Alaska DOT&PF Permitting Application Software

Utility Permit Staff Training Guide

Role: Utility Permit Writer

This document is a desktop guide on how to operate the new Alaska DOT&PF Permitting Application Software for Utility Permits. It is specifically written for those acting in the role of Utility Permit Writer.

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

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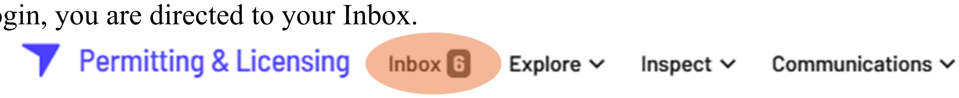
WHERE THINGS ARE

Inbox

Upon login, you are directed to your Inbox.

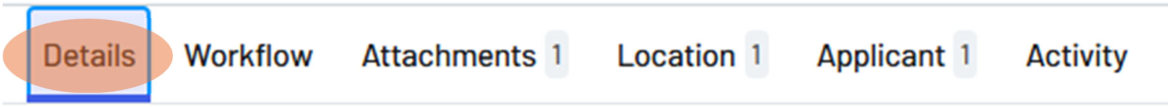


Here you see all the permit applications that are currently assigned to you.

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).

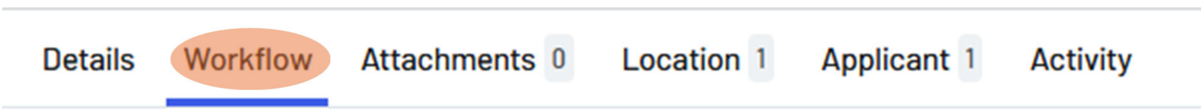
From your inbox, select the permit you wish to review, and click "Open Task" in the upper right corner.

Details Tab



The "Details" tab displays all the data entry fields associated with the utility 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 step-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
3a	DOT&PF – Functional Group Technical Review
3b	DOT&PF - Produce Draft Permit for Aviation Leasing Review (only when on airport property)
3c	DOT&PF – Functional Group Technical Review: Select Reviewers from among: Aviation Leasing (only when on airport property), Environmental, Highway Design, Maintenance & Operations, Planning, Right-of-way Property Management, Traffic Safety (functional groups can be added or deleted as needed)
4	DOT&PF – Address Technical Comments
5	DOT&PF – Draft Permit for Review
6	DOT&PF – Regional Utility Engineer or Utility Lead Review
7	DOT&PF – Reimbursable Utility Inspection Agreement (when required)
8	DOT&PF – Request Permittee Signature
9a	Utility – Signature
9b	Utility – Permit Fee
10	DOT&PF – Updated Draft Permit for Final Review
11	DOT&PF – Regional Utility Engineer Signature/Execution
12a	DOT&PF – Fully Executed Utility Permit

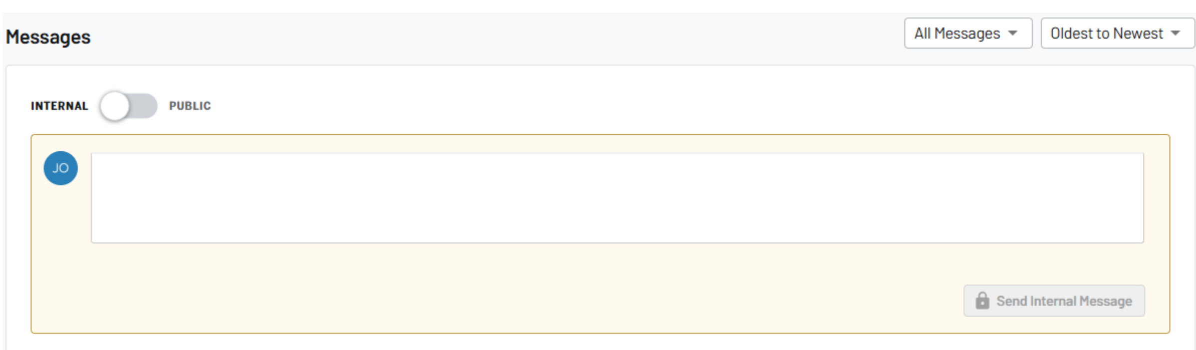
12b	DOT&PF – Waiver of Sovereign Immunity (when required)
13a	Utility – Construction Notification
13b	DOT&PF – Assign Inspectors (when required)
14a	DOT&PF – Construction Inspection(s) (when required)
14b	DOT&PF – Amendment Review/Execution (when required)
15	Utility – Amendment Fee (when required)

Attachments Tab

This is where documents are uploaded by the applicant. A Design Drawing is required to be uploaded by the applicant with all permit applications.

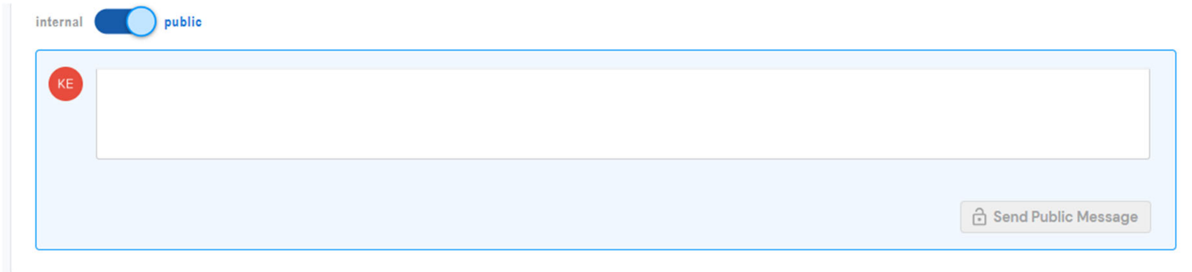
HOW TO MESSAGE INTERNAL STAFF

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.



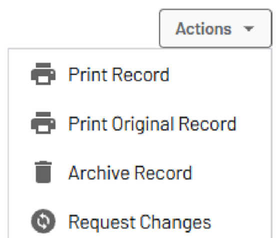
HOW TO MESSAGE AN APPLICANT

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 permit writer 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 utility companies, they are sent to the following emails:

- Central Region: **cr.utilitypermits@alaska.gov**.
- Northern Region: **dot.nr.util@alaska.gov**.
- Southcoast Region: **dot.sr.utilitypermits@alaska.gov**.

In this step the permit applications are received by regional DOT&PF staff and assigned to permit writers. This workflow step is completed by regional administrative staff.

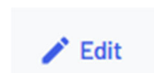
STEP 2: DOT&PF – Permit Application Review

The permit writer 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 utility permit application. Some of these data entry fields were entered by the applicant, and some are entered by the permit writer. The fields that the permit writer 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. *Contact & Company Information*: This is information the utility company entered.
2. *Application*: This is information the utility company entered. The permit writer must fill in the Route ID, Mile Point Start and can fill in Mile Point Stop if desired. The permit writer indicates Reimbursement Eligibility by selecting the correct checkbox. The permit writer checks the Amendment Required checkbox if applicable.
3. *Electrical and Communications Facilities*: This is information the utility company entered.
4. *Pipe Carriers*: This is information the utility company entered.
5. *Structures*: This is information the utility company entered.

6. *Additional Questions*: This is information the utility company entered. Here is where the permit writer indicates if Permit Inspections are required, and if a Reimbursable Utility Inspection Agreement (RUIA) is required.
7. *Permit Fee Calculation*: The permit writer inputs fee information.
8. *Lane Closure Permit* – **Not in Use:** This section has been inserted to accommodate future system developments.
9. *Special Provisions*: The permit writer selects which Utility Permit Special Provisions are needed in the permit.
10. *Acknowledgement*: The utility company's signed acceptance to abide by the terms and conditions stipulated by the utility permit, agreement to comply with all applicable laws and regulations
11. *Electronic Signature*: The permit writer requests the utility company sign the permit electronically after the Regional Utility Engineer has approved the draft permit.
12. *Permit Construction*: The permit writer indicates whether Permit Amendments are required and if Permit Inspections are required.
13. *Permit Inspection*: The permit writer inputs the Inspection Date and uploads the Inspection Report.
14. *Amendment Review/Execution*: The permit writer uploads Utility Amendment Request, indicates Amendment Type and Fee Amount, then uploads the Finalized Amendment.

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 data entry fields 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 9 described above where permit writer input is required.

IMPORTANT: You MUST assign the Functional Group Reviewers in the next workflow step BEFORE you continue in the workflow.

Assign the next step "**DOT&PF – Functional Group Technical Review**" to 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 an 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" Inactive. 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 permit writer) 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 3a: 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 – Produce Draft Permit for Aviation Leasing Review (only when on airport property)

This step produces a draft permit for use in Aviation Leasing's Lease Application Review Committee (LARC) Review. Here the applicant's and DOT&PF's information is integrated into the *Draft* template for review. If changes are made after initial production, click "Reissue" to generate an updated permit with all modifications. The updated Draft Utility Permit is automatically sent to the applicant.

STEP 3c: 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 permit writer 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 all the functional groups, select the 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 4: DOT&PF – Address Technical Comments

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”:

In this step, the permit writer 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 5: DOT&PF – Draft Permit for Review

Immediately upon completion of the prior step, the system creates a draft of the Utility 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 in the workflow and “Reissue”, then “Confirm” on the pop-up. An updated draft of the permit is automatically sent to the permittee. When you are satisfied that the permit is ready for internal review proceed to the next step in the workflow (no need to “complete step”).

STEP 6: DOT&PF – Regional Utility Engineer or Utility Lead Review

When the draft permit is ready for review by the Regional Utility Engineer or Utility Lead, 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 Utility Engineer 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 permit writer will update the permit based on review from the Regional Utility Engineer. Once the changes are complete, click on the workflow step “**DOT&PF – Draft 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 Utility Engineer Review**” and send an Internal Message the Regional Utility Engineer 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 7: UTILITY – REIMBURSABLE UTILITY INSPECTION AGREEMENT (when required)

Assign this step to yourself by clicking on the silhouette and selecting “assign to me”:

If inspection work is performed by a contract inspector, a Reimbursable Utility Inspection Agreement will be required. Complete this workflow step by clicking “Complete Step” on the bottom right corner of the screen.

STEP 8: DOT&PF – Request Permittee Signature

Assign this step to yourself by clicking on the silhouette and selecting "assign to me".

In this step the permit writer requests that the utility electronically sign the permit.

Under the "Details" tab, scroll down to "Acknowledgement". 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.

Immediately upon completion of this step, the applicant will receive an email stating that payment is due.

STEP 9a: UTILTY – 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 9b: UTILTY – Permit Fee

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. For now, select "Cash", then input any Payer Name and any Note if desired. Click "Pay Now".

If authorized under the “Details” tab, the permit fee can be waived. If this is the case, a “Waive” button is available for selection.

To complete this workflow step click “Complete & Proceed” on the bottom right of the screen.

STEP 10: DOT&PF – Updated Draft Permit for Final Review

Immediately upon completion of the prior step, an updated permit is created that has the utility representative signature. A copy is automatically sent to the applicant. Review the draft permit. When the draft permit is ready for signature by the Regional Utility Engineer, assign the next step (“**DOT&PF – Regional Utility Engineer 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 11: DOT&PF – Regional Utility Engineer Signature/Execution

In this step the Regional Utility Engineer signs the permit. If the Regional Utility Engineer requests changes, the process is similar to that explained above in “**STEP 6: DOT&PF – Regional Utility Engineer or Utility Lead Review”**. Once the Regional Utility Engineer signs the permit, they complete this step.

STEP 12a: DOT&PF – Fully Executed Utility Permit

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

STEP 12b: DOT&PF – Waiver of Sovereign Immunity (when required)

Immediately upon completion of the prior step, but only if the utility is Tribally owned, the Waiver of Sovereign Immunity will automatically be sent to the applicant.

STEP 13a: UTILITY – Construction Notification

In this step the utility company notifies DOT&PF that construction is beginning. When the Utility Company tells you the date, make note of it in the “Messages” text box with the toggle set to “Internal”. Once you have sent this message, click on the “Complete Step” button on the bottom right of the screen.

STEP 13b: DOT&PF – Assign Inspectors (when required)

Under “Messages” make sure the toggle is set to “Internal” and tag DOT&PF utility construction staff as described above under “**HOW TO MESSAGE INTERNAL STAFF**”. Type a message to them in the text box and select “Send Internal Message”. Once you have sent this message, click on the “Complete Step” button on the bottom right of the screen.

STEP 14a: DOT&PF – Construction Inspection(s) (when required)

In this step the utility company notifies DOT&PF that construction has been completed. When the Utility Company tells you the date of completion, make note of it in the “Messages” text box with the toggle set to “Internal”. Once you have sent this message, click on the “Complete Step” button on the bottom right of the screen.

STEP 14b: DOT&PF – Amendment Review/Execution (when required)

When Permit Amendments are required, under “Details” upload the Permit Amendment to “Utility Amendment Request”, select “Amendment Type”, enter “Fee Amount” and upload the “Finalized Amendment”. Click “Edit” to make changes, then “Save. Click “Workflow” then “Complete Step” at bottom right.

STEP 15: UTILITY – Amendment Fee (when required)

As soon as the previous step is completed, the system automatically sends the applicant a notice that payment is due. See instructions above “**STEP 9b: UTILTY – Permit Fee**” and complete this step in the same way.
