

# Alaska DOT&PF Permitting Application Software

## Encroachment Permit Staff Training Guide

### Role: ROW Agent

This document is a desktop guide on how to operate the new Alaska DOT&PF Permitting Application Software for Encroachment Permits. It is specifically written for those acting in the role of Right-of-way Agent.

Access the DOT&PF employee portal:

<https://adotak.workflow.opengov.com>

Login with your State of Alaska email. You will not need to enter a password as we have Single Sign On access. If you have trouble signing in, please contact Kelly Summers at [Kelly.summers@alaska.gov](mailto:Kelly.summers@alaska.gov)

---

### WHERE THINGS ARE

#### *Inbox*

Upon login, you are directed to your Inbox.



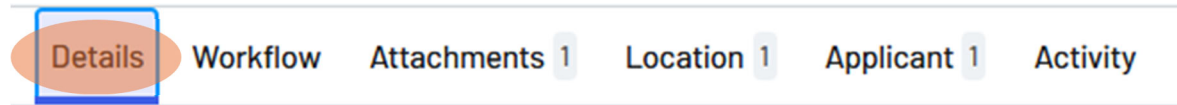
Here you see all the permit applications that are currently assigned to you.

Using the dropdowns located in the upper right-hand corner of the left side of the screen, the user may filter and sort the permits assigned to them by status (Active, Complete, On Hold, Reject, Inactive, or Skip), task (All Tasks, Approval, Payment, or Inspection), and due date (Oldest First or Newest First).

From your inbox, select the permit application you wish to review, and click “Open Task” in the upper right corner.

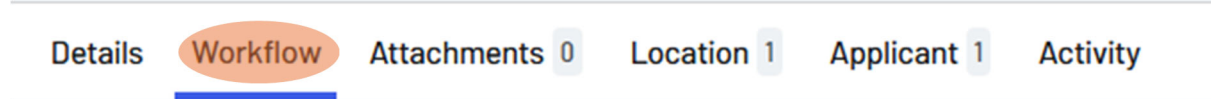
A blue rectangular button with the text 'Open Task' in white.

## Details Tab



The “Details” tab displays all the data entry fields associated with the encroachment permit application. This information is broken down into several sections. Additional information on each section is provided below under “**STEP 2: DOT&PF – Permit Application Review**”. Please note that which sections you see can vary with each permit application.

## Workflow Tab

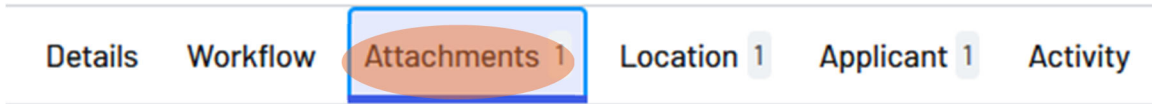


This tab displays the process steps associated with the permit (left side), and task-specific details (right side). The tasks listed will vary depending on the information entered into the system. The step color reflects the Record Status (Blue = Active, Green = Complete, Orange = On Hold, Red = Rejected, White = Inactive/Skipped).

Workflow Step	Step Name
1	DOT&PF – Assign Reviewers
2	DOT&PF – Permit Application Review
3	Permittee – Application Fee
4a	DOT&PF – Functional Group Technical Review
4b	DOT&PF – Functional Group Technical Review: Select Reviewers from among: Environmental, Highway Design, Maintenance & Operations, Planning, Right-of-way Property Management, Traffic Safety, Utilities (functional groups can be added or deleted as needed)
5a	DOT&PF – Economic Rent Valuation
5b	DOT&PF – Appraisal
6	DOT&PF – Consolidate Comments
7a	DOT&PF – Draft Short Permit for Review
7b	DOT&PF – Draft Long Permit for Review
8	DOT&PF – Regional Right-of-Way Chief Review
9	DOT&PF – Request Permittee Signature
10a	Permittee – Signature
10b	DOT&PF – Generate Complete Short Permit
10c	DOT&PF – Generate Complete Long Permit

