



Fixing Uploads in ProjectDox

When uploading drawings and documents to ProjectDox, **it is important to follow the [File Naming Standards](#) so files are managed and sorted correctly.** If files are uploaded incorrectly, you have a chance to delete and reupload during two tasks: *Applicant Upload task* and *Department Review Respond and Resubmit task*.

If mistakes are realized after these two tasks have closed, we ask you follow the steps below to request a 2-hour window to delete and reupload incorrect files.

REASONS FOR DELETING AND REUPLOADING

Please request a 2-hour window to reupload files to address the following issues:

- Incorrectly named documents and/or drawings
- Change of mechanical consultant
- New drawings are replacing previously uploaded versions
- Moving documents from the *Documents* folder to *For Reference Only*
- Files did not version correctly because the file name changed

HOW TO MAKE A REUPLOAD REQUEST

Provide the exact date and time when you would like to work on deleting and reupload incorrect files. Please be sure you have availability during that specific timeframe before making the request.

1. Using your email address assigned to your ProjectDox project, email TClePlans@portlandoregon.gov
2. Subject Line: Applicant Reupload Request for Project 2X-XXXXXX-XXX-XX-XX
3. Body:

Please allow me 2 hours on **DATE (MM/DD/YYYY)** between **TIME (X:XX AM/PM – X:XX AM/PM)** to delete and reupload files in **SPECIFIC FOLDER (Drawings/Documents/ReferenceOnly)** for **PROJECT NAME (Project 21-123456-000-00-CO)**.

I am making this request because **SPECIFIC REASON (ex: a file was renamed and did not version correctly)**.

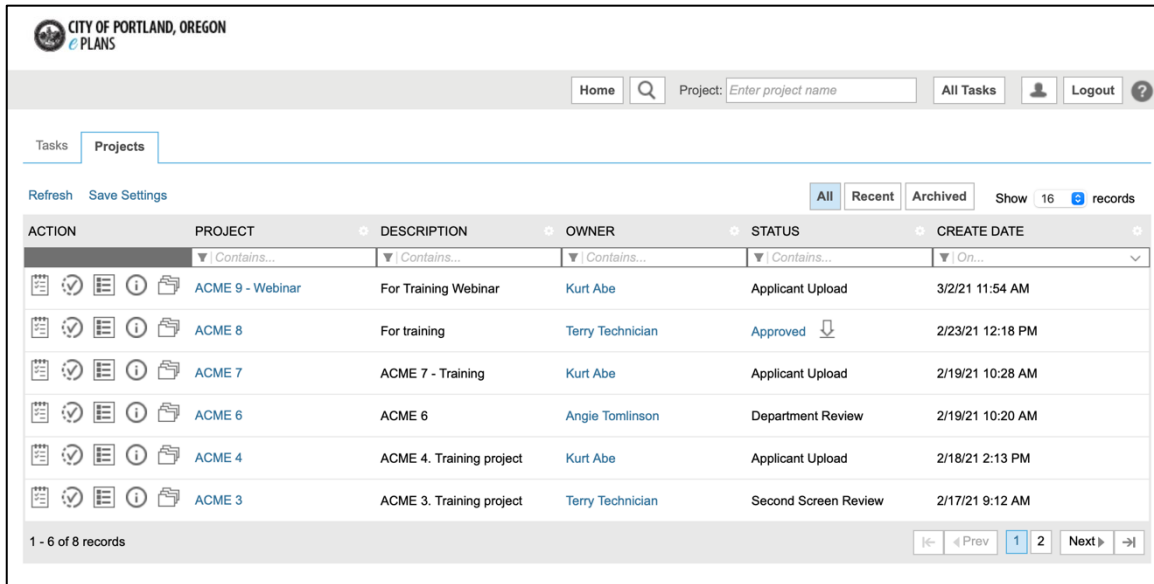
The ePlans team will then reply confirming or denying this request.

Your deleting privileges will end after 2 hours.

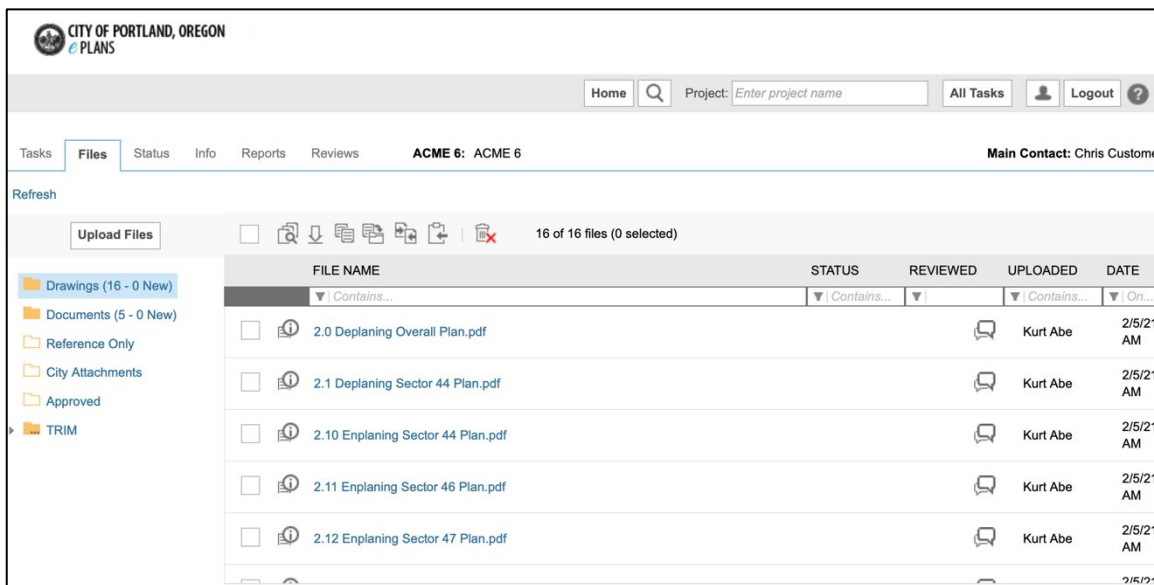


HOW TO DELETE AND REUPLOAD NEW FILES

1. Log in to ProjectDox eplans.portlandoregon.gov.
2. Click the **Projects** tab
 - a. **Search** for the project where you need to delete and reupload new files. **Click** the project name.



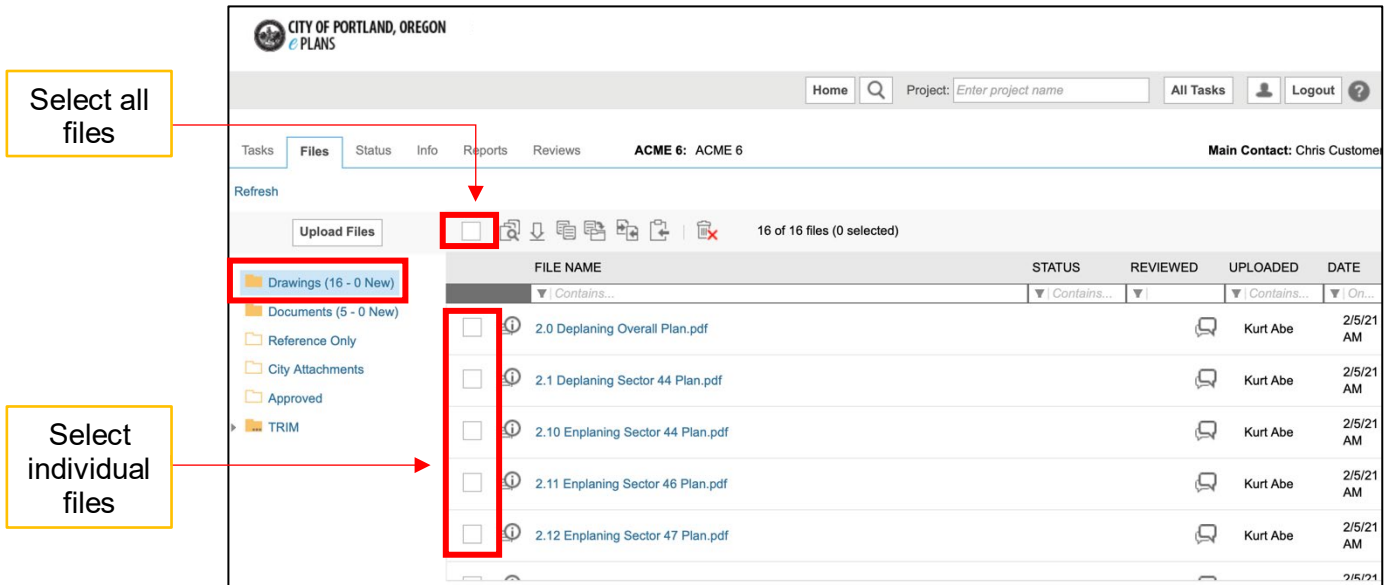
3. From the tabs at the top, **click the Files tab**.




4. From the menu on the left, **click the file's folder** (Drawings/Documents/Reference Only/etc.)
5. **Select files to delete**.
 - a. Select files individually by clicking the checkbox to the left of the file name.



- b. Select all files by clicking the *Select All* checkbox in the toolbar.



6. Click the delete button in the toolbar. 
7. After deleting files from the selected folder, begin the reupload process. Click **Upload Files** from the menu on the left.
8. **Browse** for files on your computer then **click Start Upload**.
 - a. Please remember – files that are being versioned should be uploaded with the *same exact name* as the originally uploaded file, **even if the original files are misspelled or have spacing issues**.

