Important Links:

- The first place we recommend checking out is our "Utilities" Home Page on the web: http://www.dot.ga.gov/PS/Utilities
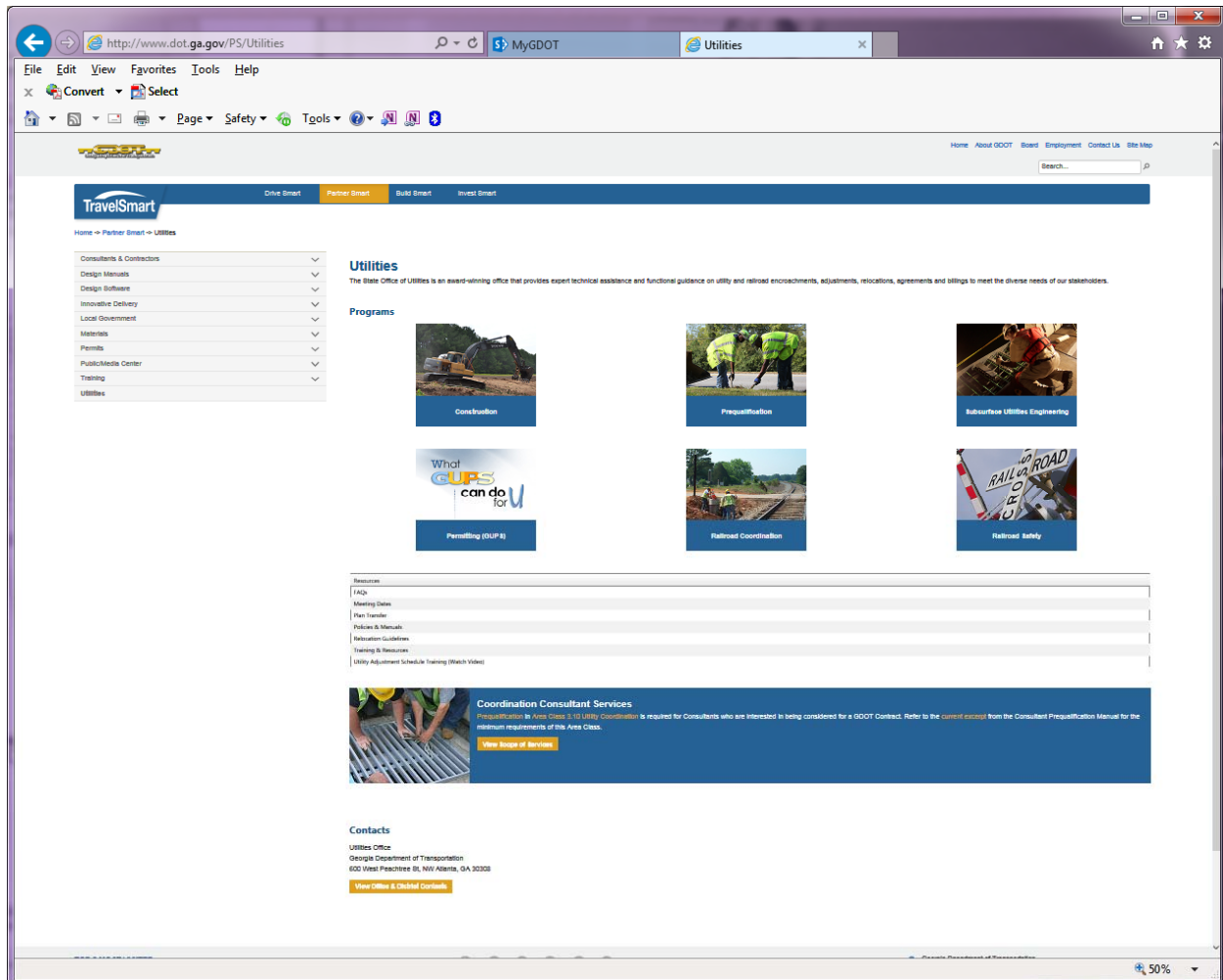
- This is the portal for all information regarding the State Office of Utilities and the programs/policies we maintain

- All Utility related items, including those mentioned below, can be accessed from this page by clicking one of the "**Programs**" or one of the links under "**Resources**"

  - All guidance documents, forms, checklists, etc. are posted on various web pages

  - Once a "Program" or "Resource" is selected, there may be several pages of information available for use. Click "Prev", the page number, or "Next", as needed, in the bottom right to move through the pages

- Information regarding **Utility Permitting** can be found under "**Programs**"

  - Click "**Permitting (GUPS)**"

    - Note the direct link to GUPS: the orange "**Access GUPS**" button
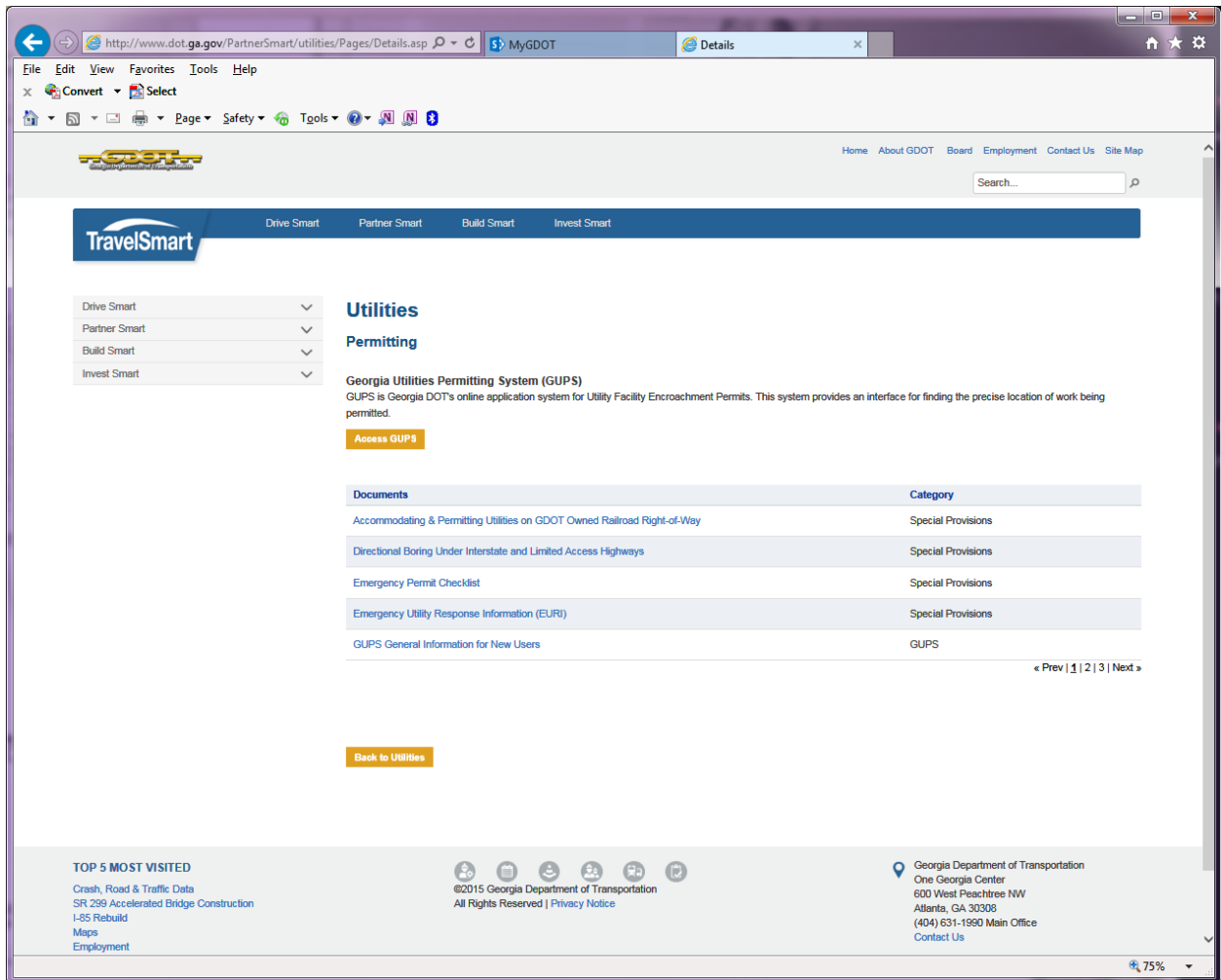
- For most of your permitting needs, the District Utilities Office in the District where the work is taking place will be the main point of contact
    - http://www.dot.ga.gov/AboutGDOT/Districts is where there is more detailed information regarding each District
        - The orange "View District Map" button links to a county map (it's not interactive) that will show each County and to which District that County belongs

            OR

        - If the County is known, from the pull down box, simply select the county where the work is taking place and the appropriate District Office and a list of Services will be provided

o At the bottom of the Utilities Home Page (http://www.dot.ga.gov/PS/Utilities), click the orange "View Office & District Contacts" button for the names and phone numbers of the State Office staff and the District Utilities Managers
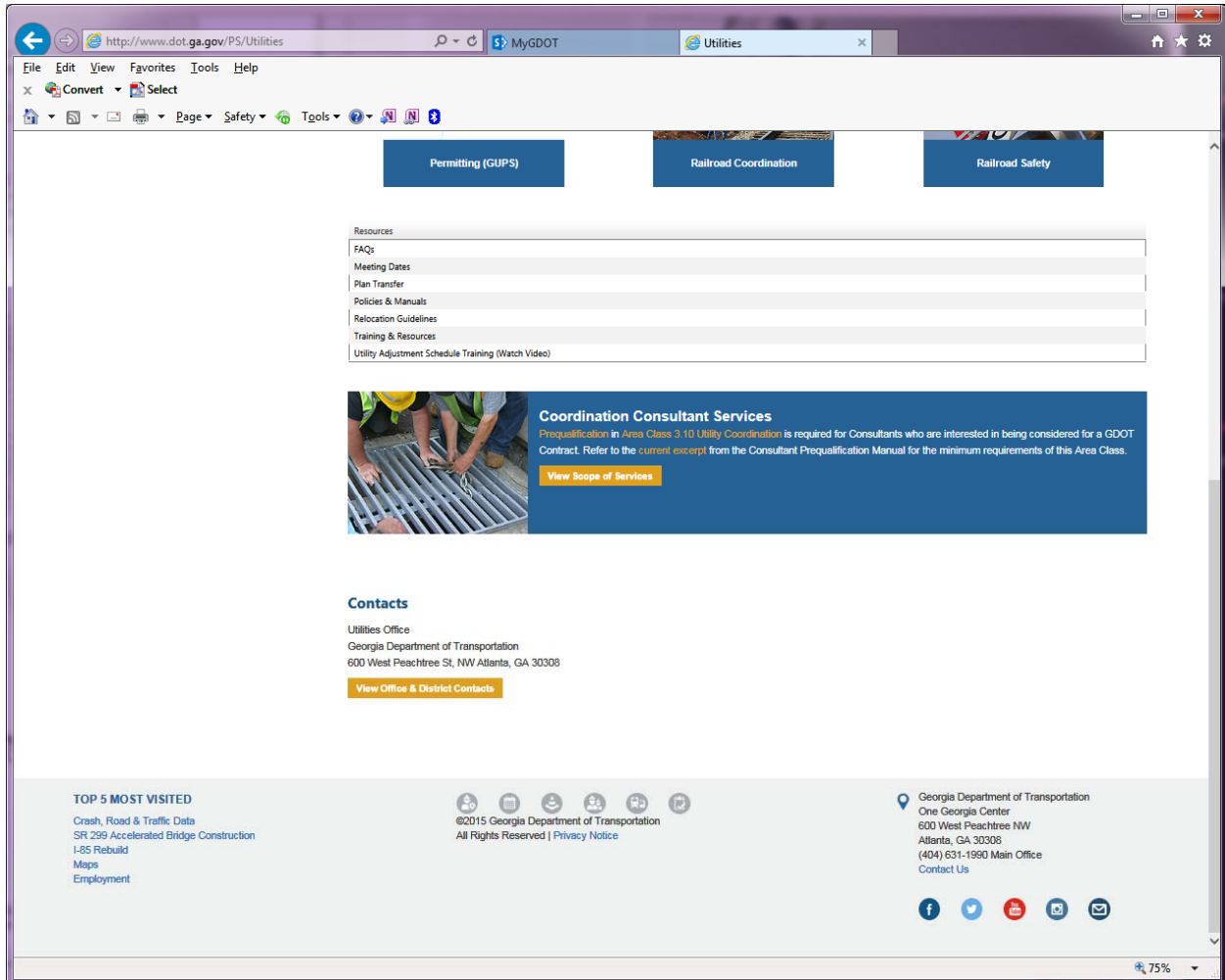
- The current *Utility Accommodation Policy and Standards Manual (UAM)* can be found via http://www.dot.ga.gov/PS/Utilities from the "Polices & Manuals" link under "Resources"
    - o Click "Policies & Manuals" and choose "2016 Utility Accommodation Policy and Standards Manual"
    - o The UAM provides general guidance to Utility Owners seeking to install facilities in GDOT right-of-way
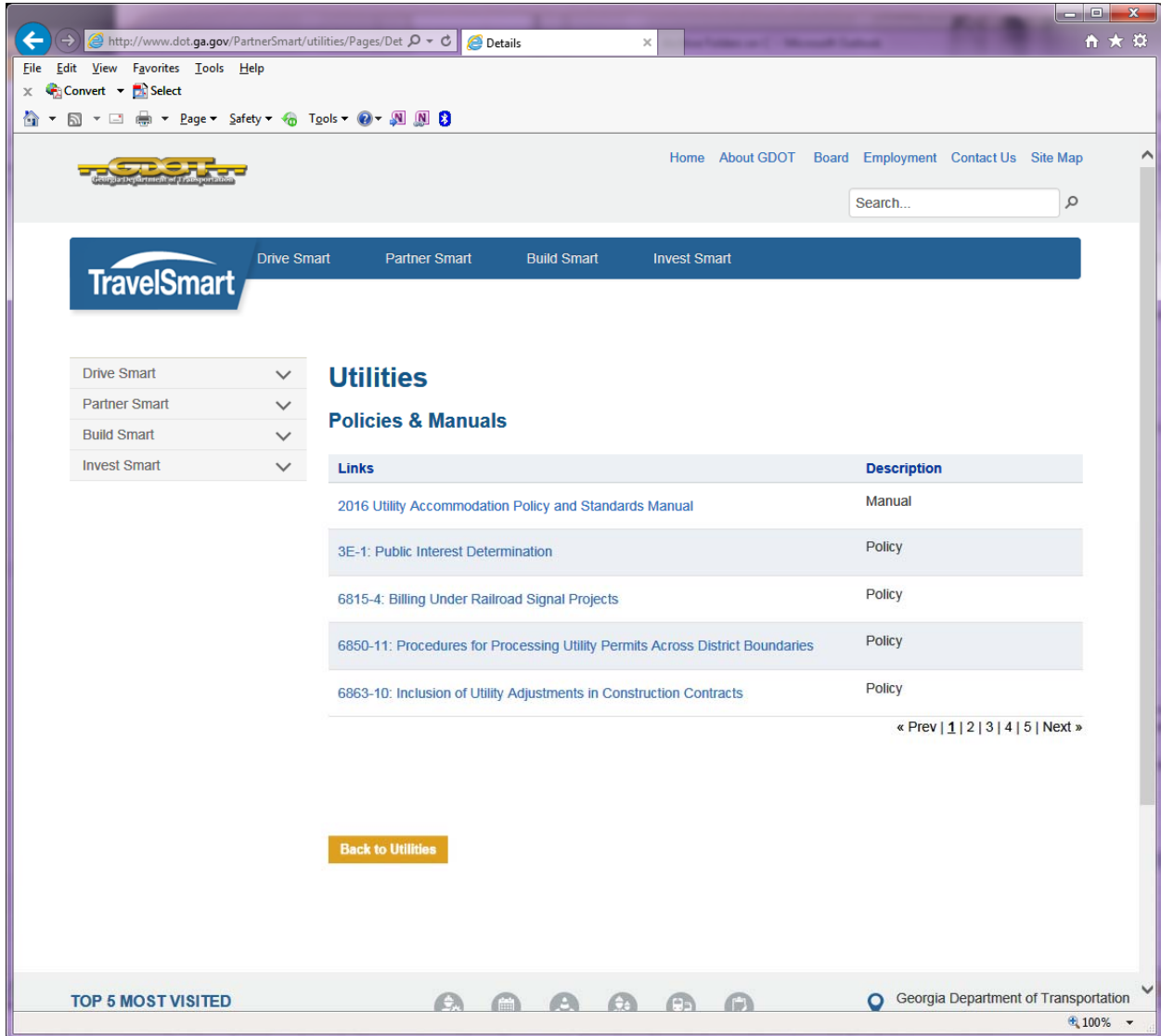
GUPS Account Maintenance:

- Any user may update his/her user account *anytime* to change the password, update phone numbers/addresses, email addresses, etc.

  o Once GUPS *prompts* a user to update his/her account (typically, because the password is expiring), the account *must be updated* within 30 days

- **Lost or forgotten GUPS login information**

  o From the GUPS login screen, **do not complete any empty fields** – simply choose one of the following options:

  o "Forgot Password"
    - Must know the Member Group Code and the User Name associated with the Users account

