



KNOXPLANS USER GUIDE

October 2018

For Applicant



[Quick Link to New Features](#)
[Quick Link to Table of Contents](#)

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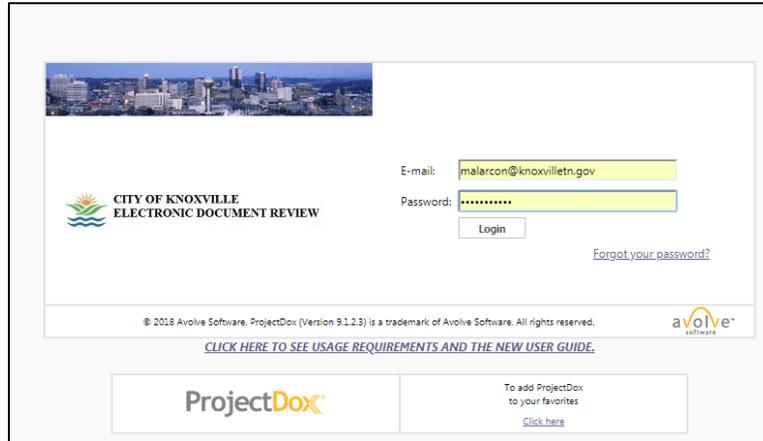


Photo courtesy of Knoxville Tourism & Sports Corporation

Knoxplans – New Features 8.1 to 9.1

Login Screen

The login screen is slightly different for version 9.1. There is a new link near the bottom of the screen that will open the New User Guide.



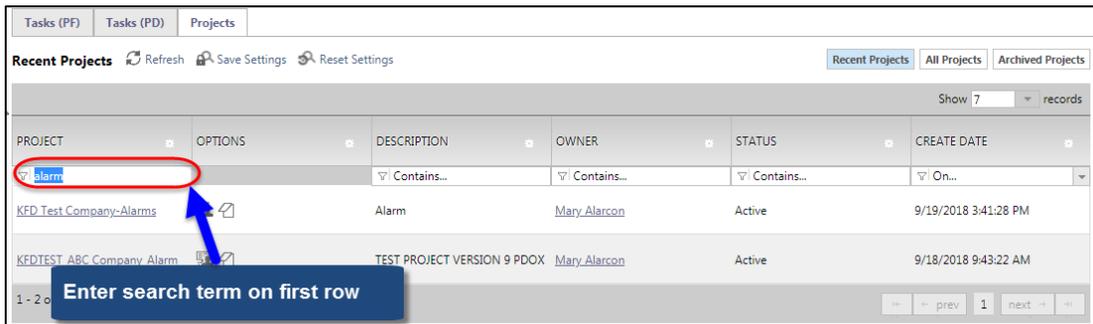
Home Screen

Home page has a different look and feel. All of the projects are located on the **Project** tab. When a user logs in, this will be the first page displayed.



Search

Projects can be searched for on the Home screen using a search field for each column. Enter the search term you want. The list will automatically sort based on what is entered.

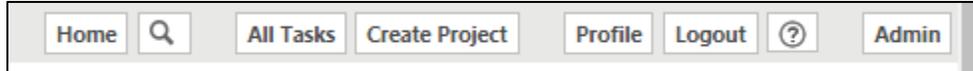


Home Page Navigation

Old Buttons

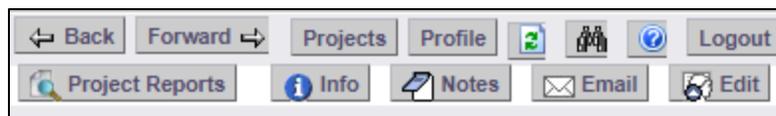


New Buttons

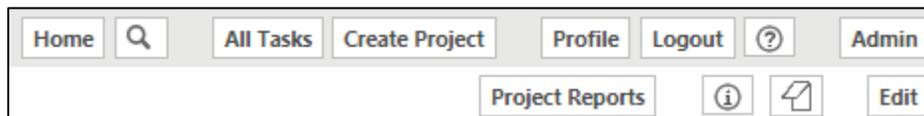


In-Project Navigation

Old Buttons



New Buttons

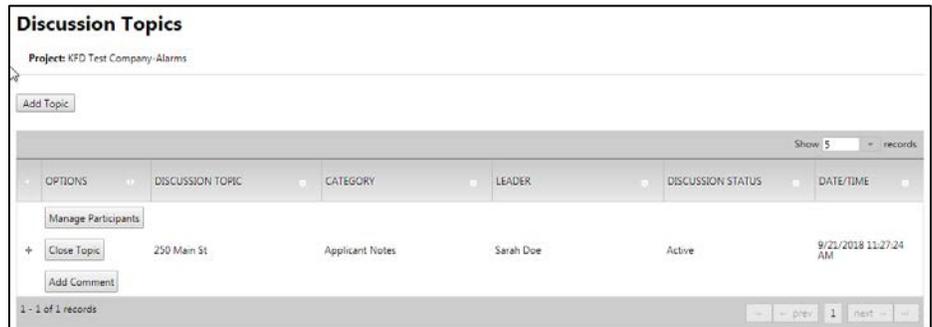
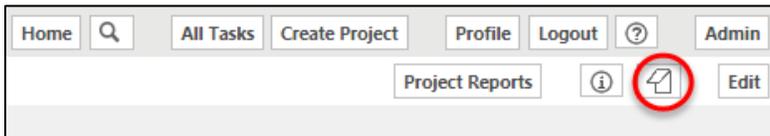


Button Name Changes

Old Name	New Name
Projects	Home
Site-wide Reports	All Reports
Workflow Portals	Project Tasks

Discussion Topic

The Notes feature is now called **Discussion Topics**. Use this feature to add a comment to the project or to send an email to any person on the project. Click the **Notepad** icon to access Discussion Topics.



File Uploader

The new HTML5 Uploader replaces Silverlight as a way to upload files and drawings to the project. This Uploader window opens every time the Upload Files button is pressed.



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Project Document Control

The following information is used for document control and maintains a history of document changes for this document.

Date	Version	Author	Group	History
October 2018	2	Information Systems	Information Systems	Reflect upgrade to Version 9
February 2018	1	Information Systems	Information Systems	Original Version

This document is created and distributed by the City of Knoxville - Department of Information Systems

Questions or comments pertaining to this document should be addressed to:

Inspections Office
865-215-2999

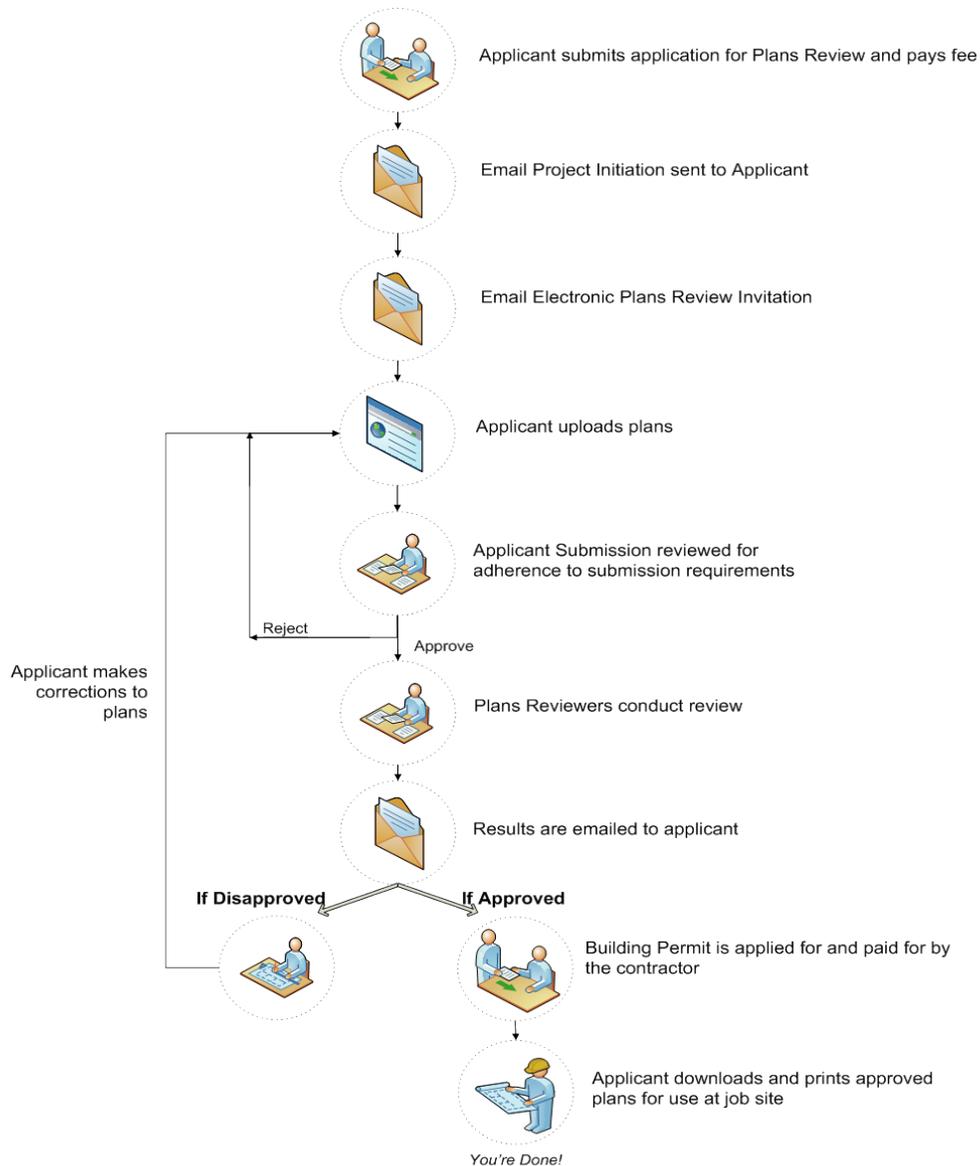
Introduction

KNOXPLANS is the City’s innovative process for Plans Review which uses a web-based digital plan submission and review process. Electronic submission of plans is a practice in the construction industry that saves customers hundreds of dollars in printing and storage costs, and results in faster permit processing.

This process allows you to submit online drawings and other plan documents for an online review resulting in a reduction in cost, paper, time, and money. **No more paper copies, wasted gas, parking costs, or trips downtown.**

After plans are uploaded, the City’s reviewers will review them online. You will be able to see the review results as soon as they have been made. With this new and more efficient review process, you will see faster results and have more time to make corrections.

KNOXPLANS/ProjectDox Workflow



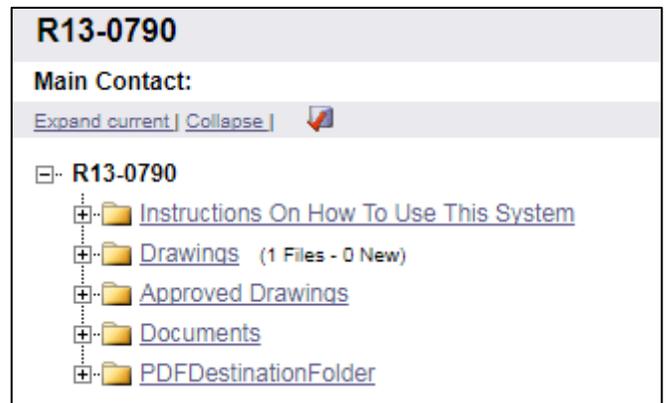
KnoxPlans Updates

This manual details a new template that Knoxplans will apply to new projects. This new process has eliminated the “workflow” process that advanced the project through the review. The project will now be manually advanced through the review.

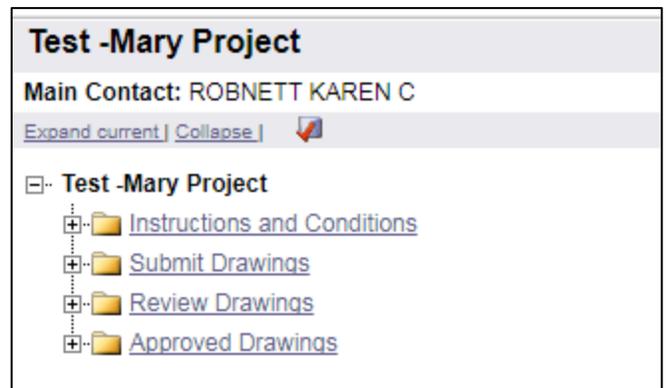
Selected applicants will be given more information in a letter detailing this new process. It is important to remember that this new process does not replace the current workflow that is currently in effect. Both processes will be occurring in tandem with each other since there are active projects in the system using the older workflow. The new template process will be for selected NEW projects only.

The next page details our updated workflow. You will find this manual on the Knoxplans internet page on the City of Knoxville’s website.

If the project is using the older workflow process, the project folders will look like this:



If the project is using the new template process with no workflow, the project folders will look like this:



KNOXPLANS Workflow Summary

Step 1: Apply for Plans Review

- Apply for plans review and pay necessary fees. Inform the City that an online review is to be performed. Provide a valid email address for the contact person.

Step 2: Applicant Receives Project Initiation Email

- Review project initiation email.

Step 3: Applicant Uploads Drawings/Plans

- Login to KNOXPLANS as indicated in the invitation email. Upload drawings and related documents. Email your Project Coordinator to let them know.

Step 4: Review/Pre-Screen

- The Review Coordinator at the City of Knoxville will pre-screen the submission for adherence to Submission Standards.
- Refer to Plan Submission Standards (pgs. 36 & 37)

Step 5: Reviewers perform Online Review

- City reviewers perform online review. Applicant can view real-time results.

Step 6: Applicant notified of review results. If Disapproved, applicant invited to re-submit corrected plans.

- Check email for plans review approval status. If approved, skip to step #11. If disapproved, you will receive an email to re-submit plans. Continue to next step to re-submit corrected plans.

Step 7: Applicant Uploads Corrected Plans

- Make necessary corrections to drawings and upload corrected plans using same file name. When ready for review, send email to Review Coordinator

Step 8: Reviewers perform Additional Reviews

- City reviewers perform online review of corrected plans.

Step 9: Applicant receives Approval Email

- Check email for plans review approval status. If approved, skip to last step. If disapproved, go back to step #8 to re-submit corrected plans.

Step 10: Applicant downloads approved plans

- Contractor applies and pays for a building permit. Login to Knoxplans and download plans. Print a copy of approved plans for use at job site.

Step 1: Apply for Plans Review

Before Starting...

- Review the list of system requirements and make sure that you meet them. They are listed on the city's website and on page 36 of this user manual.
- Make sure you've installed the ProjectDox components on your pc. Information on how to do this can be found in "Knoxplans for New Users" which is at the end of this manual.
- Make sure you've added your Security Question as the instructions indicate.

Plans Review Application Apply for the Plans Review with the City's Plans Review Office either in person, by emailing, or by faxing the application. The plans review application can be downloaded from the City's website and printed.

Fees Pay your fees during the application process. You can pay in person or over the phone using a credit card.

Notification & Email Inform the staff you want to submit plans for an online review. Provide a valid email address which will be the main point of contact between the City and the Project. So make sure it is the best one for the job. If the main email contact changes during the project, you must inform the City of a replacement email for the new main contact.

-  It is important that this email contact remain current so that project communications can continue.

Things to Remember

- Keep email contacts current for each project. If a resource leaves during a review, the project communication needs to be re-routed so that information keeps flowing.

What Next?

Check your email for an invitation to join the project. → ***Step 2***.

Step 2: Applicant Receives Project Initiation Email

Once the City receives your Plans Review application, the project will be setup in our system (Knoxplans). You will receive a Project Initiation email (see example below).

The system is called “Knoxplans” but can also be referred to as “ProjectDox”.

- ❗ If this is your first contact with Knoxplans, your invitation will also contain a temporary password

How to Login:

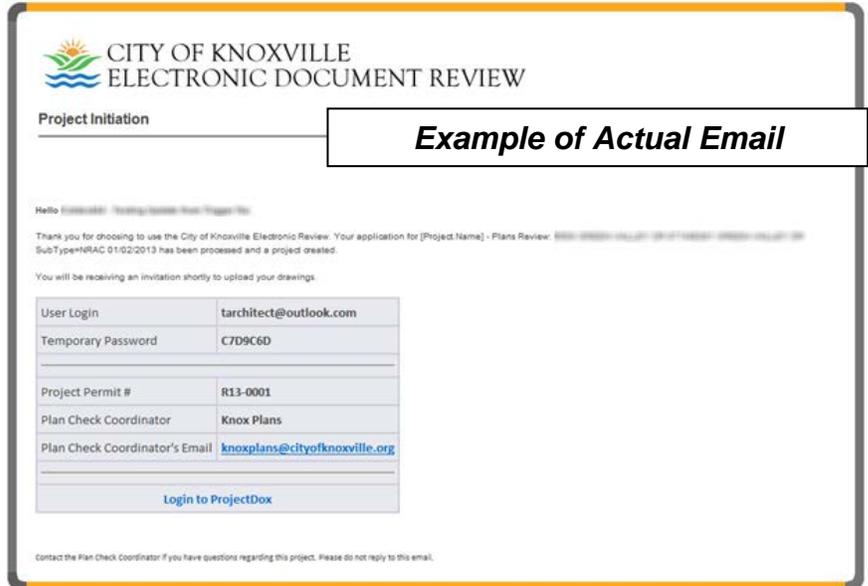
1. Click the **Login to ProjectDox** link at the bottom of the invitation email you received.

