

## CBO Project Planning System in OnBase (PIP) Frequently Asked Questions

### **How do submit a PIP request?**

All submissions must be submitted through the CBO Project Planning System in the OnBase application.

### **Can anyone log into the CBO Project Planning system?**

No. Only two users per agency or institution are able to access the CBO Project Planning System.

### **How can I access the PIP system in the CBO Project Planning System?**

If you are an identified user for your agency or institution, you can access the system, here: <https://gateway.sc.gov>

### **When can I access the PIP system within the CBO Project Planning System?**

If you are a designated user by your agency or institution, you are able to access the PIP system at any time beginning September 2, 2026.

### **Where do I start first with learning how to use the PIP system in the CBO Project Planning system?**

There are several written and video instructions provided under Planning for Capital Improvements that will fully explain every step of the process.

### **What is my Username and Password?**

Each user should have a username and password provided by the Capital Budget Office when your access to the CBO Project Planning System was established.

**The CBO Project Planning System cannot be accessed using a SCEIS username and password.**

### **My password is not working. What do I do?**

The password may need to be reset. Go to <https://scpasswordreset.sc.gov> to reset your password.

### **Using the Gateway link, I have logged in using my provided Username and Password but am receiving the message that I am not enrolled in DUO. What do I do?**

DUO online registration instructions are provided under Planning for Capital Improvements.

### **I am logged into OnBase, but I can't see the application. Why not?**

Review the Log On Instructions and walk through the steps. If you are still not able to see the application, contact the Capital Budget Office.

### **Why can't I save the details for a Request Type I am working on?**

The system is designed to initiate hard stops when data is partially or incorrectly entered in various locations within the request. When this happens the system will prompt error messages that will explain what must be fixed prior to saving the document.

**The following icons will be reflected in the PIP system within the CBO Project Planning System; What do they mean and what do they do?**

There are five icons in each table in the CPIP and Project Detail Worksheet that support the function of each table.

They are:



Pencil : The Pencil should be used in the Project Detail Worksheet. The Pencil puts a table in edit mode. The table must be put into edit mode to begin entry and to save data and exit edit mode.



Disk: The Disk can be used to save the data entered on an individual line. However, the table will remain in edit mode until the Pencil is clicked to remove the table from edit mode.



Refresh: The Refresh button will refresh the table and the data entered. Refreshing the data is helpful if updates are not immediately recognized by the system.



Plus: The Plus should be used at the CPIP level only, to create a new Project Detail Worksheet and is not designed to work in the individual Project Detail Worksheets.



Delete: The Delete can be used in the CPIP, as well as the individual Project Detail Worksheets to delete a fully completed line item. The table must be in edit mode, and the line must be fully completed in order to complete the delete option.

**Who do I contact in CBO?**

You may contact the Capital Budgeting and Planning team for assistance.

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Capital Budget Office

<https://www.admin.sc.gov/services/planning-capital-improvements>

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