



Chandler · Arizona
Where Values Make The Difference

Quick Tips for Electronic Submittal

If you are submitting electronically, you **do not** need the Building Permit application. You will need to register for Citizen Access and follow guidelines in the [Registering for Citizen Access](#), particularly the notes regarding some steps that are non-intuitive.

You will need to put your plan sets into PDF format for our electronic review. Please follow the steps below:

- 1) Organize your plans in CAD. You are limited to 99MB per PDF file. If your plan sets are more than about 30 pages then it is best to break up the PDF's into logical sets. Like Architectural, Mechanical, Plumbing, Electrical. Or you could have your A sheets in a set and your MEP in a separate set. The goal is to keep it logical.
- 2) Each of your pdf's should start with a distinct name. Good examples are "[Architectural Chandler Job](#)" and "[Structural Plans Chandler Job](#)".....DO NOT START WITH JOB NAME. Bad examples are "[Chandler Job Architectural](#)" and "[Chandler Job Structural Plans](#)". Do not use any special characters when you name your pdf. We allow letters, digits, and spaces.
- 3) All plan sheets need to be the same size within a single pdf. Civil plan sets MUST be sized at 24" x 36". Other plans may be any standard size from 8.5" x 11" up to 36" x 48". All plans must be right side up, all plans must be properly sized in CAD before creating the pdf.
- 4) Eliminate all editable text boxes, editable images etc. Optimizing your plans when you create the pdf from your cad program usually takes care of this. For AutoCad users, please be aware that the default font is SHX. You need to disable it in the command line when you print to pdf, as what it does is create searchable text in the form of "comments". This is a known problem for all electronic plan review software.
- 5) Optimize and flatten your PDF. There can be no "layers" in your pdfs.
- 6) Sometimes electronic "images" remain, and sometimes they are an issue depending on the pdf driver you are using. We have found that if you are using AutoCad, AdobePro or Nitro, then it is usually fine.

After you have your Citizen Access account and your pdf is ready, login to our Citizen Access site to create permits.

Things to know:

- 1) Make sure you are logged in as you, this keeps your documents and plans secure for just you and any additional contacts you would like us to add.
- 2) You will need an address. If you do not yet have an overall site address then please contact us for the temporary address that we will use.
- 3) Less is more.....do not try to fill out all the boxes for parcel, owner, etc. Just put in the street number, direction and street name, then click on "search". The program will auto-fill the other information.
- 4) Again less is more....when you get to where it asks for permit type only fill out the permit type and job valuation fields. Our review staff fills out all the rest during the review process.