

User Guide

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Prepared by – Digital Solutions





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1. Introduction

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

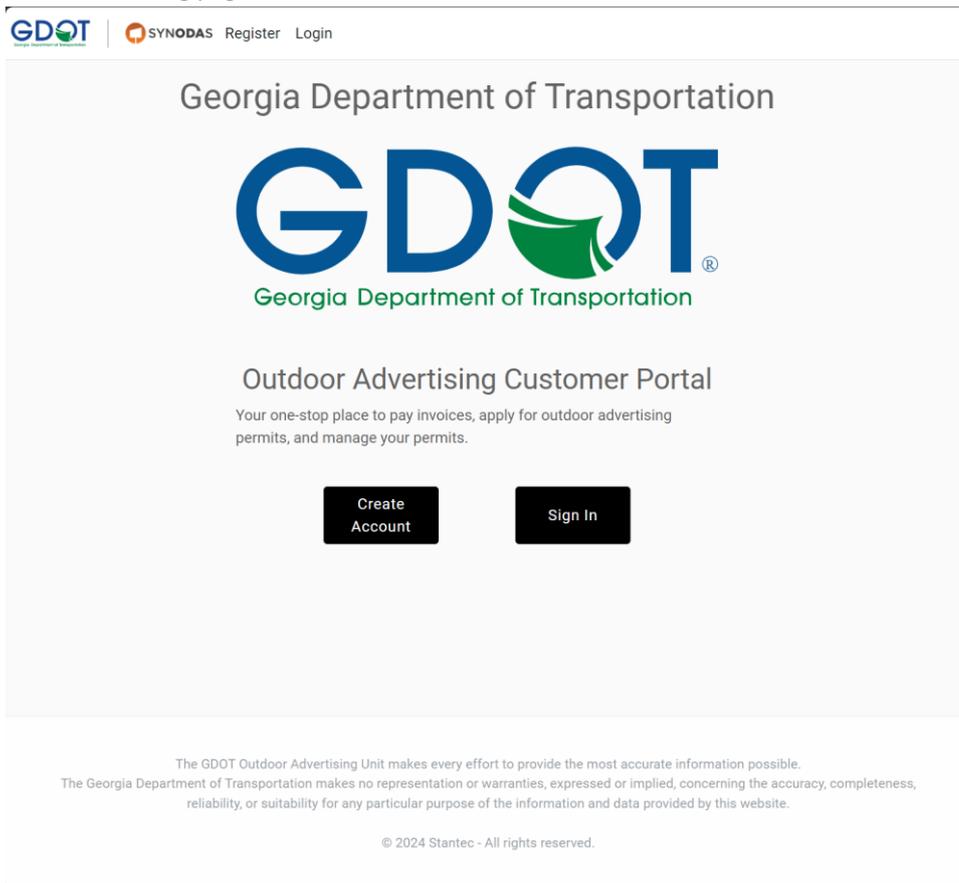
NOTE: Screenshots of the Customer Portal have been heavily blurred to protect people's Personally Identifiable Information (PII). It is possible that more has been blurred than was necessary, but we choose to err on the side of confidentiality.

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**.



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

3. Click **Get Started**.

GDOT | SYNODAS Register Login

GDOT | SYNODAS

Create an account

Start your journey!

First Name *

Last Name *

Email *

Password *

Get Started

Already have an account? [Log in](#)

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

GDOT | SYNODAS Register Login

Please check your email to confirm your account. X

GDOT | SYNODAS

Sign in to your account

Welcome back! Please enter your details.

Email *

Password *

Remember me

Sign in

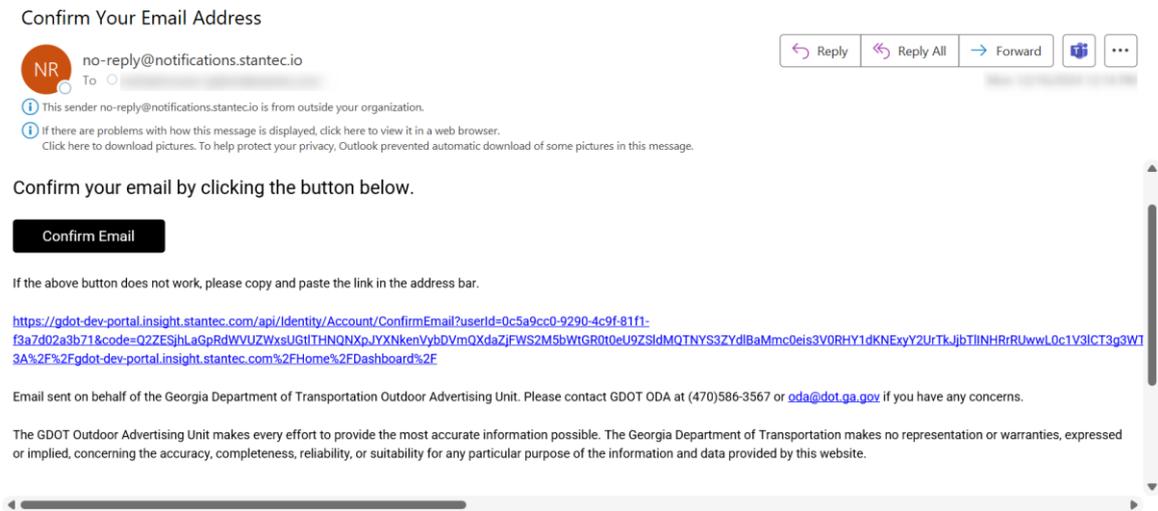
[Resend Confirmation Email](#) [Forgot password](#)

Don't have an account? [Sign up](#)

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



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.



