

# eplans CUSTOMER support

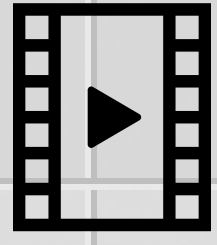


**CLICK HERE FOR PROCESS MAP**

## How to: CREATE AN ACCOUNT

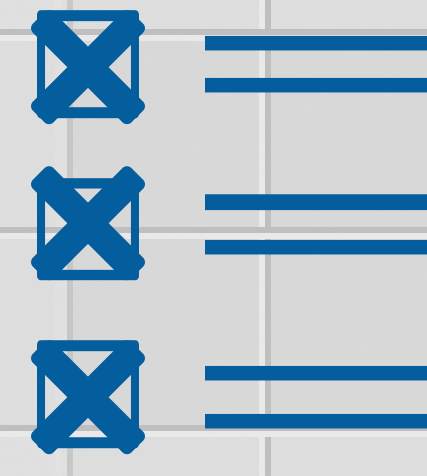


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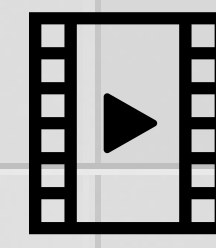


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## How to: APPLICANT RESUBMIT



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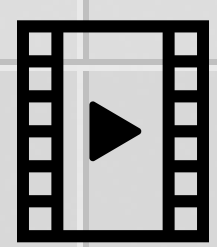


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## How to: MAKE A NEW REQUEST



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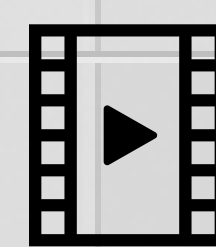


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## How to: APPLICATION STATUS



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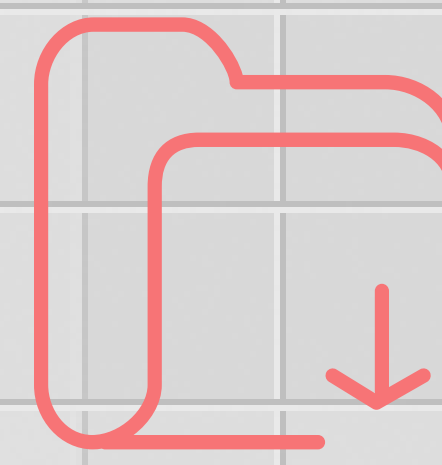
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## How to: RESUME SAVED REQUEST

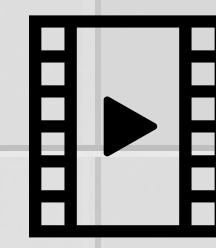


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## How to: DOWNLOAD APPROVED DWGS

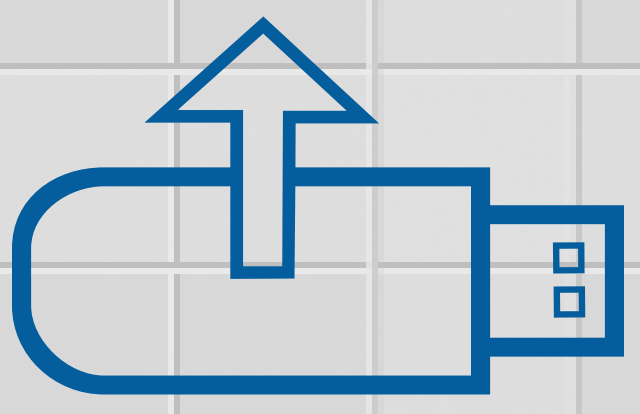


OPEN FILE

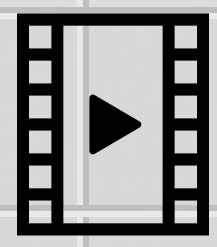


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## How to: APPLICANT UPLOAD

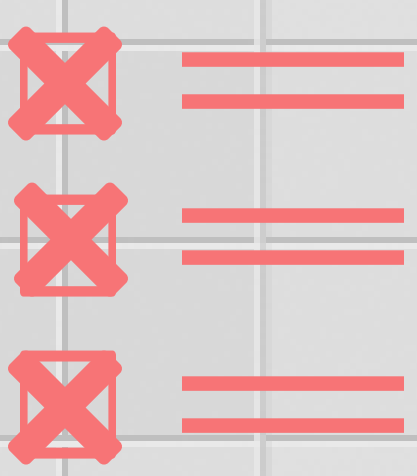


OPEN FILE

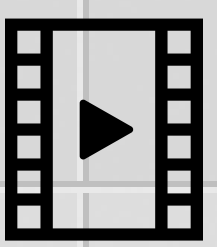


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## How to: PRE-SCREEN CORRECTIONS



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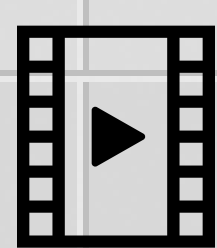


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## How to: PAY APPLICATION FEE



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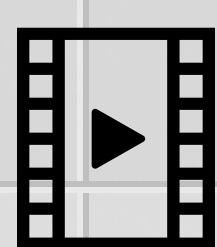


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## How to: VIEW OUTSTANDING COMMENTS



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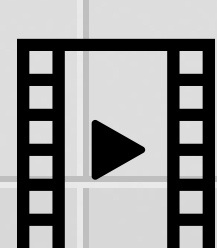


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## How to: VIEW MARK UPS

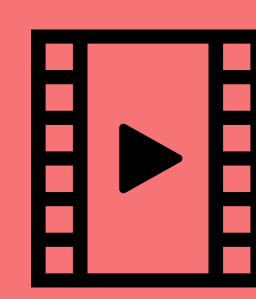


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## HELP:



INTRODUCTION:  
NAVIGATING EPLANS



I CAN'T DELETE MY  
DRAWINGS



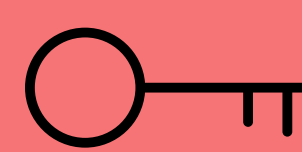
I CAN'T UPLOAD MY  
DRAWINGS



I NEED TO CHANGE MY EMAIL  
ADDRESS



I CAN'T INPUT AN  
APPLICANT RESPONSE



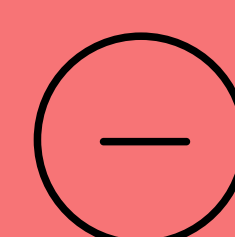
MY PASSWORD ISN'T WORKING  
MY EMAIL ADDRESS IS NOT  
RECOGNIZED



HOW DO I VERSION MY  
DRAWINGS?



HOW DO I COMPLETE MY  
TASK?



I WANT TO CANCEL MY  
REQUEST/APPLICATION



HOW DO I CONTACT MY  
PLANS EXAMINERS



905 615 4311



MISSISSAUGA

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