User Manual
NJDOT E-Permitting
(HAPTrak™)
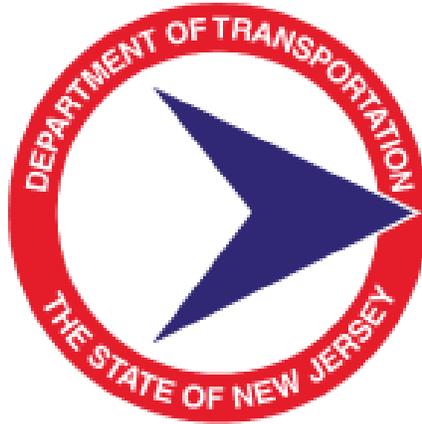
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1.0 INTRODUCTION

1.1 About This Manual

This manual introduces the main features and operations of the web- based HAPTrak™, referred to internally as the E-Permitting system for the New Jersey Department of Transportation (NJDOT). The E-Permitting system manual explains how to use the application. This manual was specifically designed for NJDOT to assist in managing the process of real estate permitting. It also provides descriptions of the components and features of HAPTrak™ and presents instructions and examples.

This manual is intended for the sole use of NJDOT and should not be distributed to anyone without prior authorization from the system administrator.

Note that this manual is NOT a procedural manual, rather it provides instructions on how to use E-Permitting.

This manual provides a "live" table of contents and section cross-references to facilitate easy reference to the specific section of the document that a user needs to see. The intent is to provide an easy-reference that allows users to quickly get to the section of text that s/he needs in order to complete a specific task without having to read large portions of text at one time.

1.2 E-Permitting Overview

The E-Permitting system is a web-based application developed by BEM Systems, Inc. (BEM) to facilitate and manage all phases of Real Estate permitting workflow processes. E-Permitting can also be used as a management tool to oversee the state's permitting activities.

PAECETrak™ simplifies and reduces the time and costs associated with the acquisition process by:

- Providing the ability for the public to apply for permits and communicate with NJDOT through a public web portal;
- Providing the ability to pay for application and permit fees online;
- Providing a platform to standardize the permitting activities;
- Serving as a central repository of permit data, documents, photos, drawings and maps that can be accessed by all stakeholders on the internet in a secure manner;
- Automating the production of standard form letters, transmittals, and reports needed to manage the permitting process on a day-to-day basis.
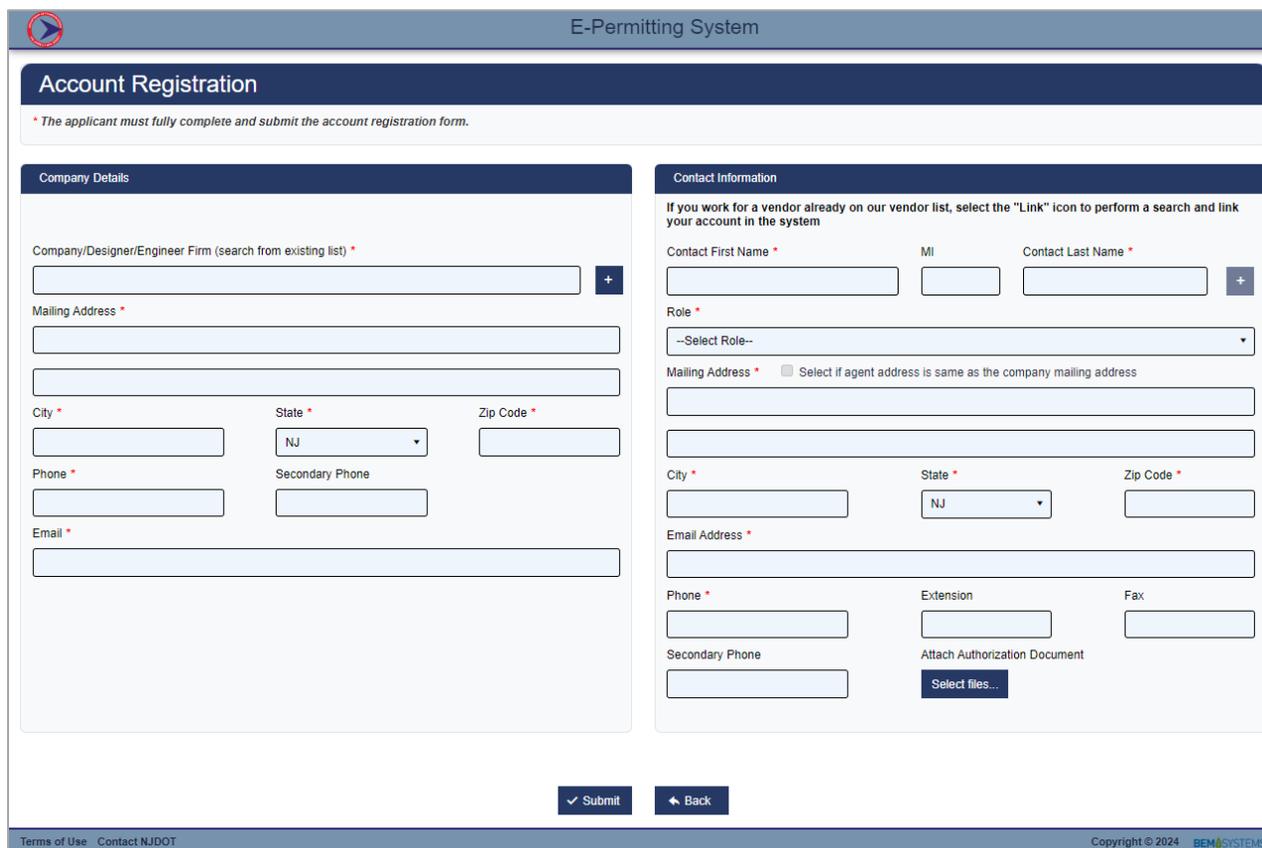
2.0 CREATING AN ACCOUNT