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 *

Password *

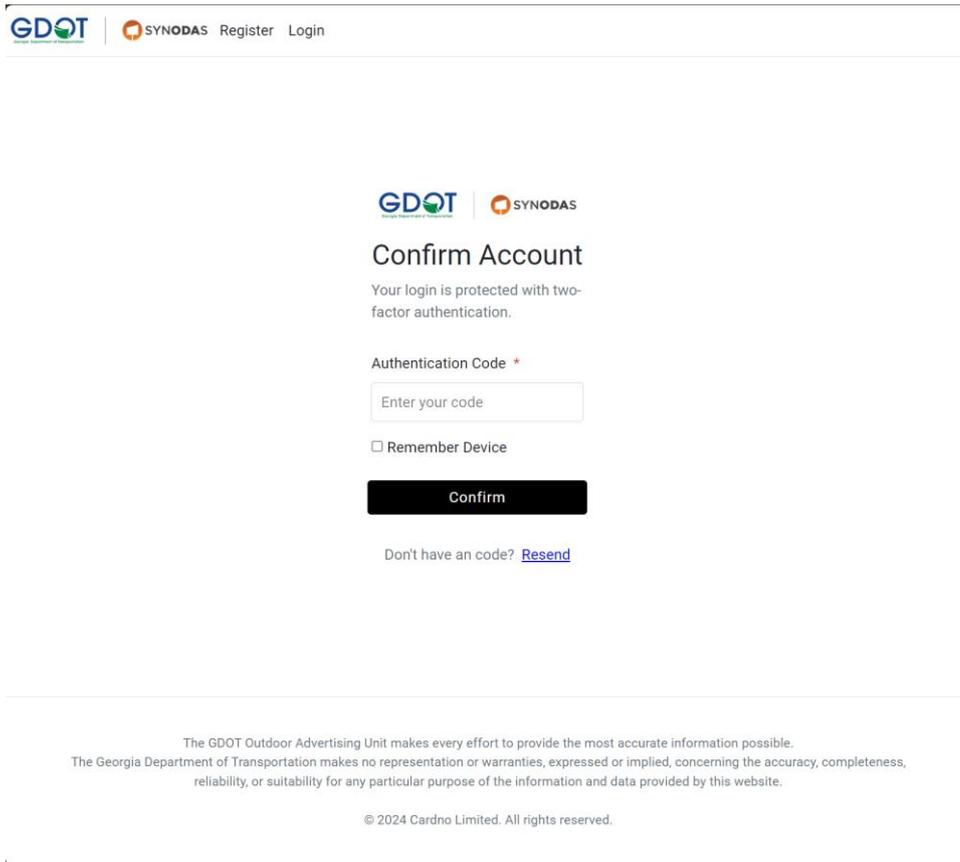
 

Remember me

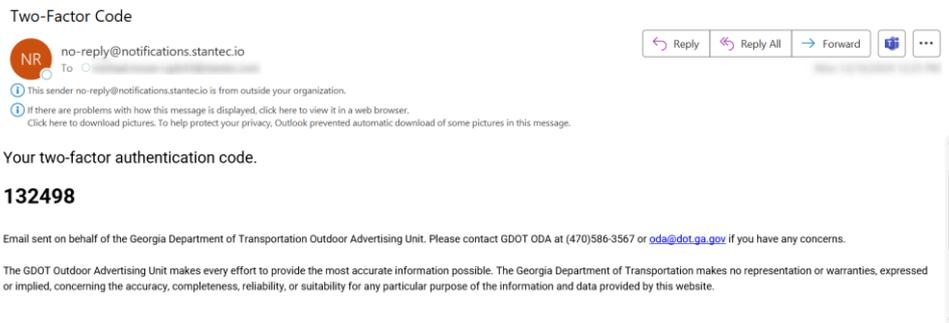
[Resend Confirmation Email](#) [Forgot password](#)

3. Click **Sign In**.

- You will be redirected to a multifactor authentication screen.



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



- Enter the authentication code.
- Click **Confirm**.

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

END USER LICENSE AGREEMENT

This End User License Agreement (the "**Agreement**") is between Stantec Consulting Services Inc., or its designated affiliate, ("**Stantec**") and the user of the Platform (as defined below) ("**User**"). By using the Platform, the User agrees to all of the terms of this Agreement. If you do not accept and comply with these terms, you may not use the Platform or its features.

WHEREAS:

1. Stantec operates SYNODAS, an interactive web-based Geographic Information System (GIS) viewer, (the "**Platform**") in which User may explore ODA Signs in a GIS and create street or aerial basemaps which show permit search results ("**Output**"); and
2. User wishes to use the Platform to generate Output.

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. License. Stantec grants to User a non-exclusive, non-transferable, non-sublicensable, limited term license to access and use the Platform. No title to or ownership in the Platform is transferred to User. Title to the Platform, and all applicable rights in patents, copyrights, trade secrets and other intellectual property rights inherent in the Platform, will remain in Stantec or third parties from whom Stantec has obtained the right to license the Platform. Stantec reserves all rights in the Platform not explicitly granted herein.

19. **Entire Agreement.** This Agreement embodies the entire agreement and understanding between the parties pertaining to the subject matter of this Agreement, and supersedes all prior agreements, understandings, negotiations, representations and discussions, whether verbal or written, of the parties, pertaining to that subject matter.

[Decline](#)

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

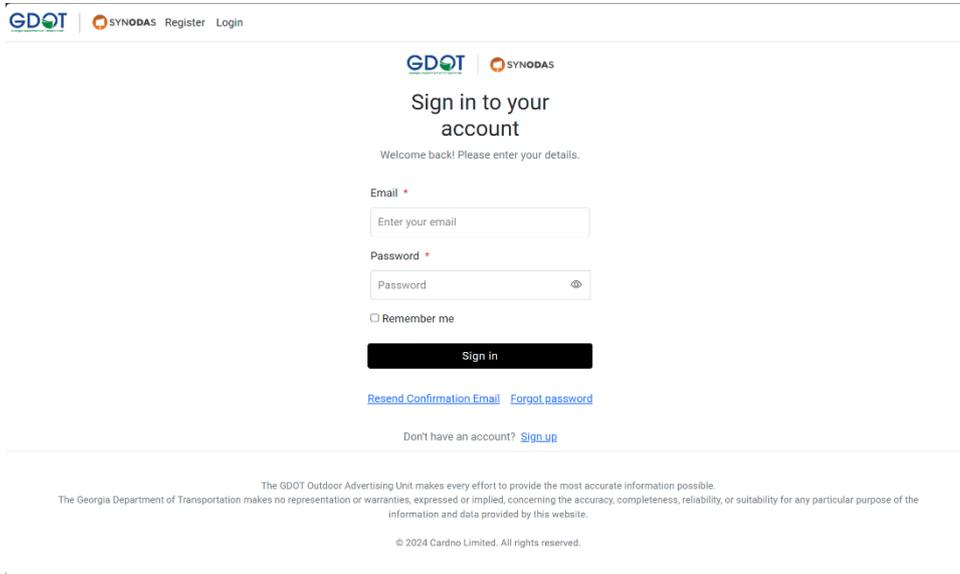
Congratulations! You have signed in to the SYNODAS Customer Portal.

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

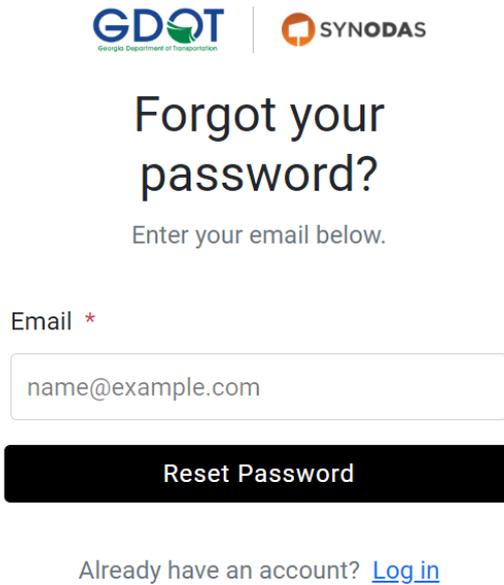
Should you forget your password, the steps to access your account are simple.

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



The screenshot shows the 'Sign in to your account' page. At the top, there are logos for GDOT and SYNODAS, along with links for 'Register' and 'Login'. The main heading is 'Sign in to your account' with a sub-heading 'Welcome back! Please enter your details.' Below this are input fields for 'Email' and 'Password', a 'Remember me' checkbox, and a 'Sign in' button. The 'Forgot password' link is highlighted in blue. At the bottom, there is a 'Sign up' link for users who do not have an account. A disclaimer and copyright notice are visible at the very bottom of the page.

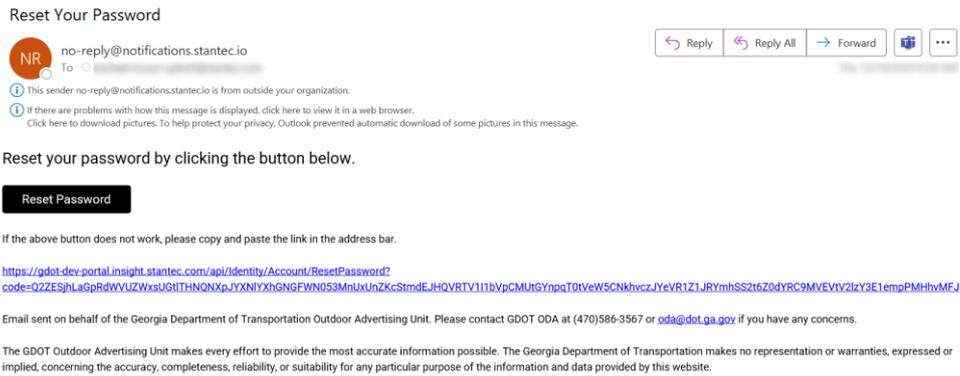
2. Enter your email in the field.



The screenshot shows the 'Forgot your password?' page. At the top, there are logos for GDOT and SYNODAS. The main heading is 'Forgot your password?' with a sub-heading 'Enter your email below.' Below this is an 'Email' input field with a red asterisk, containing the text 'name@example.com'. A 'Reset Password' button is located below the input field. At the bottom, there is a 'Log in' link for users who already have an account.