  o "Forgot Username"
    - Must know the Member Group Code and the email address associated with the Users account
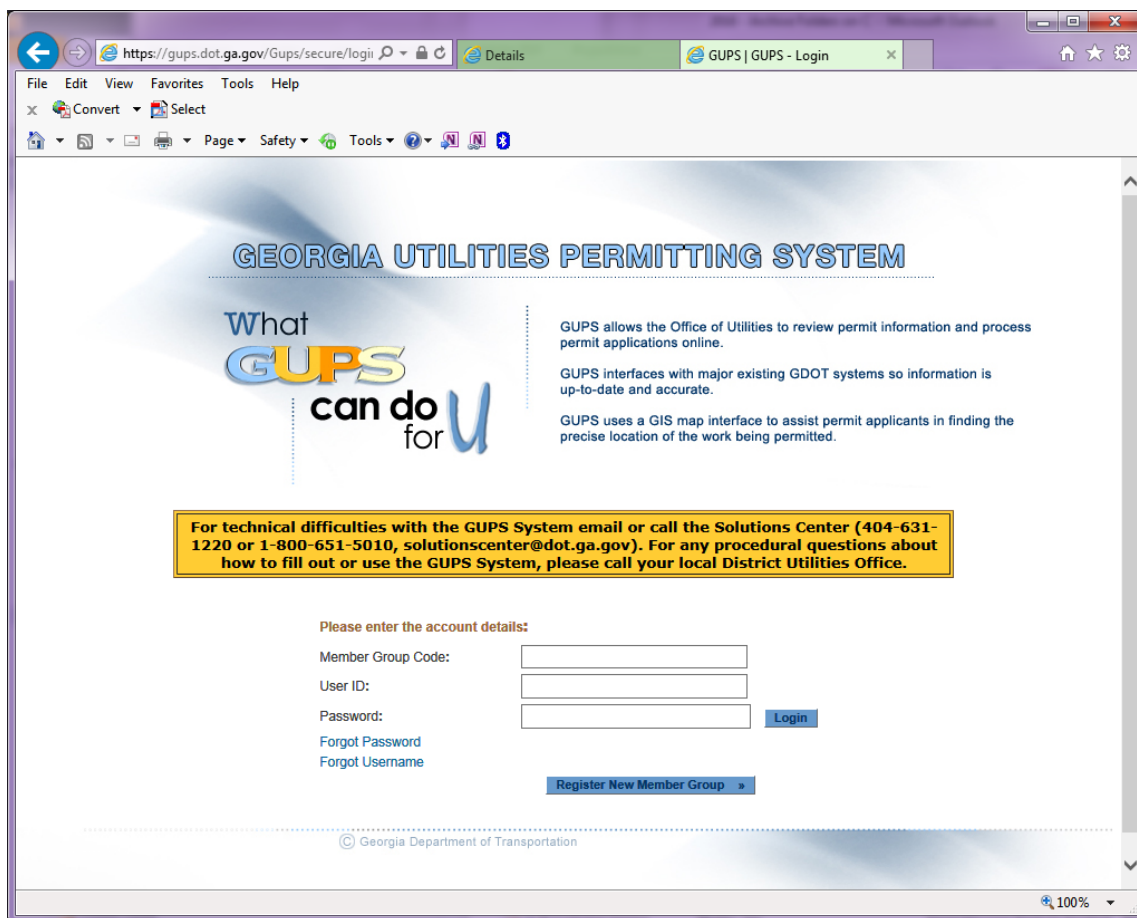
  o If the Member Group Code, User Name, User's email are unknown, please send an email to solutionscenter@dot.ga.gov . Be sure to specify "GUPS User Account" in the subject line and provide enough details for the issue to be resolved

- When adding users ("Create Sub-Contact), one of the following user permission levels must be selected:
  - **GDOT Contact (highest permission level)**
    - This account is automatically created when the membership is requested & approved and cannot be selected
    - This individual is responsible for the membership account and all of the sub-contact (other users) accounts
      - Has permission to create or deactivate sub-contacts
      - Has permission to update all sub-contact account associated with the membership
        - All sub-contact accounts will be visible

  NOTE: When a change in the GDOT Contact is required:

  - *Send an email to solutionscenter@dot.ga.gov . Specify "GUPS – Request to change the GDOT Contact" in the subject line and provide the following on Municipality or Company letterhead (may be scanned and attached to the email)*
    - *The reason for the requested change*
    - *The new GDOT Contact's name, email address & office/cell numbers*
    - *An emergency contact's name & numbers or state that the GDOT contact will also be the emergency contact*
    - *Cc japhelps@dot.ga.gov*

  - **Administrator (second highest permission level)**
    - Has permission to create sub-contact account
    - Has permission to update all sub-contact account associated with the membership
      - All sub-contact accounts will be visible
    - Cannot deactivate sub-contact accounts

  - **Manager (third highest permission level)**
    - Has permission to create sub-contact accounts
      - Only sub-accounts created by the Manager will be visible to the Manager
      - Has permission to update these sub-contact accounts only
    - Cannot update other sub-contact accounts or deactivate sub-contact accounts

  - **User (lowest permission level)**
    - Can only manage his/her own account
    - Used most often for Consultants and/or staff responsible for submitting permits

- For most GUPS accounts, the GDOT contact creates other <u>user</u> accounts; administrator/manager accounts are rarely used

    o We recommend setting up all Consultants with their own <u>user</u> accounts
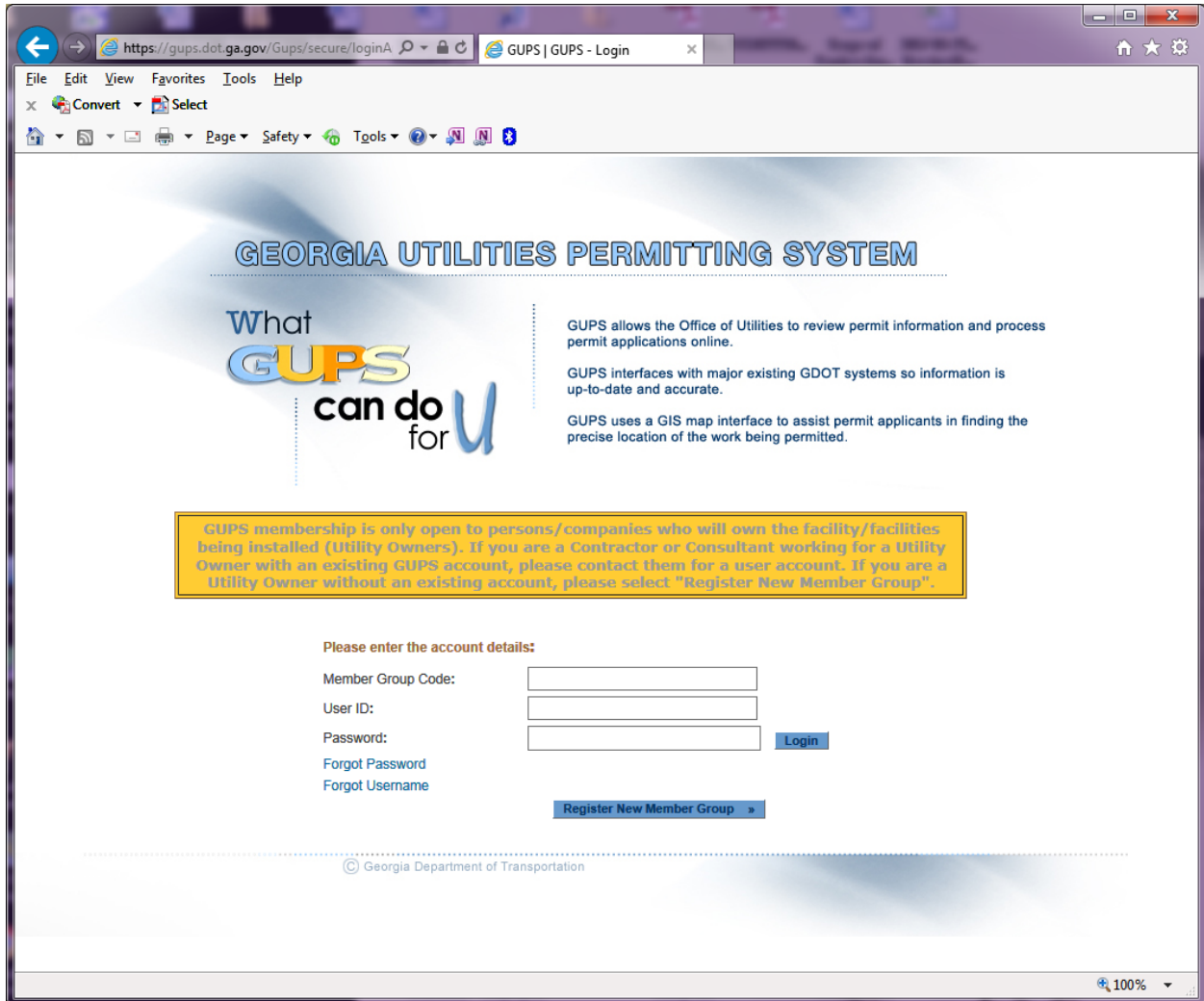
Update My Account:

All users can update their information at any time by following these instructions:

To update your account:

1. Access GUPS (the direct link is https://gups.dot.ga.gov/Gups/secure/securityBanner.do)

2. On the first screen, choose "I agree"

    a. If you have never logged into the system, you will be required to agree to approving the use of an electronic signature
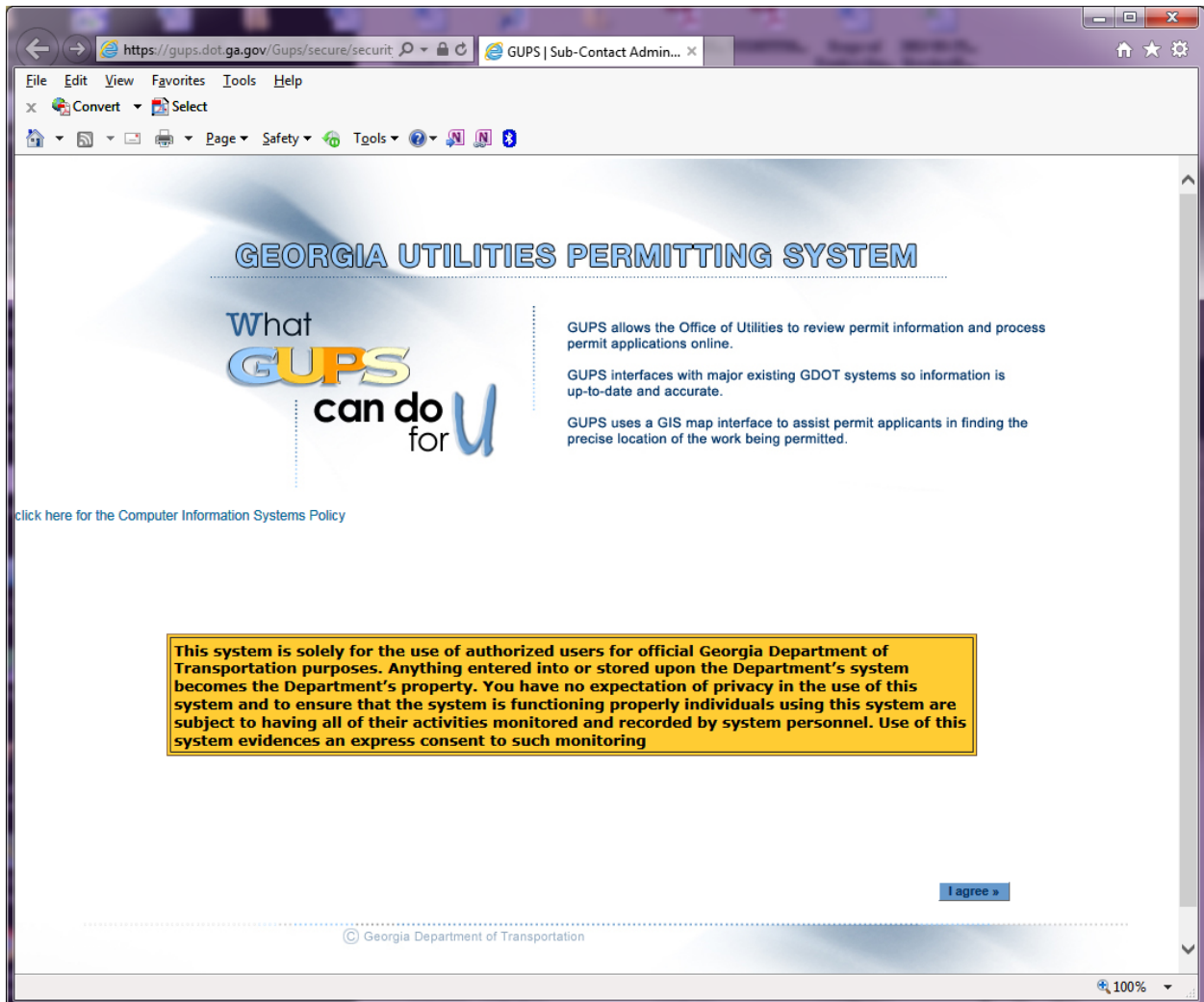
3. Log into GUPS by entering the requested information and clicking on the blue "login" button

    a. If your password has <u>expired</u>, select the "Update My Account" tab at the top and update the password

        i. Note: all fields with a red asterisk (*) must be completed prior to submitting

    b. If you don't remember your login information refer to the **GUPS Account Maintenance** section above

