Attachments Guide

Overview

This tutorial includes instructions on how to upload attachments in **SJPermits**. Some permit applications require files to be uploaded through SJePlans. To check if the attachments should be uploaded in SJePlans, click here for the list of applications. For all application types that are not listed as using SJePlans, upload attachments using this tutorial and SJPermits.

Please verify which attachments need to be uploaded for your permit type. All attachments must be uploaded before your permit application is submitted. If attachments are missing the application will be considered incomplete. Each department has their own attachment documents for submittal. Please visit the respective departments SJPermits page for additional information on what attachments are required for your application type.

- Building
- Planning
- Fire
- Public Works

This guide will cover the following topics:

Section 1 – Unregistered User Payment

Once you reach the Upload Attachment page during the application submittal, you will need to complete the following fields:

1. **Select an Attachment Type** – Each application type will have its own drop-down list of attachment types to select from. If you do not see an attachment type that matches your document, choose the closest attachment type.

2. **Select the File** – Click "Choose File" to browse for the file you are trying to upload.
   Note - Only the following document types may be uploaded: *bmp, csv, doc, docx, gif, jpg, pdf, png, tiff, txt, vol, xlx, xlsx*

3. **Add a Description** – A description of the file is required. This description should be used to help staff identify the attachment when reviewing the application. The attachment description is limited to 64 characters.

4. **Upload the Attachments** – At the bottom of the page, you must select "Upload Attachment" before clicking "Done". If you click "Done" and do not click "Upload Attachment", the file will not be uploaded. If you have multiple documents to upload, repeat steps 1 through 4 until you have uploaded all of the attachments for the application.

5. **Complete the Application Submittal** – After you have uploaded all required application submittal documents, click on the "Done" button to complete your application submittal.

If your upload was successful, you will see a message in green text at the top of the page under the Primary Property Address state "Attachment Uploaded Successfully".

Primary Property Address ▮▮▮▮▮▮▮▮▮▮

Attachment uploaded successfully

⬆ UPLOAD ATTACHMENT

The allowed file types are: bmp, csv, doc, docx, gif, jpg, pdf, png, tiff, txt, vol, xls, xlsx.

Attachment Type *

Section 2 – Reviewing/Deleting Attachments

Once you have uploaded at least one attachment, you will be able to see the list of documents that have been uploaded to the project. _Note: You may need to scroll down the page to see the list of attachments._

The attachments box will display the attachment type, attachment description, the name of the file, a "Download" button, and a "Delete" button. You can use the "Download" button to review the document that was uploaded.

Attachments will only be available to delete on the initial submittal and based on each department's permissions. Once a file is verified, you will not be able to delete the attachment. If you upload the wrong document and it has been verified, please let the City of San José staff assigned to your project know.

When you click on the "delete" button, a pop-up window will display asking you to verify if you wish to delete the attachment. Confirm you are deleting the correct attachment by clicking "OK" to proceed. If you do not wish to delete the file, click "Cancel" to return to the Upload Attachments Page.