3. Click **Reset Password**.

- Check your email, shortly you will receive an email from no-reply@notifications.stantec.io that looks like this:



- Click **Reset Password**.
- On the reset password screen, enter your email, password, then confirm password.

GDOT | **SYNODAS**

Reset password

Welcome back! Please enter your details.

Email *

email@address.com

Password *

Password

Confirm Password *

Please confirm your password.

Reset

- 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.

The screenshot shows the dashboard interface. At the top, there is a navigation bar with the GDOT logo, SYNODAS logo, and menu items: Permits, Applications, Invoices, and Claim Customer Account. Below the navigation bar, there are four main sections, each with a table header and a 'View More...' link:

- Permits:** Table with columns: Permit Number, Type, Status, Last Updated.
- Applications:** Table with columns: Application Number, Type, Status, Last Updated.
- Invoices:** Table with columns: Invoice Number, Amount Due, Amount Paid, Status.
- In Progress Applications:** Table with columns: Form Id, Application Number, Status, Step.

At the bottom of the dashboard, there is a disclaimer: "The GDOT Outdoor Advertising Unit makes every effort to provide the most accurate information possible. The Georgia Department of Transportation makes no representation or warranties, expressed or implied, concerning the accuracy, completeness, reliability, or suitability for any particular purpose of the information and data provided by this website." and a copyright notice: "© 2024 Stantec - All rights reserved."

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

The screenshot shows the identity verification form. It includes the following text and fields:

Verify your identity by providing GDOT with this information from one of your invoices.

- Your Customer ID
- The Invoice Number
- A valid Permit Number from the invoice

If you do not have an invoice, please contact GDOT at (470)586-3567 or oda@dot.ga.gov

Form fields:

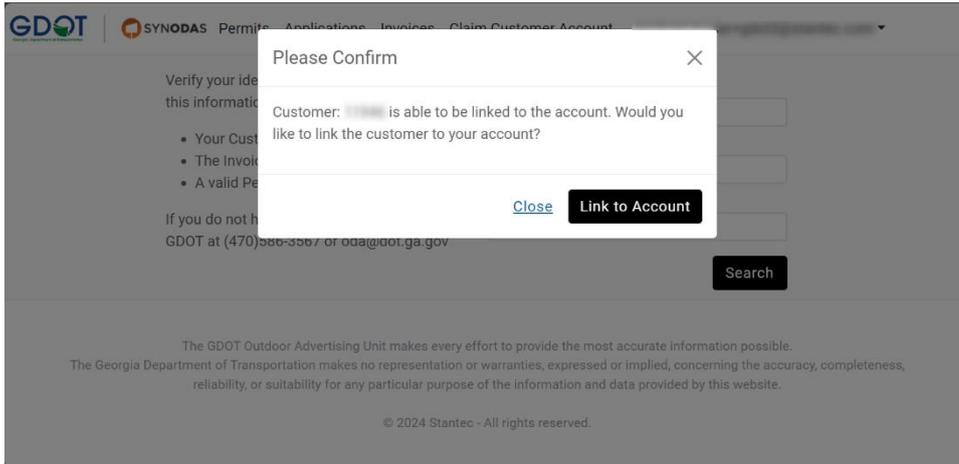
- Permit Number*
- Invoice Number*
- Customer Id*

A **Search** button is located at the bottom right of the form.

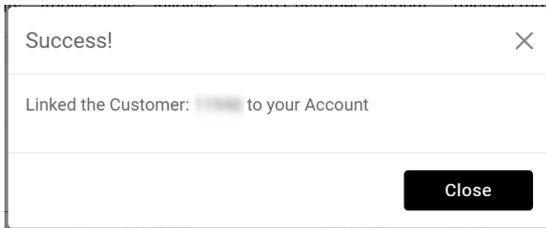
At the bottom of the page, there is a disclaimer: "The GDOT Outdoor Advertising Unit makes every effort to provide the most accurate information possible. The Georgia Department of Transportation makes no representation or warranties, expressed or implied, concerning the accuracy, completeness, reliability, or suitability for any particular purpose of the information and data provided by this website." and a copyright notice: "© 2024 Stantec - All rights reserved."

3. Click Search.

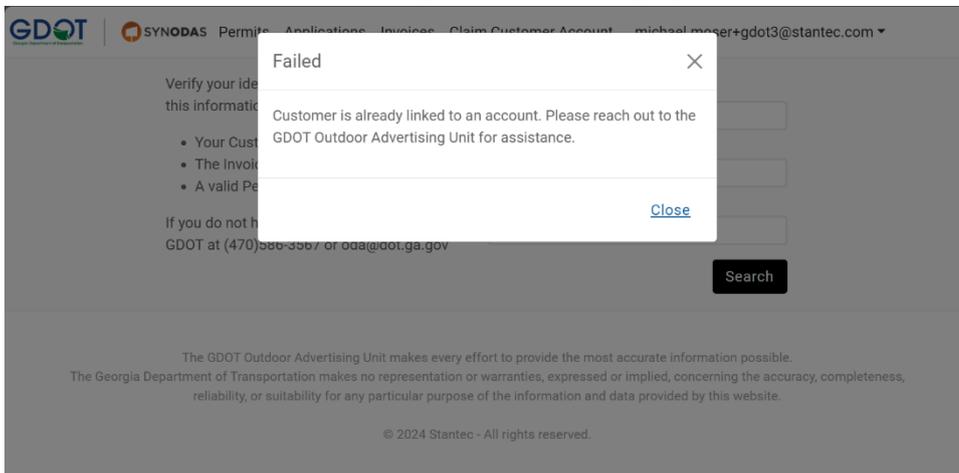
4. If that combination is valid, this message will be displayed.



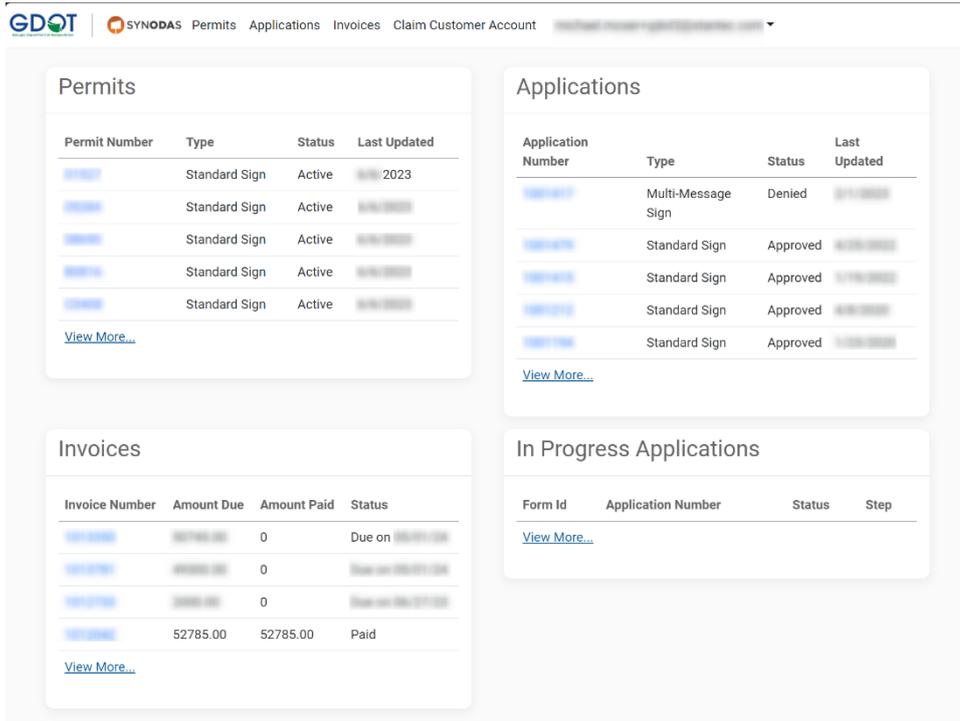
5. Click **Link to Account**.
6. You will be redirected back to the Dashboard. A success message will be displayed.



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.



The dashboard interface includes a navigation bar with the following items: GDOT, SYNODAS, Permits, Applications, Invoices, Claim, and Customer Account. The main content area is divided into four sections:

- Permits:** A table with columns: Permit Number, Type, Status, Last Updated. It lists five 'Standard Sign' permits, all with a status of 'Active' and a last updated date of 6/16/2023. A 'View More...' link is present below the table.
- Applications:** A table with columns: Application Number, Type, Status, Last Updated. It lists six applications: one 'Multi-Message Sign' (Denied, 2/11/2023), two 'Standard Sign' (Approved, 4/25/2023 and 1/16/2023), and three 'Standard Sign' (Approved, 4/26/2023, 1/16/2023, and 1/16/2023). A 'View More...' link is present below the table.
- Invoices:** A table with columns: Invoice Number, Amount Due, Amount Paid, Status. It lists four invoices: three with 'Due on' dates (10/11/22, 10/11/22, 10/11/22) and zero amounts, and one 'Paid' invoice with an amount of 52785.00. A 'View More...' link is present below the table.
- In Progress Applications:** A table with columns: Form Id, Application Number, Status, Step. It currently shows no data. A 'View More...' link is present below the table.

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 screenshot shows the SYNODAS Customer Portal dashboard. At the top, there is a navigation bar with the GDOT logo, the SYNODAS logo, and menu items: Permits, Applications, Invoices, and Claim Customer Account. A user profile dropdown is visible on the right. The dashboard is divided into four main frames:

- Permits:** A table with columns: Permit Number, Type, Status, and Last Updated. It lists five 'Standard Sign' permits, all with a status of 'Active' and a last updated date of 1/14/2023. A 'View More...' link is at the bottom.
- Applications:** A table with columns: Application Number, Type, Status, and Last Updated. It lists five applications: one 'Multi-Message Sign' (Denied, 1/14/2023), two 'Standard Sign' (Approved, 1/14/2023), and two 'Standard Sign' (Approved, 1/14/2023). A 'View More...' link is at the bottom.
- Invoices:** A table with columns: Invoice Number, Amount Due, Amount Paid, and Status. It lists four invoices. The first three are 'Due on' 1/14/2023 with 0 amount due and 0 amount paid. The fourth is 'Paid' with 52785.00 amount due and 52785.00 amount paid. A 'View More...' link is at the bottom.
- In Progress Applications:** A table with columns: Form Id, Application Number, Status, and Step. It is currently empty. A 'View More...' link is at the bottom.

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
100001	Standard Sign	Active	6/14/2022
100002	Standard Sign	Active	6/14/2022
100003	Standard Sign	Active	6/14/2022
100004	Standard Sign	Active	6/14/2022
100005	Standard Sign	Active	6/14/2022

[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
1000001	Multi-Message Sign	Denied	2/1/2022
1000002	Standard Sign	Approved	4/25/2022
1000003	Standard Sign	Approved	1/19/2022
1000004	Standard Sign	Approved	4/25/2022
1000005	Standard Sign	Approved	1/25/2022

[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

Invoices			
Invoice Number	Amount Due	Amount Paid	Status
1011000	40000.00	0	Due on 10/15/2018
1011000	40000.00	0	Pending Verification from Payment Portal
1011000	40000.00	0	Not Completed in Payment Portal
1011000	40000.00	0	Due on 10/15/2018

[View More...](#)

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
15 - Building 15		In Progress, Not Submitted	2 / 6
15		In Progress, Not Submitted	2 / 6
15 - Building 15	1501700	Submitted	6 / 6
15		In Progress, Not Submitted	2 / 6
15 - Building 15	1501700	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 Nu...	Type	Owner	County	City	Route	Milepoint	Permit Expire Date	Status
10001	Standard Sign	See link				11.000	10/01/2025	Active
10002	Standard Sign	See link				20.000	10/01/2025	Active
10003	Standard Sign	See link				30.000	10/01/2025	Active
10004	Standard Sign	See link				40.000	10/01/2025	Active
10005	Standard Sign	See link				50.000	10/01/2025	Active
10006	Standard Sign	See link				60.000	10/01/2025	Active
10007	Standard Sign	See link				70.000	10/01/2025	Active
10008	Standard Sign	See link				80.000	10/01/2025	Active
10009	Standard Sign	See link				90.000	10/01/2025	Active
10010	Standard Sign	See link				100.000	10/01/2025	Active

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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.

The screenshot shows the 'Applications' tab in the SYNODAS system. The table lists 14 applications with the following columns: Application Number, Type, Application Date, County, City, Route, Milepost, and Status. The status of the applications varies, with most being 'Approved' and one being 'Denied'.

Application Number	Type	Application Date	County	City	Route	Milepost	Status
1802401	Standard Sign	02/11/2024	DeKalb	Atlanta	10000	10	Approved
1802402	Standard Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved
1802403	Multi-Message Sign	11/14/2023	DeKalb	Atlanta	10000	10	Denied
1802404	Standard Sign	02/11/2024	DeKalb	Atlanta	10000	10	Approved
1802405	Multi-Message Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved
1802406	Multi-Message Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved
1802407	Standard Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved
1802408	Standard Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved
1802409	Standard Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved
1802410	Standard Sign	11/14/2023	DeKalb	Atlanta	10000	10	Approved

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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.

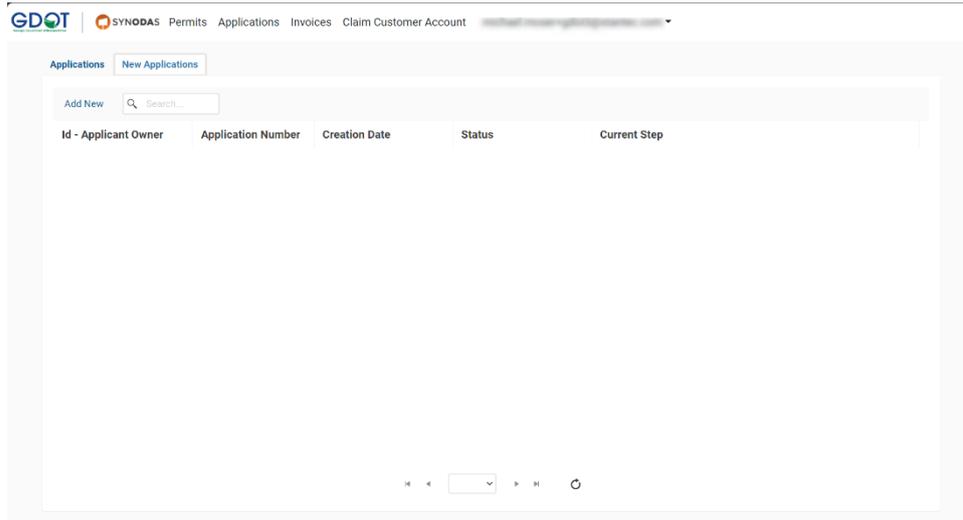
Route: The route number the application is for.

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.



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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.

The screenshot shows the GDOT SYNODAS Invoices page. At the top, there are navigation links for Permits, Applications, Invoices, and Claim Customer Account. A search bar is present. Below the search bar, there is a table with the following columns: Invoice Number, Invoice Date, Customer Name, Number of Permits, Amount Due, Amount Paid, and Status. The table contains 11 rows of data. The 10th row is highlighted in orange and has a status of 'Not Completed in Payment Portal'. The 11th row has a status of 'Paid'. The 12th row has a status of 'Due on [Date]'. At the bottom of the table, there is a pagination control showing '1' of 11 items, '20' items per page, and a refresh icon.

Invoice Number	Invoice Date	Customer Name	Number of Permits	Amount Due	Amount Paid	Status
			3	\$	\$0	Due on [Date]
			3	\$	\$0	Due on [Date]
			0	\$	\$0	Due on [Date]
			0	\$	\$0	Due on [Date]
			0	\$	\$0	Due on [Date]
			0	\$	\$0	Due on [Date]
			1	\$	\$0	Due on [Date]
			1	\$	\$0	Not Completed in Payment Portal
			0	\$	\$	Paid
			3	\$	\$0	Due on [Date]

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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.