4. On the next screen, choose "Administrative tasks", then "continue"

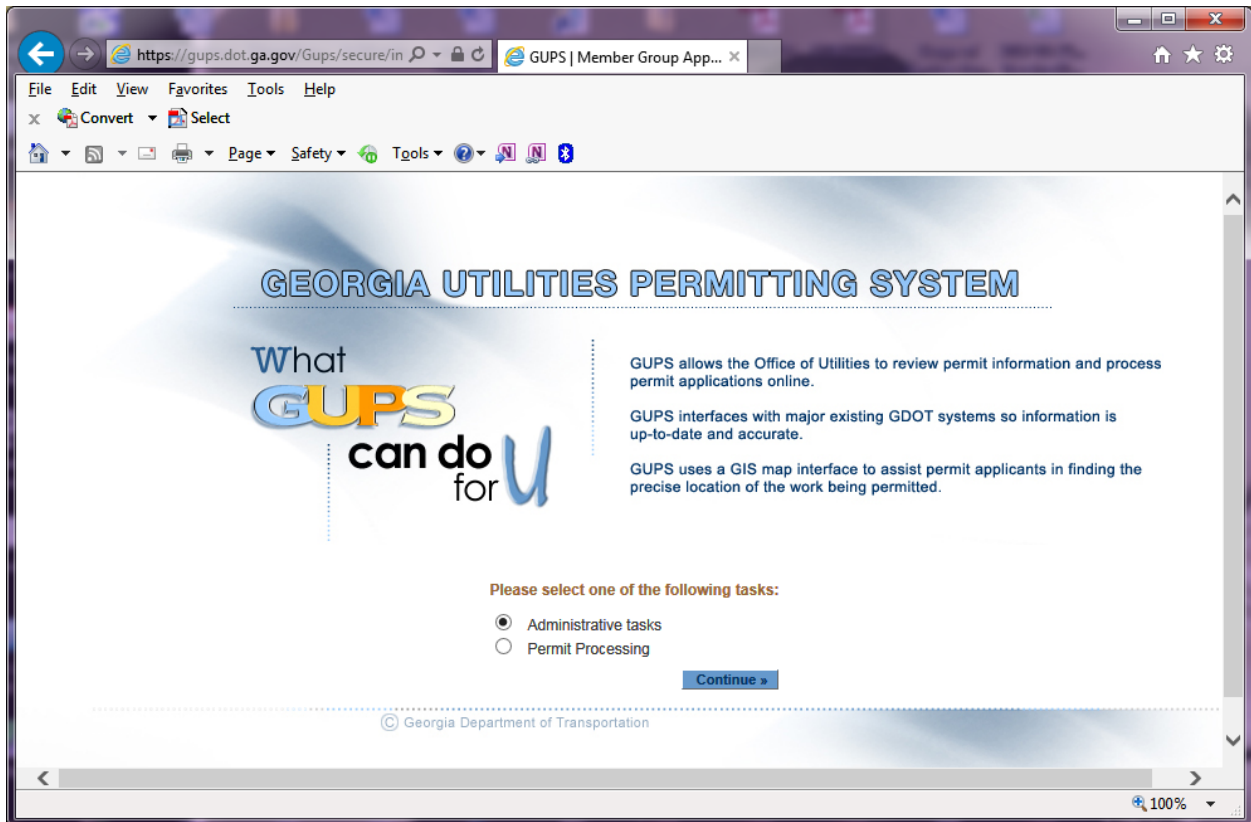5. On the next screen, just up under the GUPS banner, select the "Update My Account" tab
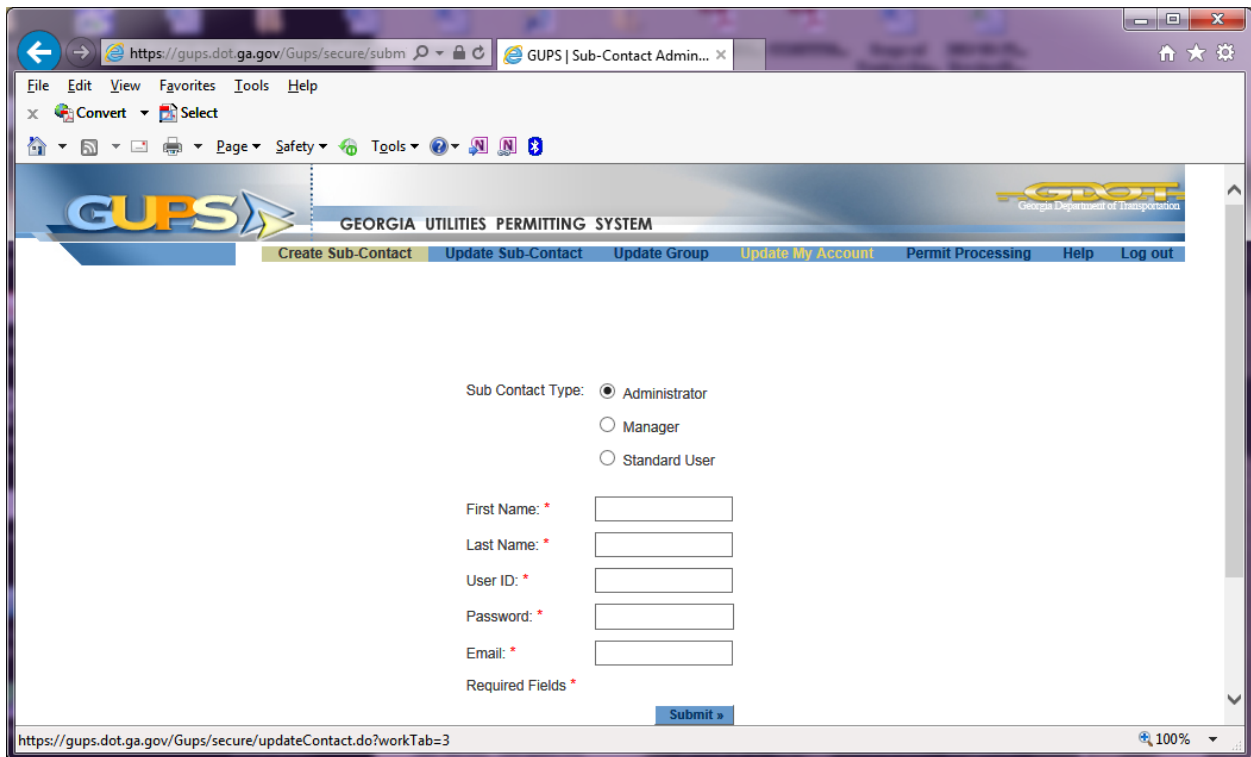
6. Change anything that needs revising – the user ID is the only item that cannot be changed

7. Once all the changes are made, scroll down to the bottom of the page and click "Submit"

NOTE: All fields with a red asterisk (*) are required and the form will not submit until these fields have been completed.

