

Aloha!

The County of Hawai'i Planning Department has launched its Electronic Processing and Information Center (EPIC) system, which allows applicants to submit applications and payments to the Planning Department electronically.

What is the EPIC system?

The EPIC system is an electronic **submittal system only**. What does this mean? EPIC replaces the process of mailing/dropping off your completed paper application and fee to the Planning Department; it does not replace the process of filling out the application form. Applicants will still need to download the appropriate Planning Department application form from our website (www.planning.hawaiicounty.gov), fill it out, and collect any supporting documents prior to submittal.

How does EPIC affect the application submittal process?

With the launch of the EPIC system, the Planning Department is no longer accepting paper applications. All application submittals and payments must be completed through EPIC.

I've filled out the application and collected my supporting documents. Now what?

- Save your application and documents in PDF form.
- Create your user account in EPIC. Visit www.planning.hawaiicounty.gov and click on the **Electronic Processing and Information Center** banner. You will be redirected to EPIC's Customer Self-Service (CSS) portal, where you may create a new user account.
- Once your account is created, select the application you wish to apply for. During the submittal process:
 - When prompted to **Add Contacts**, you may add any person/company as a Contact so long as that Contact has their own EPIC user account. Contacts will be able to view your application and any documents associated with your submittal. As some applications may contain personal financial information, please do not add contacts whom you do not wish to be able to access this information.
 - When prompted to **Add Attachments**, please upload your PDF file(s).

Where do I find out more information about the EPIC system and how to use it?

- How-to videos for navigating the EPIC system are available online.
 - Visit www.planning.hawaiicounty.gov
 - Click on the **Electronic Processing and Information Center** banner
 - On EPIC's welcome page, click **Help** and scroll through the drop-down menu to view the list of available how-to videos
- Need more help? Please contact us:
 - HILO Main line: (808) 961-8288
 - KONA Main line: (808) 323-4770
 - Email: planning@hawaiicounty.gov



COUNTY OF HAWAII 

**Electronic Processing and
Information Center (EPIC)**