



HCAI e-Services Portal

Public User Guide

Version Number: 1.2


Section 16 – Re-Opening Closed Projects

1 Introduction

Welcome to HCAI Electronic Services Portal Client Access (eCA) User Guide

This section details the step-by-step instructions for creating and submitting a request to re-open a previously closed HCAI construction in order to close that project in compliance with the California Building Codes Standards.



Remember: Help is available throughout the application. Wherever you see a help  icon, click on the question mark to open help and instructions for that item in the application.

2 Project Applications

2.1 Page Flow Overview

The predefined steps to create and submit project applications, also referred to as page flow, are detailed in this guide. The steps involved in submitting a request to re-open a closed project is quite different from those in submitting applications for New Projects, PADs and Building Permits. Below is an illustration of the page flow steps.

Table 1: eCA Pageflow

Page No.	Page Title	Description
Application for New Project		
1	Facility Information	Look up and select the facility from HCAI’s facility database. eCA auto-populates the facility, address, and facility owner information.
2	Request Details	Provide an Application Name and the Scope and Project Number for the project that will be re-opened.
3	Professionals and Contacts	Look up and identify each Licensed Professional(s) and Contact(s) specific to the application. eCA auto-populates the LP’s information.
4	Attachments	Upload supporting documents that were missing or that are instrumental for the project that was closed in non-compliance.
5	Facility Authorization	Enter a valid Facility PIN code. Usually entered by Facility Representative but may be entered by any user with the valid PIN.
6	Payment Options	Selects one of the application fee payment options: “Pay Now” or “Invoice Me”.
7	Review	Final review opportunity of all the data entered on the application for accuracy; edits can still be made if necessary.
8	Pay Fees	If the “Pay Now” option is selected, you must pay the outstanding fee by credit card.
9	Record Issuance	Project application is submitted to HCAI and eCA issues a project ID number. You may print project summary sheet, preliminary invoice or payment receipt as needed.

2.2 Basic rules of page flow

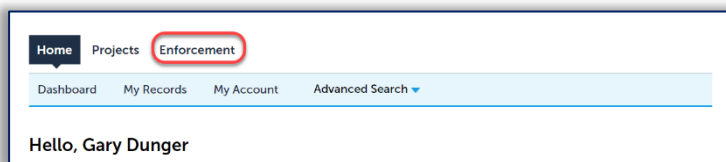
Below are some basic rules of submitting an application using the eServices Portal:

- ✓ When creating an application, follow the page flow in order to avoid errors or missed data.
- ✓ When resuming an existing in-progress application, you will be given the option to start from the beginning or continue where the application was left off.
- ✓ You can navigate back and forth within the completed pages.
- ✓ You must click on **Continue Application** or **Save and Resume Later** button to save the data entered on the page.
- ✓ If a page contains a section that allows for multiple records to be added, for example multiple licensed professional or multiple contacts, eCA will automatically Save the selection. If any edits are needed, click the Edit link for the individual (such as setting the Responsible Primary Licensed Professional). To add the next record, click **Look Up** or **Add New** as applicable.
- ✓ It is recommended that you click the **Save and Resume Later** button as needed to prevent data loss due to data entry errors.
- ✓ If any required data is missing from the page, when the **Continue Application** button is clicked, an error message is displayed on the top of the page. You must correct any errors before continuing to the next page flow screen.

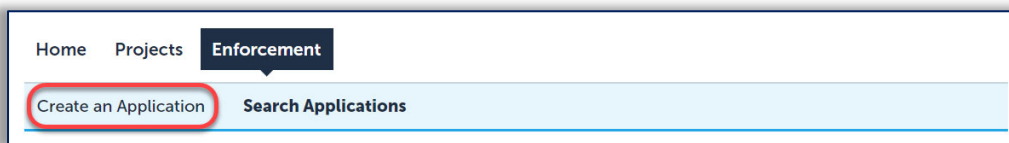
2.3 Create and Submit a Request to Re-Open a Closed Project

The following information will guide you through the steps necessary to create a Request to Re-Open a Closed Project (RCP).

Step 1. Start Create an RCP



Only registered users may request a closed project be re-opened. Navigate to the **Enforcement** tab and begin by clicking on the **Create an Application** link.



