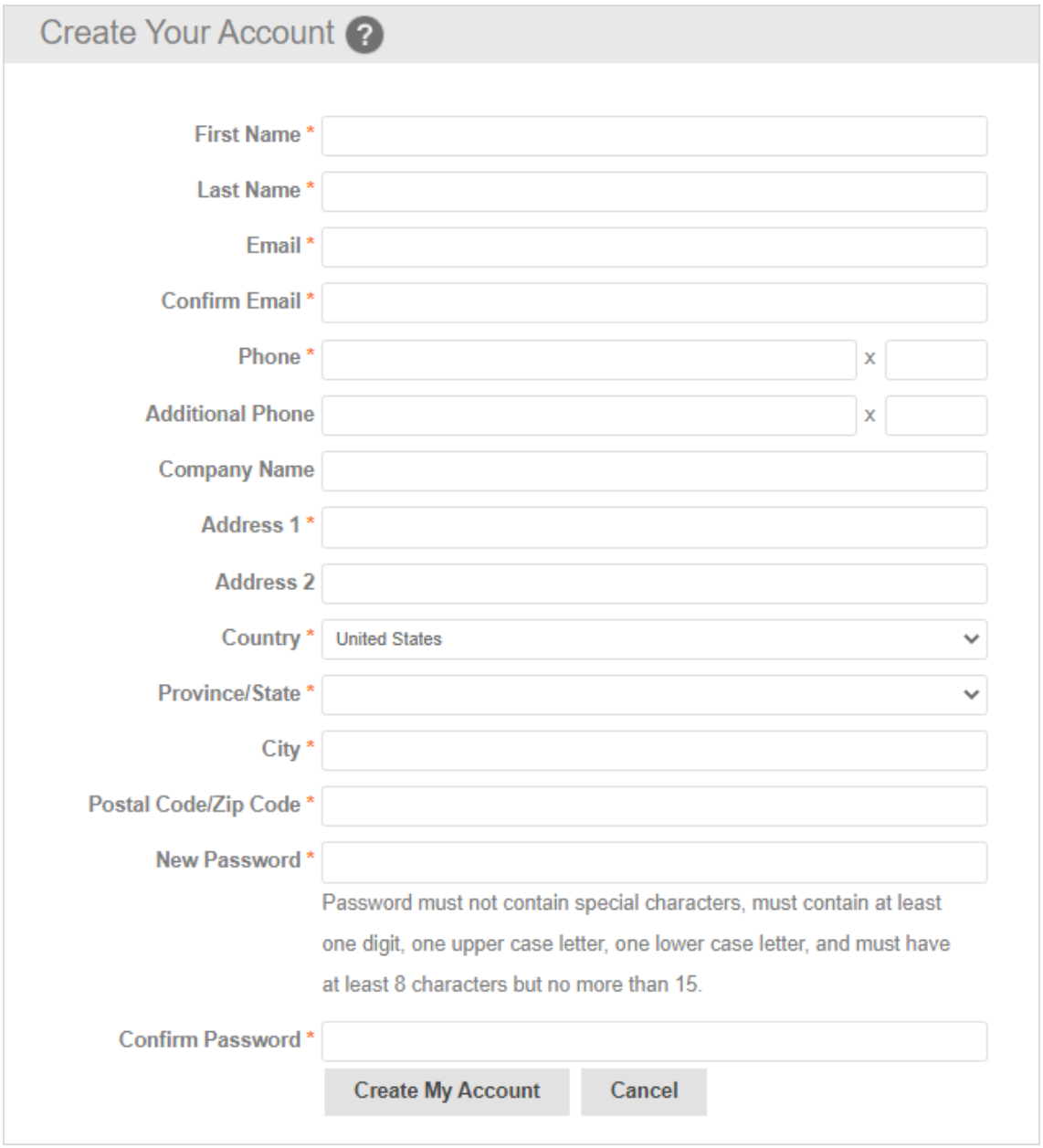
   The **Login** website allows you to create a new account.



2. Below the log in information, select Create Account.

Note: You can also create an account by going directly to the **Create Your Account** website:
https://clackamas-or-us.avolvecloud.com/Portal/Profile/Add/Clackamas-County-OR

The **Create Your Account** page is displayed.



3. Move to each field (box) and enter the applicable information.

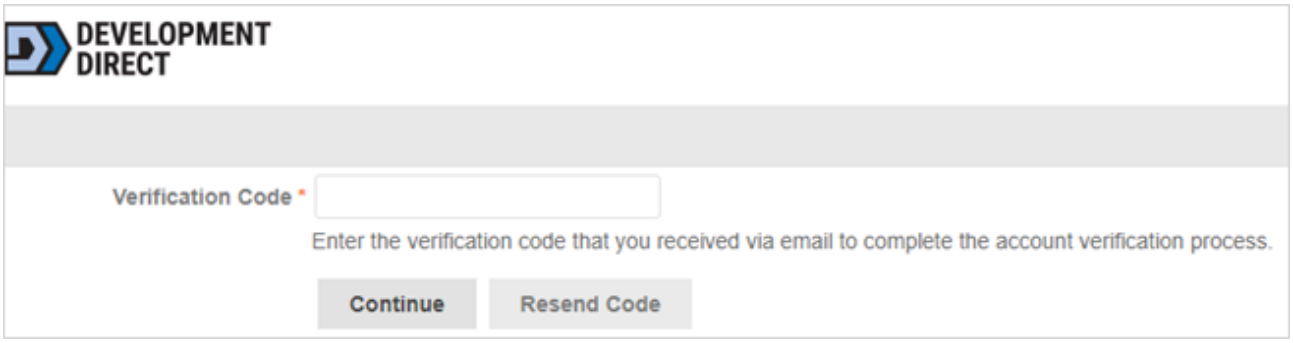
Note: You can select a field or press **Tab** to move from one field to the next.

4. In the **New Password** box, enter a password based on the following guidelines:

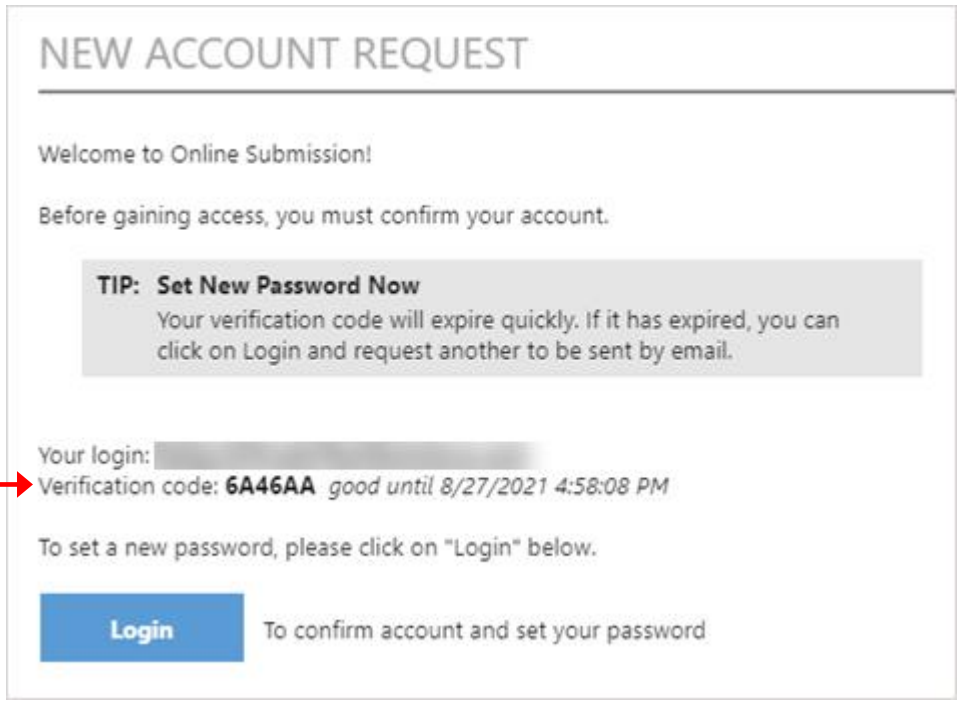
   Your password must contain at least one uppercase letter, one lowercase letter, and one number, and it must contain between 8 and 15 characters. Passwords cannot contain special characters (such as &, % or #).

5. When finished entering information for all fields, select **Create My Account** at the bottom of the page.

   The **Development Direct Verification Code** window is displayed.



   In addition, a **New Account Request** email containing your verification code is automatically sent to you.

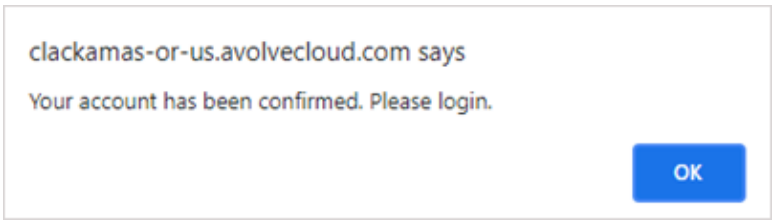


6. In the **Development Direct Verification Code** window, select the **Verification Code** box and enter the code found in the email.

   Note: You can copy the verification code from the email and paste it in the **Verification Code** box.

7. Select **Continue**.

If everything was entered correctly, a message appears indicating that your account was successfully created.



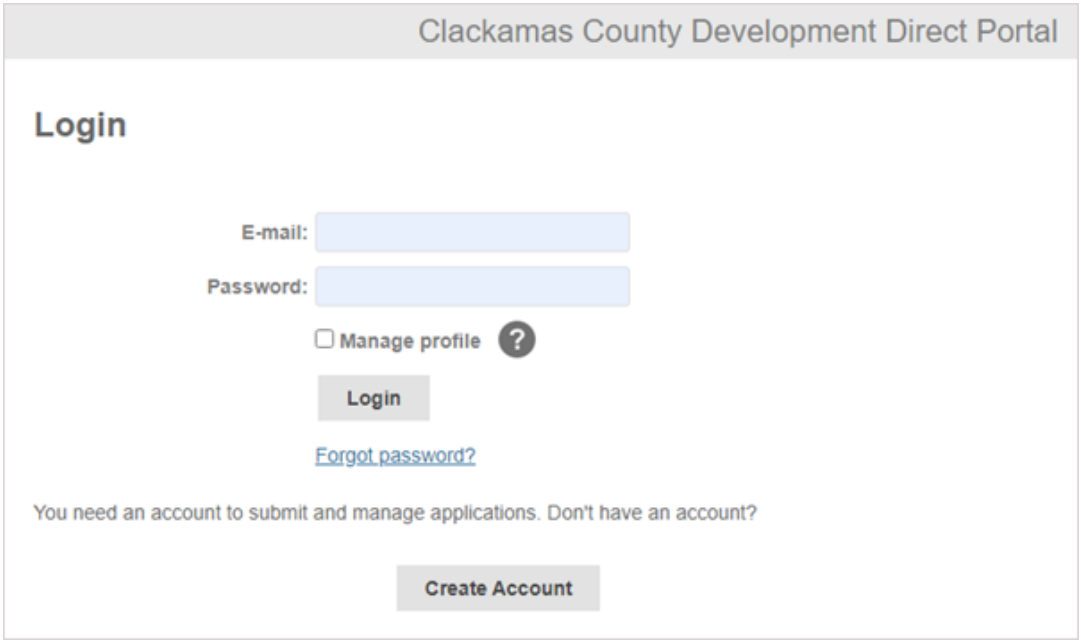
8. Click OK.

Log in to Development Direct

Once you have created an account, you can log in to Development Direct using the email address and password specified when you created the account.

1. Go to the **Development Direct Login** website:

   https://clackamas-or-us.avolvecloud.com/Portal/Login/Index/Clackamas-County-OR



2. In the **E-mail** box, enter your email address (if not already displayed).

3 In the **Password** box, enter your password (if not already displayed).

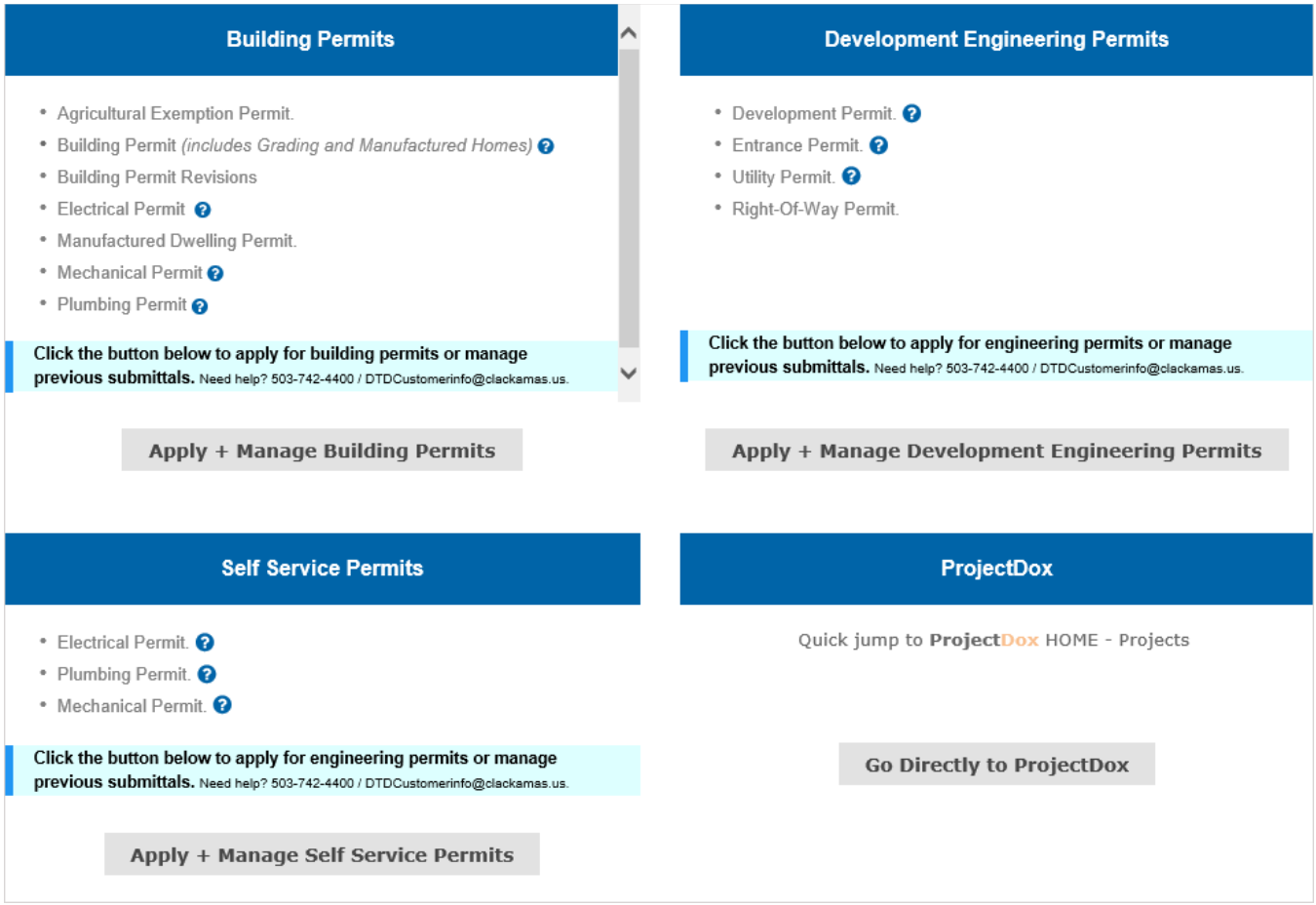
Note: If you have forgotten your password, select Forgot password? to reset it.

4. Select Login.

Apply for a permit

Submit a permit application

After logging in, the **Clackamas County Development Direct Portal** page is displayed.



Choose a permit type

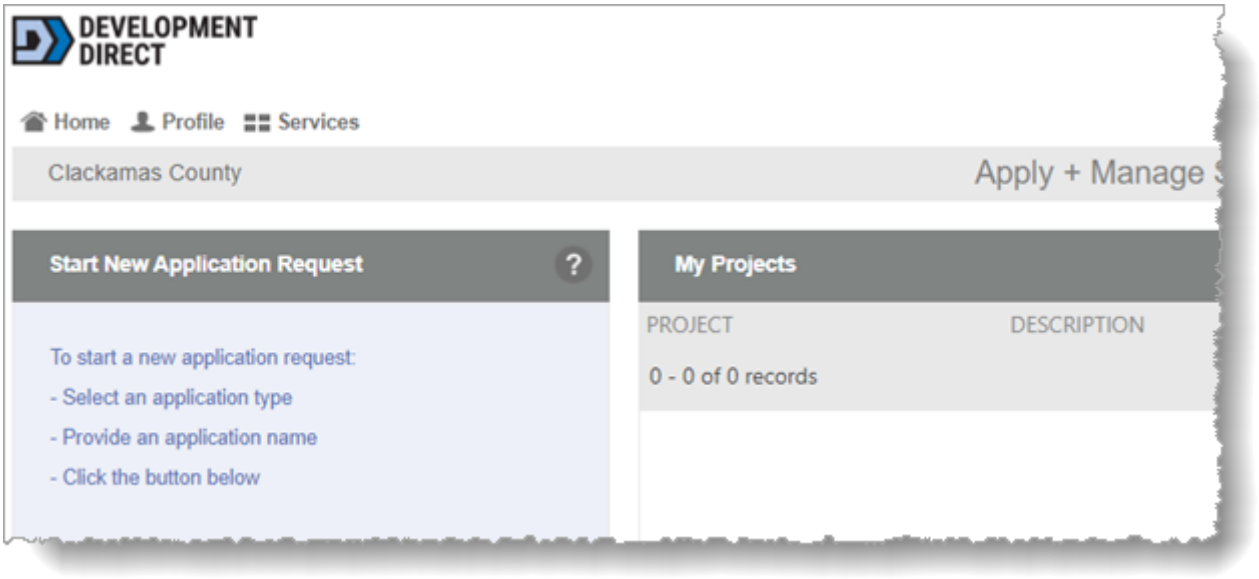
You can apply for **building**, **development engineering**, or **self service** permits. The following is a list of the permit options.

Building Permits	**Development Engineering Permits**	**Self Service Permits** (permits that *do not require a plan review*)
▪ Agricultural Exemption permit	▪ Development permit	▪ Electrical permit
▪ Building permit (includes Grading and Manufactured Homes)	▪ Entrance permit	▪ Plumbing permit
▪ Building Permit Revisions	▪ Utility permit	▪ Mechanical permit
▪ Electrical permit	▪ Right-of-way permit	
▪ Manufactured Dwelling permit		
▪ Mechanical permit		
▪ Plumbing Permit		

1. Based on the type of permit you would like, select one of the following:

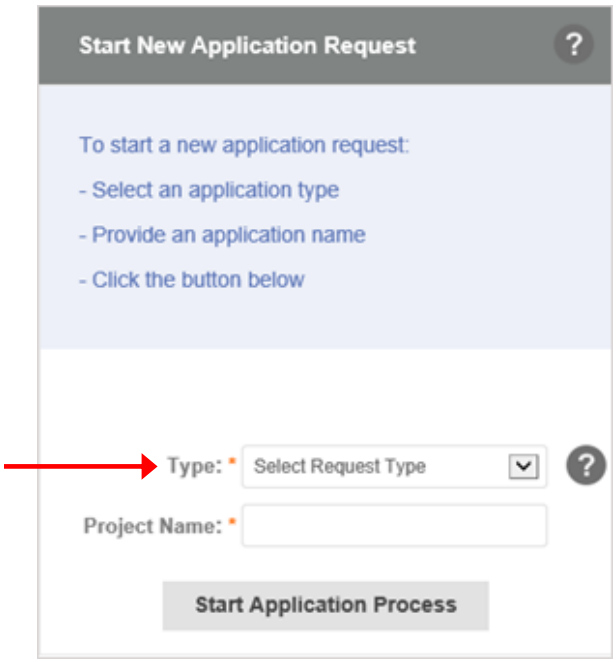
   - **Apply + Manage Building Permits**
   - **Apply + Manage Engineering Permits**
   - **Apply + Manage Self Service Application**

   The **Apply + Manage (Building, Engineering, or Self Service)** page is displayed.



2. At **Type**, choose **Select Request Type** and then select a permit type.

Note: The options for **Type** depend on the permit category selected in the previous step.



3. In the **Project Name** box, type the name you would like to assign to your application.

Note: When naming the project, the following is recommended:

- For **Building and Self Service** applications, use the site address followed by the type of work. For example: *5607 SE FOREST DR - New Construction*.
- For **Development Engineering** applications, use the project title followed by the description or road name. For example: *Smith Partition – two lots* or *Smith Partition – Johnson Road*.
- All project names are limited to no more than 100 characters.

4. Select **Start Application Process**.

   The **Terms and Conditions** page is displayed.

5. After viewing the terms, at the bottom of the page select the check box for **I have read, understand, and agree to the above terms and conditions**.

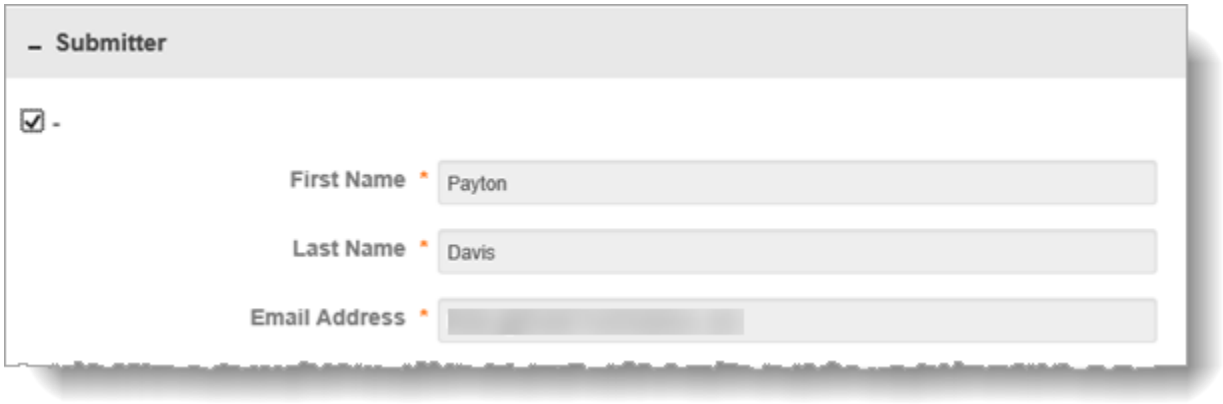
6. Select **Accept & Start My Application** to display the permit application.

