Fast Track Permit Applications & Electronic Plan Submittal

User Guide

Electronic Plan Submission Review Process

1. Submit

- Files automatically organized based on naming conventions
- Intake and routing to divisions
- Plans and documents reviewed by all necessary Orange County departments

2. If errors are present or documentation is missing, deficiencies email is generated

3. Submit corrected plans and/or documents

4. If documentation is in order, acceptance email is generated

5. Download copy of permit

Register: www.OCFL.net/FastTrack
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1 Introduction

Electronic transmission of information has become commonplace in many of today’s industries. Utilizing telecommunication to reduce time, cost and waste is an important step forward for the construction industry. Orange County Government has developed Fast Track Online Services to support the construction industry and meet the technological needs for online permitting and plan submission.

Utilizing electronic transmission of documents provides the opportunity to reduce cost and time for all parties involved. The goal of implementation was increased work flow efficiency, reduced printing costs, eliminating archiving costs, reducing shredding cost, and reduction of wait times and visits to Orange County permitting services.

The goal of the building permit process is to create an official public record of construction activity that aims to protect the safety of everyone involved in the project, both directly and indirectly, from the workers on the job, to nearby residents, to the final occupants of the completed structure.

The electronic permit application process depends on the authenticity of information. Certain documents such as plans/drawings will need to contain digital signatures which ensure that documents have not been altered since they were signed by design professionals; i.e. architects and engineers. Digital signatures are covered in detail in Part B of this packet, Digital Signature Guide. In order to efficiently and automatically organize documents uploaded to this system, and facilitate project version tracking, file naming conventions have also been established by Orange County Government. These naming conventions must be followed precisely for the system to recognize and organize uploaded files. Naming Conventions are covered in detail in Part C of this packet, Naming Conventions Guide.

1.1 Scope and Purpose

This document provides step-by-step instructions for effective use of Orange County’s Fast Track Online Services. This guide covers initial membership registration, online permit applications for residential and commercial construction and the electronic plans and document upload process. The procedures outlined herein apply to contractors, sub-contractors, expeditors and design industry professionals who submit permit applications and/or upload electronic plans to Orange County Government, Florida.

The instructions herein are meant to be a reference guide and are not all inclusive. We invite you take a free training class offered by the Orange County Division of Building Safety for increased likelihood of successful permit applications. You may register for a training class online on the FastTrack home page (FastTrack.OCFL.net), just click on the Training button.
2 User Guide

2.1 Registering and Logging in
In order to submit Electronic Plans or submit permit applications, you will need to become a registered user of FastTrack Member Services (FastTrack.OCFL.net). Any licensed Contractor or unlicensed Non-Contractor can now apply for a FastTrack Account. Detailed instructions for user registration are located under Contractor Services (My Services/Log In) section of the FastTrack Home Page. (Figure 1, below)

2.1.1 Registration

2.1.1.1 Account types
There are two account types that may be registered:

- **Licensed Contractors** *(General Contractors and Sub-Trades)*
  This type of account has access to permit applications, Electronic Plans Upload tools, Fee payment and the entire suite of search and research tools. This type of account requires a paper application because it must be notarized. To get started with registering a licensed contractor account, please download the form.

- **Non-License Holders**
  This type of account does not have access to begin permit applications but does have the ability to upload Electronic Plans for existing permit applications, pay fees for existing permit applications and has access to the entire suite of search and research tools. To get started with registering a non-license holder account, you may register electronically, using the online form.

![Login page](image)

Figure 1 – The Login page displays links to register both account types.
2.1.2 Logging in

Once you receive your Login information for Fast Track Member Services, you will access the My Services/Log In link under Contractor Services in the sidebar, or the orange Login button on the homepage. Once you on the Fast Track Member Services - Login page, you will enter your Username and Password information to login.

Figure 2 - My Services / Log In link shown in sidebar

2.1.3 My Services Home Page

Once logged into the system, your My Services home page will display a list of permit applications attached to your account. It displays the Permit #, Application Date, Permit Type, Address, Status & Fees Due (if applicable). This list includes permits in every stage, from recently started applications to permits that have been issued and/or completed. The status column will show the current status. There is an option to change your view from “Last 6 Months - All Permits” to “Last 6 Months - Active Permits”. In this view, the system will only display the permits that are in any status except Complete.

Figure 3 - My Services home page shown with list of permit applications attached your account


2.2 **Electronic Permit Application**

The process begins when you select the Menu dropdown and click Apply for a Permit.

