Quick Guide: How to Log In

1. Create an eServices Account

Go to the ePlans website at www.nccde.org/eplans for the link or go directly to the eServices page: https://eplans.nccde.org/projectdox.

This will bring you to the Login page where you can click on *Create An Account* (see Figure 1, #1). Once selected and you complete the requested data, you will receive a verification email. Type the verification code on the eServices webpage to confirm the account and log into New Castle County eServices.

2. Browser Requirements

Since ePlans is a web-based application, no special software is needed. However, we recommend that our users use Internet Explorer (IE), although limited functionality is available using Chrome, Firefox, Safari, etc.

3. Disable Pop-Up Blockers

ePlans displays plans in pop-up windows so the browser's pop-up blockers must be disabled. If ePlans does not open after logging in and selecting eApply or ePlans, a pop-up blocker has prevented the main project window from opening. Pop-up settings will allow you to disable blocking for specific websites. Check the link http://support.microsoft.com and search *Pop-up blocker*.

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4. Configure ePlans Site

For full functionality of ePlans, add ePlans as a trusted site and confirm compatibility settings. Add the ePlans URL as a Trusted Site under *Tools*, *Internet Options*, *Security* and click the *Sites* button. For the Compatibility View, go to *Tools* and *Compatibility View* settings and add the ePlans URL.

5. Install ProjectDox Components

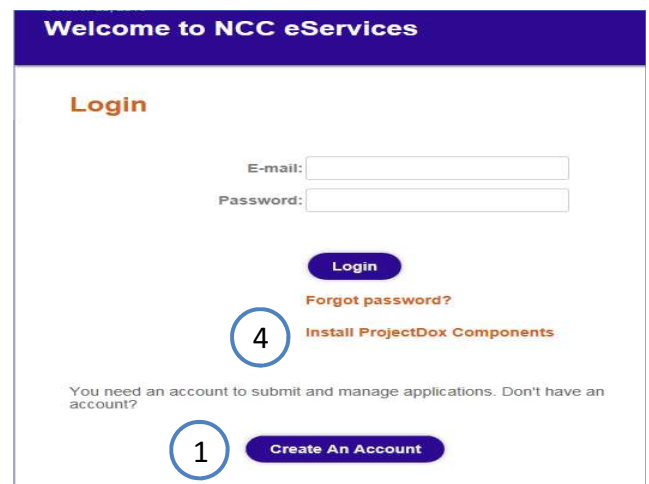At the login screen, click the *Install ProjectDox Components* link (see Fig. 1, #4) to install the necessary ActiveX components, including Silverlight.

Figure 1: eServices Login Screen