



ProjectDox on Windows

This document helps you set up and configure a web browser on your Windows computer for accessing ProjectDox. The City of Portland recommends using Google Chrome *unless you need to make use of the ProjectDox Measurement tools*, in which case the City advises you use Internet Explorer. ProjectDox can also be used within Microsoft Edge and Firefox with the same level of ability as within Chrome.

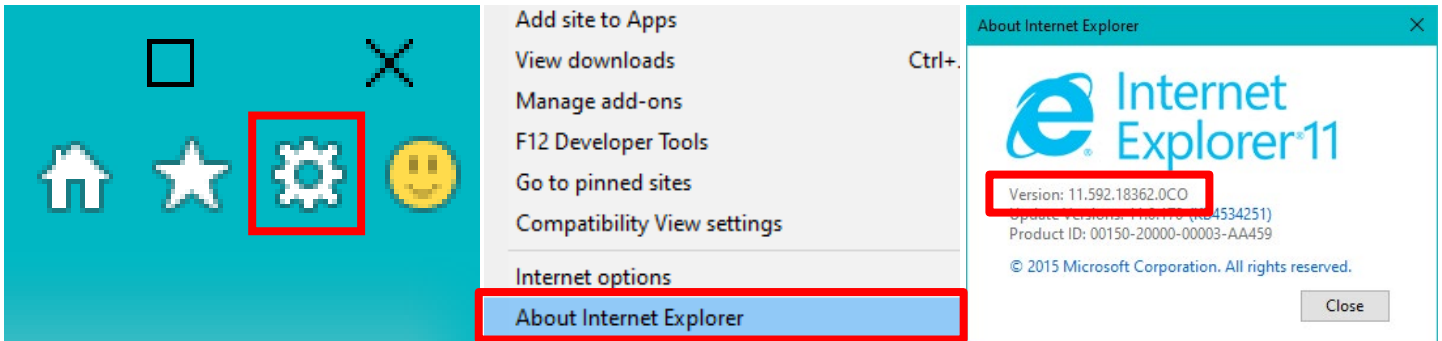


CHECK AND INSTALL THE LATEST INTERNET EXPLORER

To use the Measurement Tools in ProjectDox in Internet Explorer, you will need to use Internet Explorer with the ProjectDox ActiveX Components installed. Make sure you have the latest version of Internet Explorer.

[Download Internet Explorer 11](#)

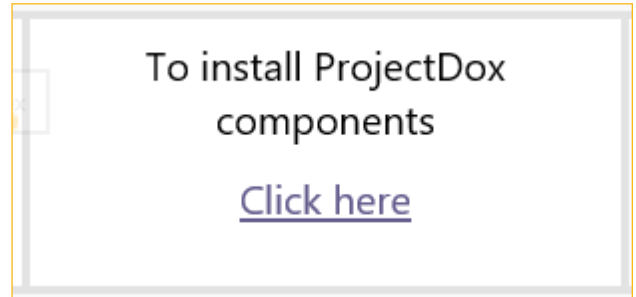
1. Click the gear-like **Tools** icon in the top-right corner.
2. Select About Internet Explorer.
3. If your version **isn't 11.592** or later, update Internet Explorer.



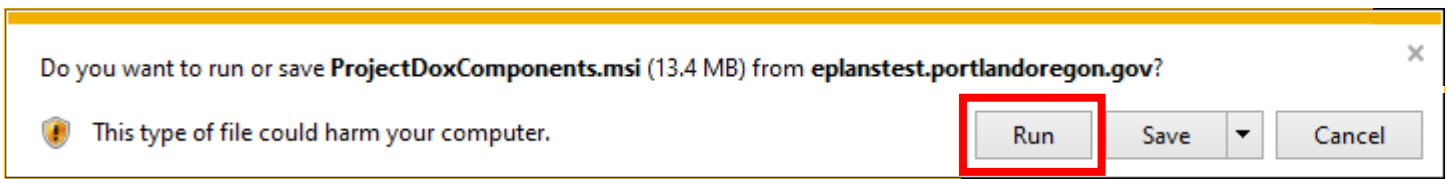


INSTALL ACTIVEX

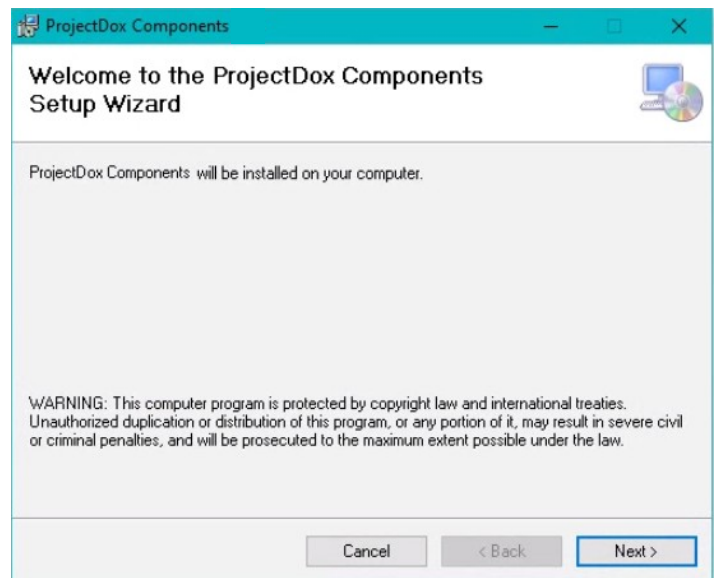
- 1. [Click here](#) to open up the ProjectDox Website. From the bottom of the ProjectDox login page, **click on** the underlined “**Click here**” text beneath to Install ProjectDox components.



- 2. When prompted, **click the Run button.**



- 3. The ProjectDox Components Installer will guide you through the rest of the installation.



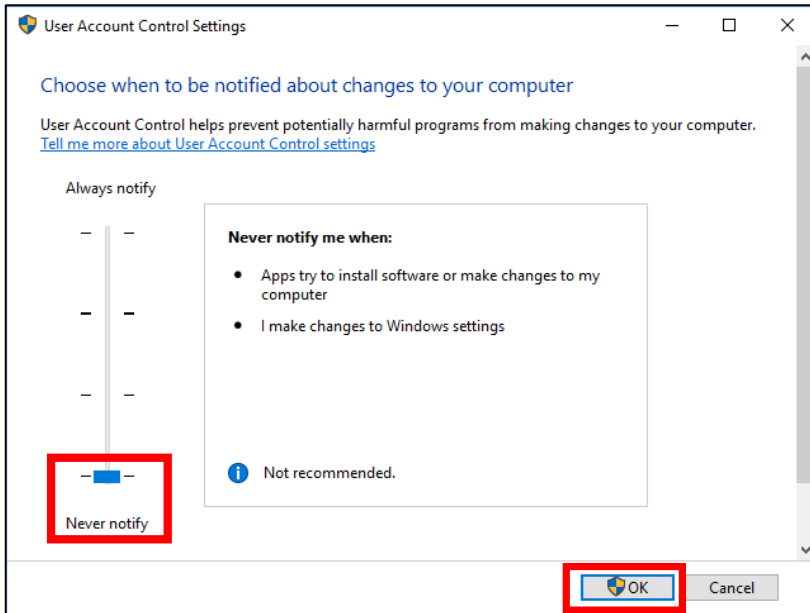
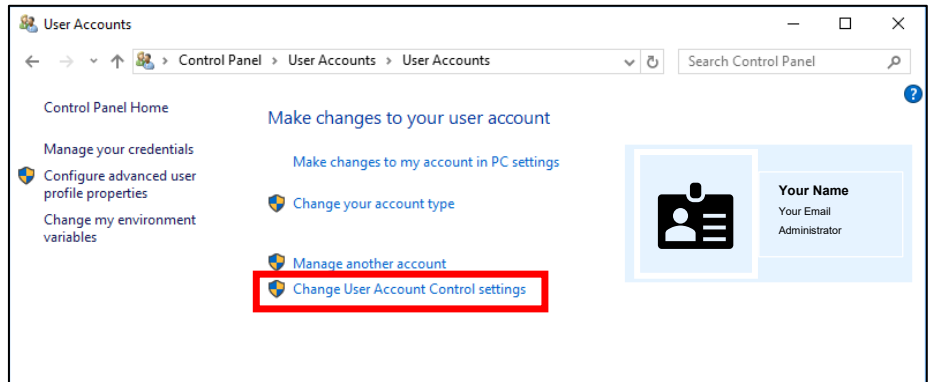
If a security warning prevents you from completing the installation, please refer to **instructions on disabling UAC** on the following page.



DISABLE UAC

UAC, or User Account Control, is a security feature of Windows that might prevent you from installing the ActiveX components required for full ProjectDox functionality. The ProjectDox ActiveX components are completely safe, so you may need to temporarily disable UAC to allow installation of the ActiveX components. There are two ways to do that in Windows 10.

1. Open **Control Panel**.
2. Select **User Account**, and then **User Accounts** once again.
3. Click on the link **Change User Account Control** settings.



4. Move the slider control down to the *Never notify* position and click **OK**.
5. The UAC is now disabled.



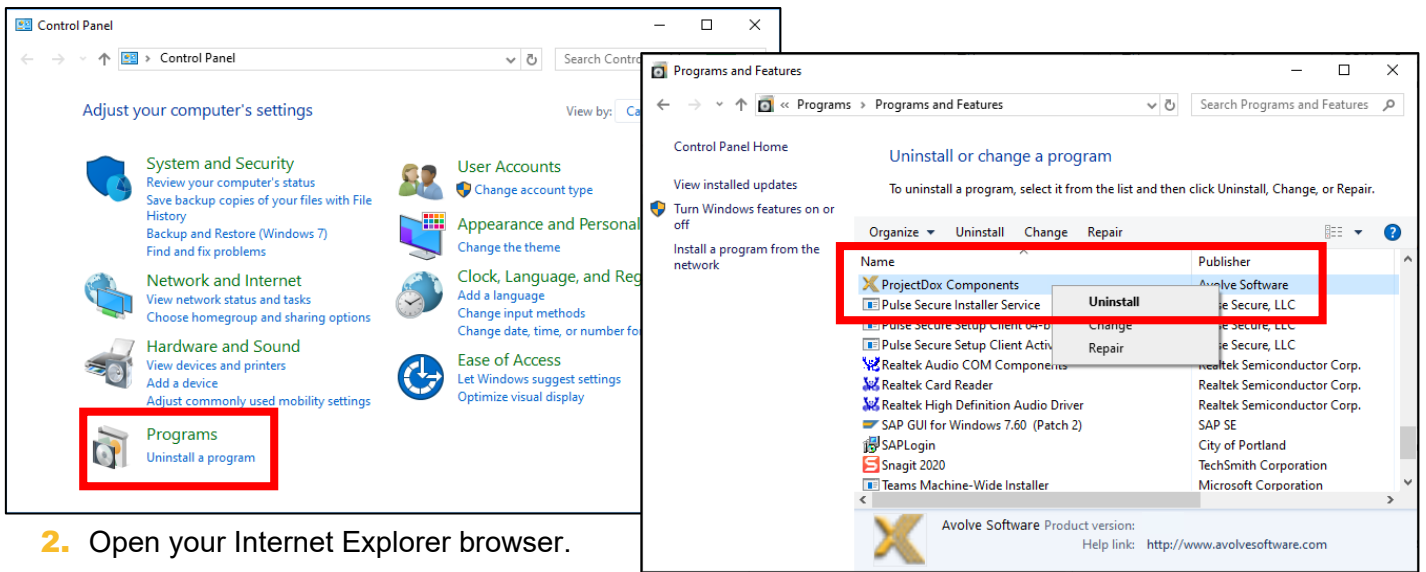
Disabling the UAC is only needed to do the ActiveX install. Once the components are installed, you can reactivate UAC.




REMOVE AND RE-INSTALL PROJECTDOX COMPONENTS

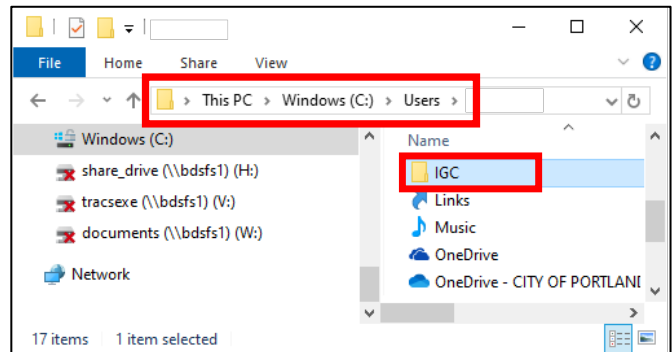
If you are having issues access ProjectDox on Internet Explorer, you may need to remove and re-install ProjectDox Components. ProjectDox Components are crucial to install in order to access the ProjectDox site. This MSI file (Microsoft Silent Install, a Windows Installer Software) only needs to be downloaded and installed once per computer.

- 1. To **remove** ProjectDox components.
 - a. Control Panel > Programs > Uninstall a Program.
 - b. Search for **ProjectDox Components** > Right Click > Uninstall.



- 2. Open your Internet Explorer browser.
 - a. Select the Settings Icon  > Internet Options > **General** Tab > (Under Browsing History) **Settings**.
 - b. Select **View Objects**.
 - c. Remove any file that has *Brava* or *ProjectDox* in the name.

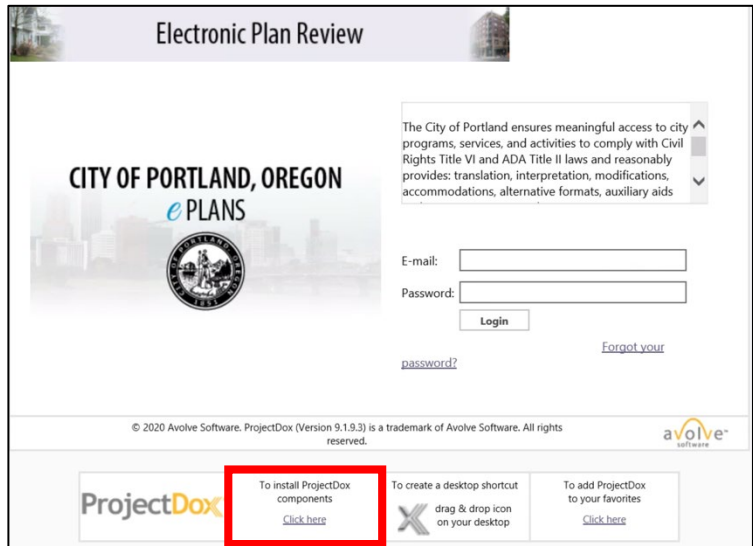
- 3. Next, go to your (C:) Drive.
 - a. Delete the file named *IGC*.
 - b. If the folder is not located in the (C:) Drive, check for it in C:\Users\UserName\IGC.





PDX ePLANS

- 4. Restart your computer.
 - a. Safety reminder: Save all open documents and tasks before restarting.
- 5. Access the [ProjectDox Website](#).
- 6. Select the link to **Install ProjectDox Components**.
 - a. Verify the UAC in Windows is disabled before installation.
- 7. Verify that your Internet Explorer browser has the correct settings based on the PDF Document *System Use Requirements*.
- 8. Open up any project within ProjectDox as a test.
 - a. Double check that you can open files in the Brava viewer.
- 9. If problems persist, please contact POPSPDXePlans@PortlandOregon.gov.




EDGE

Microsoft's Edge browser is the current generation browser from Microsoft. It uses the same engine as Google Chrome and therefore does not require ActiveX controls. Click the Edge icon to download.



Setting up your Edge Browser:

- 1. Open Edge.
- 2. Click the  icon in the top right of the browser.
- 3. Select **Settings** from the drop-down menu.
- 4. Select **Site permissions** from the left-hand menu pane.
- 5. Select **Pop-ups and redirects**.
- 6. Under *Allow*, select **Add**. Copy and paste the webpage below into the text field.
 - <https://eplans.portlandoregon.gov/ProjectDox>




CHROME

The Bureau of Development Services recommends using the Google Chrome browser when accessing ePlans *unless you need to make use of the ProjectDox Measurement Tools*. To use the Measurement Tools in ProjectDox, you will need to use Internet Explorer with the ProjectDox ActiveX Components installed. Click the Chrome icon to download.



Setting up your Chrome Browser:


1. Open Chrome.
2. Click the  Icon at the top right of the browser.
3. Select **Settings** from the drop-down menu.
4. Select **Privacy and Security** from the left-hand menu.
5. Under Privacy and Security, click into **Site Settings**.
6. Under Permissions, click **Pop-ups and Redirects**.
7. Under *Allow*, select **Add**. Copy and paste the webpage below into the text field.
 - <https://eplans.portlandoregon.gov>

FIREFOX

Firefox is another popular browser for Window's users. Click the Firefox icon to download.



Setting up your Firefox Browser:

1. Open Firefox.
2. Click the  Icon at the top right of the browser.
3. Select **Options** from the drop-down menu.
4. Select **Privacy and Security** from the left-hand menu.
5. Scroll down to the Permissions section, next to *Block pop-up windows*, select **Exceptions...**
6. Copy and paste the webpage below into the *Address of Website* text bar, select **Allow**.
 - <https://eplans.portlandoregon.gov>
7. Make sure to **Save Changes**.



TROUBLESHOOTING ALL BROWSERS

Most issues with ProjectDox—or any web application—are solved by:

- A. **Enabling pop-up windows** from ProjectDox, and;
- B. **Clearing your browser’s cache and/or cookies.**

To **clear your browser’s cache and/or cookies**, click the icon of your browser and follow the instructions from the manufacturer.



If clearing your browser’s cache and cookies, and then restarting your computer, don’t resolve your ProjectDox issues, please reach out to POSPDXePlans@PortlandOregon.gov.



Questions? Email us!
POSPDXePlans@portlandoregon.gov