



ProjectDox Transfer Frequently Asked Questions

On August 18, 2025, DOB completes the transition to the upgraded version of ProjectDox. Customers with active projects in the old platform must either transfer their projects to the new version of ProjectDox or request cancellation. Below are Frequently Asked Questions (FAQs) regarding the transition of projects.

What is changing with ProjectDox?

DOB is finalizing its upgrade to the ProjectDox system. All active projects must be transferred into the upgraded platform to continue through the review process.

Can I still use the old ProjectDox system after August 18?

No. The old version of ProjectDox will be decommissioned on August 18, 2025, and will be inaccessible after that date.

Do I need to start my project over or pay again?

No. Transferred projects will retain all prior review status and comments, keep the same permit number, and you will not be required to submit a new application or make an additional payment.

This is a continuation of your existing project, not a restart.

What are the benefits of transferring early?

Transferring before August 18 allows for seamless continuation of reviews, faster application processing, and immediate use of the upgraded platform with improved navigation and tools.

If my application is approved but I have not paid for my permit, do I need to transfer my project?

No. Please contact us at dob@dc.gov once payment is made and we will provide the access to the approved documents.

ProjectDox Transfer FAQs, *continued*

How do I transfer my project?

Complete the [Project Transfer Form](#). Once submitted, you will receive an invitation to upload your documents into the upgraded ProjectDox system.

What happens if I don't transfer my project by August 18, 2025?

Access to the old ProjectDox system ends on August 18 and you will no longer have access to files and comments in that old version. Your project will not be reviewed until it is transferred to the new version of ProjectDox; however, your project will not be lost or canceled.

To resume review, you must complete the [Project Transfer Form](#) to access the new version of ProjectDox.

DOB strongly recommends transferring before the August 18 deadline to avoid delays.

Who uploads the project files into the new system?

Applicants are encouraged to upload their files for faster turnaround. While DOB can upload files for you, please be aware that this may result in delays due to a high volume of requests.

What happens to review comments?

DOB will upload Prescreen and Review Comments from the old system into the upgraded system's Supporting Documents folder of your project for reference.

Will my review take longer in the new system?

No. Once transferred, your project will continue from its current status. There should be no disruption to your timeline if you upload your documents promptly.

I want to cancel my project. How do I do that?

If you no longer plan to pursue your permit, complete the [Permit Cancellation Form](#). You may also request a refund for your filing fee.

Where can I get help using the new ProjectDox?

The upgraded system offers more intuitive navigation and expanded self-help tools. Training videos and guides are available [here](#).

Who can I contact with questions?

DOB held a virtual Q&A session on August 6, 2025, to answer questions about the upgraded ProjectDox. Go to the [Video Recording](#) and [Powerpoint Presentation](#).

For any questions about your application or assistance with the transition, you may also contact us at dob.pdoxtransfer@dc.gov.