



eProcess360

Frequently Asked Questions

Murray City Building Division

Online Permitting and Plan Review

What would you like to do?

Login

Register

Forgot Password?

eProcess360 Frequently Asked Questions

Table of Contents

<u>Scope of Work</u>	3
<u>Address & Contractor Verification</u>	5
<u>Adding Additional Contacts</u>	6
<u>Adding & Removing Contacts</u>	8
<u>Moving Forward in Application</u>	9
<u>Submittals</u>	10
<u>General Questions</u>	14
<u>Revisions</u>	15
<u>Paying for a Permit</u>	18
<u>Scheduling Final Inspections</u>	19

Scope of Work: Categories

What should I select for the "Scope of Work" on my application?

Tell us about your project

Select the details that best describe your scope of work.

<input checked="" type="checkbox"/> Residential (IRC) <small>i</small> <input type="checkbox"/> Commercial (IBC) <small>i</small>	<input type="checkbox"/> New Construction <input type="checkbox"/> New Detached Accessory Structure <input checked="" type="checkbox"/> Alteration/Remodel <small>i</small> <input type="checkbox"/> Addition (Attached) <input type="checkbox"/> Repairs and Upgrades <input type="checkbox"/> Swimming Pool/Hot Tub <input type="checkbox"/> Mechanical <input type="checkbox"/> Plumbing <input type="checkbox"/> Electrical <input type="checkbox"/> Renewable Energy (Solar) <input type="checkbox"/> Demolition <small>i</small> <input type="checkbox"/> Residential (Other) <input type="checkbox"/> B.C.I	<input type="checkbox"/> Accessory Dwelling Unit (ADU) <input type="checkbox"/> Basement Finish <input checked="" type="checkbox"/> Remodel <input type="checkbox"/> Roof Conversion <input type="checkbox"/> Garage or Carport Conversion to Living <input type="checkbox"/> Alteration (Other)
--	--	---

Save and Continue

"Remodel" can cover many tasks, like replacing water lines, new windows, removing walls, and more.

The Scope of Work is the category that best matches your project.

- Think about your project as a whole:
 - Is your project several different tasks?
 - Is your project one specific task?
- Select the one option that seems like the best fit.
- Provide your project's specifics on the "Application" page.
- Office staff may adjust your Scope of Work to make sure you have the correct category.

Scope of Work: Categories (2)

How specific should the "Scope of Work" be on my application?

Tell us about your project

Select the details that best describe your scope of work.

The screenshot shows a user interface for selecting project details. On the left, a sidebar has two options: Residential (IRC) and Commercial (IBC). The main area has two tabs: "Residential (IRC)" and "Alteration/Remodel Residential (IRC)". The "Residential (IRC)" tab contains a list of checkboxes for various project types, with "Alteration/Remodel" checked. The "Alteration/Remodel Residential (IRC)" tab contains a list of checkboxes for specific remodeling categories, with "Remodel" checked. A blue "Save and Continue" button is at the bottom.

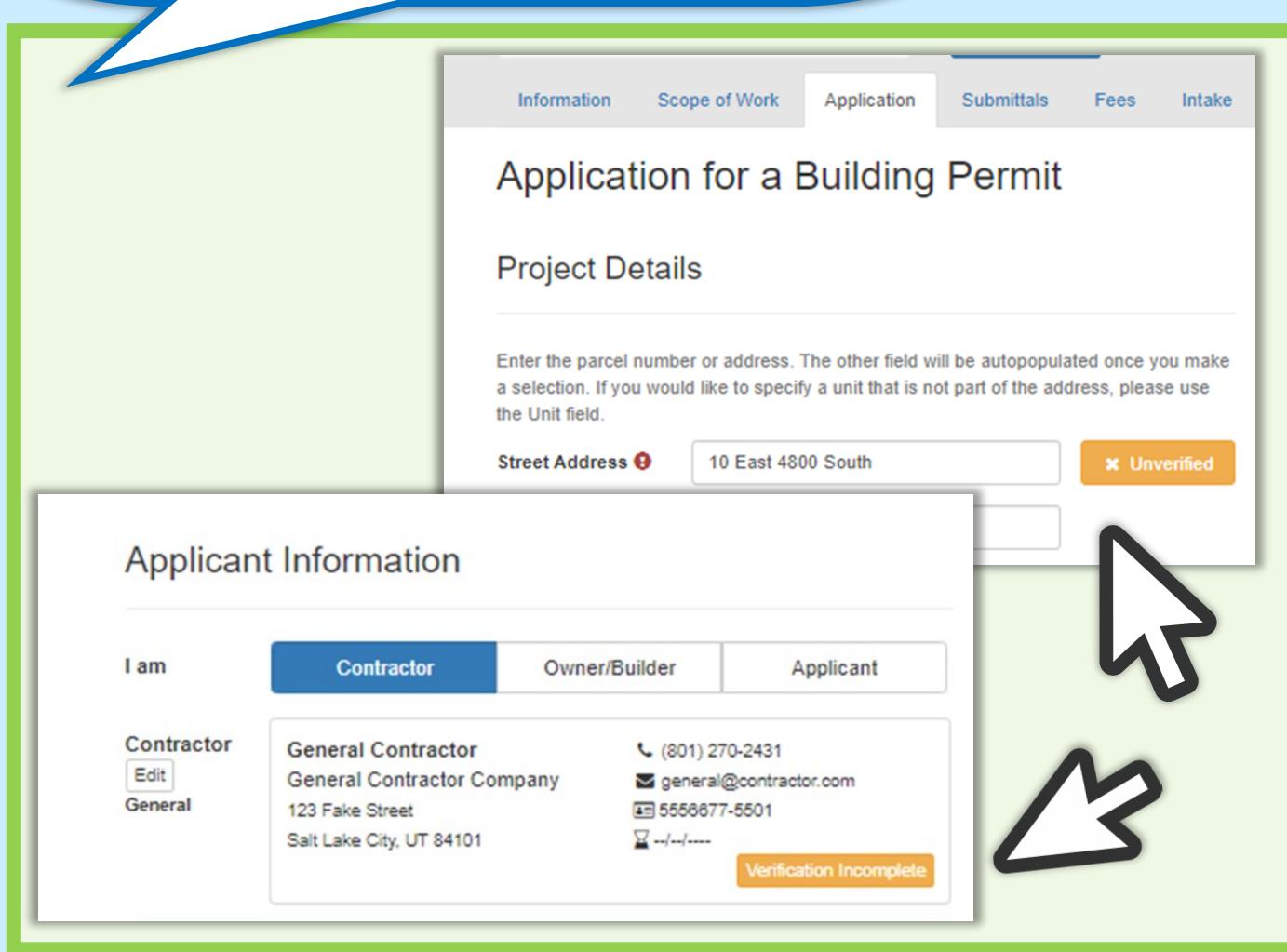
Category	Sub-Categories
Residential (IRC)	<input type="checkbox"/> New Construction <input type="checkbox"/> New Detached Accessory Structure <input checked="" type="checkbox"/> Alteration/Remodel <input type="checkbox"/> Addition (Attached) <input type="checkbox"/> Repairs and Upgrades <input type="checkbox"/> Swimming Pool/Hot Tub <input type="checkbox"/> Mechanical <input type="checkbox"/> Plumbing <input type="checkbox"/> Electrical <input type="checkbox"/> Renewable Energy (Solar) <input type="checkbox"/> Demolition <input type="checkbox"/> Residential (Other) <input type="checkbox"/> B.C.I
Alteration/Remodel Residential (IRC)	<input type="checkbox"/> Accessory Dwelling Unit (ADU) <input type="checkbox"/> Basement Finish <input checked="" type="checkbox"/> Remodel <input type="checkbox"/> Roof Conversion <input type="checkbox"/> Garage or Carport Conversion to Living <input type="checkbox"/> Alteration (Other)

Save and Continue

- Some projects are specific, like replacing a furnace.
- You can find specific projects under items like "Mechanical," "Plumbing," "Electrical," "Repairs and Upgrades," or other general terms.
- Large Projects can be described broadly:
 - A "remodel" may include multiple changes to plumbing, walls, electrical, or more.
 - A "Garage Conversion" would mean you're only remodeling this one area.

Application: Address and Contractor Verification

Why is my project's address or contractor showing as "unverified?"

