The Contact Us Application

A Guide for Unit Administrators

August 2021

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How Unit Administrators Use Contact Us

As a Unit Administrator (also known as an Admin SME), you can manage the structure and content of your assigned areas in the Contact Us application. This includes:

- Edit, move and delete units
- Edit, add, move and delete subunits
- Search for, add and remove SMEs
- Search for and edit comments and retrieve deleted comments
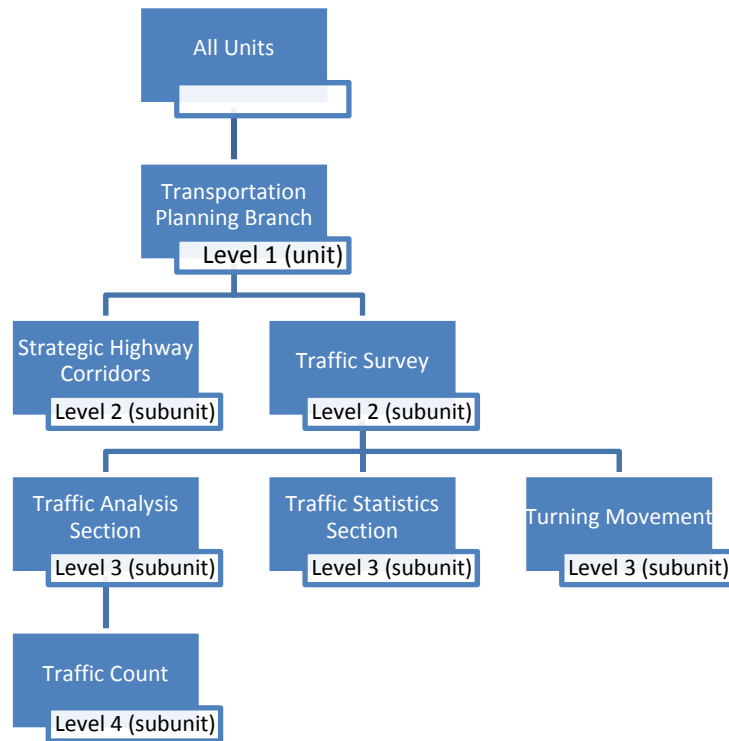- Generate reports
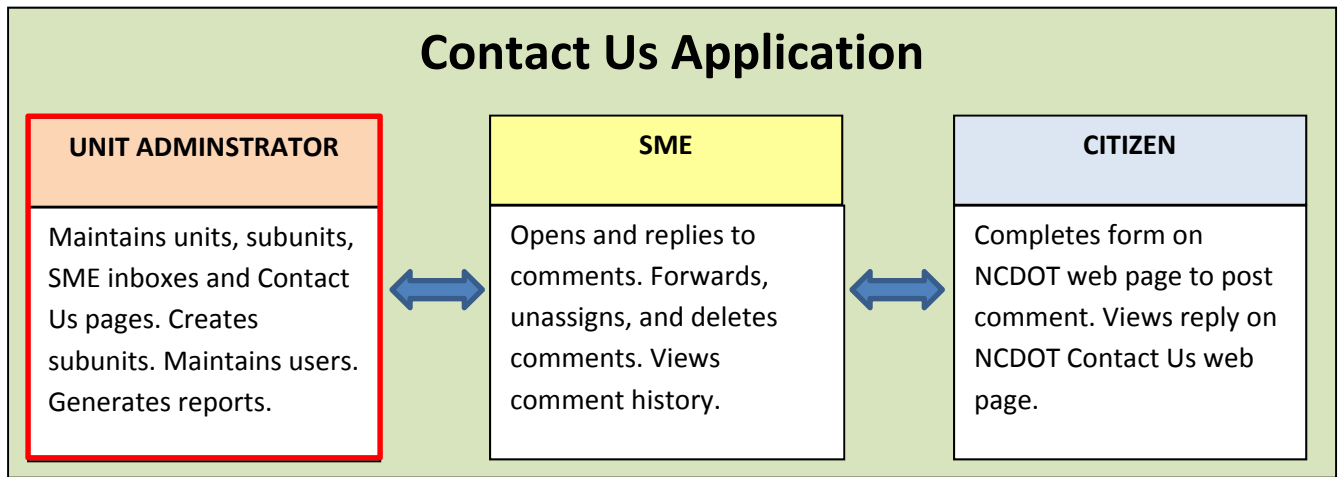
Hierarchy of Units and Subunits

