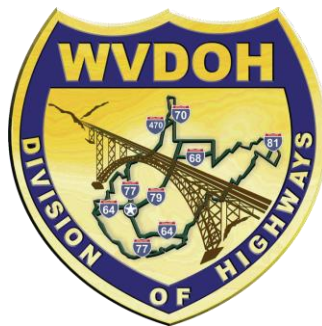




*West Virginia*

**Department of Transportation**



# **Online Permit Portal**

# **Quick Start Guide**

# **Version 1.2**

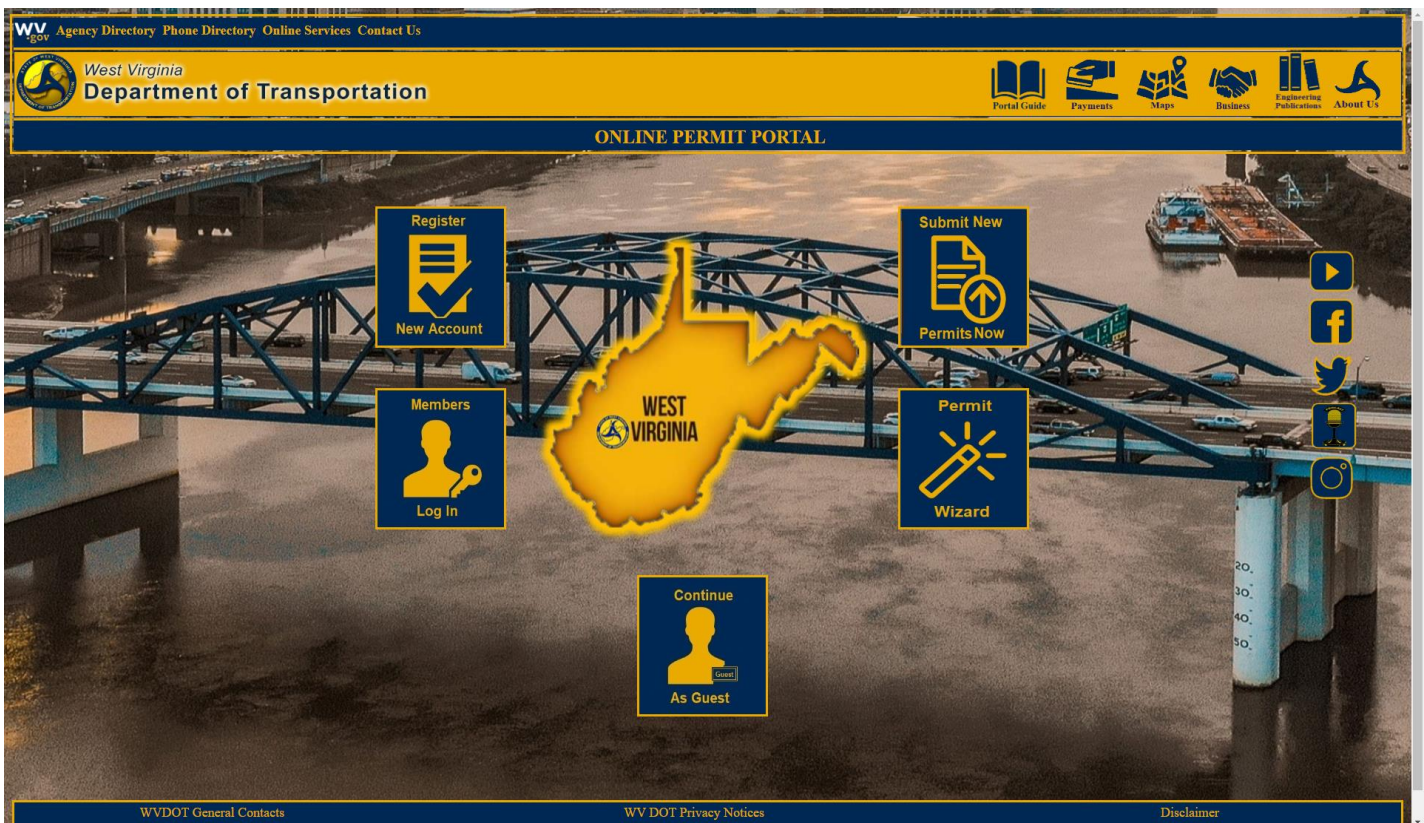
## **Table of Contents**

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# The Permit Portal Main Page

The Permit Portal Main Page Allows users to Register for a portal account, sign in with their existing Member Account, use the Permit Wizard to determine which permit type they should use, Submit New Permits Now to go immediately to online permit submission or continue as a guest user.

The Permit Portal Main Page also has other helpful links to help as you go through the permitting process with DOT or DOH. There are also links to our social media sites and general information about DOT and DOH.



To begin click on the Register New Account Icon. We recommend creating an account if you want to track the progress of your permit as it moves through the process or if you routinely submit permits with the DOT or DOH. See [Create a Permit Portal Account](#) for further information.



If you have already created a Permit Portal Account, click on the Members Log In Icon to log in and access your Membership Home Page. See [Create a Permit Portal Account](#) for further Information.



If you do not wish to create a Permit Portal Account, you can use the Continue as Guest Icon to submit permits online with limited functionality. You **will not** be able to track the progress of your permit as it moves through the process. For information on navigating the permit portal, [See Permit Portal Navigation.](#)



The Permit Wizard assists users who are not sure about which permit they need based on questions answered by the user. For information on navigating the Wizard, [See Permit Portal Wizard.](#)



The Submit New Permits Now Icon takes you directly into the permit submittal process. You will still have the opportunity to Create an Account, Login to The Portal or Continue as Guest.



The Permit Portal Guide Icon will take you back to this document for reference on how to perform functions and submit Permits using the Portal.



The Permit Portal Payment Icon will allow you to pay invoices received from the Portal. You can pay invoices by Credit Card or Online Check. You will be required to enter your invoice number to make a payment. [See Permit Portal Payment Page.](#)



The Permit Portal Maps Icon will take you to the Permit Portal Maps and Geospatial Information page. You will find maps and geospatial information to help with your permit location identification.



The Permit Portal Business Icon will take you to the WV Department of Transportation main site where you can find information about doing business with the DOT.



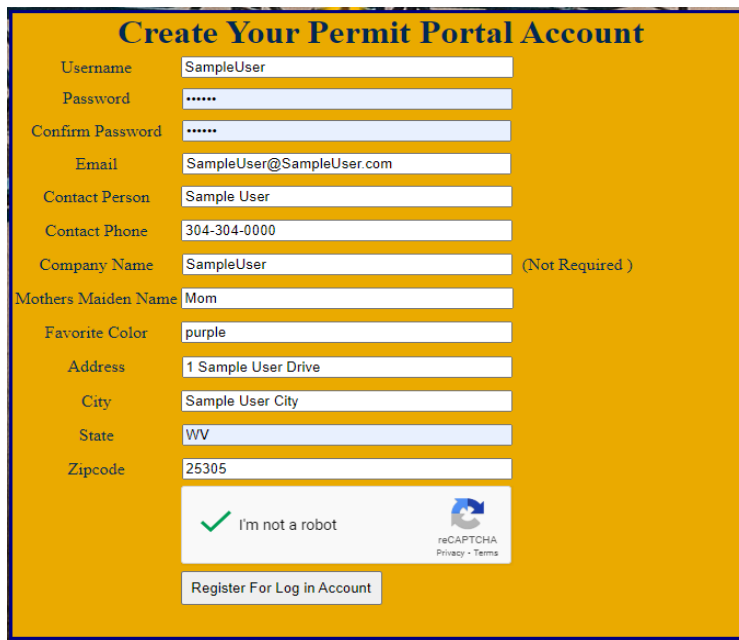
The Permit Portal Engineering Publications Icon will take you to the WV Department of Transportation main site where you can find information about Design Directives & Structure Directives, Design Manuals & Design Guidance, Specifications, Materials Control, Soils and Testing and Utility Publications.



The Permit Portal About Us Icon will take you to the WV Department of Transportation main site where you can find General Information about the WV Department of Transportation Essential Services, General Divisions, Mission Statement and Organizational Chart.

# The Permit Portal Register a New Account

The Permit Portal Register a New Account page allows you to create an account with the Permit Portal. Some of the benefits of creating an account are that you can track the progress of your permit or multiple permits as it moves through the process, view outstanding invoices (where applicable) and retrieve permit numbers and invoice numbers as needed. We recommend creating an account if you want to track the progress of your permit as it moves through the process or if you routinely submit permits with the DOT or DOH. See [Create a Permit Portal Account](#) for further information.

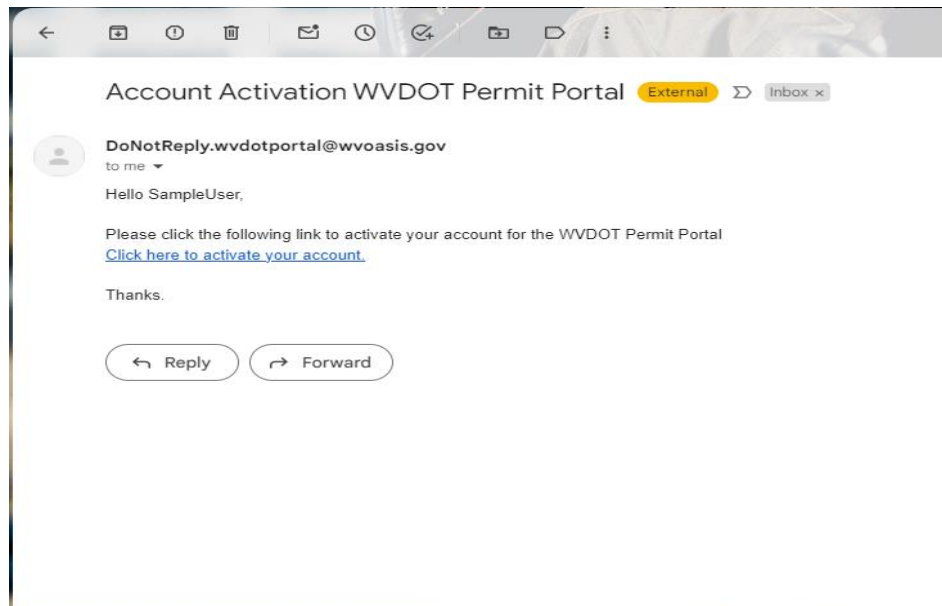


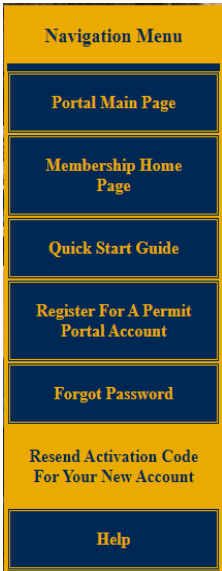
The screenshot shows a registration form titled "Create Your Permit Portal Account" on a yellow background. The form contains the following fields and values:

- Username: SampleUser
- Password: [masked]
- Confirm Password: [masked]
- Email: SampleUser@SampleUser.com
- Contact Person: Sample User
- Contact Phone: 304-304-0000
- Company Name: SampleUser (Not Required)
- Mothers Maiden Name: Mom
- Favorite Color: purple
- Address: 1 Sample User Drive
- City: Sample User City
- State: WV
- Zipcode: 25305

At the bottom of the form, there is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". Below the reCAPTCHA is a button labeled "Register For Log in Account".