A new user will access the URL for the customer portal and will be directed to the login screen below:
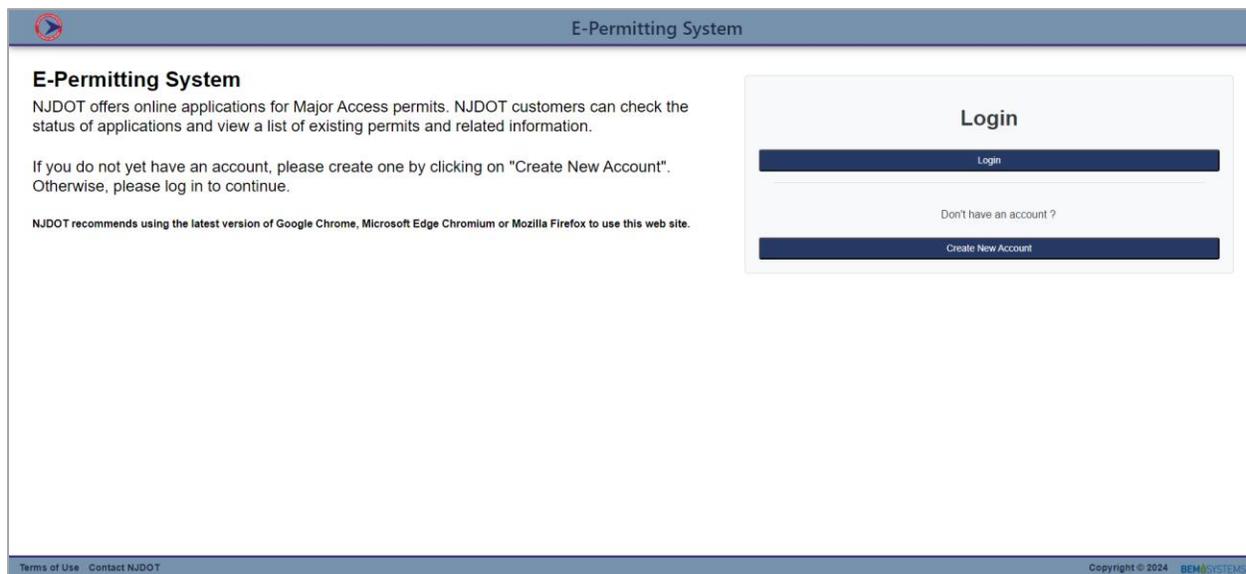
The user will have to create an account by clicking "Create New Account" button and the following screen will open:

All required fields must be entered. There are three possible scenarios for a user account: individual, company with one location and one or more contacts/users, company with many locations and one or more users per location.

In scenario 1, the individual should enter their information for both the company/designer/engineer and again for the contact information.

In scenario 2, the user should enter the company details and then enter their contact information. Once the account is created, this user will be the primary contact and can add other contacts, as necessary.

In scenario 3, one company can have multiple office locations. The company can decide if they want to have one account that includes all office locations or one account for each individual office location.

It is the business's role to communicate within their organization and decide which scenario works best for their future permitting needs.