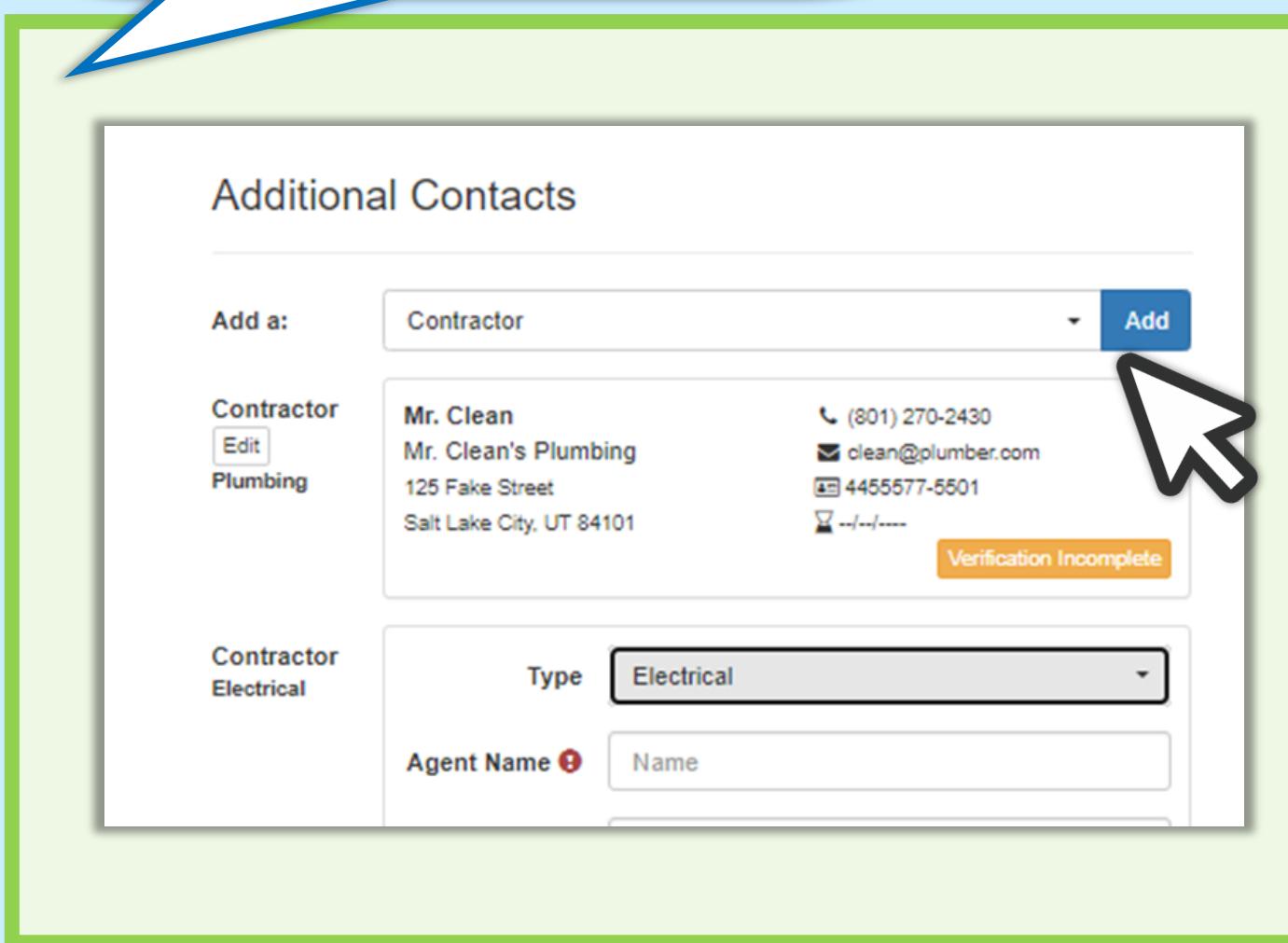


The screenshot shows the 'Application for a Building Permit' interface. At the top, there are tabs: Information, Scope of Work, Application (which is selected), Submittals, Fees, and Intake. Below the tabs, the title 'Application for a Building Permit' is displayed. Under 'Project Details', there is a text input for 'Street Address' containing '10 East 4800 South'. To the right of this input is an orange button with a red exclamation mark icon and the text 'Unverified'. Below the address input, there is a note: 'Enter the parcel number or address. The other field will be autopopulated once you make a selection. If you would like to specify a unit that is not part of the address, please use the Unit field.' In the 'Applicant Information' section, there is a radio button group labeled 'I am' with options 'Contractor' (selected), 'Owner/Builder', and 'Applicant'. To the left of the radio buttons, there is a 'Contractor' section with 'Edit' and 'General' buttons, and a 'General Contractor' entry with details: 'General Contractor Company', '123 Fake Street', 'Salt Lake City, UT 84101', phone '(801) 270-2431', email 'general@contractor.com', and a placeholder 'Verification Incomplete' with a red exclamation mark icon.

- An orange "Unverified" or "Verification Incomplete" box will show up if eProcess360 doesn't recognize the address or contractor.
- "Unverified" will not stop you from proceeding with your application. It just means that office staff will review and verify the information you provided.
- You will still need to complete all boxes marked with the red "!" bubble.

Application: Adding “Additional Contacts”

I now have all my contractor and subcontractor information. How do I add this to my application?



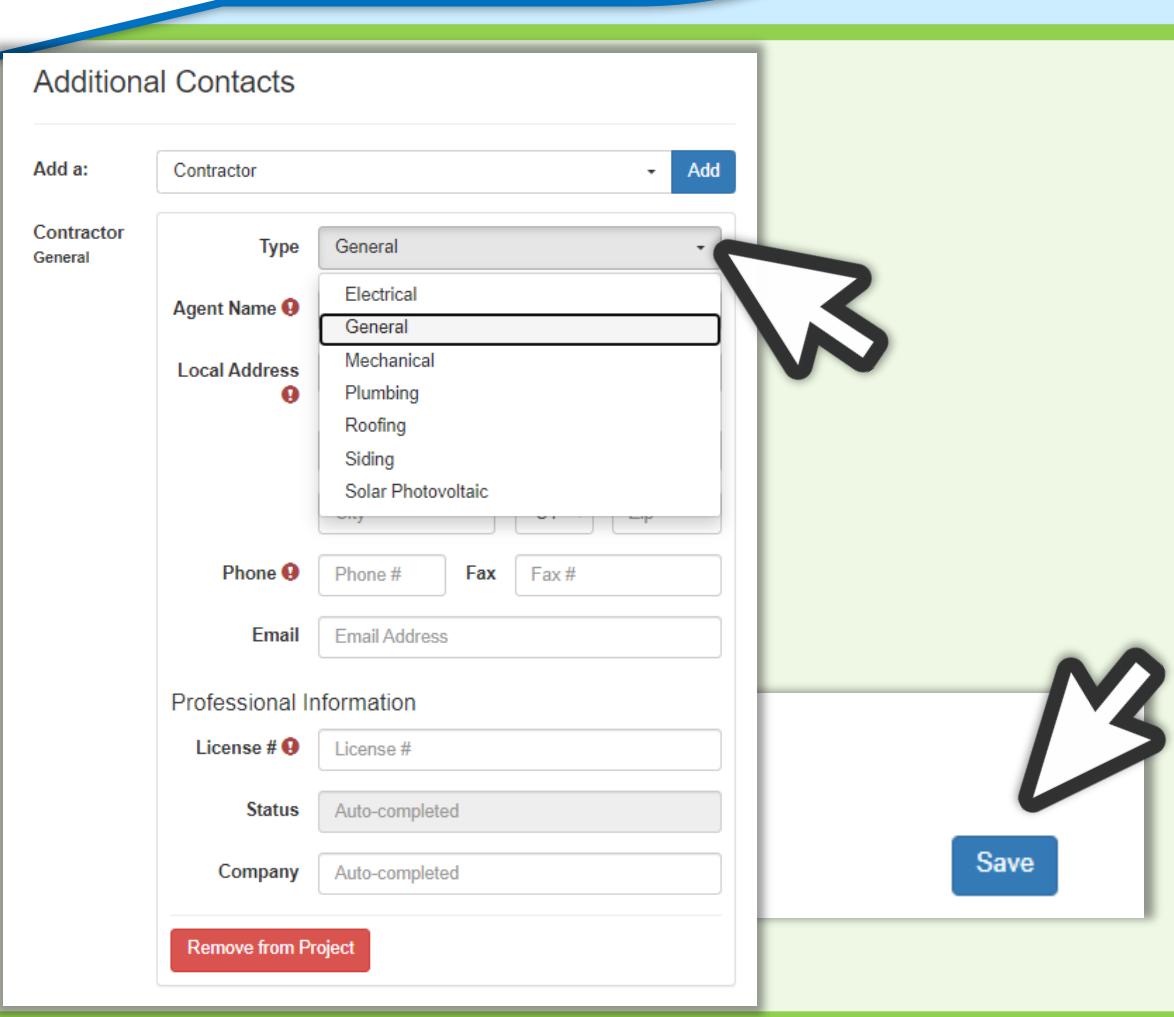
The screenshot shows the 'Additional Contacts' section of the eProcess360 application. At the top, a dropdown menu is open with 'Contractor' selected. To the right of the dropdown is a blue 'Add' button. A large black cursor arrow points to the 'Add' button. Below the dropdown, there is a list of contacts. The first contact is 'Mr. Clean' from 'Mr. Clean's Plumbing', located at '125 Fake Street, Salt Lake City, UT 84101'. The contact information includes a phone number '(801) 270-2430', an email 'clean@plumber.com', and a fax number '4455577-5501'. A small orange button labeled 'Verification Incomplete' is visible. Below this contact, there is another entry for 'Contractor Electrical' with a 'Type' of 'Electrical' and an 'Agent Name' field. The entire screenshot is framed by a green border.

If you've submitted your application before adding all your contractors, you'll need to add them before we can issue the permit.

- Log into eProcess360 and select your application.
- Click on the “Application” tab.
- On the “Application” tab, scroll to the bottom of the page, to the heading “Additional Contacts.”
- Drop down the “Add a” menu and select the type of contact (example: Contractor), then click the blue “Add” button.

Application: Adding “Additional Contacts” (2)

What else do I need to do to add my contractors to the application?



Additional Contacts

Add a: Contractor

Contractor General

Type: General

Agent Name !:

Local Address !:

Phone !: Phone # Fax Fax #

Email:

Professional Information

License # !:

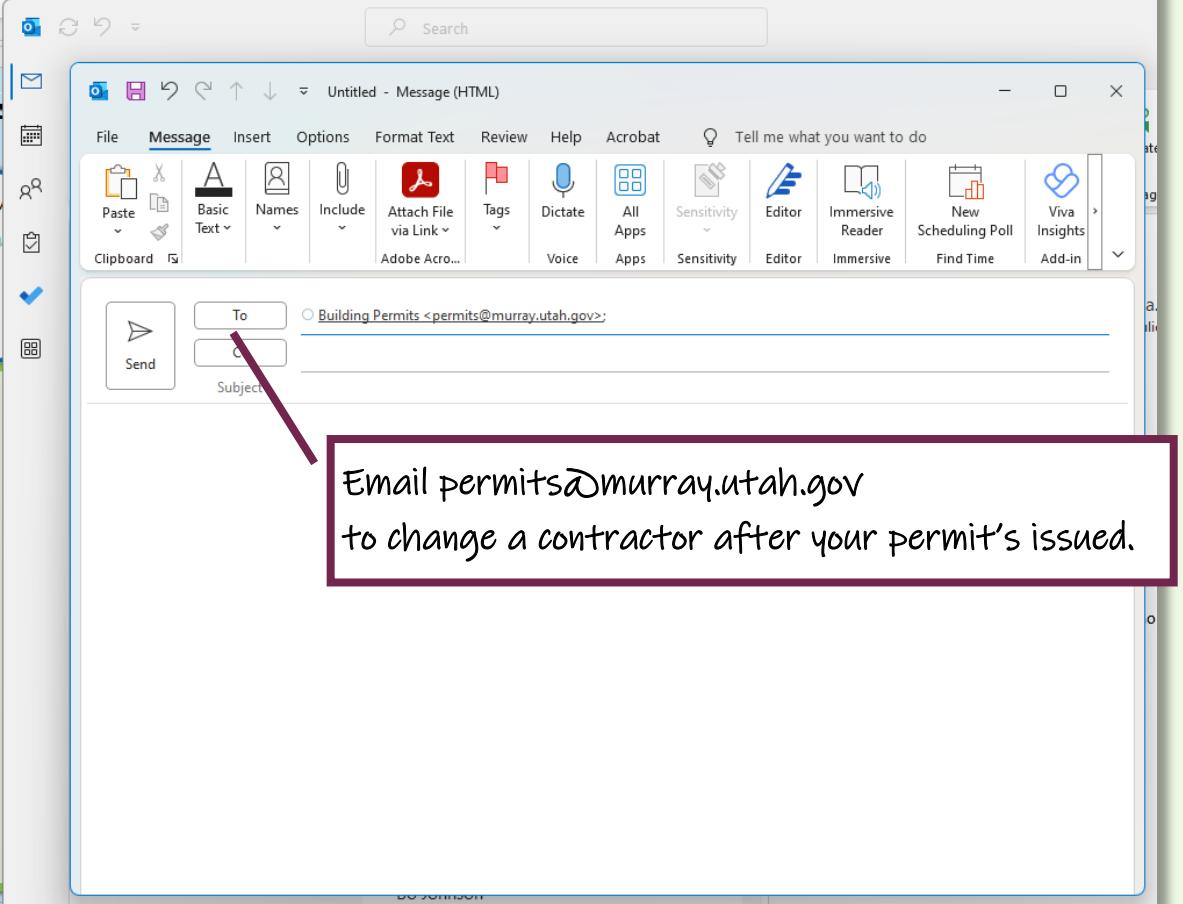
Status:

Company:

- Choose Electrical, Mechanical, Plumbing, or General from the “Type” drop down menu.
- Fill in the required boxes with the red “!” bubbles.
- The “License #” may not auto-complete all of the “Professional Information” section.
 - If it doesn’t, type the company name, and office staff will verify the information once you submit.
- Click “Save” at the very bottom of the page once you’re done.

Application: Adding and Removing Contacts

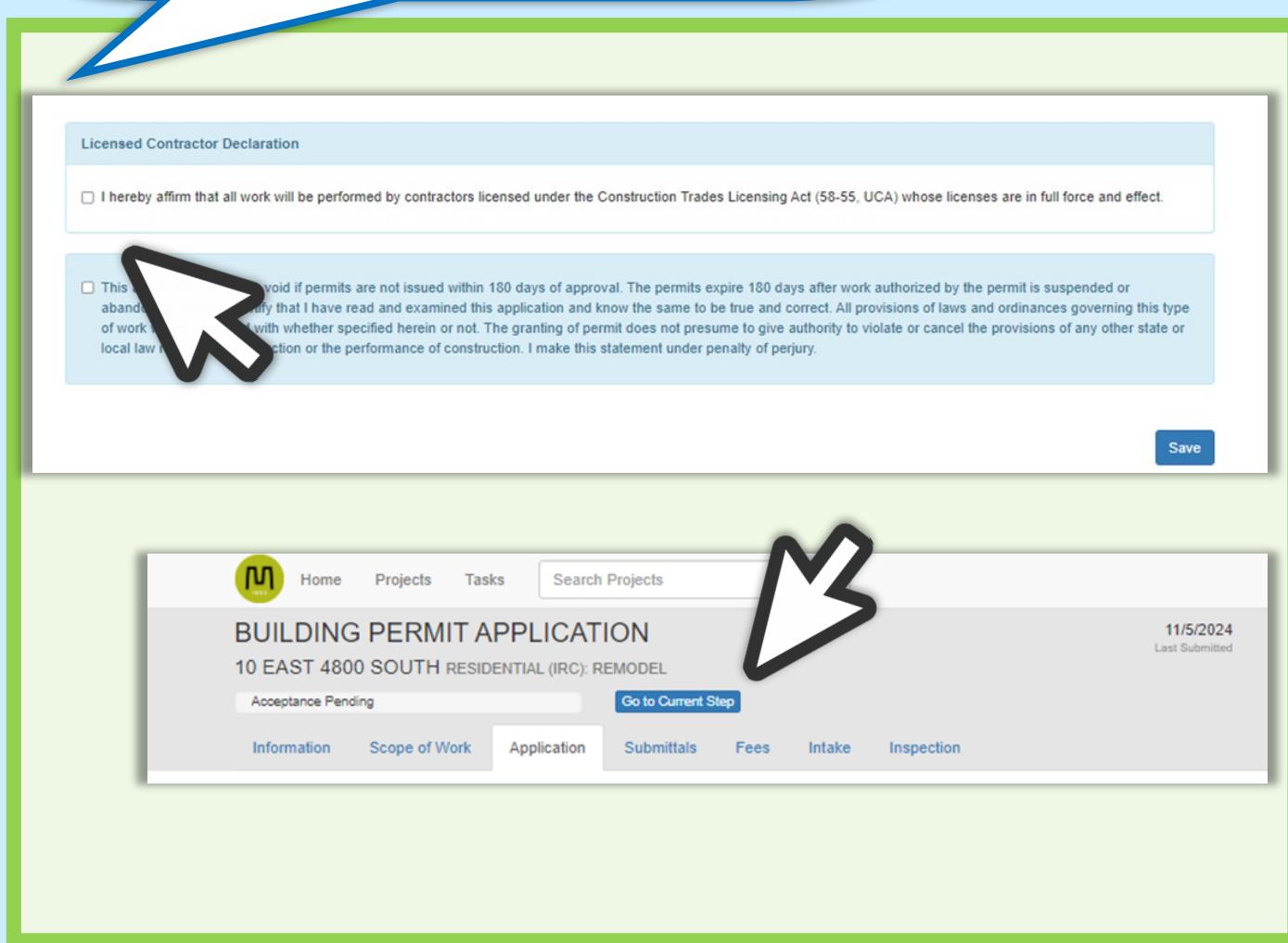
My permit is issued, but I need to add or remove a contractor. What do I do?



