User Guide

Date – December 20th, 2024
Prepared by – Digital Solutions

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1. Introduction

The purpose of this document to assist customers using the SYNODAS Customer portal implemented by Stantec.

> **NOTE**: Screenshots of the Customer Portal have been heavily blurred to protect people's Personally Identifiable Information (PII). It is possible that more has been blurred than was necessary, but we choose to err on the side of confidentiality.

2. First Time Use

2.1 Register Account

You'll need to register your account if you want to access the SYNODAS Customer Portal. To do so, follow these steps.

1. From the landing page, click **Create Account**.

GDOT | SYNODAS Register Login

Georgia Department of Transportation

Outdoor Advertising Customer Portal

Your one-stop place to pay invoices, apply for outdoor advertising permits, and manage your permits.

[Create Account]   [Sign In]

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2. Enter your First Name, Last Name, Email Address, and create a Password.

3. Click **Get Started**.

4. You will have been redirected to the Log In page. Note the message in the upper right corner.

5. Check your email for a confirmation email to verify your email address.

Confirm Your Email Address

NR   no-reply@notifications.stantec.io
To ○

ⓘ This sender no-reply@notifications.stantec.io is from outside your organization.

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Confirm your email by clicking the button below.

Confirm Email

If the above button does not work, please copy and paste the link in the address bar.

https://gdot-dev-portal.insight.stantec.com/api/Identity/Account/ConfirmEmail?userId=0c5a9cc0-9290-4c9f-81f1-f3a7d02a3b71&code=Q2ZESjhLaGpRdWVUZWxsUGtlTHNQNXpJYXNkenVybDVmQXdaZjFWS2M5bWtGR0t0eU9ZSldMQTNYS3ZYdlBaMmc0eis3V0RHY1dKNExyY2UrTkJjbTllNHRrRUwwL0c1V3lCT3g3WT3A%2F%2Fgdot-dev-portal.insight.stantec.com%2FHome%2FDashboard%2F

Email sent on behalf of the Georgia Department of Transportation Outdoor Advertising Unit. Please contact GDOT ODA at (470)586-3567 or oda@dot.ga.gov if you have any concerns.

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6. Click **Confirm Email** or paste the URL into your web browser and press enter.

7. You will be sent to the Log In screen again. Note the message in the upper right corner.

Email has been validated.   ✕

Congratulations! You've successfully registered your account!

2.2   Log In

Next you will have to log in. This is standard, but you will have to enter a multifactor authentication code sent to your email to do so.

1. From the Landing Page, click **Sign In**.

2. Enter your Email Address and Password.

Sign in to your account

Welcome back! Please enter your details.

Email *

Enter your email

Password *

Password   👁
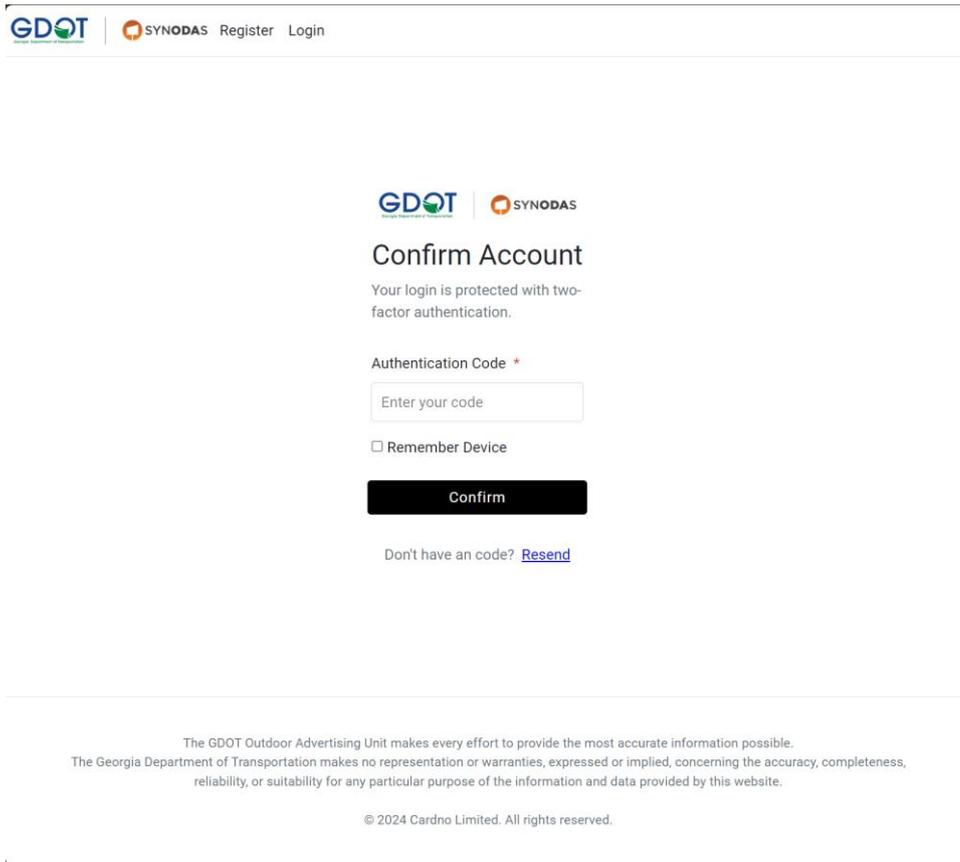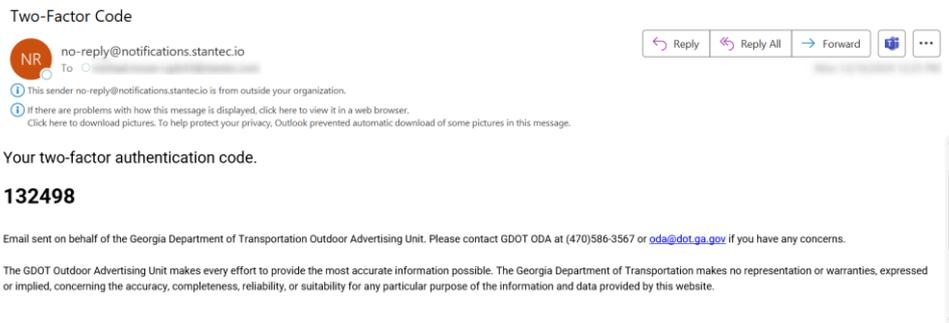
☐ Remember me