Step 2. Accept HCAI Privacy Policy

Click on the link in the window to review the privacy policy. Check “I have read and accepted the above terms” then click the **Continue Application** button.

Online Application

Welcome to the OSHPD eServices Portal Client Access online project tracking system. Using eCA you can submit project applications, pay fees, and track the status of your projects - all from the convenience of your home or office, 24-hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the OSHPD Privacy Policy below before beginning your application.

OSHPD Privacy Policy
By continuing, I have read and accept the OSHPD privacy policy.
http://www.oshpd.ca.gov/General_Info/Privacy.html

I have read and accepted the above terms.

Continue Application »

Step 3. Select a License

If you are a Licensed Professional (Architect, Engineer, Contractor, IOR), you will be given the opportunity to select your license and have it automatically added to the Professionals section. To do this, click the down arrow and select your license; if you do not want your license listed on this application, select None Applicable. If you are not a Licensed Professional (or if your license has not been associated to your Public User account), this option will not be available.

Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

* Licenses:

---Select---

Structural S3566

None Applicable

Continue Application »

Step 4. Enter Facility Information

Enter the HCAI Facility ID or Facility Name then click the **Search** button. If the facility is found, the facility information, address, and owner fields will be automatically populated and become read-only. Notify HCAI of any errors. To search for another facility, click the **Clear** button in Facility section. This clears the previous entered facility. To advance to the next page flow step, click **Continue Application**.

Step 5. Provide Record Information

Enter an application name for this investigation of the closed project. It is helpful to include the project number of the closed project in the Application Name. In the Detailed Description, enter the same information from the project that was closed.

Enter the complete HCAI project number that you are requesting to be re-opened.

Click **Continue Application** to proceed to the next page flow screen.

Step 6. Add Applicant to this project.

An Applicant is the individual representing the Facility to whom correspondence will be copied. At least one Applicant must be included for every project. Unlike adding Licensed Professionals, a search function is not available for Contacts and they must be added by clicking the **Add New** button and completing each applicable field **OR** by clicking the **Select from Account** button to use information contained in your Public User account. When complete, click **Continue** to copy the information to the Contacts List.

Click **Continue Application** to proceed to the next page flow screen.

✓ Contact added successfully.

Showing 1-1 of 1

Name	Business Name	Contact Type	Work Phone	E-mail	Action
Jane Doe	Project Management, Inc.	Facility Representative	123-456-7890	Jane.Doe@PMInc.com	Edit Delete

Step 7. Add Licensed Professionals (LP) to the project.

Licensed Professionals are **OPTIONAL** for requests to Re-Open Closed Projects.

To add Licensed Professionals to the application, search the HCAI database for active LP records by entering at least one search criteria such as License Type, License Number, or Name. Click on the **Look Up** button to perform the search.

To obtain the best search results, limit the number of fields in the search. For instance, enter only the license number and leave all other fields empty. eCA will automatically find and add the professional to the application. If you do not know

the LP’s license number, enter the license type and last name only and then click **Look Up**. The search results will return all licensed professionals with that last name. If the search returns no results, the

Licensed Professional is not currently in our database. Contact HCAI at eserv@hcai.ca.gov to add a new Licensed Professional to our database.

When searching by name and license type, locate the correct LP in the returned list then check the box next to their license number and click **Continue**. The LP’s name, address, and other information will be automatically populated with the current information from our database.

License Number	License Type	Licensed Professional Name	Business Name
<input type="checkbox"/> C12436	Architect	Tom Lee	LDA ARCHITECTS
<input type="checkbox"/> C14643	Architect	Al Lee	STANTEC
<input checked="" type="checkbox"/> C16814	Architect	Alvin Lee	UCLA CAPITAL PROGRAMS
<input type="checkbox"/> C17825	Architect	Chin-Wan Lee	HMC ARCHITECTS
<input type="checkbox"/> C25642	Architect	Shong Leng Lee	ASPEN STREET ARCHITECTS
<input type="checkbox"/> C26975	Architect	Michael Lee	THE BOLDT COMPANY
<input type="checkbox"/> C27636	Architect	Kam Lee	MARSHALL LEE INC
<input type="checkbox"/> C29310	Architect	Tachen Lee	TAYLOR DESIGN
<input type="checkbox"/> C31537	Architect	L Kam Lee	Marshall/Lee Architects

Please verify that the information is correct.

