Electronic Plans User Manual
Applicant

Updated 12/10/2025

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Electronic Plans User Manual – Applicant

Introduction

The Electronic Plans (ePlans) system is Metro's commercial building plans submittal, review, and communications portal for use by applicants, reviewers, and plans administrators. Once an applicant such as a contractor or architect completes an application via Metro's Cityworks/ePermits system, he or she may then upload the properly formatted and named engineering and/or architectural drawings for review by Metro personnel. The ePlans system provides a streamlined method for the applicant to upload the plans, monitor the progress of the plans throughout the review process, communicate with Metro personnel, and obtain the final stamped plans once the reviews are completed successfully and the permit paid and issued. The system was created by GeoCivix and is named ePlans.

This user manual is intended for those users who will submit applications and upload plans including engineering and/or architectural drawings detailing the work for a commercial building permit. These users will also be able to monitor the project and receive notifications throughout the process.

Submitting a Project

The person applying for a permit will do so by submitting an application (https://www.nashville.gov/sites/default/files/2025-12/COMMERCIAL-PERMIT-APPLICATION---Zoning-Examination.pdf?ct=1764780174) to the Zoning Division of Metro Codes via zoninghelpdesk@nashville.gov. Zoning will continue the application steps including completing the necessary tasks within ePermits/Cityworks to trigger the ePlans processes. An e-mail from Metro Nashville Electronic Plans Reviews will be sent to the e-mail address entered by the applicant confirming the submission. The registration link is https://eplans.nashville.gov/. The links in the graphic below are not clickable.

Website: Building Permits Central | Nashville.gov
Contact: Electronic Permits

Thank you for submitting your permit application through Metro Nashville's online portal. Your application has been received, and a corresponding project has been created in our plan review platform, GeoCivix.

Project Title: T2025001050 TEST 1

Important Note: The applicant who submitted the permit application is responsible for making sure the needed, properly formatted documentation is uploaded for the project via the steps listed below. If another user is uploading the documents, please invite them to the project session in GeoCivix.

Please follow the steps below to upload your project documents:

1. **Register to GeoCivix:** If you haven't already, please Register to GeoCivix.
   Registration is quick and will grant you access to manage your permit application process.

2. **Begin Your Submission:** Click the link provided below to access your project in GeoCivix:

   T2025001050 TEST 1

   This link will guide you through the steps to upload your documents and confirm your submittal package. Please ensure all required documents are included to avoid delays.

3. **Complete Your Submission:** Once you've uploaded and confirmed your documents, your project will automatically be sent back to Metro Nashville for their review.

If you have any questions or need assistance during this process, please notify an ePlans Department Contact.

This e-mail and any files transmitted with it may be confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this communication in error. If you have received this communication in error, please notify the sender immediately.

Metropolitan Government of Nashville and Davidson County
700 President Ronald Reagan Way
P.O. Box 196300
Nashville, TN 37219-6300

Registering for ePlans

When first accessing ePlans, the applicant must register for an account. The applicant may click the link within the application submittal confirmation e-mail or go to the appropriate link for the system. The ePlans production system is accessible via https://eplans.nashville.gov/ and should work properly on most internet browsers.

When the browser window opens, click Register in the upper right corner.   →

Enter a valid e-mail address and click Submit. It is recommended to use the same e-mail address as used for the application submittal.   →

Registration

ⓘ You will not be able to activate your membership unless you provide an accurate email address.   x

⑦ Email [   ]

[Submit]

The registration window will open. Complete the fields with accurate information including entering a password with at least eight characters, at least one letter, at least one number, space, or special character, and is not an easily guessed password.

Registration

ⓘ Passwords must meet the following requirements:

- 8 characters or more
- At least one letter
- At least one number, space, or special character
- Must not match a password in common use (easily guessed)

Tips for creating a secure password

Fields in bold are required

⑦ **First Name**	[ ]
⑦ **Last Name**	[ ]
⑦ **Password**	[ ]
⑦ **Retype Password**	[ ]
⑦ Timezone	Select ▾
⑦ Account Type	Select ▾

☐ I agree to the terms and conditions set fourth in the Terms of Use & Service Agreement

[Submit]

For the account type field, select either homeowner or company. For each account type, additional fields will appear. If 'company' is selected and the e-mail address used has the company domain, an option will appear to select that company. Domains such as Yahoo or Gmail will not have a company listed.

The fields with **bold** labels are required.

Once the appropriate fields are completed, the terms and conditions reviewed, the checkbox checked, and submit clicked, a confirmation message will appear stating an e-mail has been sent to the address entered. If the e-mail is not received within a few minutes, click 'I have not received my activation email' to resend it.