![Menu dropdown](image)

**Figure 4** - To begin a permit application, select "Apply for a Permit" from the 'Menu' dropdown

The “Apply for a Permit (Choose Type)” page will load. You will now select whether you are applying for a Residential or Commercial permit. We will start with a Residential Permit. **Note:** if you have a license for a sub trade, you will see the Permit Type listed for your license also.

![Apply for a Permit](image)

**Figure 5** – Apply for a Permit (Choose Type) page

From here, this guide will cover Residential and Commercial separately. Residential begins in the next section on page 8, Commercial begin on page 14.
2.2.1 Residential

You have now reached the beginning of the permit application. This portion is specific to Residential Permit applications, but the process is similar to a Commercial Permit application. The Commercial Permit application process guide begins on Page 14.

The pages within Fast Track Member Services are numbered with Steps from this point on.

1. In Step 1 of the Residential Permit Application process, you will choose whether the address exists or an address is requested from zoning for an assessor’s parcel number (known as an APN).

![Figure 6 - Permit application Step 1](image)

**Figure 6** - Permit application Step 1

a) **Choose Address**: Populate the name of the street and select ‘Street Search’. This will return all addresses available for the street selected. If the street contains a large amount of addresses, enter your street number prior to searching. *(Figure 7, below)*

![Figure 7 - Step 1: Choose existing address.](image)

**Figure 7** - Step 1: Choose existing address.
Request an Address from Zoning: If the property does not yet have a street address, then an address must be requested from Zoning. Select the radio button for “Request an Address from Zoning” and populate the parcel fields. The first three fields are required. (Figure 8, below)

Figure 8 – Step 1: Request an address from Zoning.

2. In Step 2 of the Residential Permit Application process, you will select your Building Type and Work Type for the permit you are requesting.

Figure 9 – Step 2: Select Building Type, Work Type.

3. In Step 3 of the Residential Permit Application process, enter the required Application Information. The red asterisks indicate required fields. At a minimum, the required fields must be entered to complete this step, but more complete information will assist permit review staff in reviewing your application. Once you have filled out all applicable fields, click the “Continue” button to proceed to Step 4 of the permit application process.
4. In Step 4 of the Residential Permit Application process, you will upload Electronic Plans and E-Project documentation on the page labeled “Apply for a Residential (RES) Permit – [Step 4]” (Figure 12, below). Please refer to Part C of this manual, *Naming Conventions Guide* for full instructions on the naming conventions required for uploaded files to be accepted by the system.
Once you have selected “E-Submittal Plans/Documents” or “Other Documents,” a File Upload pop-up window appears (Figure 13, below). If it does not, please ensure that your browser is not blocking pop-ups. On the File Upload pop-up, you may drag and drop files into the upload area denoted by a dotted line or select “Upload Files” to choose files using your computer’s file browser. Once files are uploaded, you may click “Remove” next to the file name if you have mistakenly uploaded the wrong file.

**Note:** If an address was requested from zoning in Step 1 a Site Plan must be uploaded or the “Continue” button will not display.

![Apply for a Residential (RES) Permit - [Step 4]](image)

**Figure 12 – Step 4: Upload Electronic Plans or Project Documentation.**

![Upload Plans - Internet Explorer](image)

**Figure 13 - Step 4: File Upload Popup**
For any file that is selected that is not named correctly, the system will generate an error message stating the file name does not comply with the County’s file naming standard for plan uploads and the file will not be uploaded. (Figure 14, below) Please refer to the “Naming Conventions Guide” in Part C of this packet for detailed instructions.

![Figure 14 - Step 4: File Upload popup displaying error message](image)

Once you have uploaded the document after clicking the “Upload Files” button, you will receive the “Close Window” message which is a confirmation your upload was successful. Click “Close Window”. (Figure 15, below)

![Figure 15 – Step4: File Upload popup displaying upload complete](image)

Once the “Close Window” has been closed, you will be directed back to the Upload page. If you have forgotten anything, you will have additional opportunities to continue uploading documents before clicking the “Continue” button. To add additional documents, select the “E-Submittal Plans/Documents” link again and the “Upload Files” window will appear again.
There are two statuses for uploads which will be displayed in parenthesis next to “UPLOADED FILES”:

a) Awaiting Verification – Uploads not yet verified
b) Verified – Uploads verified and being routed for review

Once you are ready, click the Continue button to move to the last step of the process, Step 5.

