OVERVIEW

The Street Closure Online Application (SCOA) system provides a means of submitting and managing permits electronically. While the requirements for a permit application are the same as for a paper-based permit, including accompanying materials, the process can be completed entirely online. The system allows users to sign up a company for online permitting, create user accounts, create and submit permits, view the status of your permits, and print approved permits.

1 REGISTERING A NEW COMPANY FOR ONLINE ACCESS

Before submitting a street closure permit online a company must established or an existing company must be granted rights to use the online system. This is accomplished through registering a new company and user account.

1.1 SIGN UP AND LOGIN

When users access the Street Closure Online Application launch page they are presented with a simple interface providing the two options. Users who have not been granted access to the system previously must Register a new company/user account. If unsure about the status of your company or login, this form should be completed.
Where a company already exists and does not have online application privileges, these will be granted. If the company has privileges, but the user is new or does not have privileges the user will be added and granted login rights.

Once the form has been completed and saved, the company registration request will be reviewed by the Right-of-Way office. This process will completed within 5 business days. The requestor will be notified by e-mail regarding the outcome of their request.

1.2 LOGGING INTO THE STREET CLOSURE SYSTEM

Once login rights have been granted, an email will be send to the user with a link for accessing the site. User will once again go to the Street Closure Online Application launch page to gain access to the system. The user will enter the e-mail associated with their account to request a login e-mail.
A login e-mail containing a login link corresponding to a system token will be delivered to the users e-mail account. Clicking on the link will provide immediate access to the system. The system token will expire after three days of non-use. A new token can be requested by repeating these steps at any time.

The login e-mail can be resent to any e-mail account for access to the system.

1.3 ACCESS TO MULTIPLE COMPANIES
Users may be involved with submission of permits for multiple companies. The same registration process should be repeated for each company the user needs to access. Access to multiple companies is supported through the Street Closure Online Application interface.

2 PERMIT STATUS

2.1 STATUS SCREEN
Users accessing the Street Closure Online Application system will immediately access the status screen for their company if they are associated with only one company. Users associated with multiple companies will be prompted to select a company to access from a drop-down list.
The home page and status screen provide a means of accessing all permits associated with a company. An inventory of permits is provided on the status tab.

Other tabs provide access to permits and allow specific actions to be performed. Permits can be searched using the filter tool at the top of the permit list.

2.2 Permit Actions
Users can access permits through specific actions.
3 MANAGING YOUR COMPANY

3.1 UPDATING A COMPANY

Users can edit the company information. An email will be sent to the approver for making changes to the database.
3.2 ADDING A USER/CONTACT

A contact can add another contact and give login access. Required fields are denoted on the form. The form must complete before saving.

3.3 UPDATING A USER/CONTACT

Allows user to edit the accounts of other users within their respective company. Required fields are denoted on the form. The form must complete before saving.

3.4 DELETING A USER/CONTACT

Allows user to delete entire accounts of other users within their respective company. Deleting an account will make the account inactive.
Note: Use this operation with caution. It is not advisable to remove a contact that is associated with an existing permit with status ‘Pending’ or ‘Awaiting information’.

4  SUBMITTING A PERMIT

4.1  CREATING A NEW PERMIT

National Academy of recording Arts & Sciences, Inc

Submit a Permit

4.2  ADDING INFORMATION, SAVING, SUBMITTING A PERMIT

Street Closure Request Form

New Request

* = required

Contact Person *

Choose... *

ADD USER

Start Date *

mm/dd/yyyy

Start Time *

hh:mm

End Date *

mm/dd/yyyy

End Time *

hh:mm

on or after 3/23/2016

must be on or after the start date

must be > the start date and time

Purpose *


G/100

Permit Type *

Choose... *

Comments:

G/100

Project Type(s) *

- Building Construction
- Manhole Construction
- Promotional Event
- Sidewalks
- Building Demolition
- Manhole Intersection
- Bulk Truck Cable
- Construction/Demolition
4.2.1 ADDING CONTACT
A Contact person is selected, when no contact is found, a new contact should be created by selecting the Add User button.

4.2.2 DATES, PURPOSE AND COMMENTS
Dates are entered. Times are entered to reflect the start time and end time for anticipated work hours through the duration of the permit. Purpose and comments are entered to convey work the intent and details associated with the permit.

4.2.3 SELECT PERMIT TYPE

4.2.4 ADDING PROJECT TYPES

4.2.5 ADDING ENROACHMENT TYPE(S)
Encroachment types are only visible to the required permit types.
4.2.6 ADDING Location(s)

Users will designate the occupancy and location types related to their project. Three location types can be selected:

- **Address**: Street address can be entered
- **Intersection**: On Street and a cross street can be selected
- **Street Segment**: On Street, From Street and To Street is selected

4.2.7 ADDING REFERENCE(S)

Users can add references to the permit if they have a reference number associated with any selection in the drop down list.

4.2.8 ADDING DOCUMENT(S)
Users can attach additional documentation pertaining to their projects. Any document type can be selected. They can save a document with any name they choose to save. They can add more than one document to a permit as necessary.

4.2.9 Submit, Save, Cancel
User can enter required information will save draft if not ready to submit the application. The application will be saved as ‘Draft’.

User can submit the application if they have filled all required information. Submitted Application will move to ‘Pending’ status.

User can cancel the request if they decide so. Permit status is now changed to ‘Cancelled’

4.3 Awaiting Information
Permits in Awaiting Information status have the same behavior as permits in Draft status.

Permits are changed to this status by the permit writers when they find out that permit is lacking some information. An email will be sent to Contact email associated with the permit with the additional information and permit number. Contact can add documents or make other changes to the permit and submit the application again, which is now moved to ‘Pending’ Status.

4.4 Canceling a Permit
A Pending Permit can be cancelled at any time prior to approval. This action is accomplished through the Status Screen by selecting the trash can icon. While viewing a pending permit, it can be canceled by selecting the Cancel Permit button at the bottom of the screen. The system will prompt the user to
confirm permit cancellation before a final action. Pending permits that are cancelled will appear under the Cancelled status tab.

4.5 **PRINTING A PERMIT**

When the permit is approved, an email will be sent to the contact email associated with the permit. This permit can be viewed as PDF document and can be printed.