

# City of Poulsbo

## Building Department

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City of Poulsbo — Electronic Submittal FAQ

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### 1. When does the new electronic submittal process begin?

The transition to electronic submittals begins January 1, 2026. All new building permits submitted after that date must be uploaded through SmartGov.

### 2. Can I still drop off paper plans at City Hall?

Yes, we are still accepting paper plan submittals at this time. That said, we are transitioning to a fully electronic (paperless) submittal process sometime in 2026. As we move through that transition, we may begin limiting paper plans for certain submittal types or require electronic files in addition to paper. If you're unsure what format to use for your project, please contact the Building Department before you submit and we'll confirm the best path.

### 3. What file types are accepted?

Plans and documents must be uploaded as flattened, unsecured PDFs. Files that are password-protected, signed, or secured cannot be processed.

### 4. Do I need special software to submit plans electronically?

No. SmartGov accepts standard PDF files. You can use any common PDF viewer or editor to prepare your files.

### 5. What if my PDF is too large to upload?

The maximum file size is 200 MB per upload. You can reduce file size by optimizing, compressing your PDF in your editing software or splitting large files. There is no limit to how many how many files you are allowed to upload to a submittal.

### 6. Will I still need to print plans?

Yes. Once your plans are approved, you must print one color copy of the digitally stamped plan set and keep it on-site for all inspections.

### 7. What if I have trouble uploading my documents?

If you encounter upload errors or file format issues, contact the Building Department for technical assistance or schedule a help appointment.

### 8. How do I know my submittal was received?

SmartGov will send you a confirmation email and show your submission status in your account dashboard.