Check the entered e-mail account for an e-mail from Metro Nashville Electronic Plans Reviews. Click the link in the e-mail to activate the account.
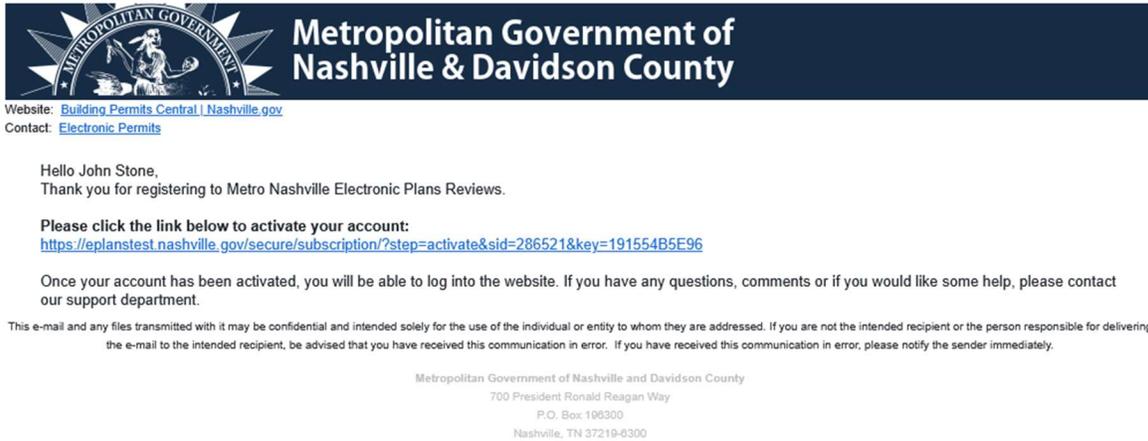
A new browser window will open to the subscriber log in page.
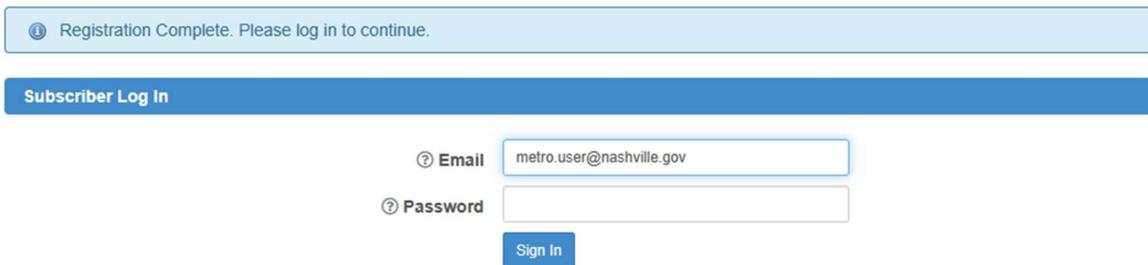
Logging In

Once on the login page which is also accessible via https://eplans.nashville.gov/, enter the registered e-mail address, if not populated, and the password created for it. Users may also create an internet shortcut within their favorite browsers using the link above.

If accessing ePlans directly via https://eplans.nashville.gov/, click Sign In in the upper right corner for the login box to appear.
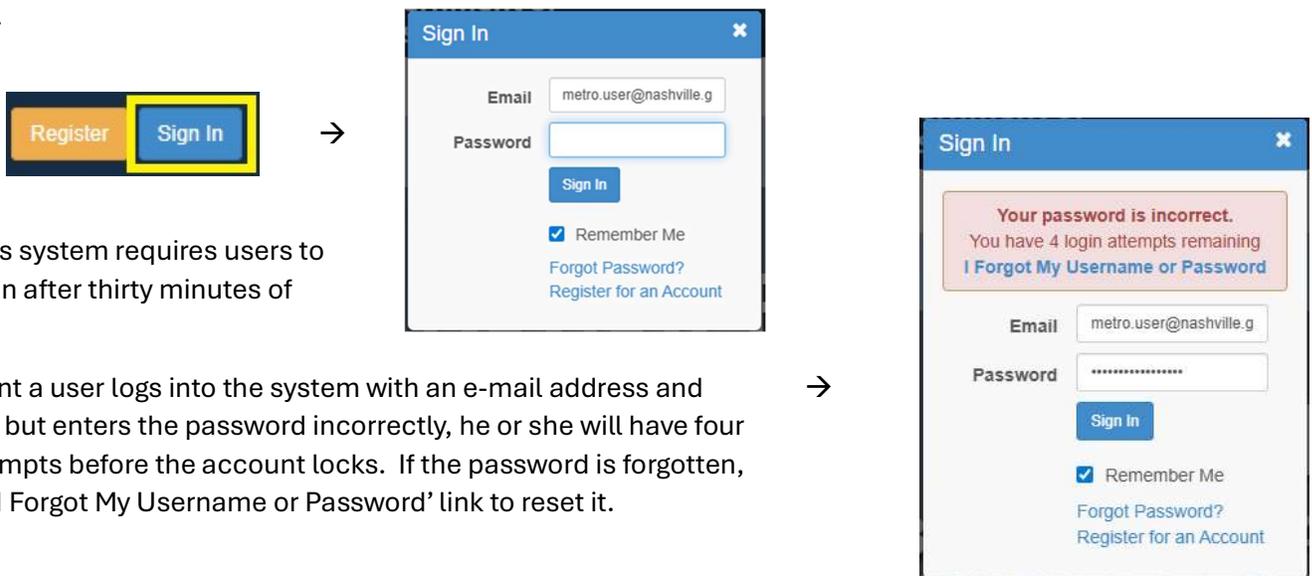
The ePlans system requires users to log in again after thirty minutes of inactivity.

