



ACA - Help with Uploading Documents

1. Make sure you are using a supported Internet Browser. Compatible browsers are as follows. Internet Explorer can be downloaded from the www.Microsoft.com website.
 - Internet Explorer 10
 - Internet Explorer 11
2. Check the top of the screen to make sure you are logged in under the correct Citizen Portal account.
 - **Note:** You will only be able to upload a document if you are the plan contact, applicant, or your Citizen Portal account is associated with an associated contractor license for the permit. You can submit a request to have your Citizen Portal account linked to a contractor license under Account Management (top right in the screen shot below).



[Announcements](#) | Logged in as: **Your name** | [Folders \(0\)](#) | [Cart \(0\)](#) | [Reports \(2\)](#) | [Account Management](#) | [Logout](#)

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696

- Microsoft Silverlight must be downloaded on your computer to upload documents. A button to download Silverlight can be found on the Citizen Portal website when you are on the Attachments page (when submitting a new application) or in the Attachments section when displaying case details. The download button will look similar to the screenshot below. Once you install the software it is recommended you restart your computer.



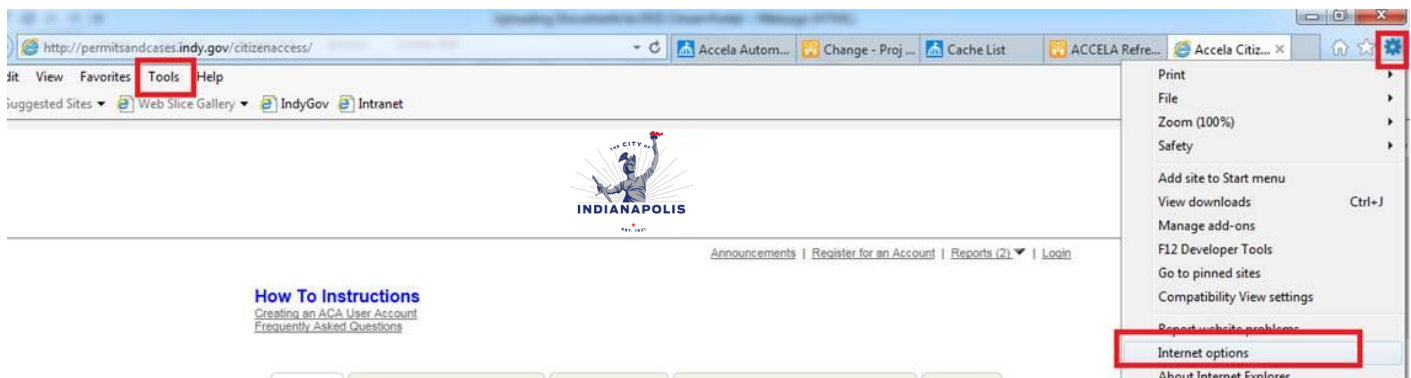
- Make sure the Citizen Portal website is added to your mode setting for Internet Explorer. For Instructions, follow this link.

Fix site display problems with Compatibility View

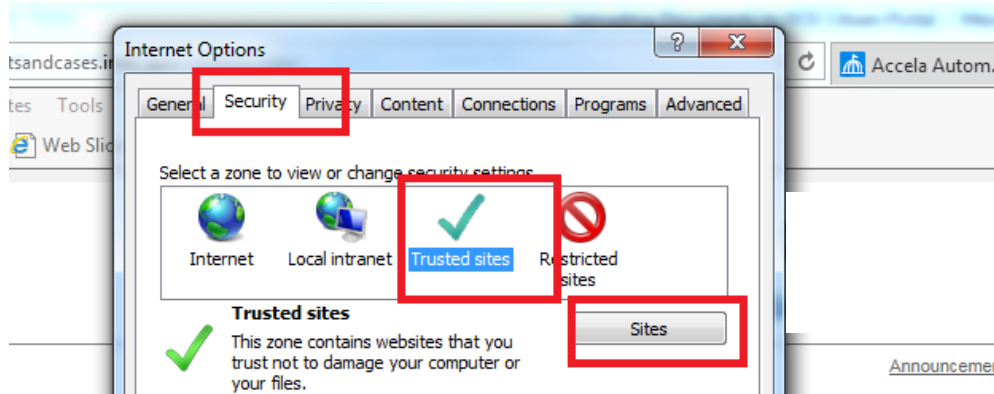
<http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-11>