Here is an example of the SME Inboxes for the Bids & Letting List
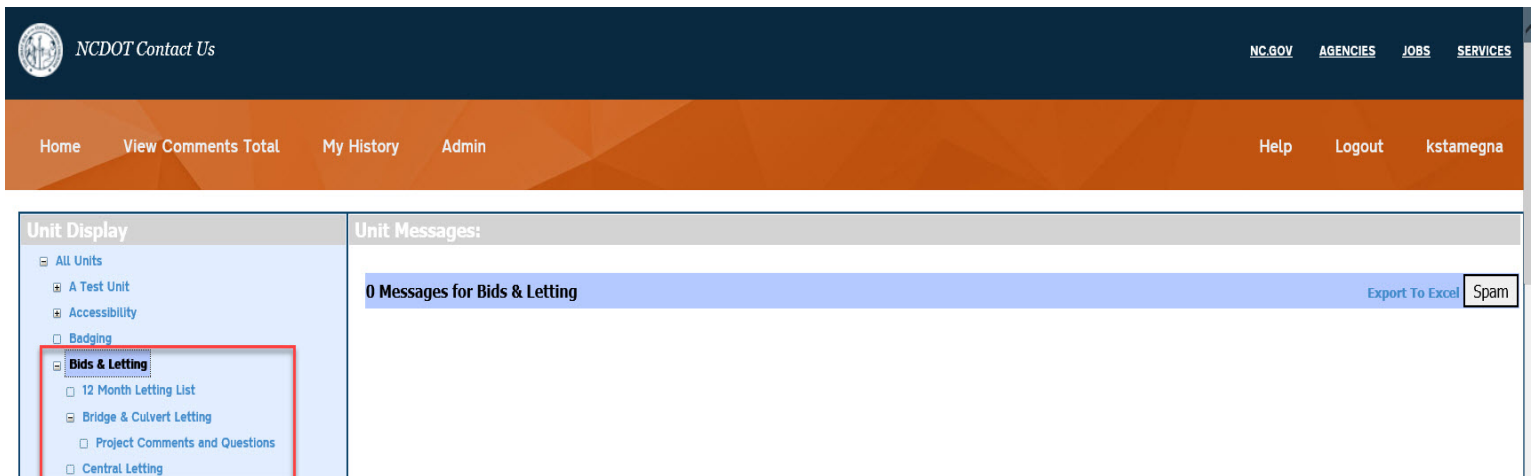
SME Inboxes are organized into a hierarchy of units and subunits similar to a departmental chart. Level 1 units are at the top, with subunits (Levels 2, 3, 4, etc.) below. For example, Traffic Count is a Level 4 subunit of the Level 3 Traffic Analysis Section subunit.

```
                              ┌─────────────┐
                              │  All Units  │
                              └──────┬──────┘
                                     │
                         ┌───────────┴───────────┐
                         │    Transportation     │
                         │   Planning Branch     │
                         │   Level 1 (unit)      │
                         └───────────┬───────────┘
                    ┌────────────────┴────────────────┐
          ┌─────────┴─────────┐          ┌────────────┴────────────┐
          │ Strategic Highway │          │     Traffic Survey      │
          │    Corridors      │          │                         │
          │ Level 2 (subunit) │          │   Level 2 (subunit)     │
          └───────────────────┘          └────────────┬────────────┘
                      ┌─────────────────────┬──────────┴──────────┐
            ┌─────────┴─────────┐ ┌─────────┴─────────┐ ┌─────────┴─────────┐
            │  Traffic Analysis │ │ Traffic Statistics│ │ Turning Movement  │
            │     Section       │ │     Section       │ │                   │
            │ Level 3 (subunit) │ │ Level 3 (subunit) │ │ Level 3 (subunit) │
            └─────────┬─────────┘ └───────────────────┘ └───────────────────┘
              ┌───────┴───────┐
              │ Traffic Count │
              │ Level 4 (subunit) │
              └───────────────┘
```

In this example, Level 1 (Transportation Planning Branch) is set up to receive general questions in the Level 1 SME Inbox, but specific questions about highway corridors and traffic are directed to different SME Inboxes in different subunits. The use of subunits ensures comments for a specific area are sent to the correct SME, which speeds up response time and eliminates manually forwarding comments.

Each unit and subunit has a corresponding SME Inbox and a corresponding Contact Us form on an NCDOT website. Here is an example of the Contact Us form that sends citizen comments to the 12 Month Letting List subunit.

Post A Comment

12 Month Letting List | Connect NCDOT | Back

Unit: 12 Month Letting List

Please address any questions/comments you have regarding NCDOT 12 Month Letting List.
Thank you for your time and we will follow up with you soon.

Please use the form below to send your question or comment.

Questions are answered during normal business hours (8 a.m. to 5 p.m. Monday through Friday) within seven business days.

- In case of a roadway or safety hazard, such as a downed tree, please notify your local law enforcement agency.
- For more immediate assistance regarding DMV-related issues, call its Customer Service office at (919) 715-7000.
- Check out these **frequently asked questions** for more information about contacting the North Carolina Department of Transportation.

Check the status of a previously posted Comment
Please take the time to read our Privacy Notice

Name: [   ]   **Phone:** [   ]
                                         Ex: 919-999-1234 or 999-1234

Email: [   ]   **Set Anonymous:** ☐

Comment: Limited to 1500 characters

[   ]

File Attachment:

[   ] Browse...

NOTE: File transfers are limited to 5 MB

[Submit]   [Reset]

Responsibilities – A Unit Administrator's View

Unit Administrators typically have responsibility for a Level 1 unit and create subunits as necessary to handle citizen comments for their organization. A Unit Administrator can perform any of the following functions.

- Edit, move and delete the unit
- Create, edit, move and delete subunits
- Search for and edit a comment and retrieve deleted comments
- Add and delete users
- Generate reports

Only a Contact Us Administrator can make create Level 1 units.

The Unit Selection Page

The **Unit Selection** page lists the units and subunits assigned to you and the features you can use.

To access the **Unit Selection** page:

1. Open a browser and go to: https://apps.dot.state.nc.us/ContactUs/SME/Default.aspx. You can also access with your NCID by going here: https://apps.ncdot.gov/ContactUs/admin/

2. If prompted to log in, use your NCDOT User ID and password and click **Log In**. If you are already on the NCDOT network, you may be automatically logged in. If using the NCID link then log in with your NCID ID and password.

3. In the **SME Inbox**, click **Admin**.

The **Unit Selection** page contains the **Unit Selection** and **Unit Reporting** panes.

Unit Selection lists the units and subunits assigned to you. Expand (**+**) and Collapse (**-**) buttons permit easy navigation through the hierarchy.

Click the link for a unit or subunit to view features you can use in the right pane; the available features may vary depending upon the unit or subunit. The URL of the associated Contact Us form appears at the top of the right pane.

Roles and Permissions

Roles and permissions are used to grant access and administrative rights to units and subunits.