Information for GDOT Contacts, Administrators, or Managers:

Create a Sub-Contact (add other users including other Utility personnel or Consultants):

1. Login as mentioned above and choose "Administrative tasks", then "continue"

2. On the next screen, just up under the GUPS banner, select the "Create Sub-Contact" tab

   a. This is the default tab, but we recommend clicking it to ensure the screen is engaged
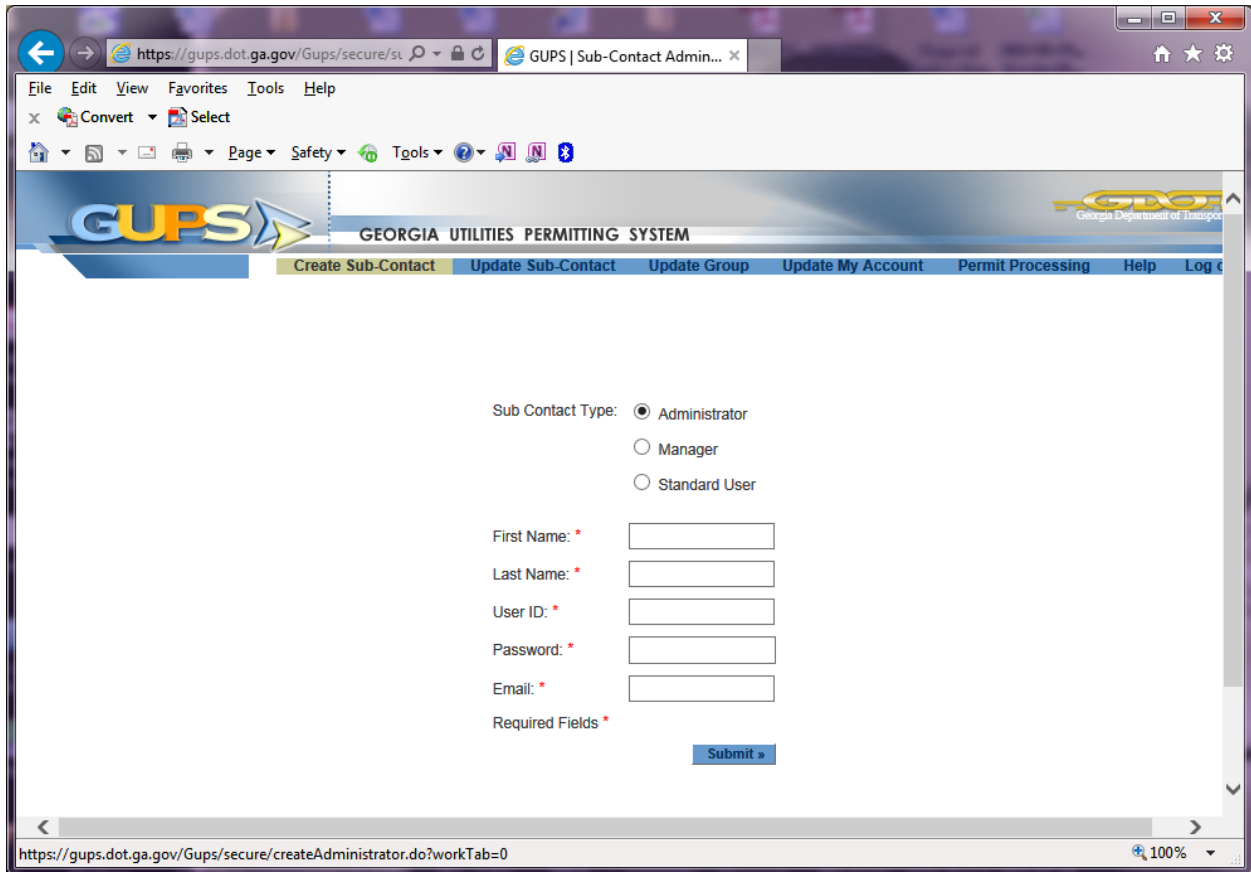
3. Add information into all of the fields shown with a red asterisk (*****)

