NCDOT DRIVEWAY PERMIT USER GUIDE

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NCDOT Driveway Permits User Guide

Contents

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Overview

This manual provides basic instructions for the most common tasks Applicants and NCDOT Reviewers will perform on the Connect NCDOT Permits site:

- Creating and submitting a driveway permit
- Adding/Updating document(s) in your submissions
- Creating notifications, alerts, and filters

Reference the **Policy on Street and Driveway Access to North Carolina Highways** for additional information:

https://connect.ncdot.gov/projects/Roadway/RoadwayDesignAdministrativeDocuments/Policy%20on%20Street%20and%20Driveway%20Access.pdf

Applicant Role vs. Reviewer Role

The instructions in this manual apply to both the Applicant and the Reviewer roles. They are considered as two entirely different functions in the Permits site.

The **Applicant Role** is used by vendors and applicants to create a Driveway Permit submission and monitor the status of past and current Driveway Permits. All content created on the Permits site is specific to the Applicant's NCID. All submittals start at the Division/District level.

While discouraged, it should be noted that when an NCDOT employee submits a driveway permit for the Applicant, the sending of automatic emails to the applicant may be compromised. In this case, only the NCDOT employee will be notified of any changes. Therefore, the NCDOT employee must notify and/or otherwise separately communicate with the submitter or utilize the Notify Email field described later in this manual.

The **Reviewer Role** is where NCDOT District Engineers or other designated NCDOT Employees make driveway permit additions and/or changes that applicants can view.

Purpose

The NCDOT Permits site was created for the following reasons:

- Reduce review time between the Applicant and NCDOT.
- Provide electronic submittal and exchange of Driveway Permit Submission documentation (e.g. Application, Plans, Cover Letter, Traffic Impact Studies and other supporting documentation as appropriate).
- Track driveway permit submittals statewide with abilities specific to user interests, such as by District Office driveway permits.
- The Applicant and NCDOT can review and monitor the status of a driveway permit.
- Monitor the length of time that a driveway permit is handled by each office.
- Maintain consistency with the statewide driveway permit numbering system.
- Promote environmental friendliness by reducing hardcopies and paper waste.

- Allow submitters to electronically obtain approved driveway permit documents after NCDOT approval.

Driveway Permit Review Process

To create a Driveway Permit Submission on the Connect NCDOT site, you should follow these basic steps:

- Log into the Permits site: https://connect.ncdot.gov/site/Permits/Pages/default.aspx using your NCID Username and Password.
- Create a new Driveway Permit Submission attaching the required documentation (e.g. Signed Application, Cover Letter, Plans, Traffic Impact Studies, etc.).
- Review the email confirmation with the assigned Driveway Permit ID (e.g. D112-095-20-00009).
- Review the status of the driveway permit on the Permits Dashboard.

Log in to the Permits Site

IMPORTANT: To gain access to the Permits site, you will need a <u>Business</u> NCID Username and Password.

- **NCDOT employees**
    - Submit the employee's name, NCID, and email address using this form: https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx
    - When access has been granted to the Permits site https://connect.ncdot.gov/site/permits, you'll receive an email notification from NCDOT.

- **Non-NCDOT employees**- New User Registration
    1. Create your <u>Business</u> NCID account here: https://myncid.nc.gov (see Appendix A). An email will be sent to complete the NCID registration process.
    2. Submit the Business NCID created in step one above into the form at https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx

When access has been granted to the Permits site https://connect.ncdot.gov/site/permits, you will receive an email notification from NCDOT.
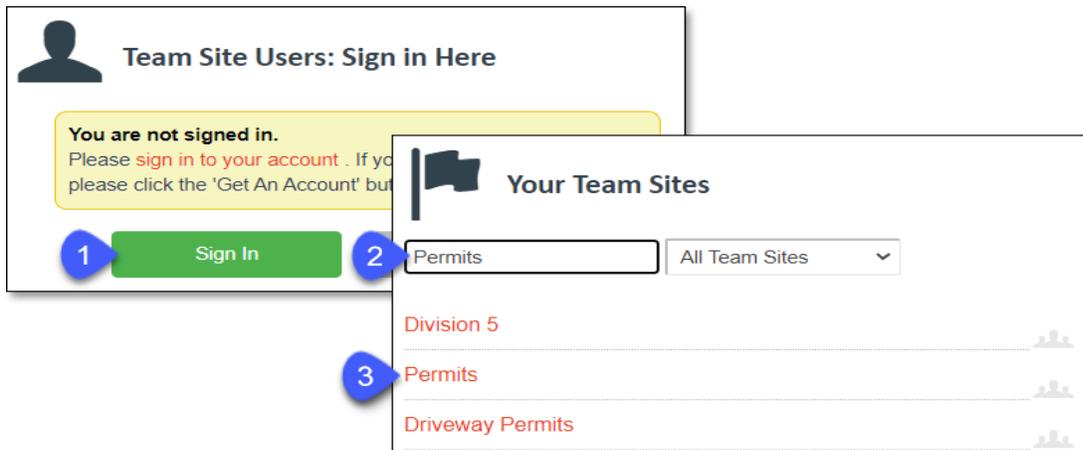
IMPORTANT (Non-NCDOT employees): When you log into the Connect NCDOT site, remember to type *NCID* before your username (e.g. NCID\yourusername).

There are three (3) methods that can be used to access the Permits site:

Method 1

1. Access the NCDOT Connect site: https://connect.ncdot.gov
2. Select *Sign In* and type *Permits* in the search bar
3. Select *Permits* from the list of available sites

Method 2

1. Access the Utilities Permits Help page:
   https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx

2. Select the *Permits LogIn* button

Method 3

1. Enter *Permits* in the search bar on any Connect NCDOT page
2. Locate and select *Permits* as shown in the list

Submit a New Driveway Permit

To submit a new driveway permit, do the following:

1. Select **Submit New Permit** (green button on the right).
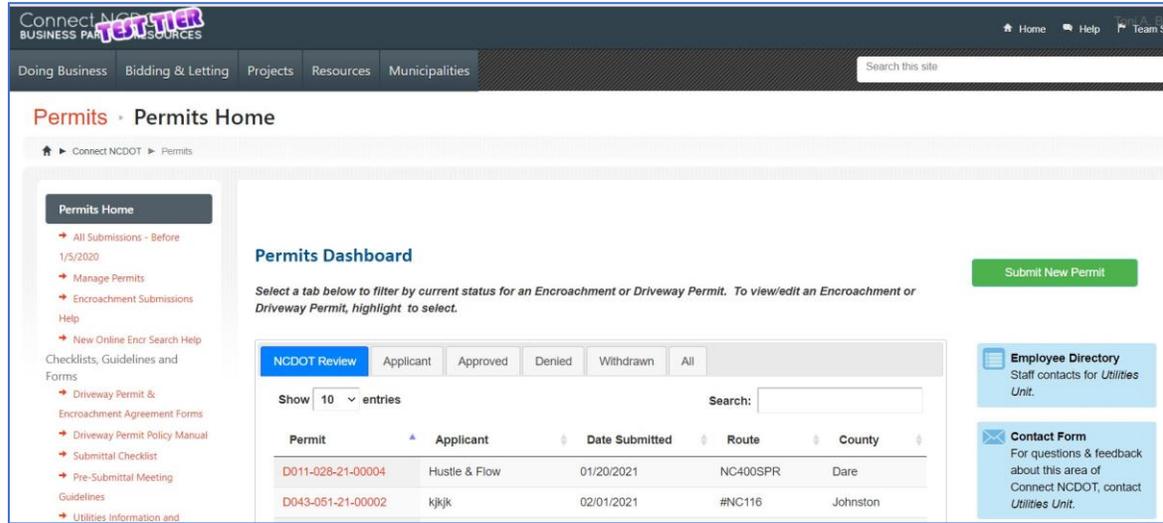
2. Select **Driveway Permit** as the type of permit being submitted to NCDOT. Select Cancel to return to the Permits Home page.

