

The Contact Us Application

A Guide for SMEs



August 2021

Table of Contents

- How SMEs Use Contact Us 4
 - How Contact Us Works – A SME’s View..... 4
 - SME Inbox 5
 - Status of Comments..... 7
 - Open a Comment..... 8
 - Download File 9
 - Send Reply to Citizen 10
 - Reply to Citizen and Carbon Copy to DOT Users 11
 - File Attachment..... 15
 - Forward to Another Contact Us Unit 17
 - Forward to a DOT Employee..... 20
 - Unassign Comment 24
 - Close Comment Button 25
 - Spam 28
 - If You Are Not Ready to Respond..... 30
 - Close a Comment 30
 - Reopen a Comment 31
 - Send a Comment to the Assigned SME..... 32
 - My History..... 33
 - View Comment Information and History..... 35
 - Print Comment History 38
 - Notifications..... 39
 - Frequently Asked Questions for SMEs..... 40
 - I’ve already responded to a comment, but I keep receiving emails about it. How do I stop the emails? 40
 - I receive email messages for comments that I can’t handle. How do I direct these comments to another SME?..... 40
 - Why can’t I open a comment?..... 40
 - Why can't I search for a comment I forwarded to another unit?..... 40
 - I got an email that I had a comment, but there’s nothing in my Inbox. What do I do? 40



When I try to send my reply, I get a message that HTML is not allowed in the textbox. What is HTML? 40

Does the system time out? 40

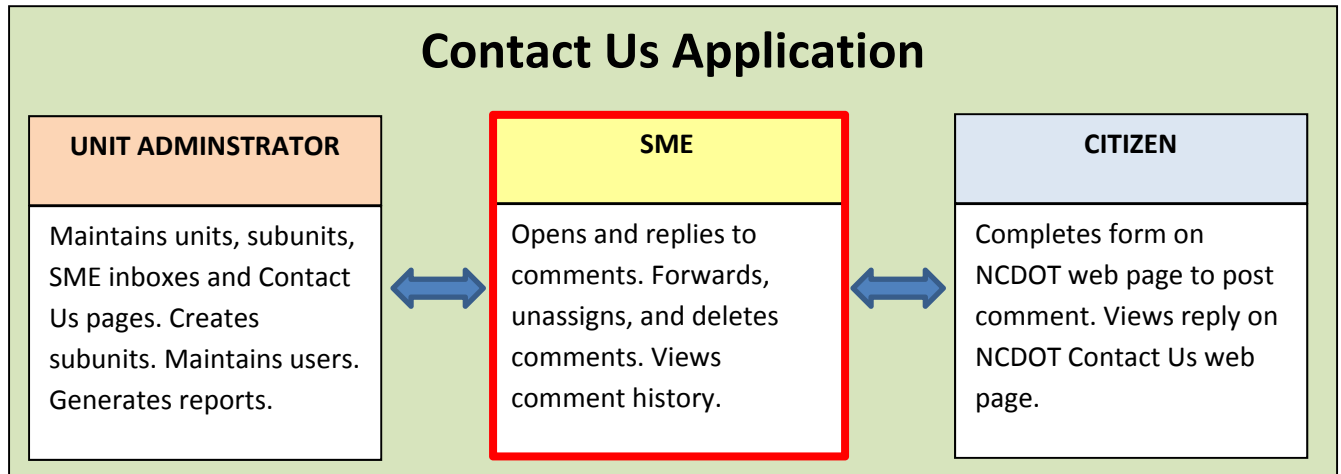
Accessing Contact Us with your NCID Credentials 41

Support 42



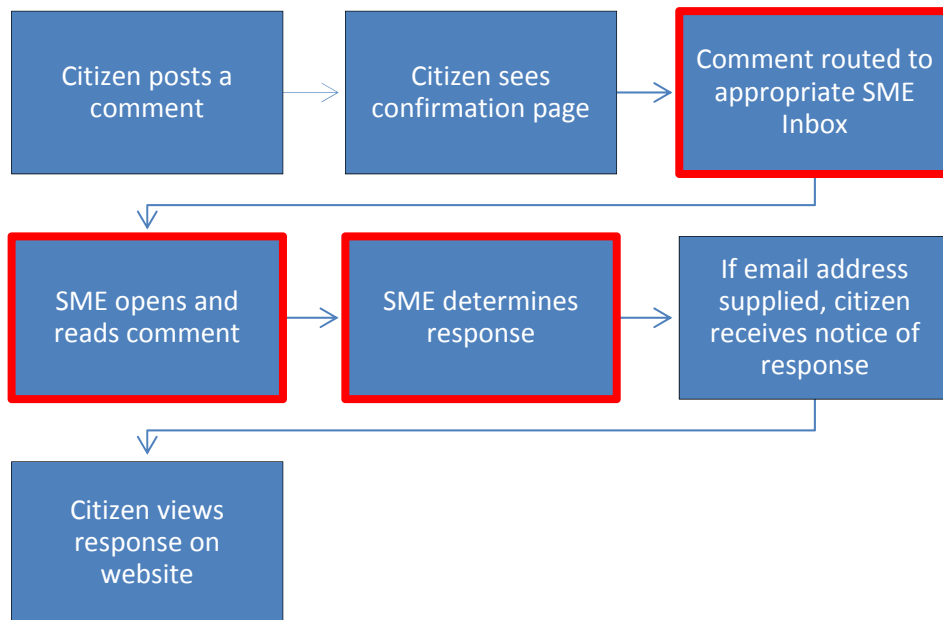
How SMEs Use Contact Us

SMEs (Subject Matter Experts) are responsible for responding to citizen comments. The Contact Us application ensures that a SME receives only the comments specific to their area of expertise.



How Contact Us Works – A SME’s View

This is the general flow of work for a SME.



When a citizen submits a comment, it is automatically routed to the appropriate SME Inbox. For example, vehicle registration questions go to the SME Inbox for DMV Vehicle Registration, while questions on the progress of a construction project go to the SME Inbox for the Construction Unit.

Typically, a SME Inbox is monitored by several SMEs in the same area to ensure quick and responsive service. It is also typical for a SME to work with more than one inbox. A Unit Administrator (also known as an Admin SME) sets up the inboxes and gives the appropriate SMEs access to the inboxes.

When a SME opens a comment to read it, responsibility for handling the comment is automatically assigned to that SME, and that SME becomes the Assigned SME. Other SMEs with access to the same inbox can view or print the comment but they cannot act (respond, close, forward) upon it.

The Contact Us application gives the SME many different options to handle a citizen comment.

- **Reply** – As part of a reply, a SME can attach files and copy other NCDOT users. Once the SME replies, the comment is removed from the SME Inbox and its status changes to closed.
- **Unassign** - If a SME opens a comment then realizes it should be assigned to another SME, the first SME can unassign the comment. This allows another SME within the same area to handle it.
- **Forward** – A SME can forward the comment to another area (called unit or subunit) or another DOT employee. In this section of the user guide, the term unit is used for unit and subunit.
- **Delete** - If the comment does not need a response, the SME can delete the comment.
- **Mark as Spam** - If the comment is spam, the SME can flag it as such.

SMEs also have options to view comment information and to view and print comment history.

SME Inbox

The SME Inbox contains all new and open comments for units assigned to a SME or group of SMEs.

To access your SME Inbox:

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. On the **Unit Selection** page, click **Home**

TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/> OXQ52XCQMO	10/11/2017	John Apple	I am having trouble finding the fr-1101 form	admin-molan

The SME Inbox page appears.

Assigned to me only check box

The Assigned to me only check box allows you to see only the messages in all your boxes that are Assigned to you.