Sign in

Resend Confirmation Email   Forgot password

3. Click **Sign In**.

4. You will be redirected to a multifactor authentication screen.

5. Check your email. An email with the subject "Two-Factor Code" will be sent quickly that looks like this:

6. Enter the authentication code.

7. Click **Confirm**.

8. You will be sent to a License Agreement Page.

9. Scroll to the bottom of the page.

10. Click **Accept**.
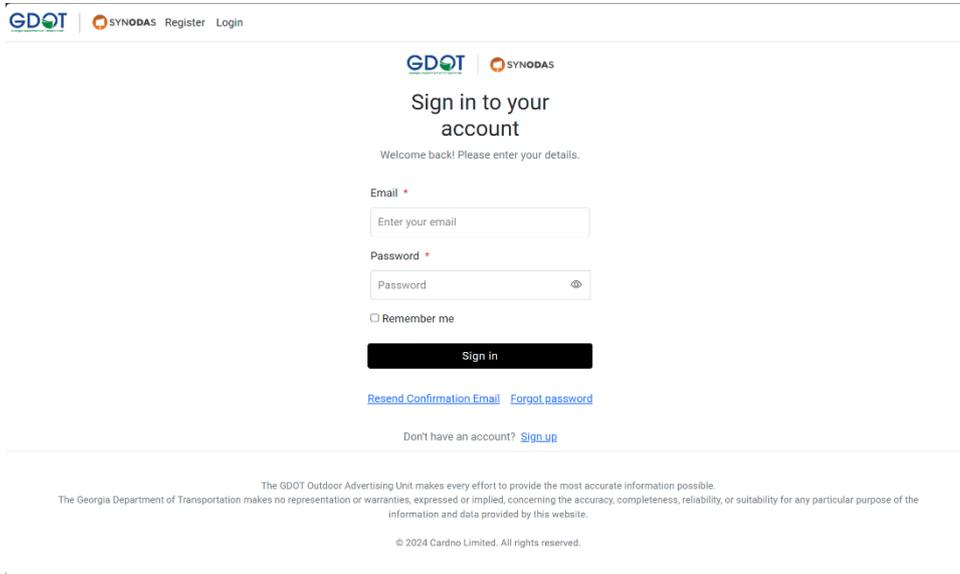
11. You will be sent to the Dashboard.

Congratulations! You have signed in to the SYNODAS Customer Portal.

Note: You will only have to agree to the license agreement the first time you log in. Unless the terms change you will not have to agree again at log in.
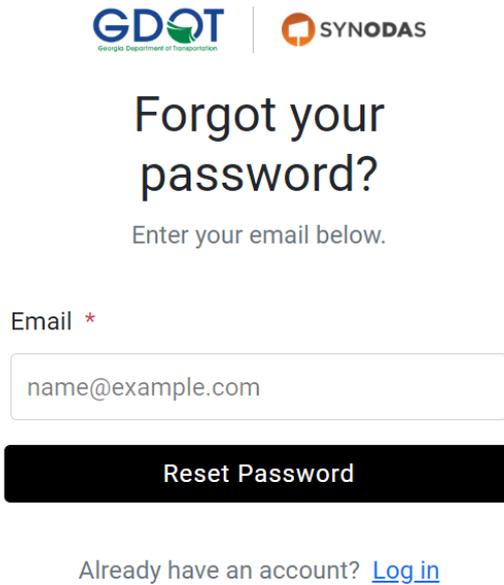
2.3 Reset your Password

Should you forget your password, the steps to access your account are simple.

1. From the sign in page, click **Forgot Password**.

2. Enter your email in the field.

3. Click **Reset Password**.

4. Check your email, shortly you will receive an email from no-reply@notifications.stantec.io that looks like this:
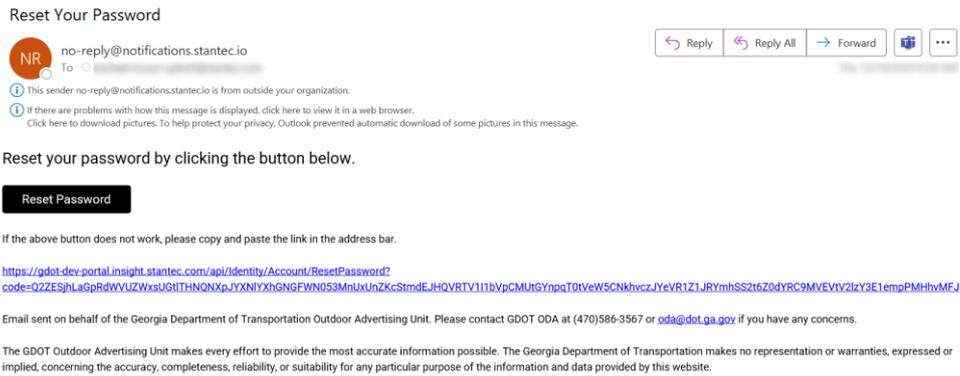
5. Click **Reset Password**.

6. On the reset password screen, enter your email, password, then confirm password.

7. Click **Reset**.

Your password has now been changed and you may log in with your new password.

2.4 Claim Account

For your existing records to show up in the portal, you need to claim the account. You will only need to do this for each of your customer accounts one time.

If you receive multiple renewal notices each year, each of these will need to be claimed.

