

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.