OAS User Guide

Department of Planning & Office of Zoning

*Create Account
& Request Special Permits Online*

*Upload Plans
& Check Status*

*Get Approved
& Go to Hearing and Print Permits Online*

OAS Contents

Welcome to OAS

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 any time. 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. Please visit our **City of Miami eLearning Hub – Document Downloads** for the most recent guides.

- https://drive.google.com/drive/folders/1oVVJyjnBHKE9kP--YiSl15lHUsqROF0z?usp=sharing

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

1. Module I: File Submission Standards
2. Module II: OAS Access & Log In
3. Module III: Application Creation & Submission
4. Module IV: 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**:
  http://bit.ly/miamielearning

- **Vimeo**:
  http://bit.ly/miamielearning2

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:

Planning Department, 3rd Floor	Office of Zoning, 2nd Floor
• Phone: (305) 416-1400 • Email: eplanpz@miamigov.com	• Phone: (305) 416-1495 • Email: eplanpz@miamigov.com

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**.
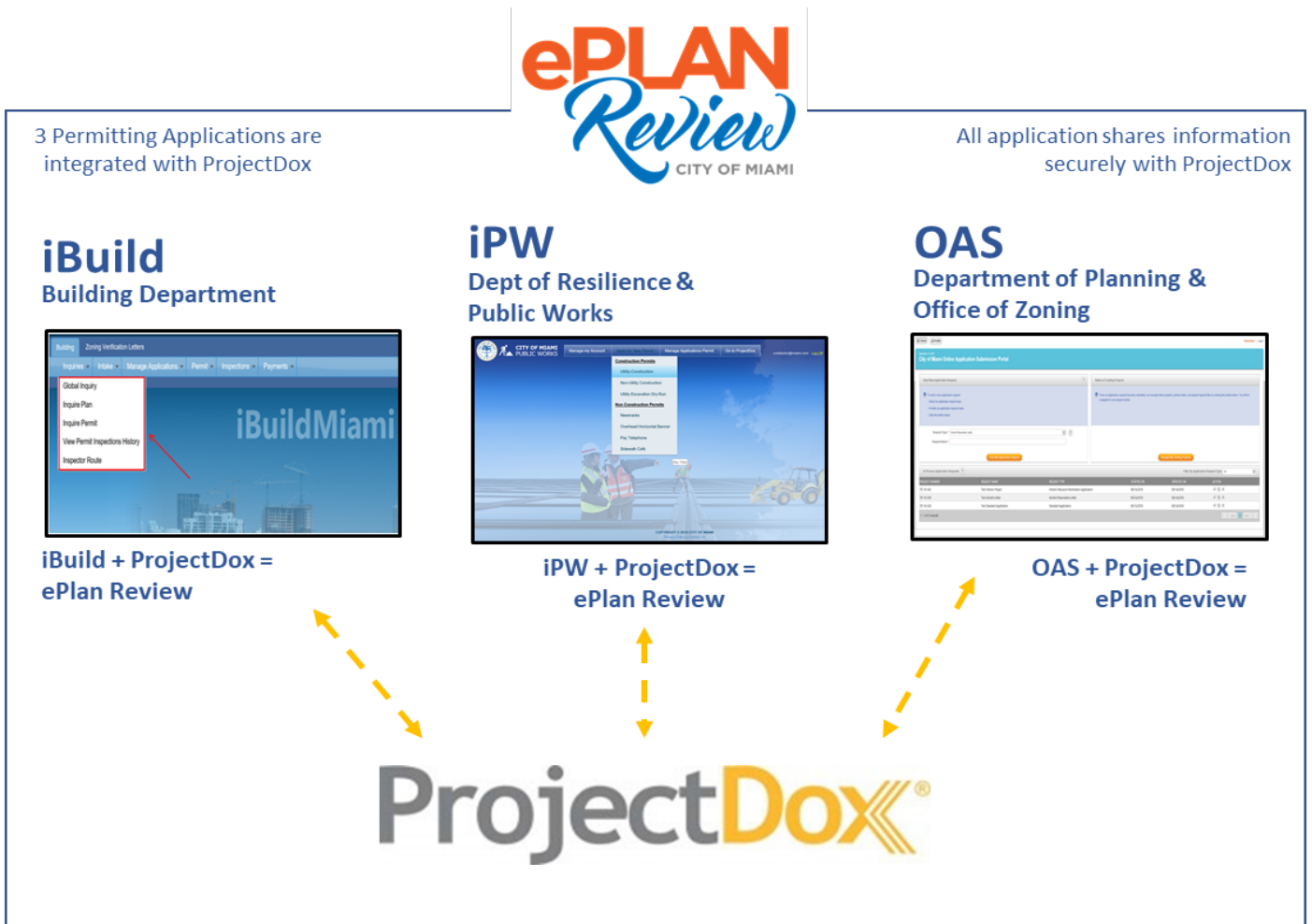
7. OAS and Project Dox