3. Using the table on the next page to complete the input form. Fields denoted with an asterisk (*) are required.

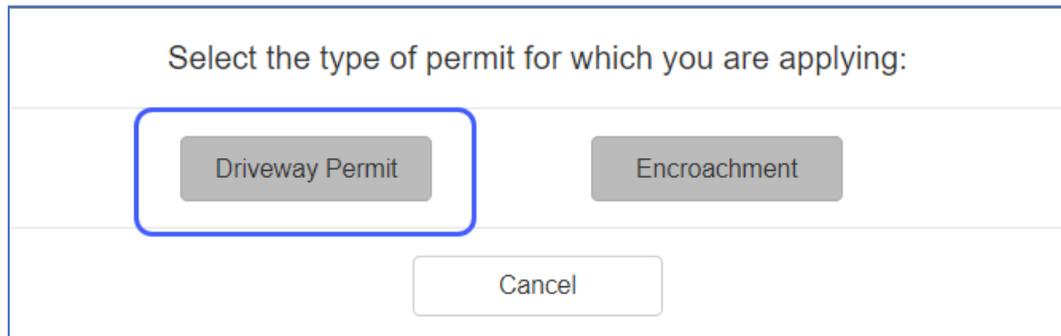| Field	Description
County*	Specify the county in which the driveway permit is located. A driveway permit is limited to one county for proper routing to the correct District Engineer's office for processing.
Property Owner (Applicant)*	The owner of the parcel or location where the driveway will be located in NCDOT right of way.
Authorized Agent	The intermediate owner/maintainer and generally will be the entity responsible for the construction.
Local Govt Authority	The local municipality that approved the driveway plans.
Property Will Be Used For*	Specifies how the driveway will be used - Residential/Subdivision, Commercial, Educational Facilities, Emergency (EMS/Fire) Services, Traditional Neighborhood Development, or Other. *Note: If Other is selected, you will be required to specify how the property will be used.*
Total Access Points	Indicates the total number of access points being requested in NCDOT right of way. Default is 01.
Development Name	Specify the development name if the driveway permit is associated with a subdivision or commercial property.
Phase	Specify the phase for the planned subdivision.
Within TIP Limits	Search/Select the TIP(s) if this driveway permit is within TIP Limits.
Parcel ID	
Local Road Name	Specify the local road name (e.g. Main Street, Wade Ave).
Zip Code	
Property Location*	Enter a brief description of the location, along with GPS coordinates, to assist in finding the location of the installation relative to other nearby highways or other common features.
Bond Number	Enter the bond number if work is being covered under an existing bond.
Contact Name*	The Contact Name should automatically populate based on the user's NCID credentials.
Contact Phone*	The Contact Phone should automatically populate based on the user's NCID credentials.
Contact Email*	The Contact Email should automatically populate based on the user's NCID credentials.
Notify Email	Sends an email notification to the email address(es) specified when the application is returned, permit approved, permit denied, or permit withdrawn. Separate multiple email addresses with a semicolon.
Design Engineering Contact	Enter the name and contact information for the individual responsible for plan design.
Submitter Comments	Enter additional information as appropriate.

Select a *County* from the dropdown list. The NCDOT Directory for Highway Divisions appears. Provided are the contacts for that specific Division in the event there are any questions.

Add a **Property Owner (Applicant)** by typing the name inside the box. The Applicant name will appear in the drop-down menu, click the name to select it.

If the Applicant name is not found, click the gray button to **Add New Applicant**. The Applicant Name pop-up modal window will display, enter the name, and click save. The new Applicant name will automatically populate in the Property Owner (Applicant)
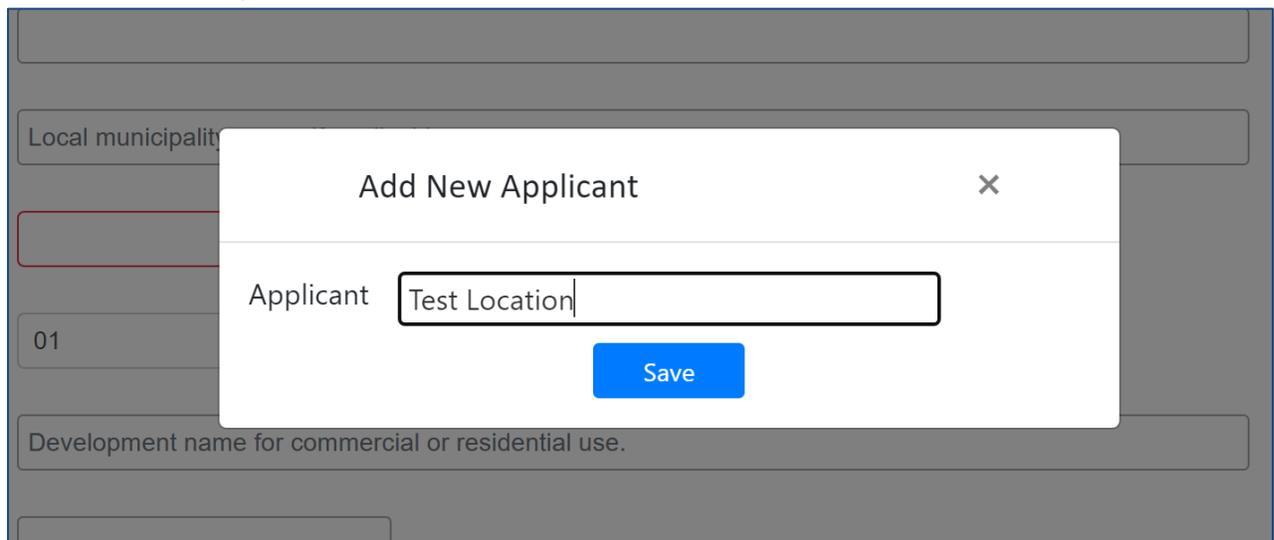
Add New Applicant ✕

Applicant   Test Location

Save

Local municipality

01

Development name for commercial or residential use.

Specify the *Route(s)* associated with this driveway permit. When searching, position the cursor in the search bar and enter the desired route or numeric identifier without hyphens or spaces (e.g. I40, US64, NC8, SR2600, or 1234). The list of available routes that match the search criteria is displayed. Select the desired route from the list. If multiple routes are involved, perform the search again and select from the list. To search for a specific route or roadway using ArcGIS, select the location icon. If a route needs to be removed, simply click on the 'X' to the right of the route identifier.

IMPORTANT: The Routes field will not be displayed until a County has been selected on the submission form.

Routes *

SR1002 ✕   SR1003 ✕

Search Routes...

Enter routes without spaces or dashes, e.g. SR1234 or US1. Enter SR0000 for missing or non-system routes.

New Map   Brian ▽

Save ▾   Share   Print ▾ | Directions   Measure   Bookmarks ▽ Alamance County, NC, USA Preacher Holmes Rd ✕ Q

Southwick
Golf
Course
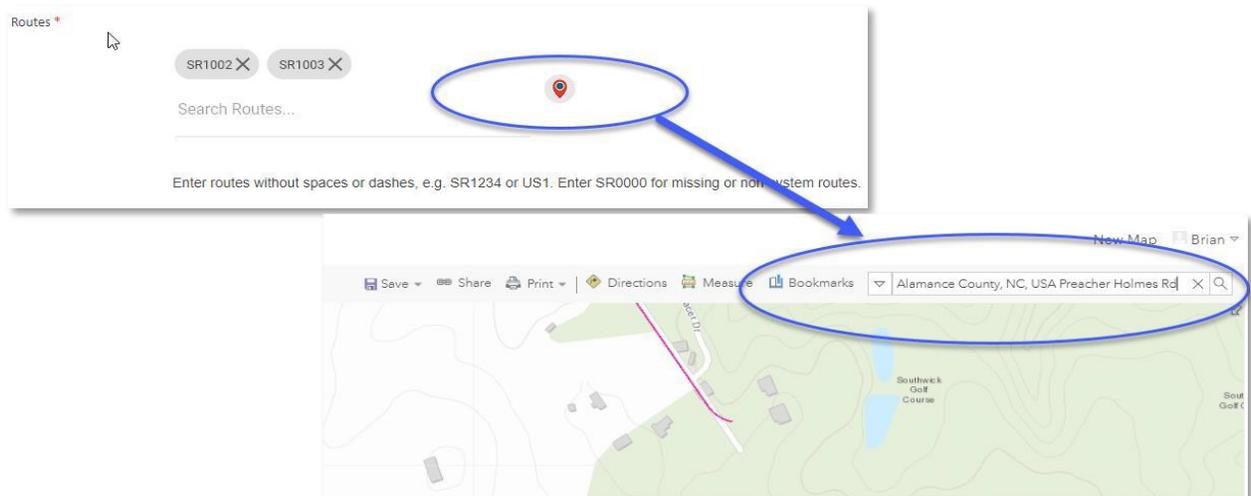
Enter the *D Location* details as to where the installation will occur. Be descriptive as possible (e.g GPS Coordinates, Distance from an intersection).

Zip Code		Show Map
Property Location *	Enter the address and/or coordinates for the property location. Example of a property location description: Beginning approximately 2795 feet west of the intersection of Ancroft Ave and SR 1171 (Riddle Rd), toward SR 2709.	
Bond Number		

The **Contact** section will prefill based on your NCID login credentials. The Contact Name, Contact Email and Contact Phone can be edited if desired. In the event another individual(s) would like to receive an email notification when the driveway permit is approved, denied, or withdrawn, enter the email address(es) in the **Notify Email** field. Separate each email address with a semicolon.

IMPORTANT: Please verify that the email address(es) you are providing is accurate.

Contact Name	Brian W. Oliphant	✓
Contact Phone	919-707-2394	✓
Contact Email	bwoliphant@ncdot.gov	✓
	Multiple emails may be specified. Separate email addresses with semicolons.	
Notify Email		
	Multiple emails may be specified. Separate email addresses with semicolons.	

Select the checkbox indicating that you agree to pay a $50 per access point fee, if applicable.

☐ I agree to a $50 construction inspection fee per driveway entrance, if applicable. Make checks payable to NCDOT. This fee will be reimbursed if the application is denied.

4. Select **Attach Documents** to continue. A panel will display that will allow you to attach all supporting documentation (e.g. Cover Letter, Signed Application, Plans, Traffic Impact Studies, Reports, etc.). Use the **Browse** option or drag-and-drop each file using Windows Explorer into the upload panel. Use the Browse option for files larger than 100MB. *Note: Only PDF documents will be allowed*. When all documentation has been attached, select **Finish** to continue.

IMPORTANT: The Attached Documents button will not be available until all required fields have been

Manage Attachments

Please attach all supporting documentation (e.g. Signed Driveway Permit Application, Plans) using Browse, or drag-and-drop each file from your desktop. Select FINISH to complete the application process.

VCER-1.pdf   Browse

Selected Documents

VCER-1.pdf

Finish

completed.

The following message is displayed indicating that the driveway permit has been successfully submitted to the NCDOT District Office. Select **OK** to return to the Permits Home page.

Success!

Your Driveway Permit Application has been successfully submitted to NCDOT. You should receive an email confirmation with a link to your submission for future reference. Thank you.

Ok

In addition, an email confirmation will be sent from NCDOT indicating that the driveway permit has been successfully submitted for review to the NCDOT District Office. This email contains a link to the driveway permit submission for future reference and/or correspondence with the NCDOT District Office.

Hello Test Applicant,

Your Driveway Permit application has been received by the NCDOT. It will be reviewed in the order in which it was received.
Please refer to D101-013-21-00002 on future correspondence. If additional information is required, you will receive a separate notification.
If you have any questions or need further assistance, please contact the Division 10 – District 1 office at 704-983-4360.
Thank you.

Permits Dashboard

When a driveway permit is submitted to NCDOT, the Applicant can determine the current status or view previously approved, denied, or withdrawn driveway permits by selecting the respective tab on the Permits Dashboard. To view the details or documents associated with the Driveway Permit Submission, select the desired driveway permit. Select the **All** tab to view a list of all driveway permits. *Note: If you are unable to locate a driveway permit on the Permits Dashboard, please contact your local District Office.*

Permits Dashboard

Select a tab below to filter by current status for an Encroachment or Driveway Permit. To view/edit an Encroachment or Driveway Permit, highlight to select.

| NCDOT Review | Applicant | Approved | Denied | Withdrawn | All |

Show 10 ∨ entries   Search: [   ]

Permit	Applicant	Date Submitted	Route	County
E051-092-21-00004	DOT	02/08/2021	SR2707	Wake
E051-092-21-00001	DOT	01/20/2021	NC54	Wake
E051-092-20-00017	DOT	12/08/2020	US1	Wake
E051-092-20-00014	DOT	09/21/2020	US1	Wake
E033-010-20-00015	DOT	09/15/2020	NC904	Brunswick
E023-054-20-00007	DOT	07/28/2020	US258	Lenoir
E021-074-20-00010	DOT	07/14/2020	SR0000	Pitt
E021-074-20-00011	DOT	07/14/2020	SR0000	Pitt
E021-007-20-00016	DOT	07/14/2020	SR0000	Beaufort
E022-016-20-00007	DOT	07/14/2020	SR0000	Carteret
Permit	Applicant	Date Submitted	Route	County

Showing 1 to 10 of 74 entries   Previous 1 2 3 4 5 ... 8 Next

Return to Applicant

Periodically, you as the Applicant may be asked to submit additional documentation (e.g. Signed Application, Environmental Study, Revised Plans, etc.) to NCDOT because the initial submission is considered incomplete. To upload additional documentation, do the following:

1. Locate and select the driveway permit on the Permits Dashboard *Applicant* tab.

Note the current status of the driveway permit submission in the *Next Action* field and any correspondence from NCDOT in the *New DOT Comments* field. If NCDOT has attached a document(s) for your review, it will be located under the Document(s) View section. To download the document, select the ellipsis (…) to the right of the document, select the ellipsis (…) again, and select Download.

2. Launch Windows Explorer and drag-and-drop each file into the Document(s) View (red box) area. Only PDF documents will be allowed. Within a few seconds each file is uploaded to the Driveway Permit Submission.

3. To notify NCDOT that the requested document(s) has been uploaded to the Driveway Permit Submission and is subject to further review, select *Send Back to DOT* (blue button).

Edit – Driveway Permit Submission - Applicant

Information on the Driveway Permit Submission can be updated after the initial submission (e.g. Property Owner, Authorized Agent, Driveway Location, Routes, Contact Phone, Contact Email, Notify Email). However, your role as the Applicant limits you to which tabs and fields can be updated. To update a driveway permit submission, do the following:

1. Locate and select the driveway permit on the Permits Dashboard **Applicant** tab.

2. Select **Edit Properties** on the Driveway Permits welcome page.

3. The **Edit Driveway Permit** page is displayed containing multiple tabs (e.g. Detail, Files, Contacts, Comments, Decision) that are available for view/update. The Detail tab is displayed by default.

When viewing/updating the Driveway Permit Submission, think about the task at hand. Multiple tabs may be updated, requiring you to save once. *If you are unable to save, please verify that no errors exist under each tab*. The table below lists the five (5) tabs available for view/update by the Applicant.

Tab	Task
Detail	View/Update specific details about the Driveway Permit Submission (e.g. Property Owner, Authorized Agent, Driveway Location, Routes)
Files	View/Upload supporting documentation associated with the Driveway Permit Submission
Contacts	View/Update contact information (e.g. Contact Phone, Contact Email, Notify Email, Design Engineering Contact, DOT Reviewers)
Comments	View Submitter and NCDOT comment history
Decision	View the current decision for the Driveway Permit Submission. *Note: The Decision for a driveway permit submission will be **Proposed** until the permit is approved, denied, or withdrawn by NCDOT.*

4. When finished updating the desired tab(s), select **Save** to continue or **Cancel** to return.

Edit – Driveway Permit – NCDOT Employee

Information on the driveway permit can be updated after the initial submission and during the Driveway Permit review process (e.g. Property Owner, Driveway Location, Temporary Use, Fee Paid/Waived, Encroachments, TIA, or Bond information). Your role as an NCDOT Employee allows you to update all tabs and assign the driveway permit based on the District Office workflow (e.g. Applicant, Local Government Signature, Payment Pending). To update a driveway permit, do the following:

1. Locate and select **Manage Permits** from the Permits Home page. Use the guide below to determine when the driveway permit was submitted to NCDOT.

    The Driveway Permit ID, for example D102-060-21-00003, contains 4 key elements:
    - Division/District Identifier (D102)
    - County (060)
    - Year (21)
    - Sequentially Assigned Number (00003)
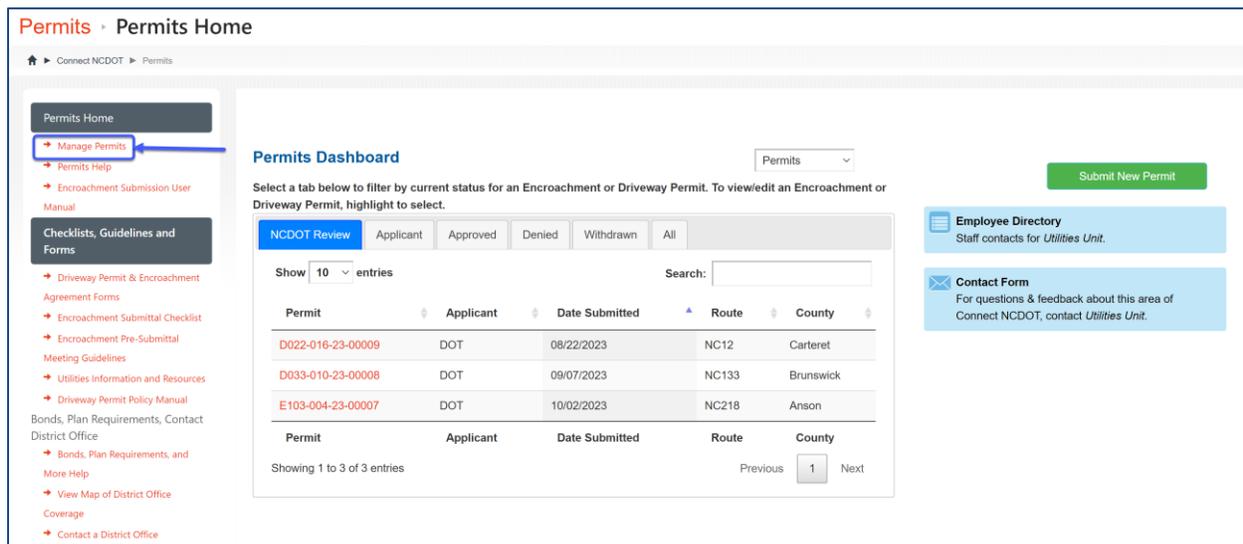
2. Use the search bar to locate a specific driveway permit, or use the filters (e.g. County, Division, District, Next Action) to determine which driveway permits are assigned to your specific Division/District. A Relevance filter (e.g. Created Date, County, Submitter) can also be used to list permits in ascending/descending sequence.   An additional filter has been added that allows the Division/District Office to filter for Driveway Permits, Encroachments or all permits. In the example shown, a search by Division, District, and Permit was used.

3. Select the *Edit Me* icon to the left of the Driveway Permit ID (e.g. D102-060-21-00003).
4. The *Edit Driveway Permit* page is displayed containing multiple tabs (e.g. Detail, Files, Contacts, Bond, Comments, and Decision) that are available for view/update. The Detail tab is displayed by default.

When viewing/updating the Driveway Permit Submission, think about the task at hand. Multiple tabs may be updated, requiring you to save once. **If you are unable to save, please verify no errors exist under each tab.** The table below lists the six (6) tabs available for the NCDOT Employee.

Tab	Task
Detail	View/Update specific details about the Driveway Permit Submission (e.g. Permits Applicant, Authorized Agent, Driveway Permit Location, Routes, TIP Limits, Temporary Use, Fee Paid/Waived)
Files	View/Upload supporting documentation associated with the Driveway Permit Submission
Contacts	View/Update contact information (e.g. Contact Phone, Contact Email, Notify Email, Design Engineering Contact, DOT Reviewers). **IMPORTANT: Send requests to remove employees that have left DOT but still appear on the drop down menu to NCDOT District Files Help.**
Bond	View/Update bond information (e.g. Bond Required, Bond Posted, Bond Number, Bond Amount)
Comments	View Submitter and NCDOT comment history and add DOT comments related to the Driveway Permit Submission.
Decision	View/Update the current decision for the Driveway Permit Submission. *Note: The Decision for a driveway permit will be **Proposed** until approved, denied, or withdrawn.* **IMPORTANT: When changing the Decision from Proposed to Permit Approved, Permit Denied, or Permit Withdrawn, you will be required to specify a date. Do not specify a date unless you are certain the permit has been approved, denied, or withdrawn.**

5. When finished updating the desired tab(s), select **Save** to continue or **Cancel** to return.

Edit - Routes

When an incorrect route has been specified or additional routes need to be added to a Driveway Permit Submission, do the following:

1. Select the **Routes** field on the Detail tab.

2. The list of available routes is displayed based on the County specified on the Driveway Permit Submission. When searching, position the cursor in the search bar and enter the desired route or numeric identifier without hyphens or spaces (e.g. I40, US64, NC8, SR2600, or 1234). The list of available routes that match the search criteria is displayed. Select the desired route from the list. If multiple routes are involved, perform the search again and select from the list. If a route needs to be removed, simply click on the 'X' to the right of the route identifier.

3. Select **Save** to continue or **Cancel** to return.

Edit - View/Upload Documentation for a Driveway Permit Submission

To view and/or upload additional documentation for a driveway permit submission during edit mode, do the following:

1. Select the **Files** tab.
2. To view a specific document, simply select the document from the list. To upload additional documentation for a driveway permit submission, use one of the following methods:

   Method 1
   - Launch Windows Explorer
   - Drag-and-drop the desired file into the rectangular box shown on the **Files** tab
   - Only files in PDF format are allowed

   Method 2
   - Select **Upload**
   - Click **Choose File**

- Windows Explorer will launch and display a list of folders/files. Select the desired file from the list. Only files in PDF format are allowed.
- Select *OK* to continue.
- Select *Save* to continue or *Cancel* to return.

3. Repeat Step 2 until all documentation has been uploaded. Select *Save* to continue or *Cancel* to return.

Next Action

The *Next Action* field is vital to the Driveway Permit Submission review process, serving four (4) main functions:

1. Next Action indicates who is currently responsible for reviewing the Driveway Permit Submission.
2. Next Action is used to assign the Driveway Permit Submission based on District Office workflow or Applicant.
3. Next Action is used to track duration and provide statistics on Driveway Permits.
4. Next Action is used to tailor personalized views and email alerts.

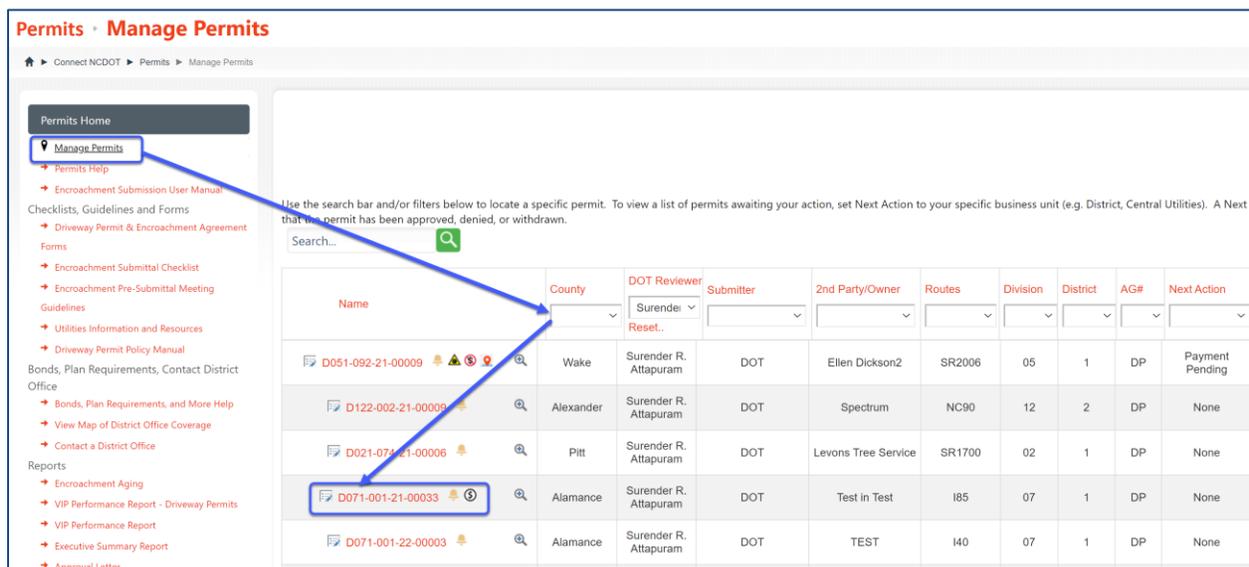| Action	Definition
Applicant	Applicable when the Driveway Permit Submission is considered incomplete. The Applicant is responsible for making the requested revisions or submitting additional information.
District	When a Driveway Permit Submission is initially submitted, the Next Action field is automatically set to District. This allows District Offices to distinguish between newly submitted driveway permits and those currently being reviewed.
District Review	Used when the Driveway Permit Submission is being reviewed by the District Office. This optional "Next Action" allows District Offices to distinguish between newly submitted (unprocessed) driveway permits and those currently in process at the District Office prior to the formal engineering review. Some District Offices may not use this "Next Action" based on staffing and duties assigned to personnel.
District Signature	Used when the Driveway Permit approval documents have been drafted and are awaiting signature at the District Office level.
Local Govt Signature	Used when the Driveway Permit is pending signature by a local government authority.
Payment Pending	Used when the Driveway Permit Submission $50 fee, per access point, is pending receipt.
None	When a Driveway Permit Decision is set to Permit Approved, Permit Denied, or Permit Withdrawn. The Next Action field will be removed from the edit form and no longer available for update when set to None.

IMPORTANT:

- The Next Action <u>must</u> be manually changed by NCDOT Employees. If NCDOT Employees are not diligent with updating the Next Action field, duration tracking statistics and email alerts will be inaccurate and/or not functional.
- There are three (3) exceptions where the Next Action field is updated automatically:
  - When the Applicant initially submits the Driveway Permit Submission, the Next Action field is set to District. This enables the District Office to distinguish between new driveway permits and those currently under review.
  - When the Applicant returns revised documentation and/or comments to NCDOT, the Next Action is automatically set to District Review. This occurs when the Applicant selects the *Send Back to DOT* button.
  - When the driveway permit is approved, denied, or withdrawn, the Next Action field is set to None.
- Applicants cannot change the Next Action field as this is limited to NCDOT Employees only.

To update the ***Next Action*** field, do the following:

1. Select ***Manage Permits*** from the Permits Home page.
2. Using the search bar or filters, locate the Driveway Permit.
3. Select the ***Edit Me*** icon   to the left of the Driveway Permit ID (e.g. D102-060-21-00003). This will automatically take you to the edit form.

4. The Next Action field can be updated on one of six (6) tabs available for NCDOT Employees. It is located on the header portion of the Driveway Permit edit form as shown below. Locate the

Next Action field and select the desired status for the Driveway Permit. Select *Applicant* if the driveway permit submission is considered incomplete and is being returned.

Select the desired tab(s) to update and/or Next Action to move to the next step in the review process. When finished, select Save to continue.

Driveway Permit ID: D051-092-21-00009   Submit Date: 01-21-2021

Next Action: District

| Detail | Files | Contacts | Bond | Map | Comments | Decision | Inspection |

Property Owner (Applicant)* — Ellen Dickson2 ✓

Authorized Agent — Test

Local Govt Authority — Enter the local municipality name, if applicable.

Property Location* — Entrance to phase 2 of subdivision is approx 1500' east of intersection of White Chapel Way and Durant ✓

Parcel ID — 7

Local Road Name — Durant Rd 2

Routes — SR2006 ×

Property Will Be Used For* — Residential/Subdivision ✓

Development Name — Avalaire   Phase — 2

5. Select *Save* to continue or *Cancel* to return.

Decision

The **Decision** field is used by the District Office to indicate outcome for a Driveway Permit Submission. Below are the four (4) possible decisions for a Driveway Permit:

Decision	Definition
Proposed	When a Driveway Permit Submission is initially submitted, the Next Action field is automatically set to Proposed. The driveway permit remains in a Proposed state until approved, denied, or withdrawn.
Permit Approved	Applicable when the Driveway Permit review has been finalized and approved by the District Office.
Permit Denied	Applicable when the Driveway Permit review has been denied by the District Office.
Permit Withdrawn	Applicable when the Driveway Permit is withdrawn from further consideration by the Applicant before final approval/denial.

IMPORTANT: When a final decision has been made, a Decision *Date* will be required. If a date is selected, this will prevent future updates to the Next Action and Decision fields.

Sample Emails Sent to the Applicant

Below are examples of emails the Applicant will receive at various stages of the Driveway Permit Submission review process:

Proposed – Initial Driveway Permit Submission

> Hello Brian W. Oliphant,
>
> Your Driveway Permit application has been received by the NCDOT. It will be reviewed in a timely manner. Please refer to D122-002-20-00042 on future correspondence. If additional information is required, you will receive a separate notification. If you have any questions or need further assistance, please contact the Division 12 – District 2 office at 919-733-3213.
>
> Thank you.

Applicant – Driveway Permit is returned to the Applicant

> Hello Brian W. Oliphant,
>
> Driveway Permit D082-053-21-00001 has been reviewed by the NCDOT and is considered incomplete for the following reasons.
> Other: More document required
> Please click the blue SEND BACK TO DOT button on the request when your update is complete.
> If you have any questions or need further assistance, please contact Cynthia G Enriquez (ext-cgenriquez@ncdot.gov) in the Division 07 - District 1 office at 336-570-6833.
> Thank you

Permit Approved – Final approval by NCDOT

> Hello Brian W. Oliphant,
>
> The plans and accompanying documents associated with Driveway Permit Request D051-092-21-00012 are acceptable.
> Executed driveway permit agreements, permitting letters, final plans and associated documents are accessible through NCDOT Permit Submissions.
> This agreement and permitting documentation must be kept on site at all times and contains important provisions that will govern work.
> No work should be performed within NCDOT right of way without these documents on site.
> The District Office has the right to stop work if provisions are violated.
>
> If you have any questions or need further assistance, please contact Cynthia G Enriquez (ext-cgenriquez@ncdot.gov) in the Division 07 - District 1 office at 336-570-6833.
>
> Thank you

Permit Denied – Driveway Permit is being denied

> Hello Brian W. Oliphant,
>
> Driveway Permit D112-095-21-00002 has been denied. All associated documentation is available through NCDOT Permit Submissions.
>
> If you have any questions or need further assistance, please contact Cynthia G Enriquez (ext-cgenriquez@ncdot.gov) in the Division 07 - District 1 office at 336-570-6833.
>
> Thank you

Permit Withdrawn – Driveway Permit should no longer be considered

> Hello Brian W. Oliphant,
>
> Driveway Permit D072-041-21-00001 has been withdrawn and will no longer be reviewed by NCDOT. All associated documentation is available through NCDOT Permit Submissions.
>
> If you have any questions or need further assistance, please contact Cynthia G Enriquez (ext-cgenriquez@ncdot.gov) in the Division 07 - District 1 office at 336-570-6833.
>
> Thank you

Email Alert Notifications

An alert sends an email notification when changes are made to a page, library, document set, or file residing in the Permits site.

Auto-generated alert email notifications are sent to the Applicant when a permit has been inactive for an extended period. Email alerts will continue to be sent at **90/120/150 days** as long as the Driveway Permit remains inactive. Applicants can contact the District Office to provide a status update to prevent further email alerts. When a Driveway Permit reaches 180 days of inactivity it will no longer be considered and will be withdrawn. The Applicant will then receive the Permit Withdrawn email.

