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Getting Started

The City of Miami’s Department of Planning & Office of Zoning is dedicated to providing policy guidance for the future development of the City of Miami by preparing neighborhood plans; administering, interpreting, and preparing amendments to the Zoning Ordinance and the Miami Comprehensive Neighborhood Plan; preparing recommendations to and administering the Planning, Zoning, and Appeals Board, Historic and Environmental Preservation Board, and other hearing boards; and collecting and analyzing demographic, physical, social, and economic data on the City of Miami.

The City of Miami strives to be a Service City every day by streamlining our internal processes; making it easier to register, pay, and receive city services. We have greatly enhanced our online application system, OAS, to make requests easier, faster, and available from your home or office computer at any time.

1. About OAS

OAS is the City of Miami’s Department of Planning and Office of Zoning’s online application system that allows you to submit permit applications online from anywhere, at anytime. The Department of Planning and Office of Zoning is committed to greater operational efficiencies and transparency at every stage of the application and review process. Create a free account, activate the free account, log in to the system, and submit your application. Upon submitting your application, you will receive an email with applicant tasks to upload supporting documents, project plans, or make corrections.
2. OAS User Guide

This guide explains how to create a new account and submit an application in an easy-to-read format utilizing brief descriptions and pictures of the OAS software.

The OAS User’s Guide contains three (3) modules:

1. Module I: OAS Access & Log In
2. Module II: Application Creation & Submission
3. Module III: Using ProjectDox

3. OAS User Guide Audience

This guide is intended for individuals who have a working knowledge of the City of Miami’s application process within the Department of Planning & Office of Zoning.

4. OAS Video Tutorials

The Department of Planning & Office of Zoning offers a series of short videos (5 minutes or less) to explain all major tasks available within OAS. All videos follow the guide contents, so feel free to read the guide, then watch a quick video to see OAS in action.

Please visit the City of Miami’s Technology eLearning Hub on YouTube or Vimeo. Click the links listed below or search for OAS on YouTube or Vimeo. After you have successfully logged into ProjectDox, you can also find links to training content.

- Youtube:  

- Vimeo:  
5. OAS Technical Support & Application Submission Support

Please email OAS system questions or technical issues to the OAS Technical Support team:

- Email: eplantechsupport@miamigov.com

Please call or email the Department of Planning & Office of Zoning with permitting process questions or issues:

<table>
<thead>
<tr>
<th>Planning Department, 3rd Floor</th>
<th>Office of Zoning, 2nd Floor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: (305) 416-1400</td>
<td>Phone: (305) 416-1495</td>
</tr>
<tr>
<td>Email: <a href="mailto:eplanpz@miamigov.com">eplanpz@miamigov.com</a></td>
<td>Email: <a href="mailto:eplanpz@miamigov.com">eplanpz@miamigov.com</a></td>
</tr>
</tbody>
</table>
6. Permitting Application Integration with ProjectDox

The City of Miami has three permitting systems that are integrated with ProjectDox, a nationwide leader with over 150 jurisdictions utilizing the tool throughout North America. Within the City of Miami, each permitting system is owned by a specific department (e.g., Public Works, Building Department) responsible for a certain type of permitting. ProjectDox works in conjunction with the City of Miami’s permitting applications to help automate the plan review process.

7. OAS and Project Dox

The City of Miami has brought together two systems, OAS and ProjectDox, under one effective, streamlined program called ePlan Review to make the online application process easier and more efficient for residents and businesses. In an effort to streamline how we deliver permitting services, here’s our basic permitting application process:
8. Plans Preparation

Before you begin uploading your supporting plans and drawings into ProjectDox take a moment to make sure that your plans are ready for a thorough review. Plans uploaded into ProjectDox without the proper layout may delay your permit review and result in a returned application.

If your plans are approved, the Department of Resilience & Public Works personnel applies the City of Miami seal (or stamp) to the upper-right corner of each page within the plan. Please ensure that you leave the upper-right corner blank (empty), as shown in the below sample.

Blank space requirements by plan size:

- **8.5 x 11** plan requires a **2x2 blank** (empty) area / **11 x 17** plan requires a **3x3 blank** (empty) area
- **24 x 36** plan requires a **4.5 x 4.5** (empty) area

**Naming Conventions**: The City of Miami has established specific file naming conventions. Your application may be returned for correction and re-submittal if the proper naming conventions are not followed.


If you have questions prior to upload, please send an email: [eplanrpw@miamigov.com](mailto:eplanrpw@miamigov.com).

Please allow 24 hours for a response from our City of Miami personnel.
Module I: OAS Access & Log In

The City of Miami has brought together two systems, OAS and ProjectDox, under one effective, streamlined program called ePlan Review to make the online application process easier and more efficient for residents and businesses.

