

Setting Up Your Workstation for ePlans

ePlans is based on a product called ProjectDox, by Avolve Software. ProjectDox is web-based and supports Internet Explorer Version 10 or greater, Google Chrome, Firefox, and Safari browsers. Each browser has configuration steps that must be completed before using ProjectDox. Internet Explorer has the most involved set up process. Google Chrome has a simpler set up and is recommended.

Complete and detailed setup instructions for all supported browsers can be found in the [ProjectDox System User Requirements](#) document. These steps must be completed before using ProjectDox. For setup steps that specify entering the “ProjectDox URL” or “YourProjectDoxURL”, use the following text: `https://mn-us.avolvecloud.com/projectdox`

To ensure that your ePlans email notifications are received, please add ‘noreply.DLI@avolvecloud.com’ to your email client’s Safe Senders list.

It is advised that you set up your workstation in advance of submitting your application for plan review so that your workstation will be ready to go once you receive your email invitation. Receiving your credentials and logging in are not part of the system setup process.

User Credentials Come Later!

User credentials are automatically generated by ProjectDox when your first ePlans project is created. The applicant that was identified on your application for plan preview will automatically receive an email invitation to the ePlans project when it is created. **If the applicant is new to ProjectDox, the invitation email will include a temporary password.** See the User Guide section “Getting Started” for more information about logging in for the first time and setting up your user profile.

Troubleshooting

If ProjectDox does not appear or behave as described in other sections of the User Guide, it may be due to an incomplete installation or configuration on your workstation. Please verify that you have successfully completed all setup steps described in the [ProjectDox System User Requirements](#) document.

For Internet Explorer users, verify that your browser is NOT accessing the ProjectDox site in Compatibility View. To verify this, launch Internet Explorer, open the Tools drop-down menu (looks like a gear at top right), and select “Compatibility View settings”. Remove any references that include “avolvecloud.com” from the websites box in the middle of the pop-up window.