Assigned to me only check box - unchecked

Unit Display		Unit Messages: Export To Excel					
<ul style="list-style-type: none"> All Units Contact Us Administrator Contact Us Demo Unit SubBox Test 		<input type="checkbox"/> Assigned to me only					
		5 Messages for Contact Us Administrator Export To Excel Spam					
		TrackNum	Modified Date	From	Original Comment	Assigned To	
		<input type="checkbox"/>	1GWB80WU8P	08/07/19	john smith	UnitName: URL: this is test.	CUS-Tester
		<input type="checkbox"/>	JO0P9SKQWN	02/06/20	TestKim 2	UnitName: URL: test 2	ajain
		<input type="checkbox"/>	FOL5RF8U9	02/06/20	TestKim 3	UnitName: URL: Test 3	AHolley
		<input type="checkbox"/>	Q7N8AXK2GB	02/06/20	Kimtest 5	UnitName: URL: test	ksbuttry
		<input type="checkbox"/>	RMY3RAKLJO	04/22/20	SubBox Kim Test 1	test	
		2 Messages for Contact Us Demo Unit Export To Excel Spam					
		TrackNum	Modified Date	From	Original Comment	Assigned To	
<input type="checkbox"/>	OAVGVYQ0FB	02/06/20	KimTestsub 1	VIN: , test	CUS-Tester		
<input type="checkbox"/>	94PU8JIW8X	02/06/20	KimTestSub 2	VIN: , test			

Assigned to me only check box - checked

Unit Display		Unit Messages: Export To Excel					
<ul style="list-style-type: none"> All Units Contact Us Administrator 		<input checked="" type="checkbox"/> Assigned to me only					
		1 Messages for Contact Us Administrator Export To Excel Spam					
		TrackNum	Modified Date	From	Original Comment	Assigned To	
		<input type="checkbox"/>	1GWB80WU8P	08/07/19	john smith	UnitName: URL: this is test.	CUS-Tester
1 Messages for Contact Us Demo Unit Export To Excel Spam							
TrackNum	Modified Date	From	Original Comment	Assigned To			
<input type="checkbox"/>	OAVGVYQ0FB	02/06/20	KimTestsub 1	VIN: , test	CUS-Tester		

Sort the columns

Sort the box by clicking on the Titles above the columns in the Dark Blue banner. The most useful sort is the Modified Date - newest to oldest or oldest to newest and the Assigned to showing the unassigned messages.

Unit Messages:		Export To Excel				
		<input type="checkbox"/> Assigned to me only				
30858 Messages for DMV (Drivers License) Export To Excel Spam						
TrackNum	Modified Date	From	Original Comment	Assigned To		
<input type="checkbox"/>	9CN41TCL01	02/01/01	Cornelia	I used to have a NC drivers license. I now have a NJ drivers	sumecornick	

The **SME Inbox** page contains the **Unit Display** and **Unit Messages** panes.

Unit Display lists the units assigned to the SME. Expand (+) and Collapse (-) buttons permit easy navigation through the hierarchy. Drill down to a unit then click its link to view comments for that unit.

The screenshot shows the NCDOT Contact Us interface. The top navigation bar includes 'Home', 'View Comments Total', 'My History', 'Admin', 'Help', 'Logout', and 'kstamegna'. The 'Unit Display' pane on the left lists units such as 'All Units', 'Accessibility', 'Adopt-A-Highway', 'Badging', 'Bids & Letting', 'Bridge Relocation & Reuse Program', 'Communications Office', 'Conferences & Committees', 'Construction Team Sites', 'Construction Unit', 'Contact Us Administrator', 'Contract Standards and Development (CSDU)', 'DBE Payment Tracking', 'Design Build', and 'Division 1'. The 'Unit Messages' pane on the right shows a list of messages with 'Export To Excel' and 'Spam' buttons. The selected message for 'NCDOT Electronic Forms' is detailed in the table below:

	TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/>	OXQS2XCQMO	10/11/2017	John Apple	I am having trouble finding the fr-1101 form	admin-rnolan

Unit Messages displays all open comments submitted to the units assigned to the SME.

- **Track Num** – A unique number automatically generated and assigned to every comment. Citizens can use the tracking number to search for their comments and any replies.
- **Date** – Date the citizen posted the comment.
- **From** – Name of the citizen who posted the comment.
- **Original Comment** – The first several words of a comment. Click the link to open the comment and see its details. Once you open a comment, it is assigned to you.
- **Assigned To** – The SME who opens the comment. The Assigned SME can forward, delete, unassign or reply to the comment. Other SMEs within the same unit can open, read, and print the comment, but cannot perform other actions, such as responding, closing or forwarding.
- **Spam** – An option to flag the comment as spam and delete it from the SME Inbox.

Status of Comments

The status of a comment changes as it progresses through the workflow.

Unassigned comments are citizen comments that are not yet assigned to a SME. Unassigned comments appear in the SME Inbox with an empty **Assigned To** field.

Open comments are comments that have been viewed, but do not yet have a reply. When a SME replies to a comment, its status is automatically changed to **Closed** and the comment is removed from the SME Inbox. If the comment is less than 90 days old, it will be in **My History**. Once a comment is closed, SMEs

can send additional information to the citizen, as well as view and print the comment. They cannot reply, forward, or change status.

Deleted comments have been removed from the Inbox by a SME. Deleted comments can be viewed and printed.

If the SME replies to the original comment and the citizen replies back to the SME, the comment reappears as open. If several SMEs share an Inbox and the SME that opens a comment cannot respond to it, that SME can unassign the comment. The comment is placed back in the Inbox with no SME in the **Assigned To** column and another SME can now open and reply to the comment.

A Unit Administrator can manually change the status of a comment to open, closed, deleted, or unassigned.

Open a Comment

Once you open a comment in the SME Inbox, the comment is assigned to you and you become the Assigned SME. Other SMEs with access to the same inbox can view and print the comment or contact the assigned SME via email.

To open a comment:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.

The screenshot shows the NCDOT Contact Us interface. At the top, there is a navigation bar with the NCDOT logo and the text "NCDOT Contact Us". To the right of the logo are links for "NC.GOV", "AGENCIES", "JOBS", and "SERVICES". Below this is a secondary navigation bar with "Home", "View Comments Total", "My History", and "Admin" on the left, and "Help", "Logout", and "kstamegna" on the right.

The main content area is divided into two sections: "Unit Display" on the left and "Unit Messages:" on the right. The "Unit Display" section contains a list of units with checkboxes, including "All Units", "Accessibility", "Adopt-A-Highway", "Badging", "Bids & Letting", "Bridge Relocation & Reuse Program", "Communications Office", "Conferences & Committees", "Construction Team Sites", "Construction Unit", "Contact Us Administrator", "Contract Standards and Development (CSDU)", "DBE Payment Tracking", "Design Build", and "Division 1".

The "Unit Messages:" section displays a list of messages. Each message row includes a count of messages, a link to "Export To Excel", and a "Spam" button. The messages are:

- 0 Messages for Client Web Templates
- 0 Messages for Contact Us Administrator
- 0 Messages for Contact Us Demo Unit
- 1 Messages for NCDOT Electronic Forms

Below the list is a table with the following columns: "TrackNum", "Modified Date", "From", "Original Comment", and "Assigned To". The table contains one row of data:

TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/> OXQS2XCQMO	10/11/2017	John Apple	I am having trouble finding the fr-1101 form	admin-molan

The comment appears in the **Comment History** section of the **Comment Information** page.

Message Details

Comment Information

Basic Comment Details

From: Jane Smith Phone: (111)123-1234 Email: JaneSmith@test.com

Response

Unassign comment

Close comment

Spam

Send Reply to Citizen
▼

SendReply

Comment History Print

Tracking Number: GY2CFOEJS7

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:20:45 PM

Comment:
Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!

Jane Smith

Once a comment is opened, you can download any file attached to the comment. You can reply to the citizen, with or without copying others, and can attach a file to the reply. You can also forward the comment to another unit or a DOT employee. Other options are to unassign, delete and print comments and to mark a comment as spam. See the next sections for details on these options.

Download File

Some forms in the Contact Us application allow citizens to submit files with their comments. The Unit Administrator defines this feature.

You can see these file attachments for 30 days from the date the comment was submitted. After 30 days, the file is removed from the database, but the file name remains in the Comment History.

To download a file:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.
2. In the Comment History section of the **Comment Information** page, click **Download**. Open the file for temporary viewing, save it to your downloads folder or save it to another location.

Response

Unassign comment

Close comment

Spam

Send Reply to Citizen

Send Reply

File Attachment

Browse...

NOTE: File transfers are limited to approximately 5 MB

Comment History

Tracking Number: GY2CFOEJS7

Sent By: Jane Smith

Comment: Here is the attachment.