Contact HCAI at eserv@hcai.ca.gov to update the existing Licensed Professional's information.

To indicate which licensed professional is the ‘Design Professional in Responsible Charge’ of the project, click the Edit link to the right of the screen and set the “Responsible Primary (eCA)’ button to **Yes**.

License Number	License Type	Contact Name	Business Name	Action
C31183	Architect	Hunvey Chen	HOK	Edit Delete
S3566	Structural	Joseph L La Brie	MAKE IT RIGHT, INC.	Edit Delete

To add additional Licensed Professionals, repeat the steps above; continue these steps to add all Licensed Professionals (Delegates and Alternates) to the project. Click the Edit link for each licensed professional to indicate his or her role on the project – Alternate or Delegate. Delegates should include the area of responsibility, such as 'Structural' or 'Anchorage & Bracing', etc.

You can always delete the Licensed Professional(s) by clicking on the **Delete** link at the end of the record line.

Click **Continue Application** to proceed to the next page flow screen.

Step 8. Attachments

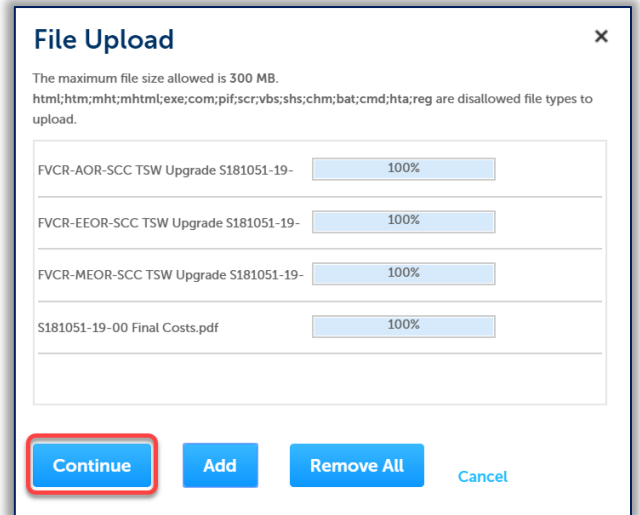
Supporting documents may be uploaded and attached to the application when they are required to re-open the closed project and close it in compliance. For projects that were Closed in Non-CAC Compliance, this could mean one or more Final Verified Compliance Report or a Final Costs affidavit was never submitted to HCAI. The file size can be up to 300 MB.

Start by clicking the **Add** button.

