



Training Manual-Right of Way Management System

Public Works Department - Public Portal

<https://rowmanagement.dallascityhall.com>



COMPUTRONIX®

Public Portal

The Public Portal allows outside users to **register**, ensuring access to submit online permits. Additionally, non-users can **search** the system for permit activities. Permit search activities occur specific to Right of Way Management Permits only. Remember, this training applies to helping outside registrants use the external Public Portal.

TRAINING STEPS

1. Navigate to the *Online Permit* web site. Likely a link will be displayed or embedded on the City of Dallas Public Works Department web page.
2. The main page includes the ability to enter an existing user email and password (1), register as a first time user (2) and search for permits (3).

City of Dallas

Welcome to Dallas Public Works

Email Address: [Forgot Email Address?](#)

Password: [Forgot password?](#)

[Sign In](#)

1

Register

If you have not yet created an account, click [here](#) to register.

2

Search for Permits

Click [here](#) to search Dallas Public Works for Right of Way Management Permits.

3

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3. Let's start by registering as a first time user:
 - a. Select the "here" link (2) to display the Registration Page.
4. Input your information as displayed by each field on the web page. Note that red asterisks (*) are mandatory fields that must be completed before the submittal of information can be accepted by the system.
5. Select the Mailing Address button to display a pop-up window for address information

Mailing Address

Address Type:

* Street Address:

Line 2:

* City / Town:

* Province / State:

* Country:

* Zip / Postal Code:

[Cancel](#) [Save](#) [Save & Close](#)

- a. Drop-down menus allow selection choices for "Address Type, Province/State and Country."
- b. The "Save" button captures information entered, the "Save & Close" button captures information and also displays on the Registration Web Page.

- c. Once an address has been selected and displayed, the user must also note a “primary” address, should more than one be entered as part of registration.

Contractor Association

TRAINING STEPS

1. The system allows registrants to associate as part of a larger contractor/business. Let’s imagine by example, a large contractor who may have sub-contractors that are doing work for them. If the new registrant knows the name of the company (as it exists in the system) and the company’s association secret, it can be entered so that the new registrant is linked to the large contractor.

Do you want to associate your account to an existing contractor?
If yes, please enter the contractor's business name and association secret below.

Company Name:

Company Association Secret:


- a. A list of all sub-contractors can be displayed on the Profile page of the larger contractor/business. The Profile page can be viewed when logging into the system as a registered user.
- b. Linked sub-contractors will display at the bottom of the page. Clicking on the field opens a new web page.
- c. Select the Associated Accounts Tab to see all related sub-contractors

MY CONTRACTOR



Below is the contractor information we have on record for you. Click the icon to update the information. Below is the contractor information we have on record for you. Click the icon to update the information. Below is the contractor information we have on record for you. Click the icon to update the information. ADMIN

 Carl Composite Construction dba Carl Composite Construction
Phone: (720) 962-6300, License Number: CA-0123435

[Click here](#)

 **Contractor**

Carl Composite Construction dba Carl Composite Construction
Phone: (720) 962-6300, License Number: CA-0123435

 Kirk Dunn (720) 962-6300 - 3900 S. Wadsworth Blvd. Ste. 510 Lakewood, CO 80235 USA kirk.dunn@computronix.com	✖
 Timothy Carl (720) 452-2469 - 3900 S. Wadsworth Blvd. Ste. 510 Lakewood, CO 80235 USA tim.carl@computronix.com	✖

- d. Selecting the name field displays details about the associated account.

Finishing Registration

TRAINING STEPS

1. To complete the registration process, as a new registrant, **Select** a pre-defined security question from the drop-down list and **Enter** the answer to the question.
2. The system will generate a CAPTCHA Code. A **CAPTCHA** (an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart") is a type of challenge-response test used in computing to determine whether or not the user is human. An audio button can also be clicked to hear the five letter sequence.
3. Click the "Finish Registration" button.
4. Once the user has finished entering their information, and has clicked on the "Finish Registration" button, the system will automatically send an email to the account they specified and then displays a message informing the user that their registration has been completed and asks them to check their email for further instructions.


SECURITY QUESTION FOR PASSWORD RESET

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.


* Security Question: (None) ▼

* Security Answer:

* Code: Enter the code you see below.



The personal information that you provide on this form and any attachments will be used for communicating with you concerning your application and for billing purposes. It is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act and is protected by the privacy provisions of the Act. Should you have any questions about the collection of this information, you may contact (Name Here) at (email here) or (phone number here). ADMIN

 Finish Registration

Welcome to Online LMS

Your registration submission has been received.

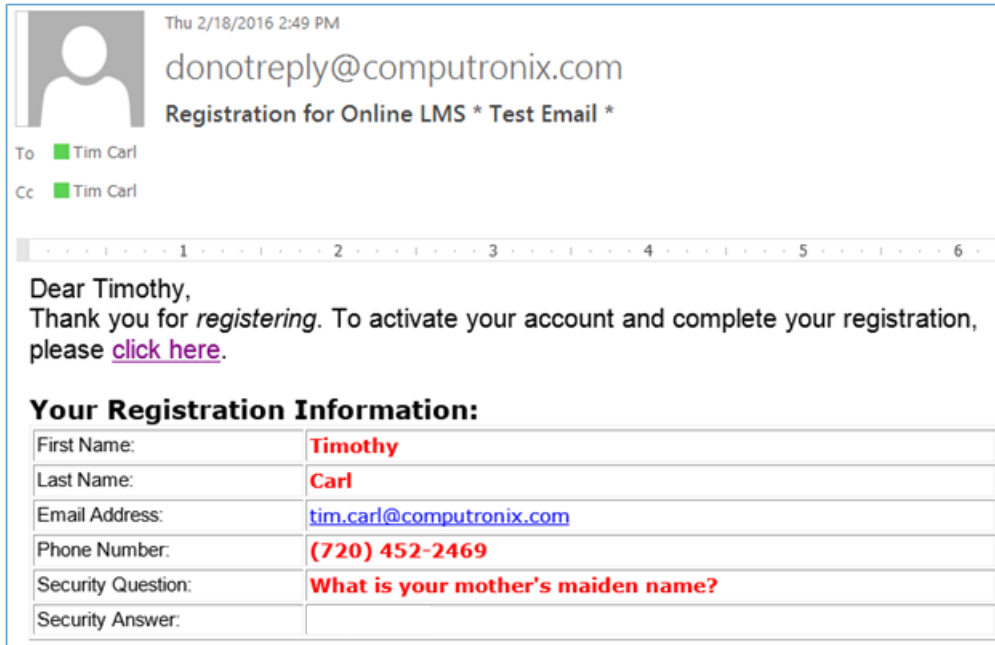
Your user account's email address will be: tim.carl@computronix.com

Your registration is not complete.

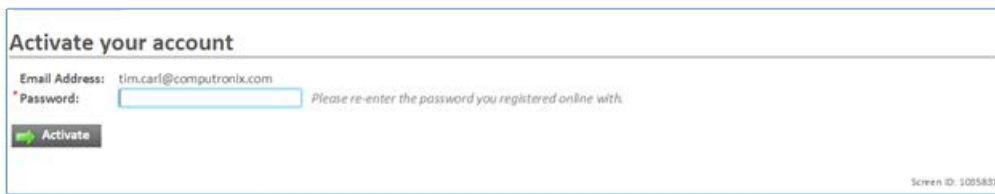
We will send an email to the email address displayed above.

Follow the instructions in the email to complete your registration in the system.

