



Murray City Building Division

Online Permitting and Plan Review

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eProcess360

Frequently Asked Questions

eProcess360 Frequently Asked Questions

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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.

☒ Residential (IRC) ⓘ

☐ Commercial (IBC) ⓘ

Residential (IRC)

☐ New Construction

☐ New Detached Accessory Structure

☒ Alteration/Remodel ⓘ

☐ Addition (Attached)

☐ Repairs and Upgrades

☐ Swimming Pool/Hot Tub

☐ Mechanical

☐ Plumbing

☐ Electrical

☐ Renewable Energy (Solar)

☐ Demolition ⓘ

☐ Residential (Other)

☐ B.C.I

Alteration/Remodel Residential (IRC)

☐ Accessory Dwelling Unit (ADU)

☐ Basement Finish

☒ Remodel

☐ Roof Conversion

☐ Garage or Carport Conversion to Living

☐ 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.

☒ Residential (IRC) ⓘ

☐ Commercial (IBC) ⓘ

Residential (IRC)

☐ New Construction

☐ New Detached Accessory Structure

☒ Alteration/Remodel ⓘ

☐ Addition (Attached)

☐ Repairs and Upgrades

☐ Swimming Pool/Hot Tub

☐ Mechanical

☐ Plumbing

☐ Electrical

☐ Renewable Energy (Solar)

☐ Demolition ⓘ

☐ Residential (Other)

☐ B.C.I

Alteration/Remodel Residential (IRC)

☐ Accessory Dwelling Unit (ADU)

☐ Basement Finish

☒ Remodel

☐ Roof Conversion

☐ Garage or Carport Conversion to Living

☐ 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 displays the 'Application for a Building Permit' page. The 'Application' tab is selected in the top navigation bar. Under 'Project Details', the 'Street Address' field contains '10 East 4800 South' and is marked with a red exclamation mark and an orange 'Unverified' box. Below this, the 'Applicant Information' section shows the user is a 'Contractor'. The contractor details include 'General Contractor Company' at '123 Fake Street, Salt Lake City, UT 84101', with contact information '(801) 270-2431' and 'general@contractor.com'. A 'Verification Incomplete' orange box is shown at the bottom right of the contractor information.

Information Scope of Work **Application** Submittals Fees Intake

Application for a Building Permit

Project Details

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.

Street Address ! ✖ Unverified

Applicant Information

I am **Contractor** Owner/Builder Applicant

Contractor

General

General Contractor
General Contractor Company
123 Fake Street
Salt Lake City, UT 84101
(801) 270-2431
general@contractor.com
5556677-5501
Verification Incomplete

- 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?

Additional Contacts

Add a: Contractor ▼ Add

Contractor
Edit
Plumbing

Mr. Clean
Mr. Clean's Plumbing
125 Fake Street
Salt Lake City, UT 84101

(801) 270-2430
clean@plumber.com
4455577-5501
--/--/----

Verification Incomplete

Contractor Electrical

Type: Electrical ▼

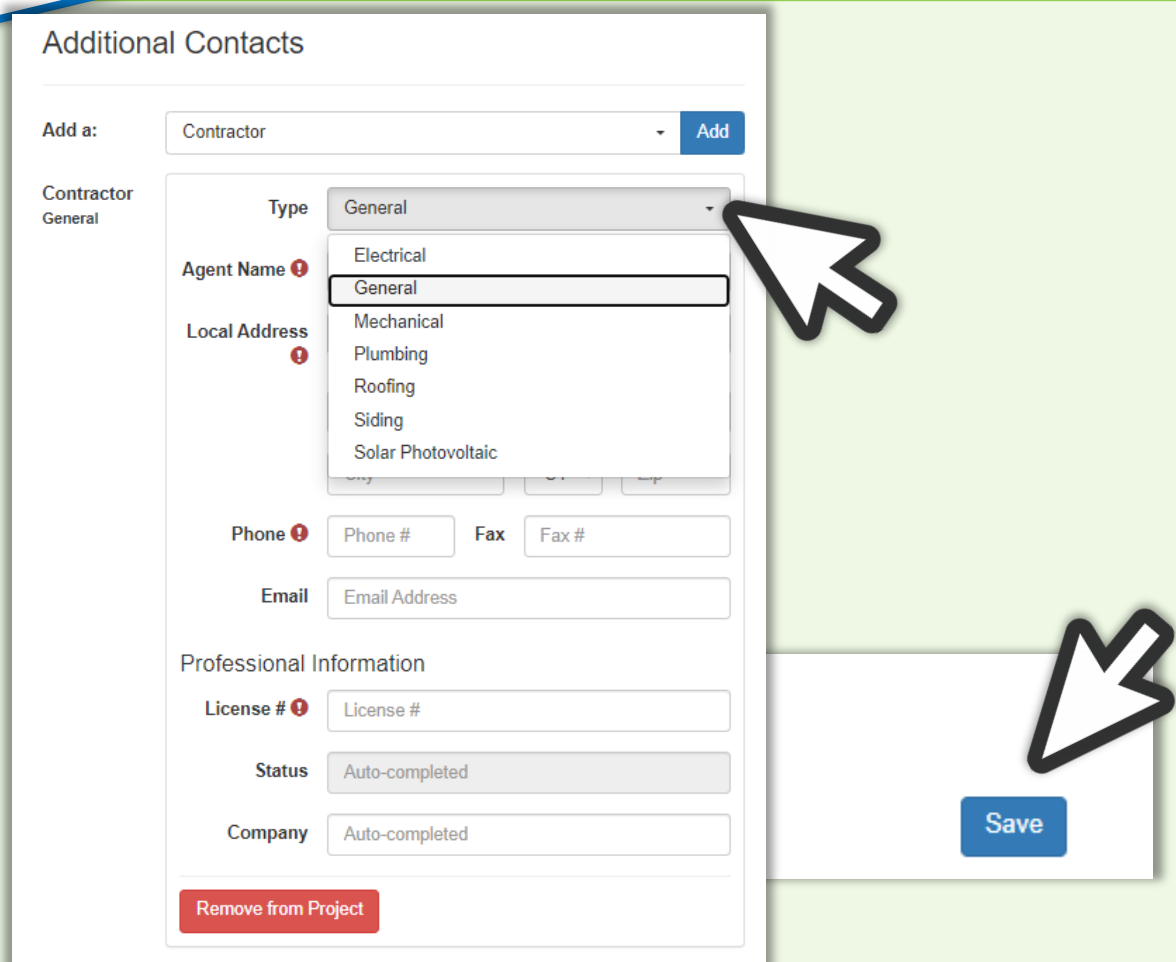
Agent Name ❗ Name

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?



The screenshot shows a web form titled "Additional Contacts". At the top, there is a section "Add a:" with a dropdown menu set to "Contractor" and a blue "Add" button. Below this, the form is divided into several sections. The "Contractor" section has a "Type" dropdown menu currently set to "General", with a blue arrow pointing to it. The dropdown menu is open, showing options: "General", "Electrical", "Mechanical", "Plumbing", "Roofing", "Siding", and "Solar Photovoltaic". The "Agent Name" field has a red exclamation mark icon. The "Local Address" field also has a red exclamation mark icon. Below these are fields for "Phone" (with a red exclamation mark icon), "Fax", "Email", and "Professional Information". The "Professional Information" section includes "License #" (with a red exclamation mark icon), "Status" (set to "Auto-completed"), and "Company" (set to "Auto-completed"). At the bottom left of the form is a red button labeled "Remove from Project". At the bottom right of the form is a blue button labeled "Save", with a blue arrow pointing to it.

Additional Contacts

Add a: Contractor Add

Contractor General

Type General

Agent Name !

Local Address !

