

**e-Services
Portal
User
Guide**

**APPLICATION FOR
SEISMIC
COMPLIANCE
PROJECT**

**NPC UPGRADE
SPC UPGRADE
BUILDING - ADD/REMOVE/CHANGE
TESTING**

**Section
27**

VERSION 1.0

1 Introduction

Welcome to HCAI Electronic Services Portal (eSP) User Guides

This section details the step-by-step instructions for submitting a Seismic Compliance Project. Each project consists of a Record Type, an Application Type, and a Sub-Type. The **Record Type** that you select will determine the **Application Type** and **Sub-Type** options. Use the index below to find the desired Sub-Type, and then identify the Application and Record Type that correspond to the desired Sub-Type.

Record Type

Application Type

Sub-Type

Request for NPC or SPC Upgrade

NPC Upgrade

- NPC 2 Upgrade
- NPC 3 Upgrade
- NPC 4 Upgrade
- NPC 4D Level 1 (L1) Upgrade
- NPC 4D Level 2 (L2) Upgrade
- NPC 4D Level 3 (L3) Upgrade
- NPC 5 Upgrade

SPC Upgrade

- SPC 2 Upgrade
- SPC 4D Upgrade
- SPC 5 Upgrade

Request for Other Seismic Application

Building Add/Remove/Reclassification

- Add a Building to OSHPD Inventory
- Remove a Building from OSHPD Inventory
- Building Reclassification Intent to Remove GAC
- Building Reclassification Acute Psych
- Building Reclassification SNF classification
- Building Reclassification Delicensed to Clinic under OSHPD Jurisdiction
- Building Reclassification Delicensed to Local Authority having Jurisdiction
- Building Reclassification Demolition
- Building Reclassification General Acute Care services not permitted - OSHPD jurisdiction
- Building Reclassification Non-acute classification

Testing

- Test Plan – SMRF
- Test Plan – SMRF Results
- Test Plan – SPC 4D Material Testing and Condition Assessment
- Test Plan – SPC 4D Material Testing and Condition Assessment Results

2 Project Applications

2.1 Page Flow Overview

The predefined steps to create and submit project applications are detailed in this guide. The steps for submitting a Seismic Compliance Project are the same for both record types. Below is an illustration of the page flow steps.

Table 1: eSP Pageflow

Item No.	Item Title	Description
NPC or SPC Upgrade Applications or Other Seismic Application		
1	Facility Information	Search for and select the facility from HCAI’s facility database (https://hcai.ca.gov/facilities/building-safety/facility-detail/). eSP auto-populates the facility, address, and facility owner information.
2	Seismic Compliance Project Details	Select the Application Type and Sub-Type, enter the HCAI Building Number, Project Name and Scope.
3	Contacts	Enter the project Applicant. The applicant is the primary contact; however, other contacts may be added. Communication will be sent to all contact(s).
4	Professional	(Optional) Lookup licensed professional and add them to the application.
5	Supporting Documents	Attach the supporting documents. At least one document is required to complete the application.
6	Facility Authorization	Enter a valid Facility PIN code.
7	Review	Final review of the application for accuracy; edits can still be made if necessary.
8	Confirmation	Application is submitted to HCAI and eSP issues a project ID number. You may print project summary sheet.

2.2 Basic rules of page flow

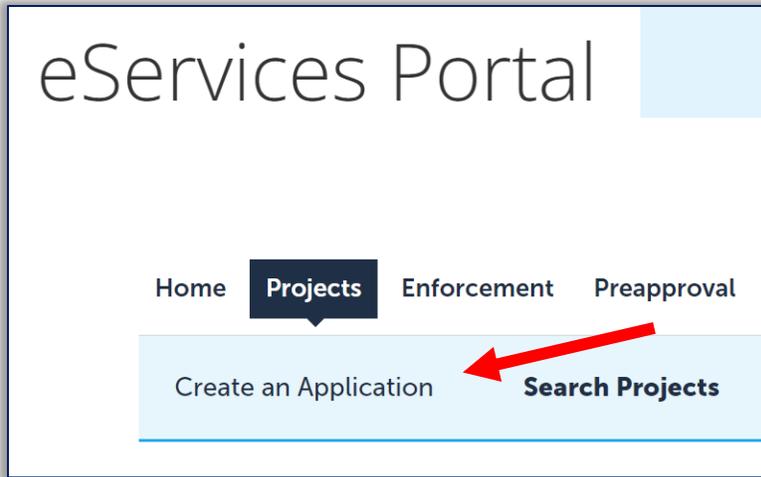
Below are some basic rules of submitting an application using the eServices Portal:

- ✓ 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. Always choose “From the Beginning”.
- ✓ You can navigate back and forth within the completed pages.
- ✓ You must click on **Continue Application** or **Save pending submittal** button to save the data entered on the page.
- ✓ It is recommended that you click the **Save pending submittal** button as needed to prevent data loss due to data entry errors or system time-out.
- ✓ 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 an Application for Seismic Compliance Project

The following information will guide you through the steps necessary to create the application.