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**:

Submission Standards

Module I: Submission Standards – Preparing Your Electronic Submission

Once you have made your initial request and paid the upfront fee, if applicable, you will receive two emails. The first email is invitation to the project. The second email will be regarding applicant upload task to upload your plans and documents so that we may Prescreen your request. The drawings and documents that you upload must meet our submission standards.

1. Required File Standards

1. Drawing Files – each drawing sheet shall be uploaded as separate file.

2. Document Files – Each document shall be uploaded as a separate file. Multiple pages are permissible for document files.

3. Only vector PDF files drawn to scale will be accepted for drawings. Please submit searchable PDF files for calculations, reports and other supporting documentation (non-drawing files).

   Note: When generating vector PDFs, all drawing and any resubmitted need to be oriented in <u>LANDSCAPE</u> orientation**.**

4. When submitting vector-based PDF, you will need to provide us with a layer naming convention so that we can manipulate the view to speed our review time.

   Note: We recommend that the layers are turned on when submitting drawings. See Naming Conventions for layers.

2. File Naming Standards – Building Plans (Residential & Commercial)

File names for drawings submitted through ePlan Review (ProjectDox) should include the required code, followed by up to 3-digit per sheet number and drawing type. File names for both drawings and documents **shall remain the same for all submittals**. Please do not version files when uploading resubmitted files.

- **Discipline Designator (Required)** – First character(s) in the file name represents the discipline area followed by the page number and type of drawing, i.e. A002 – Elevations. Ensure that all plans, including the associated details, are submitted under the correct discipline characters to use.

- **Sheet Type(Required)** – Must be a single digit to denote the type of sheet (see Naming convention for more information).

- **Sheet Number(Optional) –** This must be a 2-digit number with leading zeroes to denote a page number. For example: A1**01.**

- **Sheet Description (Required)** – Adding in the sheet name will allows plans examination staff to quickly navigate your submission, this will aid in review process. The sheet name should be the same name that you would place in your title block for that drawing, for example **A103 First Floor Plan.**

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.

Please review the naming conventions doc online for the most up-to-date standards:

- https://bit.ly/3upRfCX

3. 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: **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.

- https://bit.ly/3upRfCX

If you have questions prior to upload, please send an email to the specific department: Building Department: eplanbuilding@miamigov.com / Dept. of Resilience & Pubic Works: eplanrpw@miamigov.com / Department of Planning & Office of Zoning: eplanpz@miamigov.com.

Accessing OAS

Module II: 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 or visit our **City of Miami eLearning Hub – Document Downloads** for the most recent guides: https://drive.google.com/drive/folders/1oVVJyjnBHKE9kP--YiSl15lHUsqROF0z?usp=sharing

1. Recommended Internet Browser: OAS & ProjectDox

We suggest using **Internet Explorer 11** or higher to ensure that OAS and ProjectDox operates as intended.

2. Install ProjectDox Components (Applicable to Only Internet Explorer)

ProjectDox is tightly integrated with all of the City's permitting systems, however it requires 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 logging in or creating your ProjectDox account.