This guide focuses on navigating and submitting an online application through OAS. ProjectDox is the next phase to the application process that allows the City of Miami to review your application, provide comments and feedback on necessary plan changes, and post the final application status. To learn more about ProjectDox, visit the last page of this guide for ProjectDox links and videos.
1. **Recommended Internet Browser: OAS & ProjectDox**

We suggest using Internet Explorer 11 or higher to ensure that OAS and ProjectDox operates as intended. Since OAS is fully web-based, you will not need to install additional software or components. ProjectDox does require a small installation for full functionality.

- To access OAS, visit: https://miami-fl-us.avolvecloud.com/ProjectDox

2. **Install ProjectDox Components (Use IE Only)**

ProjectDox is tightly integrated with OAS, however it will require a separate log on (Username & Password), along with an installation of small components (add-on tools for your browser). You should install the ProjectDox components before opening ProjectDox in your browser from OAS.

- Only users within Internet Explorer will see the **Install ProjectDox Components** link.
  - To review and install the components, go to the OAS main page: https://miami-fl-us.avolvecloud.com/ProjectDox

3. **Pop-Up Blocker**

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

1. Disable pop-up blockers entirely, or
2. Configure blocker to allow pop-ups for specified OAS site.

   To learn more about configuring Internet Explorer, please refer to the official IE Help online: https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings. IE Help is available from your browser, press F1 on your keyboard. You can use the Help menu at the top of the browser to find pop-up blocker instructions.

4. **Accessing OAS**

To access the OAS system, you must have a **user account.** Any resident or business can create a User Account, regardless of your role in a project (e.g, Contractor, Owner, Architect, Engineer, Permitting Expediter).

- You will not need to call or visit the City of Miami Administration Offices to create an OAS account, simply use the steps on the following pages to create an account from your web browser.
- If you experience technical difficulty, please e-mail us: eplantechsupport@miamigov.com.
5. Creating a New User Account

Step 1: On the OAS system home page, click Create User Account located below the Login box.

Step 2: Complete the new account form. Enter a Username, valid Email Address, and Password.

- A valid email address is important, since it will be used by OAS to send project confirmations and document upload tasks. Also, it will be used during the review process to alert you of any important tasks or changes to your application.

- The password must not contain special characters, must contain at least one numeric digit, one upper case letter, one lower case letter, and must have at least 8 characters. Click Create My Account to proceed.
**Step 3:** Once you have successfully created your account, you will receive an email with your Verification Code.

![New Account Request](image)

**Note:** If the verification code provided in this email has expired, you can click on the link above and request another verification code.

Please do not reply to this email.

**Step 4:** To activate your account, you will be required to click the link and enter your verification code.

![Verification Code](image)

**Note:** If you experience difficulty, please contact ePlan Technical Support by email: eplantechnicalsupport@miamigov.com.
6. Logging In

After successful account creation and activation, you are ready to submit applications online. Now, you are ready to log on to the OAS site.

**Step 1:** Go to OAS Home Page, the Login box displays.

**Step 2:** Enter your username. Use the email address saved during the initial account creation.

**Step 3:** Enter your **Password**.

**Step 4:** Click the **Login** button.

**Note:**
- Use the **Forgot password?** link to change your password. Enter your registered email address and follow the instructions.
7. OAS Main Page

Once you have successfully logged onto OAS, the system has three major sections:

1. Start My Application Request
2. Manage My Existing Projects (Links to ProjectDox)
3. In Process Application Requests

Section 1: Start My Application Request

- Use this feature to begin a new application with the City of Miami. Select a Request Type and enter a Request Name.

Section 2: Manage My Existing Projects (Links to ProjectDox)

- Use this section to review and manage applications, now projects, that you have already submitted to the City of Miami. Click the Manage My Existing Request button to open ProjectDox in a new screen.

Section 3: In Process Application Requests

- Use this section to view active and saved applications with the City of Miami. If there are no active or saved applications, this section will be blank.
Module II: Application Creation & Submission

1. Begin New Planning and Zoning Special Permit

Step 1: Select the application type (Alcohol, Reservation letter, Certificate to Dig, etc.) from the dropdown menu in Request Type field. Most applicants will select the Standard Application.

Step 2: Enter the Request Name for the application.
**Step 3:** Click Start My Application Request button to begin the application.

**Step 4:** Now, the Terms and Conditions of Use display on your screen. Review the Terms and Conditions. Scroll through the Terms and Conditions to agree or disagree with the terms.

- If you are satisfied and agree, click I have read, understand, and agree to the above terms and conditions.
- If you do not agree, click the Back To My Home Page link to end the online application process.
Step 5: Once you have accepted the terms, click the **Accept & Start My Application**.
2. Complete Permit Application

**Step 1:** Complete the application. Enter all required (mandatory) fields marked by an asterisk (*).

- If you have selected **Standard Application**, select a **Special Permit Type**.