11	DOT&PF – Regional Right-of-Way Chief Signature/Execution
12a	DOT&PF – Generate Executed Short Permit
12b	DOT&PF – Generate Executed Long Permit
13	Permittee – Pay Economic Rent

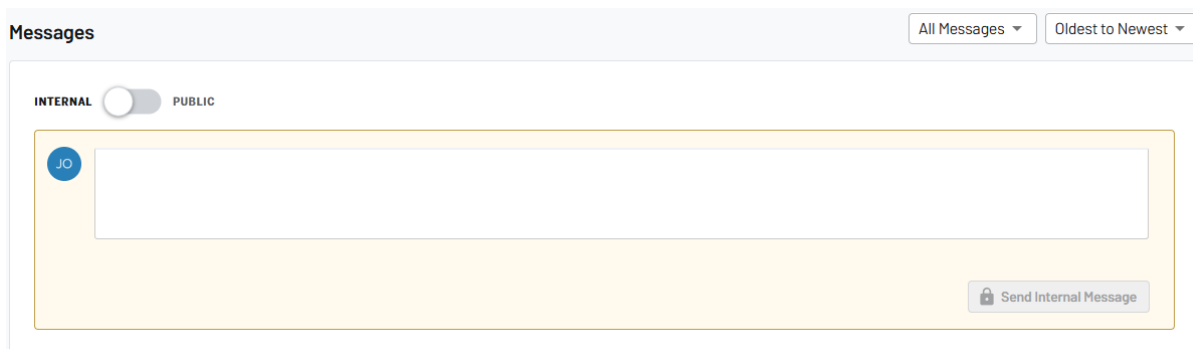
## Attachments Tab



This is where documents are uploaded by the applicant. A site plan and photos of Site (minimum of 3) are required to be uploaded by the applicant with all encroachment permit applications.

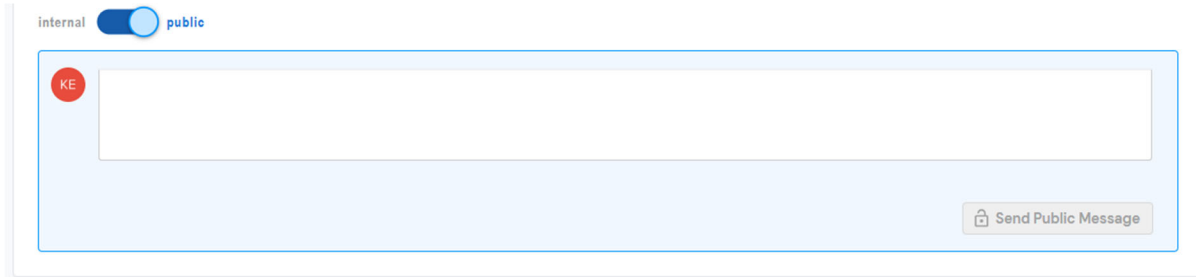
## HOW TO MESSAGE INTERNAL STAFF

At any step in the Workflow, you can send a message to internal staff. To do this, click the “Workflow” tab. On the right side of the screen, locate the message section and verify the toggle is on “Internal”. In the text box type “@name” (first name last name) and if that person has an account, their name will auto-fill. You can tag multiple individuals in each message. Type your message in the text box, then select “Send Internal Message”. The staff you tagged will receive an email prompting them to login to the permit application.



## HOW TO MESSAGE AN APPLICANT

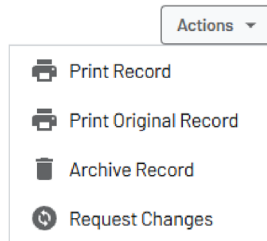
At any step in the Workflow, you can send a message to the applicant. To do this, click the “Workflow” tab. On the right side of the screen, locate the message section and switch the toggle from “Internal” to “Public”. Type your message in the text box, then select “Send Public Message”. The applicant will receive an email prompting them to login to their permit application.



---

## HOW TO REQUEST CHANGES FROM APPLICANT

When evaluating the permit application, if the reviewer needs the applicant to make changes, click the “Actions” drop-down menu in the upper right corner and select “Request Changes.”