Phone ! Phone # Fax Fax #

Email Email Address

Professional Information

License # ! License #

Status Auto-completed

Company Auto-completed

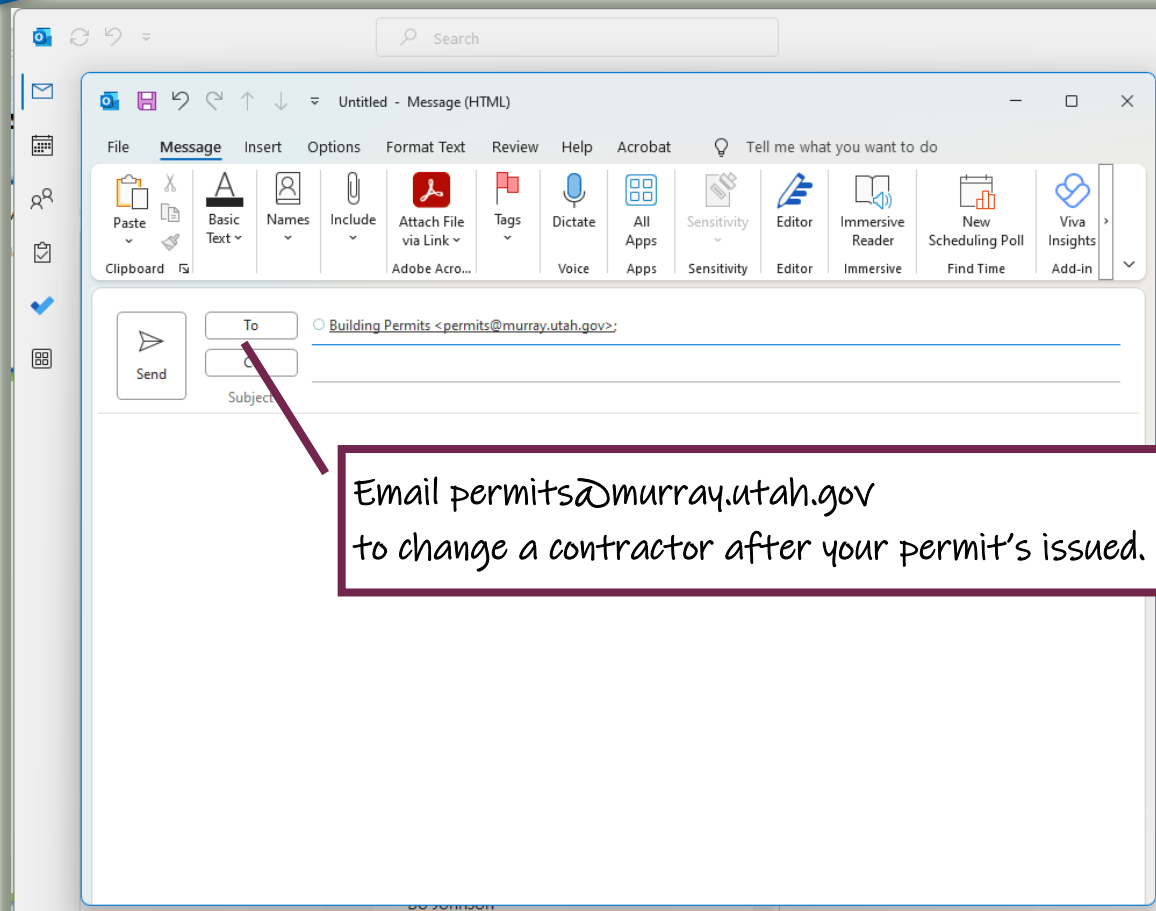
Remove from Project

Save

- 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?



Email permits@murray.utah.gov to change a contractor after your permit's issued.

- 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 statement is void 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 hereby affirm 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 hereby acknowledged 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 or ordinance governing the construction or the performance of construction. I make this statement under penalty of perjury.

Save



Home Projects Tasks

Search Projects

BUILDING PERMIT APPLICATION

10 EAST 4800 SOUTH RESIDENTIAL (IRC): REMODEL

Acceptance Pending

Go to Current Step

11/5/2024
Last Submitted

Information

Scope of Work

Application

Submittals

Fees

Intake

Inspection

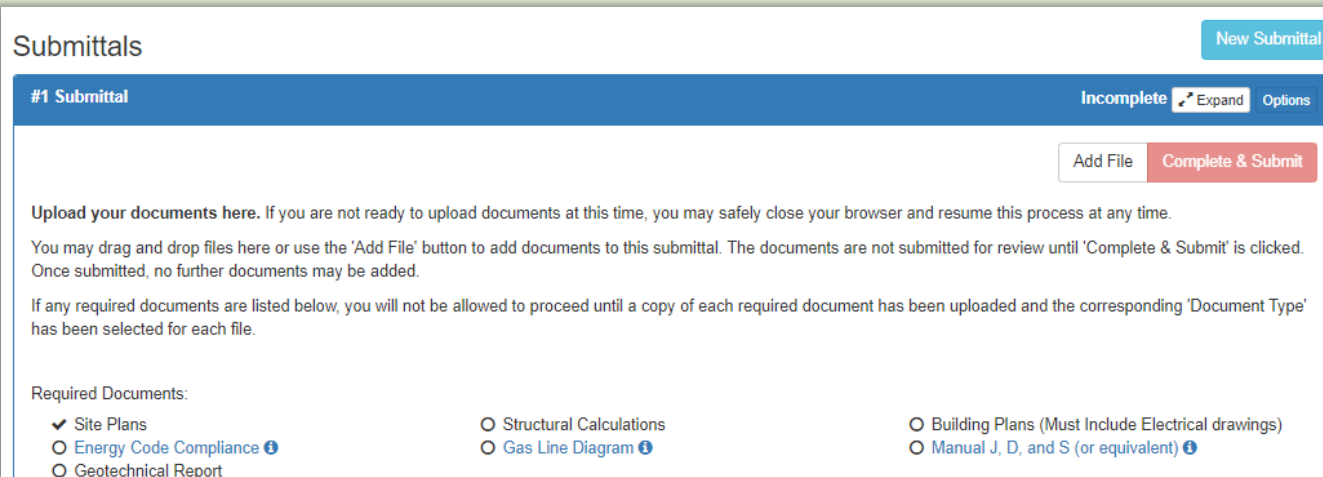
If you've completed all the required boxes on your application and it will not take you to the "Submittals" tab, click "Save" at the bottom of the page.

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 the 'Submittals' tab in a software interface. At the top, there's a 'New Submittal' button. Below it, a header bar indicates '#1 Submittal' with status 'Incomplete', an 'Expand' button, and an 'Options' button. A toolbar contains 'Add File' and 'Complete & Submit' buttons. The main area contains 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. 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:

<input checked="" type="checkbox"/> Site Plans	<input type="checkbox"/> Structural Calculations	<input type="checkbox"/> Building Plans (Must Include Electrical drawings)
<input type="checkbox"/> Energy Code Compliance ⓘ	<input type="checkbox"/> Gas Line Diagram ⓘ	<input type="checkbox"/> Manual J, D, and S (or equivalent) ⓘ
<input type="checkbox"/> Geotechnical Report		

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 the 'Submittals' interface. At the top, there is a table with columns: Download, Preview, Document Type, Description / Filename, and Upload Status. It lists two documents: 'Permit Site Plan 827529021.pd' (Site Plans) and 'ANNOUNCEMENT.pdf' (N/A), both with 'Done' status.

Below this is the 'Submittals' section, labeled '#1 Submittal'. It has a status of 'Incomplete' and buttons for 'Expand', 'Options', 'Add File', and 'Complete & Submit'. Instructions state: 'Upload your documents here. If you are not ready to upload, you can click the 'Add File' button to return to the file browser and resume this process at any time. 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 must select the corresponding 'Document Type' from the drop-down menu for each file.'

Under 'Required Documents:', there are radio buttons for 'Site Plans' (checked), 'Energy Code Compliance', and 'Geotechnical Report'.

A dropdown menu is open, showing a list of document types. The 'Energy Code Compliance' option is highlighted. Other options include 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, Floor Plans, Gas Line Diagram, and Geotechnical Report.

At the bottom, there is another table with the same columns as the top one, showing 'Permit Site Plan 827529021.pd' and 'ANNOUNCEMENT.pdf'.

- 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?

Submittals

[New Submittal](#)

#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 'Document Type' has been selected for each file.

Required Documents:

☐ Site Plans☐ Structural Calculations☐ Building Plans(Must Include MEP Drawings)☐ Commercial Energy Code Compliance

Download	Preview	Document Type	Description / Filename	Upload Status
Download	N/A	N/A	Inspection_Entry_20240816164t	Done
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?

The screenshot shows a web form titled "Applicant Information". Under the heading "I am", there are three buttons: "Contractor" (highlighted in blue), "Owner/Builder", and "Applicant". Below this, under the "Contractor" section, there is an "Edit" button and the text "General". To the right, the following information is displayed: "General Contractor", "General Contractor Company", "123 Fake Street", "Salt Lake City, UT 84101", "(801) 270-2431", "general@contractor.com", and "5556677-5501". A "Verification Incomplete" warning is shown at the bottom right of the form.

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?

Home Projects Tasks Search Projects Miranda Carter Log Out

BUILDING PERMIT APPLICATION 11/5/2024 E24022
10 EAST 4800 SOUTH RESIDENTIAL (IRC) REMODEL Last Submitted Permit Number

Acceptance Pending Go to Current Step

Information Scope of Work Application Submittal Fees Intake Inspection Contacts

**Declared
Valuation** !

**Detailed
Description of
Work** !

Licensed Contractor Declaration Submitted: 10/30/2024

☒ 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 application becomes void 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 hereby 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 will be complied 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 regulating construction or the performance of construction. I make this statement under penalty of perjury.

Submitted: 10/30/2024

Save

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?

- 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).

The screenshot shows the 'BUILDING PERMIT APPLICATION' interface for '858 W WICKHAM DR COMMERCIAL (IBC): TENANT IMPROVEMENT'. The 'Submittals' tab is active. Under 'All Folders', there is a table with the following data:

Name	Status	In	Due	Out
Submittal Documents	#1 Reviews Approved	--/------	08/21/2024	
Revision <i>Revisions happening after issuance of a permit.</i>	#1 Under Review	12/04/2024	--/------	
Revision 2 <i>Revisions happening after issuance of a permit.</i>	No Submittals	--/------	--/------	

An arrow points from a text box to the 'Revision 2' folder name.

Click on the text that corresponds to your Revision number.

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

Manage Reviews

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

Submittals

New Submittal

#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 checkbox 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?

Your permit's current status is displayed here. "Fee Payment Pending" means your permit is ready to be paid for.

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

Invoice (PDF)

Pay \$ 1,071.99

Discounts

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

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

Receipts

Total \$151.51

Paid By

Payment Type

Date

Paid

Logan Brown, Inc. eProcess Administrator

Card/Online

08/06/2024

\$50.51

Void

PDF

Contractor

Carrie Burgess

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

Add Add Add

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

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 Estimated Duration 30 minutes

Inspector Inspectors Available

On-site Contact Miranda Carler

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

Notes

Submit Request

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.