RTS — Request Tracking System

User Guide for GDOT External Users

Georgia Department of Transportation (GDOT)
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1 Request Tracking System – RTS

RTS (Request Tracking System) V1.00.00 will allow users to submit and track Procurement Requisition Forms (PRF) pertaining to Engineering Design related Contracts.

This site is best viewed using current browser version of Google Chrome.

1.1 Vendor’s Login Screen

Navigate to the RTS external site via link:  https://rts.dot.ga.gov

OR

RTS Email Notification received from RTSAdministrator@dot.ga.gov.

Click the link to access to RTS (Request Tracking System) Application.
1. **Click** on the Application URL or on the Link provided in the RTS email notification to navigate to the RTS login screen.
2. **Enter** your **email address** (you need to use the same email address where you received task assignment notification from RTS Application (**RTSAdministrator@dot.ga.gov**)).
3. **Click on Send Verification Code** button.
4. **You will receive email** with the **verification code** from **RTSAdministrator@dot.ga.gov**.

Sample screen shot:

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5. **Enter the verification code** received in the email.
6. **Click on Login.**

**RTS Vendor Login Screen:**

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1.2 **User Interface**

From the **Menu Bar** located on the homepage, vendors can navigate the assigned tasks in RTS application.

**NOTE:** **WorkQueue Tabs** located on the homepage, help you navigate the assigned tasks and also help you revisit the already approved tasks.
1.3 Manage Profile

Manage Profile will allow you to update your contact information that will help GDOT communicate better whether to send any notifications regarding PRF forms.
2 GDOT Solution Center

2.1 Questions & Comments

Should you have any questions or concerns, please contact the following:

GDOT Solution Center Email: SolutionsCenter@dot.ga.gov

GDOT Solution Center Phone: 404-631-1220

DO NOT forget to include the following, while submitting the ticket to Solutions Center.

PRF Number:

Issue Descriptions / Screen shots: