TROUBLESHOOTING

In the summer of 2024, the City of Santa Barbara added a new Digital Projects function to its electronic plan review system—DigEplan—enabling users to efficiently work with electronic plans that need to be viewed, commented upon, stamped, and rejected or approved. As a result, applicants will notice that some Digital Projects options are dependent on the Application/Record Status where you will not be able to upload documents until the review processes are completed and the application status is updated.

WHY CAN'T I UPLOAD DOCUMENTS?

If the Application/Record Status is **In Review** or **Plan Review** you will not be able to upload documents until the review processes are completed and the application status is updated.

WHEN ARE COMMENTS AVAILABLE DIGITALLY FOR ME TO REVIEW?

The **Comments** option will be available when the Application/Record status is one of the following: Corrections Required, Returned to Applicant, Application Rejected, Application Incomplete, Revisions Required, Rejected Submittal, and Missing Required Items. When the **Comments** option is available, the applicant can view and respond to comments from plan review digitally. *Note: Digital comments are only available for Building Permit (BLD), Public Works Permit (PBW), and Fire Permit (FIR) applications currently.*

WHEN CAN I UPLOAD NEW DOCUMENTS TO AN EXISTING RECORD?

The **Submission Package** option will be available for the applicant when the Application/Record status is one of the following: Application Incomplete, Corrections Required, Returned to Applicant, Application Received, Complete, Pending, Application Rejected, Responses Received, Rejected Submittal, and Missing Required Items. When the **Submission Package** option is available the applicant will be able to submit/upload new documents to the record. The Submission Package will have a number associated with it, this number will increase by one each time an applicant uploads a one document or series of documents at the same time. This number does NOT have any association with the Review Cycle of the record.

WHEN CAN I VIEW APPROVED PLANS OR DOCUMENTS?

The **Approved Plans/Documents** option will be available when the Application/Record status is one of the following: Issued, All Planning Actions Complete, Project Approved, Project Built or Completed, Pre-Application Complete, Building Permit Issued, Completed, Issued in Construction, See Construction Permit, and Closed. When the **Approved Plans/Documents** option is available the applicant can view all the approved plans, approved structural calculations, and other approved documents created by City Staff. *Note: The **Files** option will always be available, where you are able to download any documents on the record.*