5. In Step 5 of the Residential Permit Application process, you will have the option to “Submit Application” if it is complete or “Save Application Information” if you need to save your work and return to it at another time. If you choose to save the information, it will not be submitted for any processing until you have clicked the “Submit Application” and “Finish” buttons.

Once you have selected the “Submit Application” or the “Save Application Information” radio button, you must click the “Finish” button to complete the process.
2.2.2 Commercial

You have now reached the beginning of the Commercial Permit application. This portion is specific to Commercial Permit applications, but the process is similar to a Residential Permit application. The Residential Permit application process guide begins on Page 7. The pages within Fast Track Member Services are numbered with steps from this point on.

1. In Step 1, you will choose whether the address exists or an address is requested from zoning for an assessor’s parcel number (known as an APN).
   a) **Choose Address**: Populate the name of the street and select ‘Street Search’. This will return all addresses available for the street selected. If the street contains a large amount of addresses, enter your street number prior to searching. *(Figure 18, below)*

![Figure 18 - Step 1: Choose existing address.](image-url)
b) **Request an Address from Zoning**: If the property does not yet have a street address, then an address must be requested from Zoning. Select the radio button for “Request an Address from Zoning” and populate the parcel fields. The first three fields are required. *(Figure 19, below)*

![Figure 19 - Step 1: Request an address from Zoning.](image)

2. In Step 2 of the Commercial Permit application process, you will select your Building Type and Work Type for the permit you are requesting. If your Building Type and Work Type does not exist, it is not capable of electronic applications at this time.

![Figure 20 - Step 2: Select your Building Type, Work Type.](image)

3. In Step 3 of the Commercial Permit Application process, enter required Application Information. The red asterisks indicate required fields. At a minimum, the required fields must be entered to complete this step, but more complete information will assist permit review staff in reviewing your application. Once all information is filled in, click the "Continue" button to move to Step 4, the Associated Permits page. *(Figure 21,22, below)*
4. In Step 4 of the Commercial Permit Application process, you will enter information relevant to associated permits, such as additional units in a multifamily townhome.
For each associated permit, the required fields will have to be filled in at a minimum to move forward to Step 5.

Figure 23 - Step 4: Enter Associated Permits information.

5. In step 5 of the Commercial Permit Application process, you will upload Electronic Plans and E-Project documentation. Any permits that include a request for an address from Zoning will require a Site Plan to be uploaded before the “Continue” button will appear.

Figure 24 - Step 5: Upload Electronic Plans and Other Documents.

Please refer to Part C of this manual, *Naming Conventions Guide* for full instructions on the naming conventions required for uploaded files to be accepted by the system.
Once you have selected “E-Submittal Plans/Documents” or “Other Documents,” a file upload pop-up window will appear (Figure 25, below). If it does not, please ensure that your browser is not blocking pop-ups. On the file upload pop-up, you may drag and drop files into the upload area denoted by a dotted line or select “Upload Files” to choose files using your computer’s file browser. Once files are uploaded, you may click “Remove” next to the file if you have mistakenly uploaded the wrong file.

![Figure 25 - Step 5: Upload files.](image)

Once you have uploaded the document, you will receive the “Close Window” message which is a confirmation your upload was successful. Select “Close Window”. (Figure 26, below)
Once you click on “Close Window,” you will be directed back to the Upload page so that if you have forgotten anything you have one more opportunity before clicking the “Continue” button. To add additional documents, select the E-submitittal Plans/Documents link again and follow the same steps outlined above. (Figure 24, above). Once you are ready, Click the “Continue” button to move to the last step of the process, Step 6.

There are two statuses for uploads which will be displayed in parenthesis next to “UPLOADS FILE”:

- c) Awaiting Verification – Uploads not yet Verified/Approved
- d) Verified – Uploads Verified/Approved and being routed for review

In Step 6 of the Commercial Permit Application process, you will have the opportunity to pay applicable permit and zoning fees. These fees must be paid in order to complete this step. If you are not ready to pay, you do have the option to save the application info, or to save your fees to the shopping cart to pay later. (Figure 28, below) If you choose to save the information, it will not be submitted for any processing until you have selected “Pay Applicable Fees” radio button and clicked “Finish.” Once you have
done this, you will be taken to payment processing. When you have completed fee payment, the application is complete.