1. From the Dashboard, click **Claim Customer Account** in the menu bar.

2. Follow the instructions by entering one of your Permit IDs, an Invoice Number, and your Customer Number.

3. Click Search.

4. If that combination is valid, this message will be displayed.
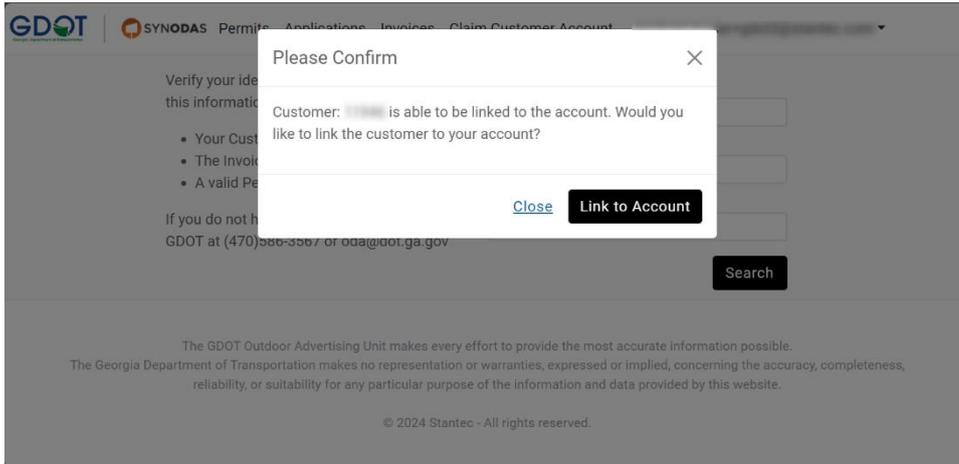
5. Click **Link to Account**.

6. You will be redirected back to the Dashboard. A success message will be displayed.
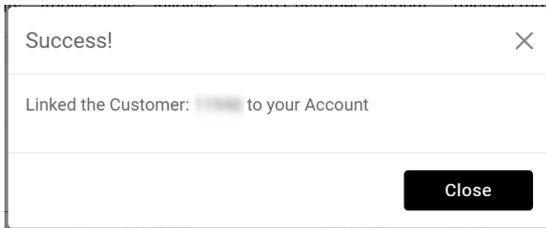
7. Click **Close**.

8. If the combination is invalid, something like this will be displayed. If so, click **Close** and contact GDOT.

9. You will be redirected back to the Dashboard.

Congratulations! You've successfully linked an existing account to your log in.

3. Dashboard

The Dashboard is the home screen of the SYNODAS Customer Portal once logged in. These are the main components of the dashboard.

The four frames on this page correspond to four types of records. Clicking the number in the first column will display the details for that record. Each frame will show the most recently updated five records of each type.

- Permits: your sign permits, the type of sign, the status of the permit, and the last time the record was updated.

- Applications: applications that have been submitted and accepted for review, the type of application, their status, and the last time the record was updated.

- Invoices: every invoice for your account, the amount due, the amount paid, and the status. These are sorted by the most recent invoice date.

- In Progress Applications: applications that have been started in the portal until they are accepted or rejected.

3.1 Dashboard Frames

3.1.1 Permits

Permits

Permit Number	Type	Status	Last Updated
	Standard Sign	Active	
	Standard Sign	Active	
	Standard Sign	Active	
	Standard Sign	Active	
	Standard Sign	Active	

[View More...](#)

Permit Number: the permit's unique identifier. Click this column to open the record.

Type: Type of permit.

Status: status of permit.

Last Updated: the last time the permit record was updated.

3.1.2 Applications

Applications

Application Number	Type	Status	Last Updated
	Multi-Message Sign	Denied	
	Standard Sign	Approved	
	Standard Sign	Approved	
	Standard Sign	Approved	
	Standard Sign	Approved	

[View More...](#)

Application Number: the application's unique identifier. This can be clicked to view the full application record.

Type: Type of application – whether Standard Sign or Multi-message sign

Status: the status of the application.

Last Updated: date the last time the record was updated.

3.1.3 Invoices

Invoice Number: the invoice's unique identifier. Click to view the record details.

Amount Due: the total of the invoice

Amount Paid: the amount paid on an invoice

Status: the status of the invoice.

Invoice statuses are more informative than statuses elsewhere and need explanation.

- Due on [Date]: self-explanatory

- Not Completed in Payment Portal: a payment was started in the Wells Fargo portal, but was cancelled or interrupted before the payment could be submitted.

- Pending Verification from Payment Portal: a payment was submitted in the payment portal, but GDOT has not received the confirmation from the bank. This takes a few days.

- Paid: the invoice has been paid and no further action is required.

3.1.4 In Progress Applications

In Progress Applications

Form Id	Application Number	Status	Step
		In Progress, Not Submitted	2 / 6
		In Progress, Not Submitted	2 / 6
		Submitted	6 / 6
		In Progress, Not Submitted	2 / 6
		Submitted - Revisions	5 / 6

View More...

Form Id: The unique identifier of the application.

Application Number: the number of the permanent application record. This will only be assigned after submitting the application.

Status: the status of the application.

Step: how along in the application process the application is.

3.2   Menu

The menu consists of the GDOT and SYNODAS logos, 4 menu items, and the email address of your account.

- Clicking the SYNODAS logo from anywhere in the portal will bring you back to the home screen.
- Clicking your email address gives you the option to log out.
- Clicking one of the menu items takes you to that record's dashboard

3.2.1   Permit Dashboard

The Permit Dashboard displays a list of all permits associated with the account, past and present. Clicking a permit number will display that permit's record screen.

Users can choose how many results per page this table will show. The column headers can be clicked to sort the list.

Permit Number: the permit number. Clicking this will display the permit record.

Type: whether this is a standard sign or a multi-message sign.

Owner: the owner profile – some accounts are associated with several businesses that directly own a sign.

County: the permit's county, sometimes this will be blank

City: the permit's city, sometimes this will be blank

Route: the permit's route

Milepost: the closest milepost

Permit Expire Date: the date at which the permit will expire or did expire

Status: the status of the permit.

3.2.2   Applications Dashboard

The Application dashboard has two tabs:

- Applications for all applications once they are submitted
- New Applications for applications that were started in the portal.

The column headers can be clicked to sort the table by that column. And both tables have a search field.

3.2.2.1   Applications

The applications tab is where all the applications that have been submitted live.

Application Number: The unique identifier for the application. Clicking this number will display the record details.

Type: Standard Sign or Multi-Message Sign.

Application Date: the date the application was received.

County: the county the application is for. This can be blank.

City: the city the application is for. This can be blank.

Route: The route number the application is for.

Milepost: The closest milepost to the application site.