Complete an application

Applications are divided into sections, requiring information related to the specific permit type. Completion of most sections is required.

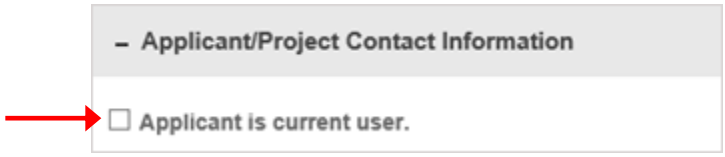
Note: To the far-right of each section header is the designation **Complete** or **Incomplete**. When you enter all information for a section, it will automatically change to **Complete**. If you are unable to successfully submit an application, go back and verify that all sections are marked complete.

The **Submitter** section (the first section) is automatically filled in based on your account information.

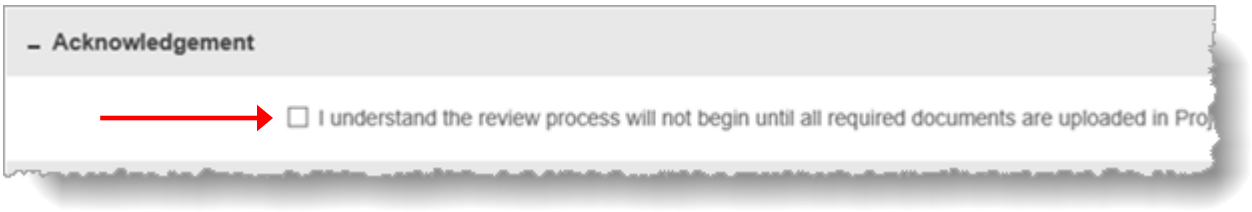


1. Go to each **section** and **field** and enter the applicable information (some fields are optional).

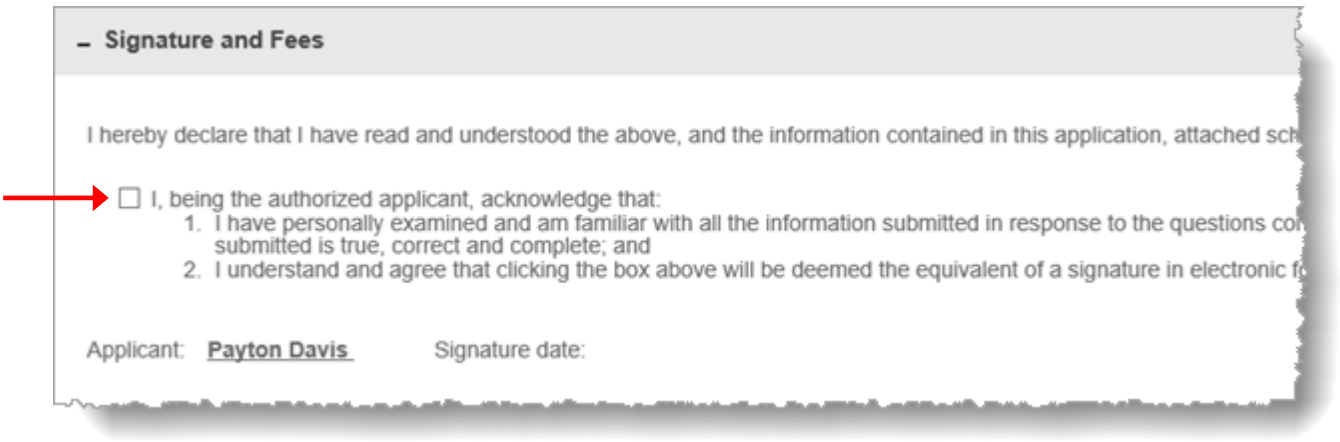
   Option: If you see a check box below a section heading, you can select it to automatically fill in information.



2. When finished filling in the application, move to the **Acknowledgement** section near the bottom of the form, and select the **check box** regarding the start of the review process.



3. In the **Signature** (or **Signature and Fees**) section, select the **I, being the authorized applicant** check box to electronically sign and date your application.



4. When finished in the application, select one of the following at the bottom of the page:

Save & Calculate Administrative Fees (Self Service permits only)	To save the application and view permit fees. *This applies to self service permits only.* These fees will need to be paid before your application can be approved. For information on paying permit fees, see the section **Pay Self Service permit fees**. **Note**: If you don't see this button, fees are not due at this time.
Save for Later	To save the application without submitting it. **Note**: For information on returning to an unsubmitted application at a later time, see the section **Edit, copy, or delete an unsubmitted application**.
Submit Request	To immediately submit the application. **Note**: If required information is missing, you will be prompted to enter the information before you can submit the application.

Note: After your application is successfully submitted, it will be processed and entered into our permitting system, and a **project** will be created in Development Direct. You will also receive an automatically generated **Upload and Submit** email that will allow you to begin uploading your permit plan files and other supporting documents to your project (self service permit applicants will not receive this email). For more information, see the section **Upload Files**.

Important: Prior to uploading files, make sure they meet all file requirements. For more information, see the section **File requirements**.

Pay Self Service permit fees

Self service permits are mechanical, electrical, and plumbing permits that do not require a plan review. To obtain a self service permit, you must pay permit fees (administrative fees) before your application can be successfully submitted.

1. At the bottom of the application page, select **Save & Calculate Administrative Fees**.

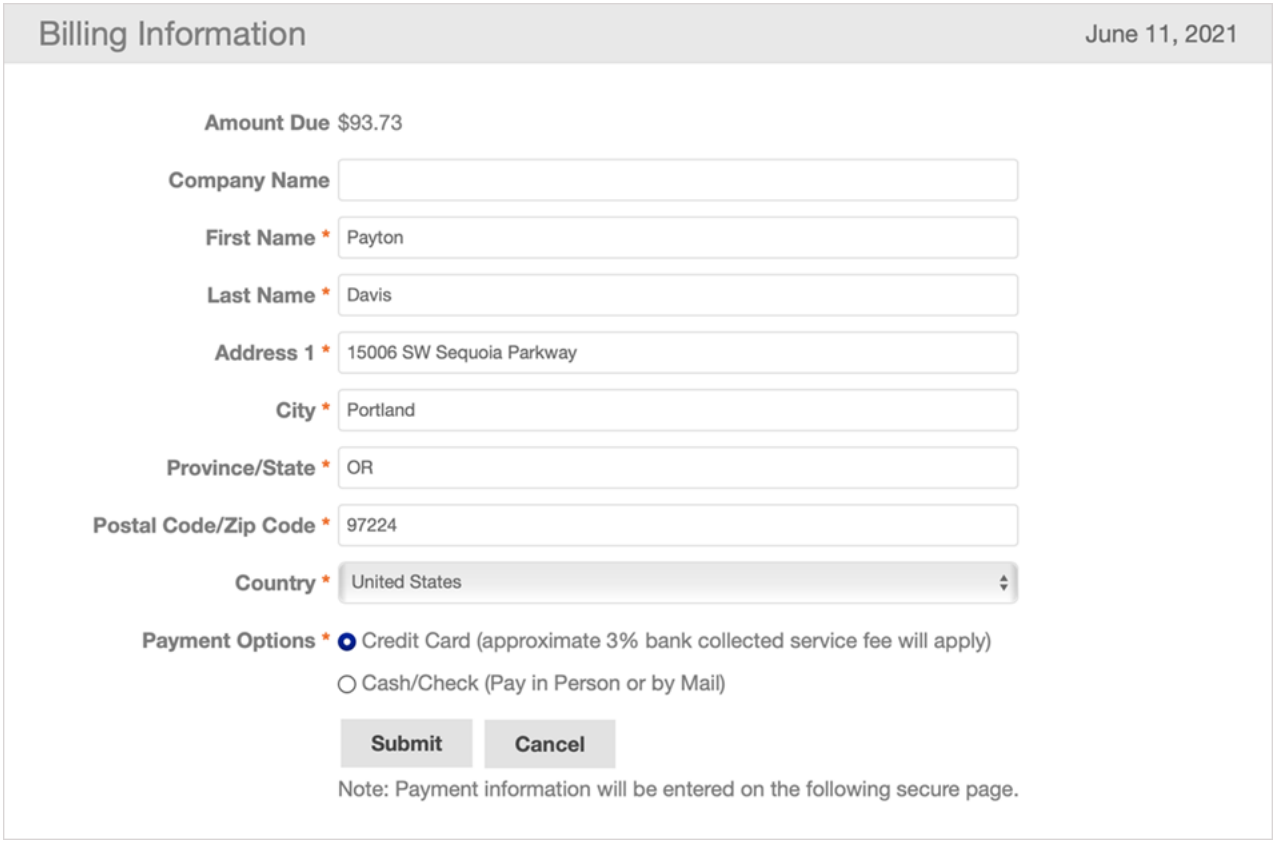
   The required fees are calculated and displayed at the left side of the window.

2. Select **Submit Request**.

   Note: If you submit your application without first selecting **Save & Calculate Administrative Fees**, you will go directly to the **Billing Information** window without first viewing the amount due.

   The **Billing Information** window is displayed.

   The **Billing Information** window displays the amount due as well as your profile information.

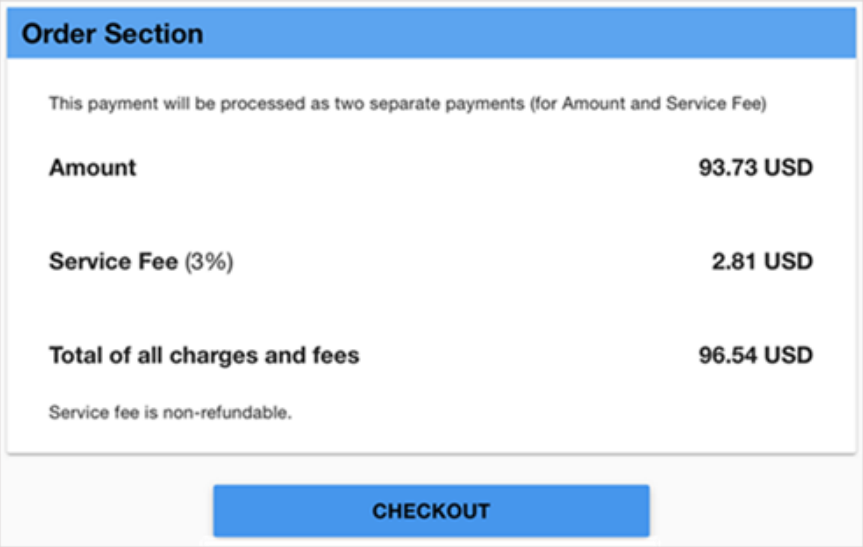
3. In the **Payment Options** area (lower part of window), select either **Credit Card** or **Cash/Check**.

Note: Please be aware of the following:

- For credit/debit cards, bank service fees apply. These are established and collected by the bank.
- For checks or cash:
  - You may pay in-person during our business hours:
    Monday through Thursday - 8 a.m. to 4 p.m., and Fridays - 8 a.m. to 3 p.m.
  - For **checks only** you may mail in a check, or deposit the check in the secure dropbox at our building.
  - For in-person, mail, or dropbox transactions, our address is:
    Development Services Building,150 Beavercreek Road, Oregon City, OR 97045
  - With in-person payments, you are **still required to submit your application online**.
  - Please note that for check or cash payments, your application process will be paused until we receive funds.

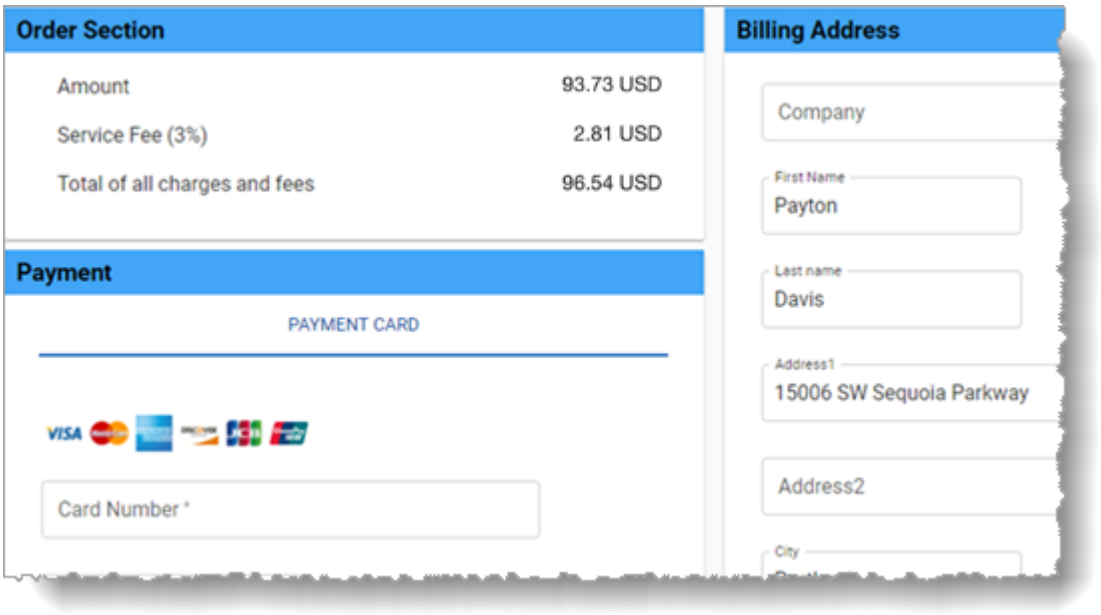
4. At the bottom of the window, select Submit.

   The **Order Section** window is displayed.



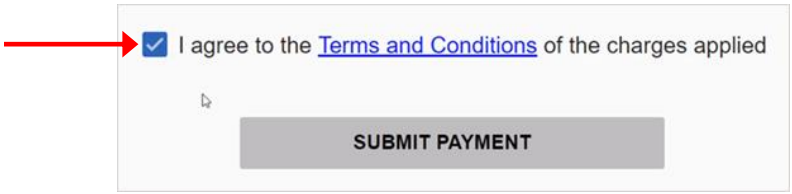
5. At the bottom of the window, select CHECKOUT.

The **Payment** window is displayed.



6. Enter your credit card and billing address information.

7. At the bottom of the window, select the check box for **I agree to the Terms and Conditions of the charges applied**.



8. Select SUBMIT PAYMENT.

After your payment has been successfully submitted, you will receive two system-generated emails. The *first email* is a confirmation that your payment has been received. The *second email* contains your **permit**, **permit number**, and an **itemized receipt**. Because self service permits do not require a plan review, once you have received these documents, you can begin your work.

Important: Remember to print a copy of your permit and to keep the printed copy on-site for inspections.

Note: For assistance with inspections, see the section **Schedule an inspection**.

Return to a previous window

You can quickly return to either the **Clackamas County Development Direct Portal** window or the **Apply & Manage** window.

To go to the following page	Select
Clackamas County Development Direct Portal	Services (top of page)
Apply + Manage (Building, Engineering, or Self Service) Permits	Home (bottom of page) *or* Home (top of page)

Edit, copy, or delete an unsubmitted application

If you saved your application without submitting it, you can edit, copy, or delete it. When the application is complete, you can then submit it.

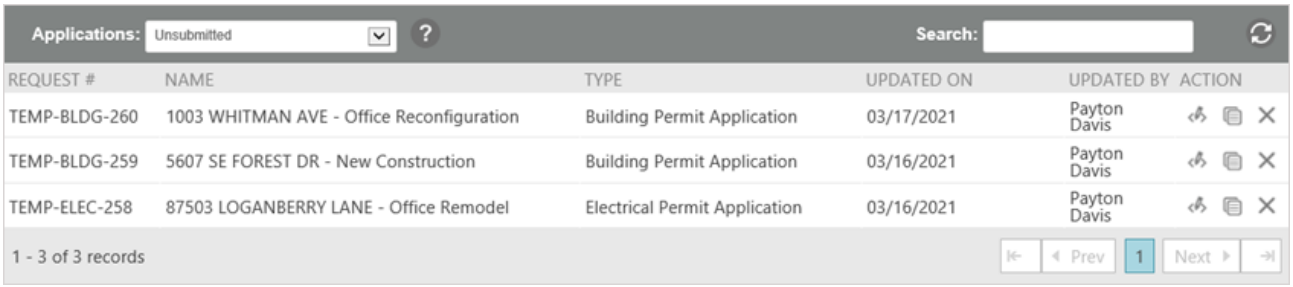
1. Log in to the **Development Direct** system.

   For more information, see the section **Log in to Development Direct**.

2. On the **Clackamas County Development Direct Portal** page, select one of the following:

   - Apply + Manage Building Permits
   - Apply + Manage Engineering Permits
   - Apply + Manage Self Service Application

   The **Applications** list displayed at the bottom of the window shows *unsubmitted* applications. The **ACTION** column (at the far-right of the list) displays buttons that allow you to edit, copy, or delete the applications.



3. In the **ACTION** column, select one of the following:

(Edit)	To reopen the application so that it can be modified and submitted.
(Copy)	To create an exact copy of the application. You will be prompted to enter a new name. The new application can then be edited as needed.
(Delete)	To delete the application. You will be prompted to confirm the deletion.

4. If you choose **Edit**, the application will reopen so you can make modifications.

   a. When finished editing, at the bottom of the page, select one of the following:

Save & Calculate Administrative Fees (Self Service permits only)	To save the application and view any permit fees. These fees must be paid before the application can be approved. **Note**: If you don't see this button, there are no fees due.
Save for Later	To save the application without submitting it.
Submit Request	To immediately submit the application. **Note**: If required information is missing, you will be prompted to enter the information before you can submit the application.

View a submitted application

You can reopen and view a submitted application. Submitted applications, however, cannot be modified.

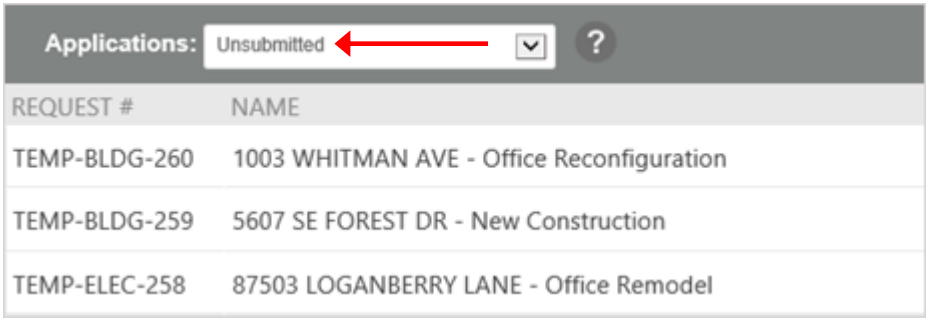
1. Log in to the **Development Direct** system.

   For more information, see the section **Log in to Development Direct**.

2. On the **Clackamas County Development Direct Portal** page, select one of the following:

   - Apply + Manage Building Permits
   - Apply + Manage Engineering Permits
   - Apply + Manage Self Service Application

The **Applications** list is displayed at the bottom of the page. Initially, it lists unsubmitted applications.



3. At the top of the **Applications** list, select **Unsubmitted**, and then select **Submitted**.

   A list of your submitted applications is displayed.

4. In the **Action** column (last column in the list), select (Open).

5. When finished viewing the application, do one of the following:

To go to the following page	Select
Apply + Manage (Building, Engineering, or Self Service) Permits	Home (bottom of page) *or* Home (top of page)
Clackamas County Development Direct Portal	Services (top of page)

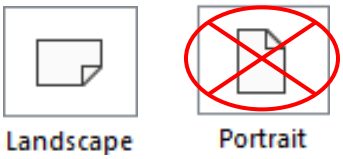
Prepare and upload files

File requirements

Before files can be uploaded, they must meet certain criteria. The requirements will depend on whether a file is a *drawing* or a *supporting document*.

File type and layout requirements

Your project files will be either *drawing* or *document* files, described as follows:

Category	Description
Drawing files	▪ Required plan drawings. ▪ Each sheet/page of a drawing must be submitted as an individual file, with the page orientation set to *landscape*.  ▪ All plans must be drawn to scale, with the scale clearly labeled on the drawing. ▪ All drawings must leave space for a final approval stamp. For more information, see the section **Reserved space for drawing approval stamp**. ▪ *Searchable* or *vector* PDF files are the preferred file type.
Document files	▪ Files required of a project that are not drawing files (such as certifications, easement letters, geotechnical reports, or structural calculations). ▪ Reports, calculations, and other documents should be uploaded as complete documents and not individual sheets.

File naming conventions

Before uploading your files, you will want to make sure the file names follow specific conventions. These conventions will allow for easy identification of your files within Development Direct.

Important: If you are asked to correct and resubmit a file, it is recommended that you do *not* rename it (for example, adding a version number). Once it is uploaded, the file will automatically be assigned a version number.

File naming conventions for drawings

All drawing files should follow specific naming conventions to ensure that they are listed in the proper order when uploaded. You will want files to be listed in the same order they would be found on your title/cover sheet.