Figure 28 - Step 6: Fee Payment

2.2.2.1 Fee Payment Options

There are two options for paying fees. You may use an escrow account or pay with a credit card. Escrow will be covered first. Credit Card payment instructions begin on page 21. You may pay fees related to one permit at a time, or multiple permits by using the “Save to Shopping Cart” option on the previous page of this process. Paying fees associated with multiple permits will be covered in the next subsection, 2.2.2.2 which begins on page 22.

• Escrow Account Payment

1. Select the “Pay from Escrow” radio button. If there is not enough money in escrow to cover the fee, you will not be able to select this option. You will first need to increase your escrow deposit or select “Pay with Credit Card.” (Figure 29, next page)
2. Once you have selected "Pay from Escrow" and click "Continue" you will be prompted to read the Terms and Conditions. Once you are ready, check the Terms and Condition checkbox to affirm you have read and agreed and click "Process The Payment".

3. After the payment is processed, it will allow you to print the Official Transaction Receipt for your records or select the link to continue back to your permits. The Commercial Permit Application process is now complete. (Figure 32, next page)
Credit Card Payment

1. Select the “Pay with Credit Card” radio button and click continue.

2. You will see the Credit Card Payment form. Fill out all fields, including the Terms and Conditions checkbox. When you are finished, click “Process the Payment.” (Figure 33, next page)
3. After the payment is processed, it will allow you to print the Official Transaction Receipt for your record. Select “Continue on to My Permits” to go back to your “My Permits” page. The Commercial Permit Application process is now complete.

2.2.2.2 Pay Associated Fees for Multiple Permits

1. Once you have reached step 6 for multiple Commercial permits, you have the option to “Save to Shopping Cart”.

Figure 33 - Step 6: Credit Card Payment

Figure 34 - Official Transaction Receipt

Figure 35 - My Permits Page
Once you have saved several applications to the shopping cart, you will see they change to In Cart on the “My Permits” page. The “Remove” link shown next to “In Cart” will allow you to remove the fee payment from the cart.

![My Permits Page showing 'In Cart' statuses](image)

2. Selecting the cart icon at the top of the page will take you to the “Shopping Cart” page, which will display all permit applications that you have saved to the shopping cart for a single payment.

![Shopping Cart Page displaying permits saved to cart](image)

3. Once on the Shopping Cart Page, you do have the option to “Save for Later” or to “Remove” permit applications that you do not wish to pay for at this time. The Total displays the total fees associated with all permits selected. When you are ready, click the “Checkout Now” button.
4. You will then go through one of the two payment options described above, using either the Escrow Account or Credit Card payment options.

5. Once you have completed the payment, you will have the option to print your transaction receipt. The process is now complete.

2.3 Permit Statuses

2.3.1 Permit Statuses Key

- **Internet Incomplete** – Permit creation in progress, i.e. COM Submittal Fee not paid, Uploads not complete
- **Address Pending** – Address requested and Zoning has not completed the Address Request Permit yet
- **Internet Pending** – Application/uploads have been submitted successfully, Address requested has been completed, etc.
- **New** – Uploads Verified – Permit ready to Route for Review
- **Review** – Being Reviewed by Plans Examiners
- **Final Plan Prep/Final Issuance** – Batch Stamping Approval Process. This will be the process that will identify missing Page 2/NOC which will need to be submitted (NOC registered & stamped)
- **Ready to Issue** – Plans/Documents have been Batch stamped, if applicable, fees need to be paid
- **Issued** – Permit has been issued
- **Complete** – Project Completed

2.3.2 Permit Statuses Display

On the My Permits page, permits listed will display current status in the fifth column. This feature keeps you informed where your permit is within the application lifecycle.
2.4 Permit Application Review Process

2.4.1 Review Statuses, Deficiencies

On the Permit Details page there is a Processes and Reports section that will display up-to-date statuses of permit application reviews. (Figure 39, below)

Once all reviews are complete, the Status column will display “Approved” or “Deficiencies.” (Figure 40, next page) In the event that deficiencies are found, an email notification is generated and will be sent with a deficiencies letter included as an attachment that contains a list of deficiencies found, organized by reviewing area. (Figure 41,42 next page)
Figure 40 - Processes and Reports Review Statuses

Please find the attached Plan Review comments for the following project:
Name: WATERMARK IN 38
Ref No.: 817009970

If you have questions or need additional information, please contact me at the phone number or e-mail address printed below.