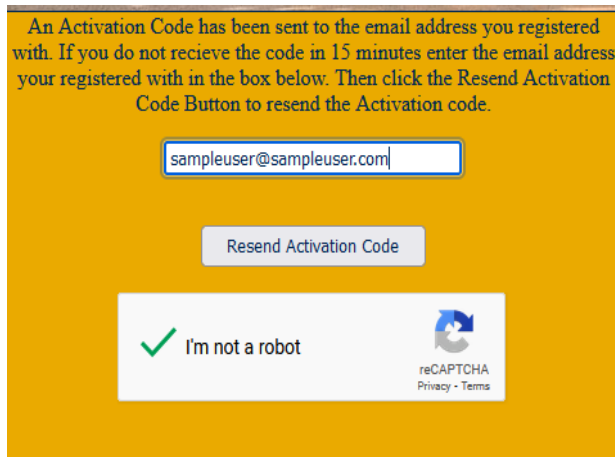
After submitting your account information, you will receive an Email to validate your email address. Click on the link [Click here to activate your account](#) in the body of the email to validate your account.



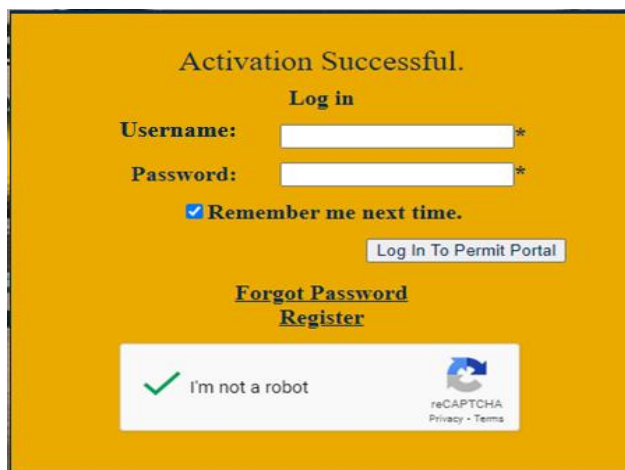


If you did not receive your account activation email or need it re-sent, there is a button to [Resend Activation Code For Your New Account](#) on the Permit Portal Navigation menu on the [Register a New Account Page](#).

Enter the email address used when you registered your Permit Portal Account information and click the [Resend Activation Code Button](#).

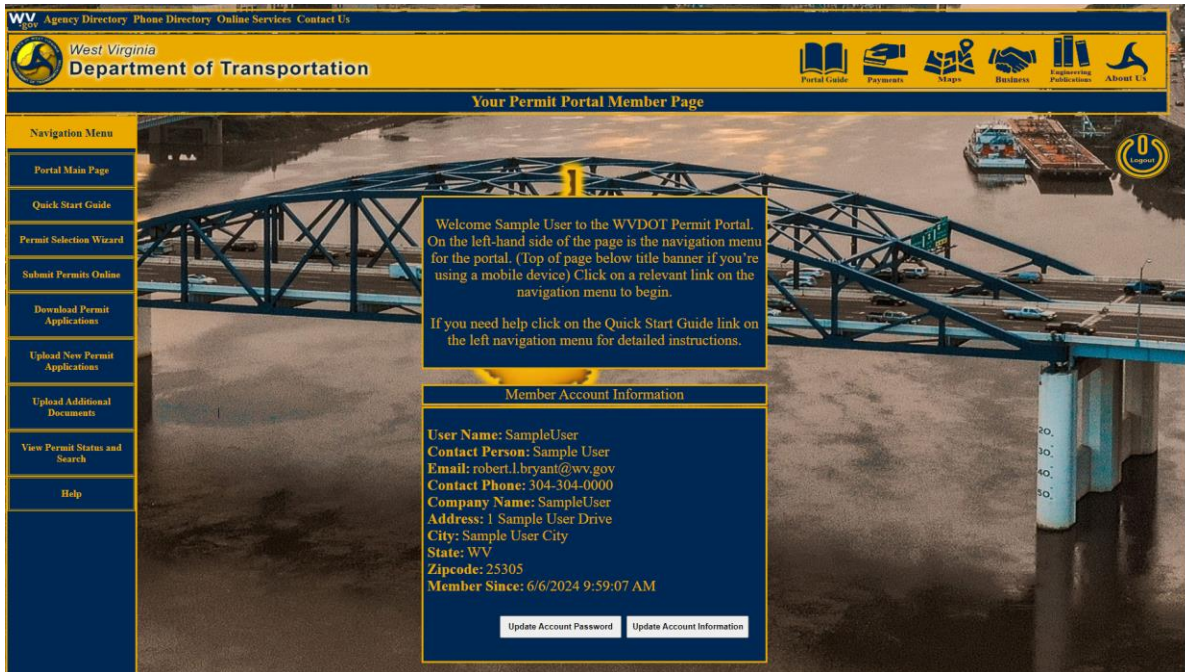


After you click on the link [Click here to activate your account](#) in the body of the email to validate your account, you will receive the Activation Successful message and be able to Log in to the Permit Portal using your [Username and Password](#) that you created when you registered for an account.