File attachments: 37KB, Here is the attachment...zip **Download**

Date/Time: 10/20/2017 2:44:09 PM

Sent By: Jane Smith

Comment: Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!

Jane Smith

Date/Time: 10/20/2017 2:20:45 PM

Send Reply to Citizen

Replying to a comment is one of your most common tasks within the Contact Us application. Only the assigned SME can reply to the citizen. Other SMEs who have permission to view the Inbox can open and view the comment and can contact the assigned SME via email, but they cannot reply.

If the citizen included an email address with the comment, the Contact Us application automatically sends an email notice when a reply is available.

Once you reply to a comment, the comment is automatically closed and removed from your SME Inbox. If the citizen responds to your reply, the comment is reopened and reappears in your Inbox.

To respond to a comment:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.

2. On the **Comment Information** page, enter your response in the **Response** field. You'll have 30 minutes to finish before the system times out. If you anticipate a long or in-depth reply, create your reply in a text editor or in Word, then cut and paste it into the **Response** field.
3. The **Spell Check** feature is automatic.
4. You may have the option to attach a file as part of your response.
5. Select **Send Reply to Citizen** from the drop-down (default selection).
6. Click **Send Reply**.

Comment Information

Basic Comment Details

From: Jane Smith **Phone:** (111)123-1234 **Email:** JaneSmith@test.com

Response

Thank you for your comment and the attachment. The hours are M-F 8am-5pm.

Thank you.

File Attachment

NOTE: File transfers are limited to approximately 5 MB

Send Reply to Citizen ▼

[Print](#)

Comment History

Tracking Number: GY2CFOEJS7

Sent By: Jane Smith	Date/Time: 10/20/2017 2:44:09 PM
Comment: Here is the attachment.	
File attachments: 37KB, Here is the attachment...zip Download	
Sent By: Jane Smith	Date/Time: 10/20/2017 2:20:45 PM
Comment: Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!	
<small>Jane Smith</small>	

When the SME Inbox reappears, the comment has been removed.

Reply to Citizen and Carbon Copy to DOT Users

Only the assigned SME can reply to the citizen. Other SMEs who have permission to view the Inbox can open and view the comment and can contact the assigned SME via email, but they cannot respond directly to the citizen.

When you reply to a comment, you can send a copy to other NCDOT employees; this feature lets employees who are not SMEs see your response. The recipients of copies do not become a part of the Contact Us work flow – they only receive courtesy emails.

If the citizen included their email address with the comment, the Contact Us application automatically sends an email notice when a reply is available.



Once you reply to a comment with a copy to DOT employees, the comment is automatically closed and removed from your SME Inbox. If the citizen responds to your reply, the comment is reopened and reappears in your Inbox. However, DOT employees who were copied previously are not notified, so you must again decide whether to copy those employees on the next reply.

To reply to a comment and copy an NCDOT employee:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.
2. On the **Comment Information** page, enter your response in the **Response** field.
3. The **Spell Check** feature is automatic.
4. You may have the option to attach a file as part of your response.
5. Select **Reply to Citizen and Carbon Copy to DOT Users** from the drop-down.
6. Wait for the page to refresh, then click **Next**.

Comment Information

Basic Comment Details
 From: Jane Smith Phone: (111)123-1234 Email: JaneSmith@test.com

Response

Thank you for your comment and the attachment. The hours are M-F 8am-5pm.
 Thank you.

File Attachment

NOTE: File transfers are limited to approximately 5 MB

1. Enter name (user id, first, or last) and select option from drop-down list.
 2. Select Search button.
 3. Choose name/names from box on left and select 'Add' to copy to box on right.
 4. Select Send Reply button to send message.
 Note: Do not enter an email address, the system automatically applies '@ncdot.gov'.
 To return to previous screen, select '<Back' button.

7. In the **Username** drop-down, choose whether to search by **Username**, **First Name** or **Last Name**.
8. Enter the name and click **Search**.
9. Matching names appear in the box on the left.

10. Select the name or names of those to receive a copy, then click **Add** to move the names to the box on the right.

Comment Information

Basic Comment Details

From: Jane Smith **Phone:** (111)123-1234 **Email:** JaneSmith@test.com

Response

Thank you for your comment and the attachment. The hours are M-F 8am-5pm.

Thank you.

File Attachment

NOTE: File transfers are limited to approximately 5 MB

Patrick M. Doran
John D. Doran
admin-Patrick Doran

1. Enter name (user id, first, or last) and select option from drop-down list.
2. Select Search button.
3. Choose name/names from box on left and select 'Add' to copy to box on right.
4. Select Send Reply button to send message.

Note: Do not enter an email address, the system automatically applies '@ncdot.gov'.
To return to previous screen, select '<Back' button.

11. Repeat steps 7 through 10 for as many users as you want to copy, then click **Send Reply**.

Comment Information

Basic Comment Details

From: Jane Smith Phone: (111)123-1234 Email: JaneSmith@test.com

Response

Thank you for your comment and the attachment. The hours are M-F 8am-5pm.

Thank you.

File Attachment

Browse...

NOTE: File transfers are limited to approximately 5 MB

Unassign comment

Close comment

Spam

Reply to Citizen and Carbon Copy to DOT Users

SendReply

1. Enter name (user id, first, or last) and select option from drop-down list.
2. Select Search button.
3. Choose name/names from box on left and select 'Add' to copy to box on right.
4. Select Send Reply button to send message.

Note: Do not enter an email address, the system automatically applies '@ncdot.gov'.
To return to previous screen, select '<Back' button.

When the SME Inbox reappears, the comment has been removed.

This is an example of the email that the DOT employees receive.

From: [Redacted]
Sent: Wednesday, March 09, 2016 11:28 AM
To: [Redacted]
Subject: I have Carbon Copied you on this ContactUs message

Original Requestor Information: Anonymous

Comment History
Tracking Number: I6V7BPHT0A
Unit Name: AdminCUs

Sent	Contact Us Administrator	Date/Time: 3/7/2016 11:15:16 AM
By:		AM
Comment:	This is a test to see if CC will work from My History	
Sent	Contact Us Administrator	Date/Time: 3/7/2016 11:15:16 AM
By:		AM
Comment:	I forgot this!	
Sent	test	Date/Time: 3/7/2016 11:15:16 AM
By:		AM
Comment:	Thank you test for cc.	
Sent	Contact Us Administrator	Date/Time: 3/7/2016 11:15:16 AM
By:		AM
Comment:	This is a test for the CC	
Sent	test	Date/Time: 3/7/2016 11:15:16 AM
By:		AM
Comment:	UnitName: URL: test	

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

File Attachment

Some forms in the Contact Us application let you attach a file as part of your reply. The Unit Administrator defines this feature.

File attachments are available for 30 days from the date of upload. After 30 days, the file is removed from the database, but the file name remains in the Comment History.

To attach a file:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.
2. On the **Comment Information** page, click **Browse**.

3. In the **Choose File** dialog, find and select the file. Click **Open** to attach the file.

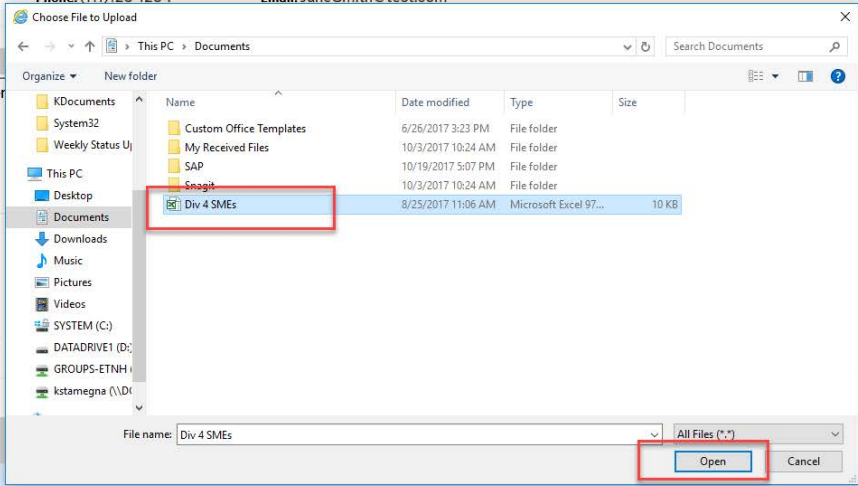
Comment Information

Basic Comment Details
From: Jane Smith
Phone: (111)123-1234 Email: JaneSmith@test.com

Response
Thank you for your comment and the attachment M-F 8am-5pm.
Thank you.