When files are uploaded, they are listed in numeric order first, followed by alphabetical order. Therefore, it is important to name the files accordingly. File names should begin with a 3-digit numeric value, **followed by a required space**, then a sheet number, followed by **another required space**, and then a sheet title or description (the description may contain spaces if needed). The numeric value at the beginning of the name ensures that files will be listed in sequential order. Examples of file name components and appropriate file names are as follows:

Sequential Order Number	Single Space (required)	Sheet Number	Single Space (required)	Sheet Title/ Description		File Name
001		A000		Cover Sheet	=	001 A000 Cover Sheet

Examples

001 1.0 Cover Sheet	001 A000 Site Plan
002 1.1 Site Plan	002 A001 Erosion Control
003 1.2 Elevation Sheet	003 A002 Code Summary
004 2.0 Foundation Plan	004 A003 Floor Plan

Important: Please limit the number of characters in a file name to no more than 35; abbreviations are acceptable. Do not include [-] dashes or other special characters (such as &, %, #) in the file name.

File naming conventions for documents

Document file names should describe the contents of the file. Because they do not need to be in a defined order, you do not need to begin the file name with a sequential order number or sheet number.

Important: Please limit the number of characters in a file name to no more than 35; abbreviations are acceptable. Do not include [-] dashes or other special characters (such as &, %, #) in the file name.

Acceptable file types

All drawing and document files must be PDF files. For drawings, searchable or vector PDF files are preferred.

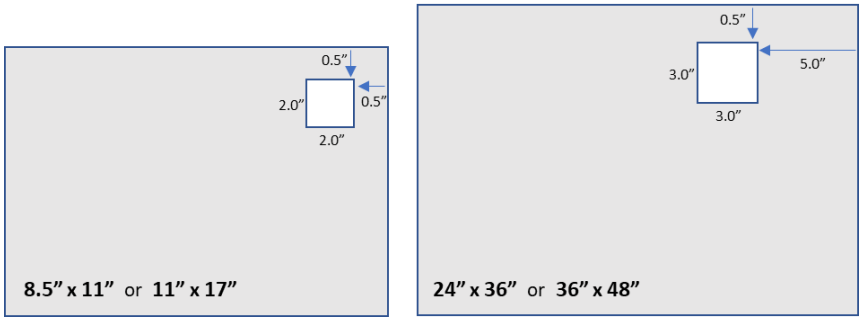
Reserved space for file approval stamp

You must reserve an area in the upper-right corner of all drawing files for the county's electronic approval stamp. The exact location for this stamp varies, depending on each drawing's border sizes and title block areas. The following is offered as a guideline to ensure that the approval stamp is fully visible when printed:

Sheet size	Reserved space dimensions	Reserved space location
8.5″ x 11″	2.0″ x 2.0″	Upper-right corner, beginning 0.5″ from both the top and right edges.
11″ x 17″	2.0″ x 2.0″	Upper-right corner, beginning 0.5″ from both the top and right edges.
24″ x 36″	3.0″ x 3.0″	Upper-right corner, beginning 0.5″ from the top edge and 5″ from the right edge.
36″ x 48″	3.0″ x 3.0″	Upper-right corner, beginning 0.5″ from the top edge and 5″ from the right edge.

Note: The county's stamp location will allow for a ½″ border on the top and right edges of the page.

Examples:



Split multi-page drawings into separate files

Each page or sheet of a drawing file must be uploaded to Development Direct as a separate file. If your drawing is a multi-page PDF file, it is possible to split each page into an individual file. Some available options include using **Google Chrome**, **Preview** (if using a Mac), or **Adobe Acrobat Pro** (the purchased version, not the free Acrobat Reader).

There are many websites and videos available on the internet to guide you through the steps of splitting a PDF file. Here are a few options:

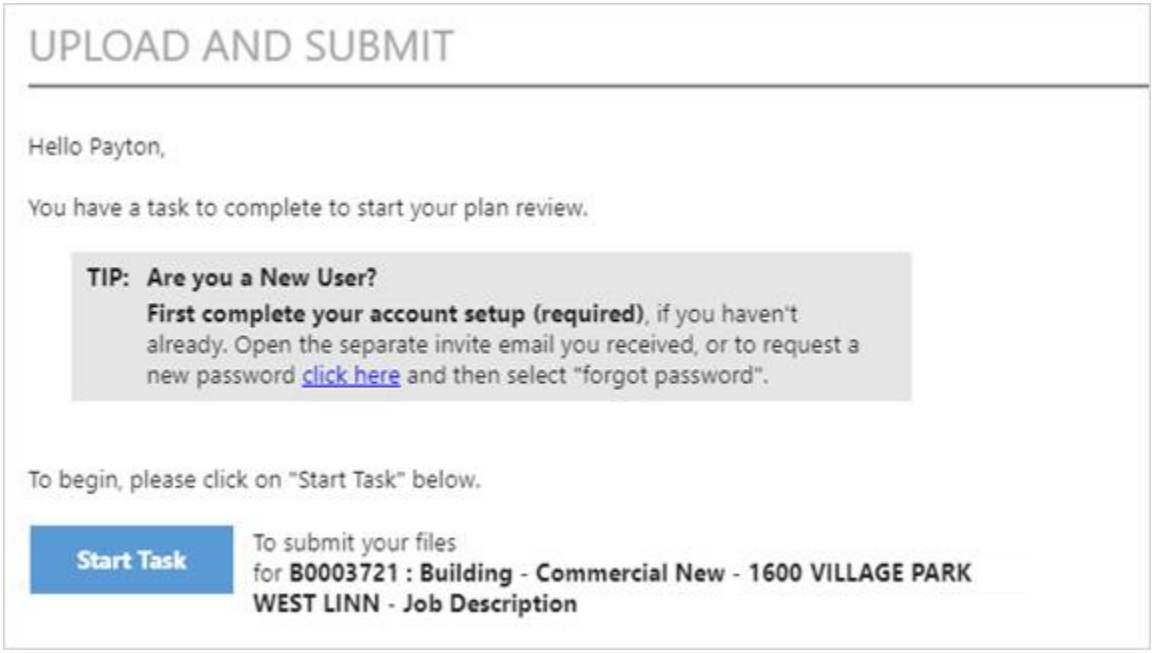
Using Adobe Acrobat: https://acrobat.adobe.com/us/en/acrobat/how-to/split-pdf-pages.html

Using Google Chrome: https://www.youtube.com/watch?v=DFXNjIrc6hw

Using Mac Preview: https://www.youtube.com/watch?v=vnJNqZc6Hz8

Upload files

After your application is successfully submitted, you will receive an automatically generated **Upload and Submit** email. From here, you can begin uploading files to your project.


UPLOAD AND SUBMIT

Hello Payton,

You have a task to complete to start your plan review.

TIP: **Are you a New User?**
First complete your account setup (required), if you haven't already. Open the separate invite email you received, or to request a new password click here and then select "forgot password".

To begin, please click on "Start Task" below.

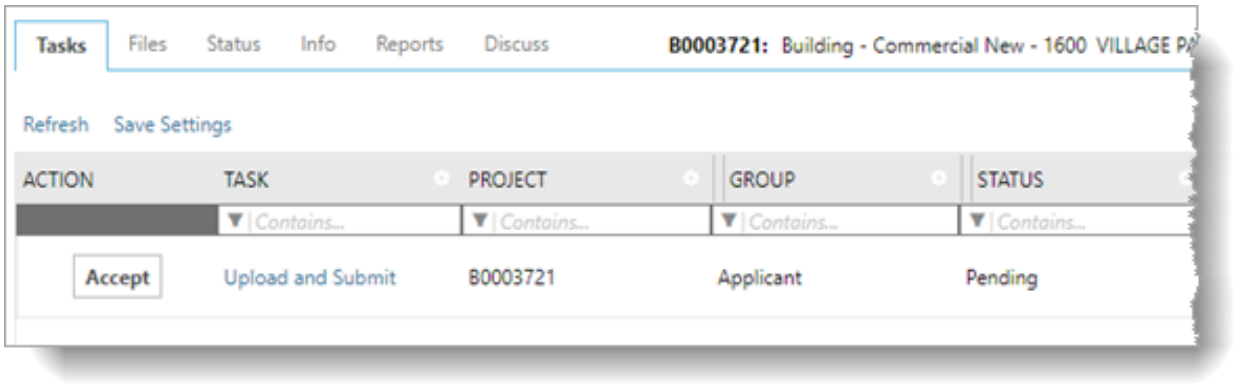
Start Task

To submit your files for **B0003721 : Building - Commercial New - 1600 VILLAGE PARK WEST LINN - Job Description**

Note: Prior to uploading files, make sure they meet all file requirements. For more information, see the section **File requirements**.

1. In the **Upload and Submit** email, select Start Task and log in to Development Direct.

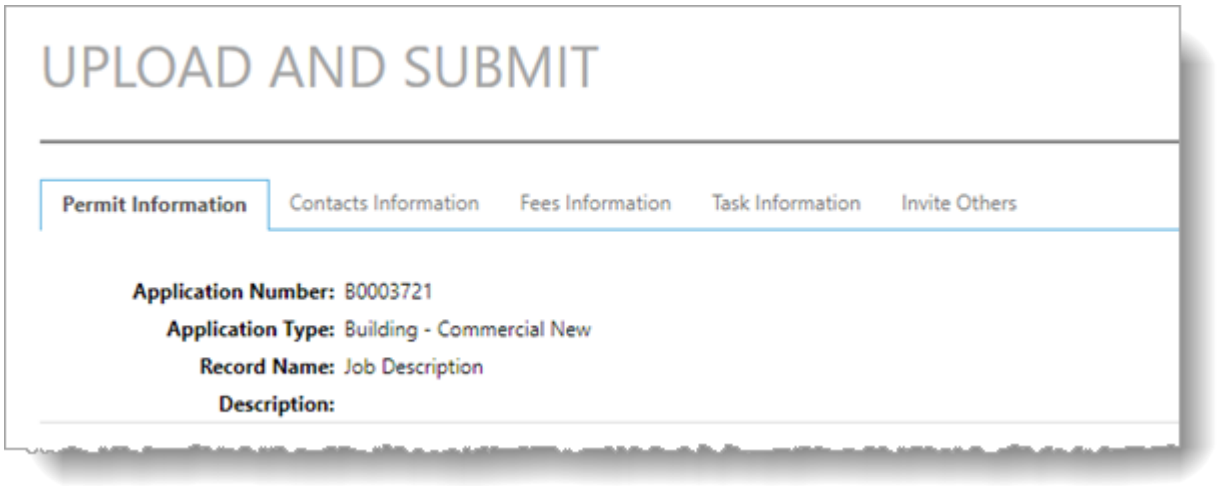
   The **Tasks** list for your project is displayed.



2. In the **TASK** column, select **Upload and Submit**.

   Important: Be sure to select the **Upload and Submit** task name, and *not* the button in the **ACTION** column.

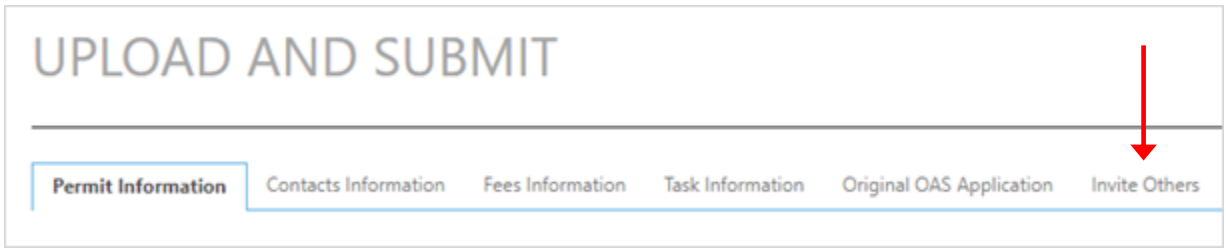
   The **Upload and Submit** window is displayed.



   If you would like, you can invite others to participate in your project (for example, a co-worker, partner, or architect). You can then assign specific permissions to each individual.

3. To invite someone as a project participant, do the following:

   a. Near the top of the window, select the **Invite Others** tab.



   The **Invite Others** tab options are displayed.



   b. At **Invite to Group**, select one of the following:

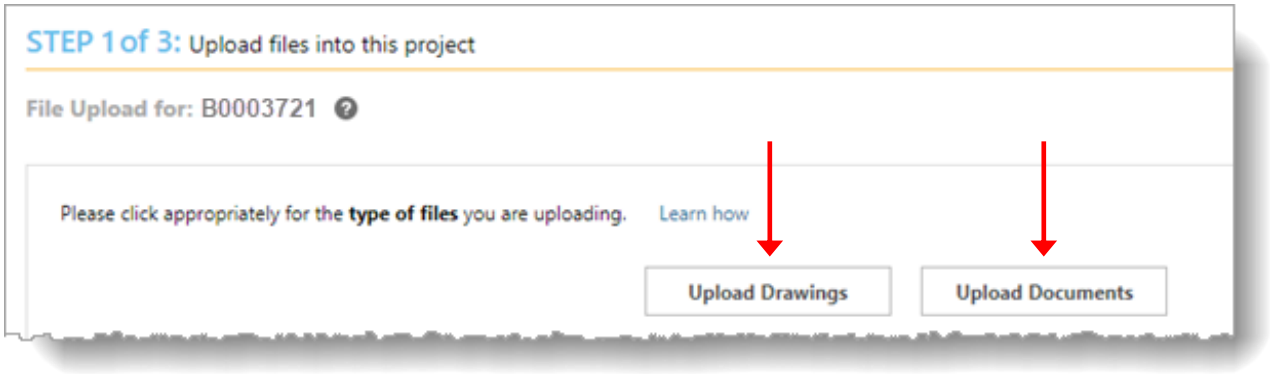
Applicant	Can view previously uploaded files, comment on and complete tasks. You can add as many applicants as you like, but the first applicant to accept a task is the only one who can work on it.
Applicant View Only	Can view previously uploaded files. You can add as many applicants as you like.

   c. Enter the name and email address of the individual to invite.

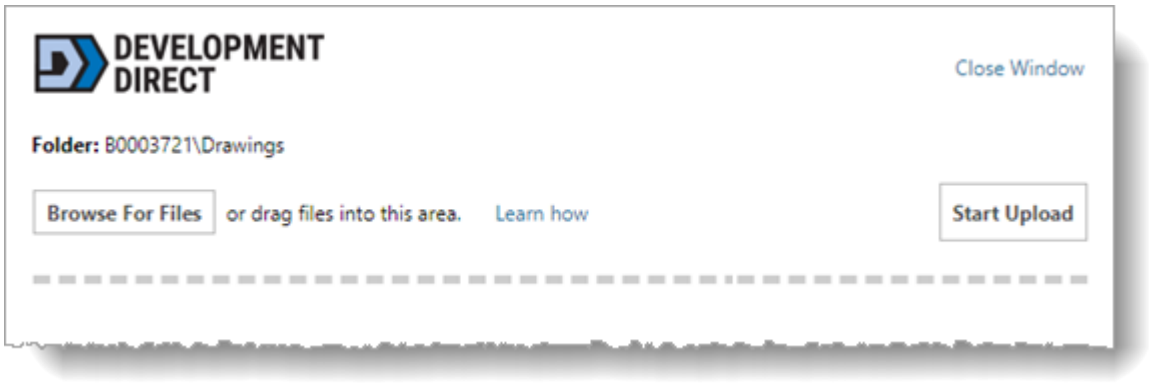
   d. When finished, select **Invite User**.

   Next, you are ready to begin uploading your files.

4. In the **STEP 1 of 3** area of the window, select either Upload Drawings or Upload Documents..



The **File Upload** window is displayed.



5. Select Browse For Files.

Option: You can also drag and drop files directly from **File Explorer** to the window.

The **Open** dialog box is displayed.

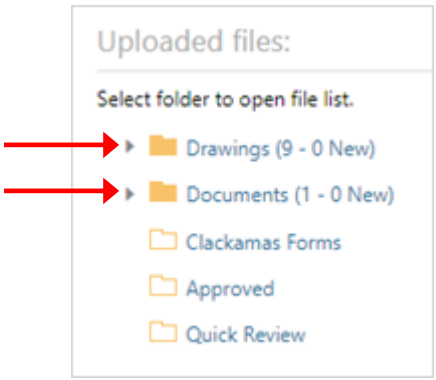
6. At the left of the dialog box, select the **location** of your files.
7. Select the files to upload and select Open.

Note: To select multiple files, hold down **Shift** or **Ctrl** as you select them.

The selected files are added to the **File Upload** window.

8. Repeat as needed to add other files.
9. When all files have been added, select Start Upload (upper-right of window).
10. When the upload process is finished, repeat the steps to upload additional files, if needed.

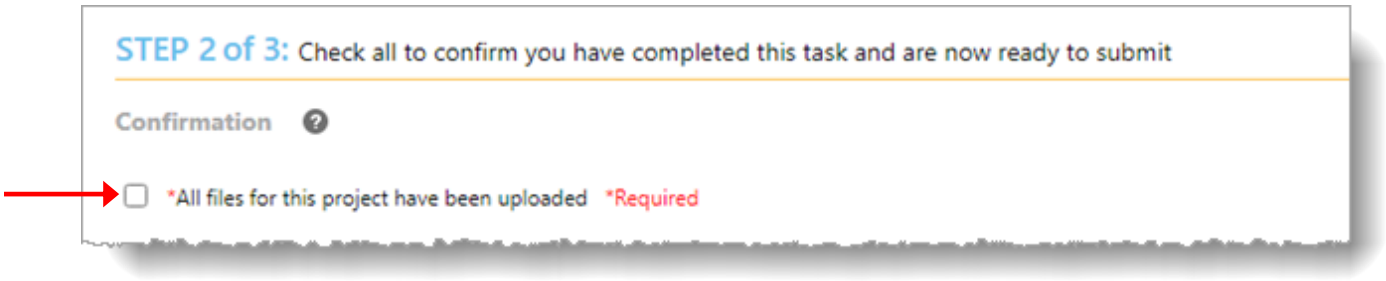
Your files are placed in either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.



Submit uploaded files

You must confirm that you have uploaded all files before you can submit them.

1. In the **STEP 2 of 3** area of the window, select the **All files for this project have been uploaded** check box.



2. At the bottom of the window, select Submit.

Note: After submitting your files, you can continue to work in Development Direct, or you can log out if you are finished working. For more information, see the section **Development Direct main toolbar**.

Development Direct main toolbar

Development Direct provides a main toolbar containing controls used for navigating through the Development Direct system. The toolbar is displayed at the top-right of most pages. It contains buttons that allow you to search for projects, display tasks, edit your account profile, or log out of Development Direct.



The main toolbar buttons are described as follows:

Select	To
Home	Display all of your projects in the Projects list or all tasks of a specific project.
	Search for files and markup data, based on file names, file content, markup content, and other attributes.
Project: Enter project name	Quickly search for a project and display its tasks.
All Tasks	View all of your assigned tasks for all of your projects, in a separate window.
	Edit your profile information, including your account password or address.
Logout	Log out of Development Direct (leave the session).
	Display online help information from Avolve Software, in a separate window.

Prescreen review of uploaded files

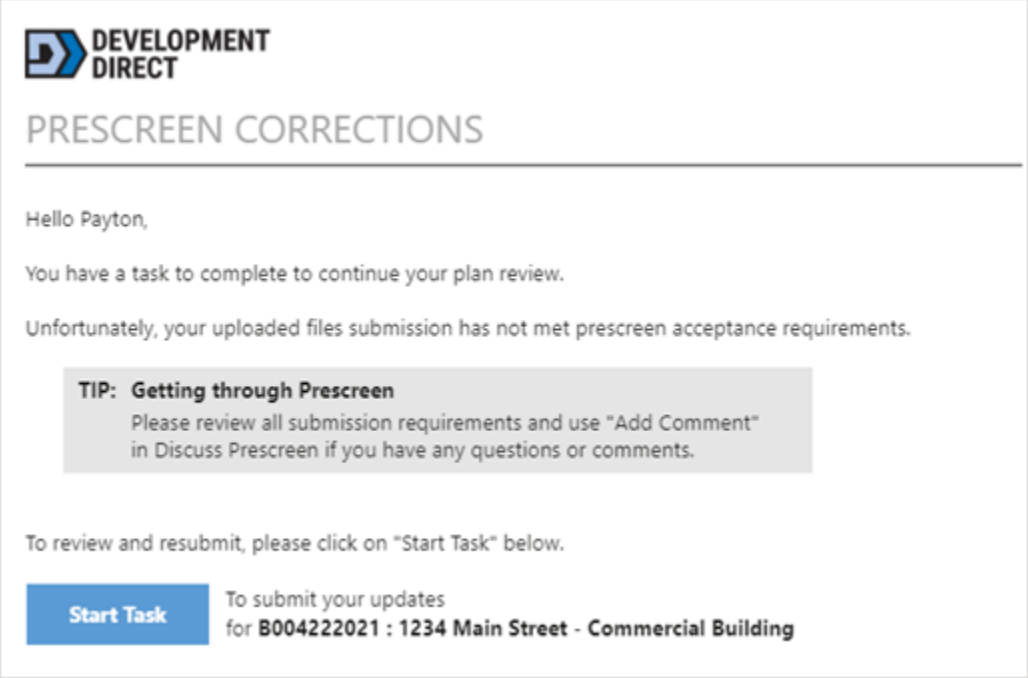
After your files are submitted, our staff review team begins the *Prescreen review* process. The review team checks for the following:

- Uploaded files follow all file requirements and conventions. For more information, see the section **File requirements**.
- All required drawing and document files have been uploaded and are complete.

After our review team finishes reviewing your files, you will be notified by a system-generated email (from @avolvesoftware.com) indicating whether the upload process was successful. If all requirements of the Prescreen review were met, you will receive a **Prescreen Completed** email. If it was determined that corrections need to be made, you will receive a **Prescreen Corrections** email.