- 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.
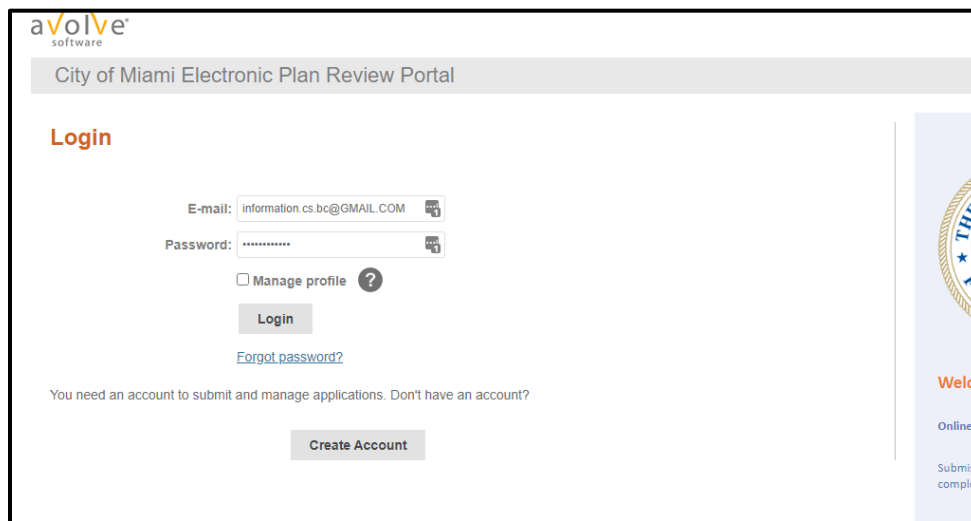
4. Accessing OAS

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.

Step 4: To activate your account, you will be required to click the link and enter your verification code.
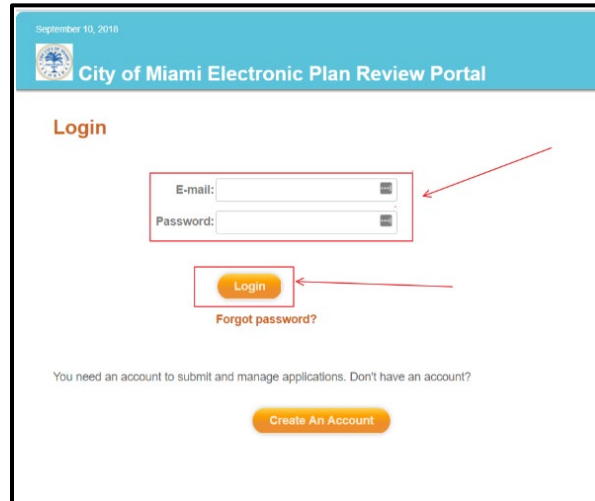
Note: If you experience difficulty, please contact ePlan Technical Support by email: eplantechsupport@miamigov.com.

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.