File Attachment
Browse...
NOTE: File transfers are limited to approximately 5 MB

Comment History
Tracking Number: GY2CFOEJS7
Sent By: Jane Smith
Comment: Here is the attachment.
File attachments: 37KB, Here is the attachment.zip [Download](#)
Sent By: Jane Smith Date/Time: 10/20/2017 2:20:45 PM
Comment: Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!
Jane Smith



The file path appears in the text box.

Comment Information

Basic Comment Details

From: Jane Smith **Phone:** (111)123-1234 **Email:** JaneSmith@test.com

Response

Thank you for your comment and the attachment. The hours are M-F 8am-5pm.

Thank you.

File Attachment

C:\Users\kstamegna\Docu Browse...

NOTE: File transfers are limited to approximately 5 MB

Unassign comment

Close comment

Spam

Send Reply to Citizen ▼

Send Reply

Comment History Print

Tracking Number: GY2CFOEJS7

Sent By: Jane Smith	Date/Time: 10/20/2017 2:44:09 PM
Comment: Here is the attachment.	
File attachments: 37KB, Here is the attachment...zip Download	
Sent By: Jane Smith	Date/Time: 10/20/2017 2:20:45 PM
Comment: Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!	
Jane Smith	

4. Now, respond to and send a reply as you normally would with one of these options.
 - **Send Reply to Citizen**
 - **Reply to Citizen and Carbon Copy to DOT Users**
 - **Forward to Another Contact Us Unit**
 - **Forward to a DOT Employee**
 - **Unassign Comment**
 - **Delete Comment**
 - **Spam**

Forward to Another Contact Us Unit

You can forward a comment to another unit. When you do this, the comment is removed from your SME Inbox and the comment then appears in that unit’s SME Inbox. Any SME assigned to the new unit can reply to the comment. The comment is not closed until the other unit has replied to it, but you are no longer responsible for handling the comment.

The forwarding feature is useful:

- If a comment has been routed to the wrong unit.
- If you will be out of the office and need to assign comments to another unit in your absence.



To forward a comment to another unit:

1. In the **SME Inbox**, click the **Original Comment** link for the comment to forward.
2. On the **Comment Information** page, enter your response in the **Response** field.
3. The **Spell Check** feature is automatic.
4. You may have the option to attach a file as part of your response.
5. Select **Forward to Another Contact Us Unit** from the drop-down.
6. Wait for the page to refresh, then click **Next**.

Comment Information

Basic Comment Details

From: Jane Smith **Phone:** (111)123-1234 **Email:** JaneSmith@test.com

Response

Thank you for your comment and the attachment. The hours are M-F 8am-5pm.

Thank you.

File Attachment

C:\Users\kstamegna\Docu... Browse...

NOTE: File transfers are limited to approximately 5 MB

Unassign comment

Close comment

Spam

Forward to Another Contact Us Unit

Next

Comment History

Tracking Number: GY2CFOEJS7

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:44:09 PM

Comment:
Here is the attachment.

File attachments: 37KB, Here is the attachment...zip [Download](#)

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:20:45 PM

Comment:
Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!

Jane Smith

[Print](#)

- 7. Select the Unit to forward the comment to or click the Expand (+) icon next to the unit to drill down.



Message Details

Comment Information

Basic Comment Details

From: Jane Smith Phone: (111)123-1234 Email: JaneSmith@test.com

Response

Select the Unit where this comment should be forwarded:

- Accessibility
- Adopt-A-Highway
- Badging
- Bridge Relocation & Reuse Program
- Communications Office
- Board of Transportation
- Motorcycle Detection Problems
- Public Records Requests
- Social Media
- Work Zone Safety
- Conferences & Committees
- Construction Team Sites
- Construction Unit
- Contact Us Administrator
- Contract Standards and Development (CSDU)
- Department Tracking

< Back Forward to the Public Records Requests

Comment History Print

Tracking Number: GY2CFOEJS7

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:44:09 PM

Comment:
Here is the attachment.
File attachments: 37KB, Here is the attachment..zip [Download](#)

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:20:45 PM

Comment:
Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!

Jane Smith

Contact

North Carolina Department of Transportation
1521 Mail Service Center
Raleigh, NC 27699
1 (877) 368-4968

Help Center

Have questions about this online service? We are here to help.

Follow Us

- Facebook
- News
- Twitter
- Flickr
- RSS
- YouTube

© 2017 - North Carolina Department of Transportation

- 8. At the bottom of the page, the Unit Name appears next to the **Forward** button. It may take several seconds for this to appear. Click **Forward**.

The screenshot shows the NCDOT Contact Us interface. At the top, there is a navigation bar with 'Home', 'View Comments Total', 'My History', and 'Admin' on the left, and 'Help', 'Logout', and 'kstamegna' on the right. Below this is a 'Message Details' section. The 'Comment Information' header is followed by 'Basic Comment Details' showing 'From: Jane Smith', 'Phone: (111)123-1234', and 'Email: JaneSmith@test.com'. A 'Response' section prompts the user to 'Select the Unit where this comment should be forwarded:'. A list of units is displayed, with 'Public Records Requests' highlighted in a red box. Below the list, a 'Forward' button is also highlighted in a red box, with the text 'to the Public Records Requests' appearing next to it. A 'Comment History' section shows a table of previous comments, including the current one. At the bottom, there is a footer with 'Contact', 'Help Center', and 'Follow Us' sections, along with social media icons for Facebook, News, Twitter, Flickr, RSS, and YouTube.

When the SME Inbox reappears, the comment has been removed.

Forward to a DOT Employee

Use the Forward to a DOT Employee feature to send a comment to another DOT employee who understands the comment and can best answer it – even if that user is not a SME within the Contact Us application.



If you forward a comment to a DOT employee, the comment remains in your SME Inbox and you continue to receive any associated emails until the other DOT employee takes an action that closes the comment.

NCDOT recommends using the **Forward to Another Contact Us Unit** option instead of **Forward to a DOT Employee**. Forwarding to a unit sends the comment to another SME inbox where another SME becomes responsible for the reply. Forwarding to a unit also discontinues your email updates about that comment.

To forward a comment to another NCDOT employee:

1. In the **SME Inbox**, click the **Original Comment** link for the comment to forward.
2. On the Comment Information page, enter your response in the **Response** field.
3. The Spell Check feature is automatic.
4. You may have the option to attach a file as part of your response.
5. Select **Forward to a DOT Employee** from the drop-down.
6. Wait for the page to refresh, then click **Next**.

Message Details

Comment Information

Basic Comment Details

From: Sara Hendrix **Phone:** (252)259-2333 **Email:** shendrx@suddenlink.net

Response

File Attachment:

NOTE: File transfers are limited to 5 MB

Comment History [Print](#)

Tracking Number: 8PG78TOHON

Sent By: Sara Hendrix	Date/Time: 10/20/2017 11:30 AM
Comment: Thank you!	
Sent By: kstamegna	Date/Time: 10/20/2017 9:52 AM
Comment: You need to go to this link - https://www.ncdot.gov/contact/ and under Report a Problem click on the "Other Problem" Thank you.	
Sent By: Sara Hendrix	Date/Time: 10/19/2017 4:15 PM
Comment: UnitName: URL: There is a dead raccoon in the street by my mailbox at 2609 Old Cherry Point Road. I was told to notify this office for someone to remove the animal. Thank you!	

7. In the **Username** drop-down, choose whether to search by **Username** or **Last Name**.
8. Enter the name and click **Search**.



- 9. If there is only one match, the name appears in the **Forward To** text box. If there are multiple matches, you'll see **Select from List** instead and you'll need to select the correct name.
- 10. Click **Forward**.

Message Details

Comment Information

Basic Comment Details

From: Sara Hendrix **Phone:** (252)259-2333 **Email:** shendrix@suddenlink.net

Response

Username

Forward To: Nolan, Ryan

1. Enter name (user id or last) and select option from drop-down list.
2. Select Search button.
3. If multiple users, select user from Forward To drop-down list.
4. Select Forward button to send message.