There are 3 steps to request changes from the applicant: 1 – Select Form Fields, 2 – Select Attachments, and 3 – Confirm Request.

1 – *Select Form Fields*: This opens a screen with a checkbox next to each piece of applicant-submitted information. Select the box for any item that the applicant needs to change or clarify. A text box labeled Note to Applicant will appear—use this to specify what is required.

Once all necessary fields have been checked and notes entered (or if no changes are required), click Next in the bottom right corner.

2 – *Select Attachments*: This is the screen where you can request the applicant make changes to their submitted attachments. Click the box next to the attachment that needs clarification. A text box will open labeled “Note to Applicant” – in here, tell the applicant what is required. Once all fields that require clarification have been checked and notes entered to direct the applicant (or if no changes are required here), on the bottom right click “Next”.

3 – *Confirm Request*: This screen allows the agent to make an overall note to the applicant and shows the items selected from the previous 2 screens where changes are requested. Use the garbage can icon to remove any incorrectly selected items from this list. When all requested changes are correct, select “Confirm and Request Changes” on the bottom right of the screen.

In the upper left corner of the screen, next to the permit number, you will now see “Waiting on Changes”. The system sends an email to the applicant directing them to go to their permit application.

---

## WORKFLOW STEPS EXPLAINED

### STEP 1: DOT&PF – ASSIGN REVIEWERS

When permit applications arrive from the public facing portal, they are sent to the following emails:

- Central Region: [dot.cr.rowagents@alaska.gov](mailto:dot.cr.rowagents@alaska.gov)
- Northern Region: [dot.nr.rowagents@alaska.gov](mailto:dot.nr.rowagents@alaska.gov)
- Southcoast Region: [dot.sr.rowagents@alaska.gov](mailto:dot.sr.rowagents@alaska.gov)

In this step the permit applications are received by regional DOT&PF staff and assigned to Right-of-Way Agents.

---

### STEP 2: DOT&PF – Permit Application Review

This step should already be assigned to you upon opening the permit application. The agent begins by downloading the attachments that were submitted by the applicant under the “Attachments” tab. Then they must verify the information submitted by the applicant under the “Details” tab. The “Details” tab displays all the data entry fields associated with the encroachment permit application. Some of these data entry fields were entered by the applicant, and some are entered by the agent. The fields that the agent is expected to enter are identified by a padlock icon. The information is broken down into several sections which have been outlined below. Please note that which sections you see can vary with each permit application. Required data entry fields are denoted with an asterisk icon. All sections are explained below:

1. *Internal Use*: For Agents to input information as determined by the application.
2. *Short Form*: For Agents to indicate short form information for the permit.
3. *Long Form*: For Agents to indicate long form information for the permit.
4. *Call Log*: The Call Log for Agent use.
5. *Permit Signature*: The permittee signature.
6. *Applicant Information*: This is the information submitted by the applicant.
7. *General Information*: Continues information submitted by the applicant.

8. *Application/Renewal For Encroachment Permit*: Continues information submitted by the applicant.
9. *Instructions And Other Information*: General instruction to the applicant.
10. *Acknowledgement*: Applicant's signature and what they agreed to upon submission.
11. *Electronic Signature*: The agent requests the applicant sign the permit electronically after the Regional ROW Chief has approved the draft permit.

To add or modify information in a section, click "Edit" in the upper right corner of that section. Once your changes are complete, click "Save" to update the section. The user will be prompted to fill all required entry points before the information can be saved.

To request changes from the applicant, if required, see the instructions above "**HOW TO REQUEST CHANGES FROM APPLICANT**". Complete sections 1 through 4 described above where agent input is required.

**IMPORTANT:** The agent **MUST** assign the Functional Group Reviewers in the next workflow step **BEFORE** they continue in the workflow.

Assign the next step "DOT&PF – Functional Group Technical Review" yourself by clicking on the silhouette and selecting "assign to me".

Determine which, if any, functional groups need to review or comment on the permit application and assign the functional group step to a individual within that functional group by clicking the silhouette and typing the person's name (format is first name last name). Select their name from the list to assign that step to them. Assign the remaining functional group steps to individuals within that group in the same fashion.