Prescreen corrections

After the Prescreen review process, if our review team determines that corrections need to be made or actions need to be taken, you will be notified by a system-generated email (from @avolvesoftware.com) and within the Development Direct system. Required actions will be assigned to you as *tasks*. The **Prescreen Corrections** email you receive will contain a link to begin the task:


DEVELOPMENT DIRECT

PRESCREEN CORRECTIONS

Hello Payton,

You have a task to complete to continue your plan review.

Unfortunately, your uploaded files submission has not met prescreen acceptance requirements.

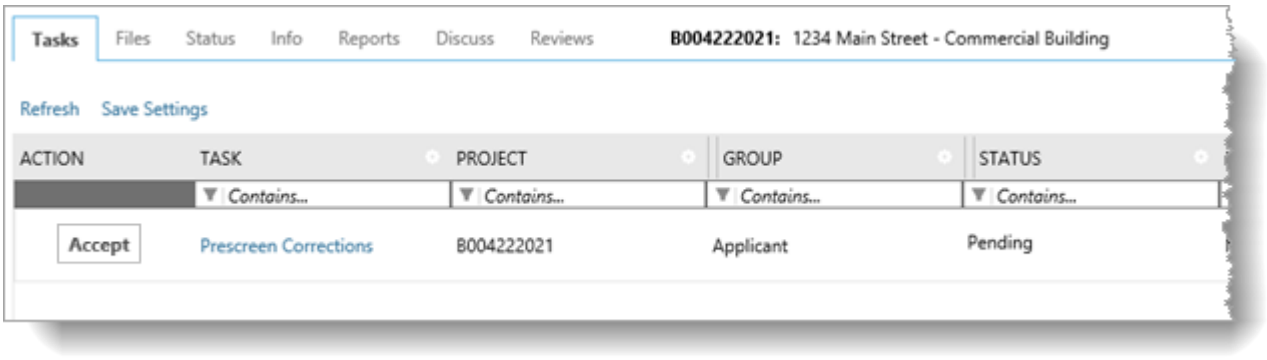
TIP: Getting through Prescreen
Please review all submission requirements and use "Add Comment" in Discuss Prescreen if you have any questions or comments.

To review and resubmit, please click on "Start Task" below.

Start Task — To submit your updates for **B004222021 : 1234 Main Street - Commercial Building**

Begin the Prescreen Corrections task

1. To begin the task, select **Start Task** and log in to Development Direct.

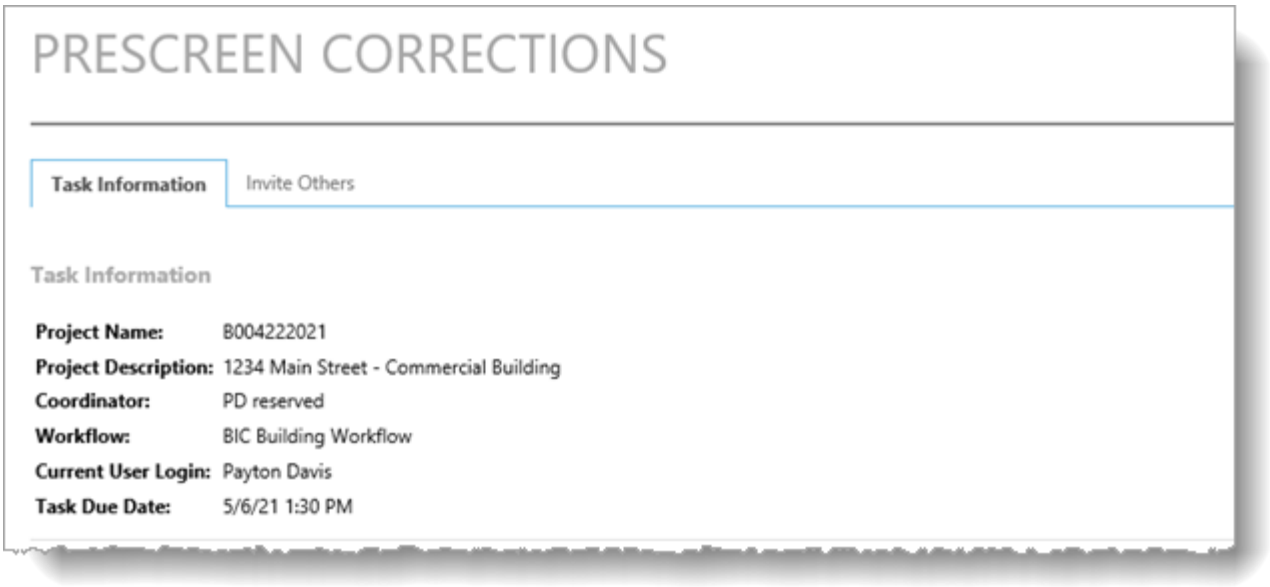


   The **Tasks** list for your project is displayed.

2. In the **TASK** column, select **Prescreen Corrections**.

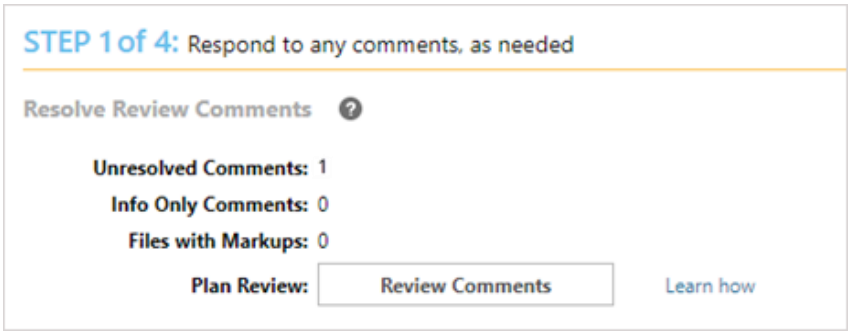
   Note: Be sure to select the task name in the **TASK** column, and *not* the button in the **ACTION** column.

The **Prescreen Corrections** window is displayed.



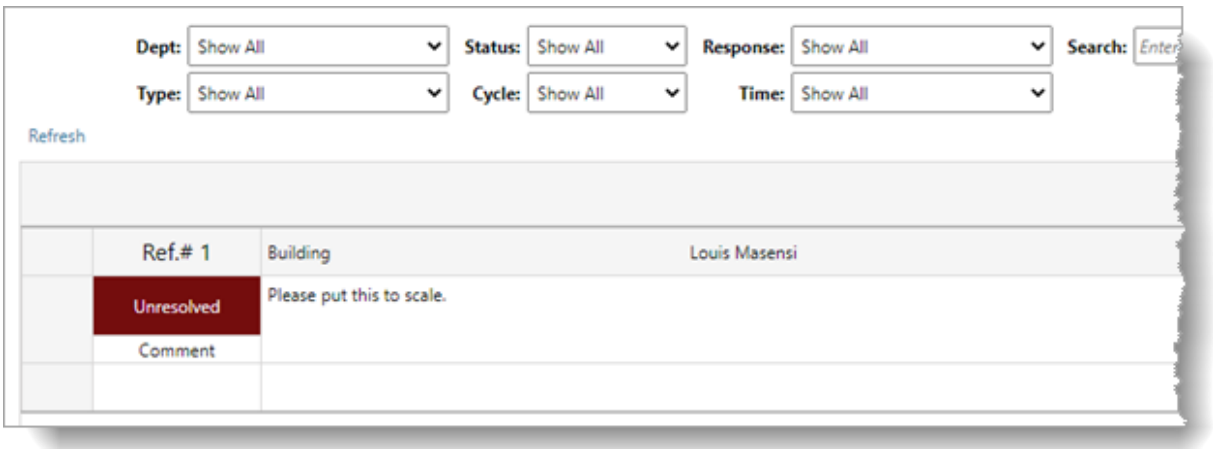
View plan reviewer comments

The **STEP 1 of 4** area of the pop-up window allows you to view reviewer comments.



1. In the **STEP 1 of 4** area of the window, select Review Comments.

   The comments list is displayed.



The first column in the list displays comment reference numbers and indicates whether required corrections have been made to your files. If it displays **Unresolved**, the issue has not yet been addressed. The second column displays the actual reviewer comments.

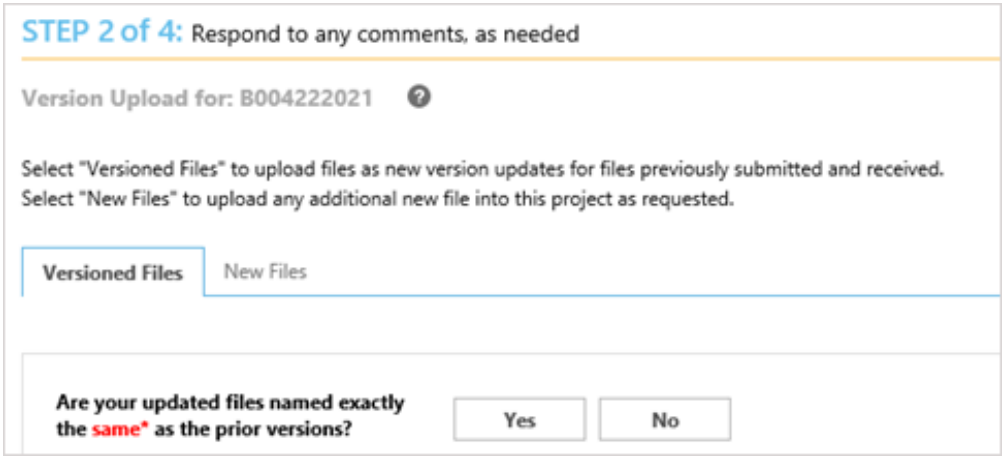
2. After viewing each comment, go to the **Please enter your responses** column (far-right of list) and enter a response. **A response is required to complete a task.**



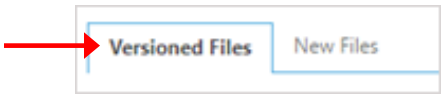
3. When finished viewing comments, select Close Window (upper-right corner of window).

Resubmit corrected files

If a reviewer comment requests a correction to a file, you will need to resubmit the file after making the correction. The **STEP 2 of 4** area allows you to resubmit files.



- To upload corrected files, in the **STEP 2 of 4** area, select **Versioned Files**.



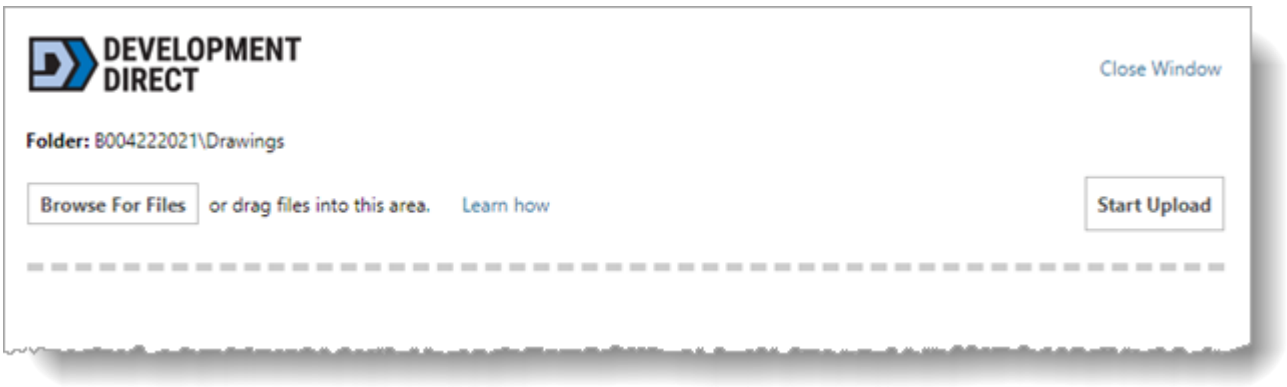
Upload files with original file name

If you are uploading a corrected file, it is recommended that you do *not* rename it before resubmitting it (for example, adding a version number). Once the file is uploaded, it will automatically be assigned a version number.

1. Following **Are your updated files named exactly the same as the prior versions**, select Yes.

2. Select either Upload Drawings or Upload Documents depending on the file type.

   The **File Upload** window is displayed.



3. Select Browse For Files.

   Option: You can also drag and drop files directly from **File Explorer** to the window.

   The **Open** dialog box is displayed.

4. At the left of the dialog box, select the **location** of your files.

5. Select the files to upload and select Open.

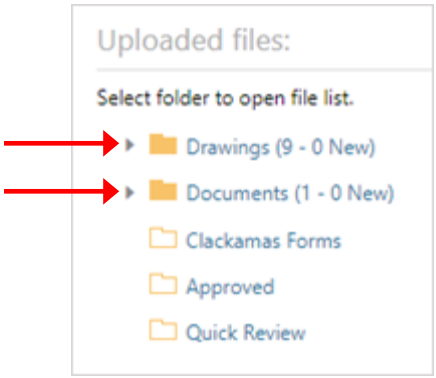
   Note: To select multiple files, hold down **Shift** or **Ctrl** as you select them.

   The selected files are added to the **File Upload** window.

6. Repeat as needed to add other files.

7. When all files have been added, at the top of the dialog box, select Start Upload.

   The **Prescreen Corrections** window is redisplayed. The uploaded files have been added to either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.

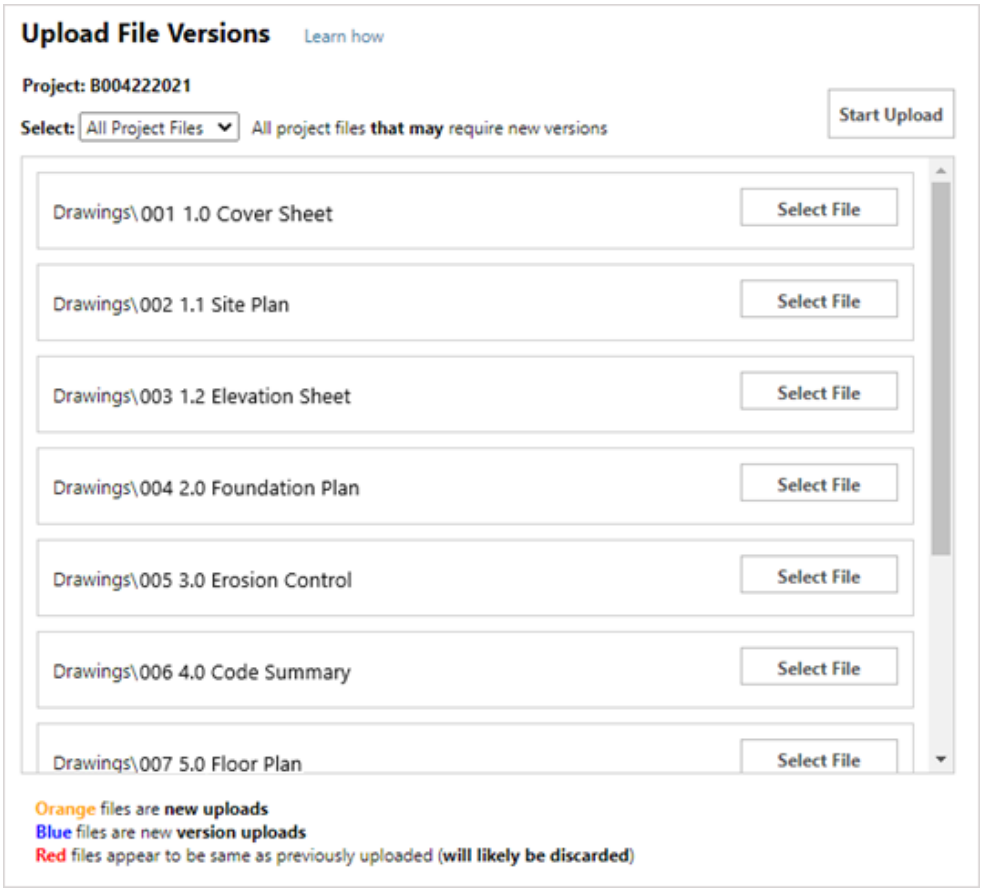


Upload renamed files

If you renamed your corrected files, you will need to identify their original file names before uploading.

1. Following **Are your updated files named exactly the same as the prior versions**, select No.

   The **Upload File Versions** window is displayed.



   For each file that you need to upload, you must first select the original file with its original name.

2. To the right of the original name of the file you want to upload, choose Select File.

   The **Open** dialog box is displayed.

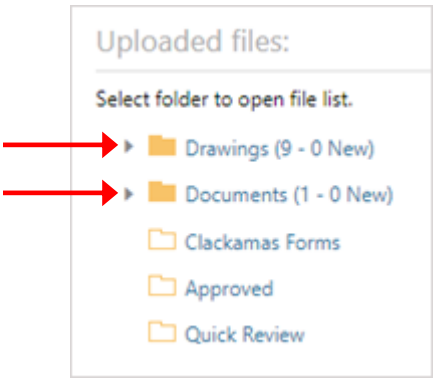
3. At the left of the dialog box, select the **location** of your file.

4. Select the file to upload and select Open.

5. Repeat as needed for all files you need to upload.

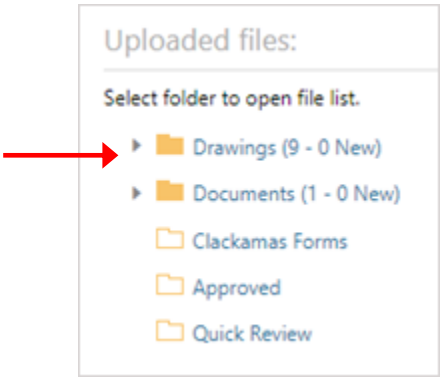
6. When all files have been added, at the top of the dialog box, select Start Upload.

The **Prescreen Corrections** pop-up window is redisplayed. The uploaded files have been added to either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.



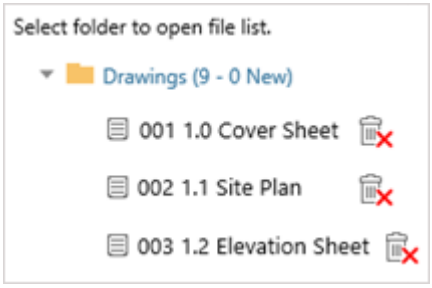
Delete uploaded files

If you are asked to correct and resubmit a file during the Prescreen review, you may need to delete the file you originally uploaded. Files you previously uploaded will be stored in either the **Drawings** folder or the **Documents** folder, depending on their file types. The **Uploaded files** list (left side of window) displays the available folders.



1. In the **Uploaded files** list, select the **folder** containing the files you want to delete.

   All files stored in the selected folder are displayed.



2. To the right of the file you want to delete, select .

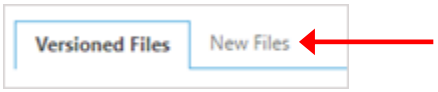
   The file is removed from the folder.

Upload missing files

If a reviewer comment specifies that a file required for your project is missing, you will need to upload and submit the file. The **STEP 2 of 4** area allows you to upload new files.

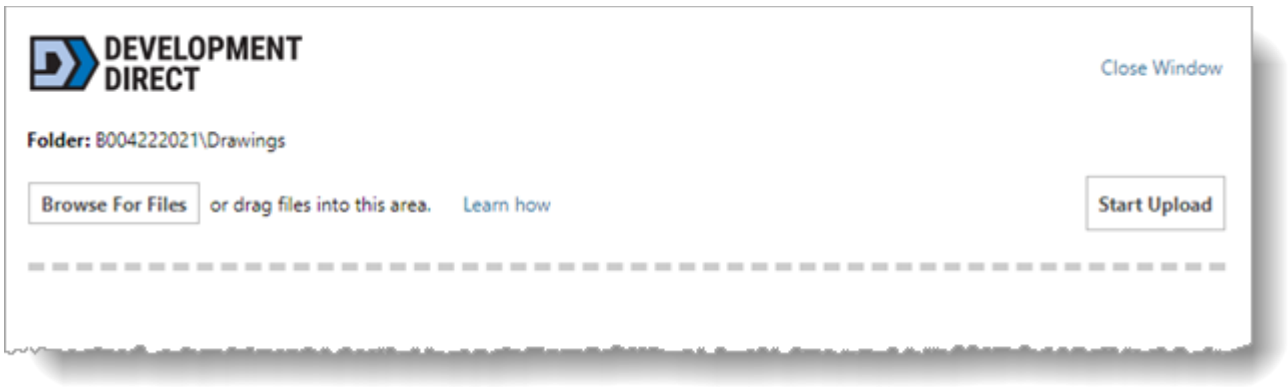
Note: If you are uploading a missing *drawing* file, it is recommended that you first name it in such a way that it will be placed in the correct file order within the Drawings folder. This would be the order of the files on your title/cover sheet. The easiest way to do this is to use a sheet number in the file name that will place it in the correct order. For example, suppose you have a file named **002 1.1 Site Plan**. The sheet number for this file is **1.1**. To place a new file just after it, you could name the new file **002 1.1b Site Plan**.

1. In the **STEP 2 of 4** area, select **New Files**.



2. Select either Upload Drawings or Upload Documents depending on the type of file to upload.

   The **File Upload** window is displayed.



3. Select Browse For Files.

   Option: You can also drag and drop files directly from **File Explorer** to the window.

   The **Open** dialog box is displayed.

4. At the left of the dialog box, select the **location** of your files.

5. Select the files to upload and select Open.

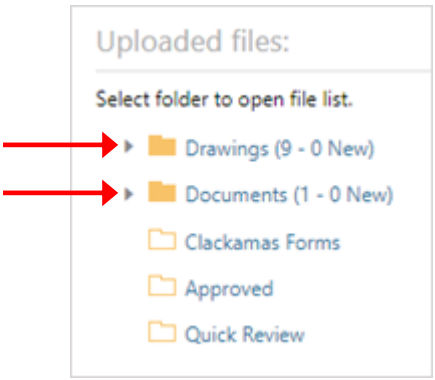
   Note: To select multiple files, hold down **Shift** or **Ctrl** as you select them.