The screenshot shows the GDOT Synodas application interface. At the top, there is a navigation bar with links for GDOT, SYNODAS, Permits, Applications, Invoices, and Claim Customer Account. Below this is a progress indicator with six steps: 1. Legal & Disclaimers (highlighted), 2. Applicant & Property Owner, 3. Sign Location, 4. Sign Description, 5. Required Documents, and 6. Final Review. On the left, a sidebar titled 'Application for Permit' lists the steps with checkboxes. The main content area is titled 'Legal & Regulatory' and contains the following text:

View application instructions [here](#)
View required documents explanations [here](#)

1. Nothing contained herein shall be construed to abrogate or affect any lawful ordinance, regulation, or resolution, which is more restrictive. (O.C.G.A. §32-6-97) This is not a building permit. It is the responsibility of the Applicant to comply with any local ordinance, regulation or other requirement prior to erecting the structure.
2. All signatures, on all portions of the original application shall be original signatures and in ink. Stamped signatures are not acceptable.
3. Only State Route Numbers may be used on this form, where applicable.
4. Applications for permits shall be made to the General Office of the Department of Transportation in Atlanta. Each application shall be accompanied by an application fee (posted on GDOT website) made payable to the Georgia Department of Transportation. Permits shall be renewed annually by April 1st of each year, following the year of issuance.
5. Only one (1) permit will be issued per location.
6. Signs shall be built as permitted based on the linear dimensions indicated on this permit. Cut-outs or embellishments are not allowed unless they are specifically provided for in this permit and can be accomplished within the dimensional requirement previously stated. A detailed plan for such construction must be submitted along with this application.

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

The screenshot shows a dialog box titled 'Application Instructions' with the following content:

Only complete, properly executed applications will be accepted for review. Incomplete applications will not be accepted by the Department in the Synodas system or forwarded for review. Applications will not be accepted by the Department in the Synodas system and forwarded for review until application fee is paid in full. A permit is valid only for the location specified on the application form.

Applicant / Property Owner Information

1. Name of Applicant or Company: Person, corporate entity, or Trust in whose name the permit will be listed.
This will be the name used by GDOT for all billing notices, violation notices, and any correspondence from GDOT to you. The person or corporate entity name and F.E.I.# / Social Security # you provide on the application must match the name and F.E.I.# / Social Security # on the copy of the W-9 Form you provide.
2. Name of Landowner: Person, corporate entity, or Trust in whose name the Landowner will be listed. This will be the name used by GDOT for all correspondence to the Landowner.

Property Information

3. Parcel Number: The parcel identification number (Property Tax ID#) of the land on which the sign is or will be located. This information may be obtained from the county tax assessor's office.
4. Parcel Size and Dimensions: Provide the dimensions in feet and the parcel size in acres. A detailed property survey may be provided.

Sign Location Information

5. County and Road Information: Indicate the county in which the sign will be located. Indicate the state route number of the roadway on which you wish to permit the sign. Some roads have two state route number designations. GDOT uses the lower route number.
6. Latitude / Longitude: Provide the latitude/longitude coordinates of your proposed sign location in decimal degrees. If you use Google Earth and it shows coordinates in degrees, minutes, seconds, you can change it to read in decimal degrees by clicking on "Tools" and choosing "Options". In the "Options" box you will see a "show lat/long" section that allows you to select "decimal degrees".
7. Resident Consent Form: If your sign is in an un-zoned area and within 300 feet of any residence, complete and attach the Resident Consent Form. This form can be found on the GDOT Outdoor Advertising webpage.

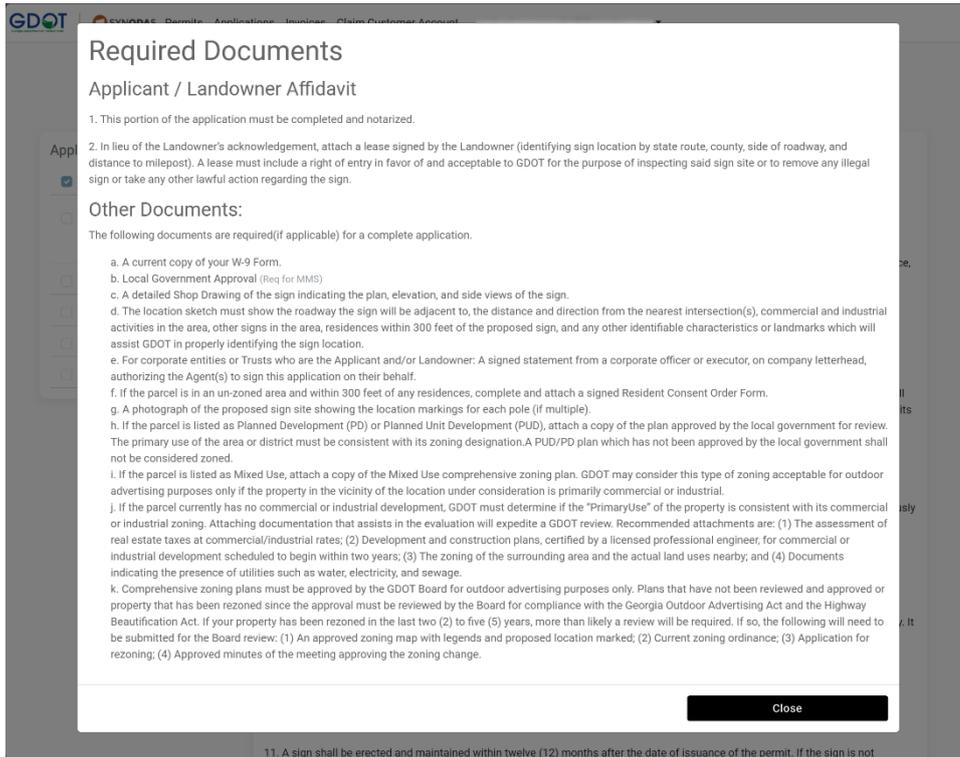
Sign Description Information

8. Face Length, Width, and Area: These measurements are taken to the nearest whole foot. The Face Area is the total square feet (length times the height). The Face Area cannot exceed 1,200 square feet.
9. Types of Construction: Select the configuration that best describes your sign.

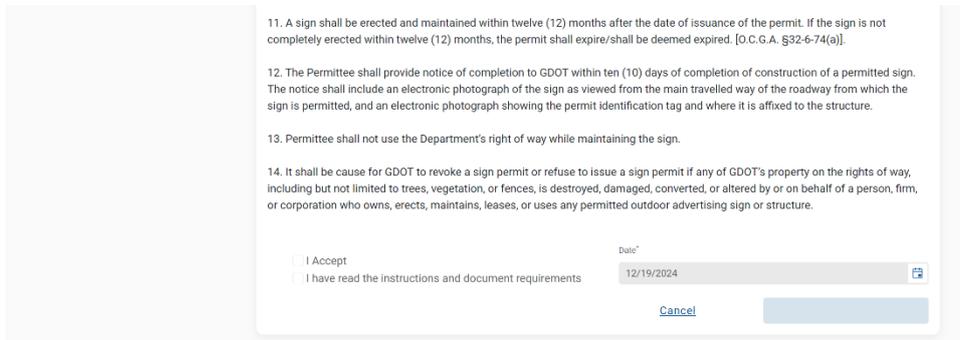
11. A sign shall be erected and maintained within twelve (12) months after the date of issuance of the permit. If the sign is not...

Close

- Click the link “View required documents” to display the criteria for additional documentation that needs to be supplied.



- Check the “I Accept” and “I have read...” checkboxes, then click **Continue**.



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

Required Documents

This section is to allow you to select and upload specific required (and some optional) documents based on legal requirements and prior selections in the application.

If a document needs to be replaced simply upload another document with the same type. This will overwrite the existing document.

View required documents explanations [here](#)

File Type: File:

Name	Required?	File
Landowner Affidavit	Yes	
Local Government Certification for Outdoor Advertising	Yes	
Agent Authorization for Corporate Entities or Trusts	No	
Resident Consent Order Form	No	
Sign Location Sketch	Yes	
Shop Drawing of Sign	Yes	
W-9 Form	Yes	
Site Photographs	Yes	
Local Government Plan (PD or PUD)	No	
Mixed Use Comprehensive Zoning Plan	No	
Non-Commercial or Industrial Development Supporting Document	No	
Comprehensive Zoning Plan	No	
Local Government Approval (MMS)	No	

[Cancel](#) [Go Back](#)

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.

Application for Permit

- Legal & Disclaimers
- Applicant & Property Owner
 - Application Information
 - Property Owner Information
- Sign Location
- Sign Description
- Required Documents
- Final Review

Summary

Legal section: Complete

Applicant Owner section: Complete

Land Owner section: Complete

Sign Location section: Complete

Sign Description section: Needs attention

[Go to section](#)

- There must be at least one sign face

Required Documents section: Complete

[Cancel](#)

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

Application for Permit

- Legal & Disclaimers
- Applicant & Property Owner
 - Application Information
 - Property Owner Information
- Sign Location
- Sign Description
- Required Documents
- Final Review

Summary

Legal section: Complete

Applicant Owner section: Complete

Land Owner section: Complete

Sign Location section: Complete

Sign Description section: Complete

Required Documents section: Complete

[Cancel](#)

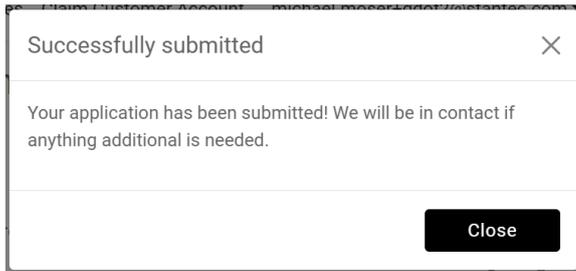
Submit Application

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

A confirmation pop-up will be displayed.



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.

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 screenshot shows a web interface for viewing a permit record. At the top, there are navigation links: [Convert to MMS](#), [Request Sign Change](#), [Request Sign Inspection](#), [Request Permit Transfer](#), and [Request Tag Replacement](#). The page is divided into two main sections: "Permit information" and "Owner Info".

Permit information:

- Permit Number: [Redacted]
- Permit Date: [Redacted] AM
- Permit Status: [Redacted]
- Permit Expiration Date: [Redacted] AM
- City: [Redacted]
- County: [Redacted]
- Permit Type: [Redacted]
- Tag Number: [Redacted]
- Tag Status: [Redacted]
- Route: [Redacted]

Owner Info:

- Permit Owner:**
 - Owner Name: [Redacted]
 - Contact Name: [Redacted]
 - Contact Phone: [Redacted]
 - Ext: [Redacted]
 - Email: [Redacted]
- Property Owner:**
 - Owner Name: [Redacted]
 - Contact Name: [Redacted]
 - Contact Phone: [Redacted]
 - Ext: [Redacted]
 - Email: [Redacted]

At the bottom of the form, there are two buttons: "Back" and "Claim". Below the form is a search bar and a table with the following columns: Id, Type, Currently Routed to, Current Status, Comment, and Creation Date.

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**.

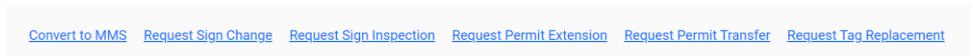
You will be redirected to a new application. Information contained within the permit will be automatically copied into the new application from the permit.

3. Complete the application like normal.

5.3 Request an Extension

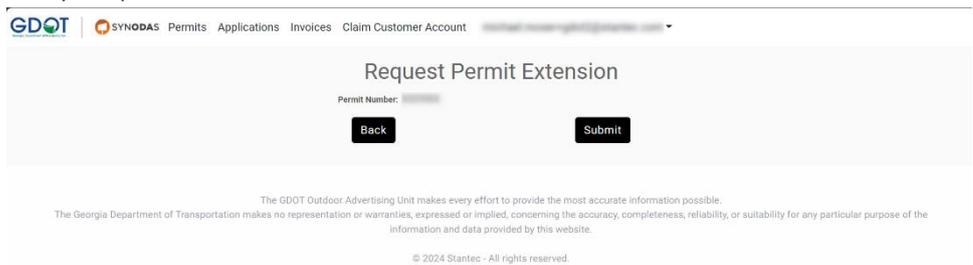
To request an extension to the sign construction date, the permit must be at least 30 days from expiring. The extension will be for one year and cannot be extended a second time.

1. View the permit record to be extended.
2. Click **Request Permit Extension**.



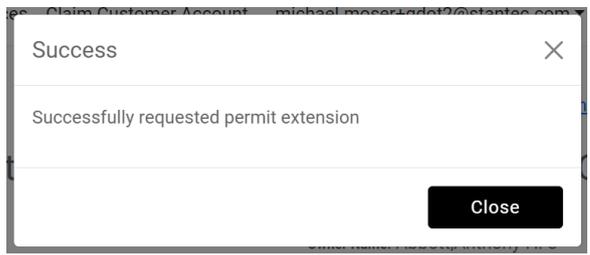
You will be redirected to a new screen.

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.

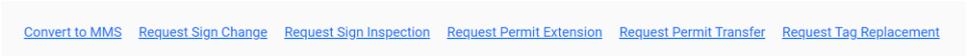
Id	Type	Currently Routed to	Current Status	Comment	Creation Date
3	Permit Extension Request		Received		2024

Extension request complete.

5.4 Request a Sign Change

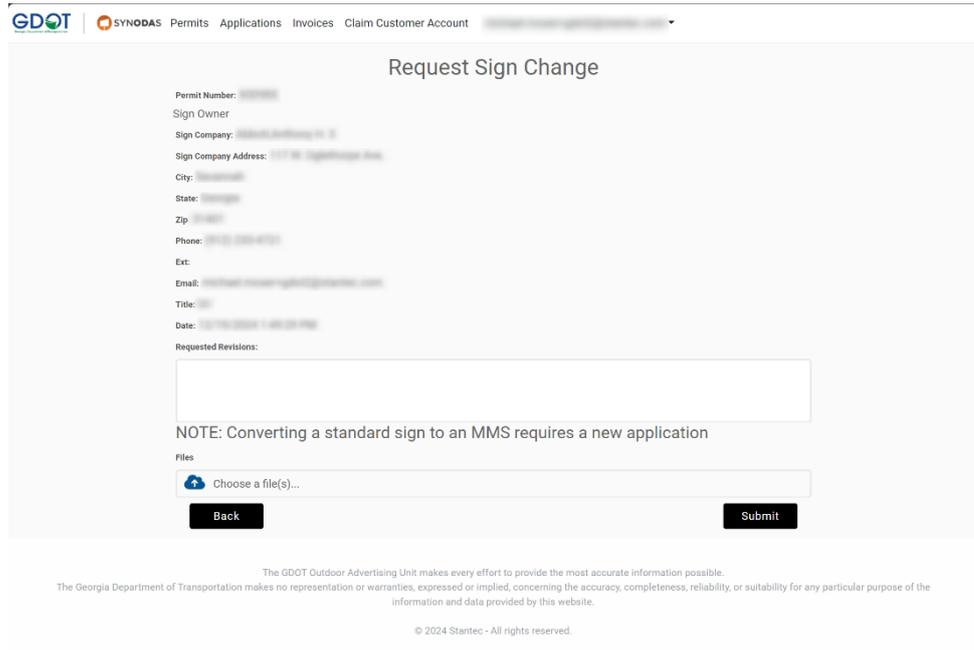
To request a change in an existing permitted sign, follow these steps.

1. View the permit to be changed.
2. Click **Request Sign Change**.



You will be redirected to a sign change form.

3. Verify your information is correct.



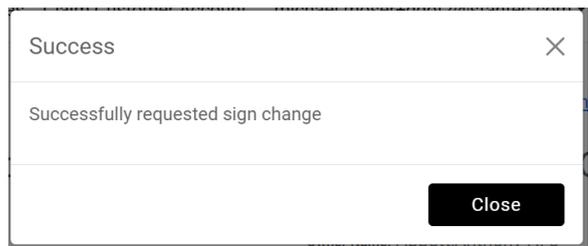
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4. Fill in Requested Revisions.
5. Upload any required files. This is a multiselect box, so multiple files can be uploaded at one time.
6. Click **Submit**.

A confirmation pop-up will appear.

7. Click **Close**.



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

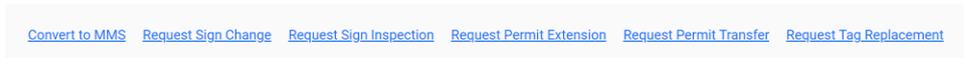
Search...					
Id	Type	Currently Routed to	Current Status	Comment	Creation Date
3	Request Extension Request		Received		12/19/2024
5	Sign Change Request		Received		12/19/2024

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.

- View the permit record.
- Click **Request Sign Inspection**.



You will be redirected to a sign inspection form.

- Verify the information on the form is correct.

Request Sign Inspection

Permit Number: [Redacted]

Permit Tag In Place: [Redacted]

Sign Direction: [Redacted]

Completion Date: 12/19/2024

Photos: Choose a file...

Back Submit

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- Select the Completion Date.
- Upload photos of the sign.
- Click Submit.

A confirmation pop-up will appear.

- Click **Close**.
- Verify the request is in the bottom part of the Permit record.

Search...					
Id	Type	Currently Routed to	Current Status	Comment	Creation Date
3	Request Extension Request		Received		12/19/2024
5	Sign Change Request		Received		12/19/2024
3	Sign Completion Request		Received		12/19/2024

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.

The screenshot shows the 'Request Permit Transfer' form on the GDOT website. The form is titled 'Request Permit Transfer' and includes the following fields:

- Permit Number: [Redacted]
- Buyer Information:
- Business Name: [Text input]
- Contact Title: [Text input]
- Contact First Name: [Text input]
- Contact Last Name: [Text input]
- Address 1: [Text input]
- Address 2: [Text input] (with a small 'Address Line 1' label next to it)
- City: [Text input]
- State: [Dropdown menu with 'Please select' and a downward arrow]
- Zip: [Text input]
- Phone: [Text input]
- Ext: [Text input]
- Email: [Text input]

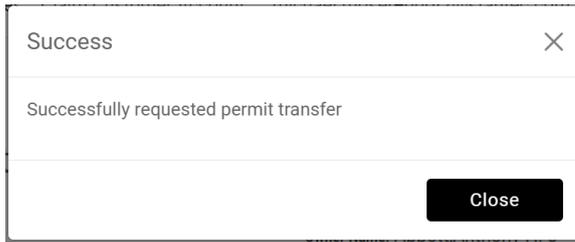
At the bottom of the form, there are two buttons: 'Back' and 'Submit'.

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4. Click Submit.

A confirmation dialog will appear.

5. Click Close.



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

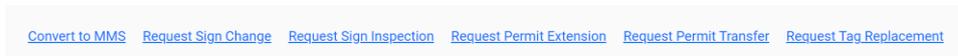
Search...					
Id	Type	Currently Routed to	Current Status	Comment	Creation Date
12	Permit Transfer Request		Received		2024

Request Complete.

5.7 Request a Tag Replacement

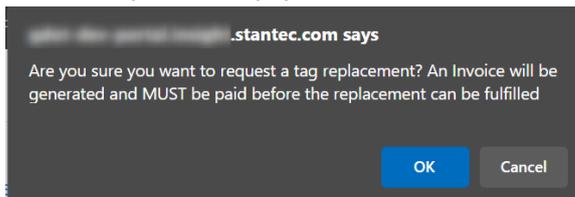
Signs must have a valid tag at all times. To request a replacement tag, please follow this procedure.

1. View the permit record.
2. Click **Request Tag Replacement**.



A warning will appear.

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



You will be redirected to the invoice record.

4. Complete your payment as normal.

The screenshot shows a web interface for GDOT (Georgia Department of Transportation) with a navigation menu including SYNDAS, Permits, Applications, Invoices, and Claim Customer Account. The main content area is divided into two columns: Customer Info and Invoice Details.

Customer Info:
 Customer Name: [Redacted]
 Customer ID: [Redacted]
 Address: 1775 N. Eggleston Ave.

Invoice Details:
 Invoice #: 1075280
 Invoice Date: 01/24/2024
 Invoice Amount: \$35.00
 Balance Due: \$35.00
 Status: Due on 01/24/24
 Date Paid:

Line Items:

Permit/Application Number	Fee Type	Amount Due
[Redacted]	Tag Replacement	\$35.00

Below the table are two buttons: "Pay" (black) and "Dispute" (red).

At the bottom, there is a disclaimer: "The GDOT Outdoor Advertising Unit makes every effort to provide the most accurate information possible. The Georgia Department of Transportation makes no representation or warranties, expressed or implied, concerning the accuracy, completeness, reliability, or suitability for any particular purpose of the information and data provided by this website." and a copyright notice: "© 2024 Stantec - All rights reserved."

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.

The screenshot shows the 'Customer Info' and 'Invoice Details' sections. The 'Customer Info' section includes fields for Customer Name, Customer ID, and Address. The 'Invoice Details' section includes fields for Invoice #, Invoice Date (05/01/2024), Invoice Amount, Balance Due, Status, and Date Paid. Below these sections is a 'Line Items' table with columns for Permit/Application Number, Fee Type, and Amount Due. The table lists six items, all of which are 'Standard Sign Permit Renewal' with an amount due of \$85.00. At the bottom of the page, there are two buttons: 'Pay' and 'Dispute'.

2. Click **Pay**.
3. You will be redirected to the Wells Fargo payment portal.
4. Select either **Bank Account** or **Credit Card**.

The screenshot shows a popup window titled 'Enter a Payment Method'. Below the title, it says 'Choose your preferred payment method to pay your bills.' There is a red asterisk followed by 'Required Fields'. Below this, there are two buttons: 'BANK ACCOUNT' and 'CREDIT CARD', each with a right-pointing arrow.

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

* Required Fields

Verify Payment

PAYMENT SUMMARY

1 Invoice

Payment Method

Enter

Payment Date

Payments confirmed before Tuesday, 2024 8:00 PM EST will be posted on Tuesday, 2024. Payments confirmed after Tuesday, 2024 8:00 PM EST will be posted on Wednesday, 2024.

Payment Terms & Conditions

These terms and conditions govern your use of the Internet Bill Presentment and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to Wells Fargo Bank, N.A. (or its affiliate). The words "you" and "your" refer to you as the business entity accepting these Terms and using the Service. The words "you" and "your" also include any user you authorize to use the Service on your behalf.

1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. Transaction Limitations. Please be aware that certain types of bank accounts have

[Print Terms and Conditions](#)

Company Name

Email

Phone

* By clicking the **Make Payment** button you agree to the terms and conditions stated above.

Make Payment [Cancel](#)

PAYMENT DETAILS [Export](#)

Statement Date	Due Date	Biller Invoice No	Amount Due	Payment Amount
ACCOUNT NUMBER				
✓				📄

Georgia Department of Transportation | [Logout](#)

5. Complete the payment information form.

For Bank Accounts, the form will look like this:

Enter a Payment Method ✕

Choose your preferred payment method to pay your bills.