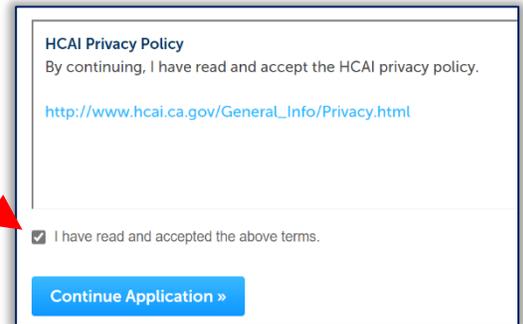
Start - Create a Seismic Compliance Project application.



Only registered users may create an Application for a Seismic Compliance Project. Navigate to the **Projects** tab and begin by clicking on the **Create an Application** link.

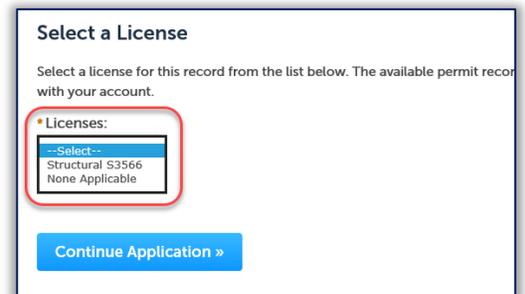
Step 1. Accept HCAI Privacy Policy

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.



Step 2. Select a License

If you are a Licensed Professional (Architect or Engineer), you will be given the opportunity to select your license associated to your user account. 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.



Step 3. **Select Record Type**

IMPORTANT: Identify the desired Sub-Type, and then select the Record Type that corresponds to the desired Sub-Type. If you select the wrong Record Type, you will have to exit and re-start.

On the Select a Record Type page, look under the Seismic Compliance Applications, select the appropriate record type based on the following:

Record Type

Application Type
Sub-Type

Request for NPC or SPC Upgrade

NPC Upgrade

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- NPC 3 Upgrade
- NPC 4 Upgrade
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- NPC 4D Level 2 (L2) Upgrade
- NPC 4D Level 3 (L3) Upgrade
- NPC 5 Upgrade

SPC Upgrade

- SPC 2 Upgrade
- SPC 4D Upgrade
- SPC 5 Upgrade

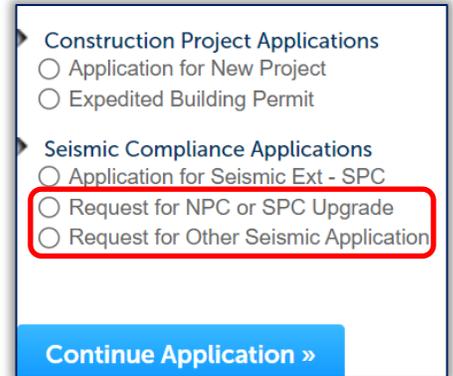
Request for Other Seismic Application

Building Add/Remove/Reclassification

- Add a Building to OSHPD Inventory
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- Test Plan – SPC 4D Material Testing and Condition Assessment Results



Click **Continue Application** to proceed with application.

Step 4. Enter Facility Information

Enter the five-digit HCAI Facility ID then click the **Search** button. If the facility ID is found, the facility information, address, and owner fields will be automatically populated and become read-only. To re-start the search, click the **Clear** button in Facility section; this clears all previous entered data and allows you to start over.

If your public user account is associated to a facility, an Auto-fill with option is available.

To advance to the next page, click **Continue Application**.

Step 5. Application Details Type and Sub-Type

Select the Application Type and Sub-Type that you wish HCAI to review.

Next, enter the HCAI building number. The format is BLD-#####. If you need to find the HCAI building number, go to <https://hcai.ca.gov/facilities/building-safety/facility-detail/>

Step 6. Name and Description

The Project Name will auto-populate according to the Sub-Type.

Enter the Project Scope detailing what type of review is being requested.

To advance to the next page, click **Continue Application**.

Step 7. Add Contacts

The first contact entered is the **Applicant**. The Applicant is the primary contact who will receive communications related to the project.

Adding **Other Contact(s)** is optional. Other contacts will be sent communications in addition to the Applicant.

There are two options for entering a contact (**Select from Account OR Add New**).

Clicking **Select from Account** will show existing accounts associated to the logged in user. Selecting "Associated Contact" is the preferred option. Click **Continue** to return to page flow.