Step1: 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 fourteen service screens to choose from:
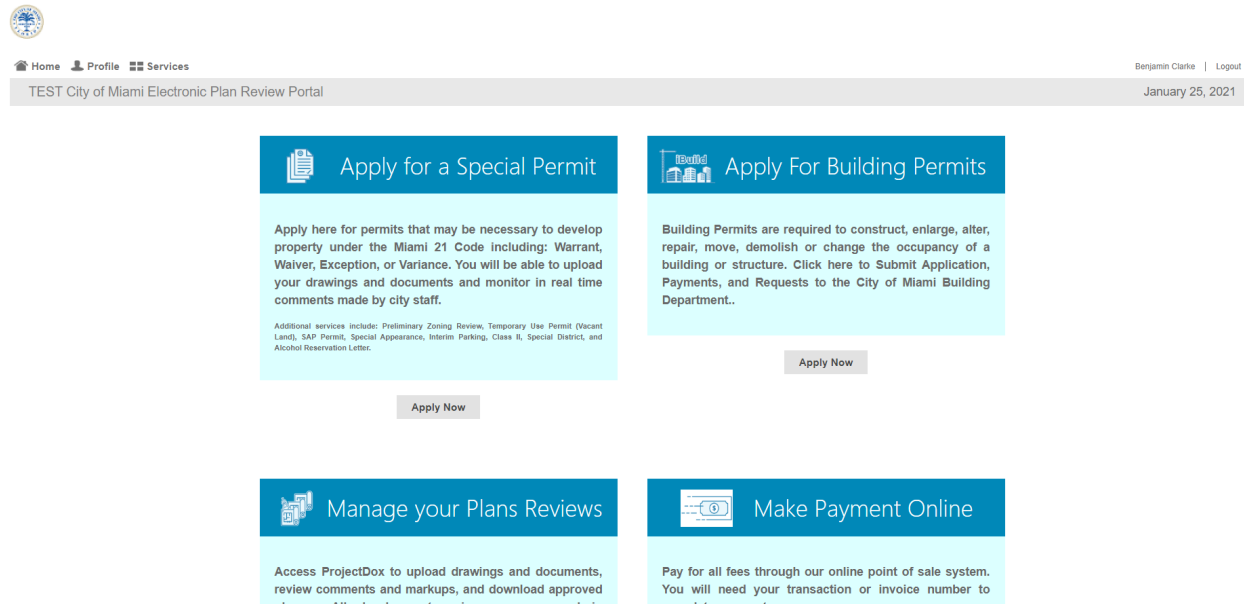
The service screens on the OAS Main Page Are:

Service Screen Title	Description
Apply for a Special Permit	Apply here for permits that may be necessary to develop property under the Miami 21 Code including: Warrant, Waiver, Exception, or Variance. You will be able to upload your drawings and documents and monitor in real time comments made by city staff. Additional services include: Preliminary Zoning Review, Temporary Use Permit (Vacant Land), SAP Permit, Special Appearance, Interim Parking, Class II, Special District, and Alcohol Reservation Letter.
Apply for Building Permits	Building Permits are required to construct, enlarge, alter, repair, move, demolish or change the occupancy of a building or structure. Click here to Submit Application, Payments, and Requests to the City of Miami Building Department.
Manage Your Plans Reviews	Access ProjectDox to upload drawings and documents, review comments and markups, and download approved plans. All development reviews are managed in ProjectDox.

Make Payment Online	Pay for all fees through our online point of sale system. You will need your transaction or invoice number to complete payments.
Search Property on Map	This powerful mapping tool allows you to search addresses and view transect zones, zoning regulations, districts, land use, owner information, and more.
Request a Zoning Change	Apply here for consideration to change the current zoning regulation or an amendment to the comprehensive plan that responds to changing conditions affecting the local community. Additional Services include: Rezoning, Comprehensive Plan Amendment, and Special Area Designation.
Review a Covenant	Apply here for covenants that is supplemental to an application submitted to the Planning or Zoning Departments. Additional Services include: Unity of Title, Declaration of Restrictive Covenants, Release of Unity of Title, Public Benefits, etc.
Historic Preservation	Apply for the designation of historic sites/districts and for alterations to historic structures and sites, archaeological sites, and environmental preservation districts. Certificate of Appropriateness, Special Certificate of Appropriateness, Certificate of Approval, Certificate to Dig, Historic Resource Nomination.
Request a Vacation Closure	Apply here to request a closure to a street or alley located within the City of Miami. Important Note: Submissions will only be considered after the applicant request has been reviewed and approved by the City's Plat and Street Committee.
Assisted Living Facility	Apply here to open or change ownership of an assisted living facility within the City of Miami.
Apply for Special Events Permit	Upload supporting documents and drawings in support of a special events application processed by the Department of

	Parks & Recreations, Office of Film & Entertainment, or the Office of Zoning. Application Services include: Special Events (Parks), Special Events (more than 300 persons), Film, Temporary Event, Farmer's Market, and Fireworks (Pyro) Permits.
Apply for Public Works Permit	Apply for permits in the Public Right of Way (ROW). Any vehicular, equipment, material, or worker staging/protecting in the Right of Way will require a permit. Additional Services include: Utility Company and Contractor Registrations, Right of Way Permit Applications, Extensions, and Permit Close Outs.
Request a Zoning Verification Letter	Request a Zoning Verification Letter is a request to learn a property Zoning Designation, Permitted Uses and if it is consistent with the Future Land Use Designation.
Request a Certificate of Use	Apply here for a Certificate of Use to ensure that all startups or established businesses are operating legally, safely, within the City of Miami.

- Each Service screen serves a different function.
- Many will take you to a permit application with a limited selection of options based on which screen you clicked.
- Some will link out to other components of ePlan Review (ProjectDox, iBuild, iPW, etc.)
- Some will link to external resources (Property map, certificate of use, payment, etc.)

8. OAS Application Page

After clicking one of the following service screens, you will enter the OAS application page. These types of services fall within the OAS system:

- Apply for a Special Permit
- Request a Zoning Change
- Review a Covenant
- Historic Preservation
- Request a Vacation Closure
- Assisted Living Facility

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.
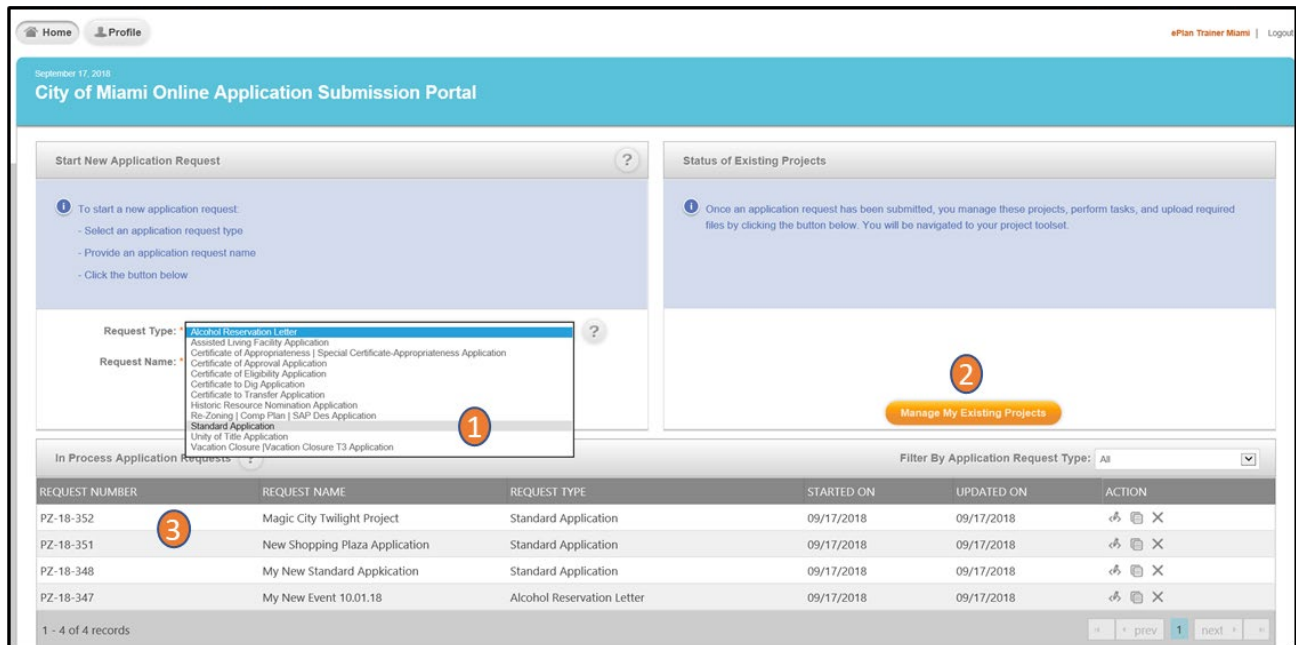
Module III: Application Creation & Submission

