



FIRST TIME USER GUIDE

Version 1.0

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INTRODUCTION

Welcome to SYNODAS! To use this customer portal, you will need to follow these instructions:

1. Register your account
2. Log In
3. Claim your existing customer accounts

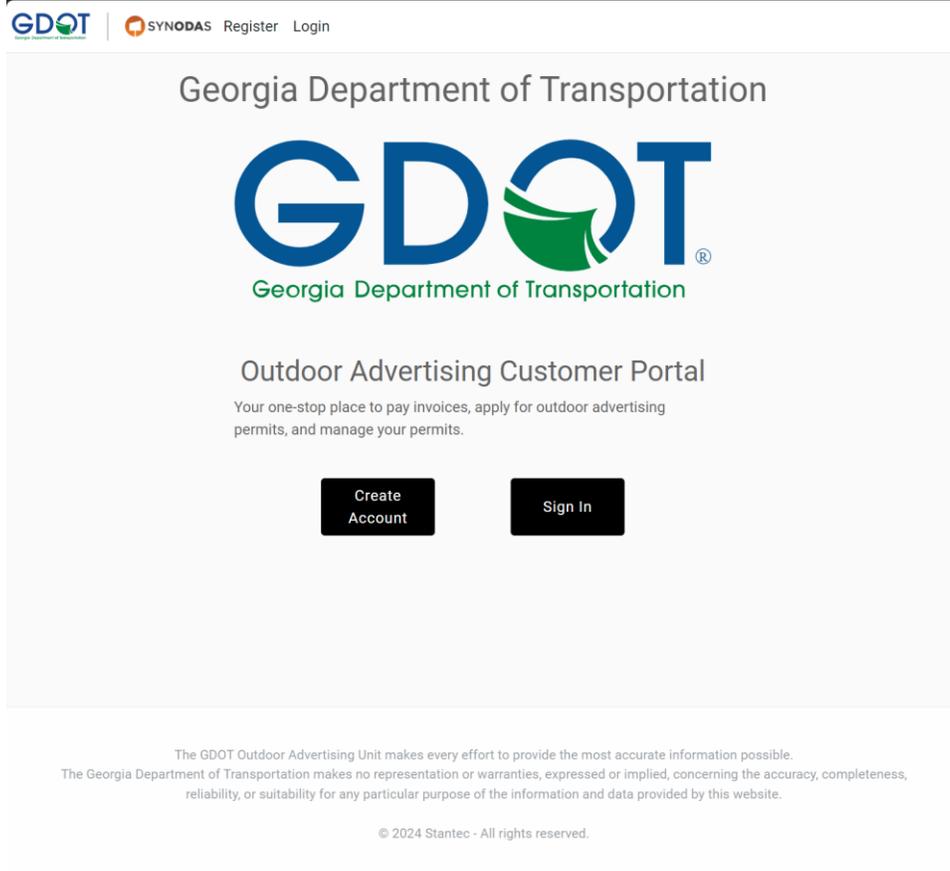
To claim your existing accounts, you will need to have an invoice, so make sure you have one ready.

You will need to repeat this claim process for each entity receiving renewal notices that you wish to add to your account.

