

Greenville County ProjectDox & Cityworks Upgrade Announcement

Greenville County is preparing to upgrade the Cityworks permitting system and implement a new Electronic Plan Review Platform and applicant portal known as **ProjectDox**, provided by Avolve Software of Phoenix, Arizona.

ProjectDox Enhancements

ProjectDox will significantly improve the plan review process through the following key capabilities:

- **Streamlined plan review tools** including multi-page file and sheet versioning, slip-sheet comparison and overlay, calibrated measurements, and standardized comment libraries.
 - **Comprehensive audit tracking** that automatically records all decisions, markups, and plan versions throughout the review process.
 - **Intelligent stamping features** that pull data directly from the project record, with batch stamping options to expedite approvals.
 - **Collaborative review functionality** enabling multiple departments and external partners to review and synchronize plans within a shared workspace.
 - **Direct applicant communication** through the applicant portal, supported by agency-specific submission standards to promote accurate, complete, first-time submittals.
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Cityworks Interface Update

As part of this transition, the Cityworks interface will receive a visual update. Case creation will continue to occur in Cityworks; however, **all document uploads, plan reviews, and related correspondence will be conducted within the new Electronic Plan Review Platform.**

Scheduled System Downtime

Greenville County anticipates implementing both the ProjectDox platform and the Cityworks upgrade **from October 1 at 5:00 PM through October 5, 2026.**

During this period, Cityworks will be completely unavailable.

Please ensure all plan submissions are uploaded to the Cityworks portal **no later than September 30, 2026, by 5:00 PM.**

Our goal is to have both systems fully operational by **8:30 AM on October 6, 2026.** As with any major system upgrade, unforeseen issues may extend the downtime. Should delays occur, updates will be posted on the **Greenville County Land Development website** under the **Announcements** section located at the bottom of the page. We recommend checking this page on the morning of October 6, 2026, starting at 8:30 AM.

<https://www.greenvillecounty.org/LandDevelopment/>

Training and Support

Additional instructions and training videos will be provided as we approach the upgrade date. For questions, please contact our Service Coordinator at muhrinek@greenvillecounty.org