If there are functional groups in the workflow that you wish to delete: select "Edit Workflow" on the top of the workflow list, then select the trash can icon to delete the functional group that you do not need. Select "Save Changes", on the warning pop-up select "Save Changes" once you verify that your selections are correct. The workflow will update to delete the removed functional groups.

If you need to add a functional group to your workflow: select "Edit Workflow" on the top of the workflow list, then at the bottom of the functional group list select "Add Step". Select "Approval" as the type of step you want to add. For "Step Name", scroll to the bottom of the list and select "Add New" then type in the name of the functional group that you need review from. Under "Add Assignee" type the reviewer's name within that functional group that you need review comments from, select their name from the list. Make "Step Status" Active. Click "Add Step". Select "Save Changes" at the top of the workflow. The workflow will update to show the new functional group.

The functional groups that automatically appeared already have a due date of 14 days after activation. If you added any functional groups, assign them a due date by clicking on their workflow step then selecting "Add" under Due Date located just right of center screen. Select a date 2 weeks out. This will send you (the agent) a reminder that 2 weeks have elapsed since you asked the functional group to review; at that time you can send a friendly reminder for them to submit their comments. See "**HOW TO MESSAGE INTERNAL STAFF**" above.

When your development of the permit is complete and you have assigned the Functional Group Reviewers, click on the "Workflow" tab, then click the workflow step "DOT&PF – Permit Application Review". To complete this workflow step – on the bottom right corner of the screen, click "Complete Step".

---

### **STEP 3: Permittee – Application Fee**

Immediately upon completion of the above step, the permittee is sent an email stating that the permit application fee is due.

At this time, each region is accepting payments differently. Please continue accepting payments as you did prior to implementation of this new Alaska DOT&PF Permitting Application Software. We will be working on a unified payment system in the future.

When payment is received from the applicant, if all fees were collected, click the “Pay All” button on the lower right of the screen. Click “Next” in the pop up box. Select “Cash”, then input the Payer Name and any Note if desired. Click “Pay Now”.

Alternatively, click the checkbox next to each fee type, then click “Pay Selected”, then “Next” in the pop up. Select “Cash”, then input the Payer Name and any Note if desired. Click “Pay Now”.

To complete this workflow step click “Complete & Proceed” on the bottom right of the screen. Click “Proceed” in the pop up window.

---

### **STEP 4a: DOT&PF – Functional Group Technical Review**

This step allows the Functional Group Technical Reviewers to send you their feedback on the permit application.

### **STEP 3b: DOT&PF – Functional Group Technical Review**

The functional groups will send you their comments via Internal Message on their workflow step then complete their step once their comments are submitted. The agent can see that a comment has been submitted by looking at the workflow step – a small text bubble will appear next to the reviewer’s name. Click on that workflow step to see the comment that was submitted.

When you have received responses from the functional groups, select your workflow step “**DOT&PF – Functional Group Technical Review**” and click “Complete Step” at the bottom right of the screen to proceed in the workflow.

---

### **STEP 5a: DOT&PF – Economic Rent Valuation (when required)**

Encroachment Permit – Alaska DOT&PF Permitting Application Software - ROW Agent Staff Training  
V4

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”. In this step Economic Rent Valuation is determined and entered under the “Details” tab “Short Form” section. This step appears when “Economic Rent” is selected under the “Details” tab, “Internal Use” section.

**STEP 5b: DOT&PF – Appraisal (when required)**

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”. In this step Appraisal is determined and entered under the “Details” tab “Short Form” section. This step appears when “Appraisal” is selected under the “Details” tab, “Internal Use” section.

---

**STEP 6: DOT&PF – Consolidate Comments**

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”. In this step, the agent makes any required changes to the permit based on the comments received from the Functional Group Technical Reviewers. Make any required changes to the permit. After saving all edits, go to the “Workflow” tab, select this workflow step and click “Complete Step” in the lower-right corner.