# The Permit Portal Members Homepage

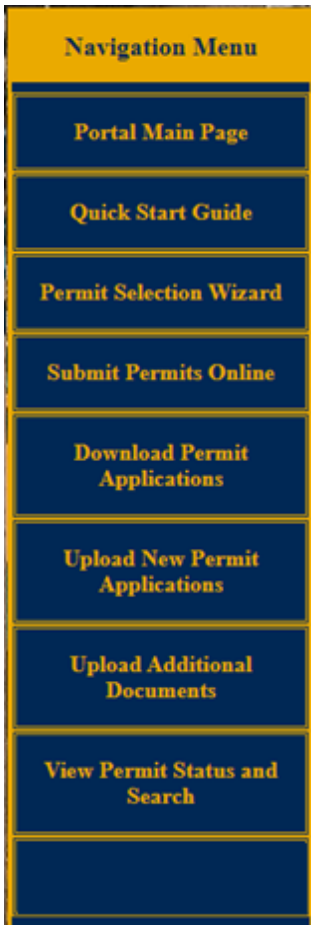
The Permit Portal Members Homepage allows the ability to update your account contact info, update your password, use the navigation menu to navigate the site, submit permits electronically, upload new permit applications in PDF format, upload corresponding documents and view the status of active or historical permits submitted using your members' account.



To update your password or membership account information Click on the [Update Account Password Button](#) or to update your contact information associated with your membership Click on the [Update Account Information Button](#). Note: You will not be able to change your Username.



The Permit Portal is a dashboard interface with the [Navigation Menu](#) appearing on the left of all pages except the main Permit Portal Page. In Mobile view the [Navigation Menu](#) shifts to the top under the heading banner at the top of the page.



Link to the [Permit Portal Main Page](#).

Link to this [Quick Start Guide](#).

Link to the [Permit Selection Wizard](#).

Link to Submit [Electronic Permits Online](#). The fastest way to submit an accurate and complete permit. **(Recommended)**

Link to [Download Permits in PDF Format](#).

Link to [Upload Permits in PDF Format](#) into the system.

Link to [Upload Additional Documents](#) Requested by DOH staff or Documents not included with the original [Permit Online Application](#).

Link to [View Permit Status](#) of active or historical permits submitted, retrieve permit or invoice numbers and see outstanding invoices needing payment if applicable.

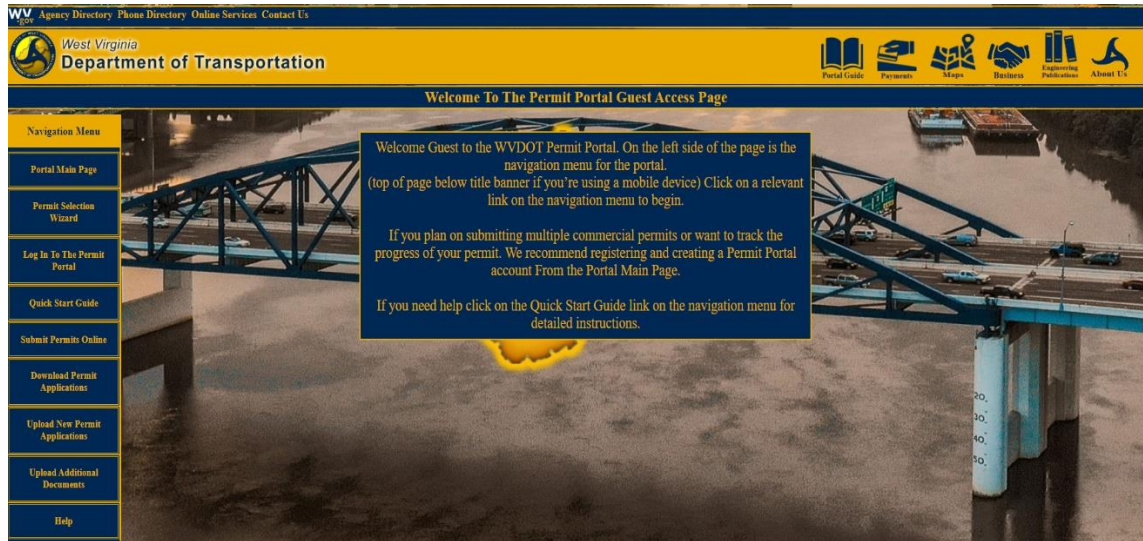
Permit Portal [Navigation Menu](#) Mobile/Tablet View.



To Log out of your [Permit Portal Account](#) Click on the [Log Out Button](#) on the right top side of your screen.

# The Permit Portal Guest Access Page

The Permit Portal Guest Access Page only has minimal functionality to navigate the Permit Portal. **You will not be able to** update your account contact info, update your password or view the status of active or historical permits submitted.



The Permit Portal is a dashboard interface with the [Navigation Menu](#) appearing on the left of all pages except the main Permit Portal Page.

Navigation Menu	
<a href="#">Portal Main Page</a>	Link to the <a href="#">Permit Portal Main Page</a> .
<a href="#">Permit Selection Wizard</a>	Link to the <a href="#">Permit Selection Wizard</a> .
<a href="#">Log In To The Permit Portal</a>	Link to <a href="#">Log In To The Permit Portal</a> .
<a href="#">Quick Start Guide</a>	Link to this <a href="#">Quick Start Guide</a> .
<a href="#">Submit Permits Online</a>	Link to Submit <a href="#">Electronic Permits Online</a> . The Fastest Way to submit an accurate and complete permit. <b>(Recommended)</b>
<a href="#">Download Permit Applications</a>	Link to <a href="#">Download Permits in PDF Format</a> .
<a href="#">Upload New Permit Applications</a>	Link to <a href="#">Upload Permits in PDF Format</a> into the system.
<a href="#">Upload Additional Documents</a>	Link to <a href="#">Upload Additional Documents</a> Requested by DOH staff or Documents not included with the original <a href="#">Permit Online Application</a> .