In the event a user logs into the system with an e-mail address and password but enters the password incorrectly, he or she will have four more attempts before the account locks. If the password is forgotten, click the 'I Forgot My Username or Password' link to reset it.

Viewing My Submittals

After logging into the system, the Plans Review Portal splashscreen will appear. The applicant may click My Dashboard in the middle of the screen to access the list of submittals.
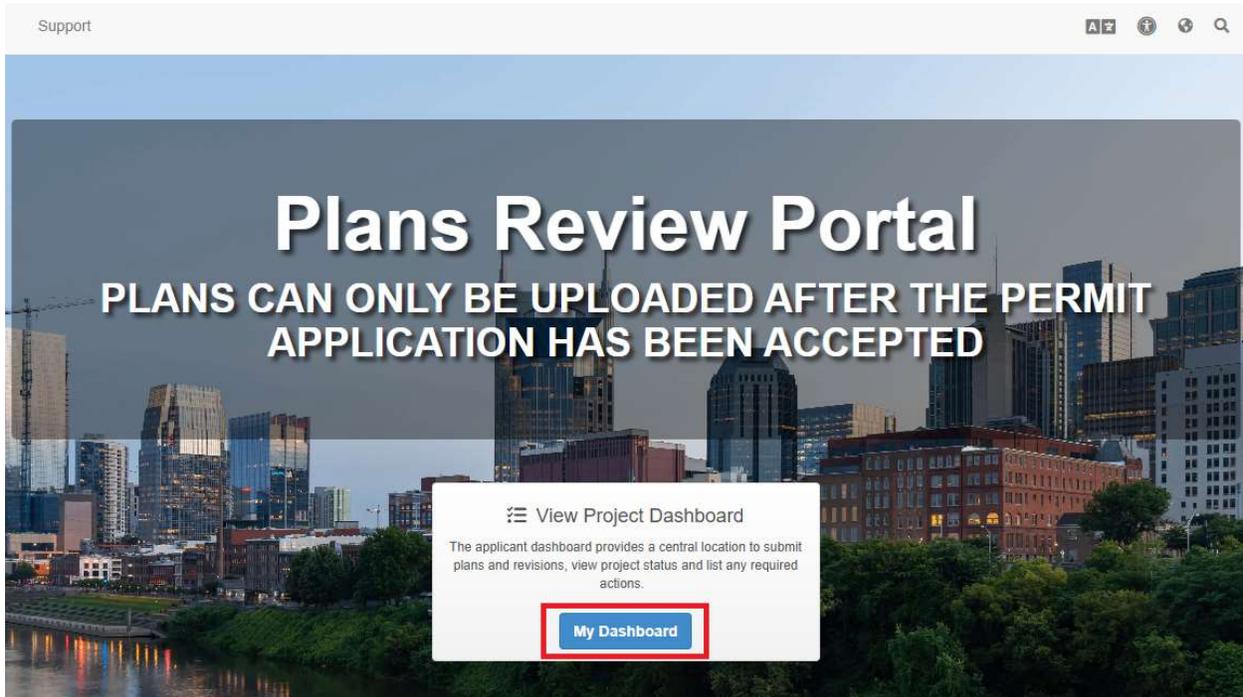
The list of submittals may also be accessed by clicking the logged in user's name in the upper right corner of the window and selecting My Submittals. →

The list of projects will open to the Plan Review Submittals tab.
Note: follow the project naming guidelines shown on the document upload page.

Account Activity

| Plan Review Submittals | Projects I'm Tracking | Project Statistics |

Submittals that appear with ⚠ require action on your part to proceed. Submittals that appear with ✓ have been approved.

[Show Results for All Sites]

Columns ▾   Search: [   ]

	Project Title	Jurisdiction	Application	Action	Stage	Submitted	Due	Approved	Modified
⚠	JS 20250707 TEST 1	Nashville Metro	Electronic Review	⊕ Resume Application Submittal	Initial Submittal	07/07/25			07/07/25
⚠	JS 20250708 TEST 1	Nashville Metro	Electronic Review	⊕ Resume Application Submittal	Initial Submittal	07/08/25			07/08/25
	JS 20250501 TEST 2	Nashville Metro	Electronic Review		Review Complete	05/01/25		05/01/25	05/01/25
	JE 20250505 TEST 2	Nashville Metro	Electronic Review		Review Complete	05/05/25		05/05/25	05/05/25
	JR 20250506 TEST 2	Nashville Metro	Electronic Review		Review Complete	05/05/25		05/05/25	05/05/25

Navigating Account Activity

The Account Activity page has several tools for navigation. There are up/down and left/right scroll bars for showing the list of projects. If more than one hundred projects are listed, there are also page navigation options.

Clicking the column header will change the sort toggling descending / ascending with each click. For instance, clicking the Project Title header will sort ascending. Clicking it again will sort descending.
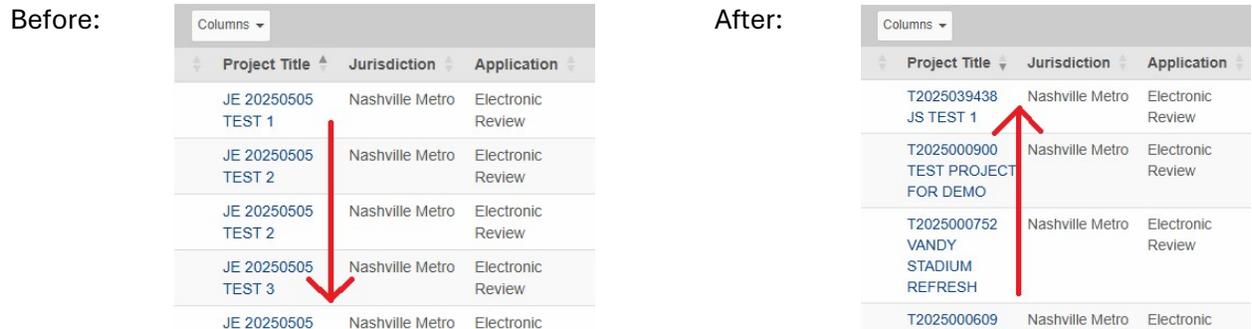
Before:

After:

Clicking and holding a column header allows for moving it elsewhere in the order. For instance, clicking and holding the Jurisdiction column header and then dragging it to the right end of the grid will move it there.

Before

After

To show or hide columns, click the Columns button to show the flyout menu.
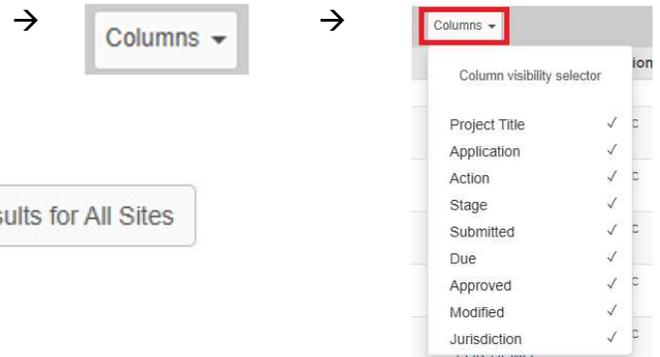
If the applicant has access to ePlans for other entities using the same account, he or she can click Show Results for All Sites to see all submittals.

Complete Project Submittal

Continuing the Submittal

There are two methods to access the project submittal page. First, on the Account Activity page, click 'Resume Application Submittal' on the row of the desired project to continue the application process.

Second, click the project title within the notification e-mail received initially. If it is not open yet, log into ePlans to continue the application process.

Project Disclaimer

The ePlans system will present the Plan Review Submittal page starting with the Confirm Your Application page. Review the data, check the disclaimer checkbox, and click Confirm.

Documentation Upload

The next step in the process is to upload the properly formatted PDF documents. If PDF files have already been uploaded including via ePermits/Cityworks, they will appear here.