Note: Do not enter an email address, the system automatically applies '@ncdot.gov'.
To return to previous screen, select '<Back' button.

Comment History

Tracking Number: 8PG78TOHON

Sent By: Sara Hendrix Comment: Thank you!	Date/Time: 10/20/2017 11:30 AM
Sent By: kstamegna Comment: You need to go to this link - https://www.ncdot.gov/contact/ and under Report a Problem click on the "Other Problem" Thank you.	Date/Time: 10/20/2017 9:52 AM
Sent By: Sara Hendrix Comment: UnitName: URL: There is a dead raccoon in the street by my mailbox at 2609 Old Cherry Point Road. I was told to notify this office for someone to remove the animal. Thank you!	Date/Time: 10/19/2017 4:15 PM

[Print](#)

- When the SME Inbox reappears, the comment remains in the inbox and is now assigned to the employee you just selected. Click the **Original Comment** link.

The screenshot shows the NCDOT Contact Us interface. On the left is a 'Unit Display' sidebar with a tree view of units. The main area is titled 'Unit Messages:' and contains several sections, each with a message count and 'Export To Excel' and 'Spam' buttons:

- 1 Messages for Badging** (Export To Excel, Spam)
- 0 Messages for Client Web Templates** (Export To Excel, Spam)
- 0 Messages for Contact Us Administrator** (Export To Excel, Spam)
- 0 Messages for Contact Us Demo Unit** (Export To Excel, Spam)
- 1 Messages for NCDOT Electronic Forms** (Export To Excel, Spam)

The 'Badging' section contains a table with one message:

	TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/>	GY2CFOEJS7	10/20/2017	Jane Smith	Please let me know when I can go get my new b	r Nolan

The forwarding is recorded under **Comment History**.

Message Details

The 'Message Details' page is divided into two main sections:

Comment Information

Basic Comment Details

From: Jane Smith Phone: (111)123-1234 Email: JaneSmith@test.com

This comment was opened by [r Nolan](#)
 You are permitted Read Only access to this comment at this time.
 Please direct all of your comments to [r Nolan](#)

Comment History

Tracking Number: GY2CFOEJS7

Sent By: kstamegna **Date/Time:** 10/20/2017 4:02:31 PM
Comment:
 Forwarded to DOT User [Nolan, Ryan] by [Badging] (kstamegna)

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:44:09 PM
Comment:
 Here is the attachment.
File attachments: 37KB, Here is the attachment..zip [Download](#)

Sent By: Jane Smith **Date/Time:** 10/20/2017 2:20:45 PM
Comment:
 Please let me know when I can go get my new badge. What are times and days that you will be open. Thank you so much!

Jane Smith

Unassign Comment

If you open a comment and realize it would be better handled by another SME in the same unit, you can unassign yourself. This lets another SME open and reply to the comment.

If you delete a comment, only a Unit Administrator can unassign the comment and change its status to open.

To unassign yourself from a comment:

1. In the **SME Inbox**, click the **Original Comment** link for the comment to unassign.
2. On the **Comment Information** page, click **Unassign Comment**.

Message Details

Comment Information

Basic Comment Details

From: Jane Smith **Phone:** (111)123-1234 **Email:** JaneSmith@test.com

Response

File Attachment

Browse...

Unassign comment

Close comment

Spam

Send Reply to Citizen ▼

SendReply

NOTE: File transfers are limited to approximately 5 MB

The comment becomes open and unassigned In the **SME Inbox**.

The screenshot shows the NCDOT Contact Us web application. The top navigation bar includes 'Home', 'View Comments Total', 'My History', and 'Admin' on the left, and 'Help', 'Logout', and 'kstamegna' on the right. The main content area is divided into two sections: 'Unit Display' on the left and 'Unit Messages' on the right. The 'Unit Messages' section shows a list of messages for various units. A red box highlights a message from 'Badging' with the following details:

TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/> GY2CFOEJS7	10/20/2017	Jane Smith	Please let me know when I can go get my new b	

Other messages listed include 'Client Web Templates', 'Contact Us Administrator', 'Contact Us Demo Unit', and 'NCDOT Electronic Forms'. Each message entry includes an 'Export To Excel' link and a 'Spam' button.

Close Comment

When you close a comment from the SME Inbox, the comment is removed from the inbox but is not deleted from the database. Only the assigned SME can close a comment from the SME Inbox.

The need to close a comment should be rare. Examples might include:

- A citizen posted duplicate comments.
- A citizen posted a comment, then made a phone call that resolved the comment.
- The Contact Us application has not handled a comment properly when you know that a comment was answered and that the citizen was notified.

To close a comment:

1. In the **SME Inbox**, click the **Original Comment** link for the comment to close.

The screenshot shows the NCDOT Contact Us interface. The top navigation bar includes the NCDOT logo, the text "NCDOT Contact Us", and links for "NC.GOV", "AGENCIES", "JOBS", and "SERVICES". Below this is a secondary navigation bar with "Home", "View Comments Total", "My History", "Admin", "Help", "Logout", and the user name "kstamegna".

The main content area is divided into two sections: "Unit Display" on the left and "Unit Messages:" on the right. The "Unit Display" section contains a tree view of units, with "Badging" selected. The "Unit Messages:" section shows a summary of messages for various units:

- 1 Messages for Badging (Export To Excel Spam)
- 0 Messages for Client Web Templates (Export To Excel Spam)
- 0 Messages for Contact Us Administrator (Export To Excel Spam)
- 0 Messages for Contact Us Demo Unit (Export To Excel Spam)
- 1 Messages for NCDOT Electronic Forms (Export To Excel Spam)

The "1 Messages for Badging" section is expanded to show a table of messages. A red box highlights the first message row:

	TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/>	GY2CFOEJS7	10/20/2017	Jane Smith	Please let me know when I can go get my new b	

2. On the **Comment Information** page, click **Close Comment**.

Comment Information

Basic Comment Details

From: Jane Smith Phone: (111)123-1234 Email: JaneSmith@test.com

Response

File Attachment

NOTE: File transfers are limited to approximately 5 MB

The comment is removed from the SME Inbox.

NCDOT Contact Us NC.GOV AGENCIES JOBS SERVICES

Home View Comments Total My History Admin Help Logout kstamegna

Unit Display

- All Units
- Accessibility
- Adopt-A-Highway
- Badging
- Bids & Letting
- Bridge Relocation & Reuse Program
- Communications Office
- Conferences & Committees
- Construction Team Sites
- Construction Unit
- Contact Us Administrator

Unit Messages:

0 Messages for Badging	Export To Excel <input type="button" value="Spam"/>
0 Messages for Client Web Templates	Export To Excel <input type="button" value="Spam"/>
0 Messages for Contact Us Administrator	Export To Excel <input type="button" value="Spam"/>
0 Messages for Contact Us Demo Unit	Export To Excel <input type="button" value="Spam"/>
1 Messages for NCDOT Electronic Forms	Export To Excel <input type="button" value="Spam"/>

Spam

If an inappropriate comment (such as bulk advertising) appears in the SME Inbox, you can mark it as spam and it will delete the message from your Inbox and My History. It will not block the message so if it appears in your Inbox again you will have to mark it as Spam each time to remove it.

The Spam feature in the Contact Us application does not always work correctly. Use the feature only when necessary and avoid clicking the **Spam** button accidentally.

There are two ways to mark a comment as spam:

- If you have already opened the comment, click **Spam** on the **Comment Information** page.

Message Details

The screenshot displays the 'Comment Information' interface. At the top, a dark blue header contains the text 'Comment Information'. Below this, a section titled 'Basic Comment Details' shows the following information: 'From: Jane Smith', 'Phone: (111)123-1234', and 'Email: JaneSmith@test.com'. A 'Response' section contains a large empty text area. To the right of the response area, there is a vertical stack of buttons: 'Unassign comment', 'Close comment', 'Spam' (highlighted with a red box), 'Send Reply to Citizen', and 'SendReply'. Below the response area, there is a 'File Attachment' section with a 'Browse...' button. At the bottom left, a note states: 'NOTE: File transfers are limited to approximately 5 MB'.

- In the **SME Inbox**, click the checkbox next to the comment, then click **Spam**.

The screenshot shows the NCDOT Contact Us web application. The top navigation bar includes the NCDOT logo, the text "NCDOT Contact Us", and links for "NC.GOV", "AGENCIES", "JOBS", and "SERVICES". Below this is a secondary navigation bar with "Home", "View Comments Total", "My History", "Admin", "Help", "Logout", and "kstamegna".

The main content area is divided into two sections:

- Unit Display:** A sidebar menu with a tree view of units. The "All Units" section is expanded, showing a list of units such as "Accessibility", "Adopt-A-Highway", "Badging", "Bids & Letting", "Bridge Relocation & Reuse Program", "Communications Office", "Conferences & Committees", "Construction Team Sites", "Construction Unit", "Contact Us Administrator", "Contract Standards and Development (CSDU)", "DBE Payment Tracking", "Design Build", "Division 1", "Division 10", and "Division 11".
- Unit Messages:** A table displaying messages for various units. The first message is for "Badging" and is highlighted in blue. It has a "Spam" button next to it, which is highlighted with a red box. The message details are as follows:

	TrackNum	Modified Date	From	Original Comment	Assigned To
<input checked="" type="checkbox"/>	GY2CFOEJS7	10/20/2017	Jane Smith	Please let me know when I can go get my new b	

Below the table, there are four more message categories, each with a "Spam" button:

- 0 Messages for Client Web Templates
- 0 Messages for Contact Us Administrator
- 0 Messages for Contact Us Demo Unit
- 1 Messages for NCDOT Electronic Forms

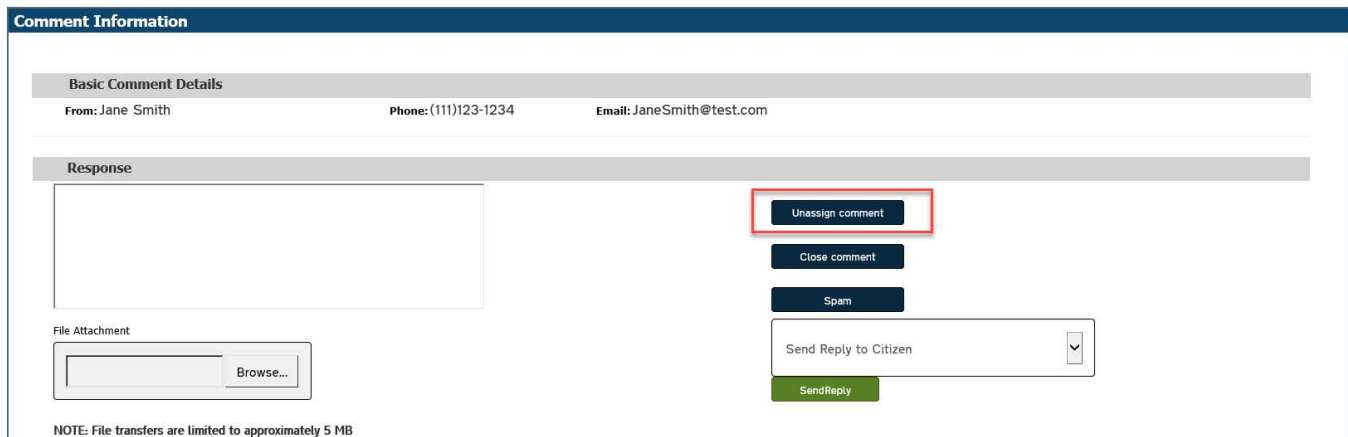
If You Are Not Ready to Respond

Once you open a comment, you may decide that you don't wish to respond to it yet. There are several ways to exit the **Comment Information** page without sending a response.

- Select the back button in your web browser. The **SME InBox** page appears.
- Click **Home** in the breadcrumb at the top left of the page. The **SME InBox** page appears.
- Click the **Logout** link at the upper right of the page.



Message Details

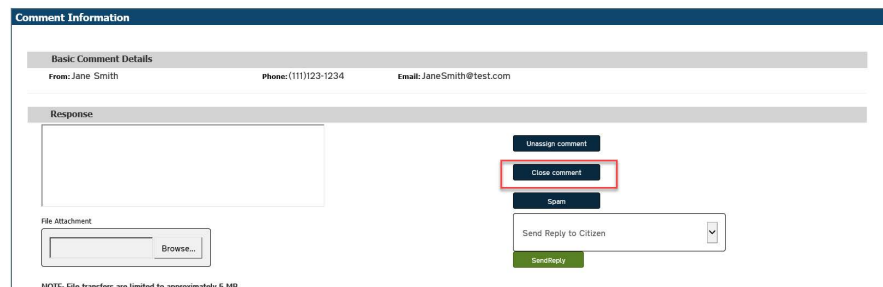


Close a Comment

You can click the button to close a comment without replying. Also the comment is automatically closed and removed from your SME Inbox if you use the **Send Reply to Citizen**, **Reply to Citizen** and **Carbon Copy to DOT Users** or **Forward to Another Contact Us Unit** option. If you use the **Forward to a DOT Employee** option, the comment remains in your Inbox.



Message Details



If the closed comment is less than 90 days old (based on the original date), you can view and print it from the **My History** page. The only other valid actions for a closed comment are the ability to send follow-up information to the citizen using **Send Reply to Citizen** or **Reply to Citizen and Carbon Copy to DOT Users**.



Message Details

The screenshot displays the "Message Details" page. At the top is a "Comment Information" header. Below it is a "Basic Comment Details" section with fields for "From: Jane Smith", "Phone: (111)123-1234", and "Email: JaneSmith@test.com". A "Response" section contains a large text input area. To the right of the input area are three buttons: "Unassign comment", "Close comment", and "Spam". Below these is a dropdown menu with "Send Reply to Citizen" selected, and a "SendReply" button. A "File Attachment" section includes a "Browse..." button. A note at the bottom states: "NOTE: File transfers are limited to approximately 5 MB".

Reopen a Comment

To reopen a comment, contact the Unit Administrator.

Send a Comment to the Assigned SME

When you view a comment assigned to another SME, you can use the email link on the **Comment Information** page to contact the assigned SME.

To send information to an assigned SME:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment assigned to another SME.

The screenshot shows the NCDOT Contact Us web application interface. At the top, there is a dark blue header with the NCDOT logo and the text 'NCDOT Contact Us'. To the right of the header are links for 'NC.GOV', 'AGENCIES', 'JOBS', and 'SERVICES'. Below the header is an orange navigation bar with links for 'Home', 'View Comments Total', 'My History', 'Admin', 'Help', 'Logout', and 'kstamegna'. The main content area is divided into two sections. On the left is the 'Unit Display' sidebar with a tree view of units including 'All Units', 'Accessibility', 'Adopt-A-Highway', 'Badging', 'Bids & Letting', 'Bridge Relocation & Reuse Program', 'Communications Office', and 'Conferences & Committees'. The 'Badging' unit is selected. On the right is the 'Unit Messages' section, which shows '1 Messages for Badging' with 'Export To Excel' and 'Spam' buttons. Below this is a table with columns for 'TrackNum', 'Modified Date', 'From', 'Original Comment', and 'Assigned To'. A single message is listed with TrackNum 'GY2CFOEJS7', Modified Date '10/20/2017', From 'Jane Smith', Original Comment 'Please let me know when I can go get my new b', and Assigned To 'rrolan'. The original comment text is highlighted with a red box.

TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/> GY2CFOEJS7	10/20/2017	Jane Smith	Please let me know when I can go get my new b	rrolan

2. On the **Comment Information** page, click the SME's name to open an email message.

Message Details

The screenshot shows the 'Comment Information' page with a 'Basic Comment Details' section containing the following information:

- From:** Jane Smith
- Phone:** (111)123-1234
- Email:** JaneSmith@test.com

Below this information, a message states: "This comment was opened by [rnolan](#). You are permitted Read Only access to this comment at this time. Please direct all of your comments to [rnolan](#)". The name 'rnolan' is highlighted with a red box.

Overlaid on the bottom of the screenshot is an email client window titled 'Untitled - Message (HTML)'. The 'To:' field contains 'rnolan@ncdot.gov'. The 'Subject' field is empty. The email client interface includes a ribbon with tabs for File, Message, Insert, Options, Format Text, and Review, along with various icons for actions like Cut, Copy, Paste, and Attach.