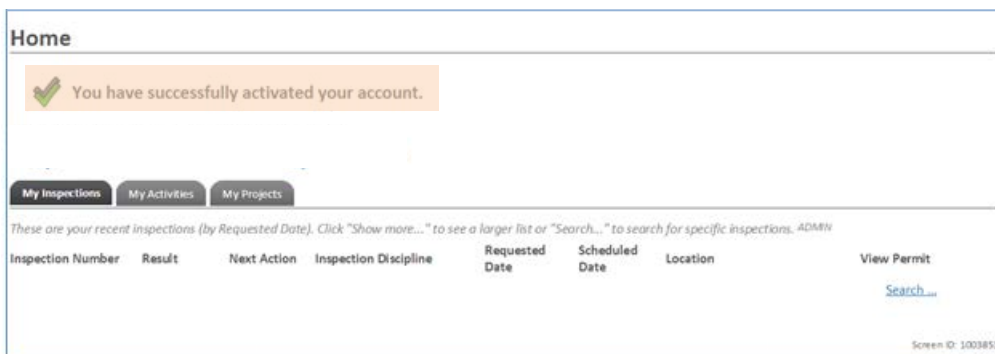
5. Once the user has opened up their email, they will see a notification from the POSSE LMS system. This email contains a link back to the public facing website, and will direct the user to a portion of the website that will allow them to finish the registration and activation of their account to use the public facing website.



- When the user has returned to the public facing website, they will be asked to re-enter the password they entered as a part of their initial registration. Once they have done so, they will be re-directed to the main profile page in order to finish the setup of their account.



- Once the user has signed back into the website, they will be informed of the fact that they have finished activating their account.



Public Portal Dashboard

The Public Portal allows registered users to submit online permits, request inspections and track applications based on status of review and/or outcomes. An outside users Dashboard displays activities that have either been initiated or may be further along in the lifecycle of the applicable Permit activity.

Using the Customer Dashboard

TRAINING STEPS

1. Now that you have seen how to register and received confirmation that the registration has been approved, let's sign-in and look at the **Customer Dashboard** that external registered users have available to them.
2. The user has the ability to start a Right of Way Permit (1), can view any inspections that have been requested (2) as well as see their activities, specific to permits started in the system, including the ability to click on a specific field and see additional details about the permit (3).
3. Click on the *Right of Way Permits* menu and select one of two permit types to start.

Home

Below, you may navigate to *Right of Way Permit Management*, where you can apply for permits, or you may review your recent activities on the site.

[Right of Way Permits](#) 1

My Inspections 2 My Activities 3

Show more... 2 3

Your *Right of Way Management Permits* are listed below. You can click on any of the items listed to view the permit details and take action on items assigned to you.

Type	File Number	Location	Description	Status	Created Date
Right of Way Permit	ROW-2016-01600			Draft	Mar 17, 2016

Screen ID: 3479869

4. Click the **Profile** link at the top of the Web Page to see details about the customer details, including mailing, phone and related contact details.
5. Click the **Search** link to search for both permits started by the user as well as other types of permits entered into the system.

Creating an Online Permit Request

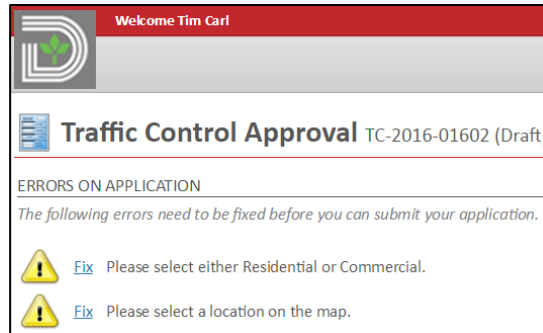
TRAINING STEPS

1. To Start a **Right of Way Permit**, select the link (1 – as shown above) and begin the navigation steps outlined on the next Web Page. The same steps can be applied to starting a **Traffic Control Approval**.
2. The table below identifies each applicable step (Wizard Window) tied to the two types of online submissions:

	Right of Way Permit	Traffic Control Approval
Application and Owner's Information	✓	✓
Location of Work	✓	✓
Activity Information	✓	✓
Document Upload	✓	✓

	Right of Way Permit	Traffic Control Approval
Contractor Lookup	✓	✓
Submit Application	✓	✓

- Note that the Wizard includes the ability to **Save** at any point in the submission process. A user can return later to continue adding information, prior to submitting a permit.
- Click the **Next** button to proceed through each of the steps as outlined in the table above.
- Corrections to “mandatory” information are noted as “Fix” items including the ability to click the link to the location of where information must be updated or corrected.



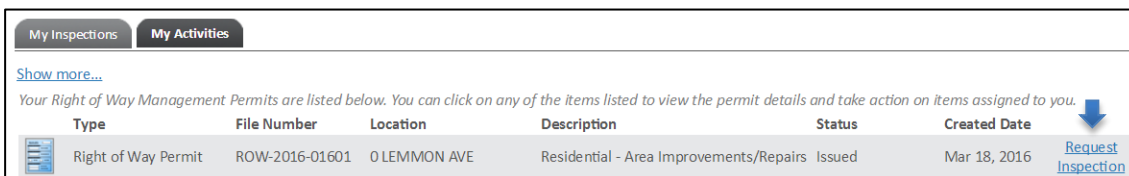
- On the **Submit Web Page**, click the “Submit Application” button or “Save” work to come back at a later time to complete unfinished work.

Requesting an Inspection Online


TRAINING STEPS

- On the **My Inspections** Tab, click on the permit that you want to request an inspection.

* *Note that the ability to schedule an inspection includes a text link to the right of the permit as reflected on the Customer Dashboard.*



- On the **Request an Inspection** web page, you may enter contact phone number, requested date and time and any special instruction for the inspector.

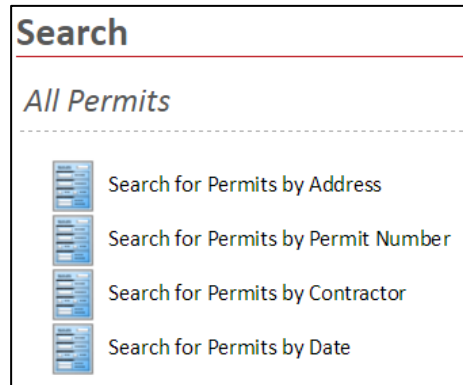
* *Only inspections that that either have not been requested or can occur will be open for request. Later inspections will have the following icon:  indicating that these cannot yet be requested.*

- Click the Request Inspection button. The inspection request will be sent to City staff for review.

General Search Functionality


TRAINING STEPS


1. Click on the **Search for Permit** link.
 - * *This link allows any user, whether registered or not, to search the system for permits that have been initiated in the system.*
2. Searches may occur by a variety of category, including by *address, permit number, contractor* or by *date*. Each type of search opens a separate web page specific to the category search.





Search

All Permits

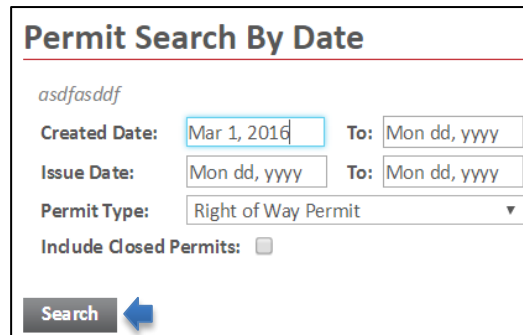
 Search for Permits by Address

 Search for Permits by Permit Number

 Search for Permits by Contractor

 Search for Permits by Date

3. Go to the selected search category.
4. Note where the drop-down selection appears, it includes by permit type (i.e. Right of Way or Traffic Control Approval).
5. Select the **Search** button to see results.



Permit Search By Date


asdfasddf

Created Date: To:

Issue Date: To:

Permit Type: ▼

Include Closed Permits:

Search 

6. Click on the results returned (displayed as a table) to see additional details, including inspections initiated or completed.

Right of Way Permit ROW-2016-01430 (Issued)

Status: Issued	Application Date: Mar 2, 2016
	Issue Date: Mar 10, 2016
	Completed Date:
	Expiration Date: Sep 10, 2016

Description: Residential - Area Improvements/Repairs

Details | **Inspections**

DETAILS

Type of General Permit: Residential

Permit Type: Right of Way Permit

Primary Location:

Specific Location:

Work Description: