



Pavement Management Login Tutorial

Logging On To the Asset Management System (AMS)

In order to log on to the AMS, you will need the following:

- Access to a computer on the NCDOT network
- You must be behind the NCDOT firewall. The AMS cannot be accessed from a home computer unless you have VPN access.
- Internet Explorer 7.0 or greater.
- Web Address to the AMS. We highly recommend bookmarking this!

➤ AMS Production: <http://ncdot.gov/~ams>

A link to the AMS is also be located on the Pavement Management page of the DOT portal:

➤ DOT Intranet Portal: <https://intranet.dot.state.nc.us/portal>

Log on with your Windows password. Then go to **Home > Teams > DOH > Asset Management > Pavement Management**. (See image below.)

The screenshot displays the NCDOT Intranet portal. The header includes the NCDOT logo and the text "NCDOT INTRANET NORTH CAROLINA DEPARTMENT OF TRANSPORTATION". The breadcrumb trail at the top reads: Home » Teams » DOH » Asset Management » Pavement Management. The left sidebar, titled "Portal Navigation", lists various organizational units, with "Asset Management" and "Pavement Management" circled in red. The main content area is divided into sections: "Pavement Management System Links" (with "Asset Management System - Production" circled in red), "Other Pavement Management Resource Links" (listing reports and applications), and "Document Library" (with "Pavement Management" circled in yellow).



Pavement Management Login Tutorial

Once you have navigated to the AMS, you will be prompted to log onto the Central Authentication Service (CAS). See image below.

- **NetID** is your NCDOT network ID
- **Password** is your Windows password
- Click login

This login process will take you to the admin login screen. See image below.

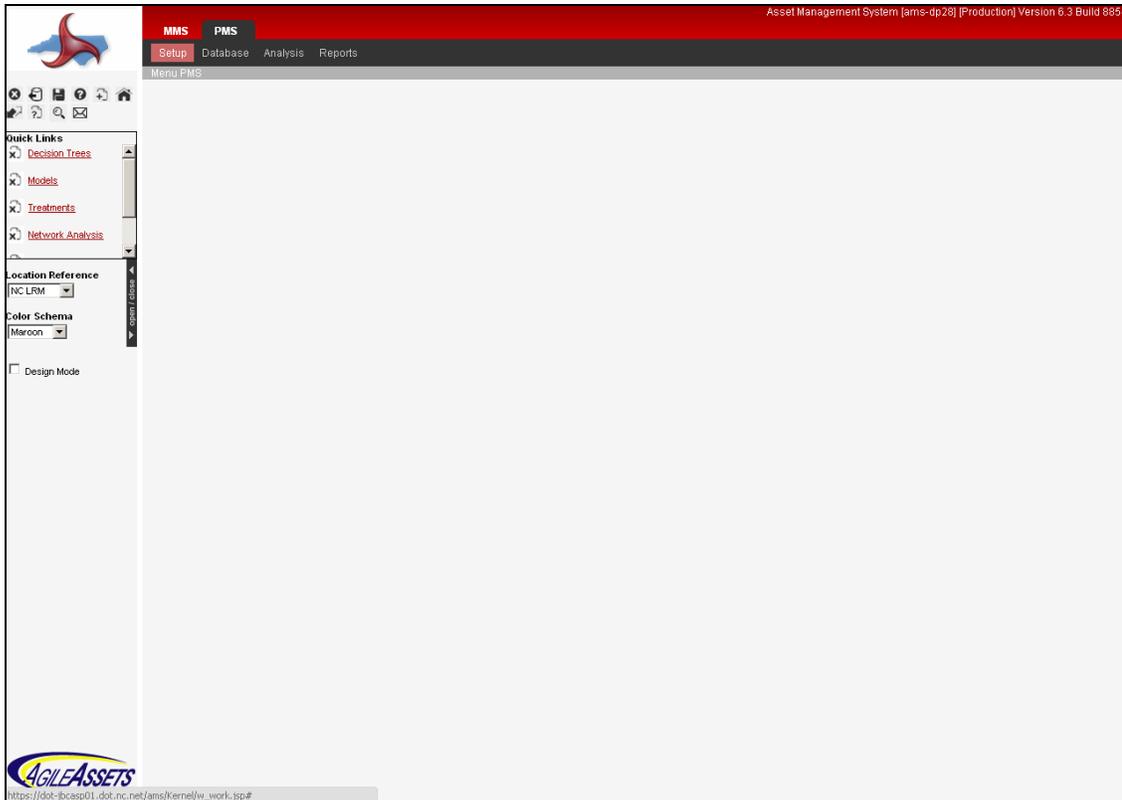
- Select the appropriate **department**
- Select the appropriate **security profile**
- Click “Submit”

Note: All field users will select “PMS Reporting Field User” or “MMS Mgnt – PMS Rept Field” as their security profile, but your Department will depend on your division, county, job title, etc...



Pavement Management Login Tutorial

A successful login will then yield the following page. See image below.



If you did not reach the home page (dashboard) of the AMS, please see the next section entitled “*Troubleshooting*” to solve the login problem.

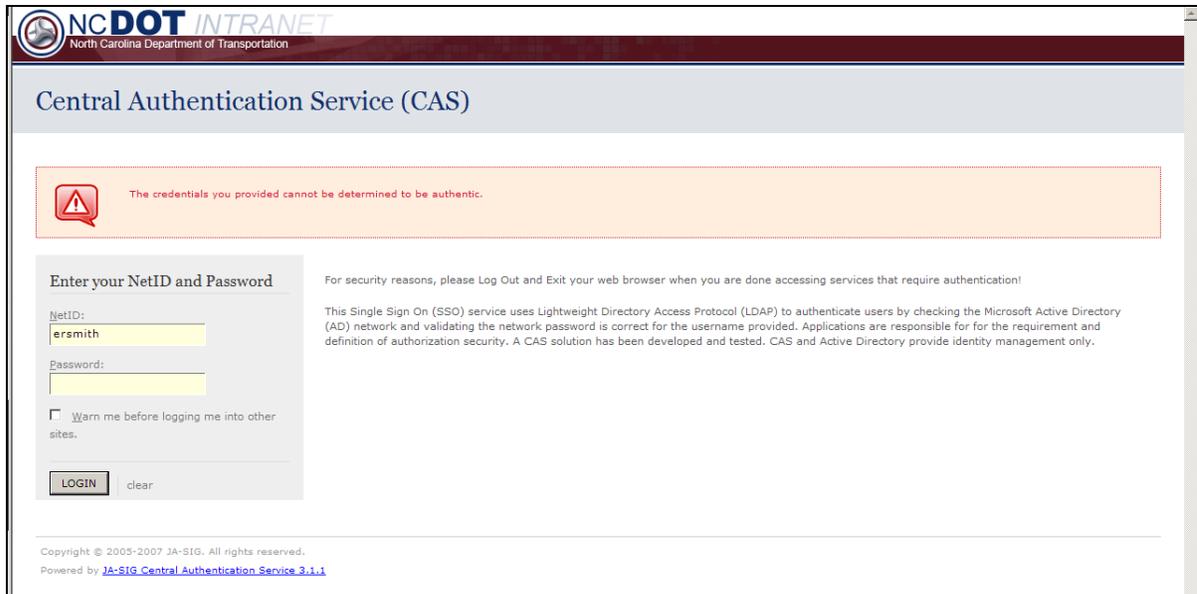
If you did reach this page but were unable to pull up any data, please verify that you logged into the correct Department and Security Profile and double check any filters you may setup previously.



Troubleshooting

PROBLEM

System returns a red screen error message when attempting to log into CAS. (See image below.)



POSSIBLE CAUSES

1. User mistyped their NetID or password.

Solution - Check to make sure “Caps Lock” is NOT on. Retype password.

2. Password is invalid or expired.

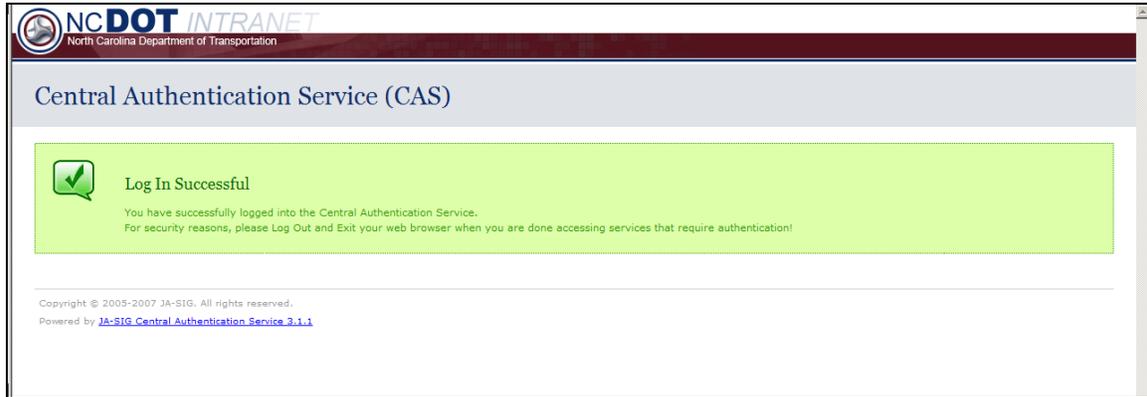
Solution - Contact the NCDOT Help Desk for a permanent password reset at **1-800-368-2778** or **1-919-861-3840** (Raleigh) or email at dothelp@ncdot.gov.



Pavement Management Login Tutorial

PROBLEM

User returns a green screen error message (see image below) when attempting to log into CAS.



POSSIBLE CAUSES

1. The AMS is down and no one can currently log in.

Solution - If you know you have an account, waiting for a while and trying to login later is the recommended course of action. If the problem persists, you will need to contact the DOT Help Desk and they will create a ticket with the AMS support team.

2. You have valid CAS credentials but do not have access to the AMS.

Solution - You will need to call the DOT Help Desk and they will create a ticket with the AMS support team.



Pavement Management Login Tutorial

The NCDOT Help Desk can be contacted at **1-800-368-2778** or **1-919-861-3840** (Raleigh) or emailed at dothelp@ncdot.gov.

If you are still having trouble, any of the following can be contacted for help:

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