- If you need to add or remove a contractor after the permit is issued, you will need to contact our office.
- Depending on the reason for the addition or removal, Murray City may require different information.
- You can contact us at 801-270-2431, option 2, or email permits@murray.utah.gov.

Application: Moving Forward to the Submittals Step

I have completed my application page, but it will not let me continue to "Submittals." What do I do?



Licensed Contractor Declaration

I hereby affirm that all work will be performed by contractors licensed under the Construction Trades Licensing Act (58-55, UCA) whose licenses are in full force and effect.

This is a statement I make to avoid if permits are not issued within 180 days of approval. The permits expire 180 days after work authorized by the permit is suspended or abandoned. I certify that I have read and examined this application and know the same to be true and correct. All provisions of laws and ordinances governing this type of work are in accordance with whether specified herein or not. The granting of permit does not presume to give authority to violate or cancel the provisions of any other state or local law in connection with the construction or the performance of construction. I make this statement under penalty of perjury.

Save

Go to Current Step

BUILDING PERMIT APPLICATION
10 EAST 4800 SOUTH RESIDENTIAL (IRC): REMODEL
Acceptance Pending

Information Scope of Work Application Submittals Fees Intake Inspection

11/5/2024 Last Submitted

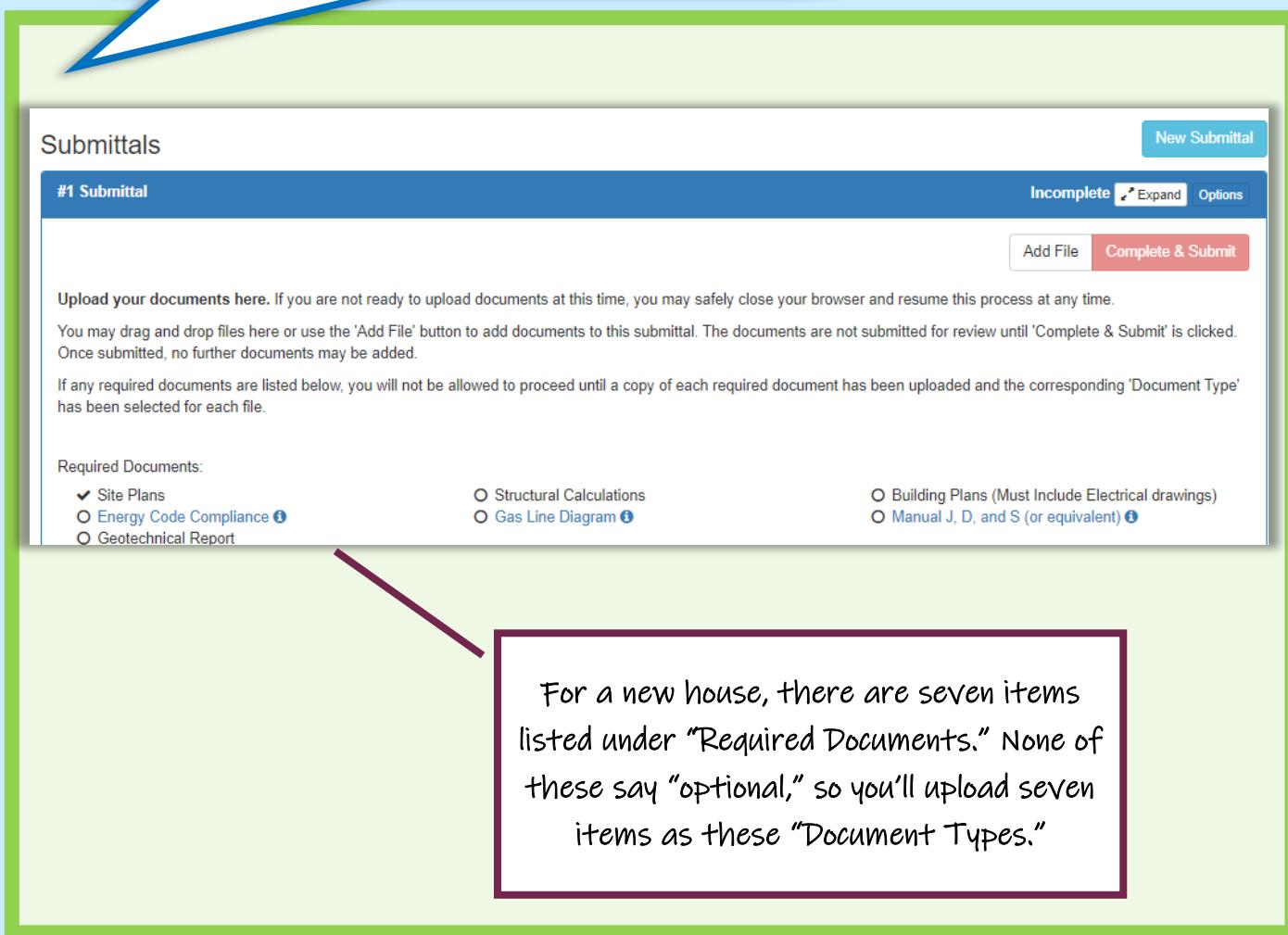
If you've completed all the required boxes on your application and it will not take you to the "Submittals" tab, click "Save" at the bottom of the page.

Make sure you've checked the blue boxes at the bottom of the page before clicking "Save."

If you're still not able to move forward, scroll back up to the top of the Application page. Click the button that says "Go to Current Step" next to the project status and under the address.

Submittals: Uploading Documents

What do I need to upload to the "Submittals" tab?



The screenshot shows a web-based application for managing submittals. At the top, a blue header bar contains the text "Submittals" and a "New Submittal" button. Below this, a submittal titled "#1 Submittal" is shown with an "Incomplete" status, an "Expand" button, and an "Options" button. A large green arrow points from the question in the speech bubble to this submittal. The main content area contains instructions for uploading documents, a "Required Documents" section with a list of items, and a "Optional Documents" section with a list of items. A purple arrow points from the "Required Documents" section in the screenshot to the explanatory text in the callout box below.

Submittals

New Submittal

#1 Submittal

Incomplete Options

Add File

Upload your documents here. If you are not ready to upload documents at this time, you may safely close your browser and resume this process at any time.

You may drag and drop files here or use the 'Add File' button to add documents to this submittal. The documents are not submitted for review until 'Complete & Submit' is clicked. Once submitted, no further documents may be added.

If any required documents are listed below, you will not be allowed to proceed until a copy of each required document has been uploaded and the corresponding 'Document Type' has been selected for each file.