Options on the Document Upload page include clicking:

A	B	C	D	E
⬆ Upload files	⊖ Delete selected	💾 Save and continue later	👤+ Invite consultant to upload	❓ Help
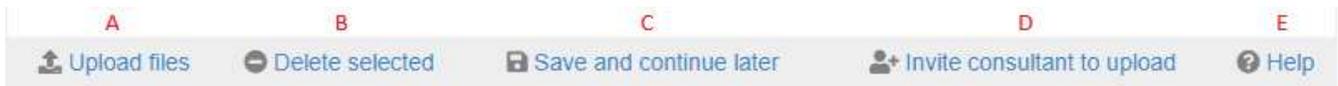
A. Upload files – The window will refresh showing the 'Select files' box for dragging and dropping PDF file(s) or clicking Add Files to select the PDF file(s). For the initial submission, the plans must be a single PDF file, be properly named, contain all the needed pages, be in the proper order, and be properly bookmarked. Note: Filenames cannot be changed by the applicant once uploaded.

Once the PDF files are selected, they will →
appear in the 'Select files' box. If the browser's back button is clicked before clicking Start Upload, any files shown in the box will disappear.

Click 'Start Upload' and the files will be uploaded into ePlans. Once uploaded, the files will appear on the Document Upload page.
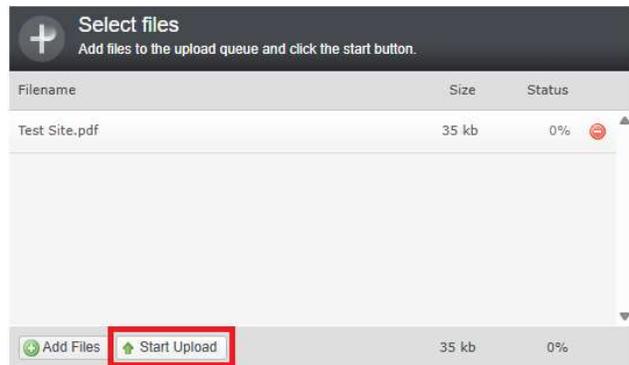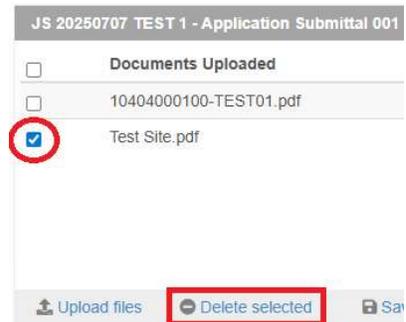
B. Delete Selected – For any uploaded files, the checkbox at   →
    the left end of the row may be clicked and deleted. If any
    files are deleted, they must be uploaded again as they will
    not be recoverable via ePlans.

C. Save and continue later – Click this option to return to
    ePlans another time to continue the submittal.

D. Invite consultant to upload – If another user needs access to the   →
    project, the applicant may invite him or her via an e-mail from
    ePlans.

The applicant who submitted the permit application is responsible for making sure the needed, properly formatted documentation is uploaded for the project as well as communicating with any invited consultants as the ePlans system will only send automated messages to the applicant.

A pop-up box will open for adding e-mail address(es) for other user(s) to be able to access the project. The e-mail may be customized but make sure to leave any items in arrow brackets (< >) as is so the values will automatically populate. When it is finished, click Send.

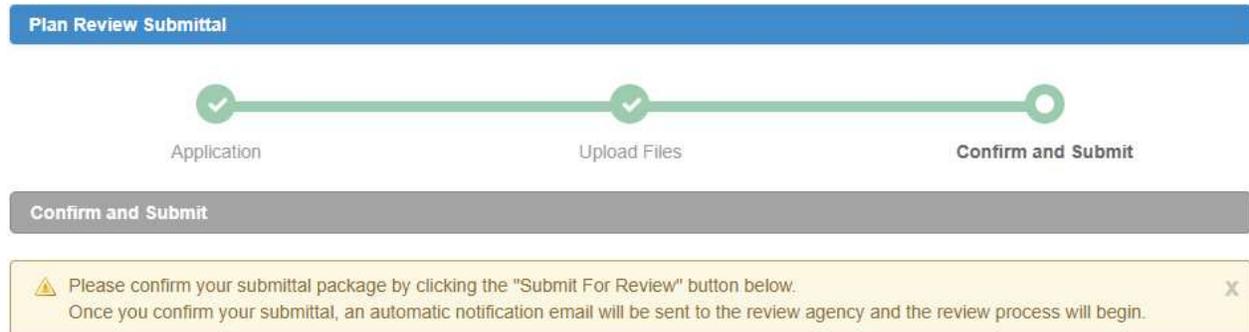The e-mail will look like the graphic below.

