

## Frequently Asked Questions for Encroachment Applicants

1. What is this new electronic encroachment system?

*NCDOT is introducing a new online encroachment application that allows NCDOT Encroachment Applicants to submit and exchange encroachment request documents, track encroachment submittals, and see where a review stands at any given point in the review process. Applicants will also receive email notifications when additional documents or information is needed by NCDOT and will also receive approval documents through the system.*

2. How do I access the application?

*The first step to accessing the application is to obtain a North Carolina Identity Management (NCID) Business Account (<https://connect.ncdot.gov/getaccount/>). You must then forward this NCID with your name, email address, and company name to [encr@ncdot.gov](mailto:encr@ncdot.gov). You will then be given access to the application.*

*The application can be accessed through NCDOT's Business Partner Resources site, Connect NCDOT (<https://connect.ncdot.gov>). Searching "encroachment agreements" in the search field at the top of the screen provides a link for "Online Encroachment Submissions."*

3. 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 request cannot be processed through the application at this time.*

4. Is electronic submittal mandatory?

*NCDOT expects organizations that routinely submit encroachment requests to use the online system 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 an NCID.*

5. Can I sign by documents electronically prior to submitting them to NCDOT?

*Yes. NCDOT accepts electronic signatures on encroachment documents.*

6. If I submit encroachment requests for Company X, can I see all of the encroachment requests submitted for Company X, including requests submitted by others?

*Encroachment requests are tied to the NCID under which they were submitted. This means that multiple people submitting encroachment requests on behalf of the same company do not have access to the each other's encroachment requests, even when the encroachment applicant – the second party to the encroachment agreement – is the same for all requests.*

*If a company desires for all of their encroachment requests to be accessible by all of their encroachment submitters, all those submitters must share the same NCID. The submittal page will allow each submitter to enter their own contact information for the requests they submit.*

7. Can multiple parties be copied on approval documentation?

*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.*

8. What document formats are accepted?

*At this time, NCDOT requests that all documents be submitted in PDF format.*

9. Although I fill out encroachment request information on the submittal page, do I still need to attach an encroachment agreement upon submittal?

*Yes. The information entered on the submittal page is for tracking and contact purposes. The formal agreement between the NCDOT and the encroaching party is still the standard encroachment agreement form and must be properly signed and attached at the time of submittal.*

10. Can requests to establish blanket encroachments be submitted electronically? Can notifications to perform work under an established blanket encroachment agreement be submitted electronically?

*Yes and yes. Requests to establish blanket encroachment agreements as well as the required documentation to perform work under an existing blanket encroachment agreement can be submitted through the online system.*

11. The encroachment request I'm preparing to submit is the only one I will ever submit. Do I have to obtain an NCID and use the online system?

*No. NCDOT expects those who regularly submit encroachments to obtain an NCID and utilize the system. Those who will not be submitting multiple encroachment requests over time should contact the District Office in which they are proposing work and arrange to submit (by email, flash drive, file transfer, disc, etc.) encroachment request documents. The District Office will upload these documents to the system and contact information obtained from the applicant will be used to handle the encroachment review within the system.*

12. Where can I get help documentation for the application?

*The link to the application help page is here: <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>*

13. What do I do if I have problems with my NCID?

*The link to the NC IT service desk is here: <http://it.nc.gov/service-desk>*

## Frequently Asked Questions for NCDOT Reviewers

1. How do I access the application?

*The application can be accessed through NCDOT's Business Partner Resources site, Connect NCDOT (<https://connect.ncdot.gov>). Searching "encroachment agreements" in the search field at the top of the screen provides a link for "Online Encroachment Submissions."*

2. Is the online encroachment system limited to utility encroachments?

*No. The system can be used for the submission and review of utility and non-utility encroachment requests. Driveway permit request cannot be processed through the application at this time.*

3. Is electronic submittal mandatory?

*NCDOT expects organizations that routinely submit encroachment requests to use the online system 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 an NCID.*

4. Does the application have document editing capabilities?

*No. The application primarily functions to track encroachment reviews and exchange documents with encroachment submitters. Document editing should be done in Adobe Pro or other pdf 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 application 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 phases on the application 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 Office automatically notified when an encroachment requires their attention?

*Notifications are dictated by filters that are set up by individual encroachment reviewers. Once these filters 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 review stage to "Review by Central Office" in order to trigger notification. More information on setting up these filters and notifications will be provided.*

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

*No, multiple parties cannot be copied on approvals 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.*

*To address municipality awareness of NCDOT encroachment approvals, the application will allow municipal users to view the approved encroachments in their counties. Municipal representatives will need an NCID to view these approvals.*

9. Will requests for new installations within TIPs be handled by this system?

*Yes, however the portions of the process for their approval may take place outside of the system due to the nature of how these types of requests are handled.*

10. Can requests to establish blanket encroachments be submitted electronically? Can notifications to perform work under an established blanket encroachment agreement be submitted electronically?

*Yes and yes. Requests to establish blanket encroachment agreements as well as the required documentation to perform work under an existing blanket encroachment agreement can be submitted through the online system.*

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

*There are plans to utilize shared emails in future phases of the application development.*

12. Where can I get help documentation for the application?

*The link to the application help page is here: <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>*

*The training webinar and other help documents will be accessible from the help page.*