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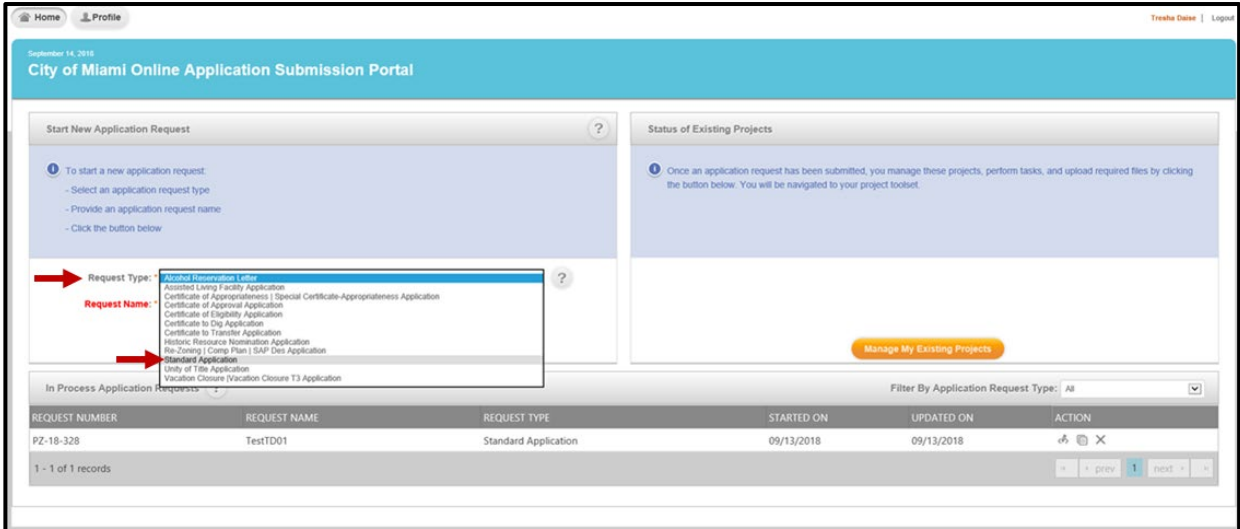
Step 2: Enter the **Request Name** for the application.
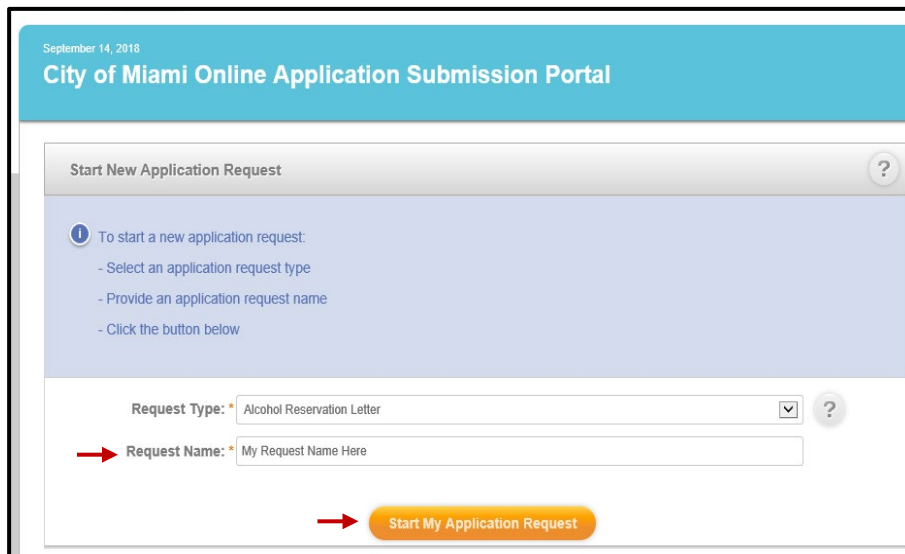
Step 3: Click **Start My Application Request** button to begin the application.

