

Frequently Asked Questions for NCDOT Reviewers

1. How do I access the application?

NCDOT employees must submit their NCID User Name with name, email address, and company name in the web form labeled "Request Encroachment Submissions Access" at <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>. Following an internal NCDOT procedure, employees will then be given access to the application. This access is typically granted within 1-2 business days but can require up to 5 business days due to volume of requests and/or errors by the Applicant in the process. Note that NCDOT employees will be granted access to viewing all submissions statewide.

Once the user's NCID is granted permission within the Encroachment Submissions site, the user may access the [Encroachment Submissions site](#) using the NCID credentials. For help, see also the [Encroachment Submissions User Guide](#). The Encroachment Submissions site can also be accessed through NCDOT's Business Partner Resources site, Connect NCDOT (<https://connect.ncdot.gov>). Searching "encroachment submissions" in the search field at the top of the screen provides a link for the Encroachment Submissions site.

2. Is the online encroachment system limited to utility encroachments? What about driveway permit requests?

No. The system can be used for the submission and review of utility and non-utility encroachment requests. Driveway permit requests cannot be processed through the Encroachment Submissions site but may be submitted under the NCDOT Driveway Permits site.

3. Is electronic submittal mandatory?

NCDOT expects organizations that routinely submit encroachment requests to use the Encroachment Submissions site for all requests. Those who will only submit an encroachment request once or twice can contact the District Office to arrange submittal of electronic documents, with no need to obtain a Business NCID.

4. Does the Encroachment Submissions site have document editing capabilities?

No. The Encroachment Submissions site primarily functions to track encroachment reviews and exchange documents with encroachment submitters. Document editing should be done in Adobe Pro or other editing software.

5. Is there a need for me to print and/or scan any documents?

No. The intent is to manage all documents electronically. Editing should be done with pdf editing software (e.g. Adobe Pro) and signatures should be handled through DocuSign.

6. Does the Encroachment Submissions site handle inspection and bonding matters?

Not at this time. Currently the application is focused on the encroachment process from submittal to approval with a few fields to assist post-approval tracking. Future development should address inspections, bonding and other post-approval tracking and coordination.

7. How do notifications work? Am I automatically notified of a submittal? Is the Central Utilities Office automatically notified when an encroachment requires their attention?

Notifications are dictated by alerts that are set up by individual encroachment reviewers. Once these alerts are established, the reviewer will be notified when new items are submitted, or revisions occur to existing submittals. Notifications for Central Office reviews work the same way and require the District reviewer to change the Next Action to "Central Utilities" to trigger notification to the State Encroachments Engineer office OR to "Special Studies" to trigger an alert to the Special Studies group for non-utility technical reviews. See more information on setting up these filters in the [Encroachment Submissions User Guide](#).

8. Can multiple parties be copied on approval documentation? How will municipal notification be handled?

Not at this time. Approval documents are only accessible by someone logged into the system under the NCID by which the request was submitted. Notification of the encroachment approval will only be sent to the email address that was entered upon encroachment request submittal. However, the submitter may input additional email addresses for a notification of the approval. The approval documents must be obtained by the submitter for any additional distribution of approved documents.

9. Will requests for new installations within NCDOT STIP projects be handled by this system?

Yes, however the portions of the process for their approval may take place outside of the Encroachment Submissions site via email or NCDOT Project sites due to the nature of how these types of requests are handled. See also the [Encroachment Submissions User Guide](#).

10. Can requests to establish new blanket encroachments be submitted electronically via the Encroachment Submissions site?

No, not at this time since the submitter can only designate one county in the submission which cannot handle a blanket encroachment agreement covering more than one county. To establish a new blanket encroachment, please contact encr@ncdot.gov.

11. Can notifications to perform work under an established blanket encroachment agreement be submitted electronically?

Yes. Requests to perform work under an existing blanket encroachment agreement can be submitted through the online system.

12. Will District Office service/shared emails be utilized in this application?

There are plans to utilize shared (or service) emails in future phases of the Encroachment Submissions site development.

13. Where can I get help documentation for the Encroachment Submissions site?

Several Help Guide resources are available for the Encroachment Submissions site. Look under "Help Guides" at: <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>. See also the [Encroachment Submissions User Guide](#).