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 *

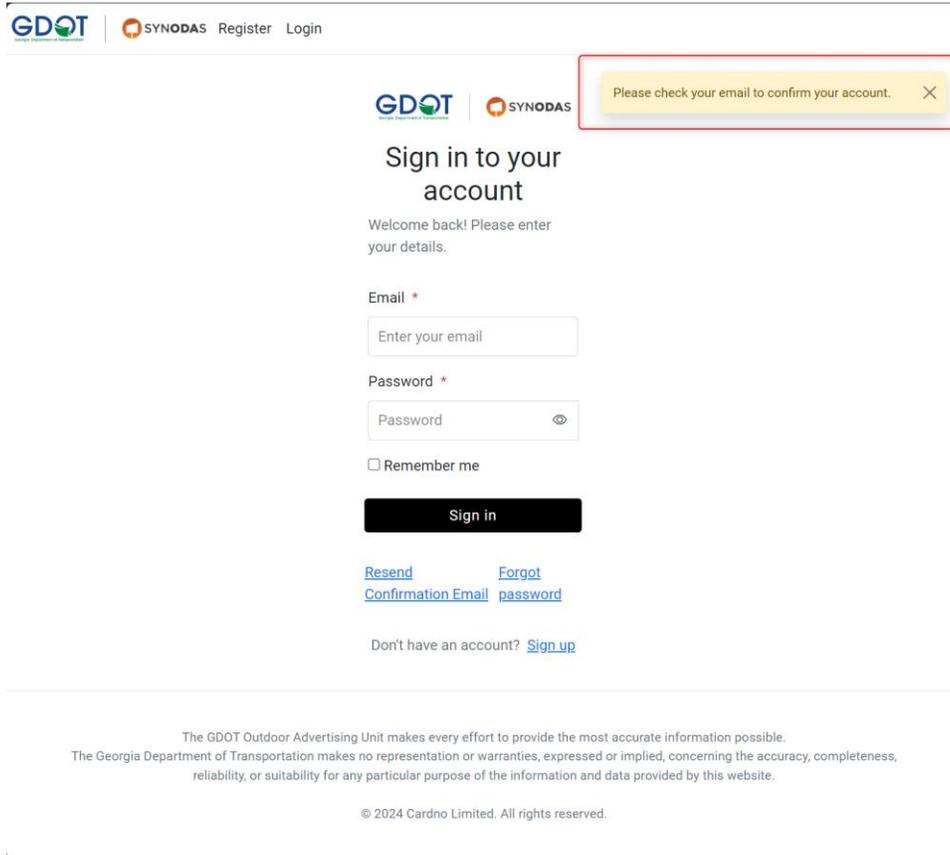
Email *

Password *

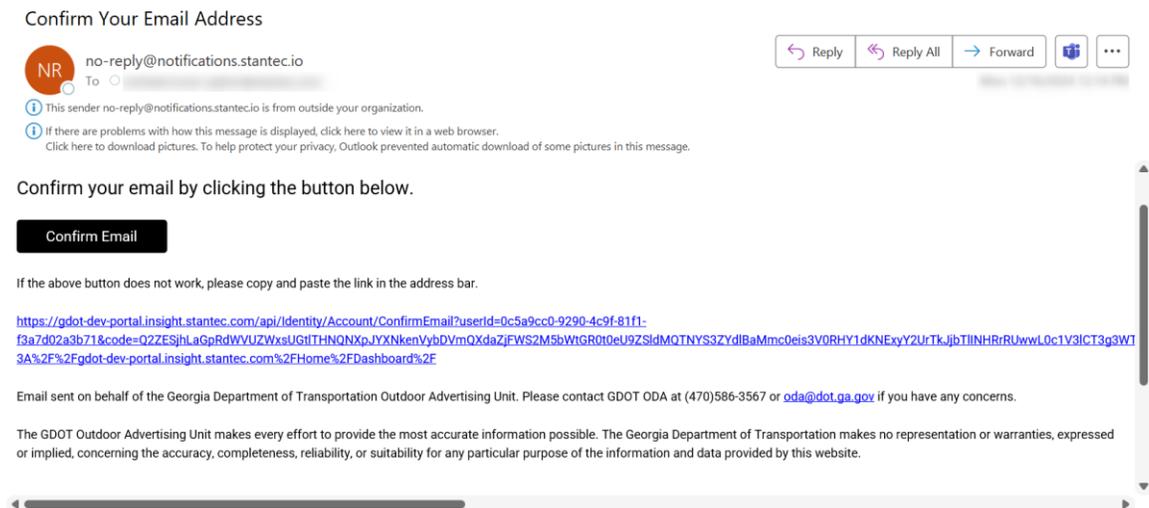
Get Started

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

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

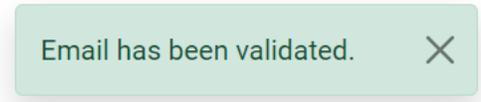


- Check your email for a confirmation email to verify your email address.



- 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. 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 *