E. Help – Opens a pop-up box with additional information on the Document Upload items.

Once documentation is uploaded and any other changes are complete, click Save and
Continue. Note: If no files are uploaded, the project will be rejected.
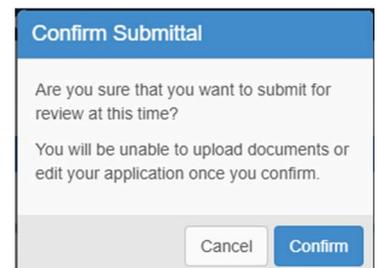

Submittal Confirmation

Once the properly formatted plans have been uploaded, the Confirm and Submit page will open. If not ready to confirm, click the browser's back button to return to the previous page. If ready to confirm the project, click the Confirm and Submit for Review button.

A pop-up box will appear to confirm the submittal. When ready, click
Confirm. If cancel is clicked, it will clear the message and remain on
the confirmation page.

After Confirm is clicked, a final confirmation page will appear. The applicant can either return to the submittal overview or view the project just submitted.

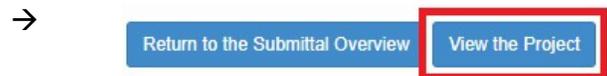The applicant will receive a confirmation e-mail which includes a link to the project.

Viewing a Project

From the submittal confirmation screen, the 'Return to the Submittal Overview' button opens the Account Activity page. Click the blue project title to open the desired project.   →

From the submittal confirmation screen, the 'View the Project' button opens the project page directly.   →
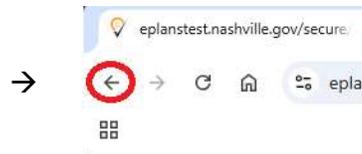

The project page.

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To see the uploaded documents for the project, click the Application Submittal 001 folder to expand it.

Before:

☐ 📁 Application Submittal 001
   ☐ 📄 Application.pdf
   ☐ 📄 Passed Letter_01.pdf

After:

☐ 📁 Application Submittal 001
   ☐ 📄 000_24x36 stamp page.pdf
   ☐ 📄 T2025000784 Earls Kitchen and Bar.pdf
   ☐ 📄 T2025039377 Construction Drawings - 1.pdf
   ☐ 📄 Test Site.pdf
   ☐ 📄 Application.pdf

For the applicant, there are a few tasks available, and the project shows as under review. Clicking one of the PDF links will open the document will open within the browser window. Note: if markups are included via Bluebeam, they will not appear for the applicant until the project is declined or completed.

☐ 📁 Application Submittal 001
   ☐ 📄 10404000100-TEST01.pdf
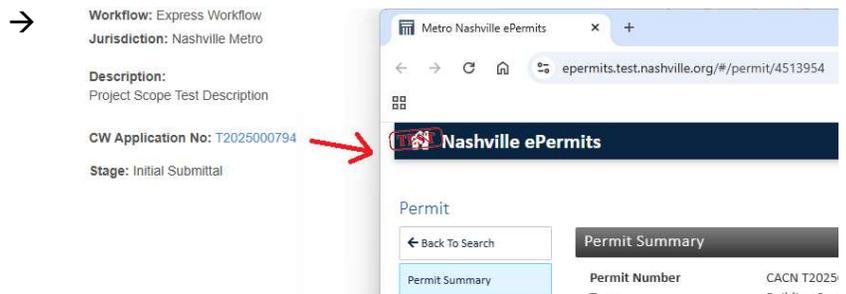   ☐ 📄 Test Site.pdf
☐ 📄 Application.pdf
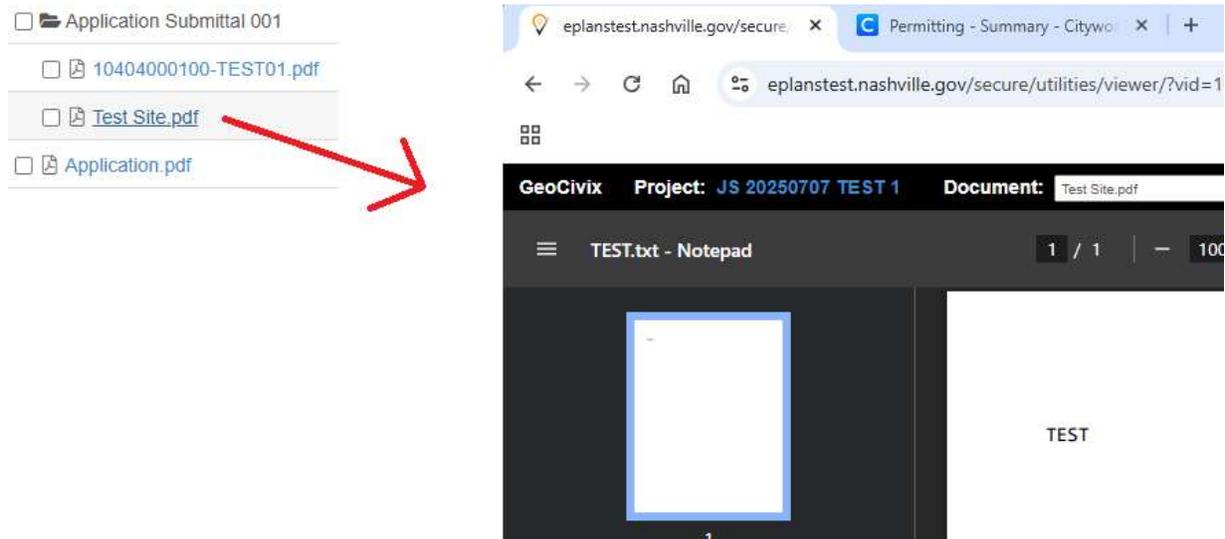
Click the browser's back button to return to the project screen. →

