FREQUENTLY ASKED QUESTIONS

How do I know my project has been received?
You will receive an email notification when the project status is updated. Below is a list of the project statuses. For some events, action will be required on your part:

Project Status	Description	Action/Steps
ACCEPTED	Your project has been accepted for electronic plan review. Plan review is in process.	*None.*
APPROVED	Your project has been approved or has been completed.	Follow the instructions in the email.
CREATED	Your project has been saved, but not submitted.	**Submit** your project/document for an Intake completeness check after all documents have been uploaded.
DENIED	Your project has been denied by Intake staff.	See the email provided.
APPROVED PENDING PAYMENT	Your project is approved pending payment.	**Follow the instructions in the email provided.**
ON HOLD	Your project has been placed on hold by Intake staff.	**Follow the instructions in the email provided.** If issues with the submitted documents exist, delete those files in goPost and submit corrected files.

PENDING	Your project and documents have been submitted to Intake.	*None.*
RESUBMIT	One or more plan review **documents require changes.**	Download the reviewed plans from the goPost Deliverables page, make the requested corrections and resubmit those documents as a new **VERSION**. Then, **SUBMIT** the project to Intake again.

How do I receive receipt of my payments?

For plancheck, when COI staff emails you your plan check number and target date they will also include a copy of your receipt. For permits your receipt will be emailed to you in a zip file that contains your receipt, permit, job card, and approved plans.

How do I receive approved plans and permits?

When your project is approved and after payment is made your plans will be delivered to your Online Plan Submission Portal (OPS). For your convenience COI will also email a link containing a zip file that contains your receipt, permit, job card, and approved plans so that plan package can easily be delivered for printing.

How do I receive corrections?

Comments and markups from all departments will be packaged together once all groups complete their review and uploaded to your OPS account. For your convenience COI will also email the contact a zipfile that can easily be forwarded.

Where can I find my plan check status?

You can check the status of any project by selecting "Plan Check Inquiry" on the provided website: https://permits.cityofirvine.org/irvinepermits/

Why am I having trouble uploading my document(s)?:

During the document upload process, plan review documents in PDF format will be analyzed.

If documents fail the inspection, you must resolve the issues noted before continuing with the project application. These rules do not apply for supporting attachments submitted in PDF format.

Below is a list of commonly known issues:

Issue	Description	Solution
File Size	Documents must not exceed **300MB.** *File sizes larger than 300MB will be rejected.*	Return to the source document and create PDF files that are below the file size limitation. Follow the instructions in the **DOCUMENT SUBMITTAL RECOMMENDATIONS** as shown above.
Paper Size	Paper sizes **smaller** than 8.5 x 11 or **larger** than 48 x 36 *will be rejected.* These limitations are in place because most printers cannot print smaller than 8.5 x 11 and most plotters cannot print wider than 36 inches.	Return to the source document and change the paper size to meet the requirements.
PDF Version	PDF's created using PDF version **earlier than 1.4** 1.4 was released in 2001.	Upgrade the PDF product to a current version. **Adobe Pro** is the most reliable PDF.
Password protection	The inspector checks for passwords that prevent anyone from *opening a* PDF. *If the PDF cannot be opened, the file will be rejected.*	Remove the password protection to allow users to open the PDF.
Page Access	The inspector tries to read each page in the document. If a *page is not readable, the file will be rejected.*	Adobe Reader may report these pages as damaged or in need of repair. Recreate the PDF from the source document using *Adobe Pro or Nitro Pro.*
Annotations/Comments	An annotation is any 'object' that appears in the Adobe Reader 'Comment' panel. It could be a 'comment' or 'stamp' or font issue like **SHX Text** from AutoCad. *Documents with annotations will be rejected.*	Return to the source document, generate a new PDF that excludes comments/annotations or Using Adobe Reader or Nitro Pro to flatten the file to remove annotations/comments from the PDF document.
Filename Special Characters	The filename contains: & # or + characters.	Remove these characters from the filename.
Page Orientation	Having a mix of paper sizes and orientations is not a problem, however, the inspector will warn the user if different orientations are found on the chance that pages are upside down.	Verify that pages are not upside down or sideways.