

Frequently Asked Questions



Question: What formats are accepted for submittal?

Answer: We only accept DWF formatted plans or documents that do not have any markups.

Question: How secure is the information within the site?

Answer: This application is hosted at the City of Raleigh and is protected by a firewall and other network security strategies.

Question: Who will have access to this site?

Answer: Access is limited to the specific builder's designees and the code enforcement staff of the City of Raleigh and Mecklenburg County.

Question: Will the general public be able to view my plans?

Answer: If general public asks for the plans, we have to provide it to them because any document submitted to us is a public record. However, we will only provide them paper copies of the plan.

Question: Are plans required to have electronic seals?

Answer: Professional seals are required on documents, if the structural components dictate.

Question: Will this site be available 24 hours?

Answer: The website is available 24 hours per day unless it is taken off line for maintenance.

Question: Who do I contact if I have a problem accessing the website?

Answer: Questions regarding the access and use of the program may be directed to the following:

- Residential Technical Answer Center – (704) 432-7822
RTAC@mecklenburgcountync.gov
- Mark Wyte – (704) 336-7017 mark.wyte@mecklenburgcountync.gov
- Gene Matthews – (919) 872-4134 gene.matthews@ci.raleigh.nc.us

Question: Is there a limit to the number of users a builder can set up?

Answer: There is no limit and builders may set up any number of designees to use the program.

Question: What is the difference in a primary user and a regular user?

Answer: Primary users have the ability to set up users and modify users' information. They also have the ability to delete plans. Regular users only have the ability to submit plans and view plans within the dashboard.

Question: Can I add more Option Types?

Answer: Only City of Raleigh or Mecklenburg County personnel can add Option Types. If you have Option Types that are frequently used, contact either jurisdiction to have it added to the selection.

Question: Can I add more types of Mandatory Features?

Answer: Only City of Raleigh or Mecklenburg County personnel can add Mandatory Feature Types. If you have a Mandatory Feature type other than the ones listed you may contact either jurisdiction to have it added to the selection.

Question: Do I need to enter options that do not modify the heated or unheated square footage?

Answer: Options or modifications to plan designs that do not affect structural components, or alter the heated or unheated square footage of the dwelling are not necessary to be listed or added to the list of options.

Question: How do I get set up in the program initially?

Answer: Initial setup into the EPS program is done through one of the following contacts:

- Residential Technical Answer Center – (704) 432-7822
RTAC@mecklenburgcountync.gov
- Mark Wyte – (704) 336-7017 mark.wyte@mecklenburgcountync.gov
- Gene Matthews – (919) 872-4134 gene.matthews@ci.raleigh.nc.us

One account per company will be set up; however you may have an unlimited number of users within a company.

Question: When I submit a plan, do I submit individual plan pages or one combined file?

Answer: Plan pages must be combined into one file. Only one master plan file will be accepted per submittal. Any and all supporting documentation must be attached to the submittal. (i.e. truss drawings, reaction summary sheets, plot plans when required, etc.)

Question: Can I submit additional attachments regarding the plans or permit?

Answer: See above.

Question: When re-submitting corrected plans, do I submit only the pages that were changed?

Answer: The marked up pages of a plan must be exchanged with the corrected pages and re-submitted as a complete clean set of drawings. Any other attachments needing corrections may be removed individually without affecting the other attachments.

Question: *When can I withdraw a plan? Does this remove all of the information for the plan?*

Answer: You can only withdraw a plan before a review has started. Withdrawing a plan puts it into an 'Incomplete' state. None of the information that you have entered is lost. You can submit the plan after making changes.