   The selected files are added to the **File Upload** window.

6. Repeat as needed to add other files.

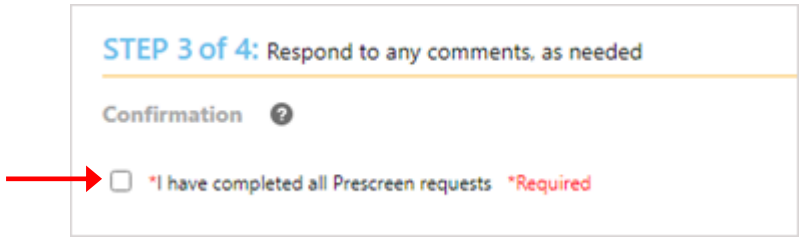
7. When all files have been added, at the top of the dialog box, select Start Upload.

The **Prescreen Corrections** pop-up window is redisplayed. The uploaded files have been added to either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.



Confirm comment responses

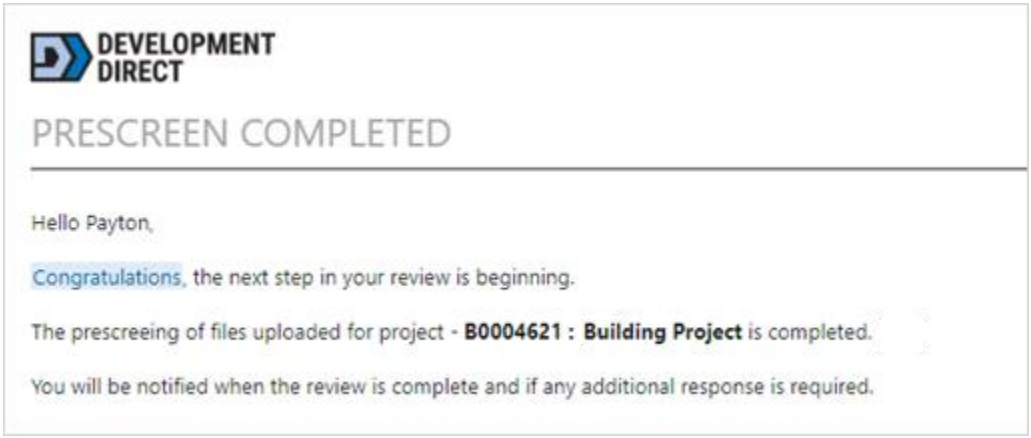
1. In the **STEP 3 of 4** area, select the **I have completed all Prescreen requests** check box.



2. At the bottom of the window, select **Submit**.

Completion of Prescreen review

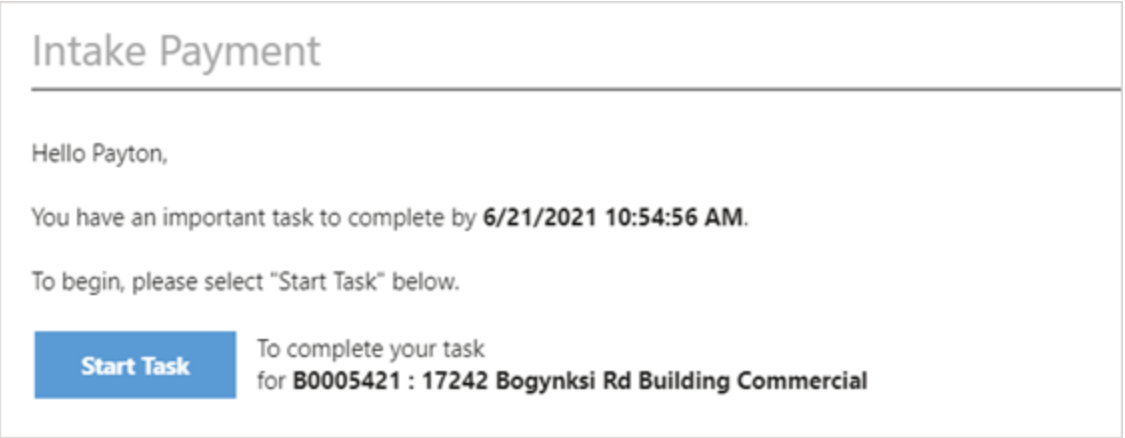
Once all requirements of the Prescreen review are successfully met, you will be notified by a system-generated email (from @avolvesoftware.com) and within the Development Direct system.



The *Department Plan* review begins and your application is routed to the applicable agencies for simultaneous review of your project. You will also be notified of any permit fees that require payment.

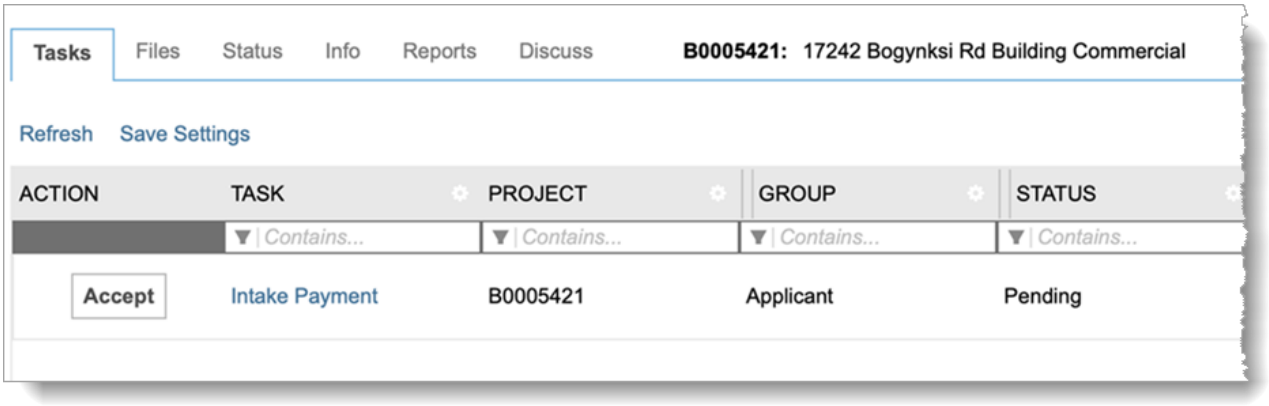
Intake payment

After the Prescreen review is successfully completed, your permit may require payment of fees. If so, you will receive an **Intake Payment** email, allowing you to pay these fees.



1. In the **Intake Payment** email, select Start Task and log in to Development Direct.

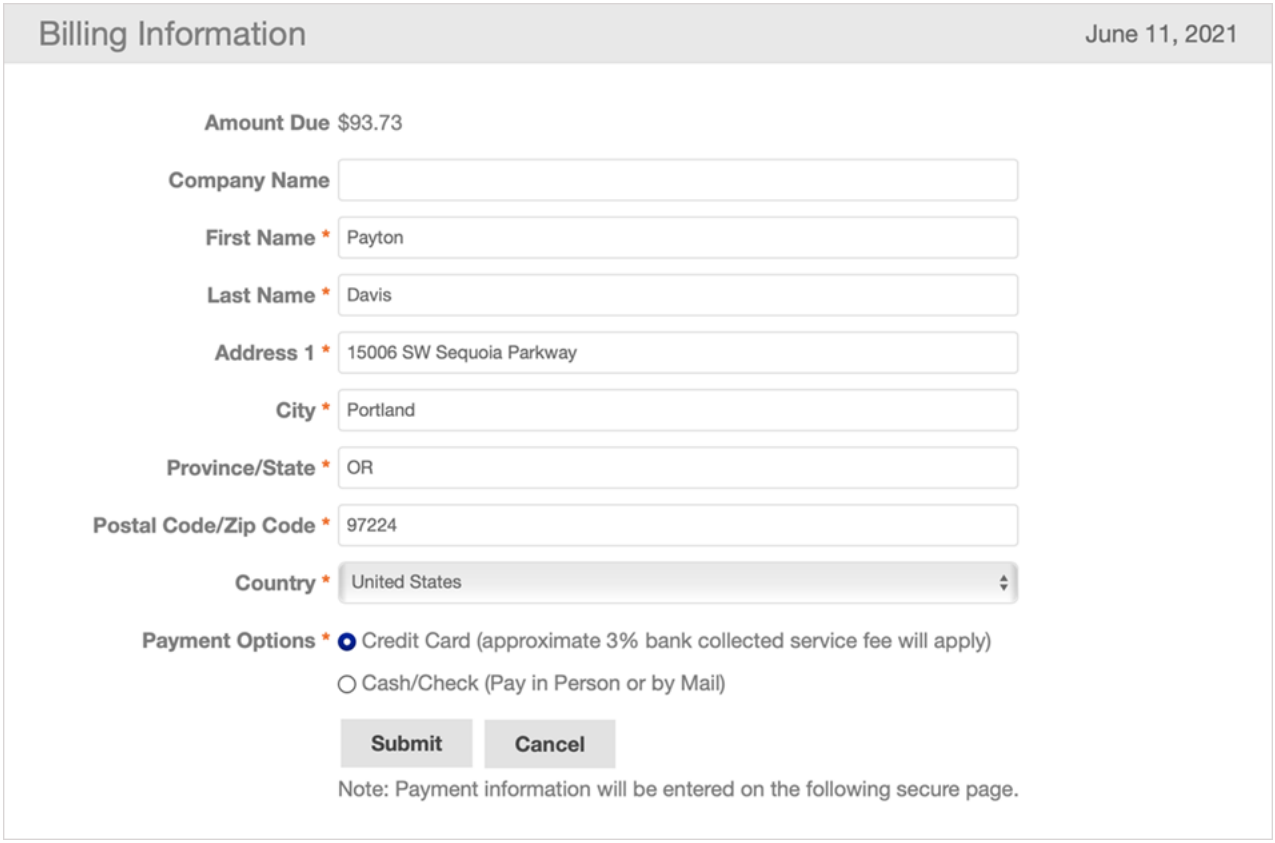
   The **Tasks** list for your project is displayed.



2. In the **TASK** column, select **Intake Payment**.

Important: Be sure to select the **Intake Payment** task name, and *not* the button in the **ACTION** column.

The **Billing Information** window is displayed.



The **Billing Information** window displays the amount due as well as your profile information.

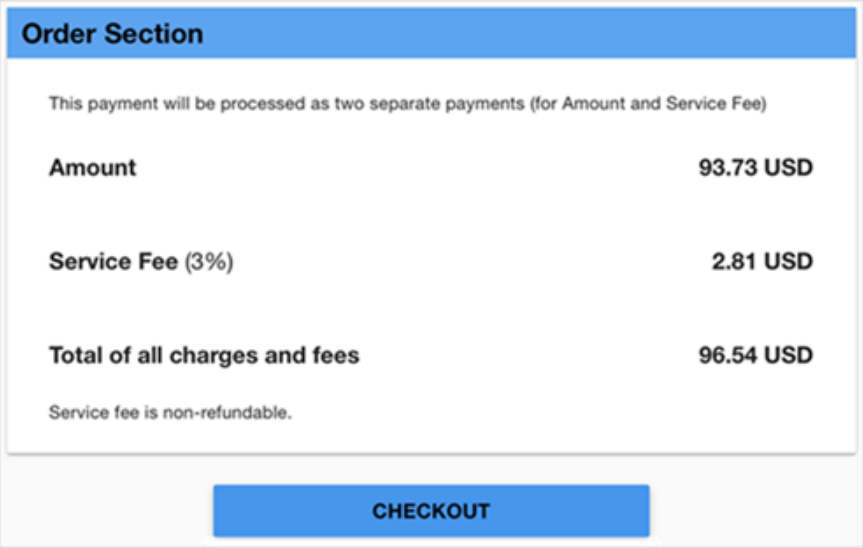
3. In the **Payment Options** area (lower part of window), select either **Credit Card** or **Cash/Check**.

Note: Please be aware of the following:

- For credit/debit cards, bank service fees apply. These are established and collected by the bank.
- For checks or cash:
  - You may pay in-person during our business hours:
    Monday through Thursday - 8 a.m. to 4 p.m., and Fridays - 8 a.m. to 3 p.m.
  - For **checks only** you may mail in a check, or deposit the check in the secure dropbox at our building.
  - For in-person, mail, or dropbox transactions, our address is:
    Development Services Building,150 Beavercreek Road, Oregon City, OR 97045
  - With in-person payments, you are **still required to submit your application online**.
  - **Please note that for check or cash payments, your application process will be paused until we receive funds**.

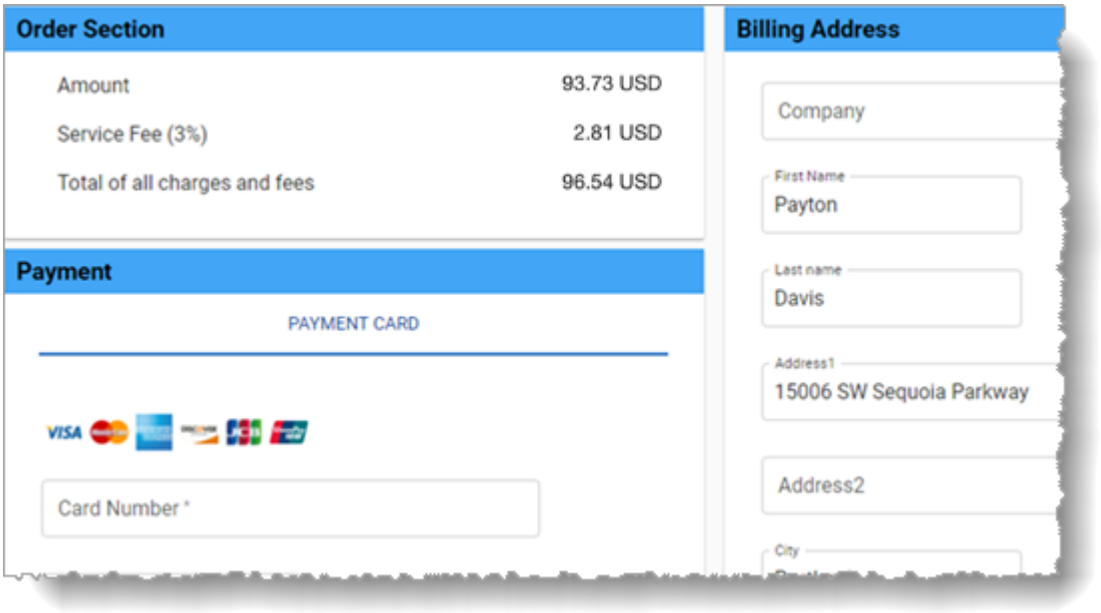
4. At the bottom of the window, select Submit.

   The **Order Section** window is displayed.



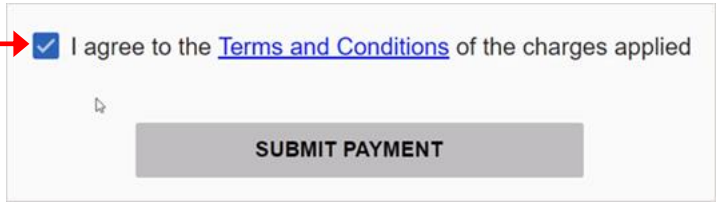
5. At the bottom of the window, select CHECKOUT.

   The **Payment** window is displayed.



6. Enter your credit card and billing address information.

7. At the bottom of the window, select the check box for **I agree to the Terms and Conditions of the charges applied**.



8. Select SUBMIT PAYMENT.

After your payment has been successfully submitted, you will receive a **Completed Payment Receipt** email. Your itemized receipt and your permit will be available to view and download in Development Direct.

Upload corrected and missing files during Department Plan review

Department Plan review process

Once you have successfully completed the Prescreen review, your project moves to the next phase — the *Department Plan review* — and your application is routed to the applicable agencies for simultaneous review of your project.

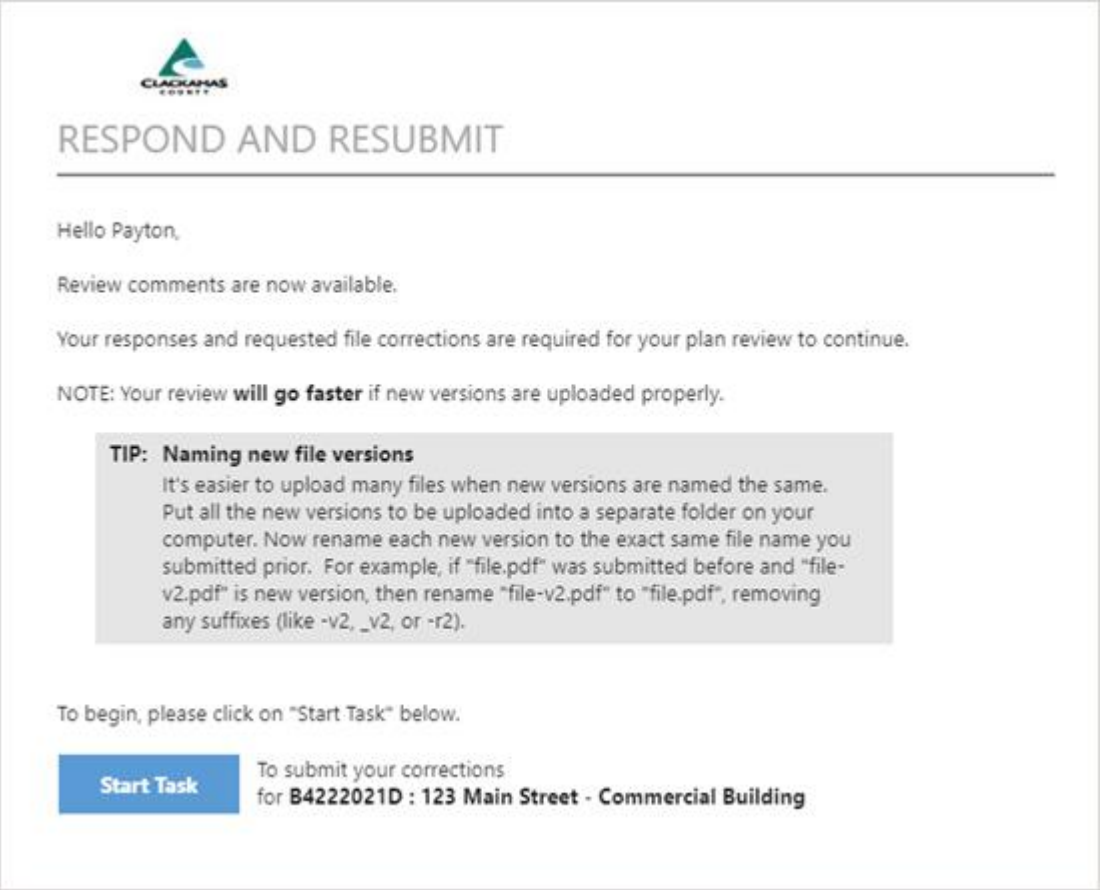
During the Department Plan review, our plan reviewers check that all required files have been properly uploaded, contain the required information, and are accurate.

At the completion of the first cycle of the *Department Plan review*, if corrections are required, you will be asked to correct and resubmit your files. This process will continue until all files are successfully submitted and your permits are approved.

Resubmit corrected or missing files

After the first cycle of the Department Plan review, if corrections to previously uploaded files are required, you will receive a system-generated **Respond and Resubmit** email (from @avolvesoftware.com). You will also be notified within the Development Direct system.

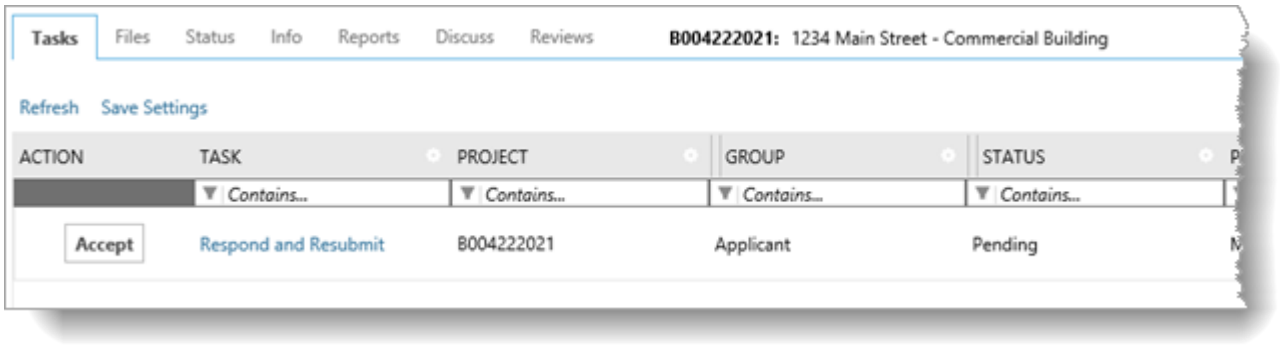
This email indicates that our plan reviewers have created comments or changemarks (markups) regarding your uploaded files. You will need to view and respond to these comments. After making corrections, you can then resubmit your files.