- If you have selected a specific permit type on the main OAS screen, such as Certificate to Dig, Historic Resource, then move to the next step to complete **Submitter Information**.

**Step 2:** Complete the **Submitter Information**.

If you need to edit your **Request Name**, this can be done by clicking Edit in the upper right-hand corner.

**Note:** The submitter will receive all applicant related tasks and notifications.
Step 3: Enter your Primary Applicant information. If you are the Primary Applicant and you are logged in, click the checkbox to allow OAS to use your Profile Information to complete the form.

Click box to use OAS account details from your profile

Enter up to 5 Co-Applicants

Step 4: In Primary Owner Information, fill out all required (mandatory) fields marked by an asterisk (*). Similar to the Applicant section, you may have up to 5 co-owners.

If there are additional applicants or owners, upload a PDF document with a detailed name list (e.g., full name, email, address) to ProjectDox. Upload all lists inside the Documents folder within ProjectDox file folders.
**Step 5:** In **Primary Contact**, fill out all required (mandatory) fields marked by an asterisk (*). Click the check box, **Primary Point of Contact**, to allow OAS to use the Profile Information within the system. If you are not the Primary Contact, then complete the form.

**Step 6:** In **Project Information**, fill out all required (mandatory) fields marked by an asterisk (*).

**Note:** Currently, validation of the **Project Address** and **Folio** will occur by the City of Miami after you have successfully submitted your application.
**Step 6a:** In **Project Information**, enter a Building Application Number, if there is one associated with this application. If not, click **No**.

**Step 7:** In **Property Information**, fill out all required (mandatory) fields marked by an asterisk (*). Fields that appear gray are **unavailable** for editing. These fields can be read, but may not be changed. Those fields will be automatically completed by the City of Miami’s geographical location system (GIS).
Step 7a (Optional): Review Application Resources

After the Property Information section, various online guides and informational resources are available to help you to complete your application. Some resources may not apply to your application type. Each resource opens in a new window so that you can remain inside of the application, until you are ready to Save for Later or Submit to the City of Miami.

![Image showing supporting document types]

Step 8: Click the plans and documents upload box to confirm that you are aware of the next phase, ProjectDox. After submitting the application, you will receive an email with an upload request (task).

After receiving the first task email, you can begin uploading documents and plans to support the application request.

![Image showing Supporting Document Checklist]

Note: You can log in to OAS and click Manage My Existing Projects to open ProjectDox. Now, locate and open your project to begin uploading documents and plans.

Step 9: Sign & Submit or Save for Later:

- **Save for Later:** If you click Save for Later, you can return to the application from the lower section of the OAS main page. Look at the lower section on the page, In Process Application. If you choose to save the application, you must complete the signature process. Saving does not save the signature.
Step 10:

Sign & Submit: If the application is complete, review and accept the submission terms and send the application to the City of Miami.

- To Sign:
  Click the **Plus Sign** to open (expand) the Signature area and review the terms. Click the checkbox to agree to the terms. The applicant’s name displays on the bottom of the form.

- To Submit:
  After accepting the terms, send the application to the City of Miami. Now click **Submit Request**.
Successful Application Submission

After successfully submitting the application to the City of Miami, a confirmation page displays.

You can print the confirmation, application or note the Request Number. You will receive emails that contain the next steps for uploading documents and plans to support the application.

- Click the Print button to make a copy of the confirmation page or make a note of the Request Number for future reference.
• Click the **Home** button to return to the main OAS page. Remember, you can start a new application and open a Saved and active applications. Also, you can open ProjectDox to upload plans and documents, check status, and view/reply to planner comments.
Module III: Using ProjectDox

The City of Miami has brought together two powerful applications, OAS and ProjectDox, under one effective, streamlined program called ePlan Review to make online applications easier for residents and business.

After submitting your application to the City of Miami, you are ready to upload supporting documents and monitor its review progress within ProjectDox. From OAS, you can click the Manage My Existing Projects button to view active projects (applications). The ProjectDox User Guide and Video Tutorials are listed below to help you to get started in ProjectDox.

1. Get ProjectDox User Guide

ProjectDox is a task-based system that guides you through the application review process using workflows, similar to walking your application through various stages and departments within the City of Miami Administration building.

ProjectDox eliminates standing in line, reduces your drive time to our Downtown Miami offices and paper waste, and most importantly, increases transparency throughout the permit process.

2. Watch ProjectDox Videos

Watch a quick video tutorial to learn basic ProjectDox tasks:

- **Youtube:**  

- **Vimeo:**  

- If you have ProjectDox technical questions, please contact our ePlan Support team:  
  [eplantechsupport@miamigov.com](mailto:eplantechsupport@miamigov.com)