

# Online Permit Center

## *How to address an Incomplete Submittal*



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## Incomplete Submittal

- If your submittal package is deemed incomplete you will be notified via Email by the Town.
- Please log into your account on the [Online Permit Center](#).
- Go to “Dashboard” tab and under My Permits, click on “Attention”.



The screenshot shows the 'Town of Danville Online Permit Center' dashboard. At the top right, there is a user greeting: 'Good Afternoon, Jane Doe'. The main navigation bar includes 'Dashboard', 'Home', 'Pay Invoice', 'Online Instructions', 'View', 'Apply', 'Forms', 'Search Q', and 'Reports'. The 'Dashboard' tab is selected. Below the navigation bar, there is a banner for 'My Permits' with a red box around the 'Attention' status, which has a count of 1. Other status counts are: Pending (0), Active (0), Draft (0), and Recent (1). Below this, there is a section for 'My Plans' with counts for Attention (0), Pending (0), Active (0), Draft (0), and Recent (0).

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# Incomplete Submittal

- Under “Attention Reason”, click on “Failed Reviews”

The screenshot shows the 'My Permits' section of the Town of Danville Online Permit Center. A table lists permit details for PR20-000035. The 'Attention Reason' column is highlighted with a red box, showing 'Fail', 'On Hold', and 'Failed Reviews' as options.

Permit Number	Project	Address	Permit Type	Status	Attention Reason
PR20-000035		510 LA GONDA WAY DANVILLE, CA	All Other Permit Types (Building, Planning, Encroachment, Grading, Etc)	Attention, Recent, Pending	Fail On Hold Failed Reviews



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# Incomplete Submittal

- Click on “Attachments” to view comments.

The screenshot shows the 'Permit Details' page for permit PR20-000035. The 'Attachments' tab is highlighted with a red box. Below the tabs, a 'Reviews' table is visible.

Review Type	Status	Version	Received Date	Due Date	Completed Date
Preliminary - Online submittal	Requires Re-submit	1	04/21/2020	04/21/2020	04/21/2020



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# Incomplete Submittal

- Sort by “Creation Date”, so that the Town’s Comments will appear last.
- Click to download the attachment noted as “Incomplete Submittal-Comments on Requirements”.
- Please download **each PDF** noted as a “Comment”. There is potentially comments from each Division:
  - Planning Division
  - Engineering Division
  - Building Division



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# Incomplete Submittal

- Please address comments and resubmit **entire** submittal to this Attachment page.
- By resubmitting all documents, this ensures that the Town has the most current version for each document.



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# Incomplete Submittal

- Please name documents so it is clear which files are a Resubmittal.

Example:

"510 La Gonda Way\_Application\_Resub.pdf"

- Click submit



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# Incomplete Submittal

- This message will appear when you click submit, which notifies the Town you have resubmitted.



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## Incomplete Submittal

- If you have any questions please email [Building@Danville.ca.gov](mailto:Building@Danville.ca.gov)
- To ensure your email is forwarded to the appropriate personnel, please label email: "PR20-#####: *Project Address* – Question".  
For example: "PR20-000035 510 La Gonda- Question"

