User Registration – Request GDOT Network User Account

Manual
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User registration is an identity management process which is used to setup and manage user accounts with the appropriate permissions.

This manual introduces:

- ✔ How to request a new GDOT network user account.
- ✔ Approval process.
- ✔ Initial login process.
- ✔ Account maintenance.
- ✔ How to access help including frequently asked questions and troubleshooting.

**How to Use this Manual**

This manual is divided into seven chapters. Each chapter focuses on several key topics, each of which are broken down into easy-to-follow concepts.

Throughout the manual, you will see callouts that contain notes, pro tips, and important information to help you use the Request GDOT Network User Account efficiently and boost productivity. Look out for these callouts to quickly become a super user!
Submission Process

The Registration Form is located on the GDOT External website.

1. Go to the GDOT External Website (www.dot.ga.gov).
2. Navigate to Business & Government.
3. Then to Doing Business.
4. Finally, to User Account Registration (https://services.dot.ga.gov/userregistration).

![Image of GDOT website navigation]

Submission Process
Enter all the information in the form. Notice that all fields with an asterisk denotes required information.

**User Information Section**

1. Enter **First Name**.
2. Enter **Last Name**.
3. Enter **User Email**.
4. Enter **Re-Confirm Email**.

**Organization Information**

1. Enter the user’s company in the **Organization** field.
2. Select **Search**.

If your organization name is not listed in the search results, please enter the term "**Not Listed**" in the Organization search tool and get the result. Then select the Organization ***** NOT LISTED ***** from the search result grid. For any other questions or if you believe that your organization needs to be listed because you are currently doing business with GDOT, please click [here to send an email](#). Please include your contact information and specific company information in the email body, and we will contact you to get further information to help resolve the issue.
3. Select the user’s company name.
4. If necessary, use the navigation buttons to locate the user’s company in the other search result pages.

When the organization is not listed, you have two options:

**Use Not Listed as the Organization Name**

a. If you are unable to locate the company for the user, enter **Not** **Listed** in the **Organization** field.

b. Select **Search**.

c. Select **NOTLISTED** from the searched results list.
Add the Organization Name to the list

a. For any other questions or if you believe that the organization needs to be listed because it is currently doing business with GDOT, please send an email to: ITUPSupport@dot.ga.gov

b. Enter Organization not in the Drop Down List for User Registration as the email subject line.

c. Please include your contact information and specific company information in the email body. The support team will contact you to help resolve the issue.

User Information

1. Enter Position.
2. Enter Address.
3. Enter Zip Code.
4. Enter City.
5. Select the State drop-down arrow.
6. Select the State from the list. You might need to scroll down to find the correct state.

The user’s contact info relates to work (WORK address, WORK phone and WORK email address).

7. Enter Work Phone.
8. Enter Cell Phone.

Note
9. Enter the name of the **GDOT POC** (Point of Contact).

   This is the person who is responsible for approving the request.

10. Select **GDOT POC** from the list.

11. Select **Account Type**:
   
   a. If the user only need access to externally published GDOT applications (CMIS, SiteManager) select **GDOT Vendor** option. A GDOT email address will not be provided.
   
   b. If the user is going to be working on-site (GDOT Premises) and need access to GDOT internal network resources (file shares, printers, email, etc.), select **GDOT Contractor** option. A GDOT email address will be provided.

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**Important**

If you do not see the GDOT POC in the drop-down list, contact the person you have been interacting with and ask who in their management should receive the request. Make sure the GDOT POC is expecting this submission.

**Important**

It is **very** important that the user’s contact information is correct and remembered. The GDOT Solutions Center cannot help without properly verifying identity first. Also, any account notifications will be emailed to the registered account.
12. If needed, select the Equipment Needed checkbox.
13. Enter Equipment Description.

Note

List of required GDOT equipment, if any (laptop/tablet, extra monitors, mobile phone, etc.) Applies to GDOT Contractors only.

Application Access
1. Select the checkbox for all the applications you are requesting access.
2. Enter a Reason for Access including the role for each application.
3. If necessary, use the arrows at the bottom left to navigate to the next page.
4. Select the checkbox for all the applications you are requesting access.

5. Enter a **Reason for Access**.

6. Select the checkbox for **I'm not a robot**.

7. Select, read, and check the box for the information shown in the link **I have read and understand the terms and conditions documented in “8068-1a-GDOT Non-Disclosure / Confidentiality Agreement”**.

8. Select **Submit Registration Form**.

Upon successful submission of your request, please check-in with your GDOT POC on the submission status. Recommended after two business days.
Approval Process

After the GDOT POC has approved the request, the system will automatically send two separate emails to the approved user’s personal email address:

First Email contains the following:

- Newly created GDOT user account ID.
- Link to Log In Screen
- Statement informing user that password will arrive in a separate email

```
From: <noreply@dot.ga.gov>
Date: Mon, Jan 31, 2022 at 9:54 AM
Subject: GDOT User Account
To: ExternalUser@Somewhere.com

FirstName LastName,

Your GDOT account has been successfully created. Below is your login username. You will receive your temporary password in a separate email.

GDOT-AD\C####

Begin by accessing the GDOT website at http://mygdot.dot.ga.gov

Enter the UserID from the email followed by which copy and paste the password from the email (which you will receive in a separate email) for successful log in
```

Second Email contains the Temporary Password.

```
From: <noreply@dot.ga.gov>
Date: Mon, Jan 31, 2022 at 9:54 AM
Subject: GDOT User Account
To: ExternalUser@Somewhere.com

FirstName LastName,

Below is your password.

TempPasswordHere

To reset your password, please contact SolutionsCenter@dot.ga.gov or 404-631-1220
```
Application Access Request

Upon the GDOT POC’s approval of your network account, the system will initiate an additional approval process to the respective application administrators towards granting you access to the requested applications.

Contact your GDOT POC regarding application approval status.

Note

The emailed account notification confirms GDOT access only. It does NOT mean that GDOT application access has been granted.
Initial Login Process

Upon first login to the GDOT website (http://mygdot.dot.ga.gov), the user will be required to change the temporary password.

The new password requirements are listed below:

1. Minimum of 8 characters, containing at least three of the four following categories:
   - Capital letters
   - Lowercase letters
   - Numbers
   - Special characters
2. Cannot contain any part of the username
3. Cannot be one of your last 24 passwords used

The Password must be changed every 30 days.

Note
Account Maintenance

GDOT accounts must be logged into at least once every 30 days to avoid any negative actions on your account. All accounts are monitored for recent logon activity. Various actions will be taken based on the user’s last login date (see below). User will be notified via email of all pending actions regarding their account.

Account Inactivity Rules

1. **No logins for 45 days:**
   The user will receive email notices that the account will be disabled if no activity is logged after 60 days. At this point, the user is able to reset their password via GDOT’s Password Reset Portal (https://pwupdate.dot.ga.gov).

2. **No login for 60 to 74 days:**
   The account is automatically disabled. The user will receive notices that the account will be deleted after 75 days of inactivity. At this point, the user’s account has been disabled and they will be required to contact GDOT’s Solutions Center for assistance (see Support Contact Information).

3. **No login for 75 days:**
   The account is automatically deleted without any further notification. At this point, the user will be unable to recover their GDOT user account. The user will be required to coordinate with their GDOT POC and resubmit a new User registration request.
Help

Frequently Asked Questions (FAQ)

1. **Who is the GDOT POC?**
   A: The “POC” which stands for point of contact, is the GDOT person that will approve the request. If you do not see the GDOT POC in the drop-down list, contact the person you have been interacting with and ask who in their management should receive the request.

2. **How do I know which account type (Vendor or Contractor) to select?**
   A: Refer to User Information section in this manual.

3. **How do I know my network account has been approved?**
   A: The system will automatically send two separate emails to the approved user’s registered email. Refer to Approved User section in the manual.

4. **What do I do if I forgot my password and/or username?**

5. **How do I add my firm into the organization list?**
   A: Send an email to [CashDisbursement@dot.ga.gov](mailto:CashDisbursement@dot.ga.gov)

6. **Does my account approval automatically grant me access to the requested applications?**
   A: No, it initiates the application access approval process. Please check-in with your POC.
User Registration – Request GDOT Network User Account

Troubleshooting
Cannot Login

Your last login has been more than 30 days. Refer to the Account Maintenance section for further instructions.

Reset/Change Password or Update Contact Information

Contractors visit https://pwupdate.dot.ga.gov

Vendor will select the link below and follow the select path to reset/change password or update contact information

http://www.dot.ga.gov/PS/Business/vendorpasswordreset

Vendor Password Reset

To assist Vendor account users in the password update process, GDOT has implemented a new system for use. Vendor Password Reset allows you reset or change your password at any time through its self-service platform. You can even unlock your account when it becomes locked out.

GDOT passwords must meet the following minimum requirements:
1. Not contain the user’s account name or parts of the user’s full name that exceed two consecutive characters
2. Be at least 8 characters in length
3. Contain characters from three of the following four categories:
   a. English uppercase characters (A through Z)
   b. English lowercase characters (a through z)
   c. Digits 0 through 9
   d. Non-alphabetic characters (for example, !, $, #, %)
4. Complexity requirements are enforced when passwords are changed or created.
5. You cannot re-use any of your last 24 passwords.

If incorrect credentials are used to attempt to login more than three times, the account will be locked. Please call the GDOT Solutions Center to have your account unlocked Monday through Friday, from 7am to 5pm 404-651-1220 or 1-855-651-5016 or by emailing SolutionsCenter@dot.ga.gov.

Reset My Password
Reset forgotten password or unlock account.

Change My Password
I know my password, but need to change it.

If you need to update the email address associated with your Vendor account, please click the login screenshot below and follow the prompts.

Login
Login to change the email address associated with your account.
Domain
Georgia Department of Transportation - External Users
Username *

Password *

Login
Cannot Connect to GDOT Resource (Applications, etc.)
Contact GDOT Solutions Center. Refer to the Support Contact Information section below.

Security/State Policy

- Each GDOT Account is for individual use only. Login information should not be shared among multiple people at a company.
- GDOT Accounts are not transferrable. If a user leaves the company, a new account must be created for their replacement.
- Any misuse detected by an account is the responsibility of the registered account owner.

Support Contact Information
If you need further assistance, please contact the Solutions Center.

- **Hours** - Monday to Friday, 7:00 AM–5:00 PM excluding State Holidays
- **Phone** - (404) 631-1220
- **E-mail** - solutionscenter@dot.ga.gov

Please have the GDOT username and/or registered work e-mail address associated with the account when you contact the Solutions Center.

Note