

# Uploading Documents

## Requirements

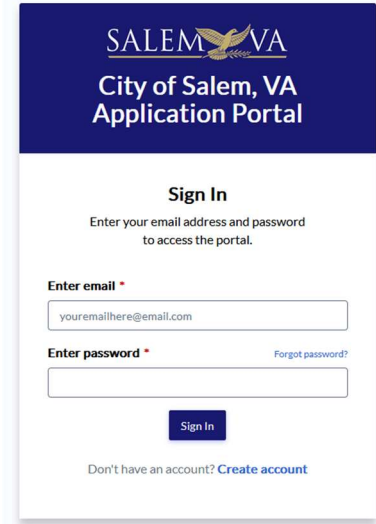

- Application Portal Account
- Active Application
- Relevant documentation for your application

## Information

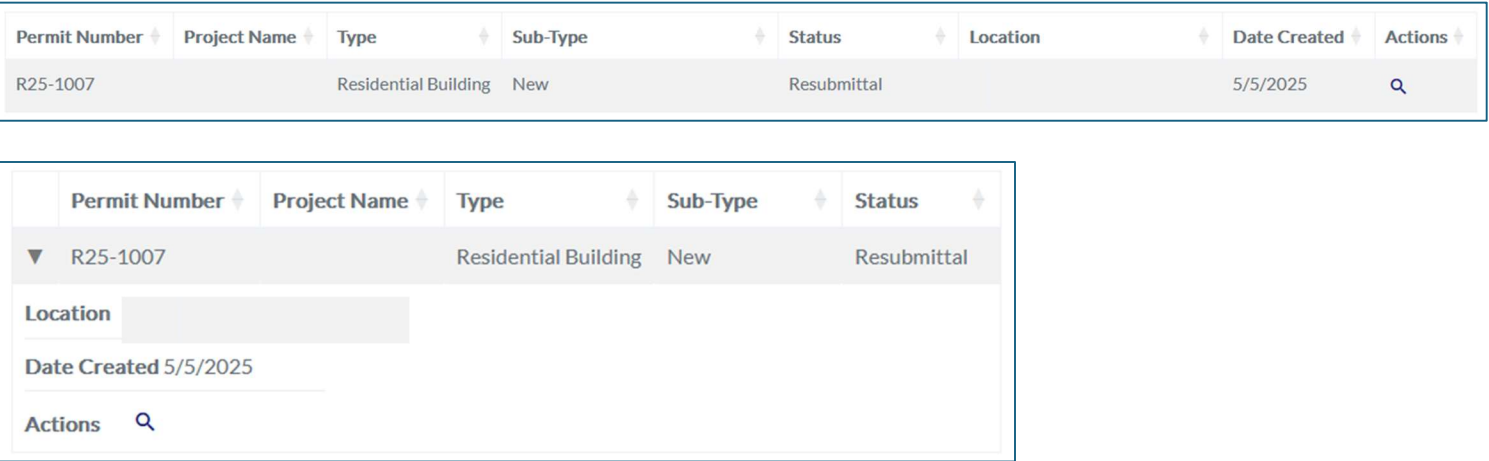
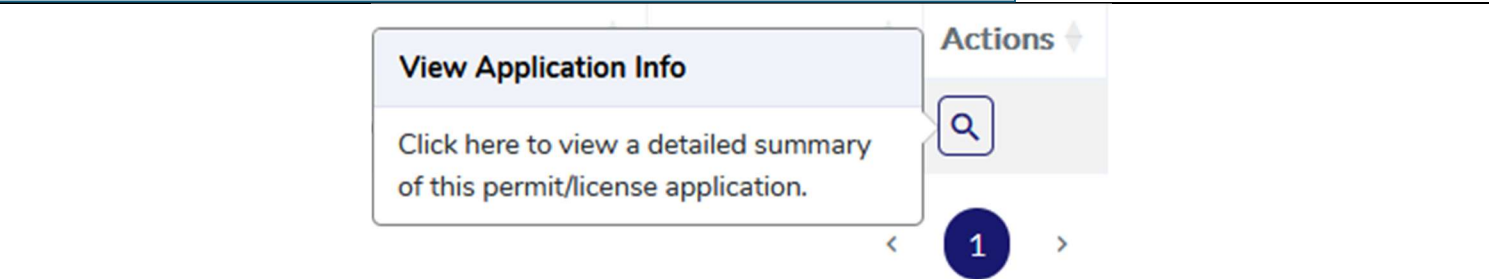


During the review process of you application, you may be required to submit additional documentation or corrected / updated versions of existing documentation. If this is required, you will receive an email or some other form of communication from the reviewer.

This Guide will walk you through the upload process

## Process

|                                    |   |
|------------------------------------|---|
| 1. Log Into the Application Portal |   |
| 2. View My Applications            |  |


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|  |  |
|--|--|
| <p>3. Find the Application you need to update. You may need to click the dropdown arrow to see all the information</p> |    |
| <p>4. Click the Magnifying Glass Icon Under Actions</p>  |    |
| <p>5. Scroll to the bottom of the Permit Details Page to the attachments section</p>                                   |   |
| <p>6. Click Add Attachment</p>   |  |

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|   |  |
|---|--|
| <p>7. Select the label that best matches the description of the file you are attaching</p>                                  | <p><b>Plans</b></p> <div data-bbox="863 310 1797 459"> <p>Drag &amp; Drop your files or <a href="#">Browse</a></p> </div> <p>Powered by PQINA</p>  |
| <p>8. Drag and drop in your file or click browse to open your file explorer. Select your file and click open to add it.</p> | <div data-bbox="634 662 2018 784"> <p>File name: <input type="text"/> <span>▼</span> <span>All Files (*.*)</span> <span>▼</span></p> <p><span>Open</span> <span>Cancel</span></p> </div> |
| <p>9. When your upload is complete you will see this message</p>  | <div data-bbox="882 943 1772 1065"> <p>CD_Permit_Letter.pdf <span>Upload complete</span> <span>✓</span></p> </div>   |
| <p>10. Click Close</p>  | <div data-bbox="1268 1130 1400 1203"> <p>Close</p> </div>  |

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|  |   |
|--|---|
| 11. Refresh<br>your<br>browser to<br>see the<br>attachment | <div>Plans</div> <div>CD_Permit_Letter.pdf</div> <div>5/19/2025 8:20:35 PM</div> <div></div> |
|--|---|

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## Frequently Asked Questions

### ***My files aren't uploading***

There may be several reasons why files are unable to upload such as file size or type. If you are experiencing issues uploading files, please contact community development.

If you have large files on a fileshare, please send your fileshare information to [communitydev@salemva.gov](mailto:communitydev@salemva.gov) including your application number in the subject line.

### ***If I have multiple files of the same type, can I upload multiple copies?***

Yes, you can upload multiple files under the same label. For Clarity we recommend naming these files with distinct descriptive names to make them easily identifiable.

### ***I uploaded the wrong file; can I delete it?***

Once files have been uploaded, they cannot be deleted or modified from a portal account. If you have uploaded a document in error, please contact community development, and they may be able to remove it.

Please note that previously reviewed documents will not be modified or overwritten.

New versions of documents can be uploaded if necessary.