# Lee County ePlan

# System Requirements

Lee County upgraded to version 8.2 on **March 17, 2014**. If you have not used ePlan since then, you need to read the upgrade section of this document.

## Operating Systems

ePlan works best with a Windows operating system, it can be used on a MAC or other non-windows operating systems, but some features will not be available.

## Internet Browsers

**Internet Explorer (IE) is the recommended browser for use with ePlan**. The installation directions vary depending upon which version of IE you are using, some are lengthier than others. If you are using IE 10 it is recommended you upgrade to IE 11. IE can be downloaded for free from Microsoft.

Safari, Chrome and Firefox should call Lee County for more direction on using the ePlan system, 239-533-8343.

## Installation
In order to use ePlan you will need to know which operating system you have and which internet browser you use, you need to have ***administrative rights to your computer to install ePlan.***

To use ePlan you must register with Lee County for a user id and password, registration forms can be found on the main ePlan website: www.leegov.com/eplan

Depending upon your operating system and the version of IE you are using, you may need to disable some security features which block the installation, once installed you can turn these features back on. All users need to disable any pop up blockers.

***If your operating system is:***

**Windows Vista** you first need to disable User Account Controls (UAC):
   o   Open up Control Panel, and type in "UAC" into the search box. You'll see a link "Turn User Account Control (UAC) on or off":
   o   On the next screen you should uncheck the box "Use User Account Control (UAC)", and then click on the OK button.
   o   You'll need to reboot your computer before the changes take effect

**Windows 7** you first need to disable User Account Controls (UAC):
   o   Type UAC into the start menu or Control Panel search box, and then click the 'Change user Account Control Settings' link that is returned by the search.
   o   Drag the slider all the way down to never notify, then click okay.
   o   You'll need to reboot your computer before the changes take effect

**Windows 8** you will need to disable User Account Controls (UAC)
   o   Open up the Start screen, search for UAC, and you should see an option for User Account Control settings. If you don't, you'll need to change to search through your Settings first, but then you should see it.
   o   Drag the slider all the way down to never notify, then click okay.
   o   You'll need to reboot your computer before the changes take effect

*If your browser is:*

Internet Explorer 8 or 9:
1. Open the browser, from the menu bar click on **Tools**, then **Internet Options**.
2. In the **Security** tab, select the **Internet zone**.
3. In the '**Security level for this zone**' section, slide the scale all the way down, then *un-check* the box '**Enable Protected Mode'**.
4. Click **Apply**, and then click **Okay**.
5. Close and re-open Internet Explorer for the changes to take effect.

Internet Explorer 10:
1. Go to **Tools** and at the bottom of the list click **Internet Options.**
2. On the **General Tab**, in the Browsing History section, un-check the box '**Delete browsing history on exit**'.
3. Go to the **Privacy tab**. Click the **Sites** button. Type **leegov.com** in the address field then click **Allow**.
4. Go to the **Security** tab and click **Trusted Sites**, then click **Sites.** This will open a new window, in the *Add this website to the zone:* field enter **leegov.com** (uncheck the box "Require server verification" if checked) and click **Add** then **Close**

Internet Explorer 11:
1. Go to **Tools** and choose **Compatibly View Settings**
2. In the *Add this website:* field enter **leegov.com** and click **Add** then **Close**
3. Go to **Tools** again and at the bottom of the list click **Internet Options**
4. On the **General Tab**, in the Browsing History section, un-check the box '**Delete browsing history on exit**'.
5. Go to the **Security** tab and click **Trusted Sites**, then click **Sites.** This will open a new window, in the *Add this website to the zone:* field enter **https://plans.leegov.com** and click **Add** then **Close**
6. In the '**Security level for this zone**' section, slide the scale all the way down to **low**, then *un-check* the box **'Enable Protected Mode'**, then click OK.
6. Close and re-open Internet Explorer for the changes to take effect.

### Once all applicable security features are disabled do the following

1. Log into ePlan from the login page with your user name and password.
2. Once signed in complete all the applicable fields on the Profile Screen, and then click Save at the bottom of the page.
3. You will be taken to your "project screen". You only have one project on your screen, the 'Lee County Users Guide to ePlan'. Going forward this is the screen you will be accessing to view your permit applications.
4. From within the 'User's Guide to Lee County Project' open any file, the first time you open a file in Lee County ePlan, you will be prompted to 'Run an Add On'. After you the run the Add On your installation is complete.

**Once the installation is complete, you may turn back on the UAC and/or Protected Mode**

### Upgrade
If you have not used the system since March 17, 2014 you will need to uninstall the components of the previous version of ePlan from your computer and then follow the directions in this document to install the version 8.2 components. To do the following you will need Administrative Access to your computer.

1. Check for presence of program, and remove if found, depending on the version of operating system your are using:
   a. VISTA, Windows 7 - Using Control Panel (in classic view) -> Program Features, if ProjectDox Components is listed then REMOVE

      b.  XP – Using Control Panel -> Add/Remove Programs, if ProjectDox Components is listed then REMOVE It

2. Internet Explorer (Internet Options->Browser History->Settings->View Objects – remove anything Brava, ProjectDox, or Xupload).After the above is completed, delete these directories and their contents:

      a.  VISTA, Windows 7 - do a search for the filename IGC to locate, then delete

      b.  XP - Documents and Settings->User Account->IGC (delete) XP - Program Files->Avolve->Components  (delete)