Clicking **Add New** will prompt you to enter new contact information. When all required fields are entered, click the **Continue** button to save the selected contact and return to the page flow.

Contact successfully added to application.

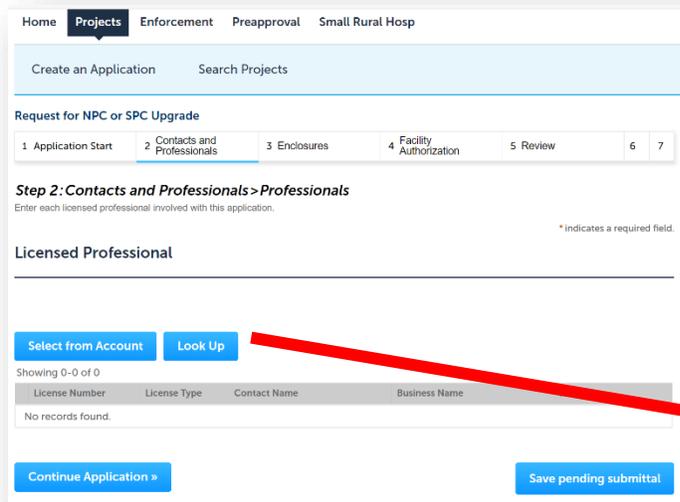
Repeat contact options above for any other contacts you wish to include.

Note: If you want the invoice for review fees to be sent to someone other than the facility, enter a Billing contact. Additionally, a Billing contact can specify an email address for the invoice or the USPS mailing address.

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

Step 8. Licensed Professionals (Optional)

Add any professional involved with this application. If your public user account is associated to a license, click “Select from Account”, and select the appropriate professional.



To search for a licensed professional in our database, click **Lookup**. From the popup that appears, enter the license number or name of the professional. ‘%’ is a wildcard in case you are unfamiliar with the proper prefix.



Repeat for each professional.

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

Step 9. Upload Supporting Documents

Please visit the following links for more information about document requirements and document naming format;

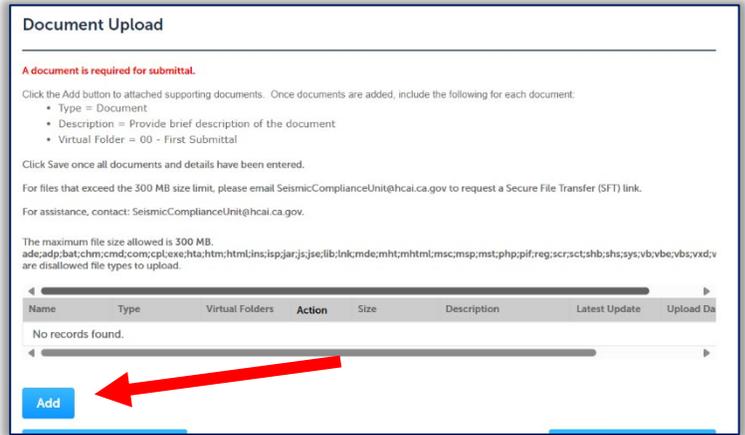
- [What do I need to Submit?](#)
- [Document Naming Format](#)

Supporting Documents that do not meet the naming format requirements may be returned to the user to reformat and reupload.

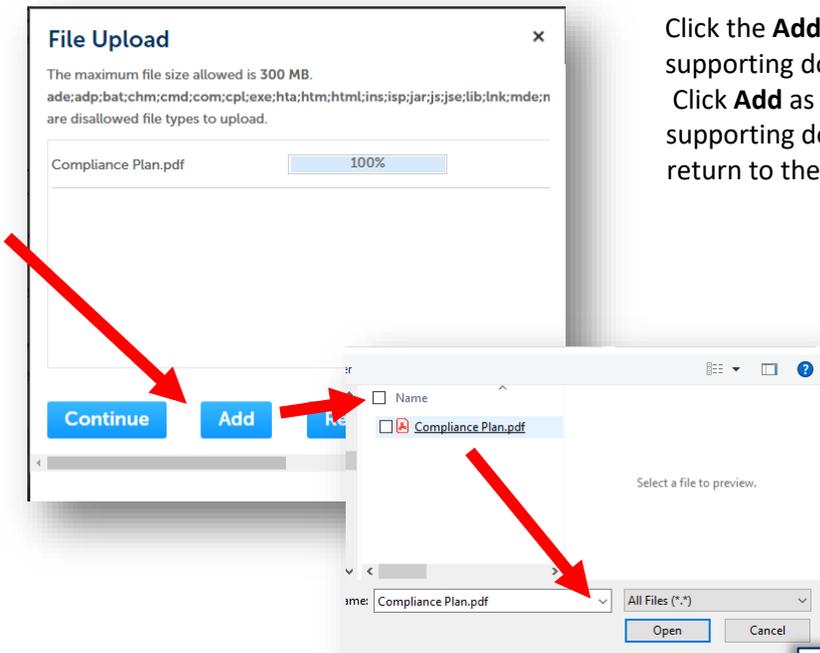
At least one supporting document is required per application. You cannot proceed beyond this point without uploading a document.