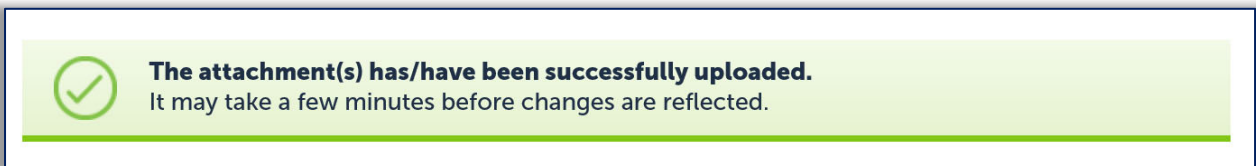
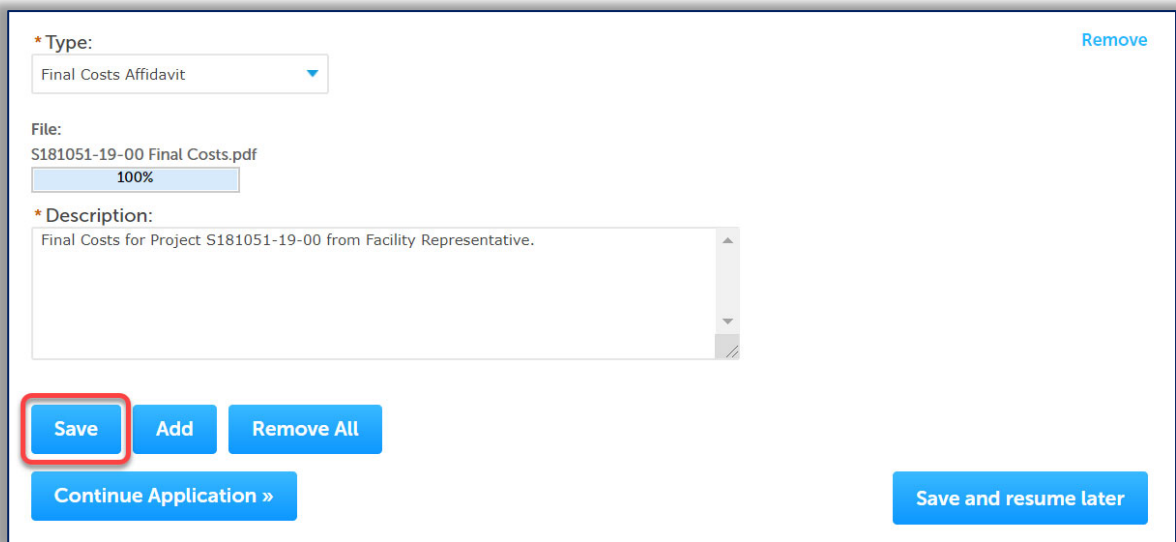
- Click the **Add** button and locate the files to upload on your computer. Select multiple files by using the 'Ctrl' button.

Name	Date modified	Type	Size
FVCR-AOR-SCC TSW Upgrade S181051-19-00	10/25/2016 7:50 AM	PDF File	
FVCR-EEOR-SCC TSW Upgrade S181051-19-00	10/27/2016 9:39 AM	PDF File	
FVCR-MEOR-SCC TSW Upgrade S181051-19-00	10/25/2016 7:50 AM	PDF File	
S181051-19-00 Final Costs	12/14/2015 11:03 AM	PDF File	

- Click the **Open** button. Files will be copied to eCA.
- When all files complete their upload the Continue button becomes available. To complete the transfer, click **Continue**.
- Complete the file description and file type information using the dropdown boxes and filling in the description fields.



Click the **Save** button. eCA will copy the files to the HCAI database. An acknowledgement of the upload will appear at the top of the page.





It is important that you wait to see the Actions column populate before navigating away from this page; if you continue prior to the upload completing (Actions column is blank), your files may not transfer to HCAI correctly.

Attachments

The maximum file size allowed is 300 MB.
html;htm;mht;mhtml;exe;com;pif;scr;vbs;shs;chm;bat;cmd;hta;reg are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
FVCR-AOR-SCC TSW Upgrade S181051-19-00.pdf	Verified Compliance Report - Final	78.84 KB	01/14/2020	Actions ▼
FVCR-EEOR-SCC TSW Upgrade S181051-19-00.pdf	Verified Compliance Report - Final	78.90 KB	01/14/2020	Actions ▼
FVCR-MEOR-SCC TSW Upgrade S181051-19-00.pdf	Verified Compliance Report - Final	78.81 KB	01/14/2020	Actions ▼
S181051-19-00 Final Costs.pdf	Final Costs Affidavit	207.07 KB	01/14/2020	Actions ▼

[Add](#)

[Continue Application »](#) [Save and resume later](#)

Step 9. Enter Facility PIN code or Save pending submittal.

Before entering the Facility PIN Code, it is recommended that you have clicked on “Save and Resume Later” at least once!

If you are authorized by the facility and have obtained a valid Facility PIN, enter it on the screen, then click **Continue Application** button to proceed to the next page flow screen.

If you do not have a valid Facility PIN code, click the **Save and Resume Later** button to save the record.

Authorization

SECURITY
 Please enter your Facility's six digit PIN below. **You will not be able to complete this project without a valid PIN.** If you do not know your Facility's PIN, click "Save pending submittal" now. This will save your record and issue a temporary project number (e.g. 17TMP-00014); a confirmation email will be sent to you.

If you do not know the PIN but a PIN has been issued, forward the confirmation email to the PIN holder.