4. Once all the information has been added, click "Submit"

   a. Each user can then update their own profile to add additional information by following the steps shown above in "**Update My Account**"
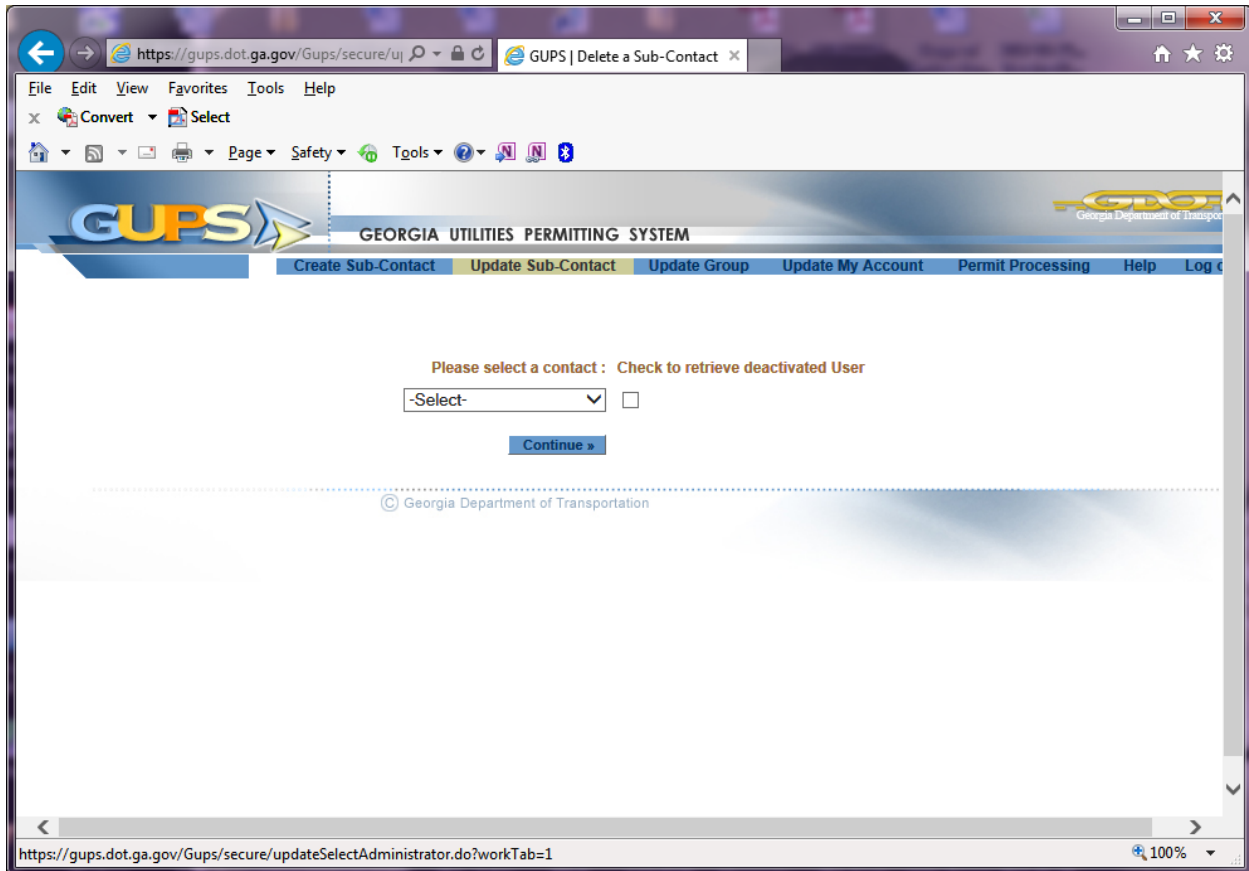
Information for GDOT Contacts Only:

To deactivate users:

1. Login as mentioned above and choose "Administrative tasks", then "continue"
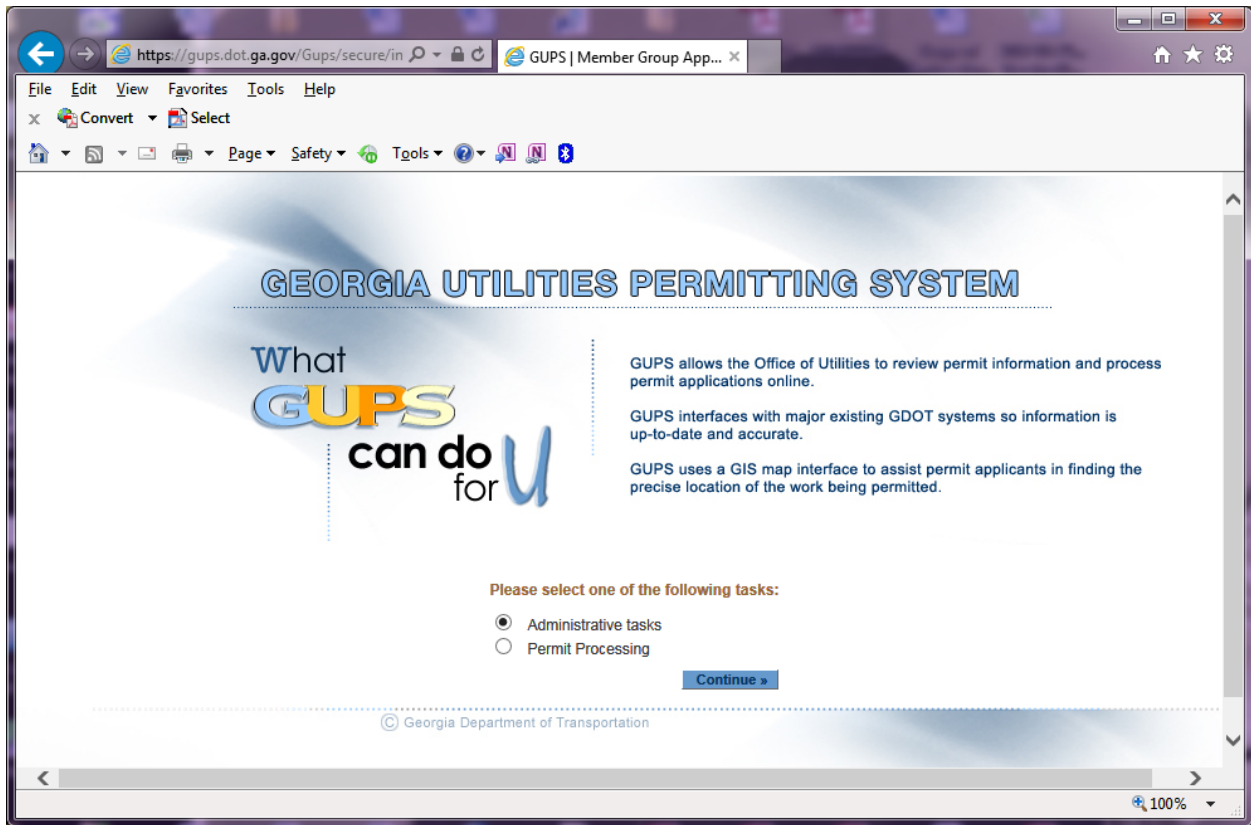
2. On the next screen, just up under the GUPS banner, select the "Update Sub-Contact" tab

3. From the drop down menu, choose the person whose account needs to be deactivated, then "continue"

4. On the next screen, look to the right of the member code – there will be a check box for deactivating an account – check the box

5. Click "Submit" at the bottom of the page

6. To activate a deactivated account, go back to step 2 and check the check box to the right of the drop down box ("Check to retrieve deactivated User"); then proceed with step 3.

   a. Checking this check box adds all the deactivated usernames to the drop down

End of Document