Customer Portal Series

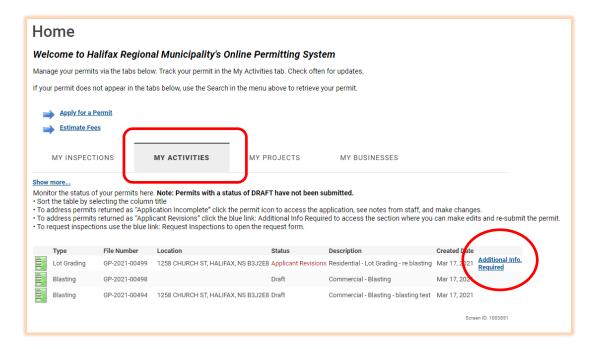## How To: View and Submit Revision Requests

During the Review Stage, reviewers may request revisions or additional information on application documents. The permit application will be returned to the applicant as Applicant Revisions, Additional Information Required. During this stage of the permit application, only the application documents are editable. No further changes can be made to the application.

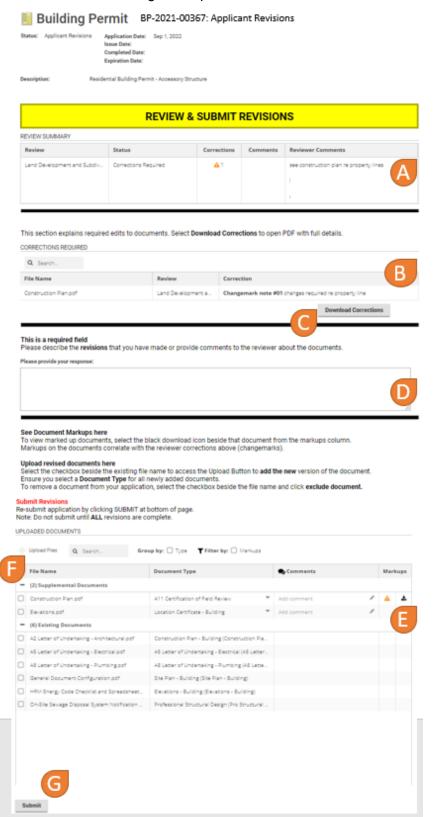The following document walks through the steps to see, edit and resubmit application documents.

Application Revisions Required

1. The permit is returned to the Applicant by a reviewer during the **In Review** Stage. There are multiple reviewers on a permit application so the permit may be returned to the applicant multiple times.

2. To access the section of the system where revision request information can be viewed, follow the Blue Link: Additional Info. Required next to the permit in the My Activities Tab.

   NOTE: If clicking elsewhere on the file name opens the permit file review tab not the Revisions Portal page. (There will be no re-submit button or changemark information).

Submitting Revisions

1

3. The Revisions Portal Page will open:

Submitting Revisions

Customer Portal Series

The Revision Portal Page provides the applicant with:

A) **Review Comments**. These are notes written by the reviewers who have reviewed the permit application to date.

Each reviewer will have a separate line of comments. Many reviewers will not provide comments if the application is approved for their review.

The Orange Corrections Required Symbol (⚠) indicates which document requires corrections.

B) **Changemark Notes**. Changemarks are notes the Reviewer can add directly to the document to make it easy to see where an edit or change is required within a document. Often the changemark comments are not easily visible in the table.

Each document with Changemarks will have its own entry in the table.

C) **Download Review Feedback.** This button opens a pdf of each changemark supplied so the changemark notes are more easily visible.

Note: if there are no Changemarks clicking the Download Review Feedback button will have no action. It does not relate to reviewer comments.
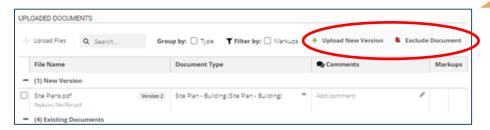
D) **Response Box**: This is a text field that allows the applicant to provide a response to clarification questions asked by the reviewer and provide an overview of changes made to documents. It is the applicant's opportunity to communicate with the reviewer.

E) **Download Changemarks**: this icon (⬇) when clicked, downloads the documents with reviewer Changemarks to be viewed in E-plan Viewer; a program within the customer portal that allows Applicant to view the Changemarks. No additional software is required. The document will download in the lower left corner of the screen and will open in E-plans when selected.

F) **Uploaded Documents Section**: This section tracks what documents have been uploaded and allows new documents to be uploaded.

   i. **Existing Documents**: These are all the documents previously uploaded as part of the application. The corrections required and changemark download icons will indicate the documents requiring edits.

     Note: existing documents cannot be deleted but they can be 'excluded'.
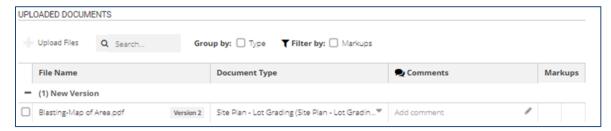
   ii. **Upload New Version**: To upload a New Version of a document, and initiate version control, select the box beside the document to replace. This opens the option to Upload New Version of the selected document. The functions are not available until an existing document is selected.

Submitting Revisions

iii. **Exclude Document**: The applicant chooses to exclude a document instead of uploading a new version. The document will be marked as excluded. A new document of this "Document Type" must be uploaded if the excluded document is a required document.

iv. **Document Type**: the middle column of the uploaded document table sets the document type. The document types are listed within a pull-down menu. Each document must have an assigned corresponding document type selected. If the applicant follows the Document Naming Convention as outlined on the website, then the document type will set automatically. If the naming convention is not followed, the document type must be manually set, or the revisions will not re-submit.
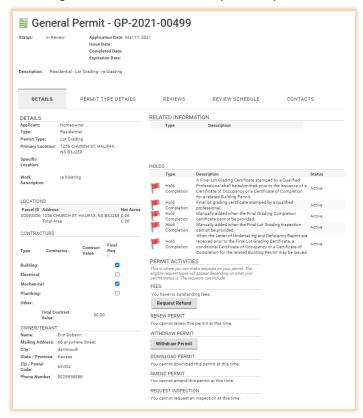

G) **Submit:** The submit button returns the permit to HRM. Once the revisions are submitted not further changes can be made by the applicant. This Review Portal page is no longer accessible.

4. The system will confirm the submission was successful.

5. **No Further Action is required**. The permit application is returned directly to the reviewer requesting the revisions and is placed in queue for their re-review. Additional reviewers may be asked to review the revised documents.

6. Following the click here link will open the permit file.

7. **Note**: *Once all reviews are complete and the permit advances to* **Ready for Issue** *status, the reviewer's comments / revisions requests will no longer be accessible in the customer portal. Only current status tabs are available.*