

# Request GDOT Network Account Process

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# Request GDOT Network Account Process

## Submission Process

- From GDOT External Website (<http://www.dot.ga.gov>) navigate to the following path

**Business & Government -> Doing Business -> [User Account Registration](#)**

### Registration Form

**User Information Section**

First Name *	<input type="text"/>	User Email *	<input type="text"/>
Last Name *	<input type="text"/>	Re-Confirm Email *	<input type="text"/>

**Organization Information** [?](#)

Organization \*

The Organization selected does not have to match the address the individual works at, but rather the correct organization.

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.

ID	Organization	Address	City	ST	ZIP	Alternative Names
No records to display.						

Displaying items 0 - 0 of 0


**User Information** [?](#)

Position *	<input type="text"/>	GDOT POC *	<input type="text"/>
Address *	<input type="text"/>	Select Account Type *	<input type="radio"/> GDOT Vendor <input type="radio"/> GDOT Contractor
Zip Code *	<input type="text"/>	Equipment Needed	<input type="checkbox"/>
City *	<input type="text"/>	Equipment Description	<input type="text"/>
State *	<input type="text" value="Select State"/>		
Work Phone *	<input type="text"/>		
Cell Phone	<input type="text"/>		

**Application Access** [?](#)

Application Name	Reason For Access *	
AASHTOWare Project Construction Administration (CAS)	<input type="text"/>	<input type="checkbox"/>
AASHTOWare Project Cost Estimation (CES)	<input type="text"/>	<input type="checkbox"/>
AASHTOWare Project Preconstruction	<input type="text"/>	<input type="checkbox"/>
AASHTOWare Project SiteManager Construction	<input type="text"/>	<input type="checkbox"/>
AASHTOWare Project SiteManager Materials	<input type="text"/>	<input type="checkbox"/>
Aviation System Manager	<input type="text"/>	<input type="checkbox"/>
CMIS (Consultant Management Information System)	<input type="text"/>	<input type="checkbox"/>
Georgia Asset Management System (GAMS) Bridge	<input type="text"/>	<input type="checkbox"/>
Georgia Asset Management System (GAMS) Fleet	<input type="text"/>	<input type="checkbox"/>
Georgia Asset Management System (GAMS) Maintenance	<input type="text"/>	<input type="checkbox"/>

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I'm not a robot  [Privacy - Terms](#)

[I have read and understand the terms and conditions documented in "8068-1a- GDOT Non Disclosure / Confidentiality Agreement"](#)

# Request GDOT Network Account Process

- Record/Complete the required information against the User Registration form in the User Information section.
  - a. User's contact info (name, WORK address, WORK phone, WORK email address)
  - b. **Account Type (Vendor or Contractor)**
    - If you only need access to externally published GDOT applications (CMIS, SiteManager) select **GDOT Vendor** option. A GDOT email address will **not** be provided.
    - If you are 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.

NOTE: It is **VERY** important that the user's contact information is correct and remembered. The GDOT Solutions Center cannot provide assistance without properly verifying identity first. Also, any account notifications will be emailed to the registered account.

- c. GDOT Point of Contact (POC) name

The "POC" 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.

- d. List of required GDOT equipment, if any (laptop/tablet, extra monitors, mobile phone, etc.) (Applies to GDOT Contractors only)
- e. List of GDOT applications the user will need access to and state the reason and role for each application.
- f. Ensure all the required fields including ReCaptcha and Non-Disclosure Agreement checkboxes are completed.

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

# Request GDOT Network Account Process

## Approval Process

- Upon successful submission, the GDOT POC receives an automated email notification. POC approves account creation request.
- The GDOT POC will have seven calendar days from the request submission to approve. The system will automatically reject the request if no action is taken after seven days. A new request will need to be submitted.
- After the GDOT POC has approved the request, system will automatically send two separate emails to the approved user's personal email address as listed below:

### **First Email will comprise of the following:**

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

### **Sample Email#1:**

**From:** noreply@dot.ga.gov  
**Sent:** Wednesday, November 28, 2018 11:29 AM  
**To:** ExternalUser@Somewhere.com  
**Cc:** GDOTPOCManager@dot.ga.gov  
**Subject:** RE: GDOT User Account

FirstName LastName,

Your GDOT account has been successfully created. Below is your login username. You will receive your temporary password in a separate email with instructions on how to change it. Please change your password immediately after receiving it.

GDOT-AD\V#####|

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

Enter the UserID from the email followed by your current password for successful log in.

### **Second Email will comprise of the following:**

- o Temporary Password.

### **Sample Email#2:**

**From:** noreply@dot.ga.gov  
**Sent:** Wednesday, November 28, 2018 11:29 AM  
**To:** [ExternalUser@Somewhere.com](mailto:ExternalUser@Somewhere.com)  
**Subject:** GDOT User Account

FirstName LastName,

Below is your password.

TempPasswordHere

To reset your password, please visit <https://pwupdate.dot.ga.gov> and choose the Change Password option on the right side of the page. If you need assistance please contact [SolutionsCenter@dot.ga.gov](mailto:SolutionsCenter@dot.ga.gov) or call 404-631-1220.

# Request GDOT Network Account Process

## Application Access Request

NOTE: The emailed account notification confirms GDOT access only. **It does NOT mean that GDOT application access has been granted.**

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.

# Request GDOT Network Account Process

## 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
  - a. Minimum of 8 characters, containing at least three of the four following categories
    - Capital letters
    - Lowercase letters
    - Numbers
    - Special characters
  - b. Cannot contain any part of the username
  - c. Cannot have been one of your last 24 passwords used
- The Password must be changed every 30 days

# Request GDOT Network Account Process

## 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.
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.

# Request GDOT Network Account Process

## Troubleshooting

### a. Cannot Login

- Your last login has been more than 30 days. Refer to Account Maintenance Section of this Document.

### b. Reset/Change Password or Update contact Information

- Vendor will select the below link 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. Base 10 digits (0 through 9)
  - d. Non-alphabetic characters (for example, !, \$, #, %)
4. Complexity requirements are enforced when passwords are changed or created.
5. You cannot reuse 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 404-631-1220 or 1-800-451-0010 or by emailing [SolutionsCenter@dot.ga.gov](mailto: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

### c. Cannot connect to GDOT resource (applications, etc...)

- Contact GDOT Solutions Center. Refer to Page 10 for contact information.

### d. 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.



# Request GDOT Network Account Process

## Frequently Asked Questions (FAQ's)



# Troubleshooting & FAQs

### Q: Who is my GDOT POC?

- › A: The "POC" 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.

### Q: I forgot my password and/or username?

- › A: You can visit GDOT's Password Reset Portal [HTTPS://PWupdate.dot.ga.gov](https://pwupdate.dot.ga.gov) (Vendor Accounts Only)

### Q: How do I add my firm into the organization list?

- › A: Send an email to the following: [CashDisbursement@dot.ga.gov](mailto:CashDisbursement@dot.ga.gov)

### Q: How do I know my network account has been approved?

- › A: System will automatically send two separate emails to the approved user's registered email. (Reference to **Page 4** of your handout for more information)

### Q: 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.

### Q: How do I know which account type (Vendor or Contractor) to select?

- › A: Refer to **Page 3** on your handout

# Request GDOT Network Account Process

## Support Contact Information

### GDOT Solutions Center

- Hours - Monday to Friday, 7am – 5pm excluding State Holidays
- Phone - (404) 631-1220
- E-mail - [solutionscenter@dot.ga.gov](mailto:solutionscenter@dot.ga.gov)

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