To supply corrected Electronic Plans, please log in to your FastTrack account at https://fasttrack.occfl.net/online/services/login.aspx

After you are logged in, you may upload corrected plans via the Documents page at

- Call (407) 836-3115 or email plannino@occfl.net for residential Electronic Plan Submittal questions.

PLEASE NOTE: Florida has a very broad public records law (F. S. 119).
All e-mails to and from County Officials are kept as a public record.
Your e-mail communications, including your e-mail address may be disclosed to the public and media at any time.

Figure 41 - Deficiencies Email with Attachment

Figure 42 - Deficiencies Letter
2.4.2 Corrections, Ready to Issue

Once the deficiency e-mail is received, the ‘Upload E-Submittal Plans/Documents’ link will become available for the upload of corrected plan(s)/documents (Figure 43, below). Please upload the documents requested once the deficiencies have been addressed. If you are re-submitting a corrected version of the same document, please ensure that the file name matches the first file you uploaded.

Figure 43 – File upload links become available after Deficiencies Email is generated

Once all reviews have been completed and all statuses show “Approved” an email is generated and will be sent with a Ready to Issue letter included as an attachment. (Figure 44, below)

Figure 44 - Ready to Issue Email
The Ready to Issue letter contains five steps which must be completed before Stamped Plans are available and permit(s) issued. *(Figure 45, below)*

1. Verify there are no expired permits on the property by e-mailing permissingservices@ocfl.net.
2. Ensure the original Page 2 of Building Permit Application has been signed and notarized by both Owner and Contractor for work valued $2,500 and over and upload using “Other Documents” link.
3. Ensure the Recorded and Certified NOC is submitted using the Other Documents link. This must be submitted before scheduling the first inspection.

The Ready to Issue Letter will also include a summary of any fees due if applicable. Once all requirements have been met, an email is sent with your permit included as an attachment. *(Figures 46,47 next page)*
Extra line breaks in this message were removed.

From: buildingrecords@ocfl.net
To: Mitchell, Joanne
Cc:
Subject: Copy of Orange County Permit 818906709

Message:

Please find the attached copy of your permit:
Name - Jo's Place
Permit No. - 818906709

If you have questions or need additional information, please contact the records department at (407) 836-5768

PLEASE NOTE: Florida has a very broad public records law (F. S. 119).
All e-mails to and from County Officials are kept as a public record.
Your e-mail communications, including your e-mail address may be disclosed to the public and media at any time.

Figure 46 - Permit Email

![Building Permit Image]

Figure 47 – Issued Building Permit
2.4.3 Revisions to an Existing Permit

Once a permit is issued and you find changes need to be made to the Electronic Plans or Documents, your permit will go through the Revision Process. The revision process will follow the same steps as if you were submitting new E-Submittal Plans/Documents. Any revised plans/documents submitted previously must be named in the same manner as the original submission.

To begin the revision process, click the permit number on a permit that is in “Issued” status to bring up the Details page for that permit.

![Figure 48 - Permit Status Issued](image)

You will then access the “Attach a Document or Plan” at the top right of the details page, or near the bottom under the “Documents” section and click “Attach a Document or Plan” to proceed to the Documents Upload page.

![Figure 49 - "Attach a Document or Plan" at the top right of the details page](image)
Figure 50 – “Attach a Document or Plan” near the bottom under the “Documents” section

From here, proceed with uploading revised plans or documents exactly as you did previously, ensuring that your new filename(s) match(es) the previously submitted and verified documents.

Figure 51 - Revision process upload page

You will then see a new section appear with your new upload displayed, with Awaiting Verification in parenthesis. (Figure 51, next page). Finally, click “Submission Complete”
button to finish the revision process.

Figure 52 – Uploaded revised files

Once revisions are approved, you will access the stamped final approved plans/documents from the Documents section on the details page. In the graphic below, the revised plan is now marked "Final Approved Plan" with a new date.

Figure 53 – Documents section shows "Final Approved Plan" on revised and reviewed plan document.
3 Contact

Need Assistance? Support is available Monday to Friday from 8 a.m. to 5 p.m.

**Fast Track Online Permitting** (E-Submittals)

Phone: 407-836-5550

Email: fasttrack@ocfl.net (Sub-Permits)

Email: EPlanRes@ocfl.net (Residential Permits)

Email: EPanCom@ocfl.net (Commercial permits)
## DOCUMENT REVISIONS

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