Status: the current status of the application.

3.2.2.2 New Applications

The applications that were created in the portal live here. Old applications submitted on paper will not show up here – they will be in the standard Applications tab.
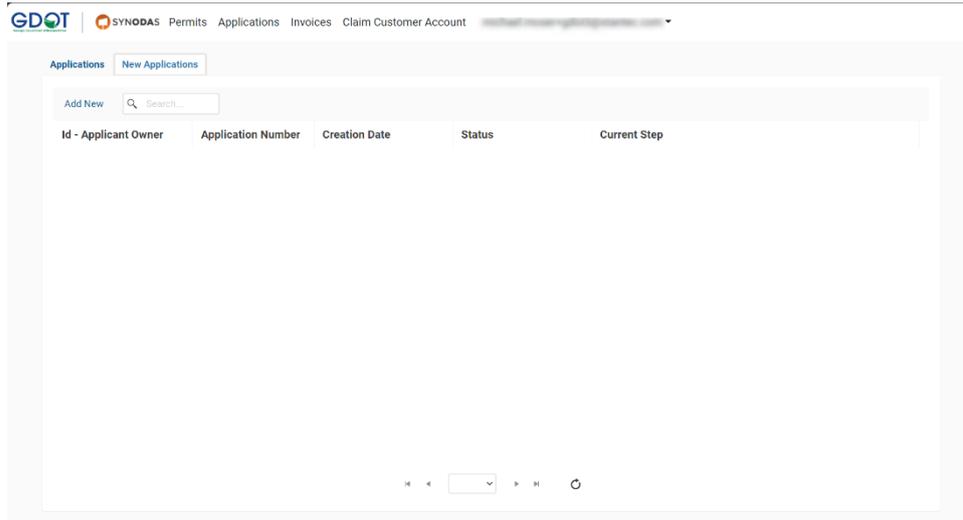
ID – Applicant Owner: The Sign Owner on the application.

Application Number: the unique identifier of the application.

Creation Date: the date the application was started.

Status: the status of the application.

Current Step: how complete the application is. This will be a fraction, such as 4/6, indicating that the application is on step four of six steps.

To start a new application, click the **Add New** button next to the search field.

3.2.3   Invoices Dashboard

The Invoices Dashboard has all the invoices for an account.

- Clicking a column header will sort by that column.

- Dragging a column header to the area above the table will group the invoices by that column.

- Invoices that did not complete their transaction will be highlighted.

Invoice Number: the invoice's unique identifier. Click to view the record details.

Customer Name: the name of the customer account

Number of Permits: the number of permits included in a renewal invoice

Amount Due: the total of the invoice

Amount Paid: the amount paid on an invoice

Status: the status of the invoice.

Invoice statuses are more informative than statuses elsewhere and need explanation.

- Due on [Date]: self-explanatory

- Not Completed in Payment Portal: a payment was started in the Wells Fargo portal, but was cancelled or interrupted before the payment could be submitted.

- Pending Verification from Payment Portal: a payment was submitted in the payment portal, but GDOT has not received the confirmation from the bank. This takes a few days.

- Paid: the invoice has been paid and no further action is required.

4. Application for Outdoor Advertising

4.1 Create Application

From the Dashboard:

1. Click **Application**.

2. Click **New Applications**.

3. Click **Add New**.

4. Read the Legal & Regulatory text.

5. Click the link "View application instructions here" to display instructions for completing the application.

6. Click the link "View required documents" to display the criteria for additional documentation that needs to be supplied.

Required Documents

Applicant / Landowner Affidavit

1. This portion of the application must be completed and notarized.

2. In lieu of the Landowner's acknowledgement, attach a lease signed by the Landowner (identifying sign location by state route, county, side of roadway, and distance to milepost). A lease must include a right of entry in favor of and acceptable to GDOT for the purpose of inspecting said sign site or to remove any illegal sign or take any other lawful action regarding the sign.

Other Documents:

The following documents are required(if applicable) for a complete application.

a. A current copy of your W-9 Form.
b. Local Government Approval (Req for MMS)
c. A detailed Shop Drawing of the sign indicating the plan, elevation, and side views of the sign.
d. The location sketch must show the roadway the sign will be adjacent to, the distance and direction from the nearest intersection(s), commercial and industrial activities in the area, other signs in the area, residences within 300 feet of the proposed sign, and any other identifiable characteristics or landmarks which will assist GDOT in properly identifying the sign location.
e. For corporate entities or Trusts who are the Applicant and/or Landowner: A signed statement from a corporate officer or executor, on company letterhead, authorizing the Agent(s) to sign this application on their behalf.
f. If the parcel is in an un-zoned area and within 300 feet of any residences, complete and attach a signed Resident Consent Order Form.
g. A photograph of the proposed sign site showing the location markings for each pole (if multiple).
h. If the parcel is listed as Planned Development (PD) or Planned Unit Development (PUD), attach a copy of the plan approved by the local government for review. The primary use of the area or district must be consistent with its zoning designation.A PUD/PD plan which has not been approved by the local government shall not be considered zoned.
i. If the parcel is listed as Mixed Use, attach a copy of the Mixed Use comprehensive zoning plan. GDOT may consider this type of zoning acceptable for outdoor advertising purposes only if the property in the vicinity of the location under consideration is primarily commercial or industrial.
j. If the parcel currently has no commercial or industrial development, GDOT must determine if the "PrimaryUse" of the property is consistent with its commercial or industrial zoning. Attaching documentation that assists in the evaluation will expedite a GDOT review. Recommended attachments are: (1) The assessment of real estate taxes at commercial/industrial rates; (2) Development and construction plans, certified by a licensed professional engineer, for commercial or industrial development scheduled to begin within two years; (3) The zoning of the surrounding area and the actual land uses nearby; and (4) Documents indicating the presence of utilities such as water, electricity, and sewage.
k. Comprehensive zoning plans must be approved by the GDOT Board for outdoor advertising purposes only. Plans that have not been reviewed and approved or property that has been rezoned since the approval must be reviewed by the Board for compliance with the Georgia Outdoor Advertising Act and the Highway Beautification Act. If your property has been rezoned in the last two (2) to five (5) years, more than likely a review will be required. If so, the following will need to be submitted for the Board review: (1) An approved zoning map with legends and proposed location marked; (2) Current zoning ordinance; (3) Application for rezoning; (4) Approved minutes of the meeting approving the zoning change.