* Required Fields

BANK ACCOUNT

Account Type

Personal Business

Banking Type

Checking Account Savings Account

Name on the Account

Routing Number

Account #

Re-enter Account #

Pay to the Order of

123456789 1000123456789 1111

Routing Number Account Number

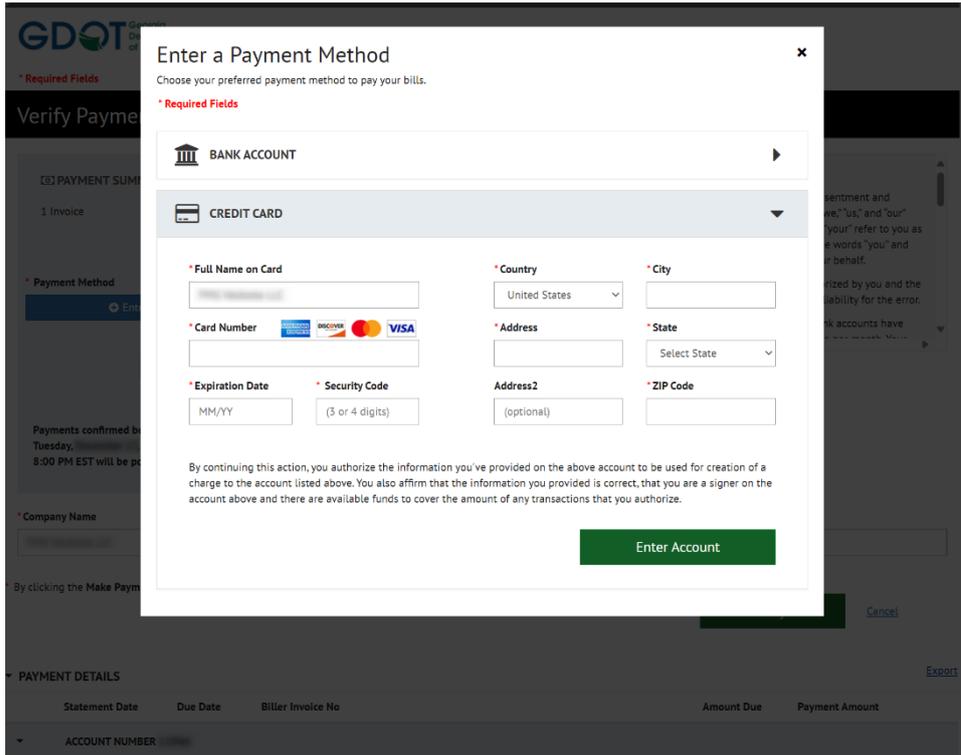
Make sure to use your bank account number, not your ATM or Debit card number.

By continuing this action, you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

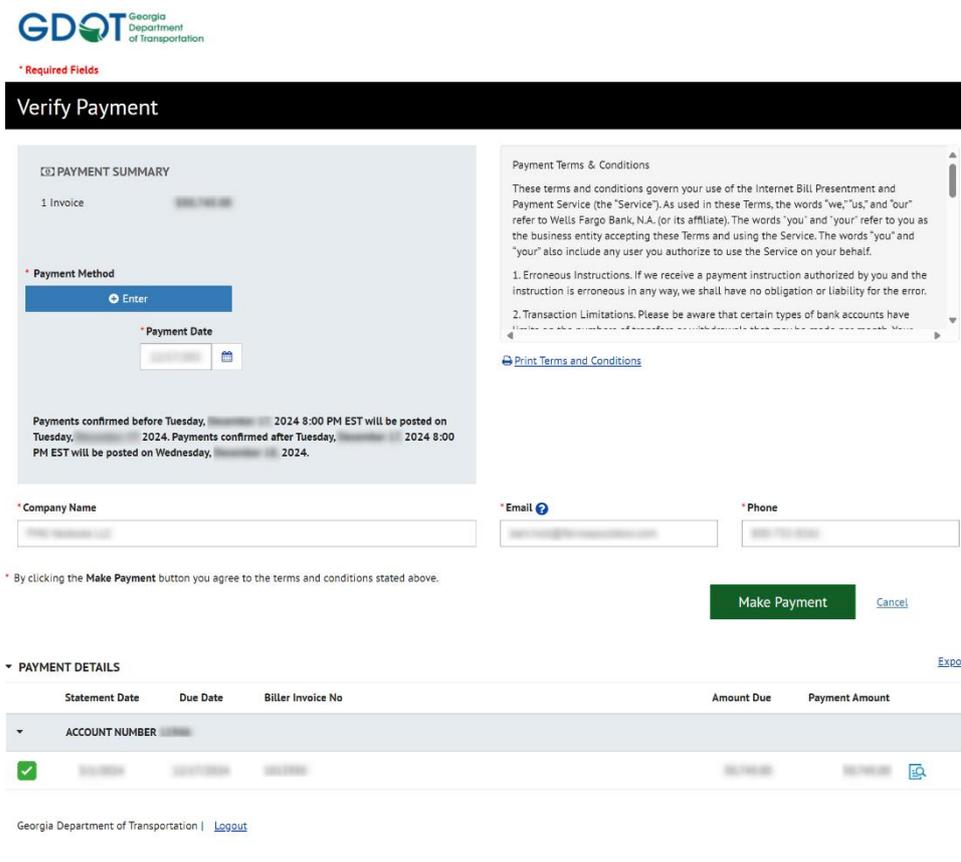
Enter Account

CREDIT CARD

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 email address and phone number if not already filled in.

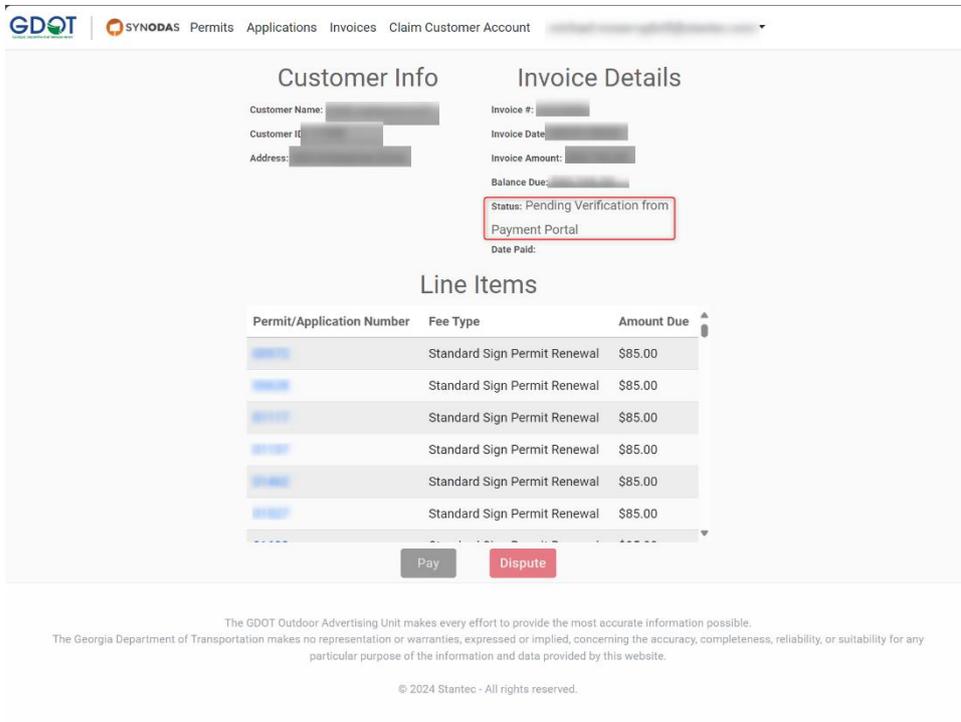


8. Click **Make Payment**.

- A confirmation popup will appear.

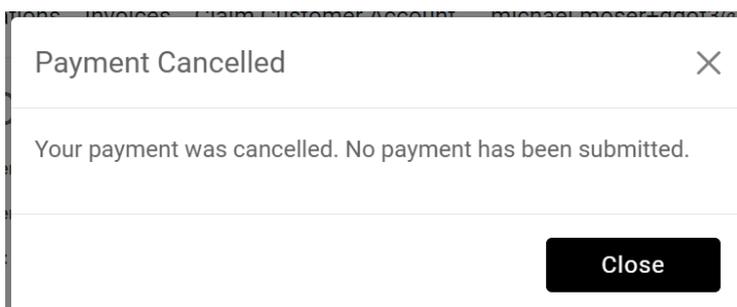


- Click **Close**.
- Your invoice record will be displayed.



- 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.



And the invoice status would read “Not Completed in Payment Portal.”

Status: Not Completed in Payment
Portal