Method for Uploading of Additional Documents to existing Project

**Issue/Concern:** Currently, the end customer has a limitation of 25 MB cumulative at the time of application. In many cases the end customer will need to upload additional documents to facilitate a thorough review. This upload process will allow the addition of electronic documents.

**Process:**

Step 1: The end customer must login to the Online Portal utilizing their username and password.

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The customer should then select “Search for plan reviews”.

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Important Note: To obtain maximum functionality Citizen-Serve must be accessed utilizing the Chrome browser. Utilization of Explorer or other browsers will allow access but limit site options.
Step 3: The customer should input the project SFM # into the search field and conduct the search. The SFM# should be entered in the format as the example shows - SFM19-000256 – and must begin with SFM followed by the numerical project number.
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Step 4: Once the project search has rendered the proper results. The project number link should be selected.

Step 5: The customer must be identified as one of the three associated CONTACTS to complete the document upload process. As an identified CONTACT for the project, the customer should select “Upload a Document”.

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Step 6: In the new pop-up window, the customer should select “Browse” button, select the necessary document(s) (understanding a cumulative limit of 25MB), and select the “Submit” button.

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