Begin the Respond and Resubmit task

1. In the email, select **Start Task** and log in to Development Direct.

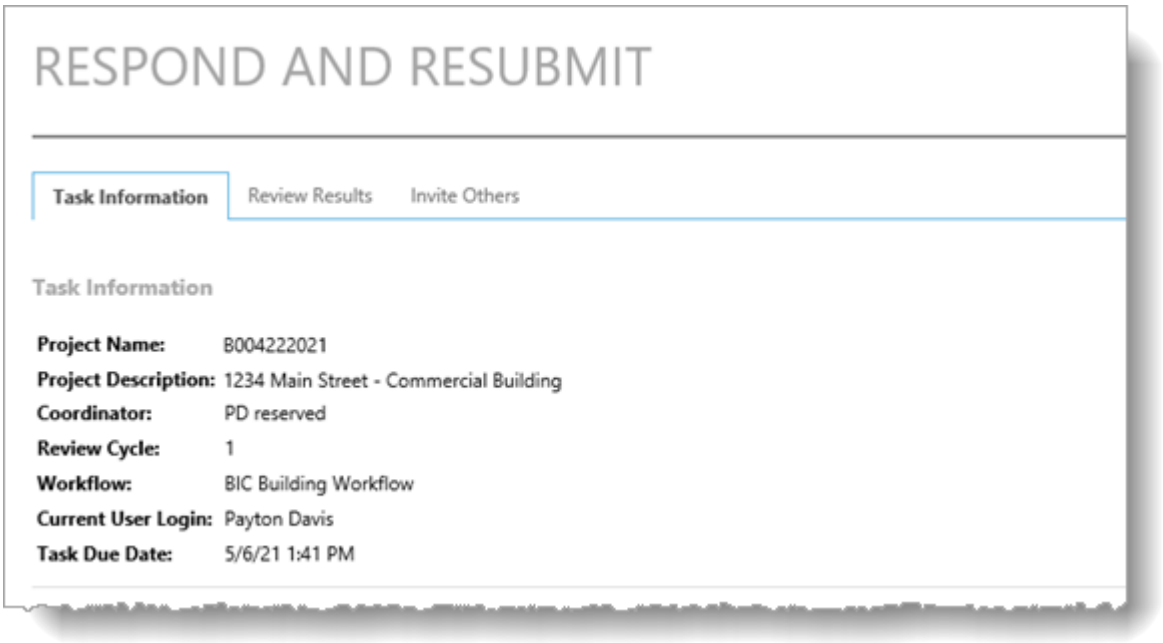
   The **Tasks** list for your project is displayed.



2. In the **TASK** column, select **Respond and Resubmit**.

Note: Be sure to select the task name in the **TASK** column, and *not* the button in the **ACTION** column.

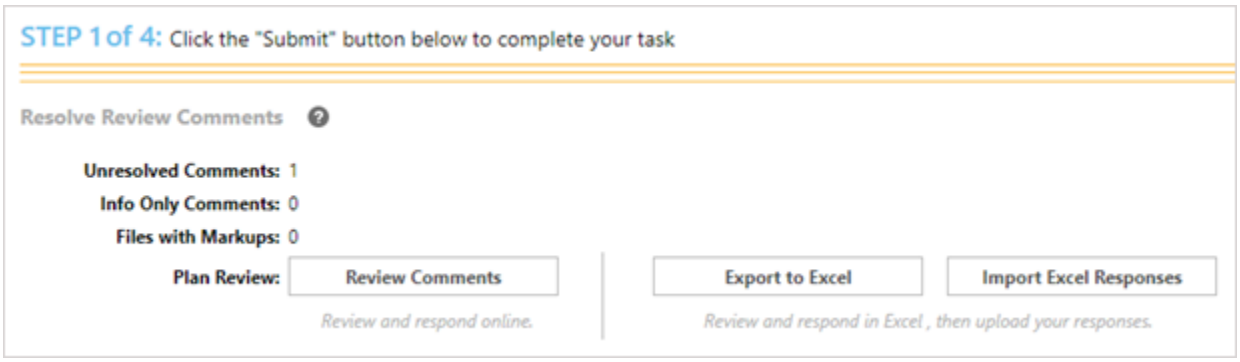
The **Respond and Resubmit** window is displayed.



Review comments and changemarks

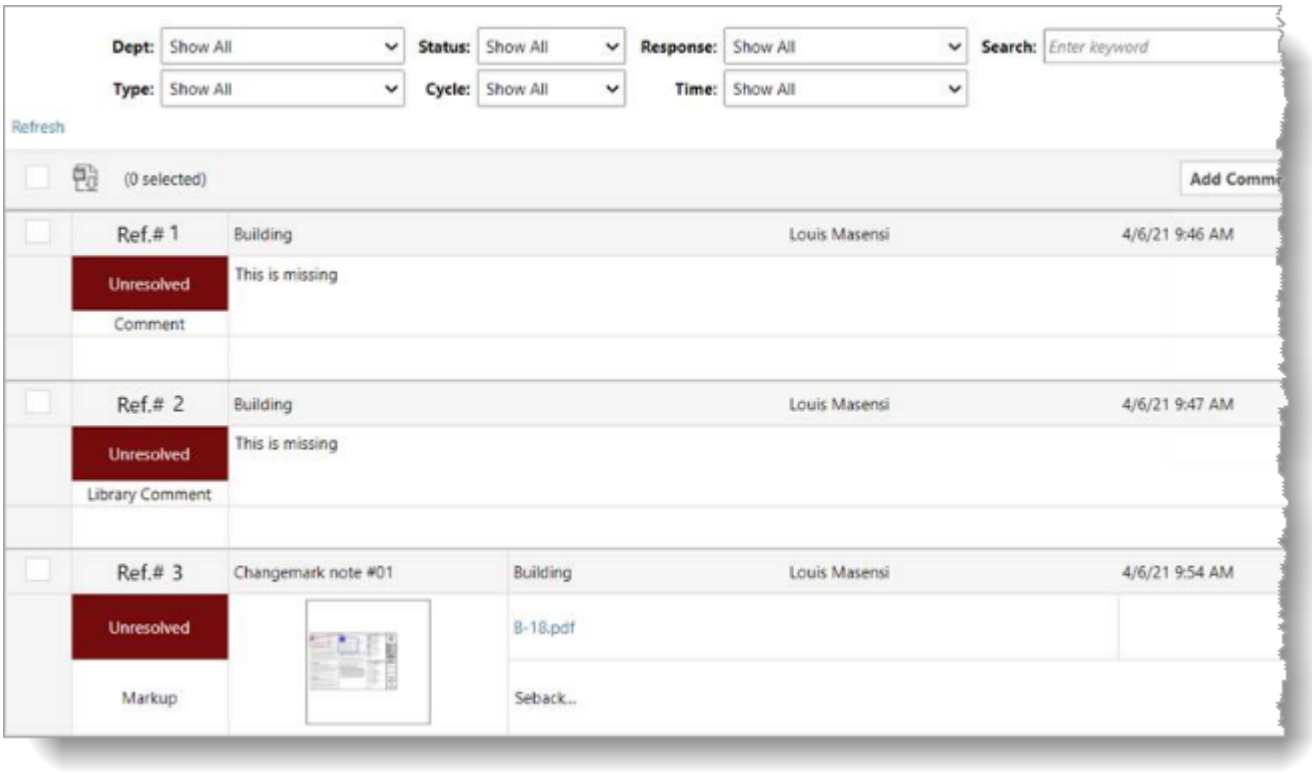
Our plan reviewers will identify required corrections in the form of a *comment* or a *changemark* (*markup*). A comment is a *text only* remark, while a changemark is a comment that is placed and marked directly on a drawing. If a comment or changemark is labeled *Correction Required*, it will be assigned to you as a task.

The **STEP 1 of 4** area of the form allows you to review comments and changemarks or export them to an Excel worksheet.



- In the **STEP 1 of 4** area of the window, select Review Comments.

The comments list is displayed.



The first column in the list displays the reference number assigned to each comment or changemark, and indicates whether required corrections have been made to your files. If it displays **Unresolved**, the issue has not yet been addressed. The second column displays either comments or a changemark indicator.

Respond to comments

- After viewing each comment, go to the **Please enter your responses** column (far-right of list) and enter a response. **A response is required to complete a task.**



View and respond to changemarks

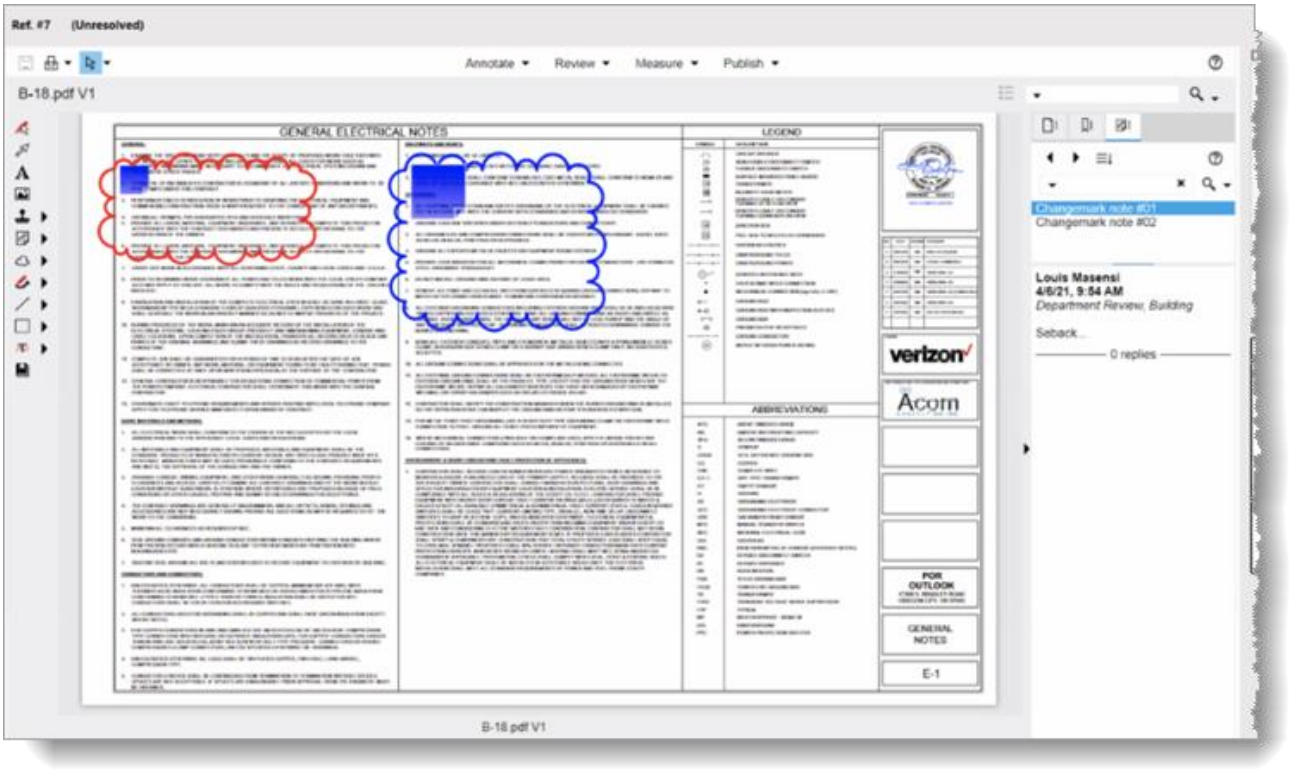
In the comments list, changemarks display the heading **Changemark note** with a small file image just below.



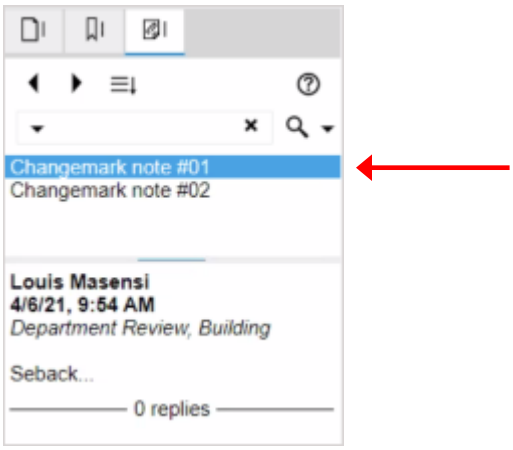
- To the right of the **Changemark note** column, select the **file name**.



The **Changemark** window is displayed.

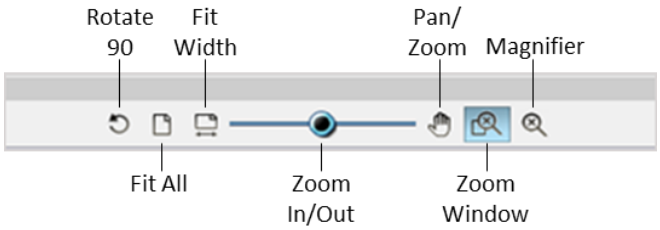


The left side of the window displays an image of your file with reviewer changemarks (markups). To the right of the file image is a list of all changemarks.



Size the file image

Just below the file image, you will see a small toolbar with buttons allowing you to size and rotate the image.



- On the **Zoom In/Out** button, slide the black circle to the *left* to make the image smaller or to the *right* to make the image larger.



View changemark comments

1. To view a changemark's comment, do one of the following:
   - On the file, in the markup area, hover over  (blue page icon) to display a pop-up window showing the comment.
   - In the changemark list, select a **changemark** to display its comment just below the list.
2. To enter a response to a changemark comment, do the following:
   - Select a changemark in the list and, just to the right, enter a response in the **Your response** box. When finished, click Save Response.

Note: You can also enter a response to a changemark in the comments list (displayed before going to the changemark window), just as you can regular comments. In the comments list, enter a response in the **Please enter your responses** column (far-right of list).

3. When finished viewing the changemarks, select Close (lower-right corner of window).

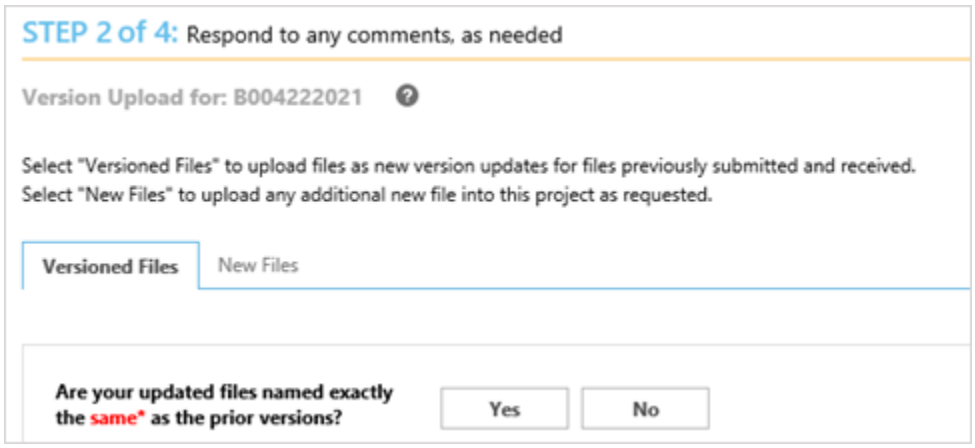
   The comments list is displayed.

4. When finished viewing comments and changemarks, select Close Window (upper-right corner of window).

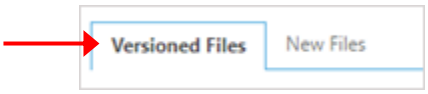
Option: Instead of reviewing and responding to comments and changemarks in Development Direct, you can download them to Excel. In the **Step 1 of 4** area, select Export to Excel. Enter your responses, and then save and close. In the **Respond and Resubmit** window, select Import Excel Responses.

Resubmit corrected files

The **STEP 2 of 4** area allows you to resubmit files that you have corrected, or upload new files.



- To upload corrected files, in the **STEP 2 of 4** area, select **Versioned Files**.



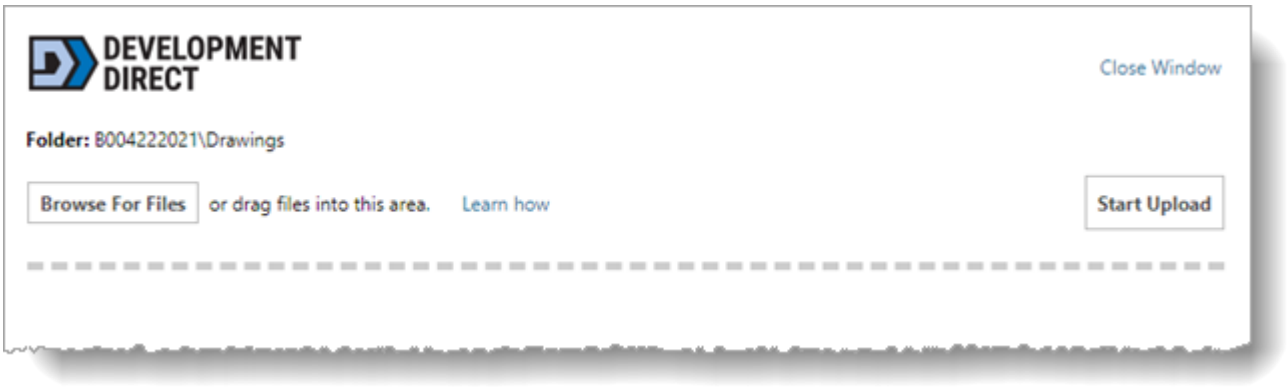
Upload files with original file names

If you are uploading a corrected file, it is recommended that you do *not* rename it before resubmitting it (for example, to add a version number). Once the file is uploaded, it will automatically be assigned a version number.

1. Following **Are your updated files named exactly the same* as the prior versions**, select Yes.

2. Select either Upload Drawings or Upload Documents depending on the file type.

The **File Upload** window is displayed.



3. Select Browse For Files.

Option: You can also drag and drop files directly from **File Explorer** to the window.

The **Open** dialog box is displayed.

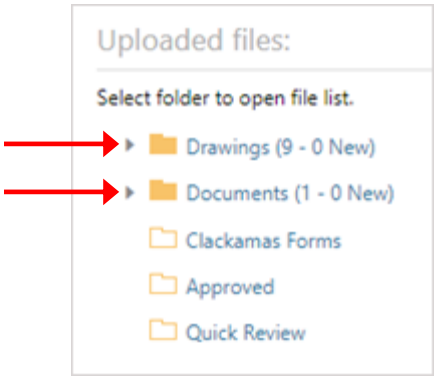
4. At the left of the dialog box, select the **location** of your files.
5. Select the files to upload and select Open.

Note: To select multiple files, hold down **Shift** or **Ctrl** as you select them.

The selected files are added to the **File Upload** window.

6. Repeat as needed to add other files.
7. When all files have been added, at the top of the dialog box, select Start Upload.

The **Respond and Resubmit** pop-up window is redisplayed. The uploaded files have been added to either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.

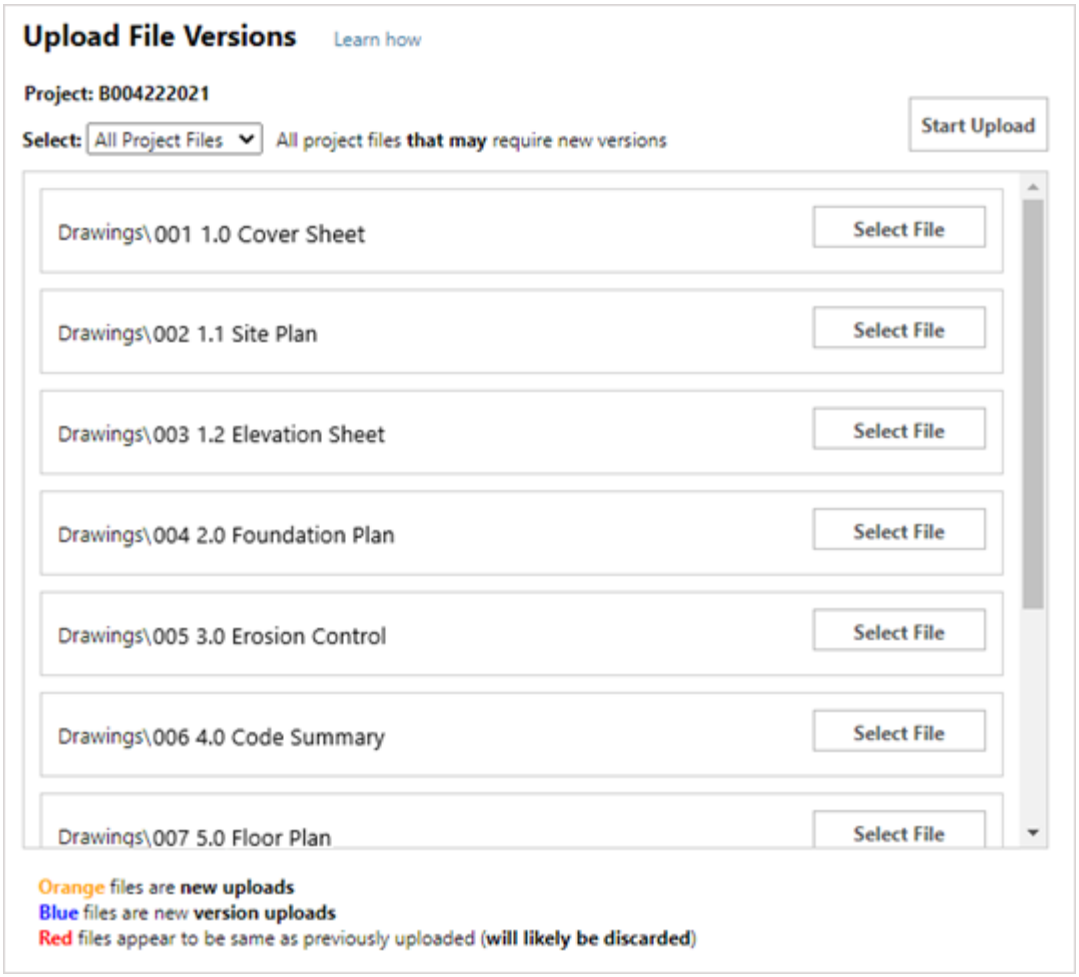


Upload renamed files

If you renamed your corrected files, you will need to identify their original file names before uploading.

1. Following **Are your updated files named exactly the same* as the prior versions**, select No.

   The **Upload File Versions** window is displayed.



   For each file that you need to upload, you must first select the original file with its original name.

2. To the right of the original name of the file you want to upload, choose Select File.

   The **Open** dialog box is displayed.

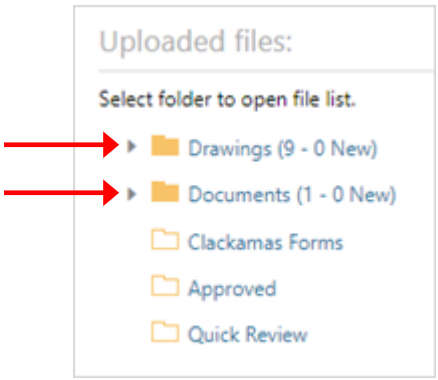
3. At the left of the dialog box, select the **location** of your file.

4. Select the file to upload and select Open.

5. Repeat as needed for all files you need to upload.

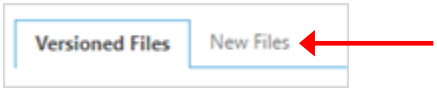
6. When all files have been added, at the top of the dialog box, select Start Upload.

The **Respond and Resubmit** pop-up window is redisplayed. The uploaded files have been added to either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.



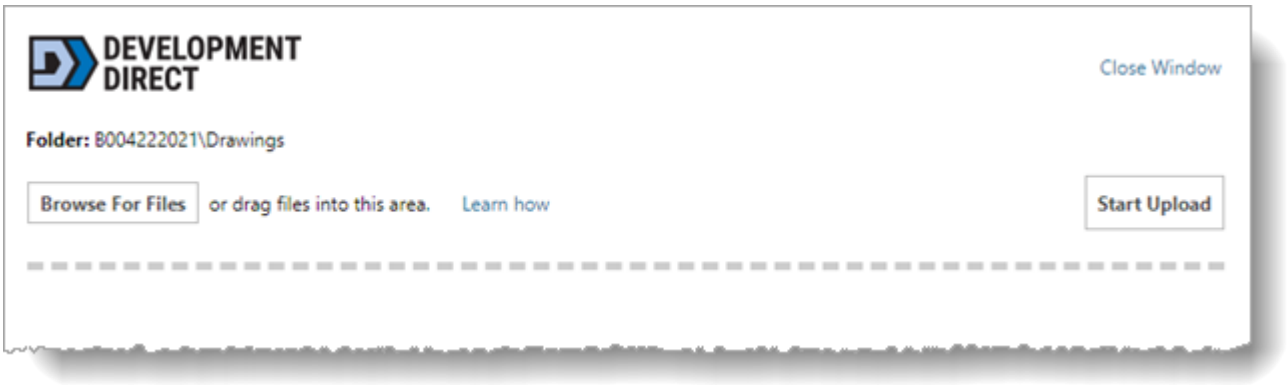
Upload missing files

1. In the **STEP 2 of 4** area, select **New Files**.



2. Select either Upload Drawings or Upload Documents depending on the type of file to upload.

The **File Upload** window is displayed.



3. Select Browse For Files.

Option: You can also drag and drop files directly from **File Explorer** to the window.

The **Open** dialog box is displayed.

4. At the left of the dialog box, select the **location** of your files.

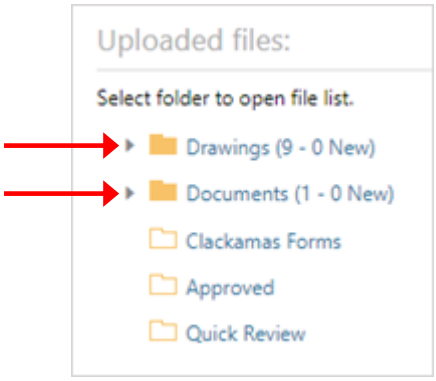
5. Select the files to upload and select Open.

Note: To select multiple files, hold down **Shift** or **Ctrl** as you select them.

The selected files are added to the **File Upload** window.

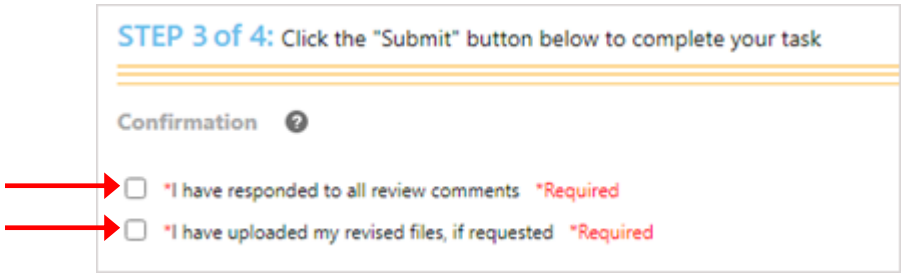
6. Repeat as needed to add other files.
7. When all files have been added, at the top of the dialog box, select **Start Upload**.

   The **Respond and Resubmit** pop-up window is redisplayed. The uploaded files have been added to either the **Drawings** folder or the **Documents** folder (left side of window), depending on their file types.



Confirm responses completed and files uploaded

1. In the **STEP 3 of 4** area, select both check boxes, confirming that you have responded to all comments and have uploaded all requested file.



2. At the bottom of the window, select **Submit**.

View project status

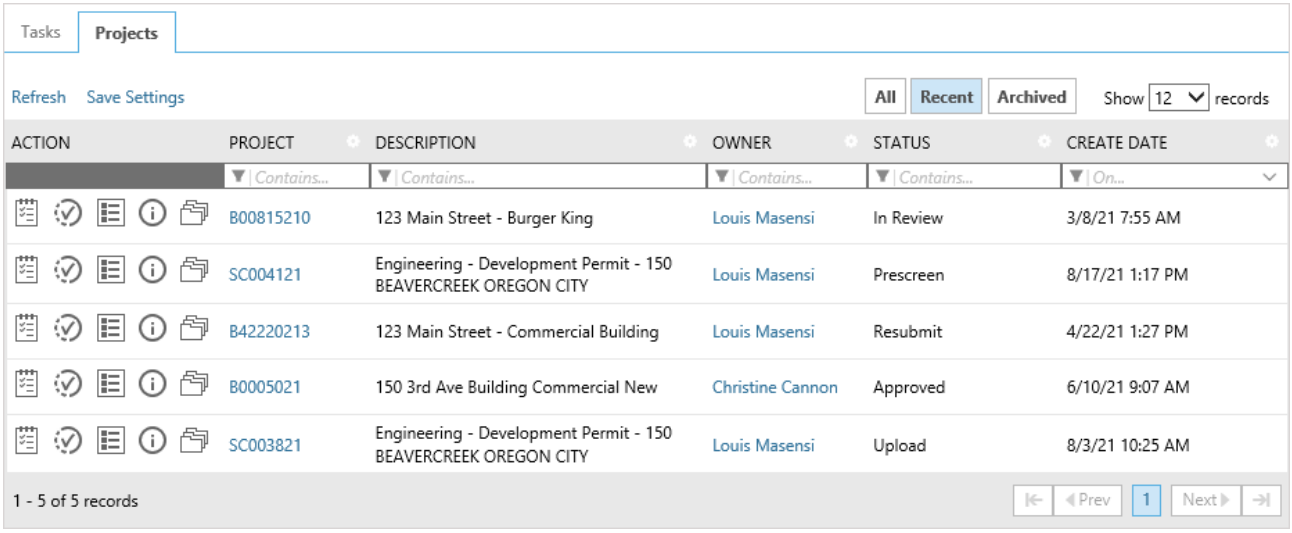
You can display a list of your projects and the status of each.

1. Log in to the **Development Direct** system.

   For more information, see the section **Log in to Development Direct**.

2. At the bottom of the **Clackamas County Development Direct Portal** page, select **Go Directly to ProjectDox**.

The **Projects** list is displayed.



3. If you don't see a particular project, in the lower-right corner of the list, select Prev or Next.

   The **STATUS** column indicates the current state of each project. You can view additional status information.

4. To the left of a project, select (Project status).

   A **Status** page displays more detailed information.

5. **Option**: To see the status of each of the project's tasks, select View Report at the bottom of the page. The **Plan Review – Workflow Routing Slip** report will be displayed. When finished viewing the report, select (Close) in the upper-right corner of the window.

   Note: For more information on working with reports, see the section **View and download reports**.

6. To return to the **Projects** list, near the top-center of the page, select Home.

View and download project reports

View reports list

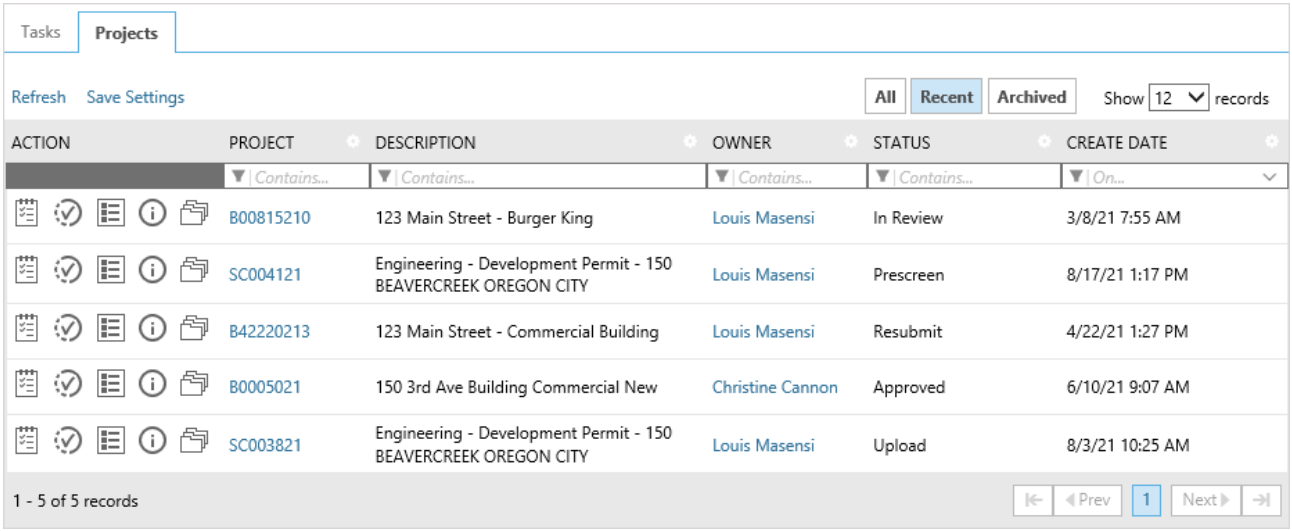
Within Development Direct, there are two types of reports available for you to view and download. These reports provide information on the status of project tasks, as well as corrections required of your project.

1. Log in to the **Development Direct** system.

   For more information, see the section **Log in to Development Direct**.

2. At the bottom of the **Clackamas County Development Direct Portal** page, select **Go Directly to ProjectDox**.

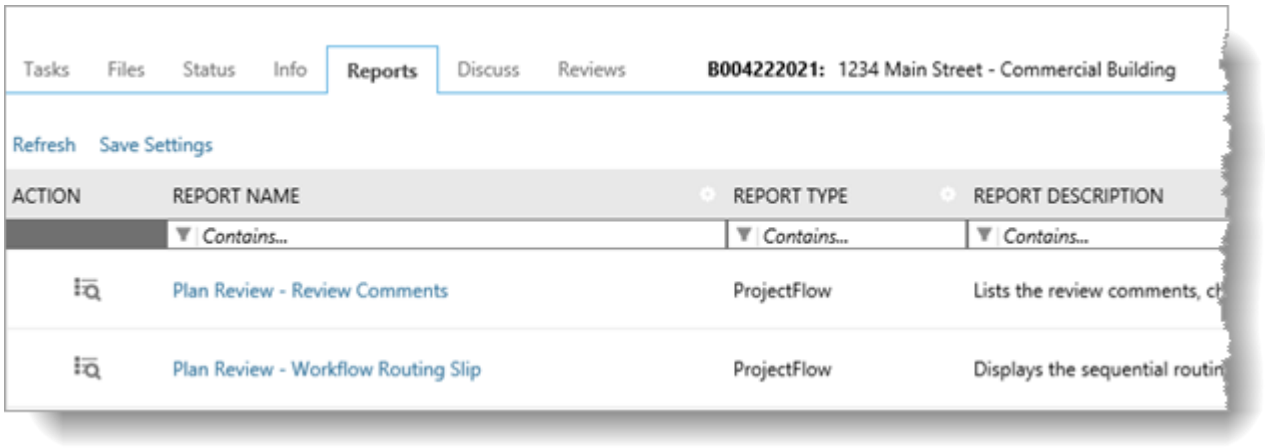
   The **Projects** list is displayed.



3. If you don't see a particular project, in the lower-right corner of the list, select **Prev** or **Next**.

4. To the left of a project, select (Project reports).

The **Reports** list is displayed. It displays the available reports for your project.



There are two types of reports available to you:

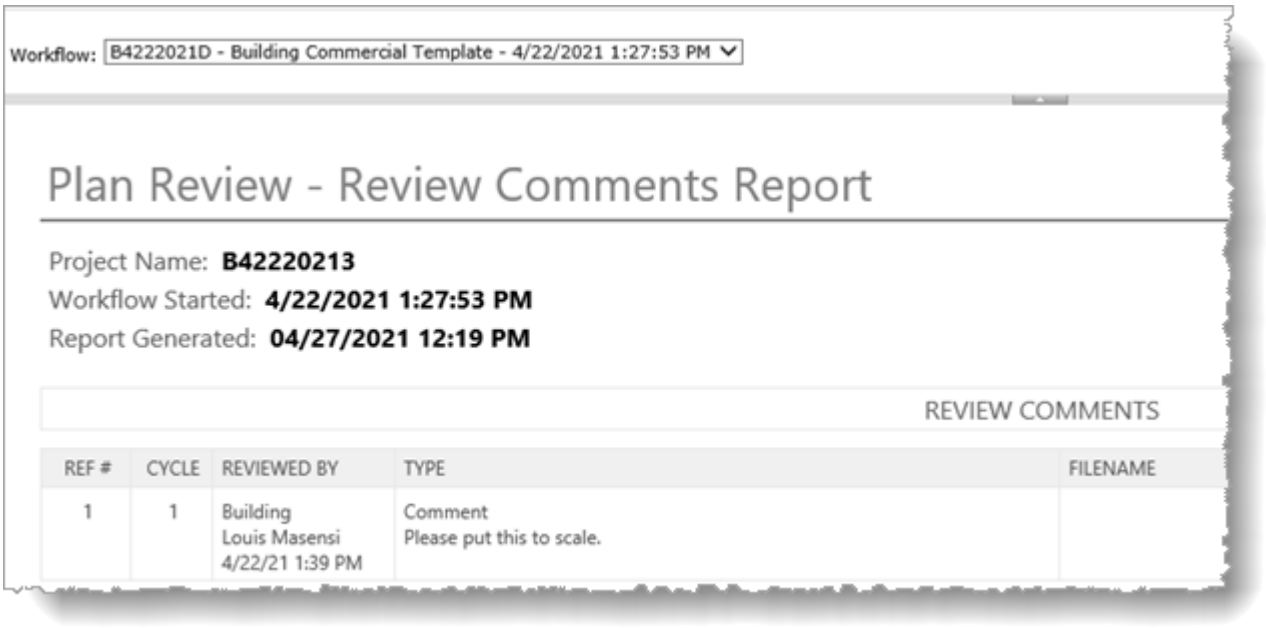
- **Plan Review – Review Comments**: Allows you to view all comments and requested corrections made by the plan reviewers. You can then add a response to any comments.
- **Plan Review – Workflow Routing Slip**: Allows you to see a list of all tasks associated with your project and the current status of each.

View Plan Review – Review Comments report

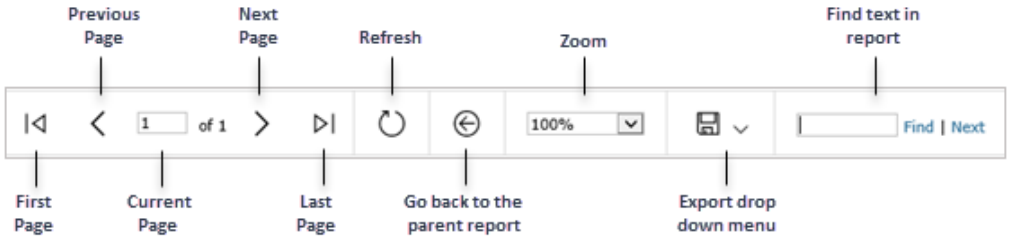
The **Plan Review – Review Comments** report includes plan reviewers' comments and changemarks (markups displayed on a drawing plan).

1. In the **Reports** list, select **Plan Review – Review Comments**.

The **Plan Review – Review Comments** report is displayed. The last column in the report displays the status of corrections requested by the plan reviewers.



At the top of the report, you will see a toolbar. The toolbar contains buttons that allow you to navigate through the report, as well as download it.



Note: If the toolbar is not displayed, near the top-center of the report, select .

2. To move through the pages of the report, select one of the buttons at the far-left of the toolbar. To go to a specific page, select 1 (Current Page), type a number and press **Enter**.

3. To download a copy of the report to your computer:

   a. In the toolbar, select (Export drop down menu) and choose a file type.

      At the bottom of the window, a message will ask if you want to open or save the report.

   b. Do one of the following:

      - Select **Open** to open the report using the application previously selected. You can then edit, print, and save the file.
      - Select **Save** to save the report to the **Downloads** folder on your computer. You can then open, edit, and print the file.

4. When finished with the report, select (Close) in the upper-right corner of the window.

   The **Reports** list is redisplayed. You may view another report or return to the **Projects** list.

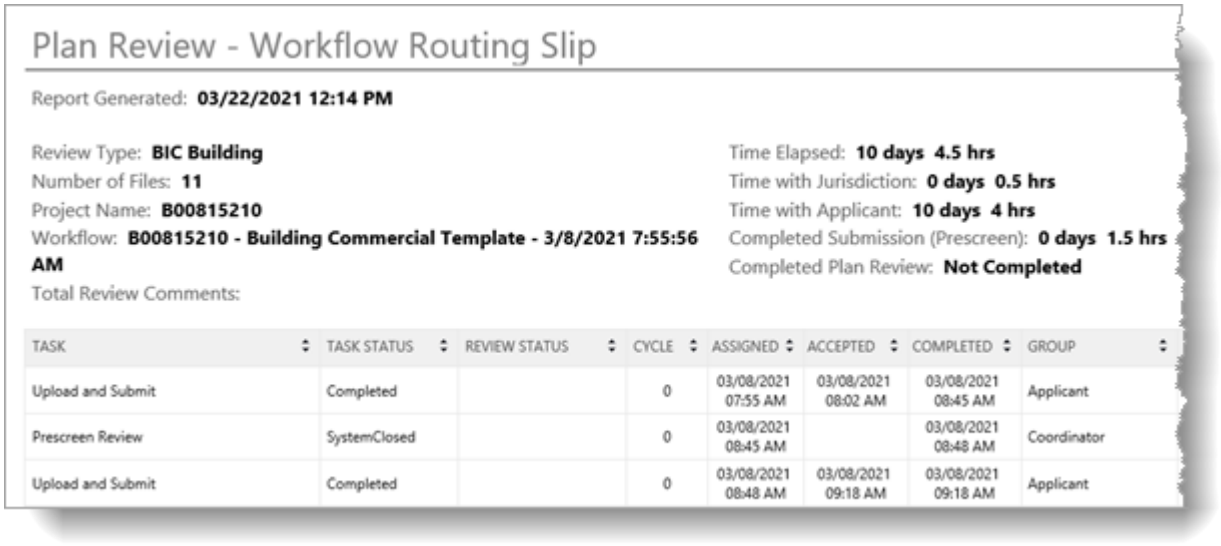
5. To return to the **Projects** list, select Home at the top of the page.

View Plan Review – Workflow Routing Slip report

The **Plan Review – Workflow Routing Slip** report lists all of your project's tasks in the order they were assigned. The report includes the status of each task, as well as the dates they were assigned and completed.

1. In the **Reports** list, select **Plan Review – Workflow Routing Slip**.

   The **Plan Review – Workflow Routing Slip** report is displayed.



Plan Review - Workflow Routing Slip

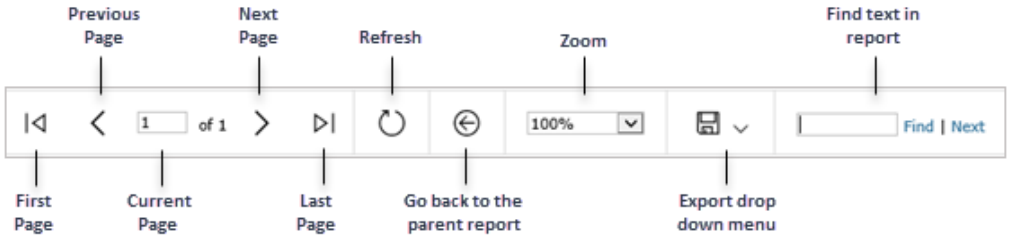
Report Generated: **03/22/2021 12:14 PM**

Review Type: **BIC Building**
Number of Files: **11**
Project Name: **B00815210**
Workflow: **B00815210 - Building Commercial Template - 3/8/2021 7:55:56 AM**
Total Review Comments:

Time Elapsed: **10 days 4.5 hrs**
Time with Jurisdiction: **0 days 0.5 hrs**
Time with Applicant: **10 days 4 hrs**
Completed Submission (Prescreen): **0 days 1.5 hrs**
Completed Plan Review: **Not Completed**

TASK	TASK STATUS	REVIEW STATUS	CYCLE	ASSIGNED	ACCEPTED	COMPLETED	GROUP
Upload and Submit	Completed		0	03/08/2021 07:55 AM	03/08/2021 08:02 AM	03/08/2021 08:45 AM	Applicant
Prescreen Review	SystemClosed		0	03/08/2021 08:45 AM		03/08/2021 08:48 AM	Coordinator
Upload and Submit	Completed		0	03/08/2021 08:48 AM	03/08/2021 09:18 AM	03/08/2021 09:18 AM	Applicant

   At the top of the report, you will see a toolbar. The toolbar contains buttons that allow you to navigate through the report, as well as download it.