The ePlans system will automatically send e-mail notifications such as when another document is added to a project if the applicant has 'subscribed' to the project. If the applicant does not want to receive such e-mails, click → Subscribed 🔵 or Unsubscribed ⚪ the Subscribed/Unsubscribed toggle on the project page.

If the applicant wants to view the associated Cityworks/ePermits data, click the link beside CW Application No. Cityworks/ePermits will open in a separate browser tab or window. →

Workflow: Express Workflow
Jurisdiction: Nashville Metro

Description:
Project Scope Test Description

CW Application No: T2025000794

Stage: Initial Submittal

Accepted or Declined

Once the project has been successfully submitted, the Metro teams will either accept or decline the submittal package. If the project was submitted with the proper formatting, correct naming conventions, and appropriate engineering and/or architectural drawings, Metro will accept it. If not, then Metro will decline it.

If declined, Metro will send an e-mail to the applicant noting the project was declined and it is suggested to include why the package was declined.

The applicant will then have an opportunity to resubmit the project (hopefully) including whatever was missing from the initial submission. It may be necessary to refresh the browser window for the status to update. Click the resume application submittal button to resubmit the project. The ePlans system will return to the plan review submittal process on the disclaimer page as noted above. Continue the steps again to resubmit the project. It is recommended to replace the engineering and/or architectural drawing PDF with a new updated edition.

If accepted, Metro will send an e-mail to the applicant notifying him/her that the project was accepted.

The 'Stage' field on the project page will update accordingly. It may be necessary to refresh the browser window for the status to update.

Checking Status

Once the project has been accepted, Metro will assign reviewers to complete reviews of the different disciplines associated with the planned work. The disciplines will be updated on the Review Cycle tab. Once clicked, the lower portion of the project page will refresh showing the review cycles header.

The review cycle grid can be expanded via the arrows in the corner of the table. The grid can be sorted, the columns moved, and the columns shown/hidden as with the account activity grid noted above.

The applicant will be able to see who is assigned the review for each discipline by refreshing the review cycle. Click refresh in the browser or click Review Cycles on the lefthand pane to reload the page so any updates will be visible.

As reviews are completed, the applicant will be able to see the results but will not be able to see the reviewer feedback for them until the review cycle is complete.

On the Documents tab, the applicant will be able to see if any 'redlines' were added to the given document but will not be able to review the non-comment ones until the review cycle is complete. Any comments added via Bluebeam will be visible in the Issues section.

Passed or Rejected

Once all reviews are complete, Metro will either mark the project as completed or declined depending on the status of the reviews.   →

Rejected

If any discipline is rejected, Metro will decline the review.   →   Rejected

Metro will send the applicant a comment letter via e-mail with any open issues to be corrected. The e-mail will contain information about the project and links to return to ePlans to resubmit the project.

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The comment letter will show similar information as well as include any open issues/comments starting on page 2.

Page 1

Page 2

The applicant will have the opportunity to resubmit the plans (hopefully) with properly updated documentation on the same project. Upon resubmission, the project will go through most of the steps above again.

Passed

For a project where all reviews are complete and have a status   →   PASSED
other than rejected, Metro will mark the project as complete.

Metro will send the applicant a passed letter via e-mail which will include any comments and conditional items the applicant must address. The applicant should then contact Metro Codes Permit Issuance to pay for the permit and have it issued.

The e-mail will contain information about the project and links to return to ePlans to view the project.

The passed letter will show similar information as well as include any open issues/comments starting on page 2 like the comment letter noted above. The passed letter is NOT the permit.
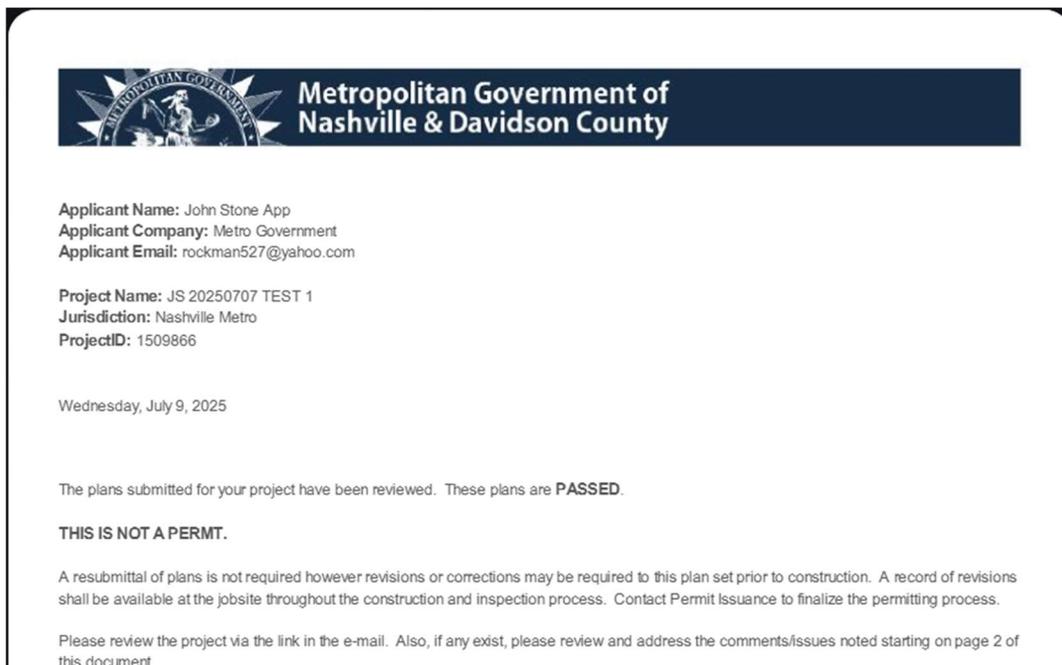
The 'Stage' field on the project page will update to review complete. It may be necessary to refresh the   →   **Stage:** Review Complete
browser window for the status to update.

Close and Download

Once the applicant contacts the Metro Codes Department / Permit Issuance Division to pay for the permit and have it issued, Metro Codes will close the project. A final e-mail message with the passed letter will be sent to the applicant.

Website: Building Permits Central | Nashville.gov
Contact: Electronic Permits

The payment has been received, and the permit has been issued.

You may now download your stamped plans via GeoCivix and begin work.

A full set of completed stamped plans must be present at the project job site.

The applicant can return to the project page via ePlans, and it will show the project is closed with the date. The completed plans may be downloaded by checking the checkbox beside the desired record and clicking Download. If present, the applicant should download all files in the Site Set folder and have them present at the project site.

JS 20250707 TEST 1

Project Actions ▾

⊘ Project Closed 07/09/2025

Type: Electronic Review
Workflow: Express Workflow
Jurisdiction: Nashville Metro

Project Number: 1509866
Posted: 7/7/25 3:29 PM
Applicant: John Stone App
Admin: John Stone Admin

Description:
Project Scope Test Description

CW Application No: T2025000794

Stage: Review Complete

2415 VANDERBILT PL (10404000100)

Documents

	Redlines	Created	Dimensions	Size	Pages	Version
☐ 📁 Application Submittal 001		7/7/25	2 Files	1.64 MB	5 Total	
☑ 📄 10404000100-TEST01.pdf	3	7/9/25	30x42	1.60 MB	4	[ver.2]
☐ 📄 Test Site.pdf		7/8/25	8.5x11	0.04 MB	1	[ver.1]
☐ 📄 Application.pdf		7/9/25	8.5x11	0.05 MB	1	[ver.3]
☐ 📄 Comment Letter_01.pdf		7/9/25	8.5x11	0.05 MB	2	[ver.1]
☐ 📄 Passed Letter_01.pdf		7/9/25	8.5x11	0.05 MB	2	[ver.1]
☐ 📄 Passed Letter_02.pdf		7/9/25	8.5x11	0.05 MB	2	[ver.1]

Toggle All ▾

⬇ Download   ❷ Help

The browser will update showing the document download screen and, depending on the browser, the downloaded ZIP file will appear. The applicant can then save or download the file to his or her device.

The applicant can either return to the project [Return to the project] or click his or her name in the upper right corner [John Stone App ▾] and select log out.
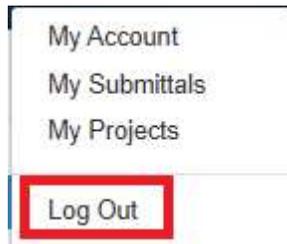
The ePlans project is complete!