Close

11. A sign shall be erected and maintained within twelve (12) months after the date of issuance of the permit. If the sign is not

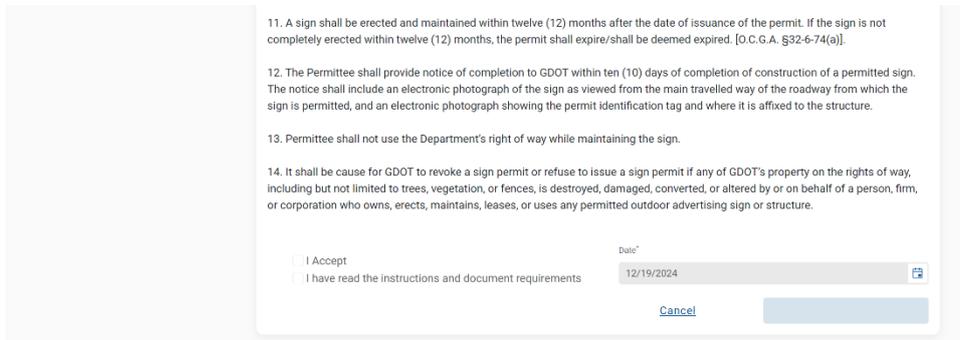7. Check the "I Accept" and "I have read…" checkboxes, then click **Continue**.

11. A sign shall be erected and maintained within twelve (12) months after the date of issuance of the permit. If the sign is not completely erected within twelve (12) months, the permit shall expire/shall be deemed expired. [O.C.G.A. §32-6-74(a)].

12. The Permittee shall provide notice of completion to GDOT within ten (10) days of completion of construction of a permitted sign. The notice shall include an electronic photograph of the sign as viewed from the main travelled way of the roadway from which the sign is permitted, and an electronic photograph showing the permit identification tag and where it is affixed to the structure.

13. Permittee shall not use the Department's right of way while maintaining the sign.

14. It shall be cause for GDOT to revoke a sign permit or refuse to issue a sign permit if any of GDOT's property on the rights of way, including but not limited to trees, vegetation, or fences, is destroyed, damaged, converted, or altered by or on behalf of a person, firm, or corporation who owns, erects, maintains, leases, or uses any permitted outdoor advertising sign or structure.

I Accept
I have read the instructions and document requirements

Date*
12/19/2024

Cancel

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8. Fill out *Applicant Information*, then click **Save and Continue**.

9. Clicking "Import from existing" will display a drop-down menu. Selecting a profile from this list will populate most of the fields on the form.

10. Fill out *Property Owner Information*, then click **Save and Continue**.

11. Fill out *Sign Location Information*, then click **Save and Continue**.

12. Click **+ Add New Face** on *Sign Description*.

13. Edit sign face, then click **Save**. Repeat for all Sign Faces.

14. Complete the *Sign Description* form, then click **Save and Continue**.

15. For each required document fill out "File Description", select a "File Type", and choose a file to upload, then select **Upload**.

    NOTE: should additional files be required for other reasons, they should be provided now. Review the Required Documents by clicking the "here" link.

Items that are required but have not been uploaded will be listed in red. Completed items will be green.

If you upload the wrong file, upload another file of that type to overwrite the incorrect file.

16. Once all the required files have been provided. Click **Save and Continue**.

| Local Government Approval (MMS) 📄 | No |

Cancel   Go Back   **Save and Continue**

17. On the summary screen, click **Go to section** if anything needs attention.

18. Once all the needs attention items have been completed correctly, the submit application button will be enabled.

19. Click **Submit Application** to submit the application for review.

A confirmation pop-up will be displayed.

Successfully submitted   ✕

Your application has been submitted! We will be in contact if
anything additional is needed.
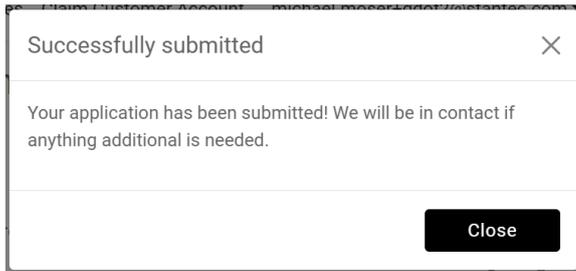
Close

22. Click **Close** to view the application record.

4.2   Update an Application

1. Select an application from either the Dashboard or the list of Applications.

2. Use the navigation menu to go to the section to update.

3. To replace a document, upload a new document of the same type. This will overwrite the existing document.

4. When done with making changes, go to *Final Review*.

5. Click **Submit Application** to send the changes.

![SDO - Stantec Development Operations logo]

5. Permits

5.1 View a Permit

Open a permit from either the Dashboard or the list of permits on the Permit Dashboard.

The Permit record will be displayed.

The bottom section of the record are the statuses of requests such as sign changes that have been made.

ID: the unique identifier for the request.

Type: the type of request

Currently Routed to: the job title of the individual currently working on the request

Current Status: status of the request

Comment: any information GDOT wishes to inform you about

Creation Date: when the request was submitted

5.2 Convert to a Multi-Message Sign

To start the application process to convert a standard sign into a multi-message sign, follow this procedure.

1. View the permit record to be converted.

2. Click **Convert to MMS**.

   You will be redirected to a new application. Information contained within the permit will be automatically copied into the new application from the permit.

3. Complete the application like normal.
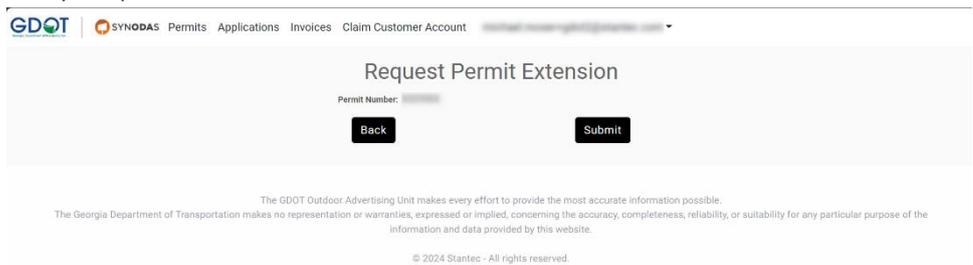
5.3 Request an Extension

To request an extension to the sign construction date, the permit must be at least 30 days from expiring. The extension will be for one year and cannot be extended a second time.

1. View the permit record to be extended.

2. Click **Request Permit Extension**.
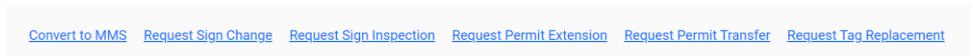
   You will be redirected to a new screen.

3. Verify the permit number is correct.

4. Click **Submit**.

   A pop-up will appear.
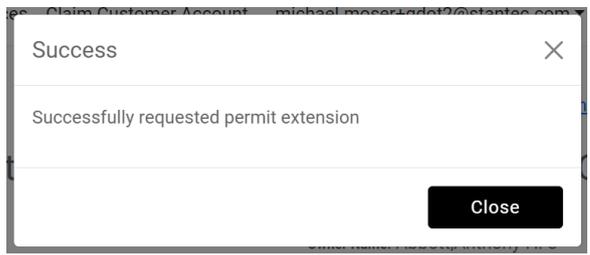
5. Click **Close**.

6. Verify that the request is in the bottom part of the Permit record.

Id	Type	Currently Routed to	Current Status	Comment	Creation Date
3	Permit Extension Request		Recieved		2024

   Extension request complete.

5.4 Request a Sign Change
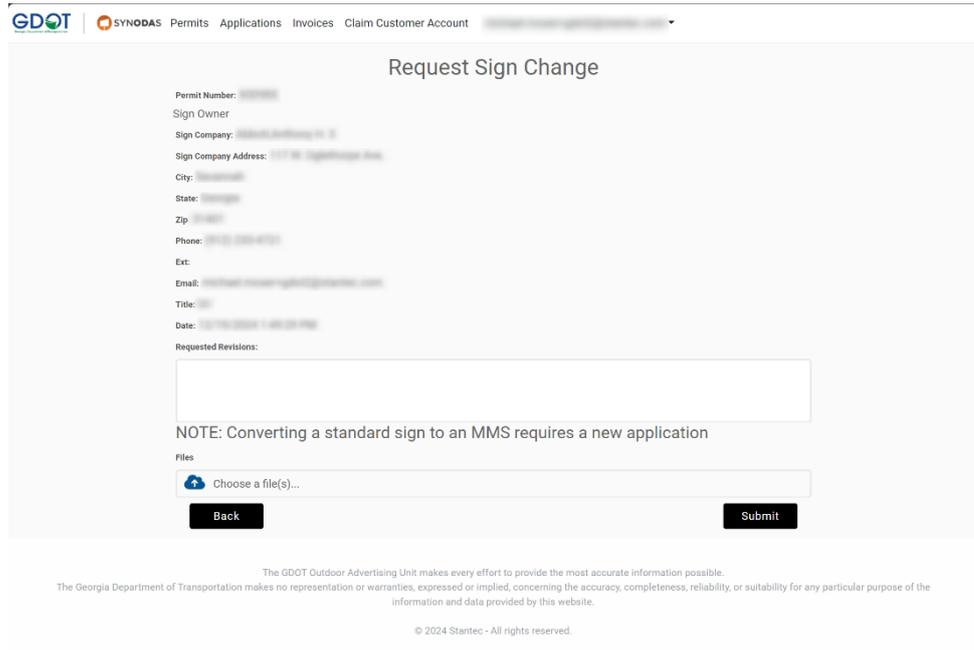
To request a change in an existing permitted sign, follow these steps.

1. View the permit to be changed.

2. Click **Request Sign Change**.

| Convert to MMS | Request Sign Change | Request Sign Inspection | Request Permit Extension | Request Permit Transfer | Request Tag Replacement |
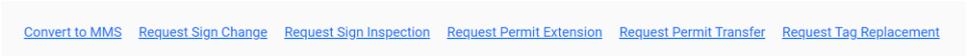
You will be redirected to a sign change form.

3. Verify your information is correct.

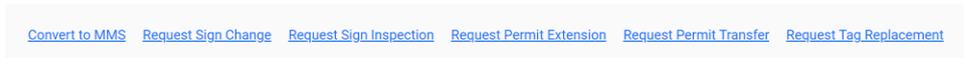4. Fill in Requested Revisions.

5. Upload any required files. This is a multiselect box, so multiple files can be uploaded at one time.

6. Click **Submit**.

A confirmation pop-up will appear.
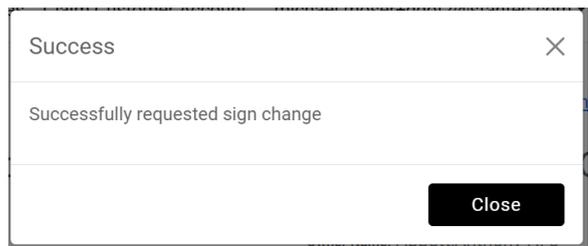
7. Click **Close**.

Success

Successfully requested sign change

Close

8. Verify that the request is in the bottom part of the Permit record.

Id	Type	Currently Routed to	Current Status	Comment	Creation Date
3	Permit Extension Request		Received		2024
5	Sign Change Request		Recieved		2024

Sign Change Request complete.

5.5 Request a Sign Inspection

Once constructed, the sign is required to be inspected. This has to be completed within one year from the date the permit was issued.

1. View the permit record.

2. Click **Request Sign Inspection**.

Convert to MMS	Request Sign Change	Request Sign Inspection	Request Permit Extension	Request Permit Transfer	Request Tag Replacement

You will be redirected to a sign inspection form.

3. Verify the information on the form is correct.

4. Select the Completion Date.

5. Upload photos of the sign.

6. Click Submit.

A confirmation pop-up will appear.

7. Click **Close**.

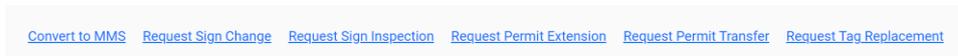8. Verify the request is in the bottom part of the Permit record.

Id	Type	Currently Routed to	Current Status	Comment	Creation Date
3	Permit Extension Request		Recieved		2024
5	Sign Change Request		Recieved		2024
3	Sign Completion Request		Recieved		2024

Sign Inspection Request complete.

5.6 Request Permit Transfer

To request that a permit be transferred to another person, follow this procedure.

1. View the permit that has been sold.

2. Click **Request Permit Transfer**.

| Convert to MMS | Request Sign Change | Request Sign Inspection | Request Permit Extension | Request Permit Transfer | Request Tag Replacement |

You will be redirected to the Permit Transfer form.

3. Fill in the form.

4. Click Submit.

A confirmation dialog will appear.

5. Click Close.

Success   ✕

Successfully requested permit transfer

Close
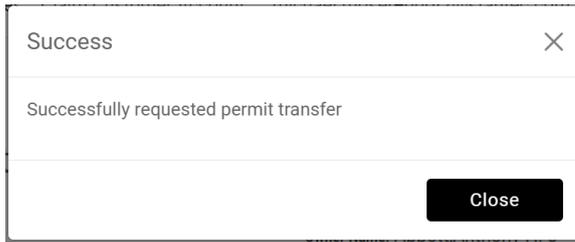
6. Verify the request is in the bottom part of the Permit record.

Id	Type	Currently Routed to	Current Status	Comment	Creation Date
12	Permit Transfer Request		Recieved		2024

Request Complete.

5.7 Request a Tag Replacement

Signs must have a valid tag at all times. To request a replacement tag, please follow this procedure.

1. View the permit record.

2. Click **Request Tag Replacement**.

| Convert to MMS | Request Sign Change | Request Sign Inspection | Request Permit Extension | Request Permit Transfer | Request Tag Replacement |

A warning will appear.

3. Click **OK** to proceed to payment.

.stantec.com says

Are you sure you want to request a tag replacement? An Invoice will be generated and MUST be paid before the replacement can be fulfilled

OK   Cancel
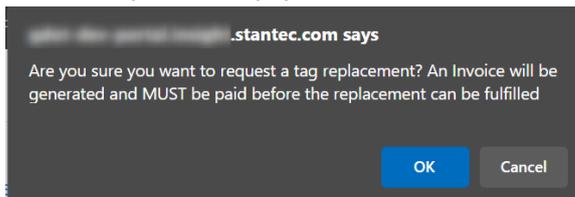
You will be redirected to the invoice record.

4. Complete your payment as normal.

Tag replacement request complete.

6. Invoices

6.1 View an Invoice

To view an invoice, click on the invoice number either in the Dashboard or the list on the Invoice Dashboard.

6.2 Pay an Invoice

To pay an invoice, first you will need to open the invoice record.

1. View the invoice to be paid.

2. Click **Pay**.

3. You will be redirected to the Wells Fargo payment portal.

4. Select either **Bank Account** or **Credit Card**.

If you accidently click off the Enter a Payment Method popup, the record will be displayed. Click the **+ Enter** button to go back.

5. Complete the payment information form.

For Bank Accounts, the form will look like this:

The form will look like this for Credit Cards:
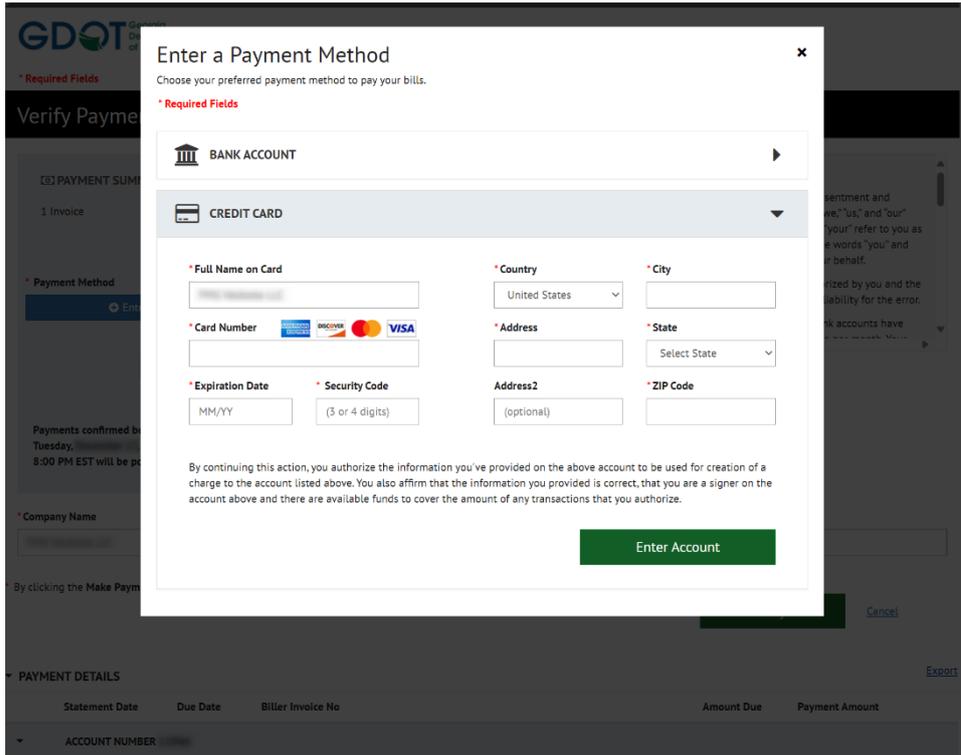
6. Click **Enter Account**.

7. The transaction will be displayed. Enter verify that the information is correct and enter your <u>email address</u> and <u>phone number</u> if not already filled in.
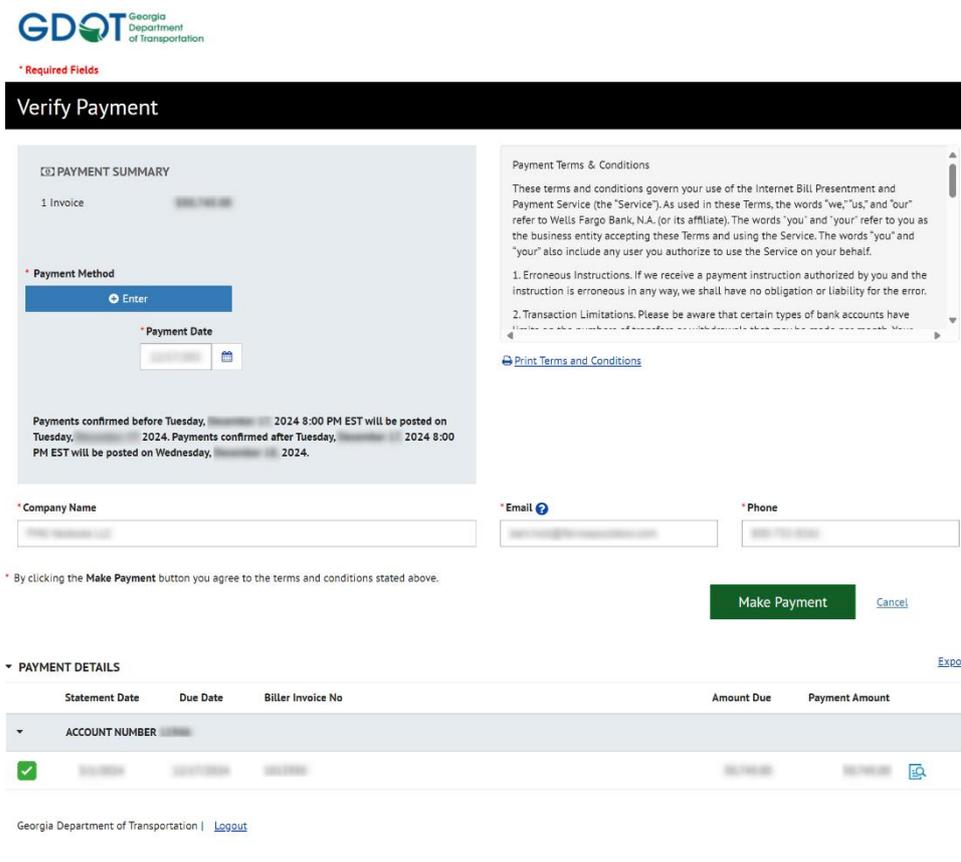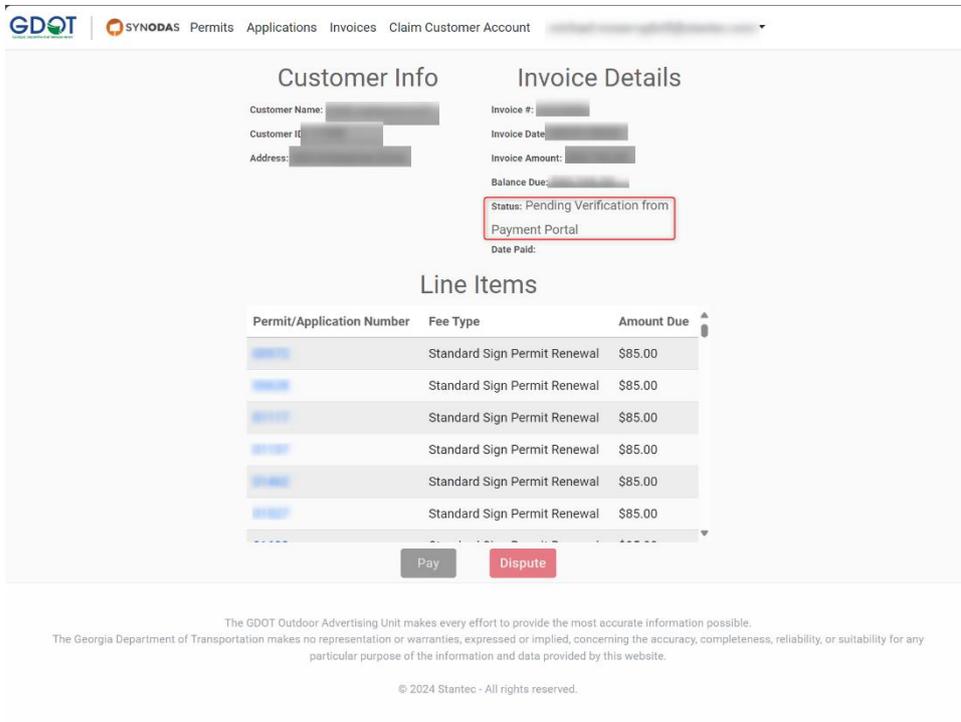

8. Click **Make Payment**.

9. A confirmation popup will appear.

Payment Submitted ✕

Your payment has been submitted to Wells Fargo for processing. Your account will be updated once confirmation is received that the transaction was successfully completed. Please allow 2-5 business days for it to be reflected on your account.

[Close]

10. Click **Close**.

11. Your invoice record will be displayed.

12. Verify that the status is "Pending Verification from Payment Portal." After the transaction has cleared this will read "Paid."

If you had cancelled out of paying the invoice any time after clicking **Pay**, or your internet connection is disrupted, this pop-up would be displayed.

Payment Cancelled ✕

Your payment was cancelled. No payment has been submitted.

[Close]
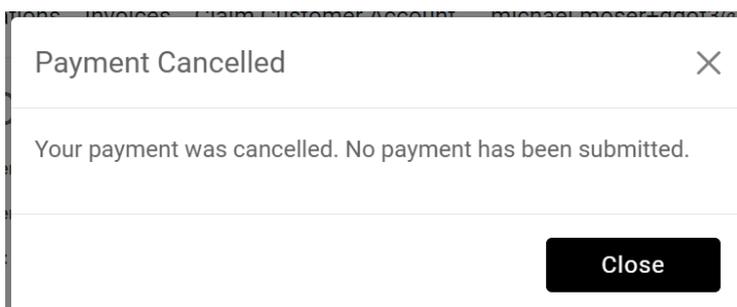
And the invoice status would read "Not Completed in Payment Portal."

Status: Not Completed in Payment
Portal