3. Compose and send the email.

My History

A Comment History is maintained for each comment. My History displays the last 90 days of the comment's history (based on the original date), including:

- Tracking number
- Citizen name, unless the comment is anonymous
- Citizen comment
- Comment date/time
- File attachment, if submitted by citizen
- SME name
- Response
- Response date/time
- Actions (such as deleting or forwarding) by the SME or Unit Administrator

If you see the message **You are not allowed to view message details in this unit**, you do not have the authorization to view the details of the comment. Contact the person identified in the brackets of the **Your Comment** text.

To view your history:

1. In the **SME Inbox**, click **My History**.

The screenshot shows the NCDOT Contact Us interface. The 'My History' tab is highlighted in the top navigation bar. On the left, there is a 'Unit Display' sidebar with a tree view of units. The main area, titled 'Unit Messages:', shows a list of message counts for different units. The 'Badging' unit has 1 message, which is displayed in a table below. The table has columns for TrackNum, Modified Date, From, Original Comment, and Assigned To. The message is from Jane Smith on 10/20/2017 with the comment 'Please let me know when I can go get my new b' and assigned to 'molan'.

TrackNum	Modified Date	From	Original Comment	Assigned To
<input type="checkbox"/> GY2CFOEJS7	10/20/2017	Jane Smith	Please let me know when I can go get my new b	molan

2. On the **My History** page, click a Unit from the drop-down. Only the units assigned to you are available for selection.

My History

The screenshot shows the 'My History' page. A dropdown menu is open, showing 'Accessibility' as the selected unit. Below the dropdown, there is a section titled '4 Messages for Accessibility'. A table displays the messages with columns for TrackNum, Original Date, From, Your Comment, and Status.

TrackNum	Original Date	From	Your Comment	Status
TEM88EW2GN	10/5/2017	test - forward	Forwarded to [Accessibility] by [AdminCUs] (k)	Closed
TEM88EW2GN	10/5/2017	test - forward	Hey by the way - I have forward you note so s	Closed
TEM88EW2GN	10/5/2017	test - forward	Forwarded to [Accessibility] by [AdminCUs] (k)	Closed
GCHQJQKXIV	8/11/2017	John Apple	Thank you so much - the spelling has been cor	Closed

3. Click the **Your Comment** link to view that comment.

- Although several buttons are active, there are only three actions you should take: **Print**, **Send Reply to Citizen** or **Reply to Citizen and Carbon Copy to DOT Users**. Use the reply options if you want to send additional information to the citizen even though the comment is closed. The comment is not reopened.

Comment Information

Basic Comment Details

From: John Apple Phone: 919-555-1212 Email: username@example.org

Response

File Attachment

NOTE: File transfers are limited to approximately 5 MB

Comment History

Tracking Number: 2M8REX10XP

Sent By: kstamegna Date/Time: 10/13/2017 4:04:28 PM

Comment:
Mr. Apple,

Thank you for your inquiry. Please send the date on the card and we can look up the number and see how long the time was.

Thank you,
DMV Medical Unit

View Comment Information and History

Each comment within the Contact Us application has a Comment History that records all actions performed on the comment.

- SME replies to a citizen appear with a **white** background.
- Original comments posted by a citizen appear with a **blue** background. If the citizen replies back to a SME, those replies also appear with a blue background.
- SME actions, such as forwarding, appear with a **red** background.
- If file attachments are allowed, the attachment has the color background (white, blue or red), corresponding to the person who sent it.
- The comment order is from newest to oldest.

To view comment information and history:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.
2. On the **Comment Information** page, comment information and history appear below the Response section.
 - a. This is an example of a citizen comment and response. Both the citizen and the SME attached a file.

Comment History [Print](#)

Tracking Number: 2M8REX10XP

Sent By: kstamegna **Date/Time:** 10/13/2017 4:04:28 PM

Comment:
Mr. Apple,

Thank you for your inquiry. Please send the date on the card and we can look up the number and see how long the time was.

Thank you,
DMV Medical Unit

Sent By: Tanner Anderson **Date/Time:** 9/27/2017 3:42:59 PM

Comment:
UnitName:
URL:
I was wondering about the amount of experience I had for having my class a license I got my medical card in May of 2015 due to getting my a license and expired this may but but when I try to get a job the employer says I only have 1 year experience. But I know I got the medical card when I was issued my class a license

- b. This is an example of a citizen comment and SME action (Forward to a DOT Employee).

Message Details

Comment Information

Basic Comment Details

From: test - forward	Phone:	Email:
-----------------------------	---------------	---------------

This comment was opened by [AHolley](#)
You are permitted Read Only access to this comment at this time.
Please direct all of your comments to [AHolley](#)

Comment History

Tracking Number: TEM88EW2GN

Sent By: AHolley	Date/Time: 10/5/2017 10:46:42 AM
Comment: Hi there! Please explain what Hahhhh is? I am unfamiliar with that. Thanks!	
Sent By: kstamegna	Date/Time: 10/5/2017 10:44:34 AM
Comment: Forwarded to [Accessibility] by [AdminCUS] (kstamegna) Hey Amye - do you know what Hahhhhhh is - please reply to this message. Thanks!	
Sent By: kstamegna	Date/Time: 10/5/2017 10:39:07 AM
Comment: Hey by the way - I have forward you note so someone else can answer because I don't want too!	

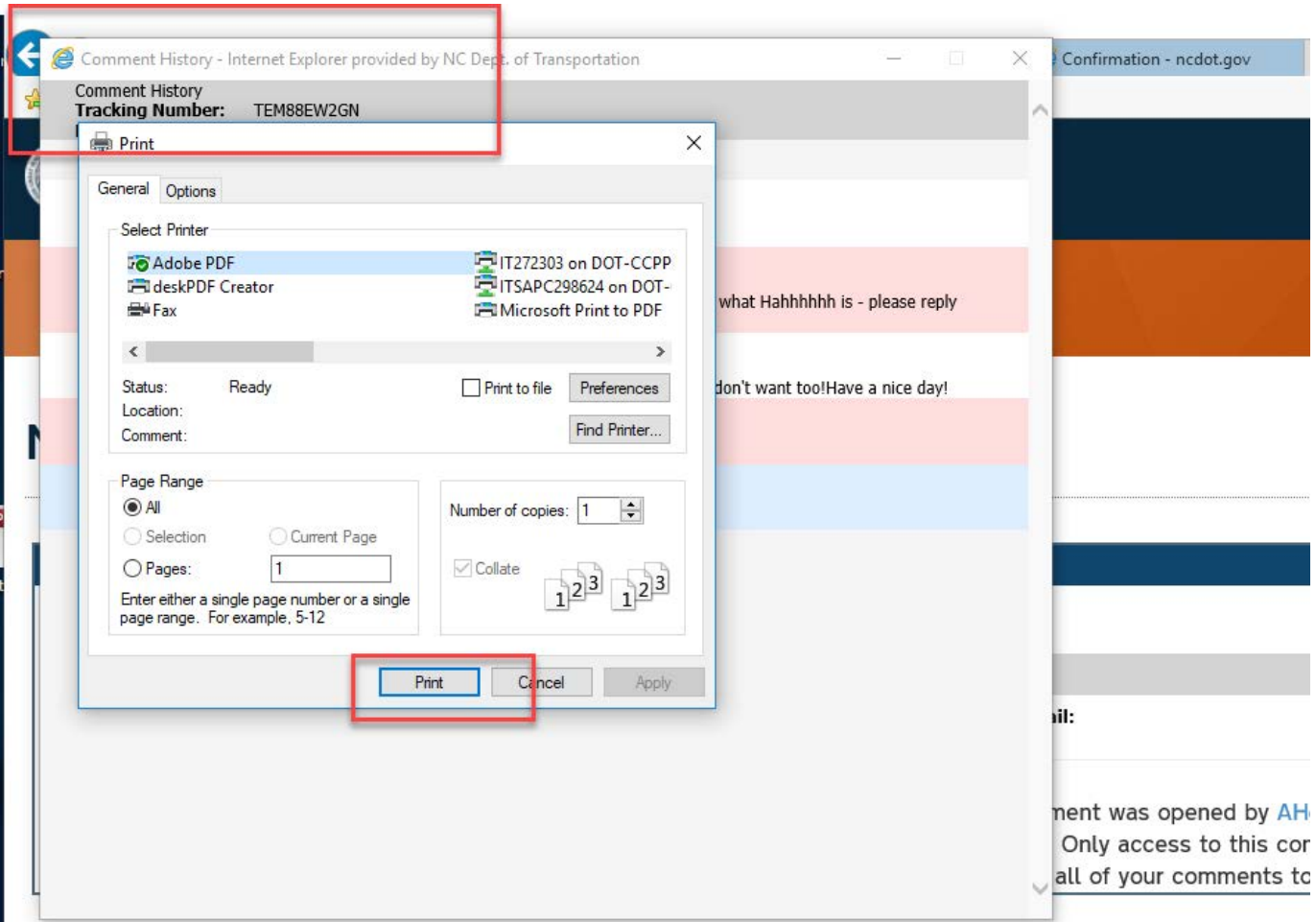
[Print](#)

Print Comment History

You can print the history of an open or closed comment.