- Trusted Sites:** The DCE Portal should be added to your trusted sites

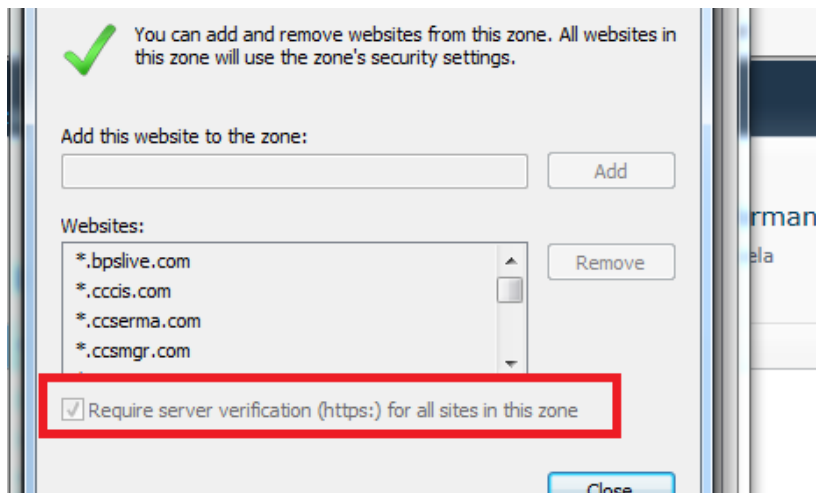
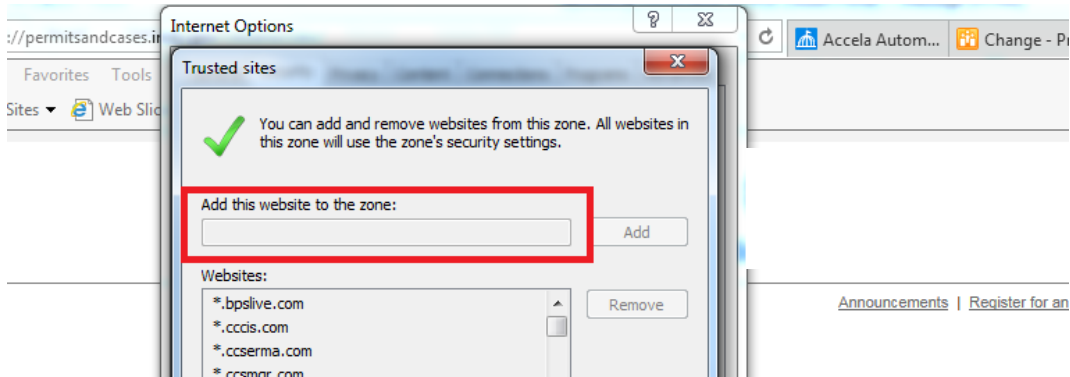
- Go to your Internet Explorer Browser settings. You are looking for a menu item called Internet Options. It will likely be under tools (on the menu bar in red) or the little gear/tool icon (see mine on the right in the screen shot below).



B. Go to the tab called Security and find Trusted Sites, then click on sites.



C. Type in *.indy.gov under Add this website to the zone. Then click add and save and apply. Shut down your browser (completely shut down Internet Explorer & reboot your computer). If you are not able to enter *.indy.gov in the box below, uncheck the box require server verification (https) – see second screen shot below.



6. Supported Document Types – DCE requires all documents uploaded to be in .pdf format. If you are uploading plans, you can upload the entire set as a single .pdf as long as the size is not greater than 150 MB. If greater than 150 MB, please split the plans into multiple files uploaded separately.
7. Restart your computer to allow these changes to take effect.
8. If you are still experiencing problems please call 317-327-8700 or email permitquestions@indy.gov.

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing – 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696