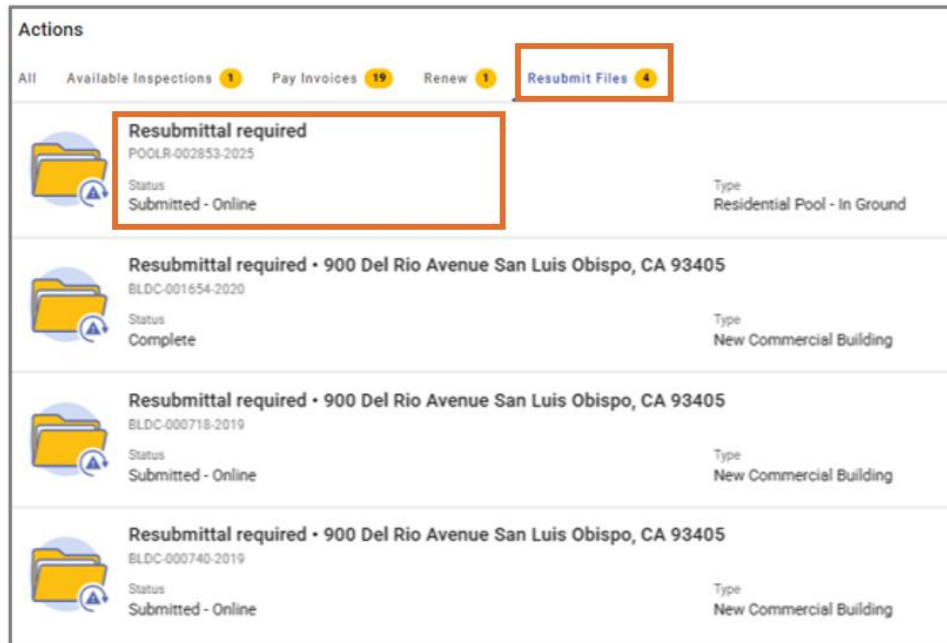


Review Files and Resubmit

When jurisdictions process applications, they may require that customers review and resubmit files as part of the application review.

To view review-related tasks that need attention:

1. Click the **Resubmit Files** tab in the Actions section.
 - a. Click the desired **case** card in the list.
2. Or click a **Resubmittal required card** in the Actions section.



The Resubmit Files tab in the Actions section displays the number of files that the customer must resubmit in a circle next to the tab name.

NOTE Although customers can apply for business licenses, including operational permits and rental properties, through Civic Access, they cannot resubmit eReview files for these cases.

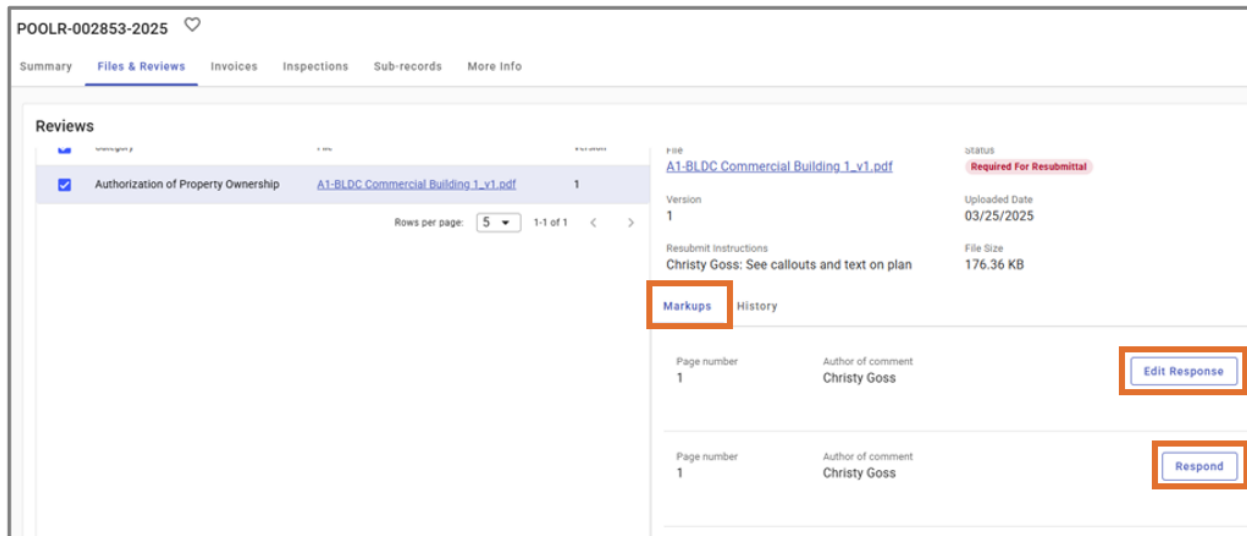


Bluebeam or Standard Reviews

Whether a jurisdiction uses Bluebeam to electronically review files or does not perform an eReview and uses the standard review process, both workflows look alike to customers.