To print a comment's history:

1. In the **SME Inbox**, click the **Original Comment** link to open the comment.
2. On the **Comment Information** page, click **Print**, which appears to the right of the **Comment History**. The Comment History appears in a separate window. In the Print dialog, click **Print**.



Comment History

Tracking Number: TEM88EW2GN

Sent By: AHolley

Date/Time: 10/5/2017 10:46:42 AM

Comment:

Notifications

Email reminders are sent to SMEs each day at 9:00 AM and 3:00 PM. The reminder includes the number of new comments in their Inbox, as well as the number of outstanding comments. Outstanding comments are comments that have been forwarded to a DOT employee, but for which the SME is still responsible.



nc dot contact us <noreply@ncdot.gov>

Stamegna, Kimberly S

3:01 PM

NCDOT Contact Us outstanding comments waiting for you to reply.

Please do not respond to this Email directly. This is an automated message sent by the NCDOT Contact Us application.

There are **1 outstanding** comments waiting for your review in the **Contact Us Administrator** Unit of Contact Us.

If you are familiar with the **Contact Us** application, use the following link to access these comments: [Contact Us](#)

If you are not familiar with the **Contact Us** application, please read the directions below.

1. Click on this [Contact Us](#) Link.
2. Log in to the application using your Portal Login
3. On this page, there are **1** comments displayed under the line that says '**1 Messages For Contact Us Administrator**'. Choose a message where the **Opened By** column is blank or contains your Email User Name.
4. Take a minute to become familiar with this citizen's problem by reading the **Comment History**. Please remember that the **Comment History** is displayed with the most recent comment at the top of the list, and the initial comment at the bottom.
5. If you feel you are the best person to respond to this citizen, type a message in the **Response** text box, select **Send reply to Citizen**, then click the **Send Reply** button.
6. If you feel someone from a different unit will be able to help this citizen better, type a brief message to that person in the **Response** text box, select **Forward comment to other unit** option and select that person's unit from the **Unit tree**, then click the **Forward Comment** button.

For any other questions about this application, contact the [Contact Us Administrator](#)

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

Frequently Asked Questions for SMEs

I've already responded to a comment, but I keep receiving emails about it. How do I stop the emails?

If you are the assigned SME, you will receive daily emails until you send a reply to the citizen comment, forward the comment to another Contact Us unit, or close the comment. If you use the **Forward to a DOT Employee** option, you will continue to receive emails until that DOT employee closes the request.

I receive email messages for comments that I can't handle. How do I direct these comments to another SME?

If you occasionally receive such emails, use the **Forward Comment to Another Unit** option. This is preferable to using the **Forward to a DOT Employee** option.

If you constantly receive emails for comments that you can't handle, contact the Unit Administrator to request a new SME Inbox for those comments.

Why can't I open a comment?

Once a SME opens a comment, the comment is assigned to that SME. Other SMEs cannot open the comment, because they are not the assigned SME. The Unit Administrator can search for and change the assignment if needed.

Why can't I search for a comment I forwarded to another unit?

Only Unit Administrators have search capabilities.

I got an email that I had a comment, but there's nothing in my Inbox. What do I do?

Another SME in your group has most likely opened the comment, so you don't need to handle it.

When I try to send my reply, I get a message that HTML is not allowed in the textbox. What is HTML?

You don't need to know anything about HTML to use Contact Us, but you'll see the message if you use the < or > character in your response. Use parentheses () instead.

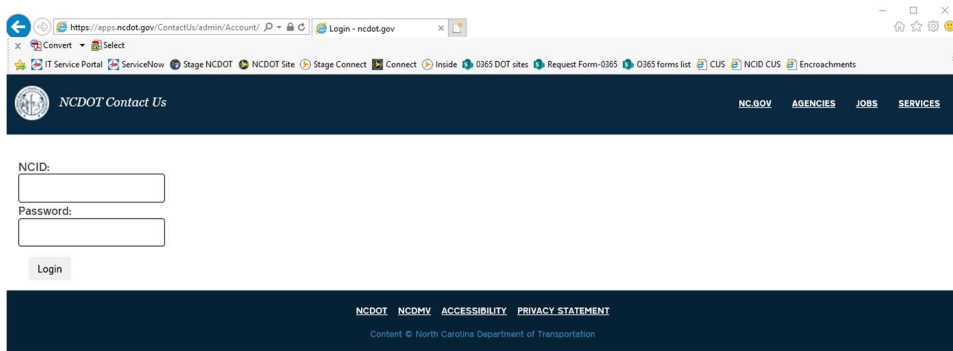
Does the system time out?

Once you go to the **Comment Information** page, you have 30 minutes to enter your response. If you begin a reply and leave the page open to finish it later, you'll lose your work after 30 minutes. If you anticipate a long or in-depth reply, create your reply in a text editor or in Word, then cut and paste it into the **Response** field.

Accessing Contact Us with your NCID Credentials

Use this link - <https://apps.ncdot.gov/ContactUs/admin/>

Log In page –



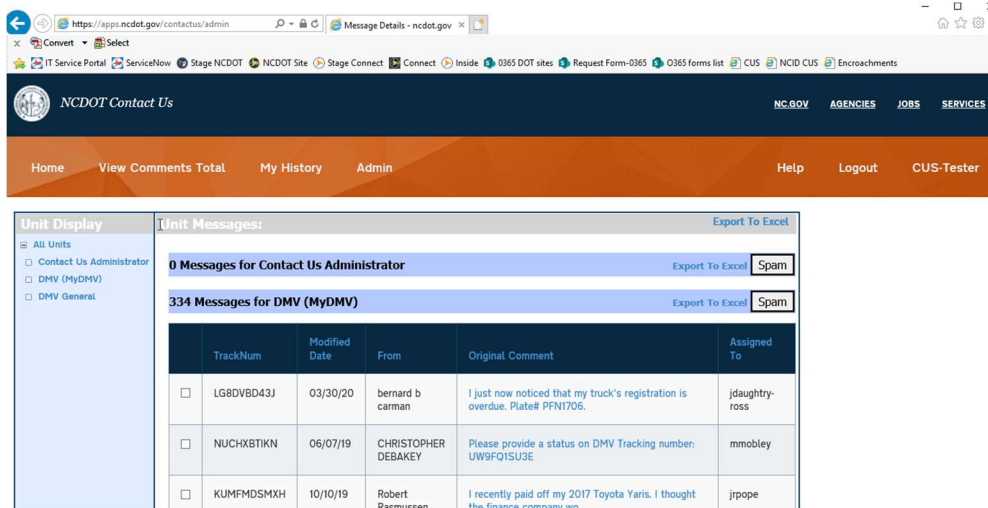
Enter your NCID Username and Password and hit the Login button –

NCID:

Password:

Login

Once you are logged in you are in Contact Us – the only difference is how you log in.



If you are having issues with your NCID go to the Service Now Portal - <https://ncdot.service-now.com/itsp>

And click on Password Hub for - NCID Account Unlock or NCID Password Reset.

Due to Security Policies for NCID it will time out after 30 mins of non-use so you will need to log in again.

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.dot.state.nc.us/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:

NOTE: File transfers are limited to approximately 5 MB