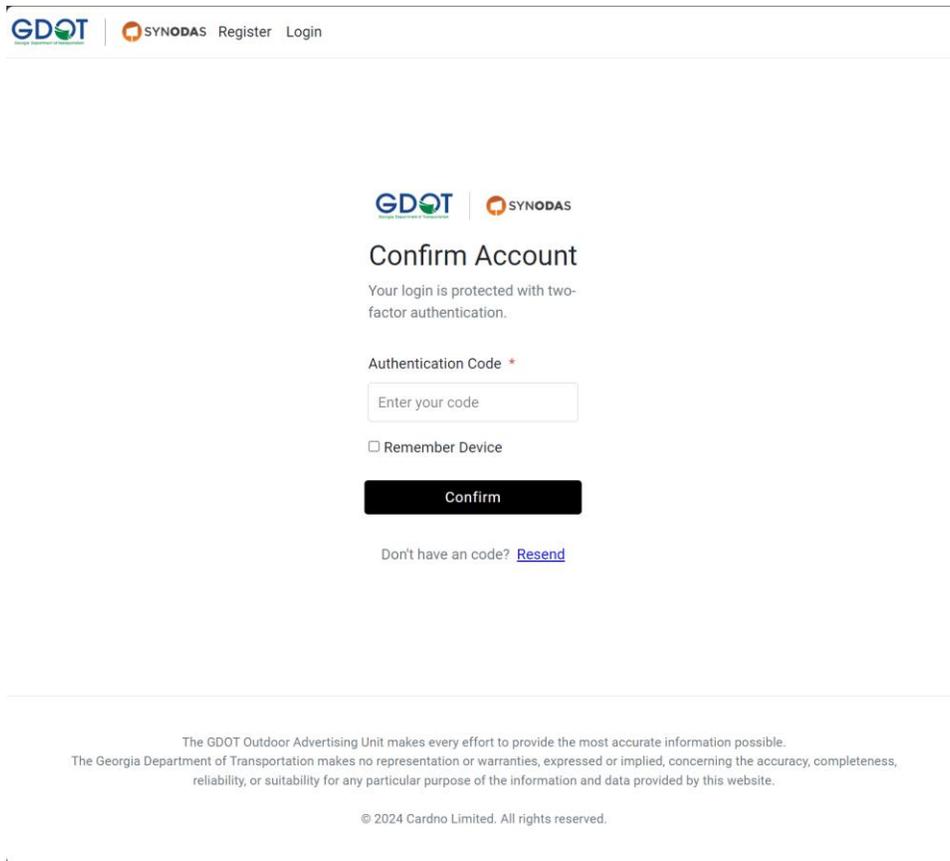
 

Remember me

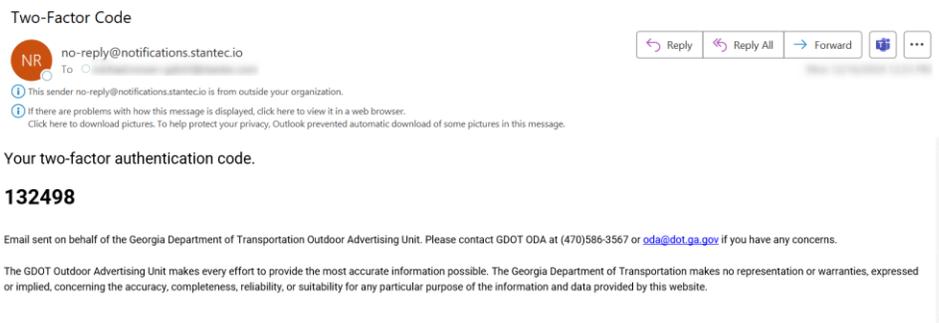
[Resend Confirmation Email](#) [Forgot password](#)

3. Click **Sign In**.

- 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.

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](#)

Accept

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10. Click **Accept**.

11. You will be sent to the Dashboard.

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

3. 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 a dashboard with a navigation menu at the top containing: GDOT, SYNODAS, Permits, Applications, Invoices, and Claim Customer Account. Below the menu are four main sections:

- Permits:** A table with columns: Permit Number, Type, Status, Last Updated. Below the table is a [View More...](#) link.
- Applications:** A table with columns: Application Number, Type, Status, Last Updated. Below the table is a [View More...](#) link.
- Invoices:** A table with columns: Invoice Number, Amount Due, Amount Paid, Status. Below the table is a [View More...](#) link.
- In Progress Applications:** A table with columns: Form Id, Application Number, Status, Step. Below the table is a [View More...](#) link.

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.