Note: If the toolbar is not displayed, near the top-center of the report, select .

2. To move through the pages of the report, select one of the buttons at the far-left of the toolbar. To go to a specific page, select 1 (Current Page), type a number and press **Enter**.

3. To download a copy of the report to your computer:

   a. In the toolbar, select  (Export drop down menu) and choose a file type.

      At the bottom of the window, a message will ask if you want to open or save the report.

   b. Do one of the following:

      - Select **Open** to open the report using the application previously selected. You can then edit, print, and save the file.
      - Select **Save** to save the report to the **Downloads** folder on your computer. You can then open, edit, and print the file.

4. When finished with the report, select  (Close) in the upper-right corner of the window.

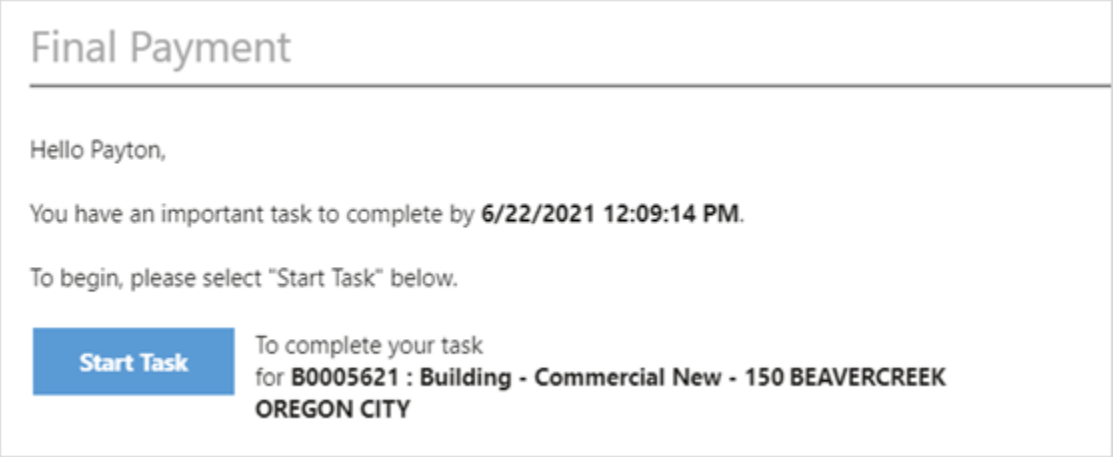
   The **Reports** list is redisplayed. You may view another report or return to the **Projects** list.

5. To return to the **Projects** list, select  at the top of the page.

Download approved plans and schedule inspections

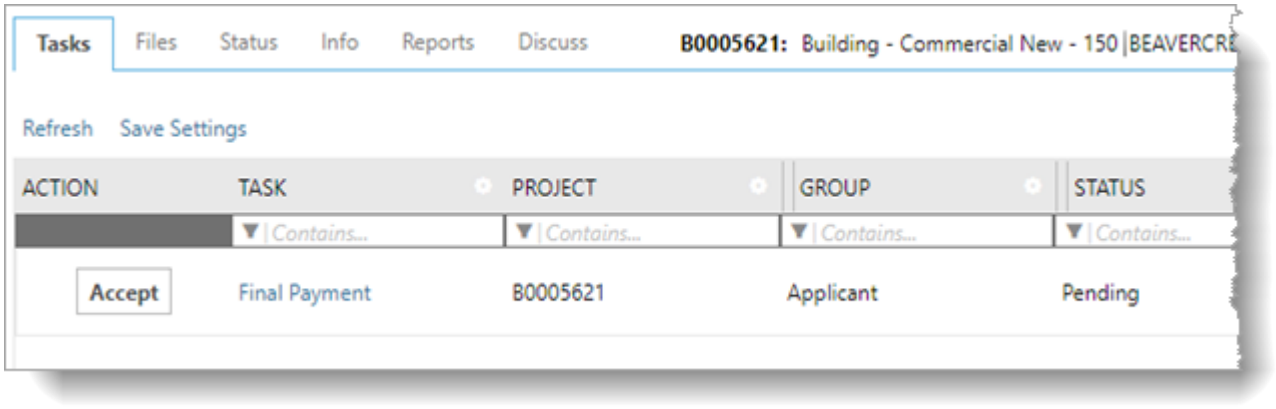
Final payment of permit fees

Once all plans have been approved, you will receive a system-generated **Final Payment** email (from @avolvesoftware.com), allowing you to pay all remaining fees.



1. In the **Final Payment** email, select Start Task and log in to Development Direct.

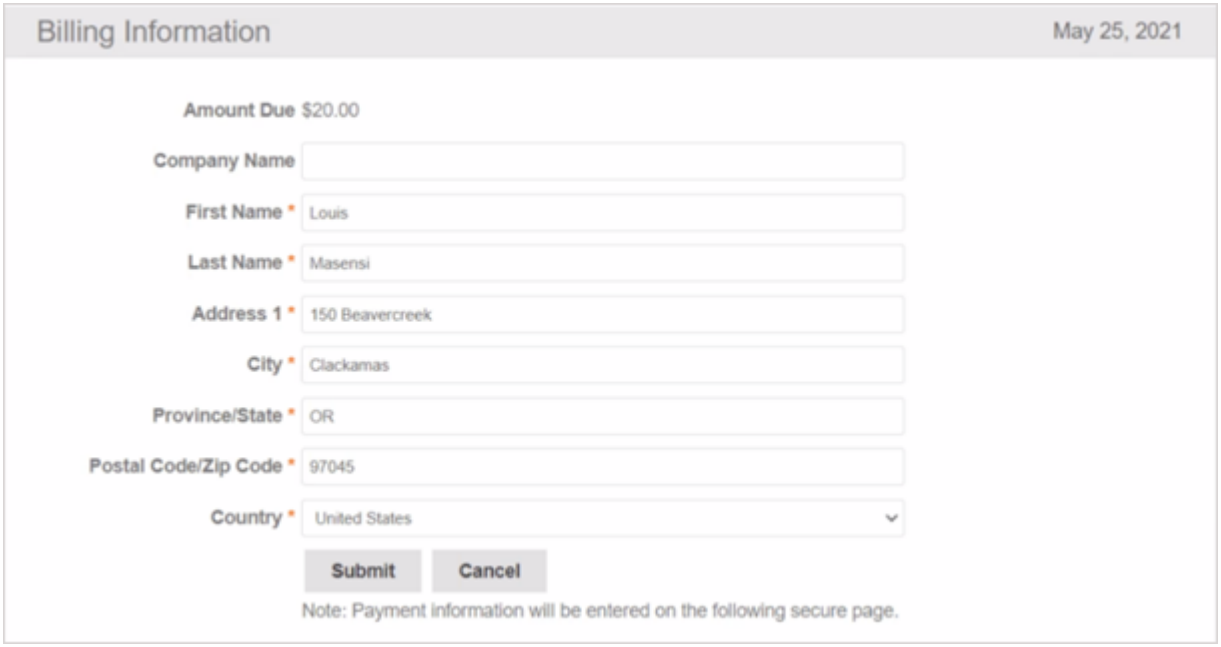
   The **Tasks** list for your project is displayed.



2. In the **TASK** column, select **Final Payment**.

Important: Be sure to select the **Final Payment** task name, and *not* the button in the **ACTION** column.

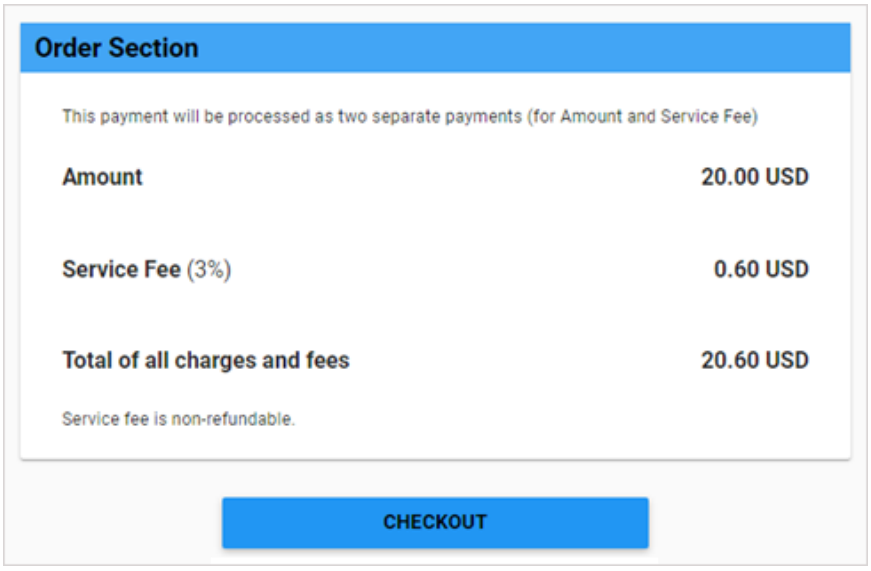
The **Billing Information** window is displayed.



The **Billing Information** window displays the amount due as well as your profile information.

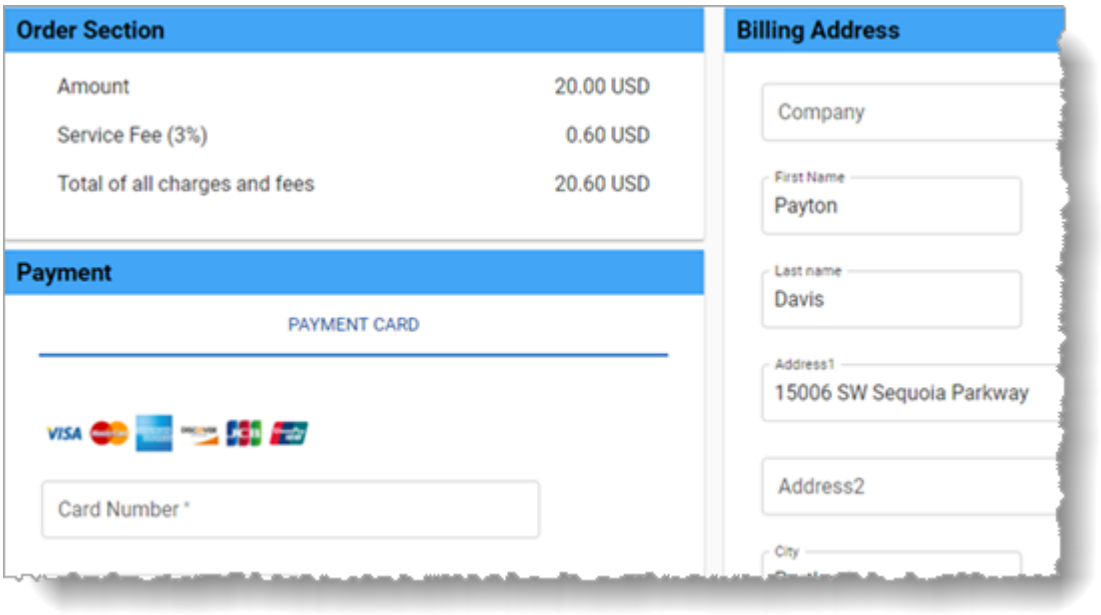
3. At the bottom of the window, select Submit.

The **Order Section** window is displayed.



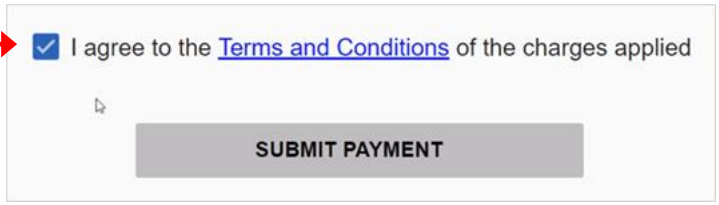
4. At the bottom of the window, select CHECKOUT.

The **Payment** window is displayed.



5. Enter your credit card and billing address information.

6. At the bottom of the window, select the check box for **I agree to the Terms and Conditions of the charges applied**.



7. Select SUBMIT PAYMENT.

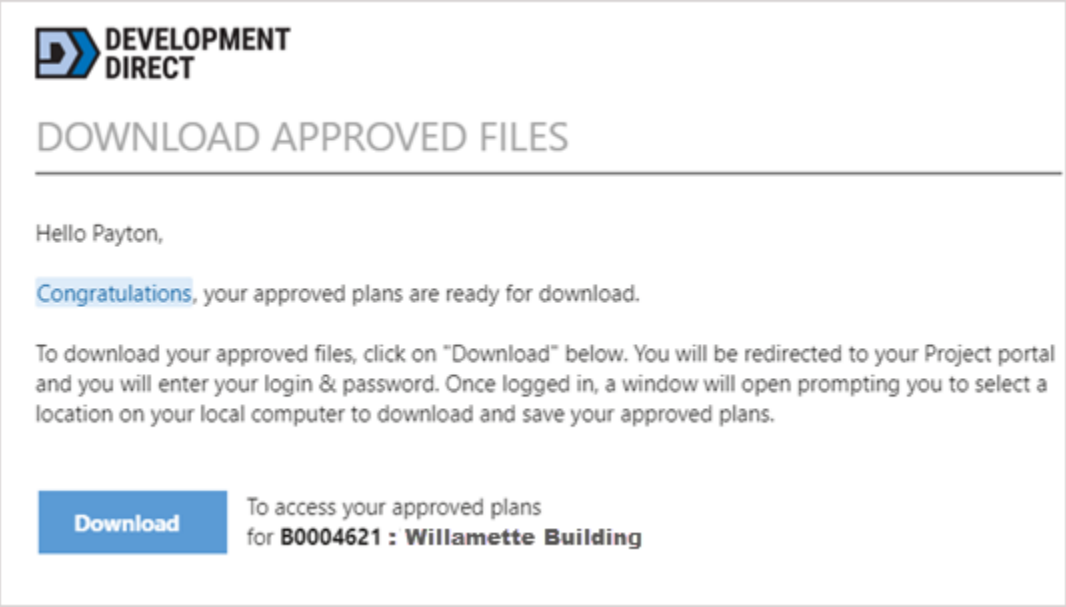
After your payment has been successfully submitted, you will receive a **Completed Payment Receipt** email. Your itemized receipt and your permit will be available to view and download, along with the approved plans, in Development Direct.

Note: Please be aware of the following:

- For credit/debit cards, bank service fees apply. These are established and collected by the bank.
- For checks or cash:
  - You may pay in-person during our business hours:
    Monday through Thursday - 8 a.m. to 4 p.m., and Fridays - 8 a.m. to 3 p.m.
  - For **checks only** you may mail in a check, or deposit the check in the secure dropbox at our building.
  - For in-person, mail, or dropbox transactions, our address is:
    Development Services Building,150 Beavercreek Road, Oregon City, OR 97045
  - With in-person payments, you are **still required to submit your application online**.
  - **Please note that for check or cash payments, your application process will be paused until we receive funds**.

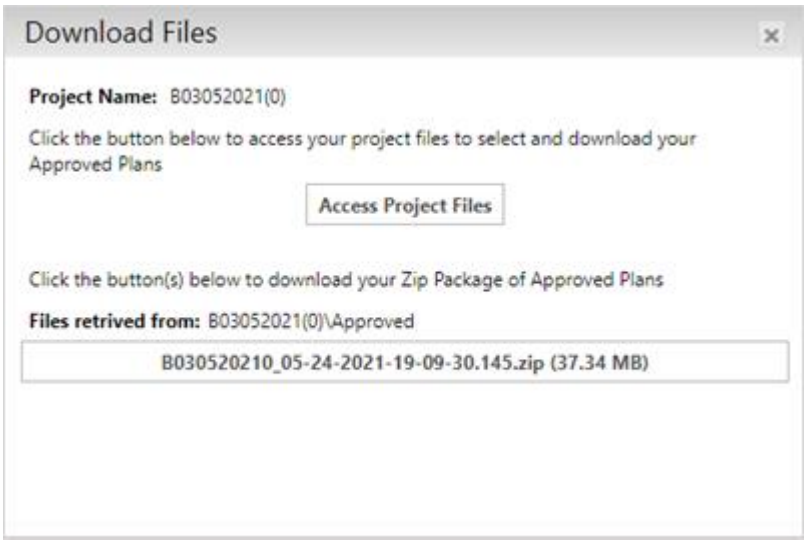
Download final plans

When your plans are approved and available to be downloaded, you will receive the system-generated **Download Approved Files** email (from @avolvesoftware.com).



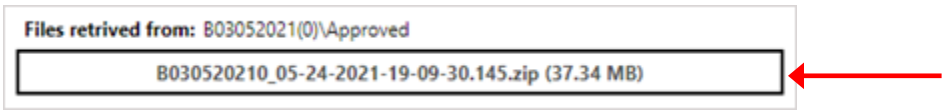
1. In the **Download Approved Files** email, select Download and log in to Development Direct.

   The following message is displayed:



   Your approved plans are stored together in a zip package (zip file). The name of the zip file is displayed in the box near the bottom of the message.

2. Select the box displaying the name of the zip file.



   The zip file is downloaded (this may take a moment) and its name appears in the lower-left corner of your browser window.

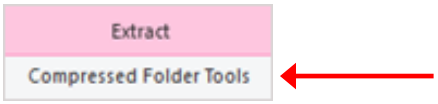


3. In the lower-left corner of your window, select the **file name**.

   Note: Most zip files are automatically downloaded to the **Downloads** folder on your computer. If you don't see the zip file name in the corner of your browser window, you should be able to find it in the **Downloads** folder.

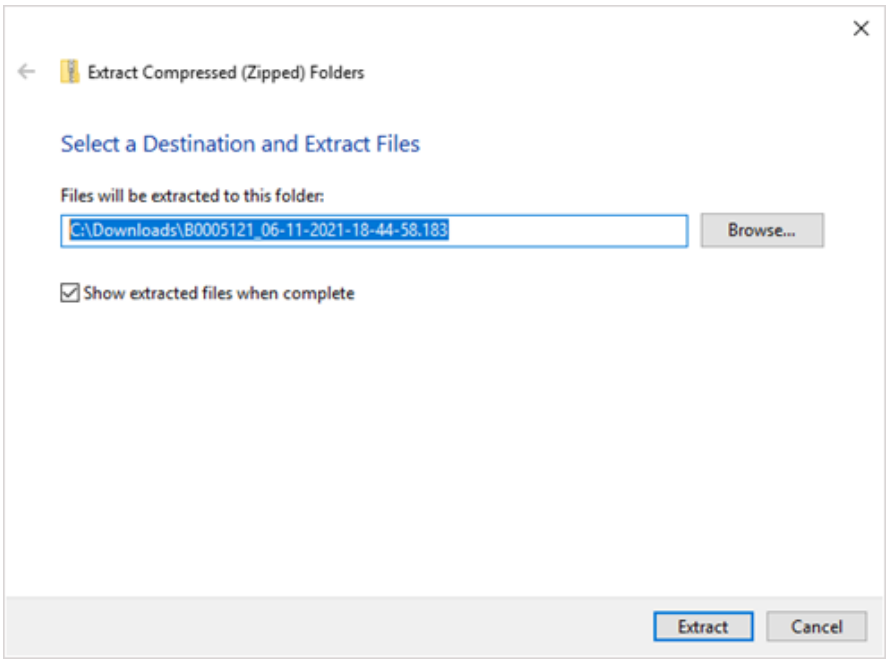
   A window appears displaying the names of all files stored in the zip file. These are your approved plans. The files are stored in a compressed format in the zip file to save storage space. Next, you will need to extract or unzip them.

4. At the top of the window, make sure the **Compressed Folder Tools** tab is selected.



5. Just below the tab, select Extract all.

   The **Extract Compressed (Zipped) Folders** pop-up window is displayed.



   Extracted files, by default, will be downloaded to the **Downloads** folder on your computer.

6. If you want to store your files in a different location, select Browse... . Select a folder and then choose Select Folder.

7. When you are ready to extract your files, select Extract.

   The **File Explorer** window appears displaying your extracted (unzipped) files. They are now stored on your computer and can be accessed and printed at any time.

   Note: You will want to print a color copy of all approved plans, documents, and permits, and store them on-site for inspection purposes. Your plans will be permanently stored in Development Direct, so if they are lost or destroyed later on, you can log in and download them again.

8. When finished in **File Explorer**, select ✕ (Close) in the upper-right corner of the window.

Schedule an inspection

Building permit inspections

Clackamas County provides three convienient options for scheduling building permit inspections – using our scheduling app, online, or by phone. You can request single or multiple inspections on all active permits, as well as reschedule and cancel inspections.

1. Go to the **Schedule an Inspection** website: https://www.clackamas.us/building/inspectioncodes.html

   You will see an icon representing each scheduling option.



2. For information on a scheduling method, select the **link** just below its icon.

   The three scheduling options are described as follows:

Our App (Clackamas County IR)	**Clackamas County Inspection Request** app, available for both Android and Apple devices. To download the app: ▪ Apple devices - go to the **App store** on your device. ▪ Android devices - go to **Google Play** on your device.
Online	Select Online to go to the **Clackamas County System** to schedule an inspection.
By Phone	Call the **Inspection Request Line** at 503-742-4720 any time (24 hours a day, 7 days a week). Be sure to have your permit numbers and inspection codes available. Requests must be on the system before 6 a.m. for inspections that business day. Inspection requests made after 6 a.m. will be scheduled for the following business day.

Development Engineering permit inspections

For Development Engineering inspections, follow the instructions on your permit. The permit indicates the inspections that are required.

If you have requested an inspection and have not received a response within one business day, contact us at **engineering@clackamas.us** or 503-742-4691 and reference your permit number.