Permit Inactive for 90 Days – Applicant is alerted that a Driveway Permit has been inactive for 90 days

> ****THIS IS AN AUTO-GENERATED EMAIL. THIS INBOX IS NOT MONITORED****
>
> This is a reminder that you have a request that has been outstanding greater than 90 days. If your request is complete, please click the blue **SEND BACK TO DOT** button to alert reviewers that your request is complete. If you have any questions or need further assistance, please contact the Division 10 – District 2 office at 980-523-0000.
>
> Sincerely,
> NCDOT Permits Portal

Permit Inactive for 120 Days – Applicant is alerted that a Driveway Permit has been inactive for 120 days

> ****THIS IS AN AUTO-GENERATED EMAIL. THIS INBOX IS NOT MONITORED****
>
> This is a reminder that you have a request that has been outstanding greater than 120 days. If your request is complete, please click the blue **SEND BACK TO DOT** button to alert reviewers that your request is complete. If you have any questions or need further assistance, please contact the Division 10 – District 2 office at 980-523-0000.
>
> Sincerely,
> NCDOT Permits Portal

Permit Inactive for 150 Days – Applicant is alerted that a Driveway Permit has been inactive for 150 days

> ****THIS IS AN AUTO-GENERATED EMAIL. THIS INBOX IS NOT MONITORED****
>
> This is a reminder that you have a request that has been outstanding greater than 150 days. If your request is complete, please click the blue SEND BACK TO DOT button to alert reviewers that your request is complete. If you have any questions or need further assistance, please contact the Division 10 – District 3 office at 704-218-5125.
>
> **Important:** After 180 days of inactivity, permits are automatically withdrawn. This is currently scheduled for 11/4/2023 unless further actions are taken.
>
> Sincerely,
> NCDOT Permits Portal

Setting an Alert on the Permit Dashboard - Applicant

As an applicant, you can receive an email notification when changes are made to an individual driveway permit. To set an alert do the following:

1. Locate and select the desired driveway permit on the Permit Dashboard.
2. Select *View All Properties*.
3. Select *Alert Me* in the upper-left hand corner of the display.
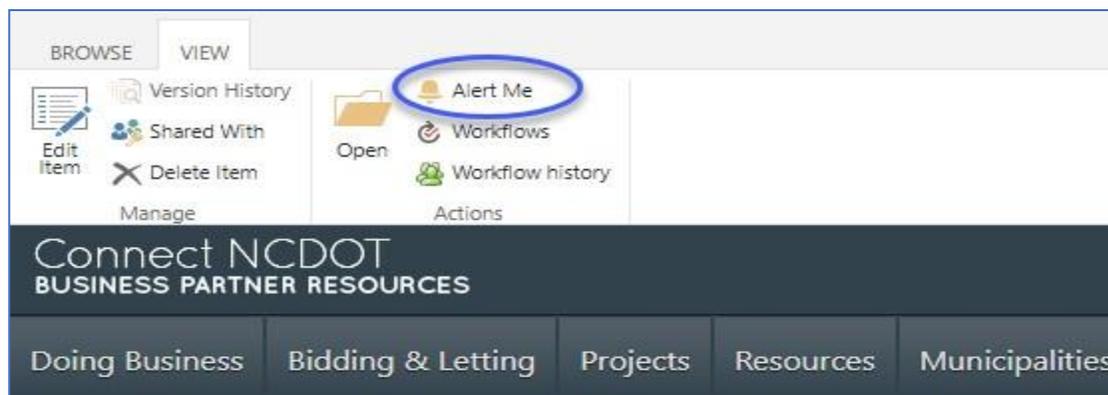
4. By default, your name will be listed in the **Send Alerts To** field. If other individuals would like to be notified of changes, enter the emails address separating each with a semicolon (;).
5. Select the desired **Delivery Method** (e.g. Email, Text Message).
6. Select the desired **Change Type** (e.g. All changes, New items, Existing items, Deleted items).
7. Select the desired **Send Alerts for These Changes** (e.g. Anything changes, Someone else changes a document).
8. Select the desired frequency for **When to Send Alerts** (e.g. Immediately, Daily, Weekly). If a frequency of daily or weekly is selected, specify the desired time when you would like for the notification to be sent.


9. Select **OK** to create the alert or **Cancel** to return. If you elected to create the alert, an email notification will be received indicating that an alert has been created for the driveway permit.

Setting an Alert for a Driveway Permit Submission – NCDOT Employee

NCDOT Employees can set an alert to receive email notifications when changes are made to an individual driveway permit (e.g. Additional documentation is uploaded). To set an alert, do the following:

1. Select **Manage Permits** from the Permits Home page.
2. Locate the **Alert Me** (bell) icon to the right of the Driveway Permit ID. Click to select.
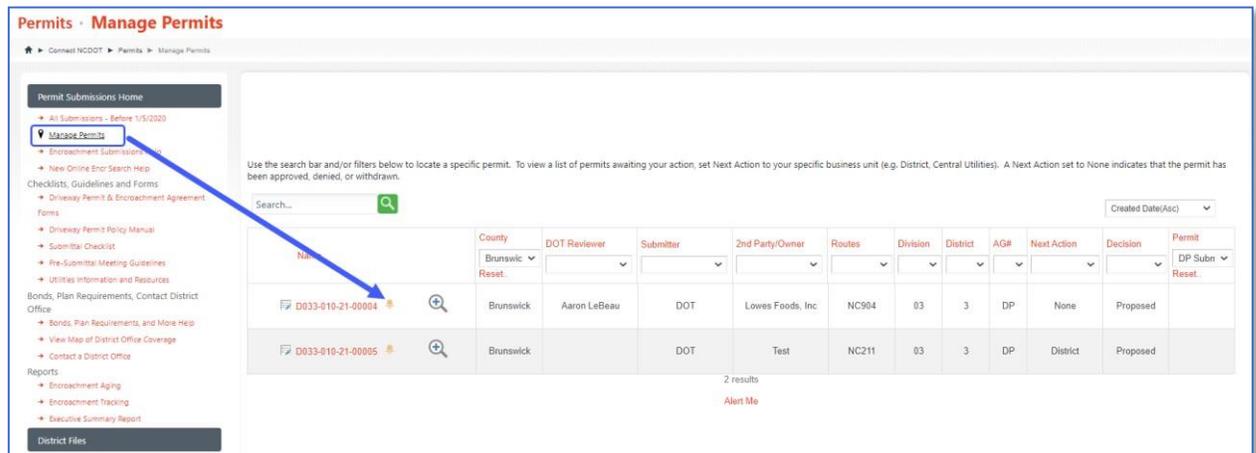
3. By default, your name will be listed in the **Send Alerts To** field. If other individuals would like to be notified of changes, enter the emails address separating each with a semicolon (;).
4. Select the desired **Delivery Method** (e.g. Email, Text Message).
5. Select the desired **Change Type** (e.g. All changes, New items, Existing items, Deleted items).
6. Select the desired **Send Alerts for These Changes** (e.g. Anything changes, Someone else changes a document).
7. Select the desired frequency for **When to Send Alerts** (e.g. Immediately, Daily, Weekly). If a frequency of daily or weekly is selected, specify the desired time when you would like for the notification to be sent.
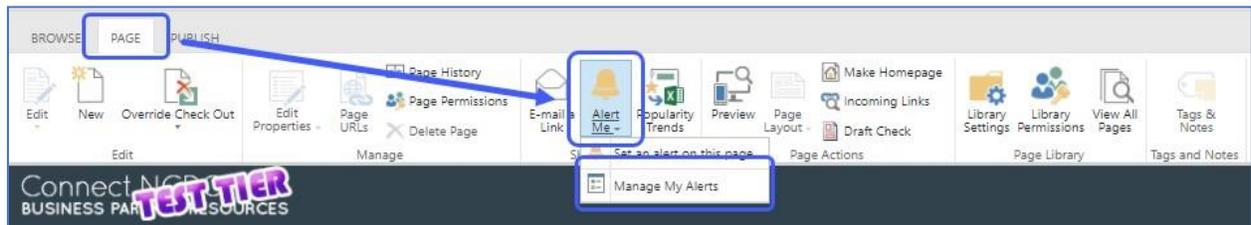
8. Select **OK** to create the alert or **Cancel** to return. If you elected to create the alert, an email notification will be received indicating that an alert has been created for the driveway permit.

Removing an Alert on a Driveway Permit

If you no longer want to receive email or text notifications when a driveway permit changes, do the following:

1. Access the **Permits Home** page
2. Select **Page** in the top-left corner.
3. Locate **Alert Me** on the ribbon and select **Manage My Alerts**

4. All alerts will be listed. Locate the alert for the driveway permit. Click to select.
5. Select **Delete Selected Alerts**
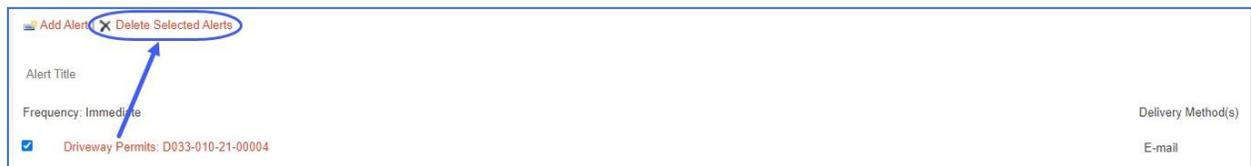
6. Confirm the deletion by selecting **OK** to continue. Otherwise, select **Cancel** to return and not delete the alert.

Checked Out Documents

Checked out documents in the Permits site are used for version control. Although this practice is discouraged, District Offices should monitor for a checked out document as this:

1) Prevents the archive of approved and denied permits to the District Files and Driveway Permits site collections; and
2) Prevents other users from managing the document until it has been checked-in by the user who initially checked it out.

To distinguish between a checked in versus a checked out document, do the following:
1. Select **Manage Permits** from the Permits Home page.
2. Search for and/or filter for the desired permit.
3. Click on the Permit Identifier (e.g. E122-002-21-00005, D033-010-21-00004) to continue.

4. The document highlighted indicates that it has been checked out. Note the green arrow located in the lower right corner of the file type icon (e.g. PDF). A document without the green arrow indicates that it is checked in.
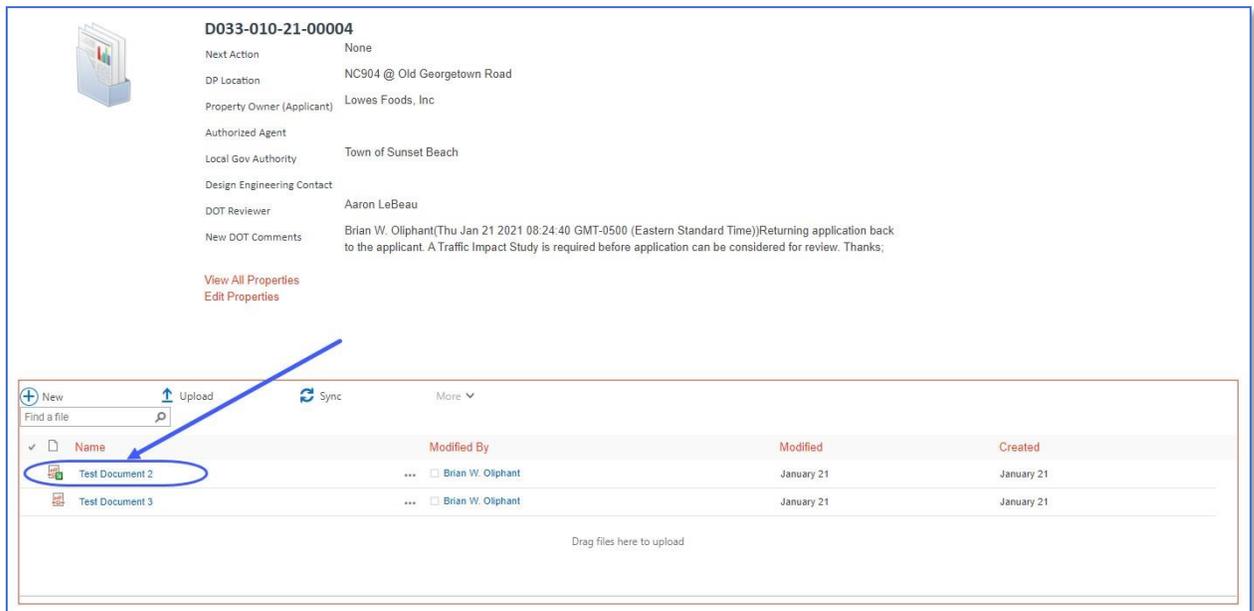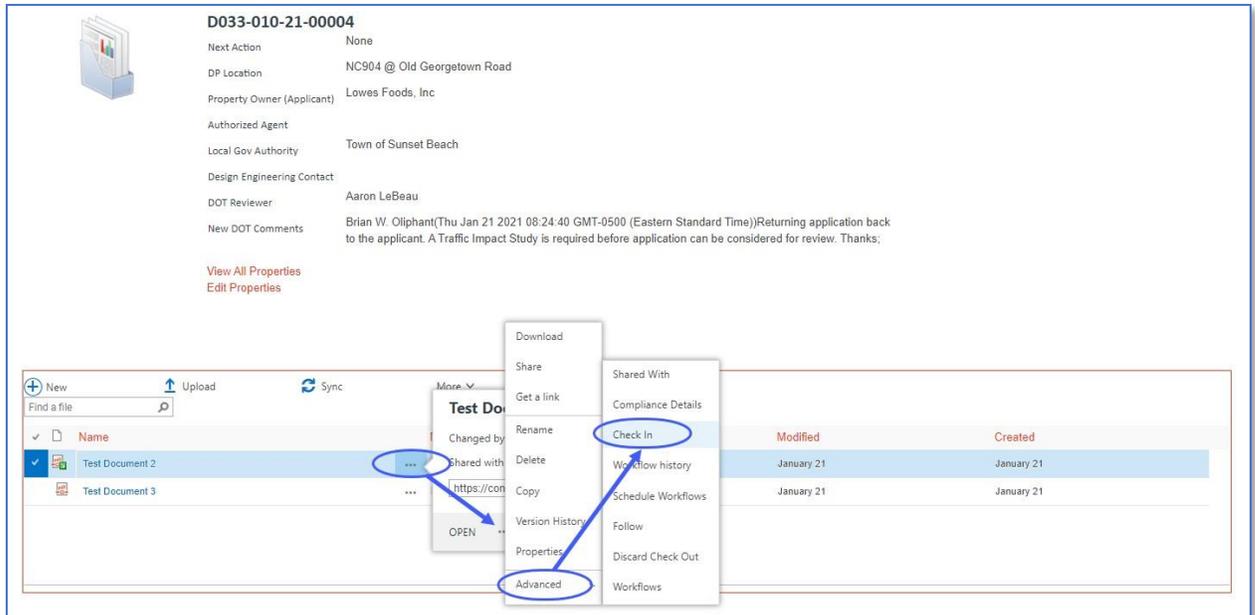

Document Check In

To check in a document, do the following:

1. Locate the checked out document from the list of files. In some instances, there may be multiple checked out documents. Note that only one document can be checked in at a time.
2. Select the ellipsis (…) to the right of the file name.
3. Select the ellipsis (…) on the next panel to continue.
4. Select **Advanced**.
5. Select **Check In** to continue.

6. Enter any comments associated with the Check In and click **OK** to continue.
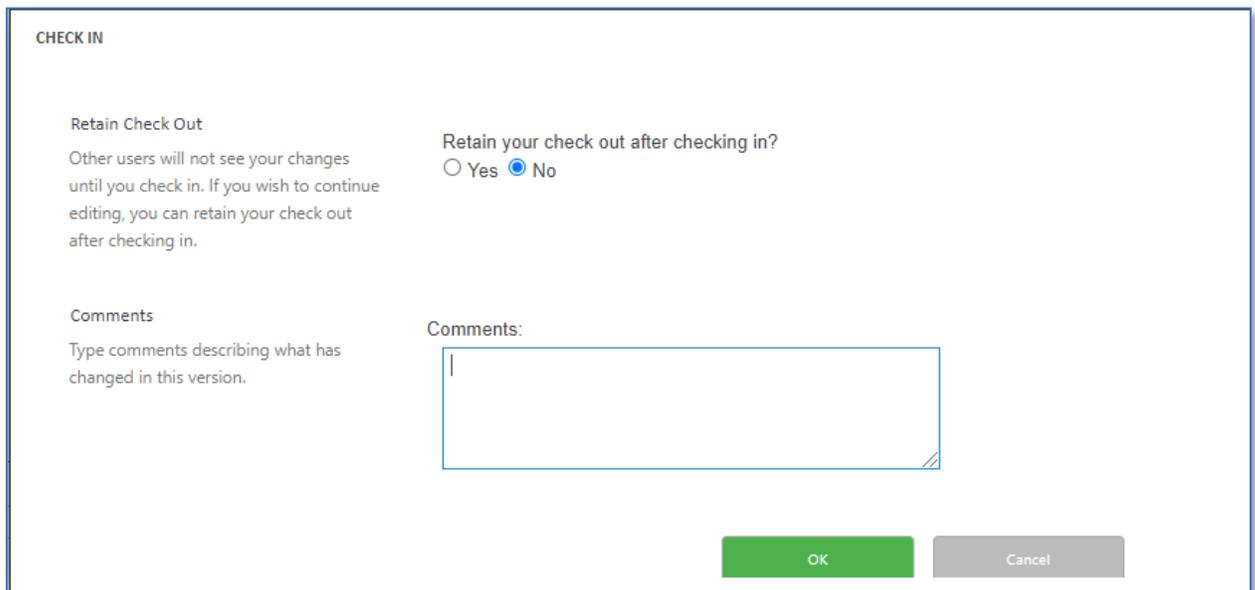
7. Verify that the document has been successfully checked in. Repeat these steps for any remaining checked out documents.

Driveway Permit Review Process: Approval by District Office

This process applies to driveway permit submission requests being approved at the District/Division Office level.

1. Submittal
   - The Applicant submits a Driveway Permit Submission to NCDOT through the Permits site. Refer to the Submit a New Driveway Permit section in this manual. Next Action is set to **District** and Decision is set to **Proposed** automatically.

2. Driveway Permit Review
   - The District Office will review the Driveway Permit Submission for completeness and accuracy. If the documents are insufficient, move to the Incomplete Driveway Permit Submission process. If the documents are complete, the Driveway Permit Submission moves to Step 3.

   Incomplete Driveway Permit Submission
   a. The District/Division Office will add comments/guidance on changes (additional documents if necessary) to the Driveway Permit submission and change Next Action to **Applicant**. When this occurs, an email will be sent to the Applicant notifying them that the Driveway Permit submission is incomplete.
   b. The Applicant will review the New DOT Comments and add any revised documentation to the Driveway Permit submission as needed.
   c. The Applicant will submit the revised documentation using the **Send Back to DOT** button on the Driveway Permit Submission welcome page. This will automatically set the Next Action to **District Review** and notify the District Office via email if an alert was set on the Driveway Permit Submission.
   d. Several iterations between the Applicant and NCDOT may occur until the Driveway Permit submission is complete. In some cases, the Applicant may be required to visit the District Office to finalize the Driveway Permit submission.
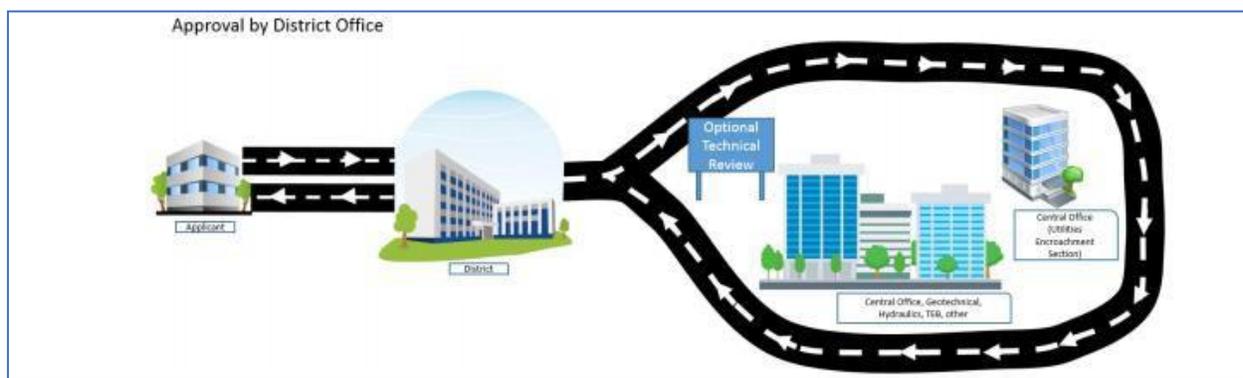
3. Technical Review
   - District Office reviews the Driveway Permit submission for compliance with NCDOT standards and specifications. Next Action is changed by the **District Office** to indicate that the driveway permit is currently under review.

- o If all plans and documents are deemed acceptable, move to Step 4 *Permit Approved/Denied/Withdrawn*.
- o If the driveway permit plans and/or documents require revision, move to the Resubmittal process.

Resubmittal

a. District Office Reviewer must change Next Action to *Applicant*.
b. The Applicant reviews the New DOT Comments and/or documentation and makes the necessary revisions.
c. The Applicant will submit the revised documentation to the District Office using the *Send Back to DOT* button on the Driveway Permit submission welcome page. This will automatically set the Next Action to *District Review* and notify the District Office via email if an alert was set on the Driveway Permit submission.
d. Several iterations between the Applicant and NCDOT may occur until the Driveway Permit submission is complete. In some cases, the Applicant may be required to visit the District Office to finalize the Driveway Permit submission.

4. Permit Approved/Denied/Withdrawn
   - The Reviewer adds signed Approved/Denied/Withdrawn documents, properly executed driveway permit agreements and final plans to the Driveway Permit submission as a **single** document. Any document(s) that are not considered part of the Driveway Permit submission should be deleted.
   - The Reviewer updates the Decision tab on the Driveway Permit submission by selecting the appropriate *Decision* (e.g. Changing from Proposed to Permit Approved, Permit Denied, or Permit Withdrawn) and *Decision Date*. Next Action is automatically set to *None* and the Decision field is locked from future updates.
   - An automatic email notification is sent to the Contact Email and Notify Email address(es) specified on the Driveway Permit submission.
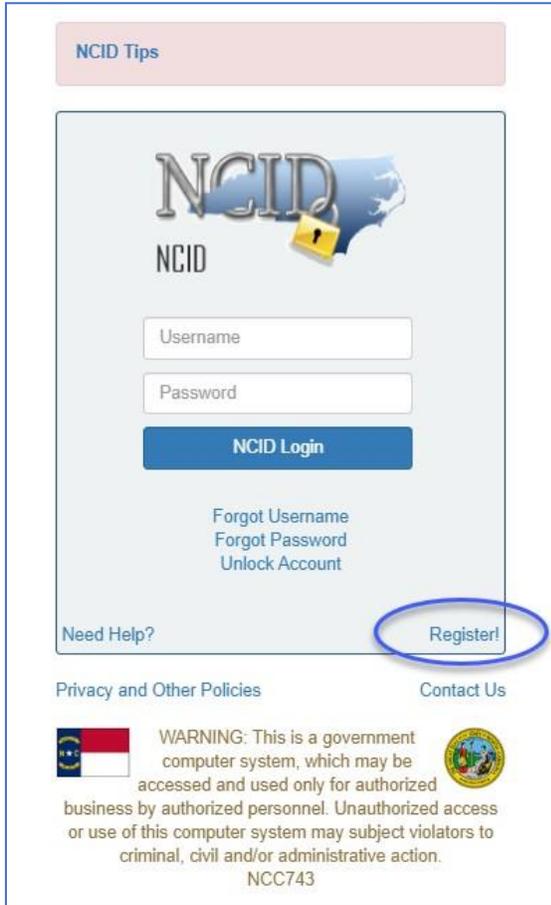
IMPORTANT: Applicants with NCIDs can retrieve approval documents from the Permits site. Applicants without NCIDs must be emailed (or other arrangements made for delivery) the approval documents by the NCDOT Reviewer.

Appendix A

To create a new **Business** NCID account, do the following:

1. Select *Register* as shown

2. Select *Business* as shown

3. Complete the input form. Fields denoted with an asterisk (*) are required.
   - Desired Username*
   - Prefix
   - First Name*
   - Middle Initial
   - Last Name*
   - Suffix
   - Email Address*
   - Confirm Email Address*
   - Telephone Number*
   - Telephone Extension
   - Mobile Number (Recommended)
   - Street – Line 1*
   - Street – Line 2
   - City*
   - State*
   - Zip*
   - New Password*
   - Confirm New Password*

4. Select the *I'm not a robot* check box and verify.
5. Select **Continue** to create your new Business NCID account or select **Cancel** to return. An email notification will be received if you created a new Business NCID account.
6. Complete the registration process by verifying your NCID account which includes answering your security questions. Upon the completion of this process, use the Business NCID created to submit as a credential to get access to the Encroachment Submission site.

For further assistance or questions concerning NCID, please contact NCID at 919-754-6000, toll free at 1-800-722-3946, or email: dit.incidents@its.nc.gov.