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.
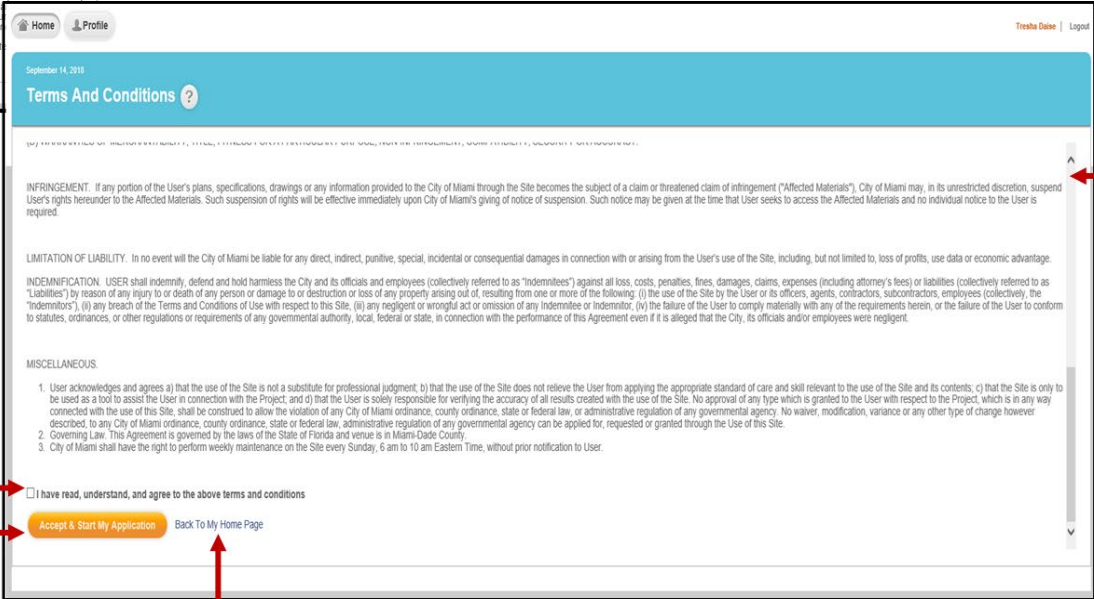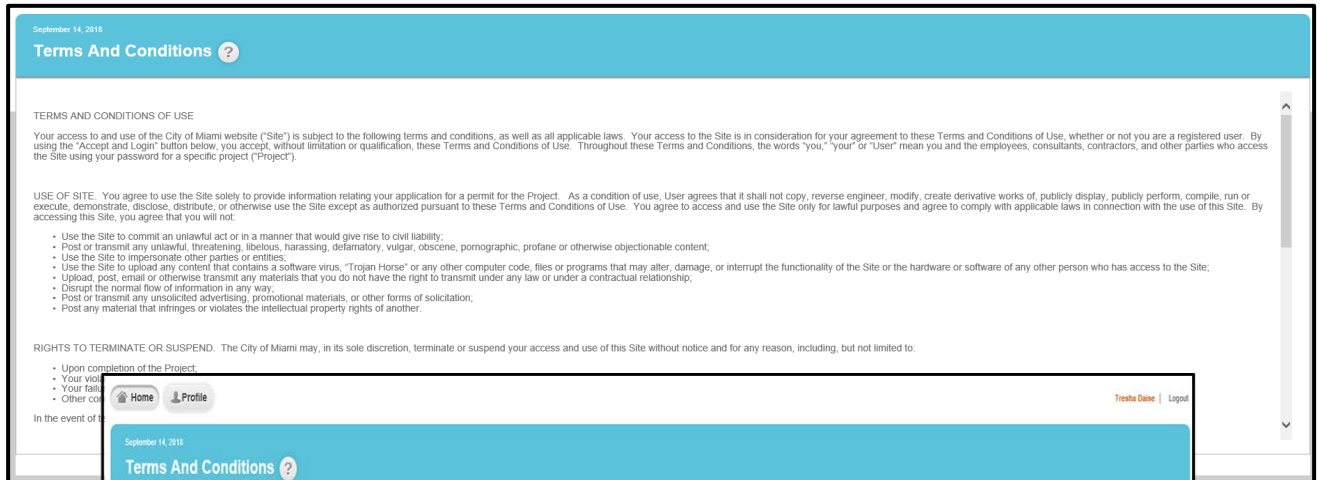
- If you are satisfied and agree, click **I have read, understand, and agree to the above terms and conditions**.