If your facility has not been issued a PIN, or you having other access issues, please contact the eCA Access Manager at eCA.Access.Manager@oshpd.ca.gov or call (916) 440-8400.

Facility PIN Code:

If you click the “Save and Resume Later” button, the application process stops and you will be redirected to the Project List page. eCA issues a temporary Project ID and displays the application in the Project list. You or other authorized users can “Resume Application” at a later time.

Your partial application (20TMP-000008) has been successfully saved.
 To resume the application(s), go to the Records section and click the Resume Application link.

Records

Showing 1-9 of 9 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Status	Action
<input type="checkbox"/>	01/14/2020	20TMP-000008	Re-Open Closed Project	Re-Open S181051-19-00 SCC TSW Upgrade to Close In Compliance		Resume Application

If you enter an invalid Facility PIN, eCA displays an error message at the review step and prevents you from completing the application. You may return to the Security page and re-enter the correct PIN; however, after 3 times entering an incorrect PIN, the application will be locked.

An error has occurred.
 ACA52439-Action Cancelled

You must correctly enter your facility's PIN code to create this project. Please select **Save Pending Submittal** to save your work, then go back into your temp record and proceed to the PIN entry screen.

Step 10. Select Payment Option.

After entering a valid Facility PIN code, select one of the payment options. The description of each payment options is as follows:

- **Invoice Me:** HCAI will mail an invoice to the facility billing address on file.
- **Pay Now:** facility intends to make an immediate online payment using a credit card on the next screen before the application is submitted.

If you do not select a payment type and proceed to complete the application, the Facility PIN will be visible on the review page to any authorized user when the application is resumed later. To prevent the Facility PIN from being displayed, you must complete this step by selecting a payment type and completing the application. When this step is completed, the Facility PIN is hidden from all users.

Click **Continue Application** to proceed to the next page flow screen.

Step 11. Review the data entered and makes edits if needed.

On this screen, click the **Edit** button in each application step to make necessary changes.

Once all data is verified, click **Continue Application** to proceed to the next page flow screen.

If you selected the “Invoice Me” option, skip to step 14 below.

Step 12. Pay Application Fees online.

If you selected “Pay Now” option, this screen displays the total fees to be paid with a credit card.

Click on “Continue Application” to proceed to the payment screen.

Step 7: Pay Fees

Listed below are the fees assessed by OSHPD based on the information you have provided. The application fee is not refundable. The Plan Review Fee for the estimated construction costs, 1.64% for hospital buildings or 1.5% for skilled nursing facilities, will be invoiced directly to the facility.

Application Fees

Fees	Qty.	Amount
Application Fee	1	\$250.00

TOTAL FEES
 Note: This does not include additional inspection fees which may be assessed later.

\$250.00

[Continue Application »](#)

Step 13. Submit online payment.

On this screen, enter the accurate credit card information then click on **Submit Payment** button.

Payment Options

The \$250 application fee is non-refundable per California Administrative Code, California Code of Regulations, Title 24, Part 1, Section 7-133(a)3.

Amount to be charged: \$250.00

Pay with Credit Card

Credit Card Information:

* Card Type: * Card Number: * Security Code: ⓘ

* Name on Card: * Exp. Date: /

Credit Card Holder Information:

Auto-fill with

Country:

* Street Address:

* City: * State: * Zip:

* Phone:

E-mail:

[Submit Payment »](#)


Step 14. Record Issuance Confirmation.

On this final screen, eCA displays a project submission confirmation including the RCP record number. You may view the detailed information about the project by clicking on **View Record Details** button.

Email confirmation is automatically sent to the Public User that started the application and to the Public User that approved the application by entering the PIN.

Congratulations! You have successfully submitted a Request to Re-Open and Closed Project to HCAI!

Step 9: Record Issuance



Your application has been successfully submitted.
Please print your record and retain a copy for your records.

Thank you for using our online services.
Your Record Number is RCP-2020-00005.

Conditions

Showing 1-1 of 1

Default - 1 Cleared
Facility
Northridge earthquake M6.4 34.21 -118.54
over 0.20g since SMRF testing was done
Cleared || 01/17/1994

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.

[View Record Details »](#) (You must post the record in the work area.)