The maximum file size for a single document is 300 MB. Oversized documents that are too large to be uploaded to eSP may be submitted using our Secure File Transfer (SFT) website. You can request an SFT link by contacting the SeismicComplianceUnit@hcai.ca.gov.

Start by clicking the **Add** button.

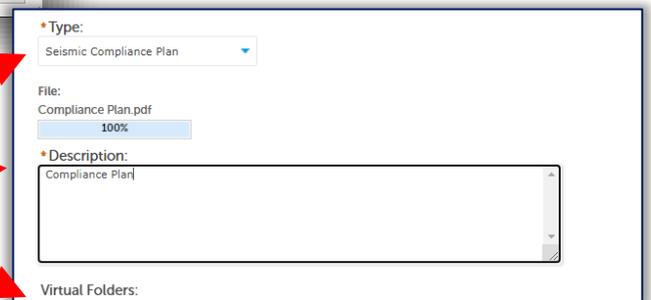


Click the **Add** button again and browse to find and select supporting documents. You can select multiple files. Click **Add** as many times as needed to locate all supporting documents. Once finished, click **Continue** to return to the attachments page flow page.



Enter the following information for each file using the dropdown box, description field, and Virtual Folders checkbox.

- Type** (document type)
- File Description** (brief description)
- Virtual Folder** (00 – First Submittal)



Click the **Save** button. eSP will upload the files to the HCAI database. An acknowledgement of the upload will appear at the top of the page and you will receive a confirmation email.

The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.



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 upload to HCAI correctly. See next page.

Name	Type	Virtual Folders	Action	Size	Description	Latest Update	Upload Date
Compliance Plan.pdf	Seismic Compliance Plan	01 - First Submittal	Actions	271.86 KB	Compliance Plan	06/13/2022	06/13/2022

Buttons: Add, Continue Application >, Save pending submittal

Step 10. Authorization - Enter Facility PIN code or Save pending submittal.

Before entering the Facility PIN Code, it is recommended that you have clicked on "Save pending submittal" at least once!

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

If you do not have a valid Facility PIN code, click the **Save pending submittal** 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. 15TMP-00014).

If you do not know the PIN but a PIN has been issued, forward your temporary application number to the PIN holder.

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

Facility PIN Code:

Buttons: Continue Application >, Save pending submittal

If you click the **Save pending submittal** button, the application process stops and you will be redirected to the Project List page. eSP issues a temporary Project ID and displays the application in the Project list. You will receive an email message with the temporary record number. You or other authorized users can “Resume Application” at a later time.

Projects List Page

Your partial application (TMP-SCR22-0003) has been successfully saved.
 To resume the application(s), go to the Projects section and click the Resume Application link.

Projects

To pay invoices, click the Pay Fees link, or click [Shopping Cart Payment Portal](#). You must be logged in to eCA to access the payment portal. See eCA Online Payment Instructions for more information.

Showing 1-10 of 13 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Project Number	Project Type	Project Name	Status	Related	Action	Short Notes
<input type="checkbox"/>	06/12/2022	TMP-SCR22-0003	Compliance Plan Review	Facility Compliance Plan Review		0	Resume Application	

If you enter an invalid Facility PIN, eSP 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, the application will be locked after entering an incorrect PIN three (3) times.

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

On this screen, click the **Edit** button in any area to make necessary changes.

Once all data is verified, click **Continue Application** to submit the application.

[Continue Application »](#)
[Save pending submittal](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Request for NPC or SPC Upgrade

Facility [Edit](#)

Facility ID 13333
 Facility Name Henry Mayo Newhall Hospital
 Responsible Region: North Los Angeles Region
 Type of Facility: General Acute Care
 Geographic Region: North Los Angeles Region
 County Code: 19 - Los Angeles

Step 12. Project submission confirmation.

On this final screen, eSP will display an application submission confirmation, including the record number. You may print an application summary from this screen. These documents open in a PDF format and may be saved or emailed. You can also view the detailed information about the application 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.

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

Thank you for using eClient Access to submit your project.
Your Project Number is SRU-2024-01131.

You will need this number to check the status of your project. Please print a copy for your records.

[Print/View Project](#) [Print/View Summary](#)

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

Congratulations! You have successfully submitted an application to HCAI!