Contact Us Administrators

- This role has access to all Level 1 units and subunits within the Contact Us application.
- Contact Us Administrators do not automatically become a SME in every unit and subunit, but they can be manually added as SMEs.
- If a Contact Us Administrator is not a SME in a unit or subunit, the Contact Us Administrator can view the comments in the SME Inbox but cannot take actions such as replying.
- In the example, below, Contact Us Administrators can access all areas in blue.

```
                          All Units


        Transportation                    Bids & Letting
       Planning Branch
         Level 1 (unit)                     Level 1 (unit)


  Strategic Highway      Traffic Survey      Bridge & Culvert
     Corridors                                   Letting
   Level 2 (subunit)    Level 2 (subunit)    Level 2 (subunit)


  Traffic Analysis     Traffic Statistics   Turning Movement
     Section                Section
   Level 3 (subunit)    Level 3 (subunit)    Level 3 (subunit)


   Traffic Count
   Level 4 (subunit)
```
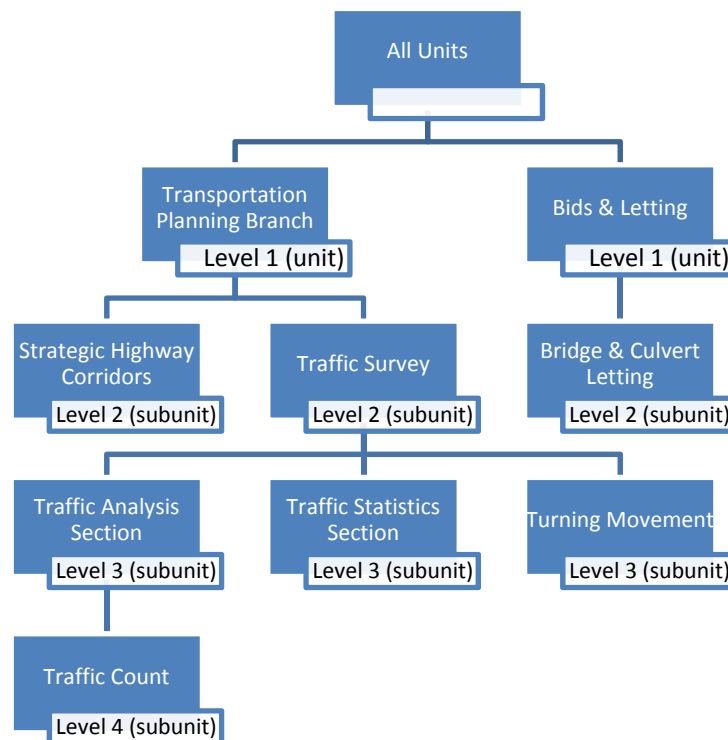
Unit Administrators

- This role has access to the Level 1 units as assigned by the Contact Us Administrator. Unit Administrator permissions cascade to all subunits below that Level 1 unit.
- Unit Administrators are not automatically assigned as a SME to the subunits, but they can be manually added.
- Unit Administrators can add other Unit Administrators.
- Unit Administrators can add SMEs to any of their assigned subunits.

- If a Unit Administrator is not a SME in a subunit, the Unit Administrator can view but not respond to the comments in the SME Inbox.
- In the example below, the Contact Us Administrator added a Unit Administrator for the Transportation Planning Branch. That Unit Administrator has access to the entire Transportation Planning Branch area (blue). However, that person was not assigned – and has no access – to the Bids & Letting area (gray).
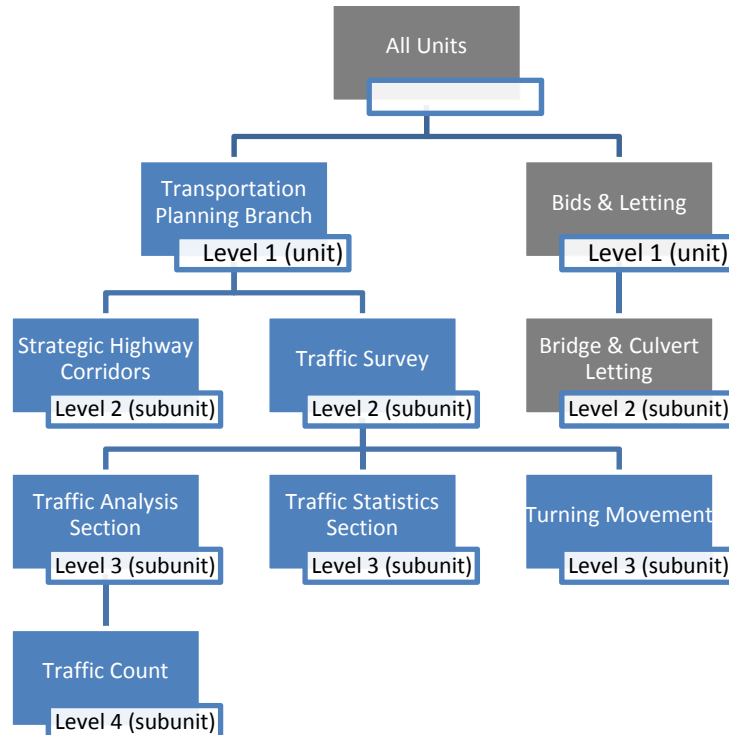
SME