---

**STEP 7a: DOT&PF – Draft Short Permit for Review**

**STEP 7b: DOT&PF – Draft Long Permit for Review**

Immediately upon completion of step 6 above, the system creates a draft of the Encroachment Permit. This draft is automatically sent to the applicant. Check the draft for accuracy. If changes are required, make them then click on this step and “Reissue”, then “Confirm” on the pop-up. An updated draft of the permit is automatically sent to the applicant. When you are satisfied that the draft permit is ready for review by the Regional Right-of-Way Chief, proceed to the next step in the workflow (no need to “complete step”).

---

**STEP 8: DOT&PF – Regional Right-of-Way Chief Review**

When the draft permit is ready for review by the Regional Right-of-Way Chief, assign this step to them by clicking on the silhouette and typing in their name (format is first name last name) and select them from the list.

The Regional Right-of-Way Chief reviews the draft permit. If that person requires changes, they will message you through the system as described above under “**HOW TO MESSAGE INTERNAL STAFF**”. The agent will update the permit based on review from the Regional Right-of-Way Chief. Once the changes are complete, click on the workflow step “DOT&PF – Draft Short or Long Permit for Review” then click

“Reissue” on the right side of the screen, on the pop-up click “Confirm”. The draft permit is immediately reissued and sent to the applicant. Click on the workflow step “DOT&PF – Regional Right-of-Way Chief Review” and send an Internal Message the Regional Right-of-Way Chief that the draft permit has been updated and is once again ready for their review. If they approve the draft permit, they will complete the step.

---

### **STEP 9: DOT&PF – Request Permittee Signature**

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”. In this step the agent requests that the permittee electronically sign the permit.

Under the “Details” tab, scroll down to “Signature”. Select “Edit”. Check the box “Check when electronic signature is needed”. Click “Save”.

Go to the “Actions” pull down in the upper right corner of the screen and select “Request Changes”. Scroll to the bottom of the screen to “Electronic Signature” and select all 3 boxes: “Permittee Signature”, “Title”, and “Today’s Date”. Type a note to the applicant in the text box that appears requesting that they electronically sign and date their permit. Click “Next” in the bottom right corner of the screen. Click “Next” again, since no changes are being requested regarding attachments. On the next screen, you can type an overall note to the applicant if desired. Verify that the selected form fields are correct, then select “Confirm and Request Changes” in the bottom right of the screen. An email will be sent to the applicant requesting the changes. Click “Complete Step” in the lower right corner to proceed in the workflow.

---

### **STEP 10: Permittee – Signature**

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”. You will receive an email notification when the permittee has electronically signed the permit. Click on the link in the email to verify their electronic signature is there. To complete this workflow step – on the bottom right corner of the screen, click “Complete Step”.

---

### **STEP 11a: DOT&PF – Generate Complete Short Permit**

### **STEP 11b: DOT&PF – Generate Complete Long Permit**

Immediately upon completion of the prior step, an updated permit is created that has the permittee signature. A copy is automatically sent to the applicant. Review the draft permit. When the draft permit is ready for signature by the Regional ROW Chief, assign the next step (“**DOT&PF – Regional Right-of-Way Chief Signature/Execution**”) to them by clicking on the silhouette and typing in their name (format is first name last name) and select them from the list.

---

**STEP 12: DOT&PF – Regional Right-of-Way Chief Signature/Execution**

In this step the Regional ROW Chief signs the permit. If the Regional ROW Chief requests changes, the process is similar to that explained above in “**STEP 8: DOT&PF – Regional Right-of-Way Chief Review**”. Once the Regional ROW Chief signs the permit, they complete this step.

---

**STEP 13a: DOT&PF – Generate Executed Short Permit**

**STEP 13b: DOT&PF – Generate Executed Long Permit**

Immediately upon completion of the prior step, a fully executed permit will automatically be sent to the applicant.

---

**STEP 14: Permittee – Pay Economic Rent**

Immediately upon completion of the prior step, an email will automatically be sent to the applicant requesting payment of Economic Rent. The permit is not valid until this Economic Rent payment is received. See above “**STEP 3: Permittee – Application Fee**” for instructions on collecting payments.

---