- 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 **Standard Application** was
selected, select the **Permit Type**

You can select one or more
Special Permit Types

- 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.

Request
Name

Click to edit
Request
Name

Complete
Form

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.

Select the Primary
Contact's Project Role

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

Address & Folio
are verified after
submission

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.

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.

Click checkbox to confirm document and plans upload in ProjectDox

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.
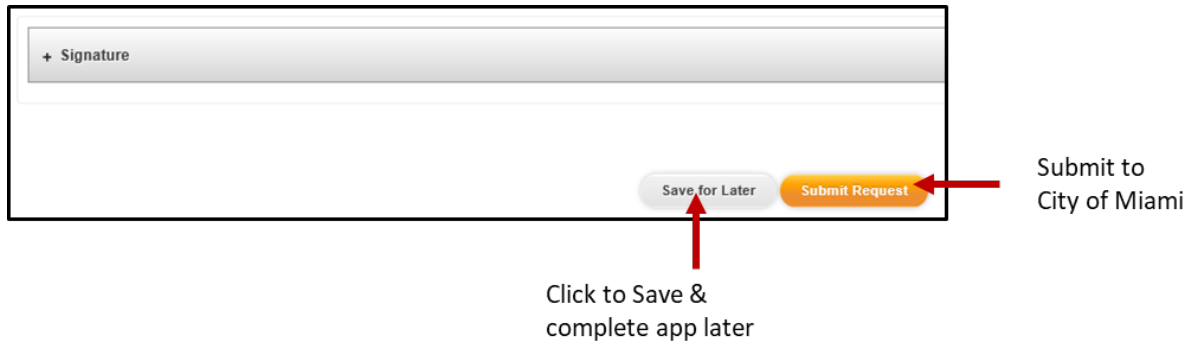

Note: Currently, Saved and incomplete (not finished) applications do not expire and will remain on the bottom of the main OAS page within the **In-Progress Applications Requests** section.

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** [+ Signature] 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.
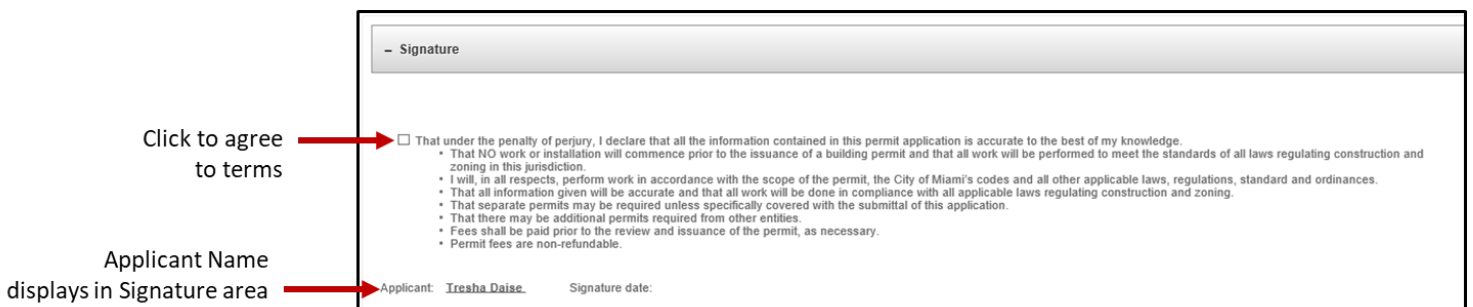
- **To Submit**:

  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.

Application Process Complete

ePLAN Review
CITY OF MIAMI

Next Steps: ProjectDox

Module IV: 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 it's 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.

Please visit our **City of Miami eLearning Hub – [Document Downloads](#)** for the most recent guides: https://drive.google.com/drive/folders/1oVVJyjnBHKE9kP--YiSl15lHUsqROF0z?usp=sharing

2. Watch ProjectDox Videos

Watch a quick video tutorial to learn basic ProjectDox tasks:

- **Youtube**:
  http://bit.ly/miamielearning

- **Vimeo**:
  http://bit.ly/miamielearning2

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