# The Permit Portal Wizard

The Permit Portal Wizard will assist you in selecting the correct permit type applicable to your project.



On the [Navigation Menu](#) select [Permit Selection Wizard](#) or on the [Permit Portal Main Page](#) Select [Permit Selection Wizard](#).



The [Permit Portal Wizard](#) will walk you through a series of questions to determine the correct permit type applicable to your project.

The screenshot shows the "Permit Selection Wizard" interface. At the top left is a yellow pencil icon. The title "Permit Selection Wizard" is in yellow. Below the title is the instruction: "To help select the correct Permit type needed. Please answer the question below." The question is: "Will this permit application be for constructing a Residential driveway, Commercial or Logging approach, or other type of entryway onto a State owned Right of Way or Highway System?" There are two radio button options: "Yes" and "No". At the bottom, there are three buttons: "Next Question", "Clear Wizard", and "Exit Wizard".

Based on your answers to the questions the [Permit Portal Wizard](#) will present you with a link to the correct permit type for your project. [Click the Link to Begin Your Project](#).

The screenshot shows the "Permit Selection Wizard" interface. At the top left is a yellow pencil icon. The title "Permit Selection Wizard" is in yellow. Below the title are two links: "[Register For An Account](#)" and "[Logon To Permit Portal](#)". Below these is the instruction: "A MM-109 Entry Permit will be needed. Please click the link to start your application." At the bottom, there is a large yellow link: "[Click Here To Begin Your Permit Application](#)". At the very bottom, there are two buttons: "Clear Wizard" and "Exit Wizard".

# The Permit Portal Online Permits Page

The Permit Portal Online Permits Page allows you to submit permits electronically and attach all required documentation at the time you submit the permit. The online permit submission is the fastest way to submit an accurate and complete permit and get it processed.

[Submit Permits Online](#)

To start a new permit submittal online, click on Submit Permits Online on the [Navigation Menu](#) on the [Permit Portal Main Page](#) Select [Submit New Permits Now](#). Note: If you are a portal Member, Log in first so you can track the permit under your account. See [Create a Permit Portal Account](#) for further Information.



To start a new permit submittal on the [Permit Portal Online Permits Page](#) Select the corresponding Icon For the permit type you wish to Submit. If you don't know the correct permit type to submit, please use our [Permit Portal Wizard](#) to determine the correct permit type applicable to your project.



After Selecting the correct permit type for your project, you will be taken to the [Terms and Conditions Page](#) for the permit type selected for your project. **Please carefully read** the terms and conditions permit type selected. If you do not agree to the terms and conditions herein, which are conditional to the approval of your permit, your application will be rejected.

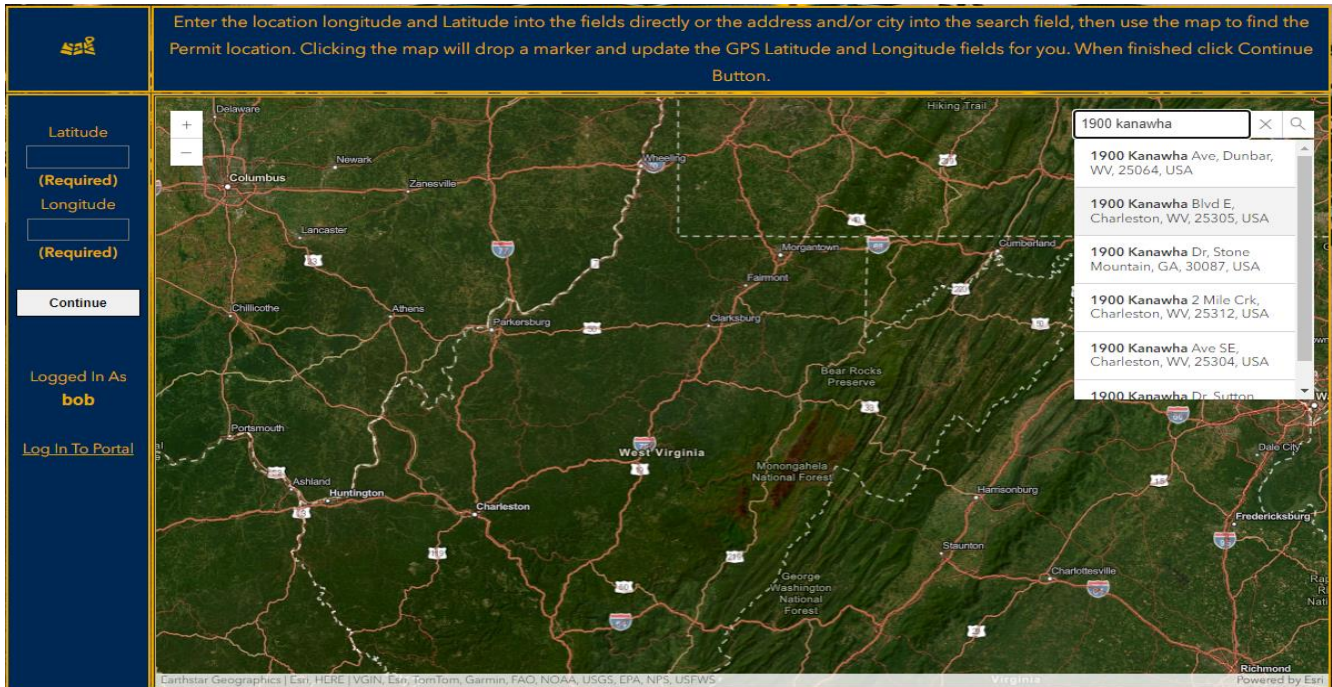
To accept the [Terms and Conditions](#) of your [Permit Application](#) click the [I Agree Continue Button](#).

1. This permit, between the WEST VIRGINIA DEPARTMENT OF TRANSPORTATION, DIVISION OF HIGHWAYS, a statutory corporation, hereinafter called "DIVISION" and APPLICANT, a person, firm or corporation, listed on page one.
2. In consideration of the conditions hereinafter set forth and in accordance with all state and federal laws, including but not limited to, W. Va. Code §17-2E-1 et seq., §17-4-8, §17-16-6, §17-16-9, §31H-1-1 et seq., and any related rules, regulations, policies, manuals, or guidelines, APPLICANT does hereby apply to enter DIVISION's right(s) of way listed on page one, for the purpose listed in Description of Work on page one.
3. APPLICANT shall deposit with DIVISION an official, certified or cashier's check, or executed bond with surety satisfactory to DIVISION to cover any damage and inspection costs DIVISION may sustain by reason of the issuing of this permit, including any expense incurred in restoring said right(s) of way to original condition or the proper repair of any and all damages arising from, related to, or otherwise connected to said entry.
4. APPLICANT agrees to reimburse DIVISION for inspection costs as listed on page one.
5. APPLICANT shall notify DIVISION at least 48 hours in advance of the date the work will begin. Failure to comply may result in cancellation of this permit.
6. APPLICANT shall notify DIVISION upon completion of any work authorized under this permit. If APPLICANT's work is anticipated to extend beyond the estimated construction duration indicated on page one, APPLICANT shall notify the DIVISION as soon as possible. Failure to comply may result in additional charges.
7. APPLICANT agrees to protect all users of the road right(s) of way, as well as all employees and equipment of APPLICANT and DIVISION, at all times in accordance with the current Division of Highways manual. "Manual on Temporary Traffic Control for Streets and Highways" (<https://transportation.wv.gov/highways/traffic/Pages/default.aspx>).
8. APPLICANT agrees to comply with all applicable state and federal laws related to the entry that is the subject of this permit, including but not limited to the requirement to provide DIVISION copies of any NEPA clearance documentation for utility installations along or across the Interstate Highway System and/or controlled-access right(s) of way.
9. The person, firm or corporation to whom a permit is issued agrees to defend, indemnify, and hold the State of West Virginia and DIVISION harmless on account of any damages to persons or property which may arise during the process of the work authorized by this permit or by reason thereof.
10. Applications for permission to perform work within highway right(s) of way shall be made on DIVISION's standard permit form and shall be signed by the authorized representative of the person, firm or corporation applying.
11. The APPLICANT shall give detailed information concerning the nature of the entry and any work to be performed, and the application must include plans sufficient to show the same.
12. Any work authorized under this permit shall be completed on or before one calendar year from the issue date listed on page one, unless otherwise specified or approved by DIVISION.
13. APPLICANT, its agents, successor, heirs or assigns, contractors or any other person, firm or corporation working under APPLICANT's real or apparent authority, shall perform the work in a manner satisfactory to DIVISION. Damage to the right(s) of way resulting at any time from work authorized under this permit shall be repaired by APPLICANT. Unsatisfactory repairs, at the sole discretion of DIVISION, may be corrected by DIVISION or its authorized agent and the cost thereof paid by APPLICANT.
14. DIVISION shall not be liable for any damage or costs incurred by APPLICANT arising from or related to DIVISION's construction or maintenance of DIVISION's facilities.
15. Utility installation(s) shall be in accordance with the current manual, "Accommodation of Utilities on Highway Right of Way" (<https://transportation.wv.gov/highways/right-of-way/Pages/Utility-Publications.aspx>).

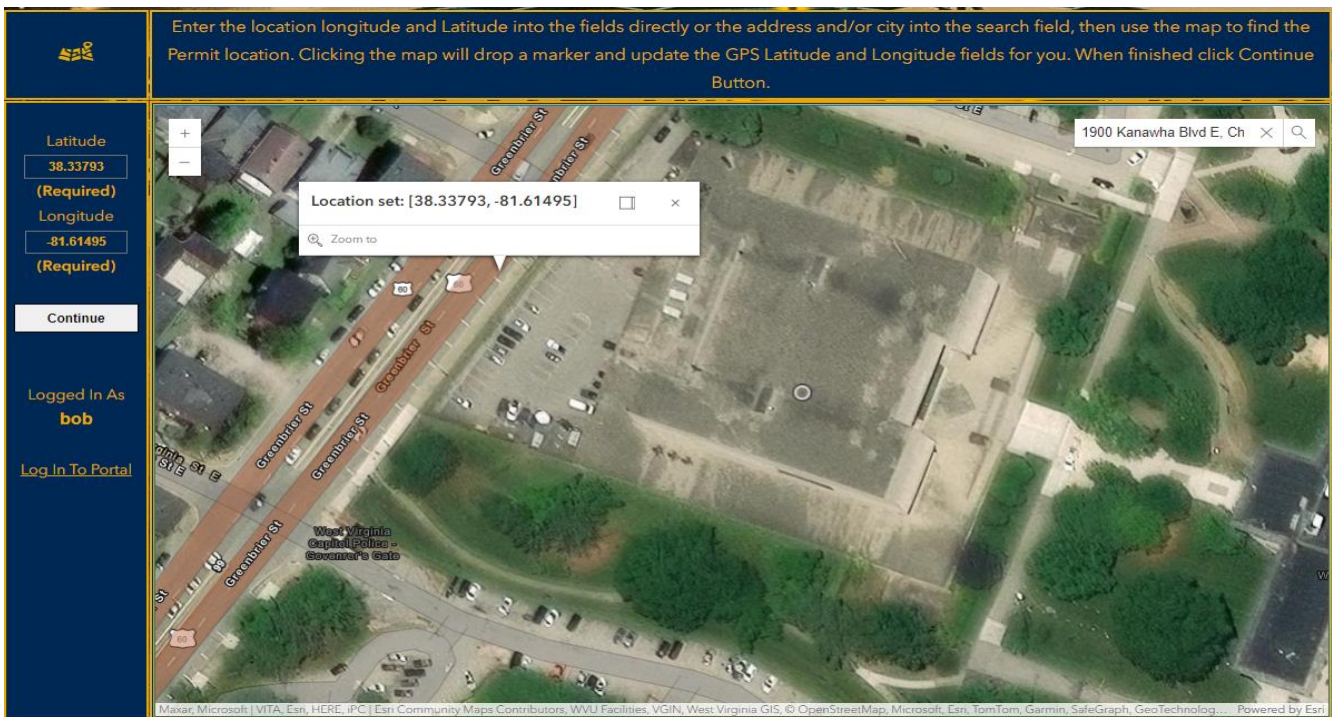
I Agree Continue

After accepting the [Terms and Conditions](#) you will be asked to enter your longitude and Latitude or pick the project location on the provided map.

You can directly enter the [longitude and Latitude](#) into the [Text Boxes](#) provided, search for the 911 address of the project using the [Find Address or Place](#) search box or zoom to your location. To move the map hold down your left mouse button and drag it, to zoom double click or use the + and – buttons.



Once you have found the project location click once using your left mouse button to select That location. The [longitude and Latitude](#) will automatically be entered into the Required Text Boxes. Click [Continue](#).



After Clicking the [Continue Button](#), you will be taken to the [Online Permit Application](#). Please fill out all the information you can before submitting the application. **Incomplete applications will result in delays or the denial of your permit.**

### Permit Application

Permit Information		
Permit Category* APPROACH	Estimated Work Start Date* [ ]	Date Received 06/13/2024
Permit SubCategory* [ ]	Estimated Working Days to Complete Work* [ ]	Permit Application Number [ ]
Permit Type [ ]	Explain the work you are proposing to do:*	
[ ]		
Applicant Information		
Permit will be issued to Applicant listed below		
<input type="checkbox"/> Check here to edit address below and request a permanent change of address for this Applicant		
Applicant Name* Applicant Name - Bob	Applicant Type* [ ]	Preferred Contact Method* EMAIL
Applicant Phone 123-444-4444	Applicant Email* person@email	
Mailing Address 1* 123 Mail Rd		
Mailing Address 2 Line 2		
Mailing City* Mail City	Mailing State* [ ]	Mailing Zip* 12345-4444
<input type="checkbox"/> Contact info is same as Applicant info		
Contact First Name* First Name	Contact Last Name* Last Name	Contact Type* Utility Provider
Contact Phone* [ ]	Contact Email* [ ]	

If you have additional documents that need to be submitted with your permit application, you can use the [Attachments Section](#) to attach and submit those with your permit.

Attachments (0)	
Document Name	Attachment Type
Available Attachment Types MM109 Attachments	Attach EP MM109 ROW Entry Permit Application Attachments
Inspection Fees	
<input type="checkbox"/> Water Installations (\$0.85 per foot) <input type="checkbox"/> Sewer Installations (\$3.37 per foot) <input type="checkbox"/> Aerial Installation (\$300 per day) <input type="checkbox"/> Subsurface Installation (\$600 per day) <input type="checkbox"/> Small Cell Installations (flat fee - \$250) <input type="checkbox"/> Standard Permit Fee (\$750) <input type="checkbox"/> Miscellaneous	
Bond Information	
Do you have a Deposit / Bond on file? <input type="radio"/> Yes <input type="radio"/> No	
Signature / Acknowledgement Section	
By submitting this permit application electronically, I am acknowledging the following:	
<input type="checkbox"/> I certify that all information listed in this permit application is accurate and true, that I have the legal right to apply on behalf of the applicant/company, and that I agree to the use of electronic signatures solely for the purposes of executing this document, and such signatures in all respects shall have the same full and binding effect as a handwritten signature. *	
Name of Person Signing Application* [ ]	Title* [ ]
	Relationship to Applicant* [ ]
<input type="button" value="Submit"/>	

[Submit](#)

Click the [Submit Button](#) to submit the application. If the submission was successful you will be forwarded to the [Submission Successful Page](#).

The screenshot shows the West Virginia Department of Transportation website. At the top, there is a navigation bar with links for Agency Directory, Phone Directory, Online Services, and Contact Us. Below this is a yellow banner with the West Virginia Department of Transportation logo and icons for Portal Guide, Payments, Maps, Business, Engineering Publications, and About Us. A dark blue banner below the yellow one reads "Permit Portal Submission Was Successful". On the left, a navigation menu lists: Navigation Menu, Portal Main Page, Membership Home Page, Guest Home Page, Quick Start Guide, Log In To The Permit Portal, and Help. The main content area features a large background image of a bridge over a river. Overlaid on this image is a dark blue box with the text "Thank You! Your Submission Was Successful!" and a "Continue" button. Below the text box is a yellow map of West Virginia with the text "WEST VIRGINIA" and the state logo.

# The Members Permit Status and Search Page

View Permit Status and Search

Use the [View Permit Status And Search Button](#) to view your submitted permits, view the status of a permit and view a permit number or invoice number.

WV.gov Agency Directory Phone Directory Online Services Contact Us



West Virginia  
Department of Transportation



Portal Guide

## Permit Portal Permit Status

### Navigation Menu

Portal Main Page

My Home Page

Quick Start Guide

Submit Permits Online

Permit Selection Wizard

Download Permit Applications

Upload New Permit Applications

Upload Additional Documents

Help

Permit #	Applicant	Status	Invoice #	Payment Status	Received
05-2024-235	Tom's Fiber	Awaiting Payment	IUAR05-2024-235-1097	Paid by Check	06/03/2024
05-2024-235	Tom's Fiber	Awaiting Payment	IUAR05-2024-235-1102	Awaiting Payment	06/03/2024
05-2024-232	Tom's Fiber	Cancelled	IUAR05-2024-232-1096	Paid by Check	05/31/2024
05-2024-233	Tom's Fiber	Cancelled	IUSS05-2024-233-1101	Paid by Check	05/31/2024



# Permit Portal Upload Additional Documents

## Upload Additional Documents

In the event that you need to send in more documentation to support your permit application. You can go to the [Navigation Menu](#) and click on the [Upload Additional Documents Button](#) to upload documents directly to the Permit Portal. **Note: The file size is limited to 50MB per upload.**

Select [Choose File](#) and select the file you wish to upload to the Portal then select the [Upload to Permit Portal Button](#).

The screenshot displays the West Virginia Department of Transportation Permit Portal. At the top, there is a navigation bar with links for "Agency Directory", "Phone Directory", "Online Services", and "Contact Us". Below this is a header for the "West Virginia Department of Transportation" with a logo on the left and "Portal Guide" and "Payments" icons on the right. The main content area is titled "Upload Additional Documents And Items". On the left, a "Navigation Menu" sidebar lists options: "Portal Main Page", "My Home Page", "Quick Start Guide", "Submit Permits Online", "Download Permit Applications", "Upload New Permit Applications", "View Permit Status and Search", and "Help". The central area features a large background image of a bridge under construction. Overlaid on this image is a yellow form box with the following elements: a red heading "(50MB File Size Limit)", a "Permit Number" input field, a "Select File" label, a "Choose File" button, a "No file chosen" status, and an "Upload to Permit Portal" button.

# Permit Portal Upload Permits In PDF Format

Upload New Permit Applications

You can go to the [Navigation Menu](#) and click on the [Upload New Permit Applications Button](#) to upload New Permits you downloaded from the portal in pdf format. **Note: The file size is limited to 50MB per upload.**

Select [Choose File](#) and select the file you wish to upload to the Portal then select the [Upload to Permit Portal Button](#).

The screenshot shows the West Virginia Department of Transportation website. At the top, there is a navigation bar with links for 'Agency Directory', 'Phone Directory', 'Online Services', and 'Contact Us'. Below this is the department's logo and name, 'West Virginia Department of Transportation', along with icons for 'Portal Guide' and 'Payments'. The main heading of the page is 'Upload Permits In PDF Format To The Portal'. On the left side, there is a 'Navigation Menu' with several options: 'Portal Main Page', 'My Home Page', 'Quick Start Guide', 'Submit Permits Online', 'Download Permit Applications', 'Upload Additional Documents', 'View Permit Status and Search', and 'Help'. The central part of the page features a large image of a bridge over a river. Overlaid on this image is a yellow form box with the title '(PDF Format Only 50MB File Size Limit)'. The form contains the following fields: 'Permit Number' with the value 'New', 'County' with a dropdown menu showing '01 - Barbour', and 'Select File' with a 'Choose File' button and the text 'No file chosen'. At the bottom of the form is an 'Upload to Permit Portal' button.

# Permit Portal Online Payments Page



The Permit Portal Payment Icon will allow you to pay invoices received from the Portal. You can pay invoices by Credit Card or Online Check. You will be required to enter your invoice number to make a payment. Click on [Payments Icon](#) to get Started.

Click on the [Permit Type](#) you wish to make the payment for and you will be taken to the payment page for that particular permit type.



Enter the invoice number from the invoice you received for your permit and click the [Search Button](#). The system will locate your invoice. Once your invoice is located, click the Click Here link to pay your invoice with the [West Virginia State Treasurer's Office](#).

Please enter your Invoice Number from the Invoice you recieved in your email or by Postal Mail. If you are a Portal Member the Invoice Number can also be found on your Permit Status Page. Then click the Search Button.

After your Invoice Number is verified in the system you will be forwarded to the State Treasury to complete your Payment.

Invoice

1

Invoice	Name	Amount	Pay Invoice
1	WVDOT	1.56	<a href="#">Click Here</a>

# Permit Portal Contact Us Form

To contact us with Technical issues, general questions, or comments, use the [Contact Us](#) link at the top of the page on all portal pages and fill out the [Contact Us Form](#) to email us.

If you have questions about the permit process or a permit that is currently being processed, please contact your local [District Office](#).



**Please fill out the entire email form** and give a general description of your issue, question, or comment. Press the [Send Button](#) when you are done.

### Contact Us Form

Name:

Subject:

Email:

Body:

A white rectangular box containing a green checkmark, the text "I'm not a robot", and the reCAPTCHA logo with "reCAPTCHA" and "Privacy - Terms" text below it.

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