- Contact Us Administrators and Unit Administrators manually assign SMEs to individual units or subunits. SME rights do not cascade to subunits.
- In the example below, the Unit Administrator for Bids & Letting assigned a SME to the Bridge & Culvert Letting subunit (blue), and the Unit Administrator for the Transportation Planning Branch assigned the same SME to the Traffic Count and Traffic Survey subunits (blue).
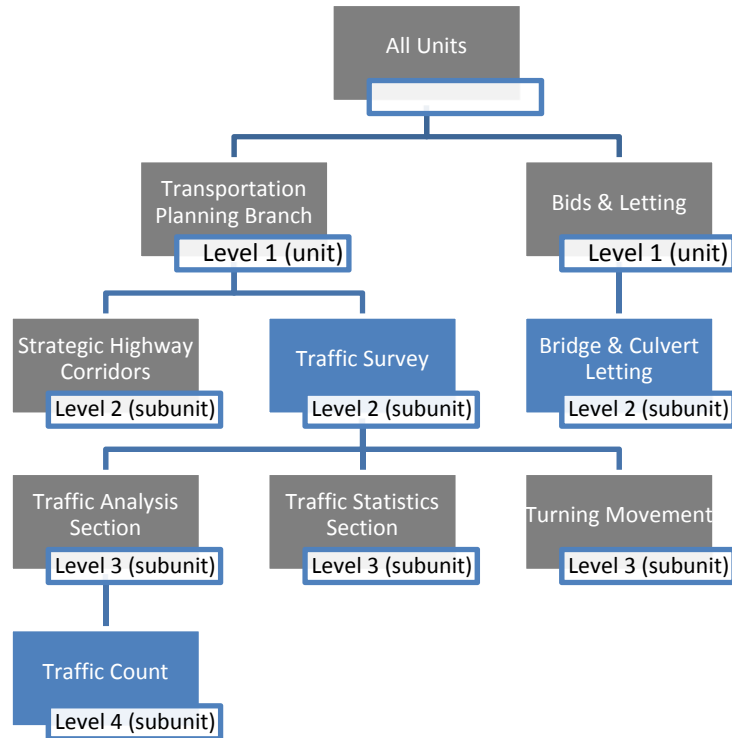
Maintain Users

SME Lookup

The SME Lookup feature displays the SMEs that are assigned to units and subunits. Contact Us and Unit Administrators who are also SMEs appear in the results; if they are not SMEs, they do not appear.

To look up a SME:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, click **SME Lookup**.
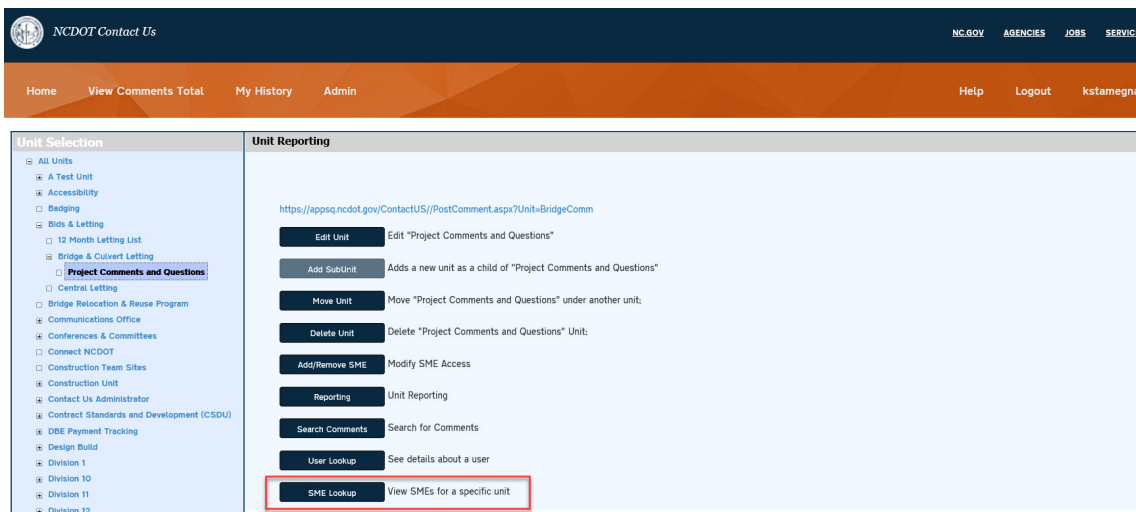
3. On the **View SMEs** page, click one or more units whose SMEs you want to view. If you click a Level 1 unit, such as **Traffic Survey**, all subunits are also selected.
4. Click **View SMEs** to see a list of SMEs for the selected units and subunits.
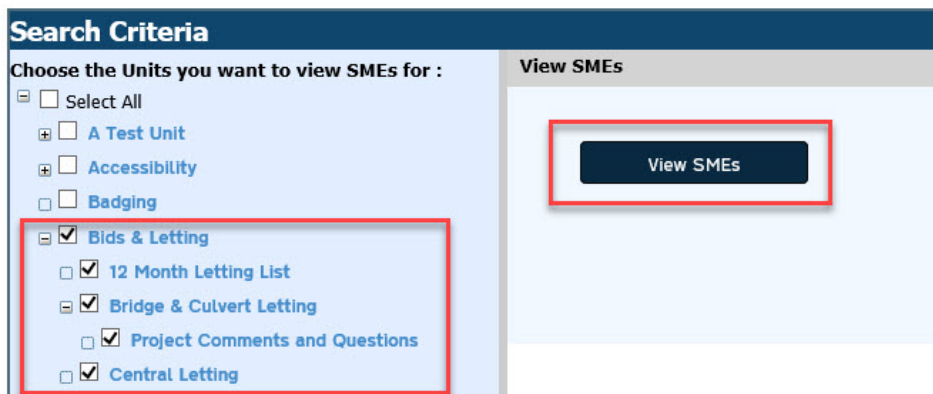
5. Click **Export to Excel** or the **Excel** icon.
6. Select whether to **Open**, **Save**, **Save as** or **Save and open** the names in a spreadsheet.

7. Click **Admin** to return to the Admin page.

Add/Remove SME

You can add or remove SMEs from the units and subunits you manage. SMEs are added on a one-by-one basis to any level of unit or subunit; that is, there is no cascading, so a SME added to a Level 1 unit does not automatically become a SME for subunits below.

To add SMEs:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit where you want to add SMEs.
3. Verify that the name of the unit or subunit appears in the right pane.

4. Click **Add/Remove SME**.

5. Choose **Username**, **First Name** or **Last Name** from the drop-down.
6. Enter the corresponding type of name in the **Search** field and click **Search**.
7. Click the name in the **Search Results** list and click **Add**. The SME is added to the **Current Users**.

Add/Remove SMEs

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit where you want to remove SMEs.
3. Verify that the name of the unit or subunit appears in the right pane.

4.   Click **Add/Remove SME**.

5.   Click on Name and then click **Remove**.

Add/Remove SMEs

The SME is removed immediately with no confirmation.

Add/Remove SMEs

Add/Remove SMEs –

[_____]   [Username ▾]   [Search]

Search Results   **Current Users**

tkoch
bgoodwin

[Add →]
[← Remove]
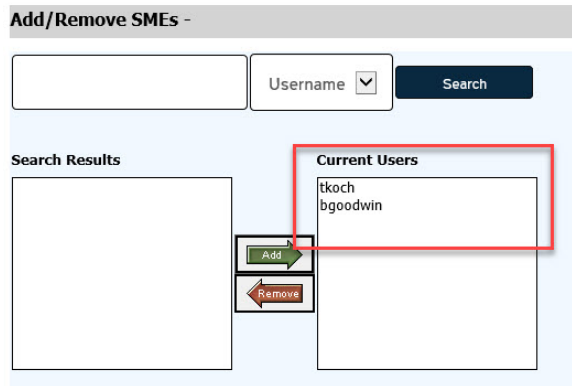
Add/Remove Unit Administrator

You can add or remove Unit Administrators from the units you manage. Before you can add a person as a Unit Administrator, that person must first be a SME. Unit Administrators can only be added at the top level (Level 1) because Unit Administrators of the Level 1 unit automatically become Unit Administrators for all subunits.

To add a Unit Administrator:

1. Ensure that the Unit Administrator is already a SME in the Level 1 unit.
2. In the **SME Inbox**, click **Admin**.
3. On the **Unit Selection** page, navigate to and select the Level 1 unit where you want to add Unit Administrators. You must select a Level 1 unit, not a subunit; if you don't do this, you will not see the option to **Add/Remove Admin SMEs**.
4. Verify that the name of the unit appears in the right pane.

5. Click **Add/Remove SME**.

6. Click the name in the **Current Non Admins** list and click **Add**.

Add/Remove SMEs

The SME is added to the **Current Admins**.

Add/Remove SMEs

To remove a Unit Administrator:

Unit Administrators can only be removed at the top level (Level 1) because Unit Administrators of the Level 1 unit are automatically removed as Unit Administrators for all subunits.

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the Level 1 unit where you want to remove Unit Administrators.
3. Verify that the name of the unit appears in the right pane.

4. Click **Add/Remove SME**.

5. Click the name in the **Current Admins** list and click **Remove**.

Add/Remove SMEs

The SME is moved to the **Current Non Admins** list.

Add/Remove SMEs

Maintain Units and Subunits

You can add, edit, move and delete subunits and edit, move and delete units. You cannot create Level 1 units.

Add SubUnit

You can create an unlimited number of subunits under a unit. When a subunit is created, an associated Contact Us page for that subunit is automatically created.

To create a subunit:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit that under which you want to create a subunit.
3. Verify that the name of the unit or subunit appears in the right pane.
4. Click **Add SubUnit**. If this feature does not appear, the option to create subunits is not available.

5. On the **Add Unit** page, complete the form. This example creates a subunit for Bids & Letting

The fields are:

*   **Unit Full Name** - Enter the friendly name of the subunit, such as Test Unit.
*   **Unit Short Name** - Enter an abbreviated name or phrase, such as Test_DOT. Spaces are not allowed between words, so use underscores (_) instead. Once you save the subunit, you can no longer edit its Unit Short Name.
*   **Link String** - Enter the Javascript or HTML for the breadcrumb links on the Contact Us page. Several examples are in the next section.
*   **Page Text** - Enter additional text (up to 1500 characters) for the Contact Us page.
*   **Default SME** - Enter the User ID of a SME. Once you save the subunit, this field is not visible, but you can edit the default SME or add additional SMEs later.
*   **Can create Sub Units** - Check this box to allow creation of subunits below this subunit.
*   **Is visible to External units who choose to forward message** - Check this box to allow a SME to forward messages to this subunit. This unit will appear as a choice in the **Forward to Another Contact Us Unit** option.
*   **Allow SMEs to attach files** - Check this box to allow a SME to attach a file when replying. Any file type can be attached, but its size cannot exceed 5 MB.
*   **Allow Customers to attach files** - Check this box to allow a citizen to attach a file. Any file type can be attached, but its size cannot exceed 5 MB.
*   **Allow forwarding** - Check this box to allow a SME to forward comments to other units or DOT employees. This enables the **Forward to Another Contact Us Unit** and **Forward to a DOT Employee** options on the **Comment Information** page.

Click the **Preview** tab to review the **Contact Us** page in a separate window.

6. This is an example of the preview. The top highlight shows where the Page Text appears, and the bottom highlight shows that the customer is allowed to attach files. The Link String does not appear in the preview. Click the **Edit** tab to return to the **Add Unit** page and make any additional changes.

7. Click **Save**.

Examples of the Form Fields

Now that the subunit has been created, let's see how the form fields are used. This example uses the Level 1 Test Unit. Here is the unit information.

This is the URL for the Test Unit Contact Us form.

- **Unit Short Name** = Test_DOT

This is the Contact Us page for Test Unit

- **Unit Full Name** = Test Unit
- **Link String** = Bids & Letting | NCDOT Home | Back
- **Page Text** = Please address any questions/comments you have regarding NCDOT Bids & Letting Test Unit. Thank you for your time and we will follow up with you soon.

This is how Test Unit appears in the Unit Navigation.

- **Unit Full Name** = Test Unit
- **Unit Short Name** = Test_DOT

This is how Test Unit appears in the Comment Information pages.

- **Allow forwarding** - Check this box to allow SMEs to forward comments to other units or DOT employees. This adds the **Forward to Another Contact Us Unit** and **Forward to a DOT Employee** options to the drop-down on the **Comment Information** page.