To view markups on a file reviewed using Bluebeam:

1. Mark the desired **file**.
 - a. Click **Download** and open the **file** to view any markups.
2. Click the **file link** to respond to markups in the popup, if configured.
3. Click the **Category** name on the desired row to view more information about the file, including Markups and History tabs.
4. Click **Respond** to add comments.
 - a. Type **comments** and click **Add**.
5. Click **Edit Response** to update comments.
 - a. Change **comments** and click **Update**.



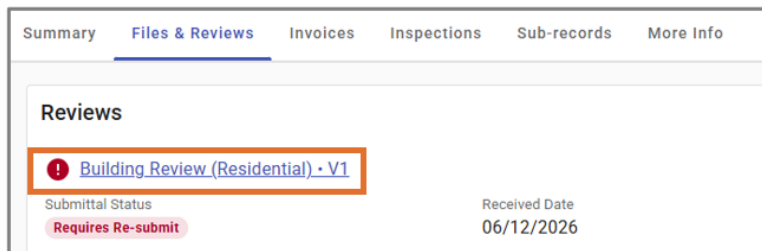
The Files & Reviews tab displays information about a file that the jurisdiction wants the customer to resubmit.

To view the review itself if the jurisdiction uses Bluebeam or the standard review process:

6. Click the **review link** next to the exclamation point.

Civic Access displays the case information in three tabs, including the Summary tab.

7. Click the **Associated Files** tab to resubmit the required files. Proceed to [step 9](#).
8. Click the **Reviews** tab to see the jurisdiction's corrections and recommendations for the case.
 - a. Click the **name** of the reviewer to email the reviewer.



Civic Access displays the review link in the Files & Reviews tab.



9. Click **Resubmit**.

Civic Access displays the steps a customer must complete to respond to the reviewer and resubmit the files for the case.

Step 1: Conditions

Jurisdictions use conditions to stop the issuance of a permit or license or to alert customers about things that must be done before a case can be marked as complete.

1. Click the **Condition card** to display more information.
 - a. Click the **X** to close the condition.
2. Click **Next**.

Resubmit Files

1 Conditions

2 Reviews

3 Markups

4 Select files

5 Confirm

Conditions

General Condition • General **Satisfied**

Description

This condition is used for more general reasons. The "comments" field on the conditions tab of a case can be filled with the more specific nature of the condition's requirements.

General Condition • General **Satisfied**

Description

This condition is used for more general reasons. The "comments" field on the conditions tab of a case can be filled with the more specific nature of the condition's requirements.

Comments

-

Previous Next

Civic Access displays the Conditions step of a permit review and resubmission.

Step 2: Reviews

The Reviews step displays the jurisdiction's corrections and recommendations for the case.

1. Click **Collapse** or **Expand** on the cards as desired.
2. Click the **name** of the reviewer to email the reviewer.
3. Click **Next**.

Step 3: Markups

The Markups step lets customers view electronics markup comments created using Bluebeam, if configured.

1. Click **Respond** to respond to the markup comment.

Civic Access displays a Respond popup.

2. Type the **response** and click **Add**.
3. Click **Edit Response** to add more comments.
4. Click **Next**.

Step 4: Select Files

Civic Access displays information about the required files.

1. Upload the new **file(s)**.
2. Click **Next**.

Step 5: Confirm

1. Confirm the review and resubmission **information**. Ensure that:
 - a. All Actions are complete/acknowledged.
 - b. All required files have been uploaded.
2. Click **Steps 1-4** to return to a step and make any changes.
3. Click **Submit** if the information is accurate and the application is complete.

Civic Access displays a success message.

4. Click **Return to record**.

NOTE If the jurisdiction uses Bluebeam, customers can only upload pdf files. Reviewers can use Bluebeam to electronically review files in Civic Access 2026.1 for plan, permit, business license, and operational permit applications.