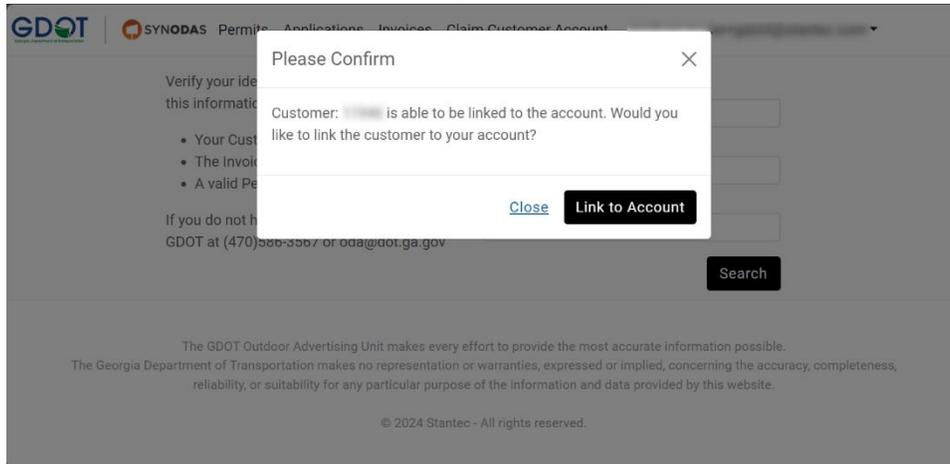
The screenshot shows an identity verification form. On the left, it says: "Verify your identity by providing GDOT with this information from one of your invoices." followed by a bulleted list: "Your Customer ID", "The Invoice Number", and "A valid Permit Number from the invoice". Below this, it says: "If you do not have an invoice, please contact GDOT at (470)586-3567 or oda@dot.ga.gov".

On the right, there are three input fields labeled: "Permit Number*", "Invoice Number*", and "Customer ID*". Below these fields is a black button with the text "Search".

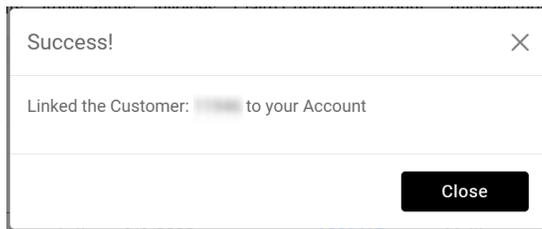
At the bottom of the form, there is a disclaimer: "The GDOT Outdoor Advertising Unit makes every effort to provide the most accurate information possible. The Georgia Department of Transportation makes no representation or warranties, expressed or implied, concerning the accuracy, completeness, reliability, 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.

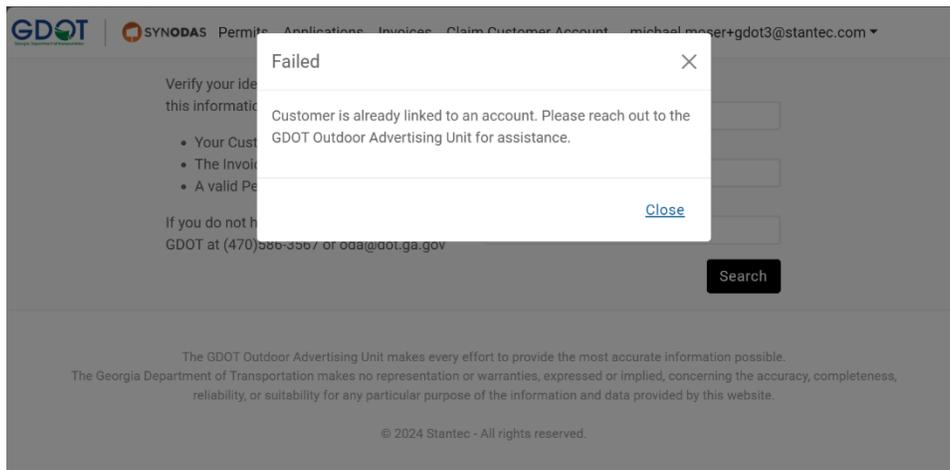
4. If that combination is valid, this message will be displayed.



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 displays four main sections:

- Permits:** A table with columns: Permit Number, Type, Status, Last Updated. It lists several 'Standard Sign' permits, all with a status of 'Active' and a last updated date of 5/1/2023. A 'View More...' link is at the bottom.
- Applications:** A table with columns: Application Number, Type, Status, Last Updated. It lists several applications, including one 'Multi-Message Sign' (Denied) and several 'Standard Sign' (Approved). A 'View More...' link is at the bottom.
- Invoices:** A table with columns: Invoice Number, Amount Due, Amount Paid, Status. It shows several invoices with amounts due and paid, and one 'Paid' invoice for 52785.00. A 'View More...' link is at the bottom.
- In Progress Applications:** A table with columns: Form Id, Application Number, Status, Step. It currently shows no data. A 'View More...' link is at the bottom.