Message Details

- **Is visible to External units who choose to forward message** - Check this box to allow other
  SMEs to forward messages to this subunit. That is, this unit will appear in the list of units and
  subunits when a SME selects the **Forward to Another Contact Us Unit** option.

Edit Unit

You can edit existing unit or subunit information with the Edit Unit feature.

To edit a unit or subunit:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit to edit.
3. Verify that the name of the unit or subunit appears in the right pane.

4.   Click **Edit Unit**.

5.   On the **Edit Unit** page, you can update any unit information with two exceptions – you cannot modify the **Unit Short Name** field and the **Default SME** field is not visible.

6. Here, we'll shorten the page text and add the ability for SMEs and users to attach files. Click **Preview** to view your changes to the Contact Us page in a separate window.

7. Reviewing the Contact Us page for the changes, then click **Edit**.

8. Click **Save**.

Here is an example of a request made using the new Contact Us page. The page text has changed and the citizen can attach a file.

Post A Comment

Bids & Letting | NCDOT Home | Back

Unit: Bids &amp; Letting

Please address any questions/comments you have regarding NCDOT Bids & Letting.
Thank you for your time and we will follow up with you soon.

Please use the form below to send your question or comment.

Questions are answered during normal business hours (8 a.m. to 5 p.m. Monday through Friday) within seven business days.

• In case of a roadway or safety hazard, such as a downed tree, please notify your local law enforcement agency.
• For more immediate assistance regarding DMV-related issues, call its Customer Service office at (919) 715-7000.
• Check out these frequently asked questions for more information about contacting the North Carolina Department of Transportation.

Check the status of a previously posted Comment
Please take the time to read our Privacy Notice

Name: [   ]   **Phone:** [   ]
                                        Ex: 919-999-1234 or 999-1234

Email: [   ]   **Set Anonymous:** ☐

Comment: Limited to 1500 characters

[   ]

File Attachment:

[   ] Browse...

NOTE: File transfers are limited to 5 MB

[Submit]   [Reset]

Once the citizen submits this request, it appears in the SME inbox for Bidding & Letting

	TrackNum	Modified Date	From	Original Comment	Assigned To
☐	S7P94HX46T	8/29/2017	Test Test	This is a test for the site.	

When the SME opens the request, the SME now has an option to attach a file as part of a response.
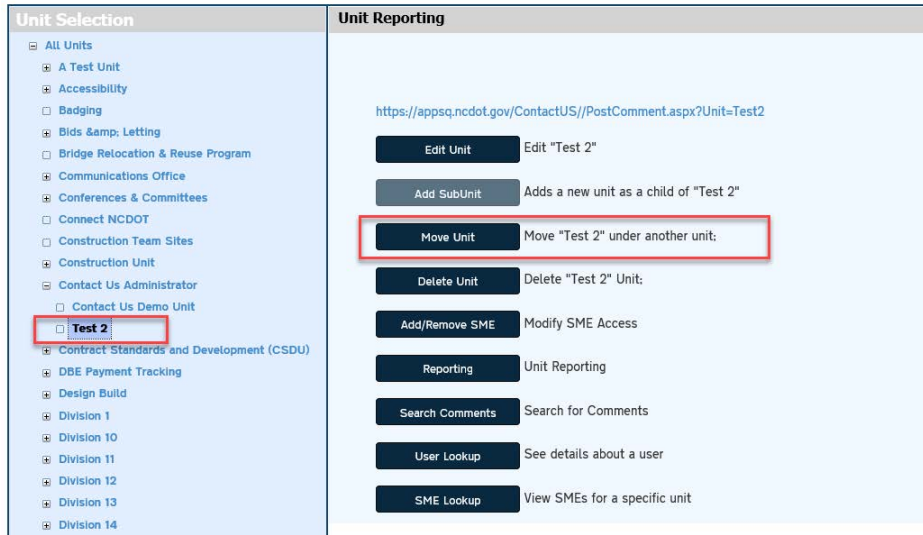

Move Unit

You can move units and subunits beneath other units or subunits that you can access. When a unit is moved, all subunits associated with the unit also move.

To move a unit or subunit:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit to move.
3. Verify that the name of the unit or subunit to move appears in the right pane.
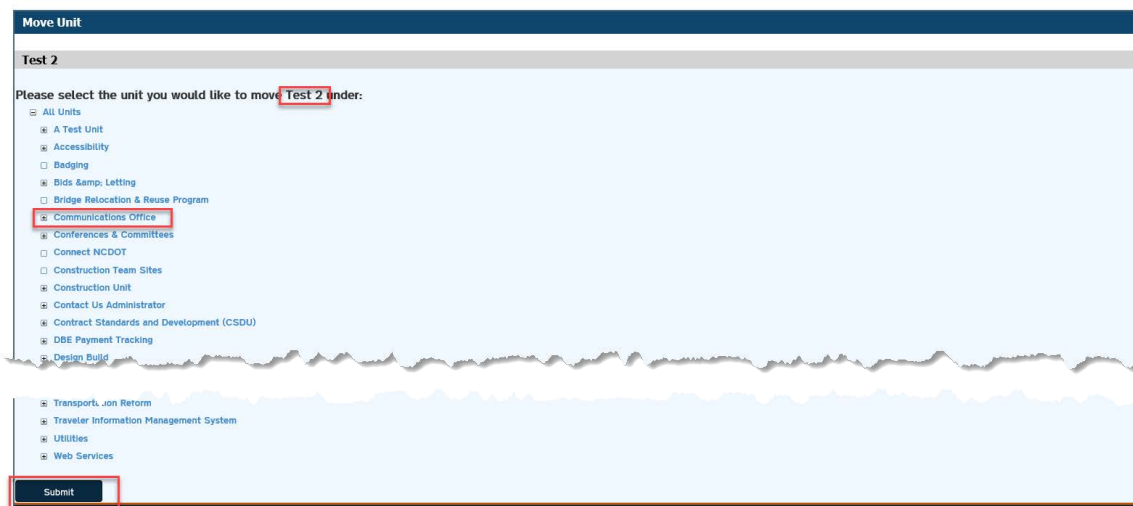
4. Click **Move Unit**. Here, we'll move the Test 2 below the

5. On the **Move Unit** page, verify that the unit or subunit appears in the right pane in red.
6. Select the unit or subunit where you want to move the selected unit or subunit. Here, we'll move the Test 2 to become a subunit of the Communicatins Office.
7. Click **Next**.