- ❗ This email has the user login and temporary password that you will need to login. Future emails will not contain a temporary password.

2. The login window will open. In the E-mail field, type the **User Login** information as listed in your invitation email.

3. In the Password field, type the **temporary password** as listed in the same email. You will be given an opportunity to change it. **Note:** *The password is case sensitive and must be entered exactly as it was provided to you in the email.*

4. Click **Login**.



NOTE:

If you have never logged into ProjectDox with your default password, then you will not be able to reset your password.

Once a successful login has occurred with a default password, you will be taken to the *Profile* screen to enter a security question and answer, then the "Forgot Password?" link will be available to you.

5. This will take you to the *User Profile* screen. (Required fields display with colored highlight.)
6. In the **Change Password** section, enter your new password in the first two fields (**Ref. ❶**, below).
7. In the **Password Reset Question & Answer** section, enter a security question and answer so that your password can be reset if necessary (**Ref. ❷**, below).

❶ Your password must be between 8-12 characters with at least 1 upper case letter, 1 lower case letter, and 1 number. Special characters are not allowed.

8. Enter remaining contact information as applicable on the screen.

Settings for Sarah Doe (cokfiretest@gmail.com)

Welcome to KnoxPlans 9.1.2.3.

Since you currently have a temporary password, you will need to change it to a permanent password and (if you have not done so) enter a security question and answer. This question/answer will be something that only you know, and will enable you to reset your password if you ever forget what it is.

Change Password:

New password:*

Confirm new password:*

Password Reset Question & Answer:

Security question:*

Security answer:*

Profile Information

Contact Information | User Metadata | Project Membership | Group Membership

* Required field

First Name: * Last Name: *

Email: *

Title:

Company:

Address 1:

Save

9. You can access this screen again at any time by clicking the **Profile** button in the main ProjectDox button bar.
10. Click **Save** when you are finished.

Things to Remember

- Change your password after logging in for the first time with the temporary password.

What Next?

Applicant is ready to upload plans. → **Step 3**.

Step 3: Applicant Uploads Drawings/Plans

Before Starting...

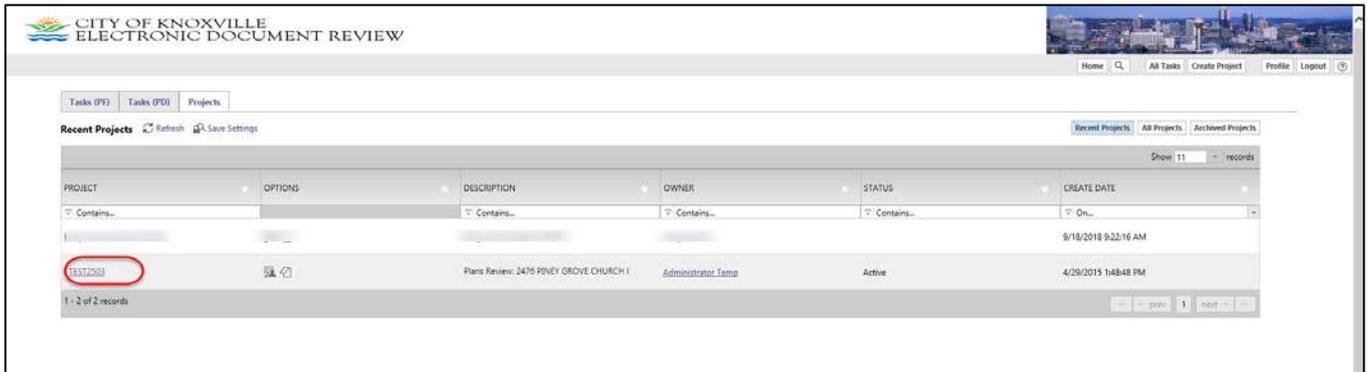
- Review the City of Knoxville’s Plans Review Submission Standards to make sure your drawings meet the necessary requirements. There is a set of standards for Commercial and one for Residential. These can be found in this manual on page 36.

To View Project and Upload Drawings:

1. Login by clicking the **Login to ProjectDox** link at the bottom of the email you received. The KNOXPLANS website will open. If this is the first time logging in, please refer to “**KNOXPLANS for New Users.**” This document will be located on the city’s website.
2. On the Login screen, enter the contact email address and password. Click **Login**.



3. The Projects List will be displayed. Locate the project and click the project name link to access the project view.



Project List

There are 2 lists that can be displayed in the Project List area. These are controlled by the following buttons:

Recent Projects button:

This is the default view which will show the 15 most recently addressed projects. The most recent project visited is displayed at the top of the list.

All Projects button:

This list displays basic information about all projects you have been invited to. If you do not see a project in your list, then click this button. The list can be sorted by name (or number), description, owner, or status, by clicking the column header

Project Folders

- To view project files, enter the project folder by clicking the folder name. The left side of the window will display the files within the folder. Use the expand and collapse icons +/- to display just the filename or the thumbnail for the folder or choose the +/- icons at the top of each file to collapse each file individually.

- The main project screen will open. Now you are ready to upload your drawings. Select the **Submit Drawings** folder.

CITY OF KNOXVILLE ELECTRONIC DOCUMENT REVIEW

TEST2503 Home All Tasks Create Project Profile Logout Admin

Main Contact: ROBNETT KAREN C Project Reports Edit

Plans Review: 2476 PINEY GROVE CHURCH RD 092JB010 SubType=FDTR 09/13/2018

Expand current | Collapse |

TEST2503 (2 Files - 1 New)

- Instructions and Conditions
- Submit Drawings** (circled in red, blue arrow pointing to it)
- Review Drawings
- Approved Drawings

Project Name: TEST2503

Description: Plans Review: 2476 PINEY GROVE CHURCH RD 092JB010 SubType=FDTR 09/13/2018

Project Image: No image exists

Map Config Name:

Location:

Contact: ROBNETT KAREN C

Contact's Email:

Phone:

Cell Phone:

Pager:

Project Owner: Karen Robnett

Owner's Email: krobnett@knoxvilletn.gov

Project Admins: Knox Plans, Rebecca Johnson, Rob Clark, DeAnn Bogus, Karen Robnett, Steven Horton, Kathy Sanchez, Knox Plans, Kristi Tunstall, Sarah Doe

Status: Waiting Upload

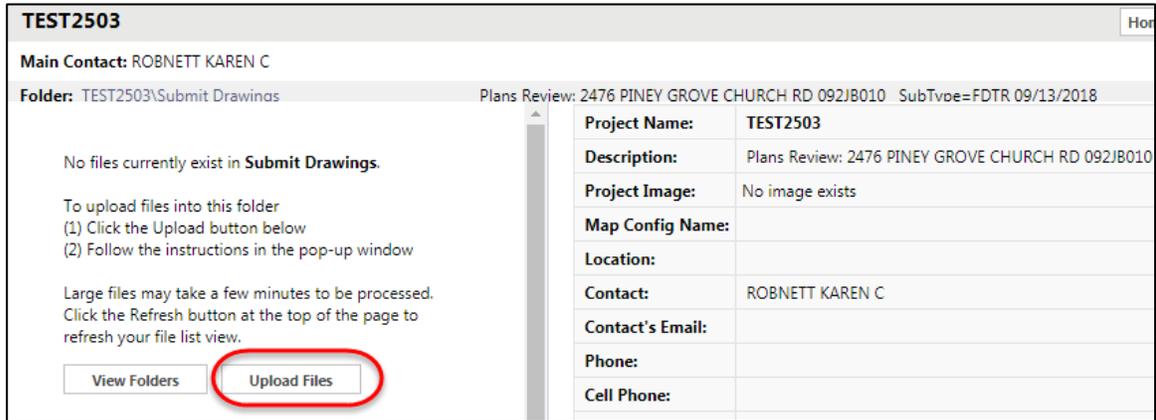
Status Info:

Project Start/End: Start: 9/18/2018 2:18:22 PM | End: 3/18/2019 2:18:21 PM

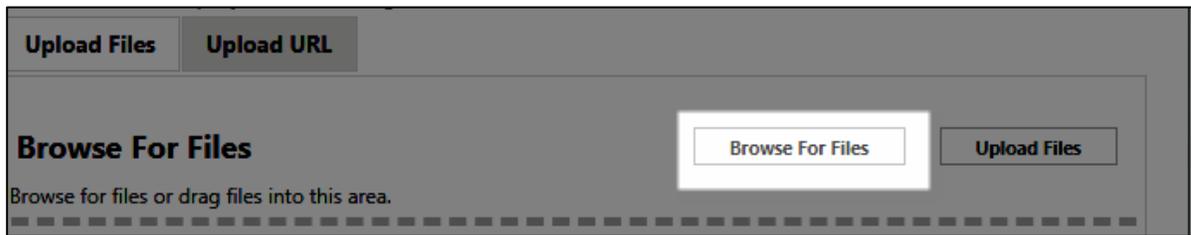
Pass-Through:

Versioning: Enabled for this project

5. Click on the **Upload Files** button.



6. The uploader screen will display. Click the **Browse for Files** button.

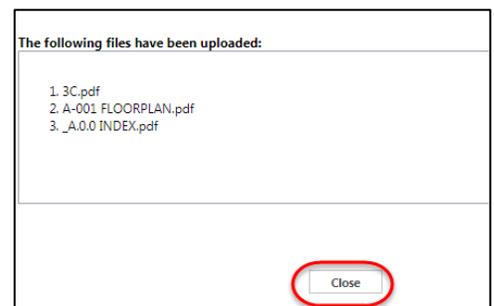
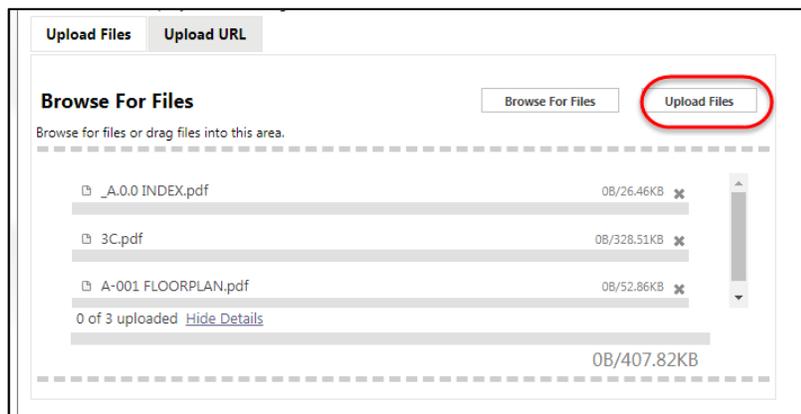


7. Select the files to be uploaded from your computer.

8. Click the **Open** button.

9. Click the **Upload Files** button. When the file uploading has completed, a window opens. The publishing process will continue in the background until completed.

10. Click the **Close** button.



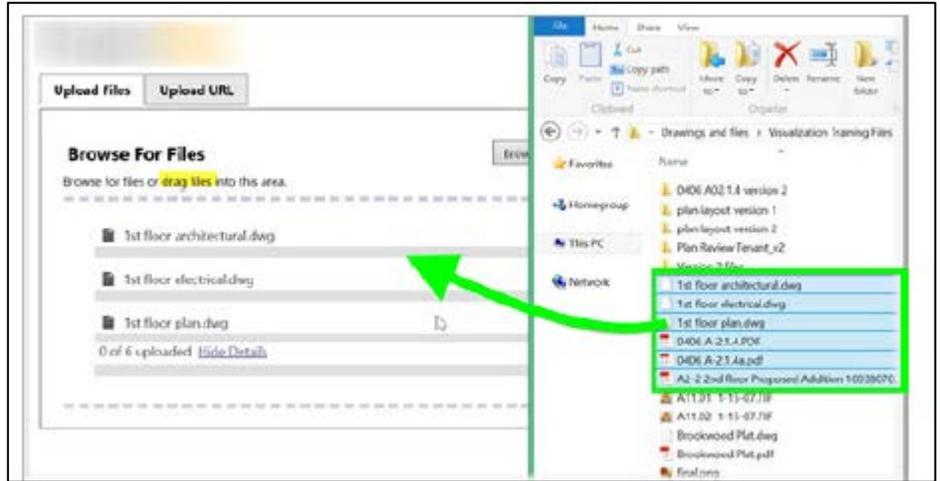
Drawing files may also be “dragged and dropped” into this uploader window for a separate Windows Explorer window. **See next page for example.**

Drag and Drop Files

Open a Windows Explorer window and use drag and drop to place the selected files into the control window. (When using drag and drop to move files, the Add dialog box should be closed.)

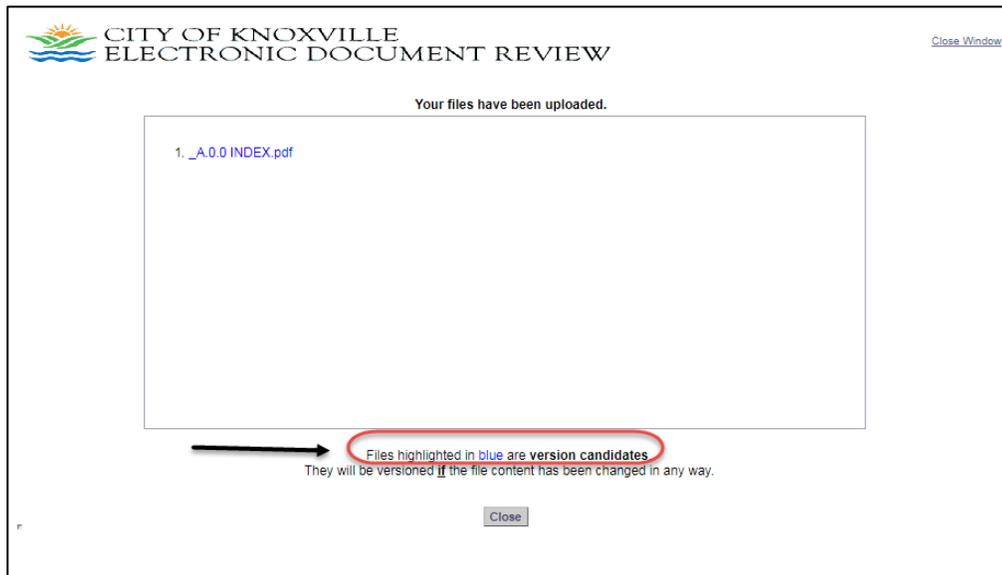
When you have completed your selection, click

Upload, or to begin again, click **Cancel**.



Note: If resubmitting drawings, each drawing must retain the same name used at the time of the initial upload. Do not re-name drawings. A version number will be applied to these drawings.

If uploading a new version of an existing document, this will also be noted on this screen.



11. Files will now display on the left side of the screen.



12. Repeat these steps to upload your remaining drawings and plans.

13. Send an email to the Review Coordinator when you are finished uploading all of your plans. The review can then start.

TROUBLESHOOTING TIP: If you are unable to view drawings and did not receive a prompt to install the Brava ActiveX controls after the re-install of Brava numerous times:

Check to see if you are running a Vista operating system with **User Access Controls (UAC)** turned on. If so, this will prevent the Brava components from loading on your PC. Turn off UAC on Vista (this is done by going to **Control Panel > User Accounts > Turn Account Control On or Off**). Remove the checkmark to disable UAC and click **OK**. Re-boot machine and install the Brava components again.



Things to Remember

- Plan drawings must be submitted in searchable .PDF format only. This means that the file was electronically converted from your drawing program into a **.PDF** file rather than scanned as a .PDF file.
- Drawings can be uploaded at multiple times and even replaced or deleted while you are getting ready for the review to start. Do not upload files after you have emailed the Coordinator for the review to start.
- Other project documents should also be uploaded into the **Submit Drawings** folder for the project. Schedules and specifications should be submitted as multiple-page document files.
- If you need to send communication to the City or to the plans reviewers, use the **Discussion Topic** (Notepad icon) feature to send email that will be permanently attached to the project. See Discussion Topics in this manual to learn how to add a note. Personal email is available as well to send messages to team members. If you must use personal email to send a message, please be sure to include the project number in the subject line of the email.

What Next?

Your plans have been submitted for review. A pre-screen will occur to ensure that the submission requirements are met. → *Step 4*.

Step 4: Prescreen by Review Coordinator

The City will review your submitted project plans to make sure all necessary documents and drawings have been included. If there are any problems with your submission, you will be notified as to which corrections are needed before the review can start. The Review Coordinator will send you an email notifying you of these corrections or if the review can start.

Upload Files that need corrections due to the prescreen only:

1. Login to Knoxplans and select your project.
2. Select the **Submit Drawings** folder to review your files. If the file is not in this folder, then it does not need corrections.
3. Click the **Save and Close** button to close this window.
4. Make the necessary corrections to your plans and re-upload them to the project using instructions provided in Step 3.
5. When finished, send an email to the Review Coordinator indicating that your plans are ready to be reviewed.

The screenshot shows the KnoxPlans interface for project TEST2503. The 'Submit Drawings' folder is highlighted with a blue arrow. A callout box contains the following information:

- The Prescreen will be performed on drawings in the **Submit Drawings** folder.
- If prescreen is approved, the drawing will be moved.
- If your drawing is still in this folder, it needs prescreen corrections. Look for the email from the Review Coordinator.

The main interface shows the project details for TEST2503, including the main contact (ROBNETT KAREN C), project name, description, and status (Waiting Upload). The 'Submit Drawings' folder contains three files: A-00 INDEX.pdf, 1-C.pdf, and A-001 FLOORPLAN.pdf.

What Next?

Your plans have been submitted for review and will again be subject to a prescreen review. If the pre-review is approved, continue to **Step 5**. If rejected, go back to **Step 3** and re-submit your plans after corrections are made.

Step 5: Reviewers Perform Online Review

When the project file is complete and has been accepted, the City’s plans reviewers will review the project online.

While the project is in review, you can view the project status by entering the project number on a city website page (see instructions below). You can also view the reviews and any markups that have been made. No files can be submitted during the review phase of the process.

To Review Project Status during Review:

i You must know your Plan Review Number to use this method to check the status.

1. Access the City of Knoxville’s website and go to the Plans Review & Permit Inquiry page which can be found here:
https://inspections.knoxvilletn.gov/COK_ACTIVITY_VW/ShowCOK_ACTIVITY_VWTable.asp
[X](#).

2. On this page, enter the permit number and click **Go**.

3. You will be able to see on the screen that the plans were approved. In this example, the Building approval was obtained. The review is still waiting for the other three.

City Of Knoxville
Plans Review and Permit Inquiry

Enter Plans Review Or Permit Number In The Box Below And Then Press The Go Key - Only Numbers Less Than Two Years Old Are Returned

Number: R18-0015 [Go] Switch To License Search

Number	Type	Sub-Type	Status	Date Opened	Address	Space/Building/Unit	Parcel Number	Construction Type	Contact	Contractor	Description
R18-0015	Plans Review	NSFR-New Single Family	CHECK	1/8/2018	2342 MCCAMPBELL WELLS WAY	MCCAMPBELL WELLS WAY	060HE10417	ONE FAMILY- DETACHED	D.R. HORTON, INC	D.R. HORTON, INC	*****KNOX PLANS***** NEW 2-STORY SINGLE FAMILY RESIDENCE ON SLAB WITH ATTACHED 2-CAR GARAGE. ...

Review Or Certificate Required	Type	Approved
Building	Approval	Y
Engineering	Approval	
Utilities	Approval	
Zoning	Approval	

Review Or Inspection Date	Inspector	Type	Description	Action	Comments
1/12/2018	RFC	Approval	Building	Plans Noted	

Condition Date	Inspector	Action	Condition	Comments
1/12/2018	RFC	Plans Noted	REVIEW -- These plans have been reviewed for substantial compliance with the 2012 International Resi...	
1/12/2018	RFC	Plans Noted	IRC R403.1.4 Footings (Minimum Depth) -- All exterior footing shall be placed at least 12 inches bel...	
1/12/2018	RFC	Plans Noted	IRC N1102.2.9 Insulation (Slabs on Grade) -- Minimum R-10 insulation is required for slab-on-grade f...	Insulation value/method not indicated on plans. Insulation to be verified prior to pouring slab. Se...
1/12/2018	RFC	Plans	IRC AF103.6 Radon Mitigation (Basements/Slabs on Grade) -- A passive	

4. Notes made on plans will also be listed on the screen.

What Next?

Wait for the email from the City letting you know of the plans review approval status. If your review was disapproved, read the next step for instructions on how to view markups for your drawings that need revisions. → **Step 6**

Things to Remember

- Although your review is “in progress”, you cannot upload or re-submit drawings until the review is complete.

Step 6: Applicant notified of review results. If Disapproved, applicant invited to re-submit corrected plans.

When the review is complete, an email will be sent to inform you of the results.

If Approved

You will get an email from the Review Coordinator. You are finished for now and can skip to the last step which is where you will download your approved plans after your building permit has been applied for and paid for. You will only get this email when your review is complete and approved. This applies when it gets approved in the first round of reviews or even after multiple rounds of reviews. You do not have to click on anything in the email.

ⓘ **Note:** Be sure to print all spec sheets, supporting documents, and conditions for the job site.

If Disapproved

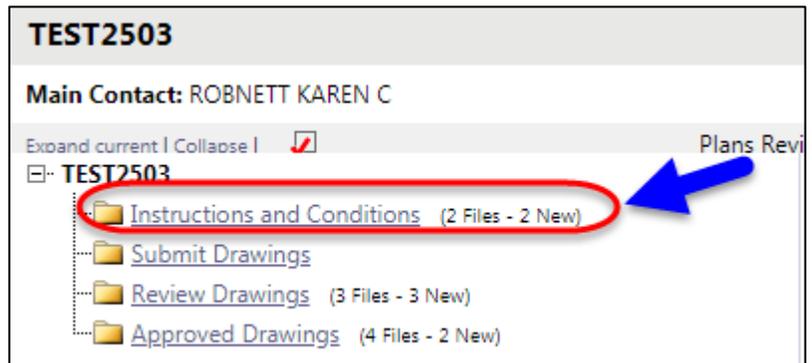
You will get an email from the Review Coordinator asking you to correct and re-submit your plans for review. Upon receipt of this email, login to www.knoxplans.org and select the project and review violations. There are two ways to view violations:

1. Conditions Report, and
2. Markups from individual reviewers on your submitted drawings.

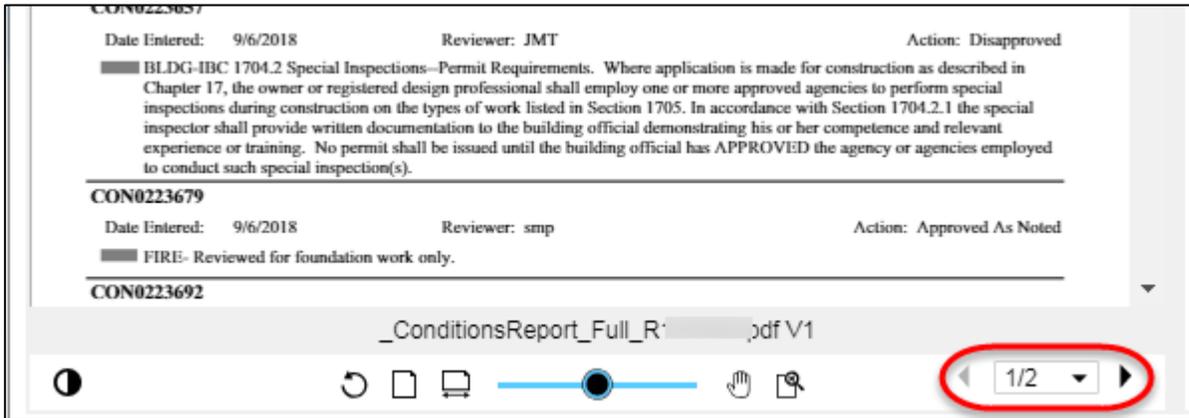
How to View Conditions Report of Violations?

ⓘ Violations noted on the Conditions Report can be viewed on a drawing by looking at the changemarks.

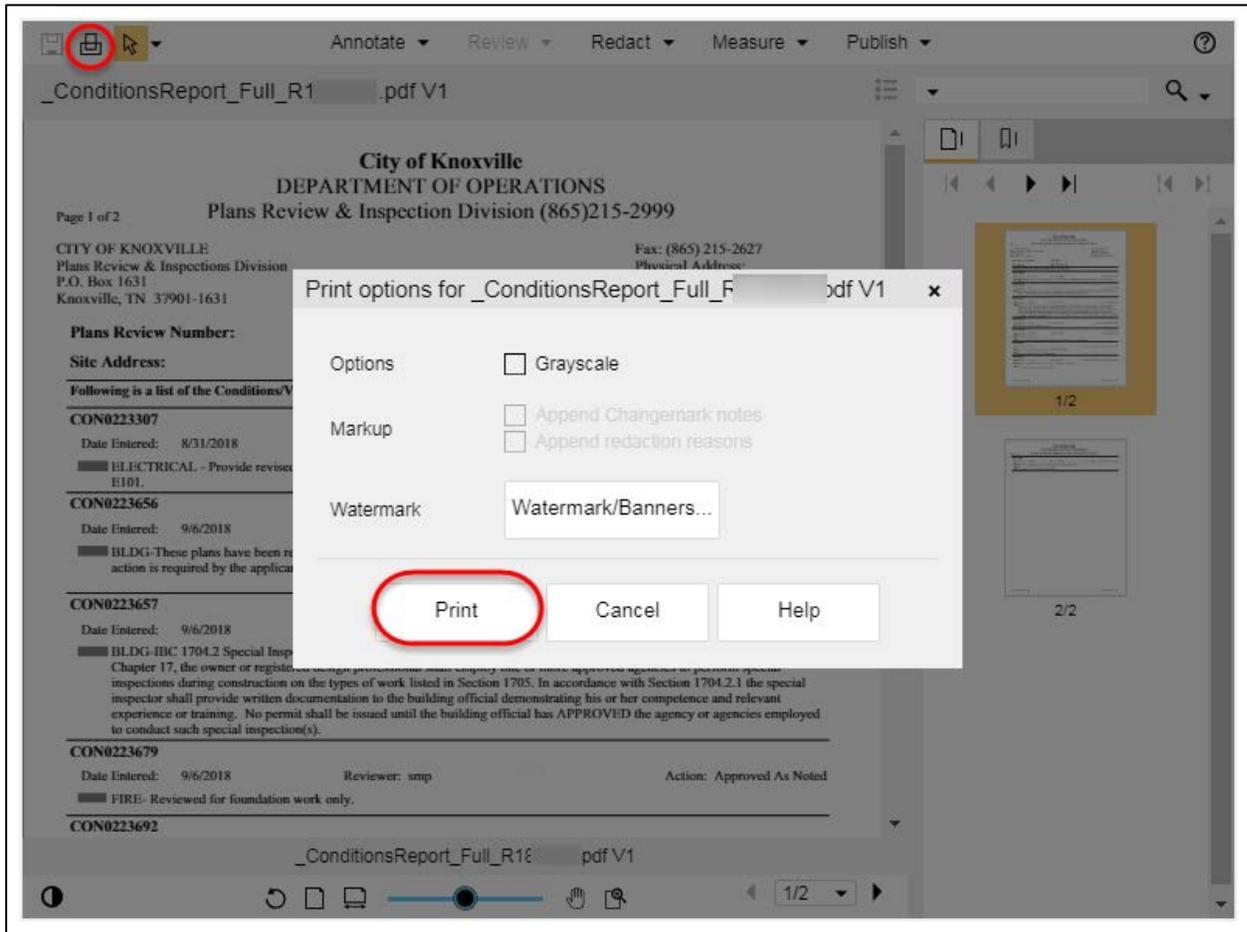
1. Go to www.Knoxplans.org website and login to ProjectDox using your email address and password.
2. Select your project by clicking on the Project Name link.
3. Locate the folders section at the left. Click on the **Instructions and Conditions** folder.
4. There will be a PDF file in the Documents folder containing your Conditions report (*usually named **Rxx-xxxx_violations.pdf** where **xx-xxx** is name of project*). The Conditions report is a list of special conditions and violations concerning your plans. Click on the filename to open the report.



- The report will open in a new window. You can move to a different page by clicking on the arrow at bottom of screen and selecting another page.



- The report can be printed by clicking on the printer icon and selecting **Print**.



- Press the "X" at the top right of the screen to close the report.

To Read Markups and Comments about Violations:

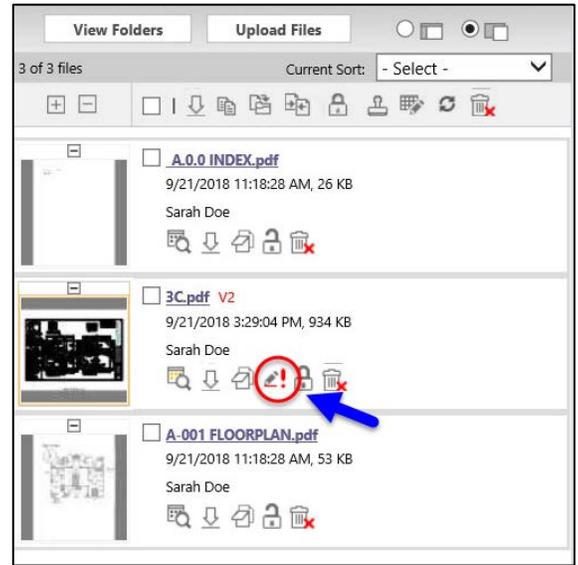
- ❗ Markups will show where on the drawing that the violation occurred. There are two methods to view the list of Markups which are described below. To open the drawing and look at the markups, continue with step #1. If the drawing is already open, skip to step #6.
- ❗ **NOTE ABOUT VIEWER:** The first time you access a published document for viewing through your browser, you may be required to download the Brava! ActiveX control onto your system. This requirement is a one-time installation. Click **Run** at the prompt to begin the installation. You may not have to install the control if your Brava! administrator already deployed the client over the network. Once installed, if you have ActiveX controls blocked in your browser option settings, you will need to select “Allow Blocked Content from the IE Security” bar when prompted. For the ActiveX Client running on Windows 8, 8.1, and Windows 10, users must have the Internet Explorer browser set up with “Protected Mode” disabled. The safest way to do this is to add the viewer launch site to the Trusted Site list in IE.

1. From the Projects screen, select your project by clicking on the project name.
2. Click on the **Review Drawings** folder (at the left) to view the list of drawings.



- Once the drawing list is displayed, locate the drawings that have markups. They are designated by this pencil icon: . Click on this icon to view the list of markups available for the specified drawing (**1st way to view list**).

i To simply open the drawing, click on the file name next to the checkbox.

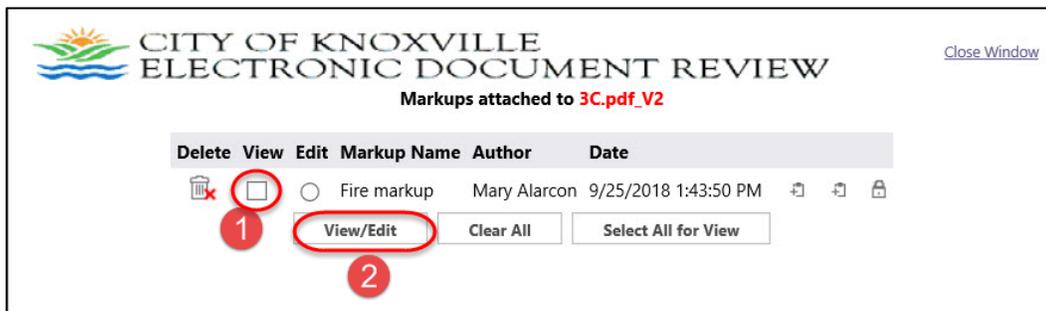


About Drawing Icons

A yellow notepad icon  indicates that *notes* are attached for the drawing. Click notepad icon to view notes. These are notes that have been attached to the individual drawing and are different than project notes.

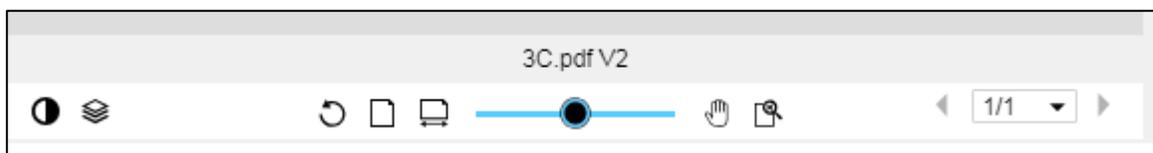
The Pencil icon  indicates violations associated with the drawing. All violations are displayed using "Markups."

- A list displaying the available markups will open. Select the markup you want to view by checking the applicable **View** checkbox (**1**) and then clicking the **View/Edit** button (**2**). This will launch the Brava viewer in a new window where you can view the file.

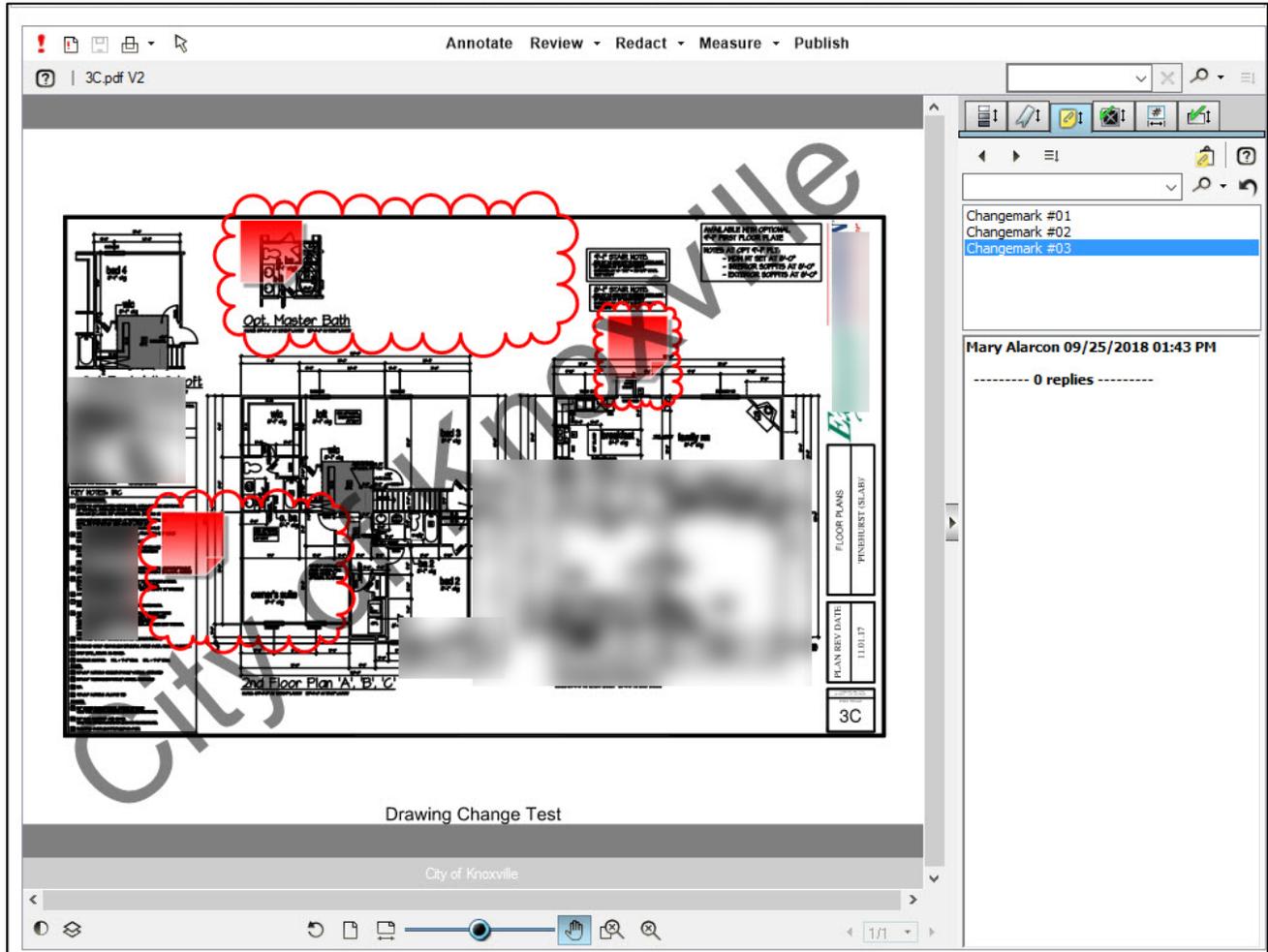


i The reviewer will usually name the markups in a consistent manner that reflects his discipline.

- The drawing will open on the screen. To view certain sections of the drawing, use the slider control () on the Display Toolbar to "Zoom In" to a section on the drawing.
 - The Display Toolbar can be found at the bottom of the drawing that is opened.

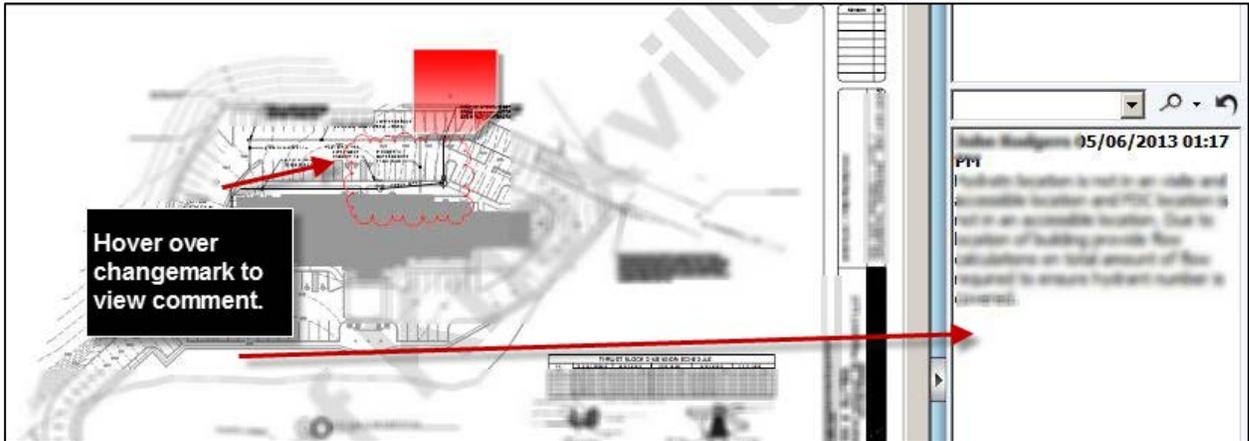
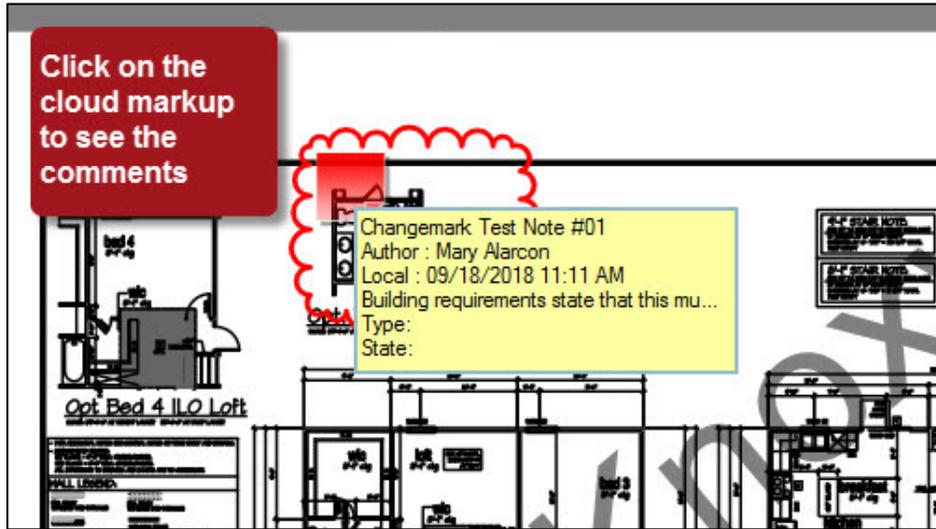


6. The markup drawing will display **changemarks** as applicable. The **changemarks** are color-coded and named according to the discipline that made them. There are two methods to view a changemark and its information.



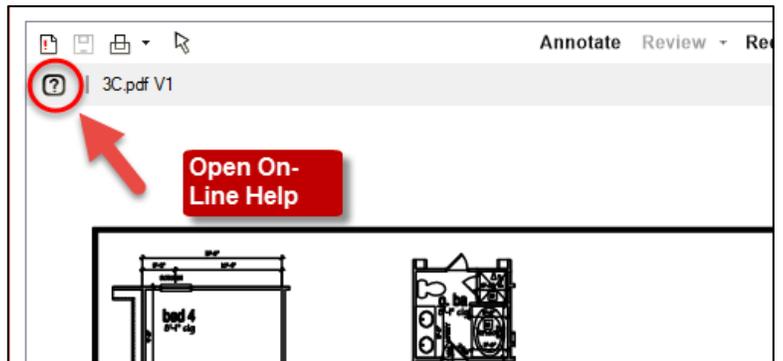
REVIEW	Markup (Save As) Name	Markup Color
Building/Zoning/Arborist/Parking Spaces	BLDG	orange
Engineering/Parking	SITE	teal
Electrical	ELEC	blue
Mechanical/Gas	MECH, GAS	yellow
Plumbing	PLUM	yellow
Fire	Fire	red
Waste Water	KUB	green

7. You can view a changemark by hovering over it to view a popup window (1st way to view changemarks). Click on the changemark to see more detail

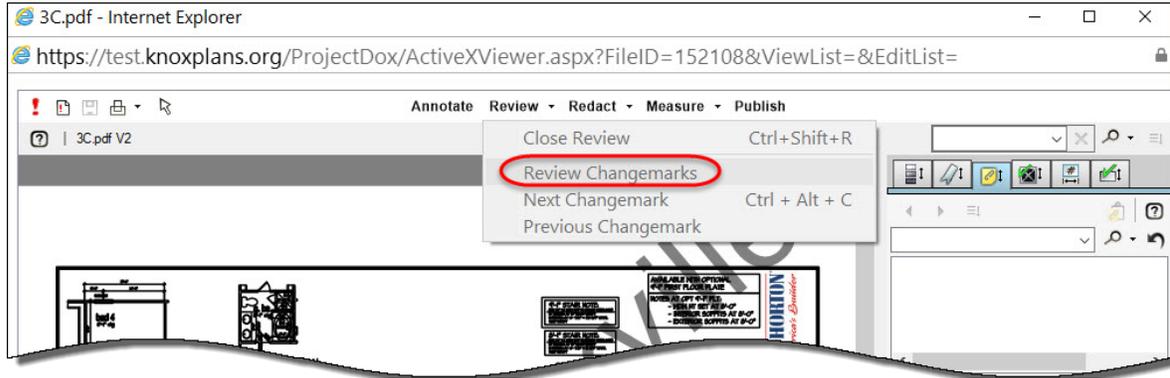


FOR HELP

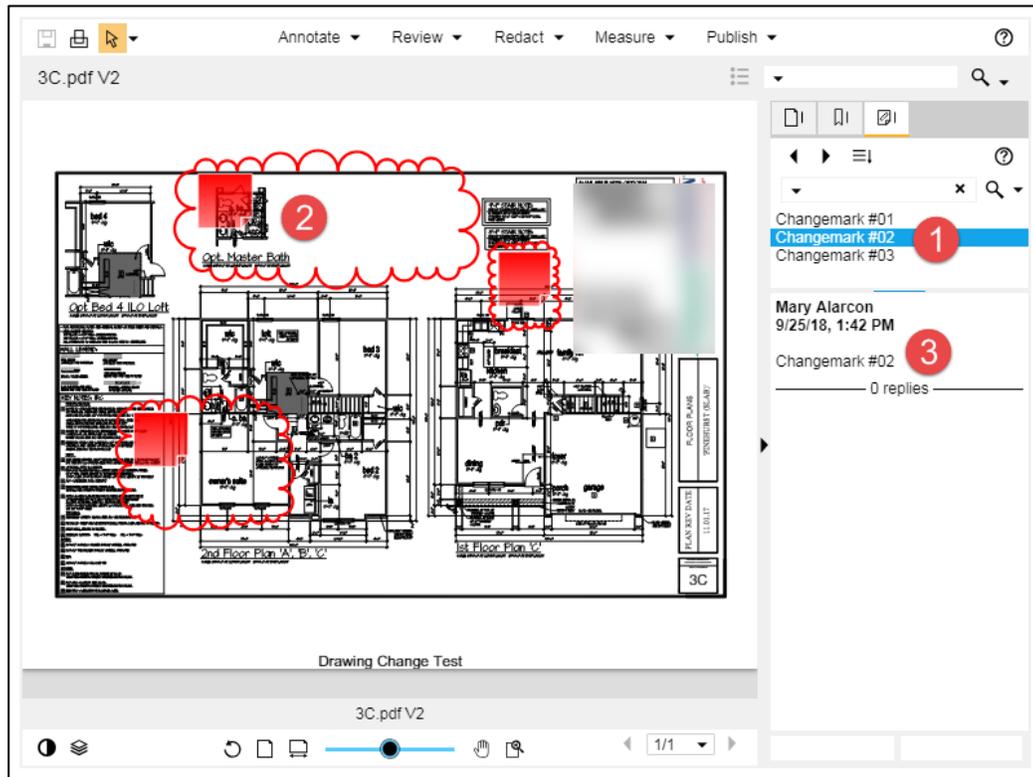
For further instructions on how to review changemarks, click the Question mark icon to open the help contents for the Brava viewer.



8. To view the list of specific changemarks, click the **Review** pull-down list and select **Review Changemarks** from the menu. (2nd way to view changemarks)



- a. A list of changemarks will be displayed at the right of the drawing. To view a changemark, select it from the TITLE box (see ❶). The drawing view will then zoom in on the location of the selected changemark (see ❷) so you can see the actual markup. To read the comment, look at the bottom of the right-panel section as shown in the example below (see ❸). As each changemark is highlighted, the comments will change accordingly.



- b. Repeat step a. for each changemark you wish to view.
- c. When finished, click the **Review** pull-down list again and select **Close Review**. Select the markup to close and click **OK**. Continue until all markups have been closed.

9. When finished with reviewing your markups, you can begin making corrections to your plans. After uploading your plans in the next step, you will re-submit your review request. Do not “re-submit” the request until all plans have been uploaded again.

Things to Remember

- During the re-submission process, each drawing must retain the **same name** used at the time of the initial upload. A version number will be applied to these drawings.
- You will only need to re-submit the drawings where revisions were requested.

What Next?

If **approved**, you are finished and can go to **step #10** to print your plans once your building permit has been applied for and paid for. → *Step 10*

If **disapproved**, go to the next step to re-submit your corrected plans. → *Step 7*

Step 7: Applicant Uploads Corrected Plans

Before Starting...

- Make sure you've compared your Conditions Report with your markups to make sure you've addressed all issues. Make corrections to your drawings as necessary and get ready to re-submit them for another review. All project documents will be located in the **Instructions and Conditions** Folder of your project.

During this step, you will upload corrected plans to your project as instructed in the email that you received from the Review Coordinator.

How to Upload Plans for a Re-Review:

1. Prepare your corrected plans for re-submittal.
2. Go to www.Knoxplans.org website and login using your email address and password.
3. Open your project and upload your revised plans to the **Submit Drawings** folder. Refer to **step #3** (pg 11) for additional instructions on uploading your plans.

- i** It is important to note that **all drawings must retain the same name** used at the time of the initial upload. A version number will be applied to these drawings.
4. When finished, send an email to the Review Coordinator stating that the plans have been uploaded and you are ready for the review to begin.

Things to Remember

- Corrected drawings must have the same file name as the initial uploaded file.
- Do not include revision indicators/dates in the file name.
- File names should begin with the sheet number, may include a short project indicator and must coincide with the drawing index (i.e. if the sheet number is A1.1 then the file number should be A1.1 or A1.1_05432)

What Next?

Your plans have been re-submitted for review. The City's reviewers will now re-review your project. → *Step 8*

Step 8: Reviewers Perform Additional Reviews

City reviewers will re-review your plans as outlined in step 5. Only the reviewers that initially requested revisions will review the resubmitted plans.

- See instructions in **step #5** (pg. 18) on how to view the project status during review.

Things to Remember

- No files can be submitted during the review phase of the process.

What Next?

Wait for the email from the City letting you know of the plans review approval status.

If your plans review was **approved**, your approval email will come in the next step. → **Step 9**

If your plans review was **disapproved**, you will get an email requesting corrections. Go back to step **#6** to review the comments and proceed to step **#7** to re-submit your plans. → **Steps 6**

& 7

Step 9: Applicant receives Approval Email

As seen in step #6, you will only receive this email when your plans review have been reviewed and approved. Once you receive this email, you are finished until ready for the building permit. After the permit has been applied for and paid for, the approved plans can then be downloaded and printed for use at your job site.

- ⓘ This email will be sent by the Review Coordinator.

What Next?

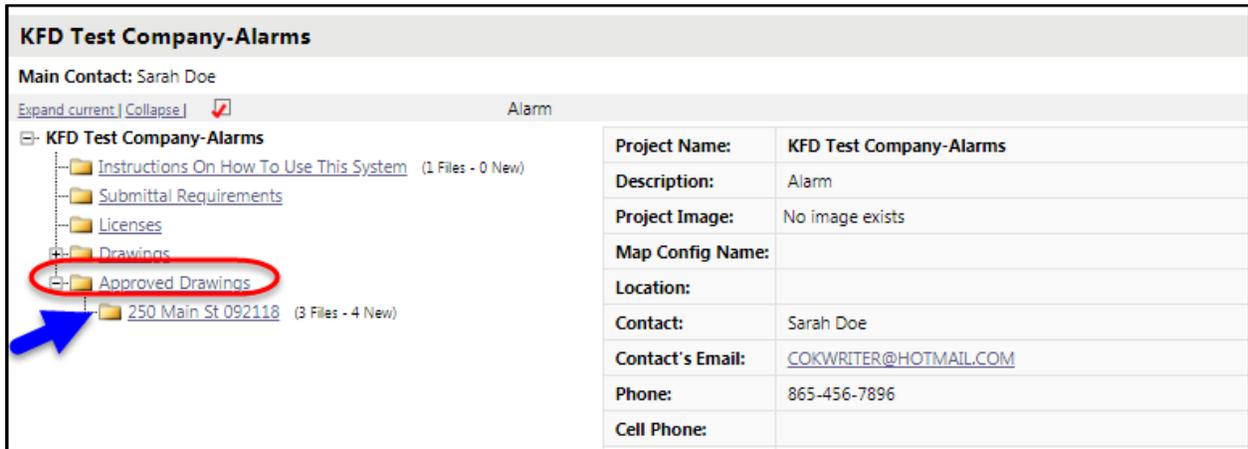
When the Contractor has applied for the building permit and paid the permit fee, a set of approved plans can be downloaded for use at your job site. → **Step 10**

Step 10: Applicant Downloads Approved Plans

When your building permit has been applied for and paid for by the contractor, you will be able to download your plans. You can also view and print your conditions report which lists any conditions of the approval.

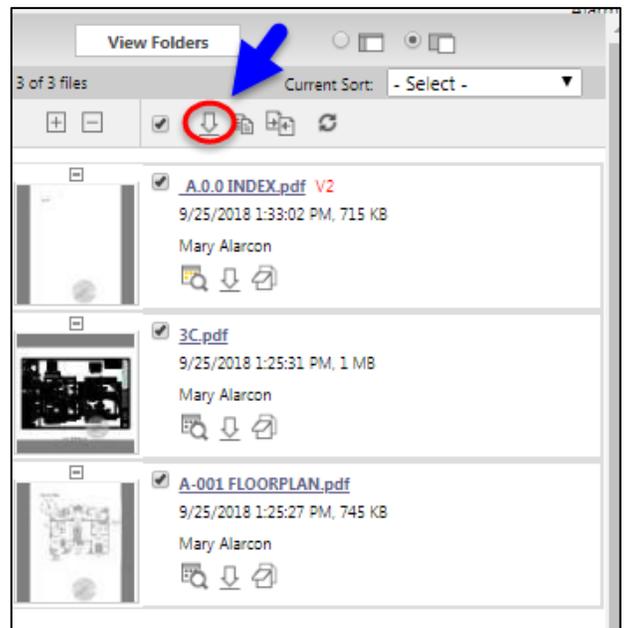
To Download Approved Plans:

1. Go to www.Knoxplans.org website and login using your email address and password.
2. From the Projects screen, select your project by clicking on the project name.
3. Click on the **Approved Drawings** folder (at the left) to view the list of drawings.

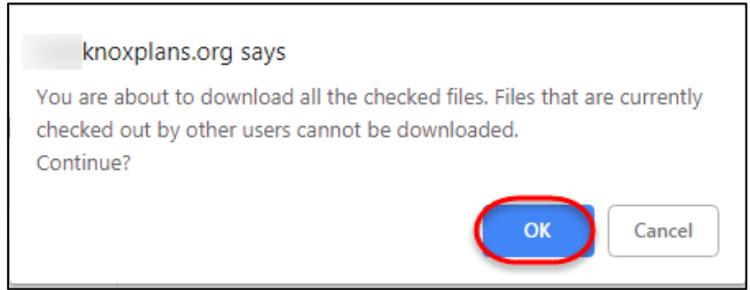


4. The list of drawings will open. Click the checkbox at the top of the folder list to select all the drawings. Click the **Download** icon  to download the stamped files.

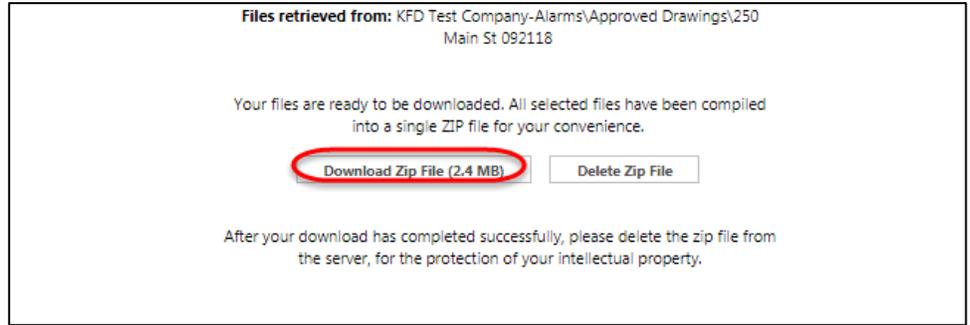
 If only downloading a few drawings, check the boxes for only the drawings you want.



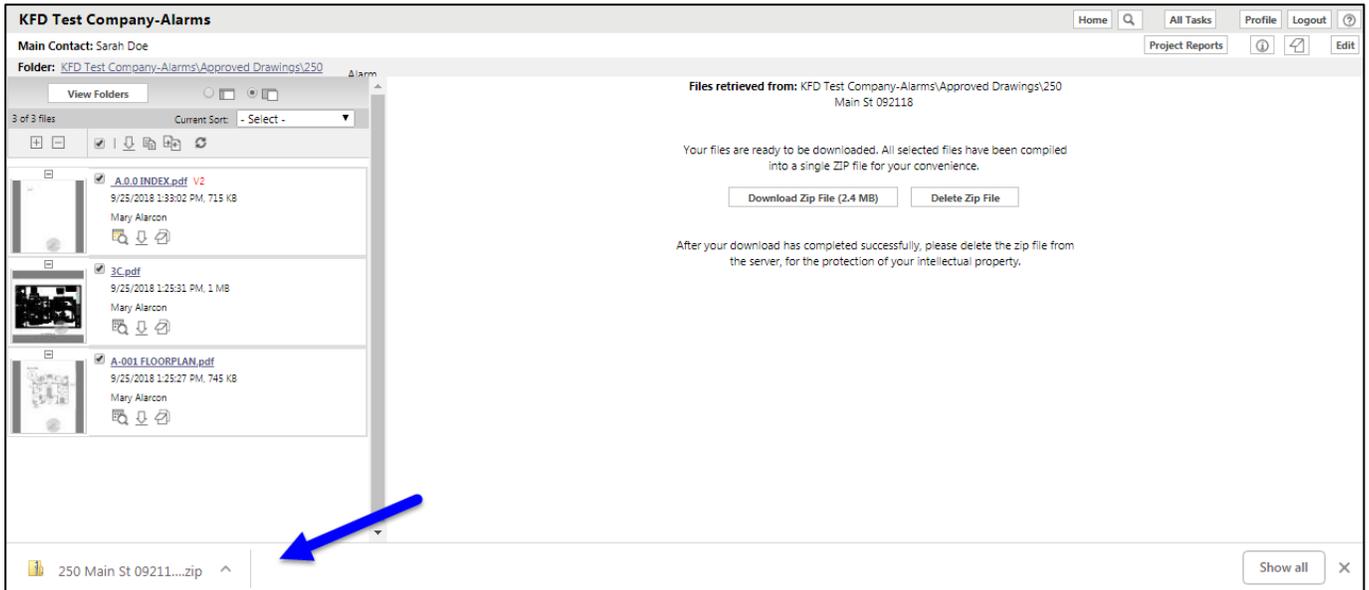
- 5. Click **OK** on message. You may also see a message at bottom of screen asking if you want to Open or Save the file.



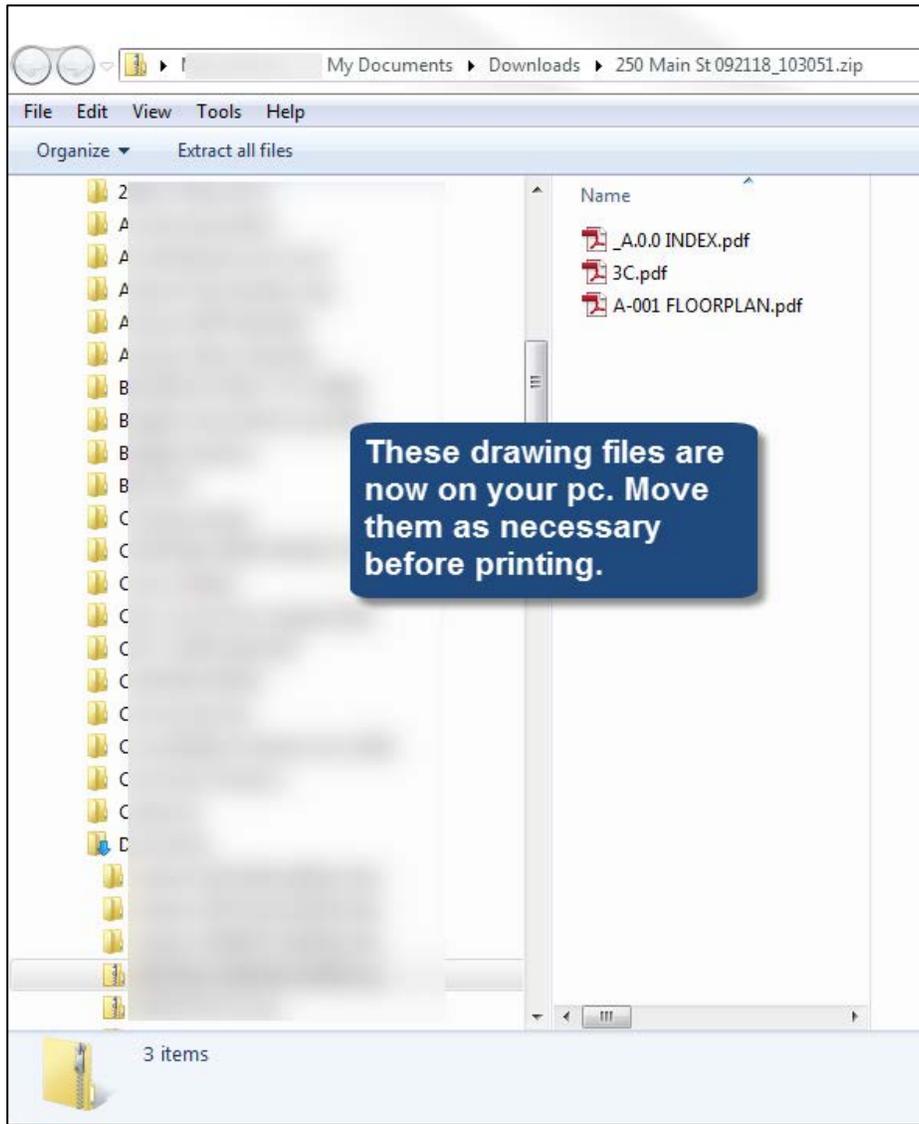
- 6. Click **Download Zip File**.



- 7. Click on File Download window.

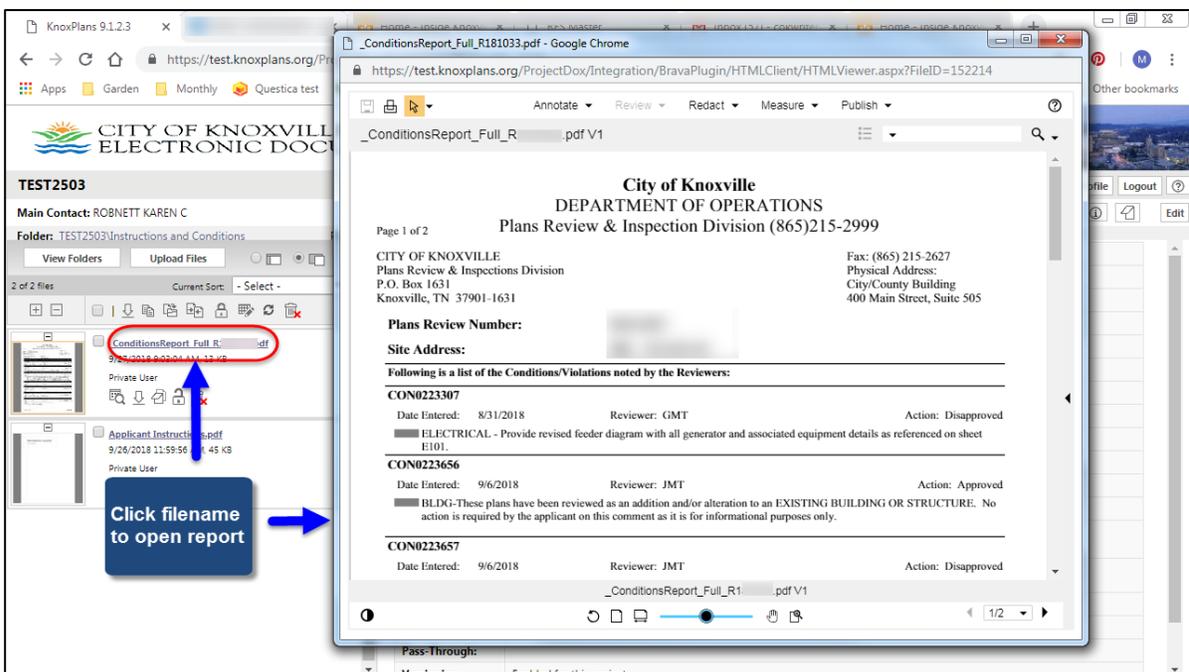
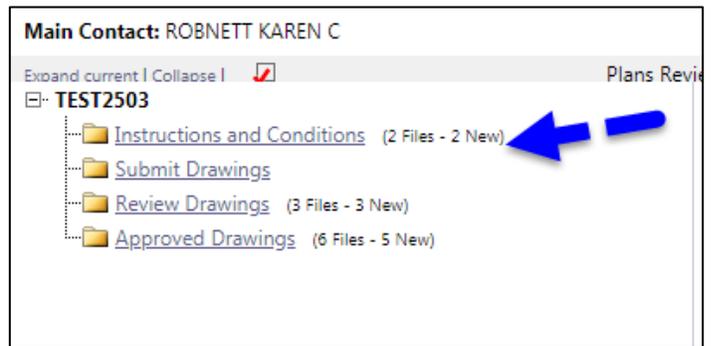


8. The download files will now be in a temporary file on your pc. From this location, you can save them to a disk or move them to another directory on your PC. When ready to print the drawings, open them in Adobe Acrobat and print.

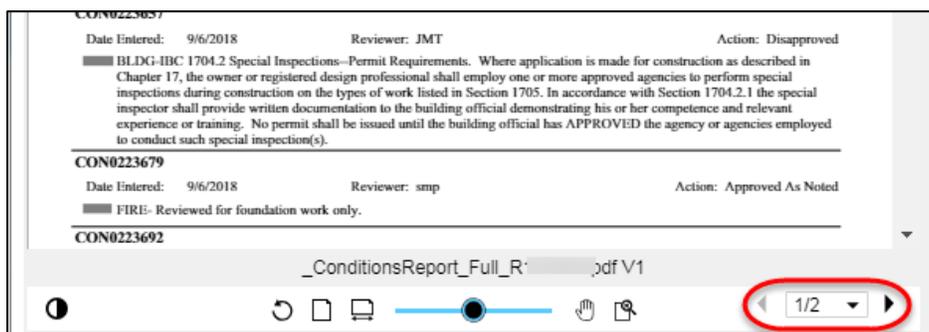


How to view Conditions Report?

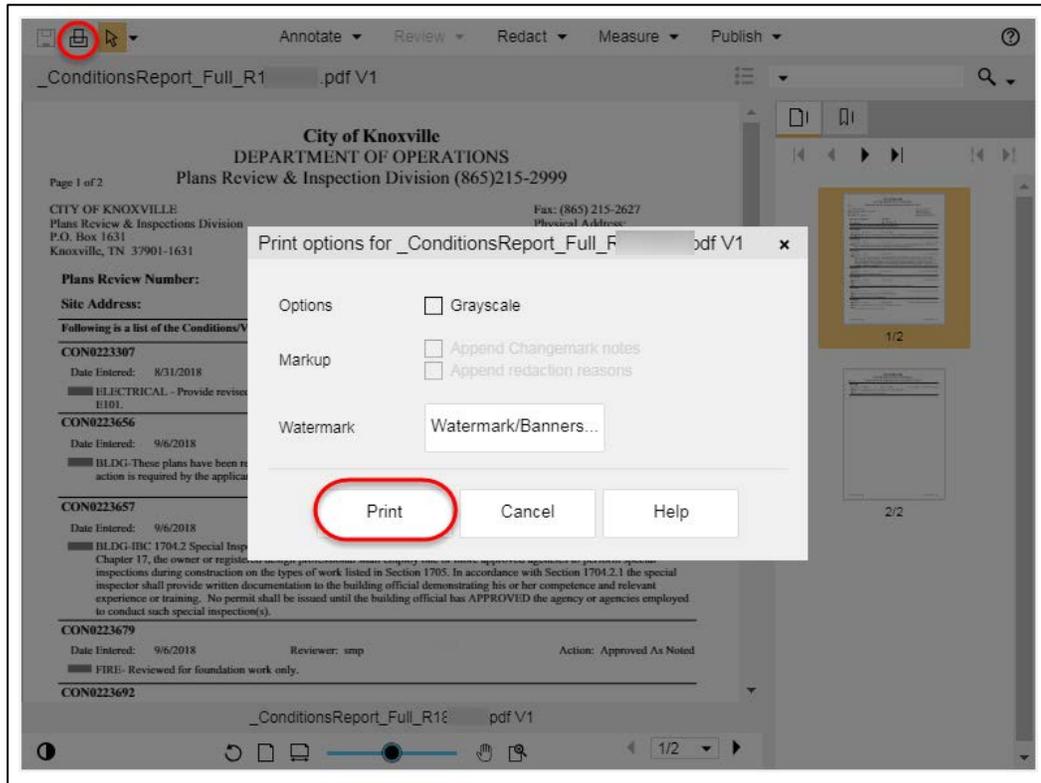
1. While still in your Project Screen, locate the folders section at the left. Click on the **Instructions and Conditions** folder.
2. There will be a PDF file in the Documents folder containing your Conditions report (*usually named Rxx-xxxx_violations.pdf* where *xx-xxx* is name of project). The Conditions report is a list of special conditions and violations concerning your plans. Click on the filename to open the report.



3. The report will open a second browser window. You can move to a different page by clicking on the arrow at bottom of screen and selecting another page.



4. The report can be printed by clicking on the printer icon and selecting **Print**.



5. When you logout or go back to the Projects screen, the Conditions Report will close.

Things to Remember

- You should only download plans that are in the “**Approved Drawings**” folder. These plans will have the City of Knoxville stamp on them.

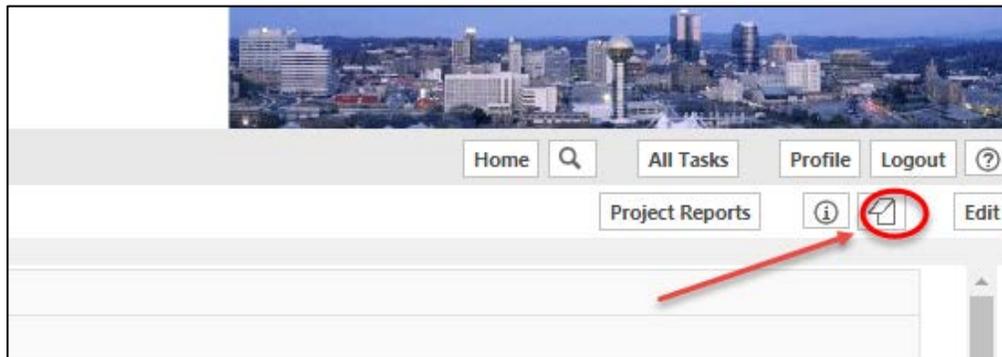
Discussion Topics

Discussion topics are high level categories for discussion. They can be attached at both the project and file level and can be emailed to team members. This information stays with the electronic permanent record of the project.

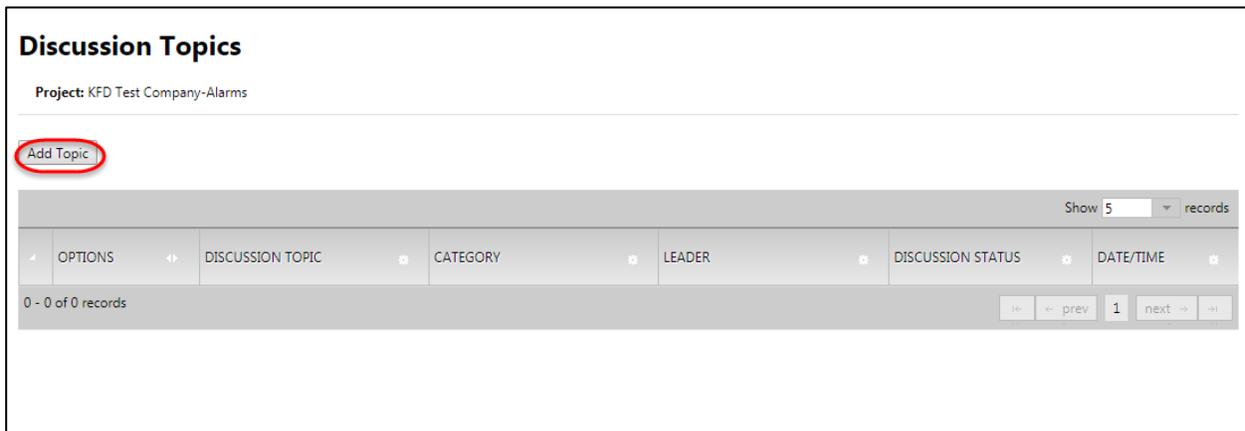
- ① A topic must be added before an email can be generated. You can also add a comment without emailing it.
- ① When you add a topic, you have an option to also email it. This is the recommended method to immediately notify a project member of your comment.
- ① **Add notes to a project.** Notes can also be added to highlight special conditions on changemarks that you may want to stay with the plans, but they do not replace changemarks or comments entered in Permits Plus.

How to add a Discussion Topic (& prepare for email):

1. Select your project from the Projects screen.
2. Click **Discussion Topic** button. If the icon is yellow, then there are notes attached to the project.



3. Click the **Add Topic** button.



4. Choose a category for the topic. Topic categories are created and maintained by the System Administrator.
 - Applicants should choose Applicant Notes for the Category.
5. Enter a subject (or title) for the topic and a description.
6. Click the **Save and Prepare Email** button to save the topic and close the window.
7. You will be given a choice of who to send the comment to. Make your selections and click **Send** button at the bottom of the screen.

Discussion Topics

Project: TEST2503

Topic: 250 Main St Category: Applicant Notes

Comment: Drawings are ready for review

Buttons: Manage Participants, Save and Prepare Email, Save, Cancel

Table Headers: OPTIONS, DISCUSSION TOPIC, CATEGORY, LEADER, DISCUSSION STATUS, DATE/TIME

0 - 0 of 0 records

To View Discussion Notes Attached to a project:

1. On the main project screen, click on the **Notepad** icon. It will open the Discussion Topic screen.

PROJECT	OPTIONS	DESCRIPTION	OWNER	STATUS	CREATE DATE
Contains...		Contains...	Contains...	Contains...	On...
KFD Test Company-Alarms		Alarm	Mary Alarcon	Active	9/19/2018 3:41:28 PM
1 conversation(s) attached to KFD Test Company-Alarms					
KFD Test Company (Sprinklers)		Sprinkler	Administrator Temp	Active	4/29/2015 1:48:48 PM

Discussion Topics

Project: KFD Test Company-Alarms

Buttons: Add Topic, Manage Participants, Close Topic, Add Comment

OPTIONS	DISCUSSI...	CATEGORY	LEADER	DISCUSSION STATUS	DATE/TIME
+	250 Main St	Applicant Notes	Sarah Doe	Active	9/21/2018 11:27:24 AM

1 - 1 of 1 records

City of Knoxville Plans Submission Standards – Commercial (including multi-family dwellings)

- All drawings must be submitted in Adobe pdf file format.
- Pdf files must be electronically created and searchable. Pdf files should not be created by scanning.
- Files should be oriented so as to be readable when opened, typically landscape orientation. Files cannot be rotated for review.
- All drawing files must be a single sheet/page.
- The design professional's seal and signature must be on each drawing file.
- An index of drawing names and file names must be included as one of the files. The drawing index file name shall begin with an **underscore**.
- Schedules and specifications should be submitted as a multiple page document file.
- Each submittal should include a coversheet. Each coversheet should contain the following information:
 - The Code Standards used in the design
 - Occupancy Class
 - Anticipated use (where applicable)
 - Construction Type
 - Building Area and Height Compliance
 - Occupancy Loading
 - Exit Information (exit width, number of exits)
 - Parking Calculations (where applicable)
 - Dwelling Unit schedule (residential Construction)
- The lower right hand corner must be left blank on each drawing file for the placement of the City's approval seal.
- Any documents required by the Metropolitan Planning Commission (MPC) must be submitted by the applicant prior to plan approval.

<p>Filename Naming Standards:</p> <p>A: Architectural S: Structural F: Foundation E: Electrical P: Plumbing G: Gas M: Mechanical C: Civil AS: Architectural Site Plan LS: Life Safety Plan FP: Fire Protection _T: Title/Cover Sheet</p>
--

Drawing Submission Filenames

- FILE NAMES SHOULD BE KEPT TO A MINIMUM AND INCLUDE ONLY THE PAGE NUMBER.
- Do not include revision indicators/dates in the file name.
- Resubmittals must have the EXACT file name as the original submission.
- File names should begin with the sheet number, may include a short project indicator and must coincide with the drawing index (i.e. if the sheet number is A1.1 then the file number should be A1.1 or A1.1_05432)

**Please consult with the manufacturer of your software used to create your drawing files to advise you if your software supports a searchable pdf file or for a recommendation of an additional software package to purchase. Our research indicates most CAD packages support this feature and if not, the cost is minimal to purchase create pdf software. For example, Adobe 9 Pro software.*

City of Knoxville Plans Submission Standards – Residential (including 1 & 2 family dwellings)

- All drawings must be submitted in Adobe pdf file format. Scanned drawings are acceptable.
- Every drawing shall be drawn to scale.
- Files should be oriented so as to be readable when opened. Files cannot be rotated for review.
- Submittal should include a site plan which contains the following information:
 - An accurate depiction of the lot
 - Corner elevations and lot dimensions (new construction)
 - The location and size of the driveway (new construction)
 - Residence located on the site plan with setbacks indicated on the plan
 - Any new construction/accessory structures on site plan with setbacks indicated on plan
 - Finished floor elevation (new construction)
 - Location of inverted sewer elevation (new construction)
- Submittal should include construction details pertinent to the project:
 - Foundation drawings with dimensions
 - Floor/wall/ceiling/roof construction details including lumber dimensions/spacing/spans
 - Header and beam dimensions/spans. Design calculations should be included for engineered beams/lvls.
 - Floor and/or roof truss designs, if applicable.
 - Stair/Guard Design
 - Insulation Specifications
 - If submitting for a duplex, fire separation details.
- If a residential overlay (H1, IH-1, NC-1, TND-1, etc.) is involved; the applicant will have to upload the Certificate of Appropriateness, Evaluations, Site Plan, and any other necessary documents provided by the Metropolitan Planning Commission (MPC) before the plans review process can be started.
- If a Use on Review is required (accessory dwelling units in R-1EN, duplexes in R-1, etc.), then the applicant must upload a copy of the documentation provided by the Metropolitan Planning Commission (MPC) prior to approval the plans.

Filename Naming Standards:

A: Architectural
S: Structural
F: Foundation
E: Electrical
P: Plumbing
G: Gas
M: Mechanical
C: Civil
AS: Architectural Site Plan
LS: Life Safety Plan
FP: Fire Protection
_T: Title/Cover Sheet

Drawing Submission Filenames

- FILE NAMES SHOULD BE KEPT TO A MINIMUM AND INCLUDE ONLY THE PAGE NUMBER.
- Do not include revision indicators/dates in the file name.
- Resubmittals must have the EXACT file name as the original submission.
- File names should begin with the sheet number, may include a short project indicator and must coincide with the drawing index (i.e. if the sheet number is A1.1 then the file number should be A1.1 or A1.1_05432).

Appendix A: KNOXPLANS for New Users

Version 9.1, October 2018

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Welcome to KnoxPlans, Version 9.1

KnoxPlans (aka “ProjectDox”) client tools have been certified to execute on PC operating systems up to and including Windows 7 32-bit (Windows 7, 8 & 10) and Internet Explorer 11.

Please note that in order for this application to work you must **first** complete the following steps when you login for the first time. Since you will be installing software, you must have rights on your pc to perform the installation.

Recommended Client Hardware and O/S Specifications

Uniform specifications on end-user hardware, software capabilities and configuration will have a big impact on the end-user experience. We recommend deploying (at most) two types of end-user hardware with standard configurations.

Client Specifications	
Operating System	Windows 10, Windows 8 (64 bit OS), Mac OS 10, iPad, Windows Tablet
Processor	Dual Core or Quad Core Processors 2.0 GHz or faster
Memory	8 GB RAM or more
Browser Cache	In Internet Explorer, this is 50MB by default and in most browser it can be increased to 250MB or up to 1GB
Graphics Card	Single Monitor Support - Dedicated Graphics Card with Minimum 1GB Memory, Dual Monitor Support - Dedicated Graphics Card with Minimum 2GB Memory
Recommended Web Browsers	Internet Explorer 11 (32-bit only), Edge, latest releases of Chrome, Safari, and Firefox.
Display	22” or larger with at least 1920 x 1080 screen resolution

Browser Requirements

The Matrix below displays the requirements needed for each browser to interact properly with the ProjectDox application.

Note – Extra steps are required if you use Internet Explorer as shown in the chart below. If you use Chrome, Safari, Edge, or Firefox, these extra steps are not required.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

All Browsers - Configure Pop-Up Blockers (Applies to All Browsers)

ProjectDox uses pop-up windows (browser windows with no toolbars). If you log in, but no ProjectDox window appears, or a warning is received, you probably have a pop-up blocker that is preventing the main project window from opening. You need to allow ALL pop-ups for the ProjectDox site. You can do this in one of two ways:

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
1 Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

1. Disable pop-up blockers entirely.
2. Configure blocker to allow pop-ups for specified sites.

In the following sections, you will find information that will assist in setting up the allowance of pop-ups for several browsers. If after going through the steps you still have difficulty with the ProjectDox application, verify your system has no other pop-up blockers installed.

- Google Search bar is installed, it contains its own pop-up blocker that will need to be disabled.
- Antivirus software can cause similar behavior, review the enforced rules
- Check system anti-virus logs to see if that software may be blocking the site from displaying. If the anti-virus is blocking the installation, add the necessary exceptions.

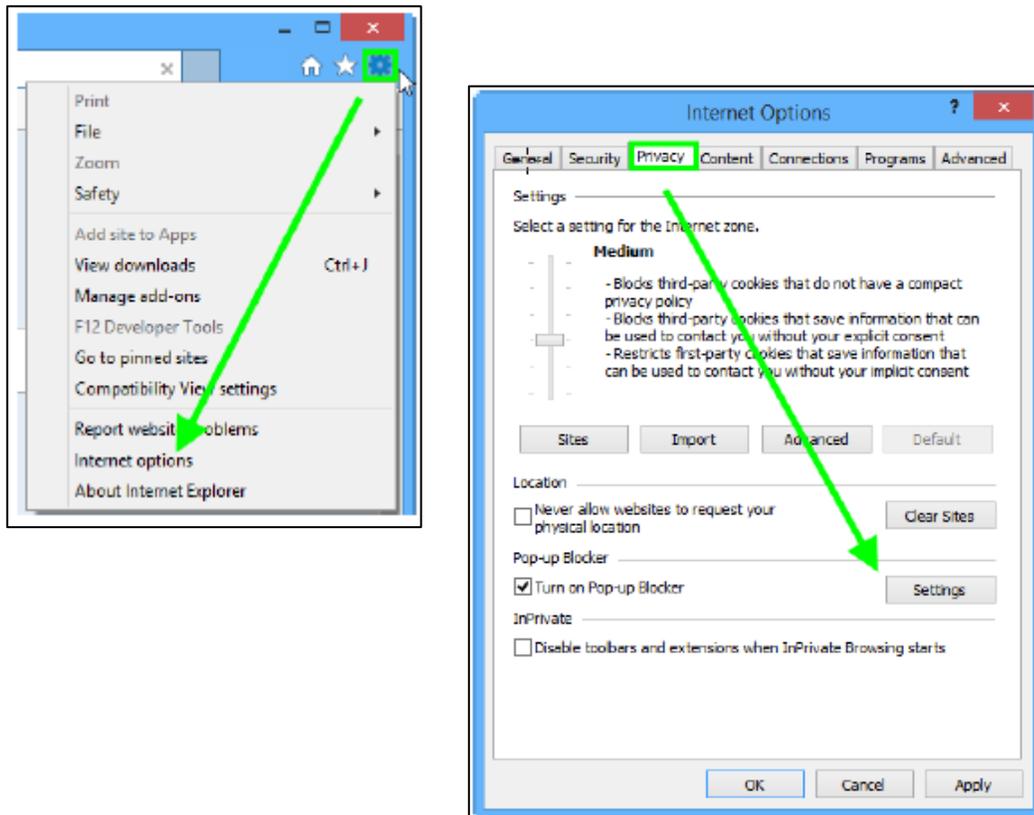
Pop-Up Blocker Instructions

- **Internet Explorer** – see pg A-5.
- **Chrome** – see pg A-6.
- **Firefox** – see pg A-7.
- **Safari** – see pg A-8.

Configure Pop-Up Blocker in Internet Explorer

Navigate to Internet Options for your version of Internet Explorer (IE). Instructions below are based on IE11.

1. Select the **Tools** icon in the top right corner.
2. Choose **Internet Options** from the dropdown.
3. Select the **Privacy** tab and, in the Pop-up Blocker section, click the **Settings** button.



4. In the Pop-Up Blocker Settings Window, enter the Knoxplans site URL.
5. Click the **Add** button.
6. Click to **Close** the Pop-up Blocker Settings window.
7. Click the **OK** button for the Internet Option window.

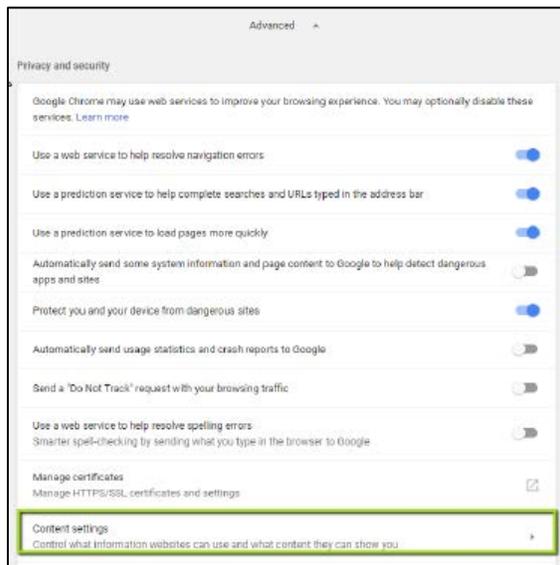
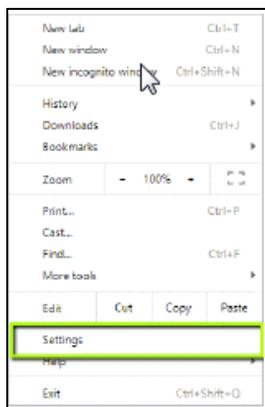


Configure Pop-Up Blocker in Google Chrome

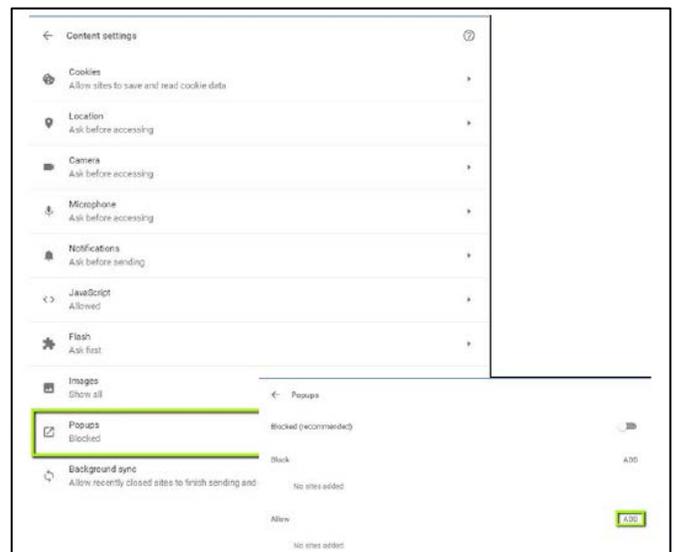
It is recommended that users use the 32-bit version of Chrome; it is known to work better with reports in ProjectDox.

- ❗ To verify what version of Chrome you are using (32 bit or 64 bit), click on Chrome’s menu icon  and select **About Google Chrome**. If it is 64 bit, it will say so in parentheses after the version number.

1. In the top-right corner of Chrome, click the **Chrome** menu icon .
2. Select **Settings**.
3. Click **Advanced**, found at the bottom of the page.
4. Under *Privacy and security*, expand the **Content settings** field.

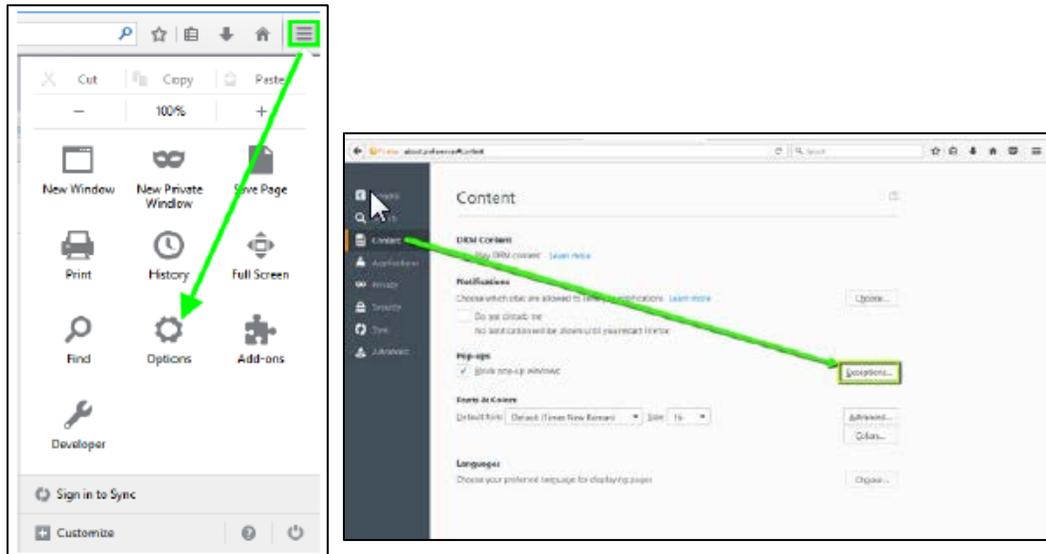


5. Click **Popups**, click the **Add** button under the **Allow** field.
6. Enter the ProjectDox URL, then click the **Add button**. Close out of **Settings** when finished.

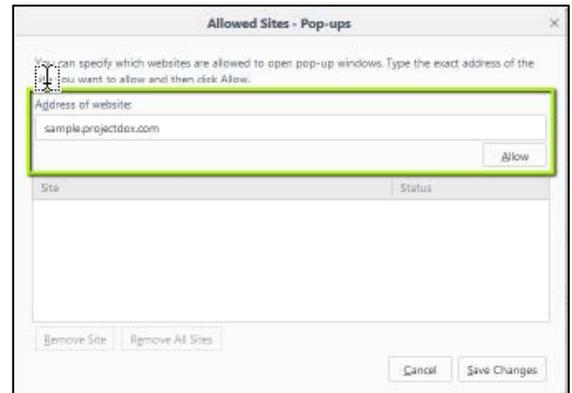


Configure Pop-Up Blocker in Firefox

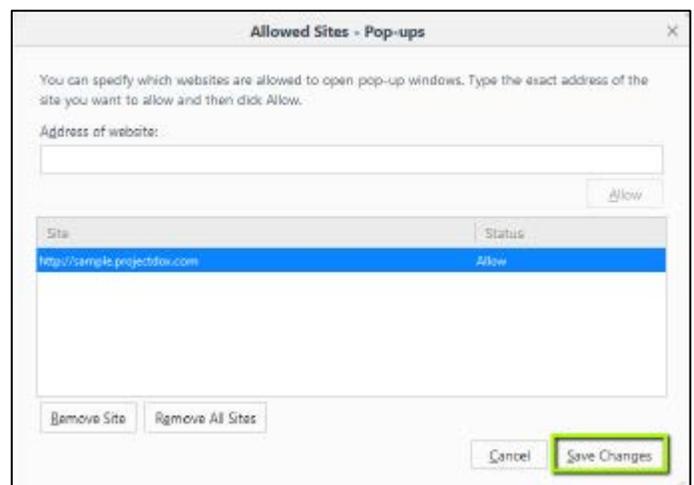
1. Click the menu button and select **Options**.
2. Click the **Content** menu, and select the **Exceptions** button next to the **Pop-ups** field.



3. Enter the ProjectDox URL in the available field, then click **Allow**.



4. Click the **Save Changes** button.

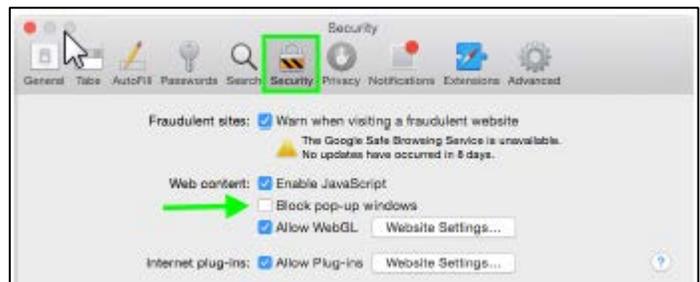


Configure Pop-Up Blocker in Safari

1. Select **Safari->Preferences**, then click **Security**.



2. In the Web Content and Internet plug-ins sections, deselect the **Block pop-up windows** checkbox.



3. Close the window.

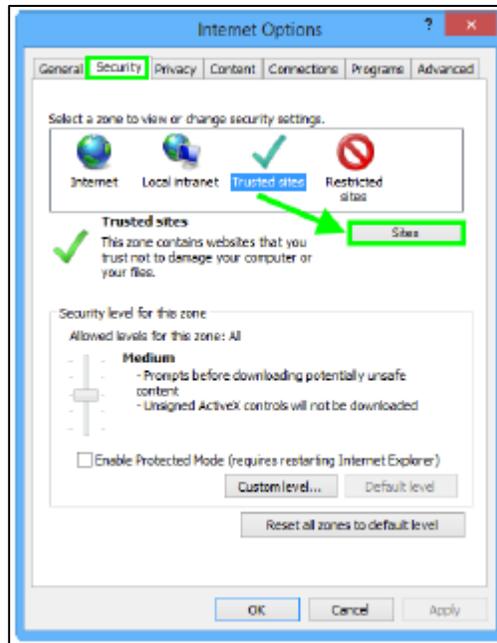
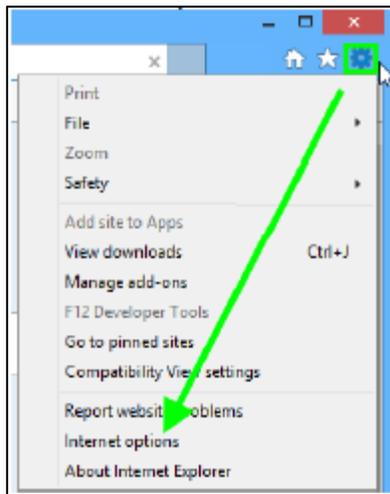
Internet Explorer Requirements Only

Adding Knoxplans to Your Trusted Sites (Internet Explorer only)

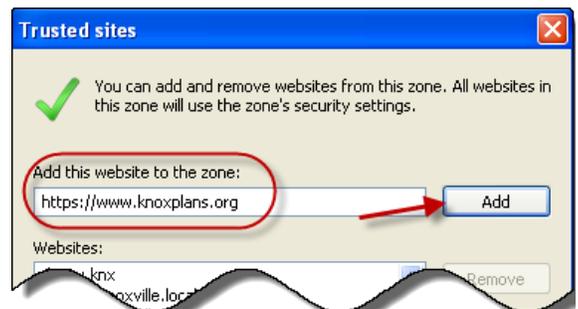
ProjectDox loads ActiveX controls onto your pc so that you can view drawings and markups. Before the controls can be loaded, the Knoxplans Site (www.knoxplans.org) must be added to your list of Trusted Sites in your Internet Explorer security settings.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
2 Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

1. Select the **Tools** icon in the top right corner of the browser.
2. Choose **Internet Options** from the dropdown.
3. In the *Security* tab, click **Trusted sites** to highlight, then click the **Sites** button.



4. Type <https://www.knoxplans.org> in the top field and then click **Add**.
5. Click **Close** when finished.
6. Click **OK** to exit the Internet Options window.



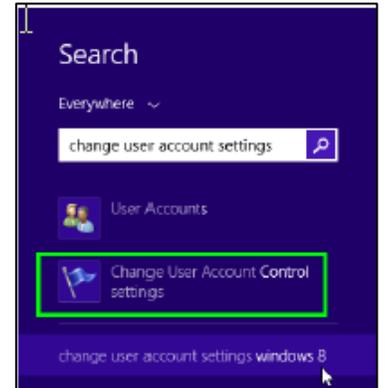
Disabling the UAC (Internet Explorer only)

Disabling of the UAC control should be discussed with your network administrator prior to making changes to your system if applicable. In all cases, after the installation is complete and each of the actions have been performed once (uploading files, viewing files, downloading files, and viewing help, as applicable) the UAC control can be returned to the former setting.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
3 Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

Windows 8 & 10:

1. Select the **Windows** key on your keyboard
2. When the menu appears, start typing “Change User Account Settings.” It will initiate a search.
3. Select the following from the search results.

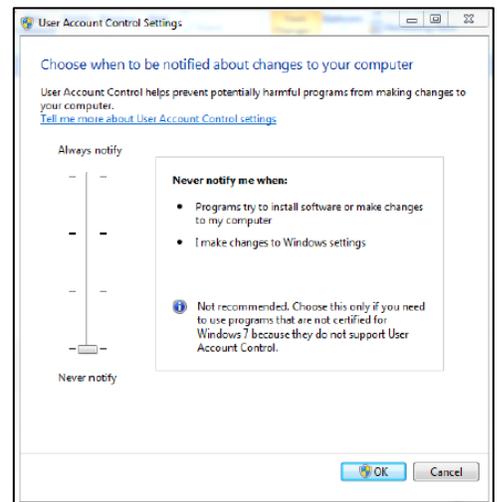


4. Click and drag the slide control to **Never Notify**.
5. Click **OK** and restart your system. This must be done for the UAC changes to take effect.

Note: The system must be restarted for the UAC changes to take effect.

Note: The User's permissions level/rights will affect how the UAC works.

Note: After successful installation and one time usage of the ProjectDox Components, the system's **UAC** control can be returned to the former setting. A reboot will be required for the change to take effect.



ProjectDox Client Components (Internet Explorer only)

Sometimes users will encounter errors or issues as a result of incomplete installation of the client components. This is often caused by permissions issues. The instructions in the next section (B.) proved useful in resolving the security/permissions issues and getting a successful installation.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
4 Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

① **Note** – The account executing these steps will need administrative privileges on the computer.

A. Installation of ProjectDox Program (Internet Explorer only)

ProjectDox requires the installation of ActiveX controls to be able to perform certain actions: Uploading Files, Downloading Files, Viewing Files, and Viewing Help Information. There are two ways users can install the controls:

- A. The link to an MSI file for installing the ActiveX controls is available from the login screen.
- B. If the user’s network requires administrative access to download ActiveX controls, the user will NOT be prompted, nor will the MSI on the login screen install. The user will need to contact their network administrator to get access to download these controls.

1. Install ProjectDox components necessary for the application.
 - a. In your Internet Explorer window, go to the following site: www.knoxplans.org.
 - b. A login screen will open. Click on the **Install ProjectDox Components** link (①, below) at the bottom left corner of the screen.
 - c. The application will install the necessary components for the system to function correctly. This may take five minutes.

Note – If using the MSI from the login page, the user can accept the defaults to run the MSI and install the controls. If not using the MSI, then after logging in to the site, the user will be prompted by the browser to install the ActiveX control (yellow bar at top of the screen or at the bottom of the screen, depending on system version) when attempting to view help information, or uploading, downloading or viewing files.