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

4. PAY INVOICE

After Registering, logging in, and claiming your accounts, you are ready to start paying invoices.

1. From the dashboard click an invoice number to view that invoice.

The invoice details page is divided into three main sections:

- Customer Info:**
 - Customer Name: [Redacted]
 - Customer ID: [Redacted]
 - Address: [Redacted]
- Invoice Details:**
 - Invoice #: [Redacted]
 - Invoice Date: 05/01/2024
 - Invoice Amount: [Redacted]
 - Balance Due: [Redacted]
 - Status: [Redacted]
 - Date Paid:
- Line Items:** A table with columns: Permit/Application Number, Fee Type, Amount Due.

Permit/Application Number	Fee Type	Amount Due
[Redacted]	Standard Sign Permit Renewal	\$85.00
[Redacted]	Standard Sign Permit Renewal	\$85.00
[Redacted]	Standard Sign Permit Renewal	\$85.00
[Redacted]	Standard Sign Permit Renewal	\$85.00
[Redacted]	Standard Sign Permit Renewal	\$85.00
[Redacted]	Standard Sign Permit Renewal	\$85.00

At the bottom of the page, there are two buttons: **Pay** (black) and **Dispute** (red).

2. Click **Pay**.

- You will be redirected to the Wells Fargo payment portal.
- Select either **Bank Account** or **Credit Card**.

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

GDOT Georgia Department of Transportation

* Required Fields

Verify Payment

PAYMENT SUMMARY

1 Invoice [REDACTED]

* Payment Method

* Payment Date

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

- 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.
- Transaction Limitations. Please be aware that certain types of bank accounts have restrictions on the number of transactions that can be made each month.

[Print Terms and Conditions](#)

* Company Name

* Email

* Phone

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

[Cancel](#)

PAYMENT DETAILS [Export](#)

Statement Date	Due Date	Biller Invoice No	Amount Due	Payment Amount
12/17/2024	12/17/2024	000000	\$0.00	\$0.00

Georgia Department of Transportation | [Logout](#)

- 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.

BANK ACCOUNT

* **Account Type**

* **Banking Type**

* **Name on the Account**

* **Routing Number**

* **Account #**

* **Re-enter Account #**

Pay to the Order of

⑆ 323456789 ⑆ 000123456789 ⑆ 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.

CREDIT CARD

The form will look like this for Credit Cards:

Enter a Payment Method

Choose your preferred payment method to pay your bills.

CREDIT CARD

* **Full Name on Card**

* **Card Number**

* **Expiration Date**

* **Security Code**

* **Country**
 United States

* **Address**

* **Address2**
 (optional)

* **City**

* **State**
 Select State

* **ZIP Code**

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.

6. Click **Enter Account**.

- 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.

GDOT Georgia Department of Transportation

* 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.

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[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](#)

- Click **Make Payment**.
- A confirmation popup will appear.



- Click **Close**.

11. Your invoice record will be displayed.

The screenshot shows a web interface for invoice management. At the top, there are logos for GDOT and SYNODAS, followed by navigation links: Permits, Applications, Invoices, and Claim Customer Account. The main content is divided into two columns: 'Customer Info' and 'Invoice Details'. Under 'Customer Info', there are fields for Customer Name, Customer ID, and Address, all of which are redacted with grey boxes. Under 'Invoice Details', there are fields for Invoice #, Invoice Date, Invoice Amount, and Balance Due, also redacted. A red box highlights the 'Status' field, which contains the text 'Pending Verification from Payment Portal'. Below these columns is a 'Line Items' section with a table. The table has three columns: 'Permit/Application Number', 'Fee Type', and 'Amount Due'. There are six rows, each with a redacted permit number, 'Standard Sign Permit Renewal' as the fee type, and '\$85.00' as the amount due. At the bottom of the table are two buttons: 'Pay' and 'Dispute'. Below the table, 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.' At the very bottom, it says '© 2024 Stantec - All rights reserved.'

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.

The screenshot shows a modal dialog box titled 'Payment Cancelled'. The text inside the dialog reads: 'Your payment was cancelled. No payment has been submitted.' At the bottom right of the dialog is a black button with the text 'Close'. There is a close icon (an 'X') in the top right corner of the dialog box.

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

Status: Not Completed in Payment
Portal

Congratulations! You have paid your first invoice.