8. On the **Move Unit** page, review the move information.
9. Select **Yes** or **No** for **Do you want to keep the existing SMEs for [unit/subunit name]?**
10. Click **Submit**.

Delete Unit

Before you can delete a unit or subunit, any open comments must be closed, any closed comments must be moved or deleted, and any subunits must be moved before a deletion can occur.

IMPORTANT NOTE: When you click **Submit** to delete a unit or subunit, no warning message appears and the unit or subunit is permanently removed. The deletion cannot be restored.

To delete a unit or subunit:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit to delete.
3. Verify that the name of the unit or subunit to delete appears in the right pane.

4. Click **Delete Unit**.

5. Click **Submit**.

Warning Messages

This unit currently has sub units. These units must be moved before this unit can be deleted.

1. Your only option is to click the **Back** button.
2. Move the subunits and retry the **Delete Unit** option.

This unit currentlfy has open comments. These comments must be closed before the unit can be deleted.

1. Click the **Back** button.
2. Go to the **SME Inbox** for that unit and resolve all open comments.

Maintain Comments

Search Comments

Use the **Search Comments** feature of the Contact Us application to locate a comment. You can search by:

- **Tracking Number** – This is the unique number that is automatically generated by the Contact Us application when a comment is posted. Use the Tracking number to search for and view a specific comment.
- **Other criteria** – You can also search by begin and end date, content of the comment , email address and sender

Once the comment is located, you can view the comment's history, issues and actions.

To search for a comment by tracking number:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, click **Search Comments**. (Or, on the Unit Selection page, you can select a unit or subunit and click **Search Comments** from that page.)
3. On the **Search/Edit Comments** page, enter the tracking number and click **Search**. Search results appear below the search criteria. Click the **Tracking #** to view comment details and history.

Click **Print** for a hard copy. You can also edit the email or assignment, or change the state and spam status of a comment; these options are described in the next sections.

The Contact Us application has thousands of entries, so be as specific as possible when you use other search criteria. For example, select a subunit and a limited date range (such as two months) so the Contact Us application will return a reasonable number of results and not time out. To search for a comment by other criteria:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, click **Search Comments**.
3. On the **Search/Edit Comments** page under **Choose the Units you want to Search**, select the checkbox next to one or more units; if you check a unit, all subunits are checked. Or, select the checkbox next to **Select All**.
4. Enter at least one other search criteria:
   - **Begin Date** and **End Date** - The start and end dates for the time range to search. Click the calendar icon to use a calendar for input. The dates cannot be the same, so, to search for one specific day, enter that date as the **Begin Date** and enter the next day's date as the **End Date**.
   - **Comment** - A word or phrase that appears in the comment.
   - **Email** - The citizen's email address.
   - **From** - The first name, last name or complete name of the citizen. Enter **anonymous** to locate all comments sent anonymously.

In this example, choose the **Contact Us Administrator** unit, enter the first and last name of a citizen, and click **Search**.

5. Search results appear below the search criteria. Click the **Tracking #** to view comment details and history.

Click **Print** for a hard copy. You can also edit the email or assignment, or change the state and spam status of a comment; these options are described in the next sections.

Update Comment

You may need to edit comments to update citizen email, SME assignment, comment state, or spam status.

Change Email or Assigned To

You might need to change the email address if a citizen posted a comment anonymously and now wants to receive email notifications or if the email address is incorrect.

You might also need to reassign the comment to another SME within the same unit or subunit if, for example, the assigned SME is on vacation. .

To edit the email or SME assignment of a comment:

1. Use **Search Comments** to locate the comment.

2. On the **Search/Edit Comments** page, click the comment's **Tracking#**.

3. To edit the email of the citizen, highlight the current email address and enter the new address.

4. To assign another SME, select that SME from the **Assigned To** drop-down. Only SMEs within the same unit are listed. If the comment's status is not **Open**, change it to open; otherwise, the SME will not see the comment in the **SME Inbox**. Click **Update Comment**.

5. A confirmation message **Your Changes have been Saved** appears. Click **Unit Selection** to return
    to the Admin page.

Change State (Open, Closed, Deleted)

If a SME accidentally deletes a comment from the SME Inbox, you can reopen the comment by changing its status to **Open**. Once you reopen the comment, it reappears in the SME Inbox. If the comment was deleted by marking it as Spam, you must change the Spam status, as described in the next section.

If you reassign a comment through the **Edit Comments** option, you need to change the comment's status to **Open** so the SME will see the comment in the **SME Inbox**.

Finally, remember that the status automatically changes to **Closed** when a SME replies to a comment, and a comment is automatically reopened if the citizen replies to an SME response.

To edit the status of a comment:

1. Use **Search Comments** to locate the comment.

2. On the **Search/Edit Comments** page, click the comment's **Tracking#**.

3. Select **Open**, **Closed** or **Deleted** from the **State** drop-down to change the status.
   a. **Open** – Places the comment in the SME Inbox, even if the comment contains a reply.
   b. **Closed** – Removes the comment from the **SME Inbox**.
   c. **Deleted** – Removes the comment from the **SME Inbox**. This resolves the comment without requiring a reply.
4. Click **Update Comment**.

Change Spam (Yes, No) Status

If a SME accidentally tags a comment as spam, the comment is removed from the SME Inbox and is no longer available. You can restore the comment to the inbox by changing its **Spam** status to **No**.

This is also where you can mark comments as Spam if you are not an SME.

To change the spam status of a comment:

1. Use **Search Comments** to locate the comment.

2. On the **Search/Edit Comments** page, click the comment's **Tracking#**.

3. Select **Yes** or **No** from the **Spam** drop-down to change the status. Click **Update Comment**.

4. A confirmation message **Your Changes have been Saved** appears. Click **Unit Selection** to return to the Admin page.

Reporting

You can generate two types of reports on SME activity. All reports can be exported to and printed from Microsoft Excel.

- **Basic Report** - The basic report provides the number of responses over a specific time period by unit and subunits.
- **Detailed Report** - The detailed report identifies the users that have responded to comments over a specific time period by unit and subunits.

To generate a report:

1. In the **SME Inbox**, click **Admin**.
2. On the **Unit Selection** page, navigate to and select the unit or subunit for the report. If you select a unit, the report includes all subunits under that unit.
3. Verify that the name of the unit or subunit to delete appears in the right pane, then click **Reporting**.

4. Click **Basic Report** or **Detailed Report** to choose the type of report. The default is **Basic Report**.

5. Enter a date range in the **Begin Date** and **End Date** fields in the format MM/DD/YYYY, then click **Run Report**.

The report appears within the same page. This is an example of a basic report.

This is an example of a detailed report.

6. To export the report data to Microsoft Excel, click **Excel**.
7. Select whether to **Open**, **Save**, **Save as** or **Save and open** the report. This is an example of the detailed report in Excel.
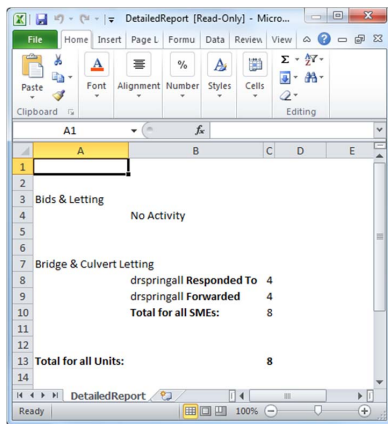
8. On the **Search/Edit Comments** page, click **Unit Selection** to return to the Admin page.

Daily Message Count Report

Click the button "Mgs Count Report" - this will determine the daily message count for the selected unit within a given date range. This report automatically exports to Excel.

Enter a date range in the Begin Date and End Date fields in the format MM/DD/YYYY, then click Run Report and at bottom of screen click on the Excel to Open.
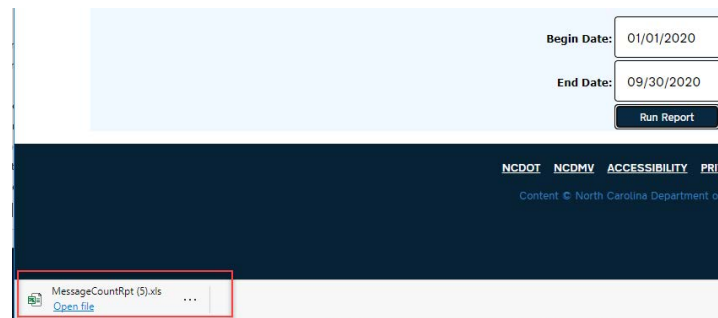
TIP: If you want to include the day you are running the report then you need to pick a day pass that day.

Example – the day you are running the report is 8/31/20 and you want the report to show every day in August. Your Begin Date should be 8/1/20 and your End date should be 9/1/20. The report will then show the totals for 8/1/20 – 8/31/20. If you just want one day and it is the day your are running the report 8/31/20 then you need to put - Begin Date: 8/30/20 & End Date: 9/1/20.

This is an example of the Msg Count Report in Excel.

	A	B	C	D
1	Message Counts for Contact Us Administrator			
2				
3	Comment	Message Count		
4	5/5/2020	13		
5	5/11/2020	2		
6	5/21/2020	2		
7	5/22/2020	2		
8	6/9/2020	3		
9	6/24/2020	1		
10	7/8/2020	2		
11	7/16/2020	2		
12	7/23/2020	1		
13	7/30/2020	1		
14	8/21/2020	1		
15	8/24/2020	7		
16				

Support

For general assistance with the Contact Us application, call or email the NCDOT Help Desk at:

- 919.707.7000 (Raleigh area)
- 1.800.368.2778 (statewide)
- https://ncdot.service-now.com/itsp?id=itsp_index

If you have questions or comments about this documentation or if you need to contact the Contact Us System Administrator, post a comment on the Contact Us Administrator page: https://apps.ncdot.gov/ContactUS/PostComment.aspx?Unit=AdminCUs

Unit: Contact Us Administrator

The purpose of the **Contact Us Administration Unit** is to create new Units, assign SMEs to these Units, and to answer SMEs questions about the use of the Contact Us System.

For problems that cannot be resolved using the Contact Us System, contact the NCDOT Help Desk at (919) 861-3840 or (800) 368-2778

Unit (you are an SME for):
URL (you are having Trouble with):

Please use the form below to send your question or comment.
Questions are answered during normal business hours (8 a.m. to 5 p.m. Monday through Friday) within seven business days.

- In case of a roadway or safety hazard, such as a downed tree, please notify your local law enforcement agency.
- For more immediate assistance regarding DMV-related issues, call its Customer Service office at (919) 715-7000.
- Check out these **frequently asked questions** for more information about contacting the North Carolina Department of Transportation.

Check the status of a previously posted Comment
Please take the time to read our Privacy Notice

Name: **Phone:**
                                                     Ex: 919-999-1234 or 999-1234

Email: **Set Anonymous:** ☐

Comment: Limited to 1500 characters

File Attachment:

[   ] Browse...

NOTE: File transfers are limited to approximately 5 MB
Submit   Reset