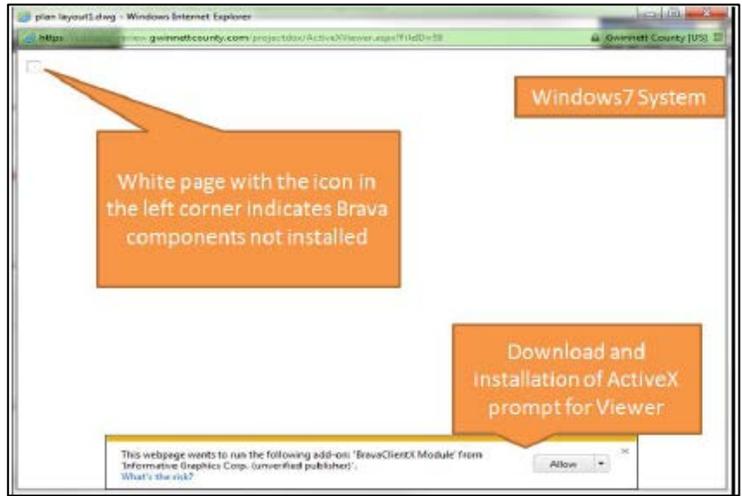
① You may also want to create a Desktop shortcut to www.knoxplans.org (ref link at ②) and add it to your favorites (ref link at ③).



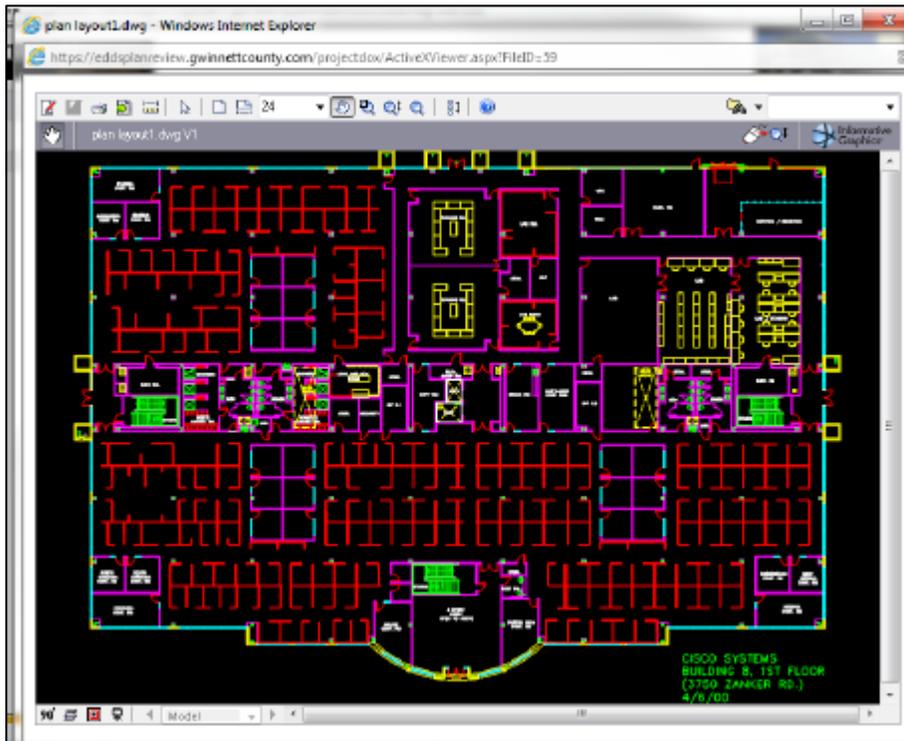
B. Installation of Viewer Component (Internet Explorer only)

If not installing from the login page, and using the prompts when opening a file for the first time, the below screen will display with a white background instead of the selected file.

- Look for the ActiveX tool bar at the top or bottom (Depends on operating system) of the page.
- Click **Allow** to allow the installation of the *BravaClientX* Module.



- After successful **installation**, the file can be selected again to be viewed.



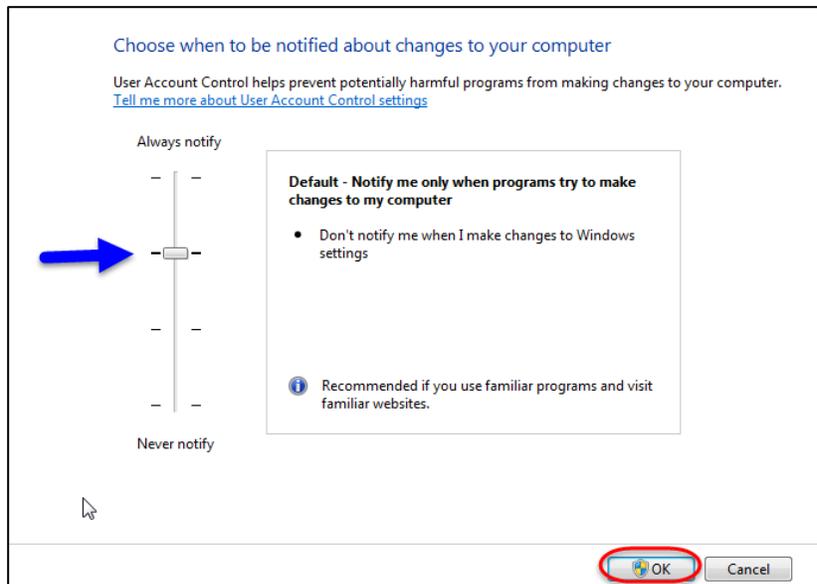
Enabling the UAC (Internet Explorer Only)

After the installation is complete and each of the actions have been performed once (uploading files, viewing files, downloading files, and viewing help, as applicable) the UAC control can be returned to the former setting. A reboot will be required for the change to take effect.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox	X				
5 Components (one-time only)	X				
Enabling the UAC	X				

Windows 8 & 10:

1. Select the **Windows** key on your keyboard
2. When the menu appears, start typing “Change User Account Settings.” It will initiate a search.
3. Select the following from the search results: **Change User Account Control Settings.**
4. Click and drag the slide control to the Default setting.
5. Click **OK** and restart your system. This must be done for the UAC changes to take effect.

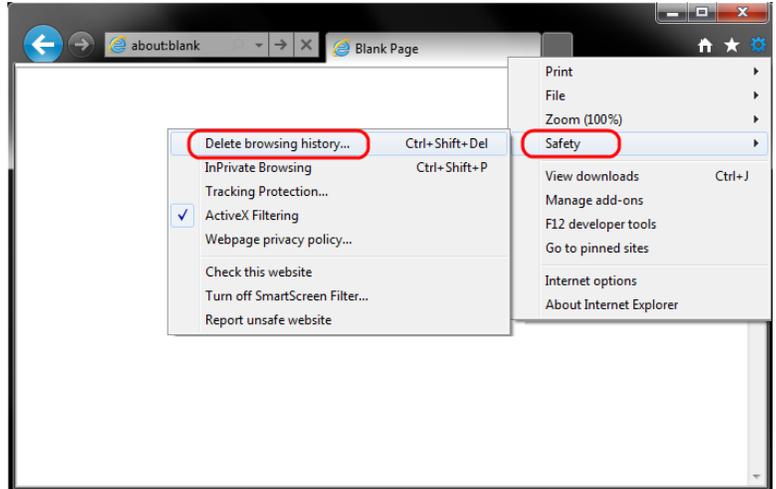


Internet Explorer Additional Recommended Steps

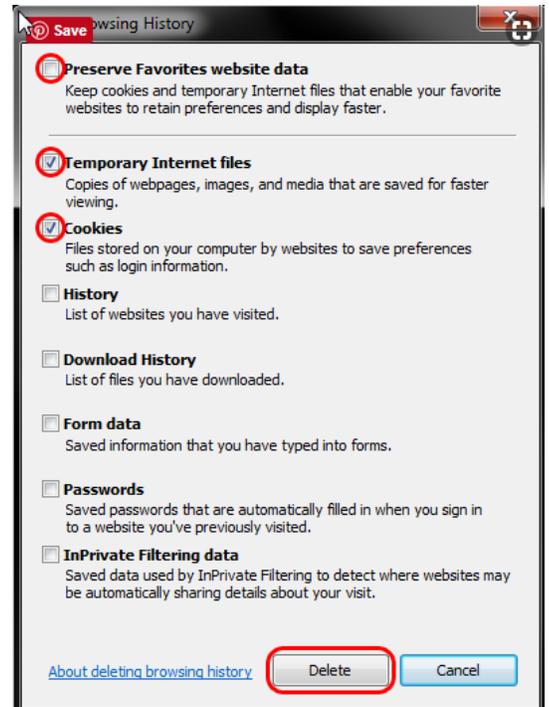
Internet Explorer 11 Only - Clear Temporary Files

After installing the necessary components, you will need to clear the temporary files from the browser history.

1. Select **Tools** (via the Gear Icon) > **Safety** > **Delete browsing history...**



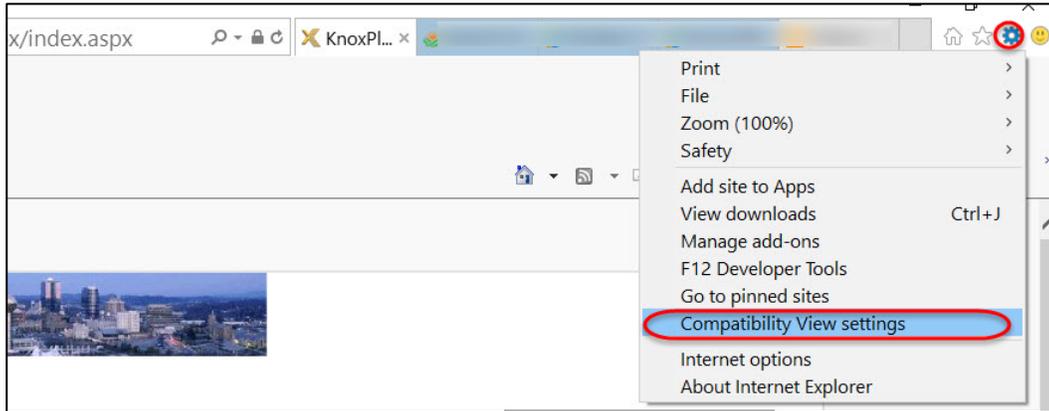
2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



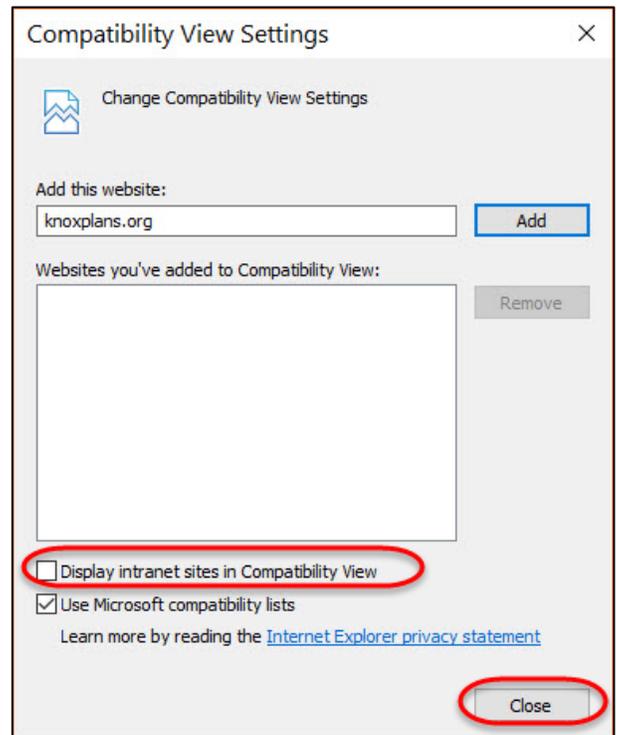
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Internet Explorer 11 Only – Remove from Compatibility View Settings

1. Open Internet Explorer (IE 11).
2. Press the **Alt** key on your keyboard, this will make a menu bar appear
3. Click on the **Tools** menu tab
4. Select the **Compatibility View settings** option



5. In IE 11, the "Display all websites in Compatibility View" option is not available
6. Uncheck the "Display intranet sites in Compatibility View" option.
7. Click **Close**.

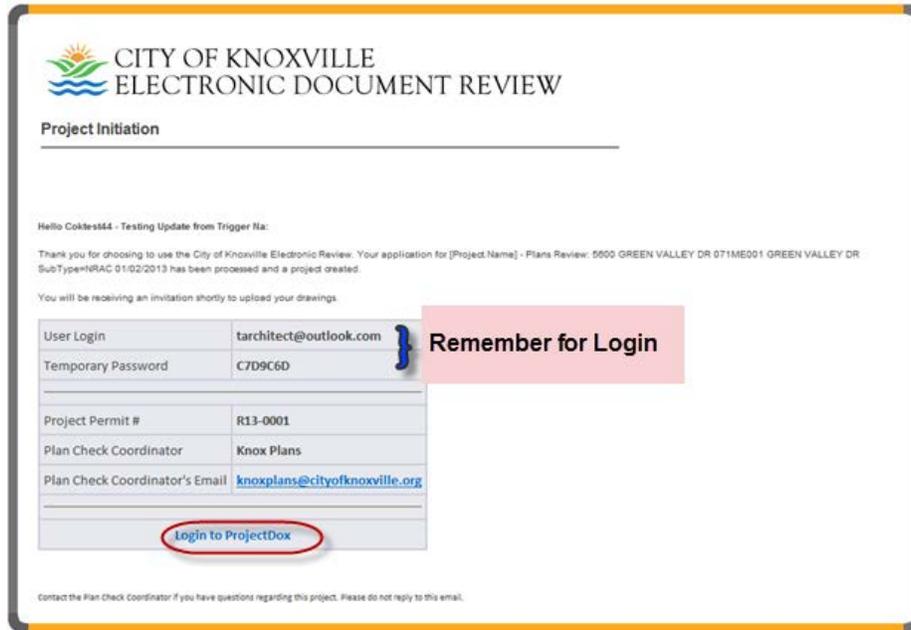


Once you have completed the these steps, you are ready to **login** to the system for the first time.

Login & Change Password

1. Click the **Login to ProjectDox** link at the bottom of the invitation email you received.

- ❗ This email has the user login and temporary password that you will need to login. Future emails will not contain a temporary password.



2. The login window will open. In the E-mail field, type the **User Login** information as listed in your invitation email.
3. In the Password field, type the **temporary password** as listed in the same email. You will be given an opportunity to change it.
4. Click **Login**.



5. This will take you to the *User Profile* screen. (Required fields display with colored highlight.)
6. In the **Change Password** section, enter your new password in the first two fields (**Ref. ❶**, below).
7. In the **Password Reset Question & Answer** section, enter a security question and answer so that your password can be reset if necessary (**Ref. ❷**, below).

❶ Your password must be between 8-12 characters with at least 1 upper case letter, 1 lower case letter, and 1 number. Special characters are not allowed.

8. Enter remaining contact information as applicable on the screen.

Settings for Sarah Doe (cokfiretest@gmail.com)

Welcome to KnoxPlans 9.1.2.3.

Since you currently have a temporary password, you will need to change it to a permanent password and (if you have not done so) enter a security question and answer. This question/answer will be something that only you know, and will enable you to reset your password if you ever forget what it is.

Change Password:

New password:* **❶**

Confirm new password:*

Password Reset Question & Answer:

Security question:* **❷**

Security answer:*

Profile Information

Contact Information | User Metadata | Project Membership | Group Membership

* Required field

First Name: * Sarah | Last Name: * Doe

Email: * cokfiretest@gmail.com

Title:

Company:

Address 1:

Address 2:

City:

Save

9. You can access this screen again at any time by clicking the **Profile** button in the main ProjectDox button bar.
10. Click **Save** when you are finished.

❶ To go to the home page, click **Projects** button at the top right of the screen.

Testing ProjectDox Components

1. Locate your project and open a project drawing.
2. If there are any markups, open Markups on a project drawing to see if you can view them.

Troubleshooting – How to Uninstall ProjectDox Client Components

Perform a clean uninstall and reinstall of the client components by following these steps:

Remove ALL ProjectDox components on the client

1. Check for presence of the program, and remove if found, using either steps A. or B. depending on version of operating system you are using:
 - a. VISTA, Windows 7 - Using Control Panel (in classic view) -> Program Features, if ProjectDox Components is listed then REMOVE.
 - b. XP – Using Control Panel -> Add/Remove Programs, if ProjectDox Components is listed then REMOVE.
2. In Internet Explorer (**Internet Options->Browser History->Settings->View Objects** - remove anything Brava, ProjectDox, or Xupload).
3. After the above is completed, delete these directories and their contents: **IGC** (in Windows Vista or 7, do a search for the filename IGC to locate, then delete)
 - a. In XP Documents and Settings->User Account->**IGC**.
 - b. In XP Program Files->Avolve->**Components**).

Re-Install ProjectDox Client Components

1. Reinstall the ProjectDox components by clicking on the link on the login page..(Again, if Vista or Windows 7, UAC must be OFF for this to work.)
2. Once the components are installed, you can turn UAC back on.

NOTE: If you have any problems with software installation, send email to knoxplans@knoxvilletn.gov for further instructions.