Required Documents:

- Site Plans
- Energy Code Compliance ⓘ
- Geotechnical Report

Structural Calculations

Gas Line Diagram ⓘ

Building Plans (Must Include Electrical drawings)

Manual J, D, and S (or equivalent) ⓘ

For a new house, there are seven items listed under "Required Documents." None of these say "optional," so you'll upload seven items as these "Document Types."

- The "Submittals" tab is where you upload your building plans and related documents.
- The "Submittals" section will list the document types for your scope of work under "Required Documents."
- **You will need to upload a document for every required document on the list.**
- Items marked "optional" don't have to be uploaded unless they apply to your project.

Submittals: Uploading Documents (2)

How many documents do I need to upload, and what "Document Types" do I select?

The screenshot shows a Submittals application interface. At the top, there is a table for uploaded documents:

Download	Preview	Document Type	Description / Filename	Upload Status
Download	N/A	Site Plans	Permit Site Plan 827529021.pdf	Done
Download	N/A	N/A	ANNOUNCEMENT.pdf	Done

Below this is the main Submittals page for "Submittal #1". It includes a "Required Documents" section with checkboxes:

- Site Plans
- Energy Code Compliance ⓘ
- Geotechnical Report

There is also a "Document Type" dropdown menu with the following options:

- Approval Letter
- Approved Plans
- Architect's Analysis
- Building Plans
- Building Plans (1 Line Diagram)
- Building Plans (Must Include Electrical drawings)
- Building Plans (with Truss Calculations)
- Building Plans w/Electrical
- Building Plans(Must Include MEP Drawings)
- Change of Occupancy Application
- Contractor Declaration
- Demolition Checklist
- Electrical Details
- Electrical Permit Questionnaire
- Energy Code Compliance
- Floor Plans
- Gas Line Diagram
- Geotechnical Report

Below the dropdown menu is another table for uploaded documents:

Download	Preview	Description / Filename	Upload Status
Download	N/A	Permit Site Plan 827529021.pdf	Done
Download	N/A	ANNOUNCEMENT.pdf	Done

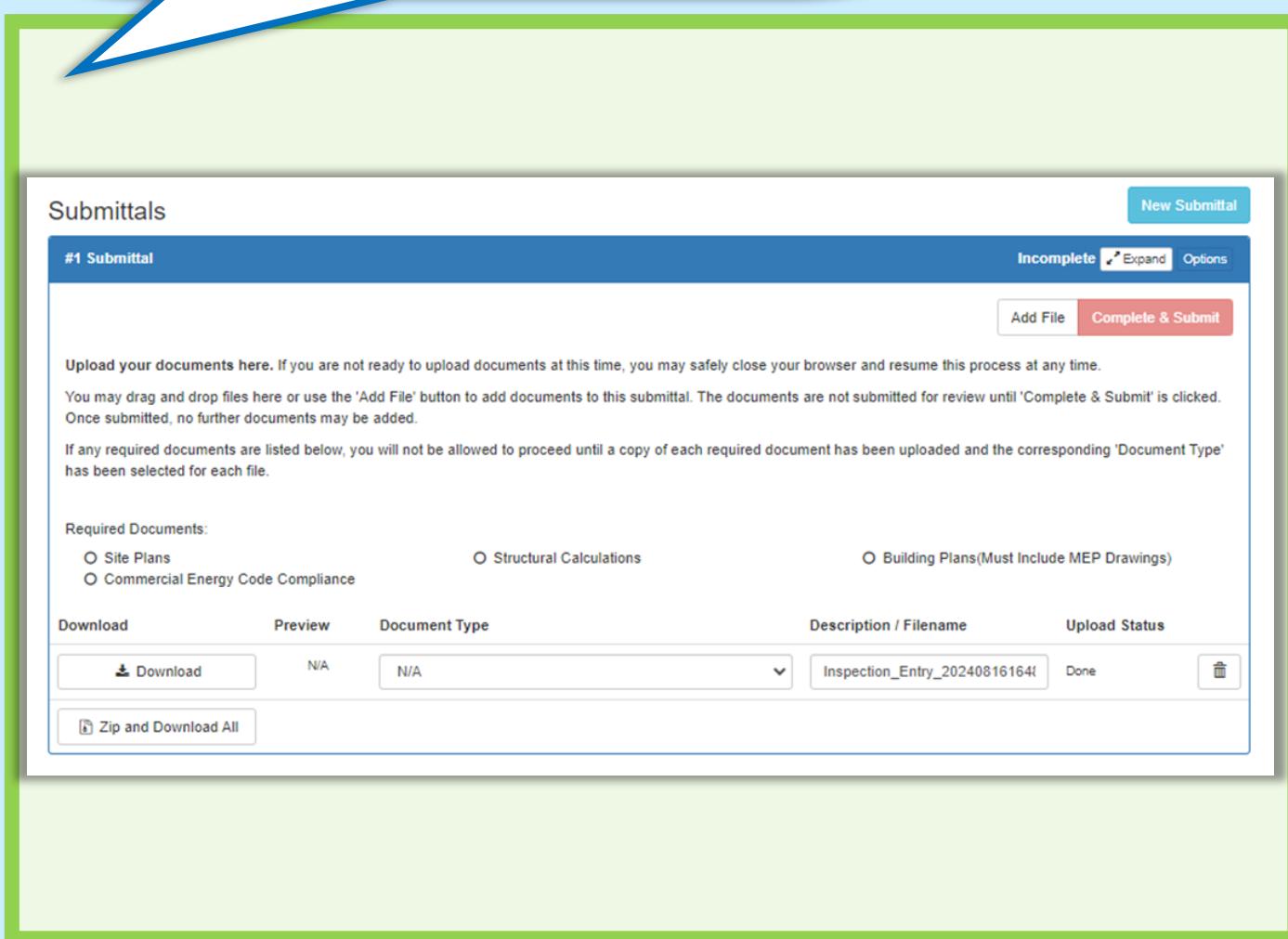
At the bottom of the page are buttons for "New Submittal", "Incomplete", "Expand", "Options", "Add File", and "Complete & Submit".

- You will need to submit a document for every item listed under "Required Documents," except for those with the word "optional."
- Each "Document Type" in the drop-down menu must match the "Required Documents" list item exactly.

This Required Documents item is "Building Plans (Must Include Electrical drawings)." You need to select that exact type from the options in the drop-down menu.

Submittals: Uploading Documents (3)

My project doesn't include one of these "Required Documents." What do I do?

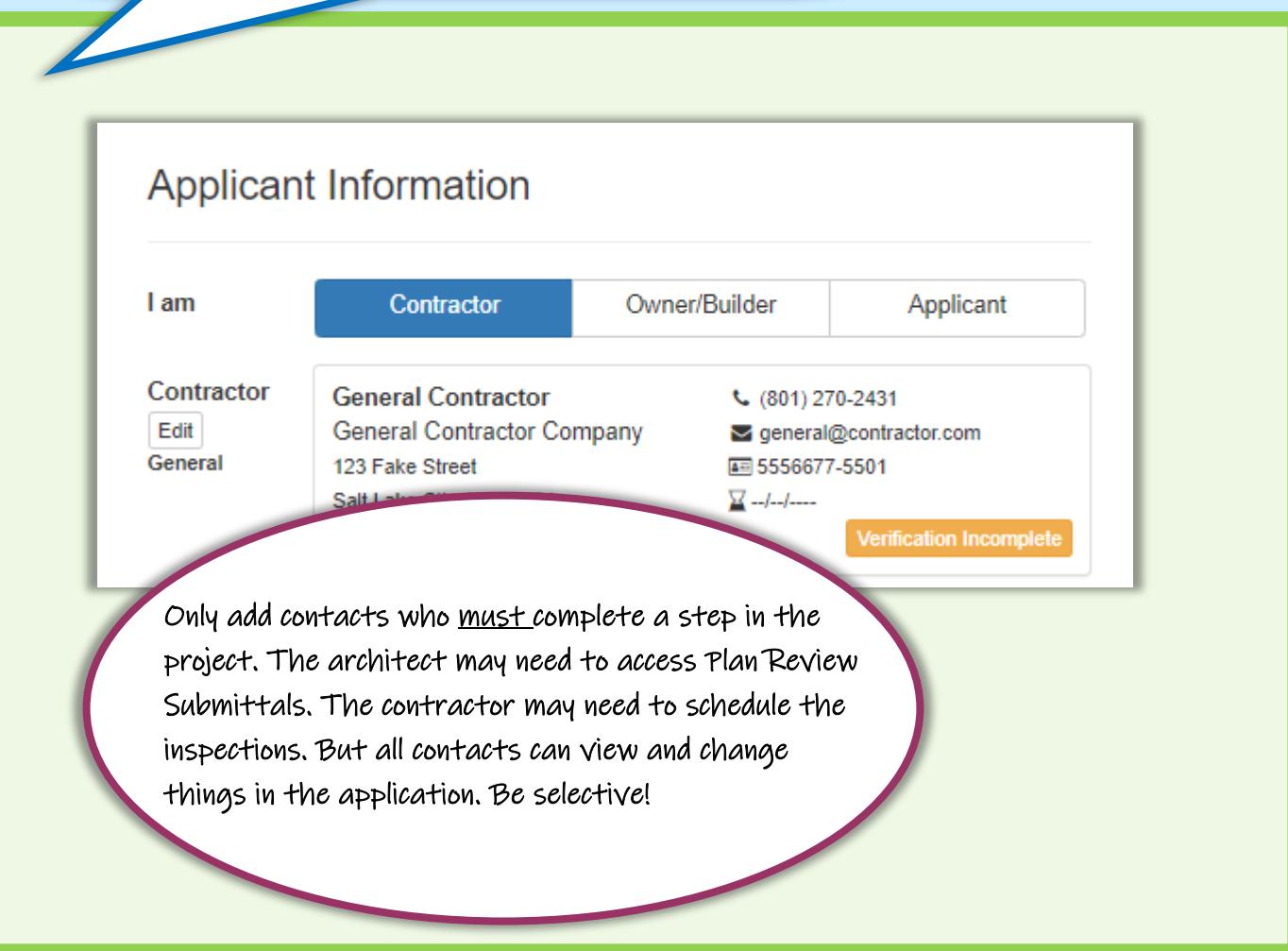


The screenshot shows a submittal upload interface. At the top, a blue header bar contains the text "Incomplete" with a "Expand" button, "Options" button, and a "New Submittal" button. Below this is a green header bar with the title "Submittals" and a "New Submittal" button. The main area is titled "#1 Submittal". It contains a text box with instructions: "Upload your documents here. If you are not ready to upload documents at this time, you may safely close your browser and resume this process at any time. You may drag and drop files here or use the 'Add File' button to add documents to this submittal. The documents are not submitted for review until 'Complete & Submit' is clicked. Once submitted, no further documents may be added." Below this, a section titled "Required Documents:" lists three items: "Site Plans", "Commercial Energy Code Compliance", "Structural Calculations", and "Building Plans(Must include MEP Drawings)". A table below shows a single file entry: "Download" (button), "Preview" (N/A), "Document Type" (dropdown menu showing "N/A"), "Description / Filename" (text input "Inspection_Entry_202408161641"), and "Upload Status" (button "Done"). At the bottom of the table are buttons for "Download" and "Zip and Download All".

- Your project's Scope of Work may be smaller than the common documents for that category.
- The "Required Documents" list cannot change to reflect a smaller scope.
- You still need to upload something for every listed item. This can be a document stating why the requirement does not apply to your project.
- Select the "Document Type" that matches each "Required Documents" item, **including** those that don't apply to your project.

General Questions: Granting Application Access

I need the contractor/architect/office manager/homeowner to upload/download documents or schedule inspections. How do I give them access?



Applicant Information

I am **Contractor** Owner/Builder Applicant

Contractor **General Contractor**
General Contractor Company
123 Fake Street
Salt Lake City, UT
Edit
General

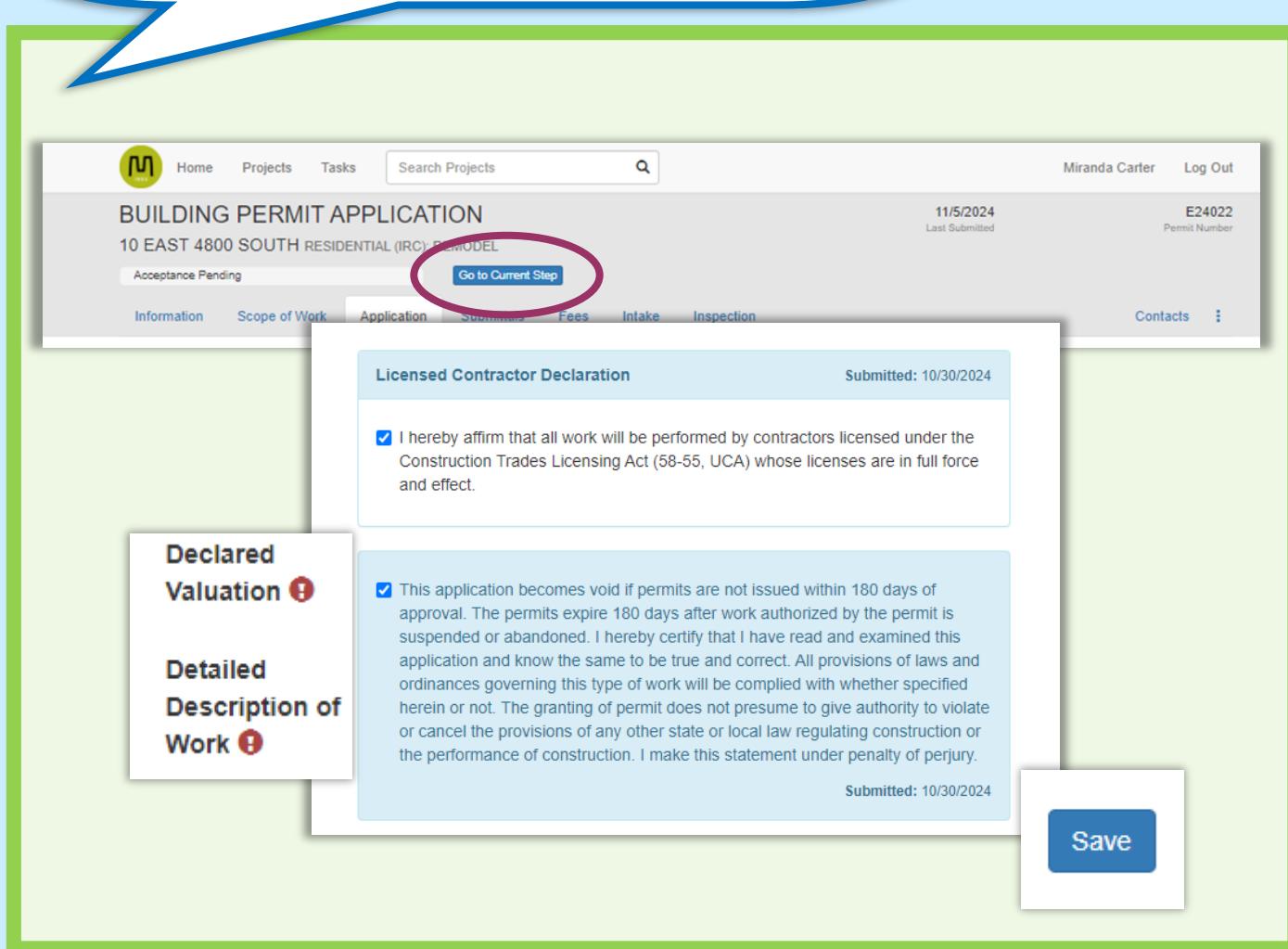
(801) 270-2431
general@contractor.com
5556677-5501
Verification Incomplete

Only add contacts who must complete a step in the project. The architect may need to access Plan Review Submittals. The contractor may need to schedule the inspections. But all contacts can view and change things in the application. Be selective!

- The applicant is the default contact person for the application. This person has access to documents and inspections, and to modify application information.
- If you need to give another contact access to the file, you'll need to reach out to our office for assistance.
- You may call us at 801-270-2431, option 2, or email us at permits@murray.utah.gov.

General Questions: Getting Stuck (2)

I cannot get eProcess360 to save changes or take me to the next step. What do I do?



The screenshot shows a 'Building Permit Application' page for '10 EAST 4800 SOUTH RESIDENTIAL (IRC)-PERMDEL'. The top navigation bar includes 'Home', 'Projects', 'Tasks', a 'Search Projects' bar, and user info for 'Miranda Carter' and 'Log Out'. The main content area has tabs for 'Information', 'Scope of Work', 'Application' (which is active), 'Summaries', 'Fees', 'Intake', and 'Inspection'. A 'Go to Current Step' button is highlighted with a red oval. A modal window titled 'Licensed Contractor Declaration' is open, showing a statement that must be checked and a 'Submitted: 10/30/2024' timestamp. Below this, another statement is checked, and a 'Submitted: 10/30/2024' timestamp is shown. A 'Save' button is at the bottom right of the modal. On the left, two buttons are visible: 'Declared Valuation' with a red exclamation mark and 'Detailed Description of Work' with a red exclamation mark.

There are several solutions when eProcess360 seems stuck on a page:

- Click the blue "Go to Current Step" button at the top of the page.
- Make sure you've checked all boxes, filled in all information (look for the red "!"), and clicked "save" at the bottom of the page.
- Sign out and sign back in.
- Clear your browser's cache/history/cookies and sign in again.
- Try a different internet browser, like Google Chrome or Microsoft Edge.

Revisions

My permit has been issued, but I need to revise my plans. How do I submit a revision?

Home Page > Departments > Departments A-J > Building Division > Plan Submittals

Plan Submittals

Resources

- [New Commercial Buildings \(PDF\)](#)
- [Tenant Improvement \(PDF\)](#)
- [Detached Garage \(PDF\)](#)
- [Demolition Checklist \(PDF\)](#)
- [Special Inspection and Testing Agreement \(PDF\)](#)
- [Single Family Dwelling \(PDF\)](#)
- [Change of Occupancy \(PDF\)](#)
- [Residential Remodel \(PDF\)](#)
- [Miscellaneous Plan Submittal Checklist \(PDF\)](#)
- [Solar Panel \(PDF\)](#)
- [Electrical Permit Questionnaire \(PDF\)](#)
- [Re-Roof Questionnaire \(PDF\)](#)
- [Revision to City Approved Plans \(PDF\)](#)
- [Basement Finish \(PDF\)](#)
- [Gas Line Diagram \(PDF\)](#)
- [Energy Code \(PDF\)](#)



Revision to City Approved Plan

Name: _____ Address: _____
Project: _____ Permit #: _____

Contact person for questions or approval notifications:

Name: _____
Phone: _____
Email: _____

Plan review for revisions is charged at \$80.00 / hr. (minimum ½ hour).
**Please note your building permit fee may change depending on the extent of the revision.

List all revisions separately on this form or attach a narrative of all changes.

1. _____

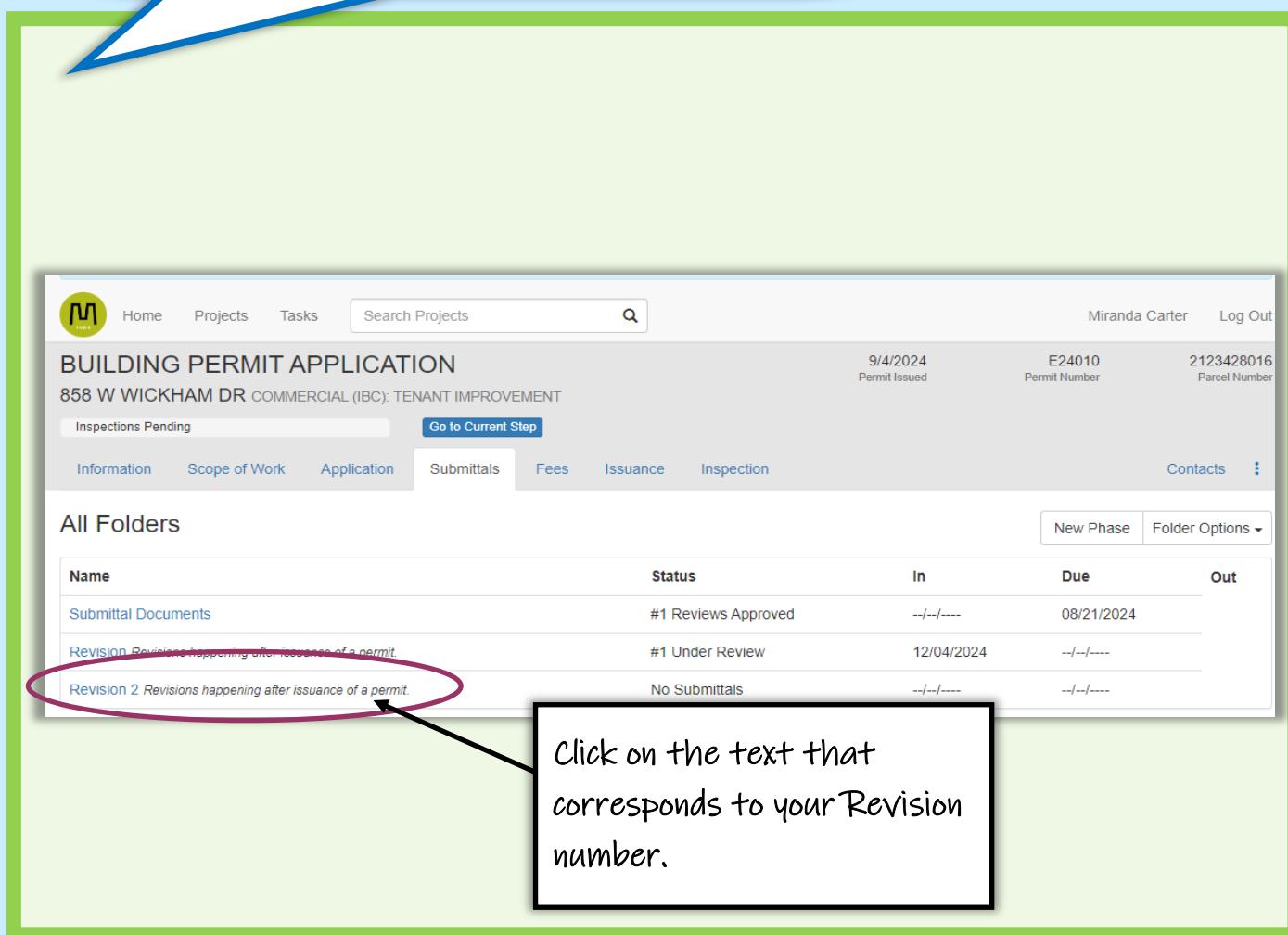
2. _____

3. _____

- Complete the “Revision to City Approved Plan” form located on our webpage at <https://murray.utah.gov/171/Plan-Submittals>.
- Email permits@murray.utah.gov, and include your Permit Number and “Revision” in the subject.
- We will email you once we open a new “Revision” Submittal Folder, where you will upload your Revised Plans **and** the Revision form.

Revisions (2)

My permit has been issued, but I need to revise my plans. How do I submit a revision?



The screenshot shows a software interface for a Building Permit Application. At the top, there is a navigation bar with 'Home', 'Projects', 'Tasks', a 'Search Projects' bar, and user information for 'Miranda Carter' and 'Log Out'. Below the navigation bar, the title 'BUILDING PERMIT APPLICATION' and the address '858 W WICKHAM DR COMMERCIAL (IBC): TENANT IMPROVEMENT' are displayed. A status bar indicates '9/4/2024 Permit Issued', 'E24010 Permit Number', and '2123428016 Parcel Number'. The main content area has tabs for 'Inspections Pending', 'Go to Current Step', 'Information', 'Scope of Work', 'Application', 'Submittals' (which is the active tab), 'Fees', 'Issuance', and 'Inspection'. A 'Contacts' button and a 'More' button are also present. Below these tabs, a section titled 'All Folders' lists submittals. The first item is 'Submittal Documents' with status '#1 Reviews Approved', 'In' date '08/21/2024', and 'Due' date '08/21/2024'. The second item is 'Revision 2 Revisions happening after issuance of a permit.' with status '#1 Under Review', 'In' date '12/04/2024', and 'Due' date '12/04/2024'. The third item is 'No Submittals' with status 'No Submittals', 'In' date '----/----/----', and 'Due' date '----/----/----'. A callout box with a black border and white text points to the second item, containing the instruction: 'Click on the text that corresponds to your Revision number.'

- Once you have emailed your Revision to City Approved Plan form, you will receive an email that a new Submittal folder has been created.
- Choose the folder name that corresponds to your revision (Revision 1, Revision 2, Revision 13, and so on).

Revisions (3)

My permit has been issued, but I need to revise my plans. How do I submit a revision?

Revision 2 Revisions happening after issuance of a permit.

There is more than one phase on this project. Click on [All Folders](#) to see all phases.

All Folders / Revision 2

Review Summary

Reviews	Sub / Status	Reviewer	In	Due	Completed	Out	Comments
Building	Pending						--- Not yet created: Phase 2 review ---

Submittals

#1 Submittal

Incomplete [Expand](#) [Options](#)

Add File [Complete & Submit](#)

Upload your documents here. If you are not ready to upload documents at this time, you may safely close your browser and resume this process at any time. You may drag and drop files here or use the 'Add File' button to add documents to this submittal. The documents are not submitted for review until 'Complete & Submit' is clicked. Once submitted, no further documents may be added.

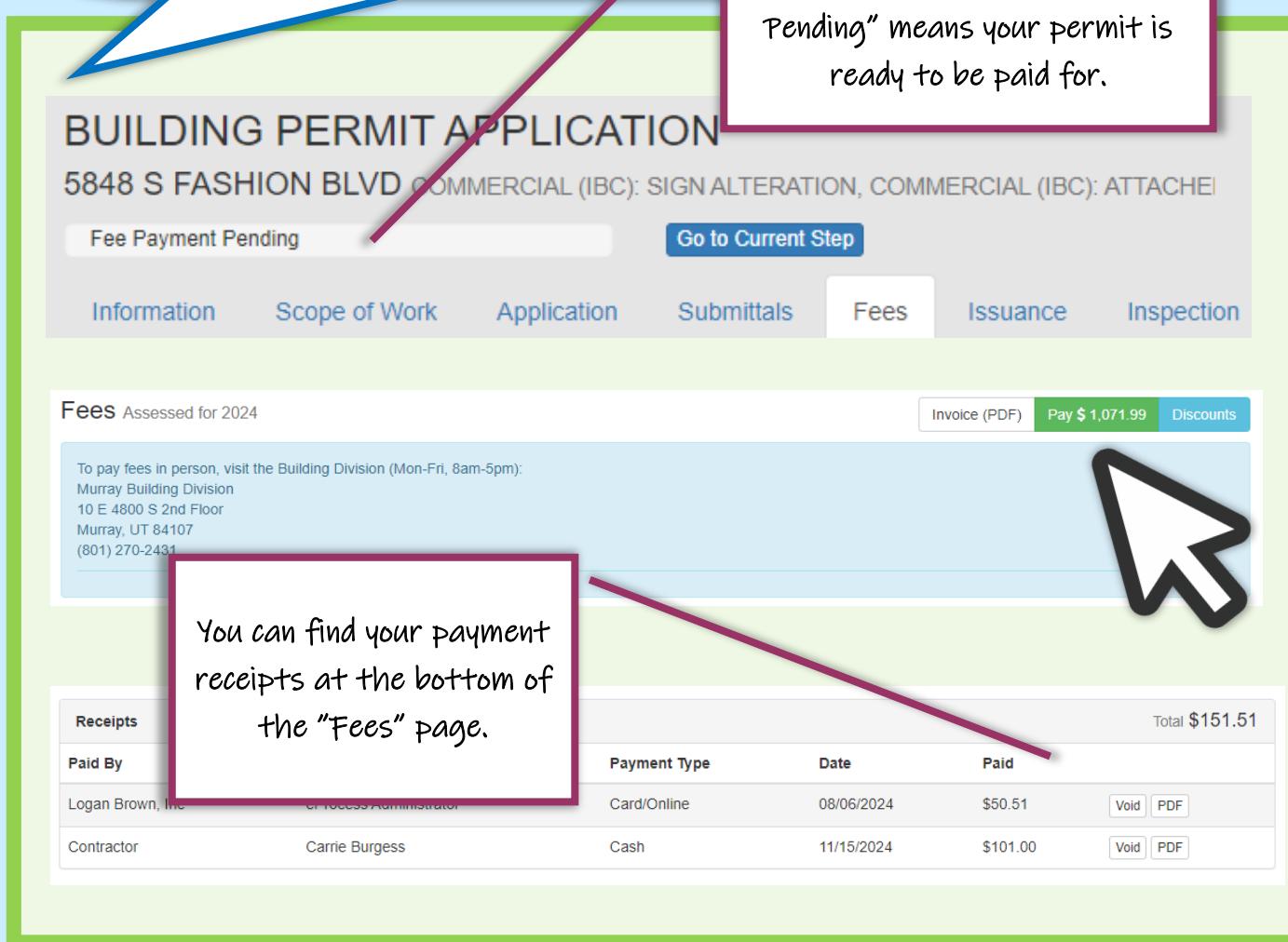
If any required documents are listed below, you will not be allowed to proceed until a copy of each required document has been uploaded and the corresponding file has been selected for each file.



- You will need to upload your documents to your Revision Folder.
- Click “Add file” to choose documents from your computer, or you can drag and drop the files to the “Submittals” section.
- When you’ve uploaded both a copy of the Revision to City Approved Plan form **and** your revised documents, click “Complete & Submit.”
- Revision reviews are typically 5-10 business days.

Paying for a Permit

How do I pay for my permit?



The screenshot shows a 'BUILDING PERMIT APPLICATION' page for a permit at '5848 S FASHION BLVD COMMERCIAL (IBC): SIGN ALTERATION, COMMERCIAL (IBC): ATTACHE'. The 'Fees' tab is active. A callout box highlights the 'Fee Payment Pending' status. Another callout box on the 'Fees' page indicates that payment receipts can be found at the bottom of the page. A cursor icon is pointing to the 'Pay \$ 1,071.99' button.

BUILDING PERMIT APPLICATION
5848 S FASHION BLVD COMMERCIAL (IBC): SIGN ALTERATION, COMMERCIAL (IBC): ATTACHE

Fee Payment Pending [Go to Current Step](#)

Information Scope of Work Application Submittals Fees Issuance Inspection

Fees Assessed for 2024

To pay fees in person, visit the Building Division (Mon-Fri, 8am-5pm):
Murray Building Division
10 E 4800 S 2nd Floor
Murray, UT 84107
(801) 270-2431

[Invoice \(PDF\)](#) [Pay \\$ 1,071.99](#) [Discounts](#)

You can find your payment receipts at the bottom of the "Fees" page.

Receipts	Payment Type	Date	Paid	Total		
Paid By	Card/Online	08/06/2024	\$50.51	\$151.51		
Logan Brown, Inc	Carrie Burgess	C. Burgess Administrator	Cash	11/15/2024	\$101.00	Void PDF

- Permits are ready to be paid for when the status shows "Fee Payment Pending."
- For permits under \$5,000, you can pay by credit card in eProcess360 under the "fees" tab.
- Permits over \$5,000 will need to be paid by check in our office.
- We can process in-office payments Monday through Friday, 8:00 A.M. to 4:00 P.M. We're closed weekends and holidays.

Scheduling Final Inspections

How do I schedule different departments for Final Inspections?

Schedule a New Inspection

Unscheduled Requested Pending In Progress Complete

Select Inspections to Schedule

Search for inspections to add...

Filter by: Time Sensitive Required Previously

Building Final Building ★

Dry-In Building ★ ★

Planning & Zoning Final Planning ★

Request Details

Inspections 0 No inspections have been selected.

Available dates and times are adjusted based on the inspection items selected and the availability of inspectors.

Date: 03/19/2025 Time: Time Estimated Duration: 30 minutes

Inspector: Inspectors Available

On-site Contact: Miranda Carter

Email: micarter@murray.utah.gov Phone: (801) 270-2411

Notes:

Submit Request

Select the Department Final you need to schedule, and then click "add." Only schedule one department's inspection at a time.

Complete the "Request Details" and then click "Submit Request." You can now go back to "Schedule a New Inspection" to schedule a different department.

- Some types of projects require other city departments to do final inspections.
- You will need to request each department's final separately.
- Each department's final can be scheduled the same day as the Building Department's final, or on different days.
- All other Building Department inspections must be completed before any finals can be scheduled.