Once all the details are entered, the user will click the <Submit> button. If the user decides they are not ready or do not wish to create the account, they can click the <Back> button.

The user will be redirected to the myNewJersey portal screen, as shown below:
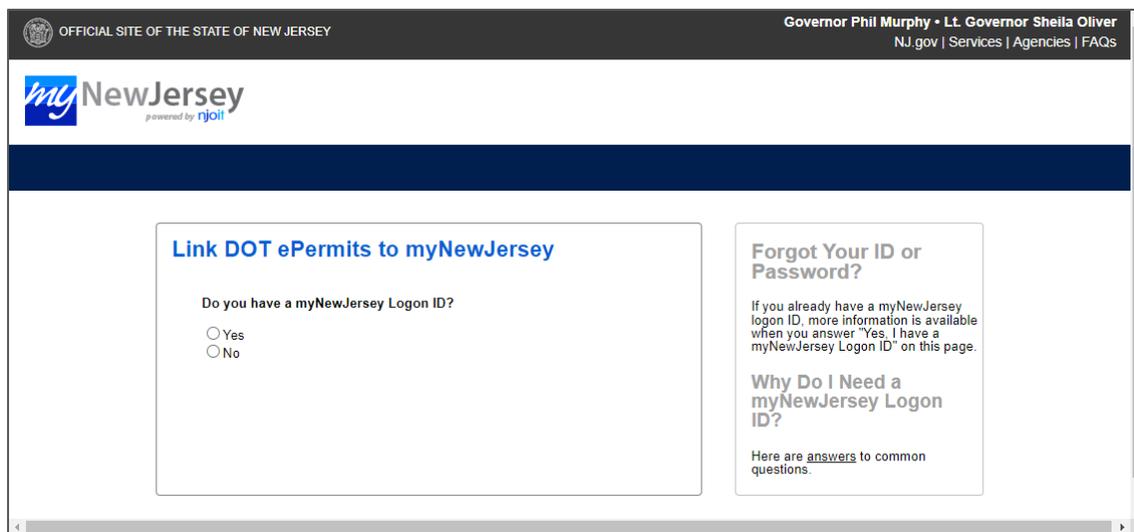
Choose 'Yes' if the user already has a myNewJersey Logon ID or 'No' if you do not.

If 'Yes' is selected enter the logon credentials and click continue.
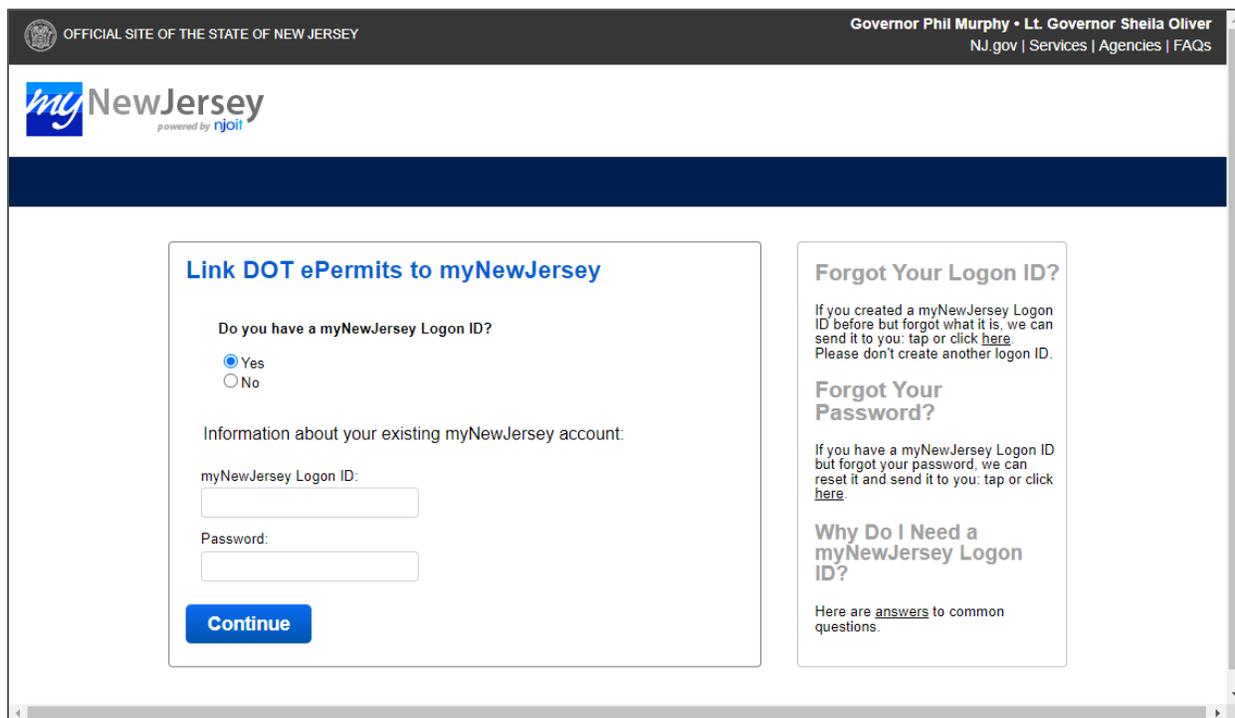
If the user does not have a myNewJersey Logon ID and 'No' is selected an account will need to created:

my NewJersey
powered by njoit

Link DOT ePermits to myNewJersey

Do you have a myNewJersey Logon ID?

○ Yes
● No

Information to create your new myNewJersey account:

Choose a myNewJersey Logon ID:

Choose a password:

Retype your password:

First name:

Last name:

If you forget your ID or password later, we'll ask you the following question. If you answer it correctly, we'll send your ID or a new password to your email address.

Question you want us to ask:

Your answer:

Email address:

Retype your Email address:

Forgot the Logon ID to a myNewJersey account you already set up?
If you created a myNewJersey Logon ID before but forgot what it is, we can send it to you by tapping or clicking here. Don't create another logon ID.

Continue

Forgot Your ID or Password?

If you already have a myNewJersey logon ID, more information is available when you answer "Yes, I have a myNewJersey Logon ID" on this page.

Why Do I Need a myNewJersey Logon ID?

Here are answers to common questions.

BEM

3.0 CUSTOMER PORTAL LOG-IN

Once a myNewJersey account has been set up, the user will go to
https://www.njdotepermits.net/Accounts/Account/Account and be brought to the login
screen:
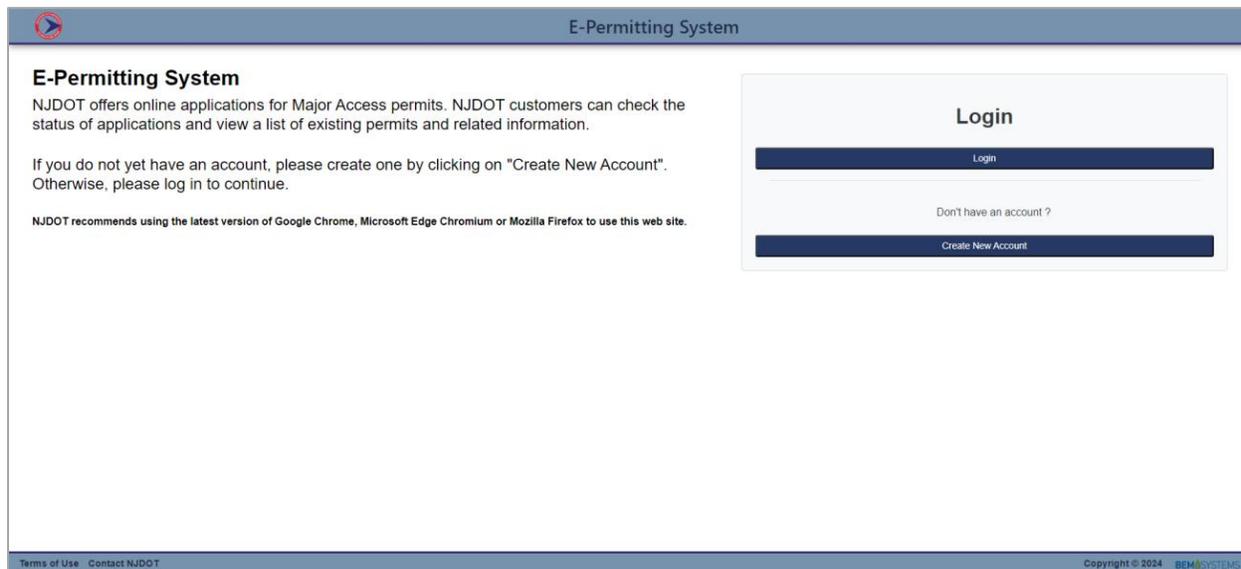
When the user clicks on Login, they will be brought to the myNewJersey portal to login there:
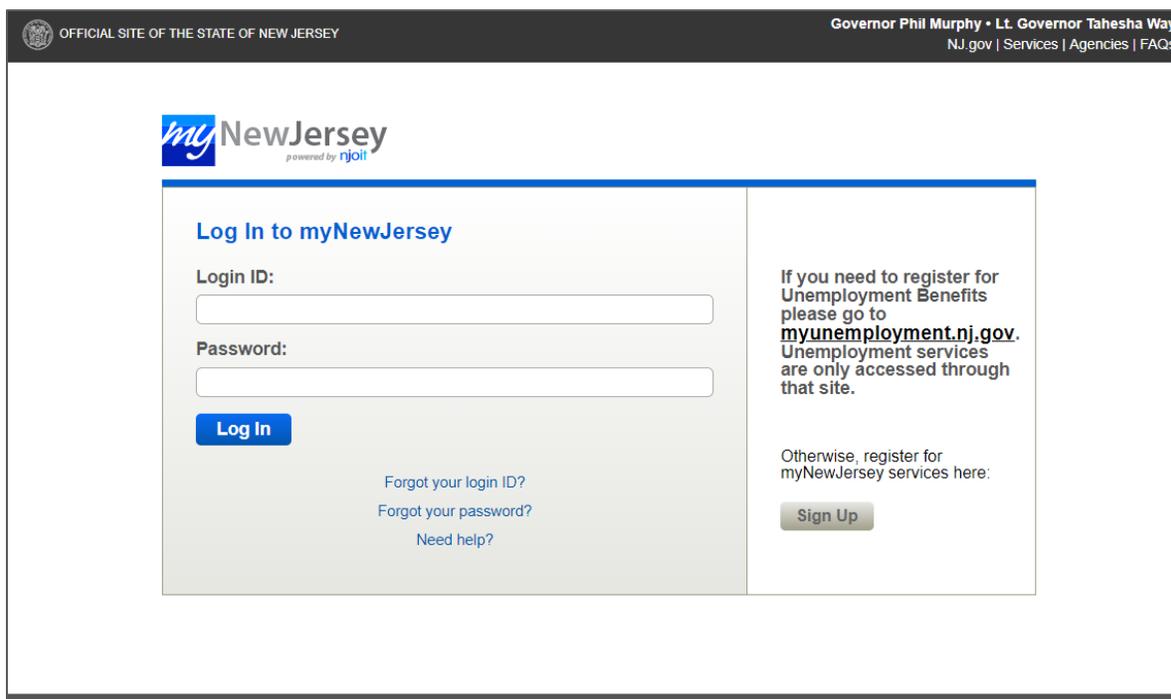
After logging in, the following screen will open:
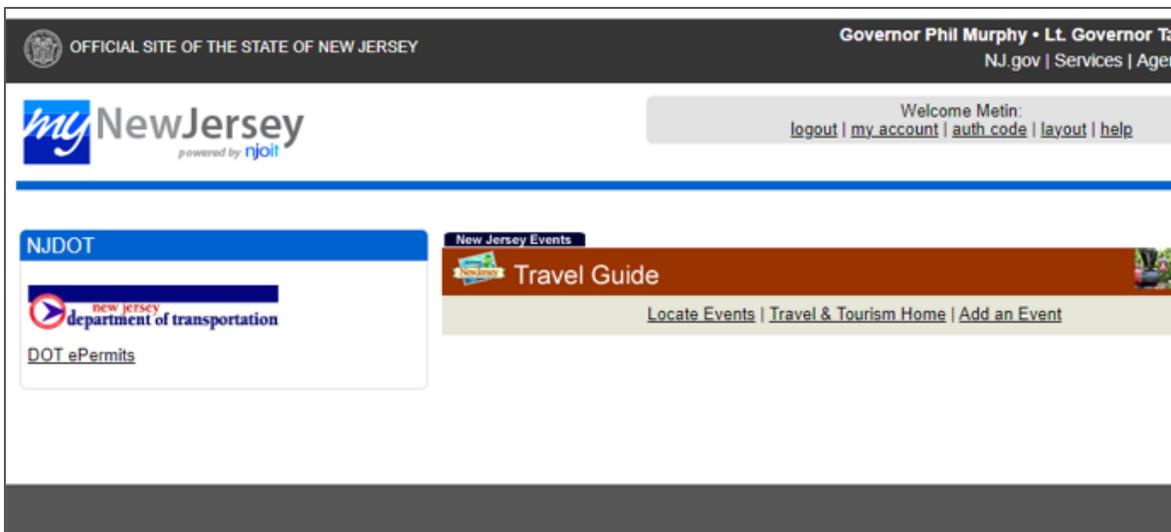
Click on the 'DOT ePermits' link to be redirected to the E-Permitting system. The following screen is the main dashboard screen within the customer portal.
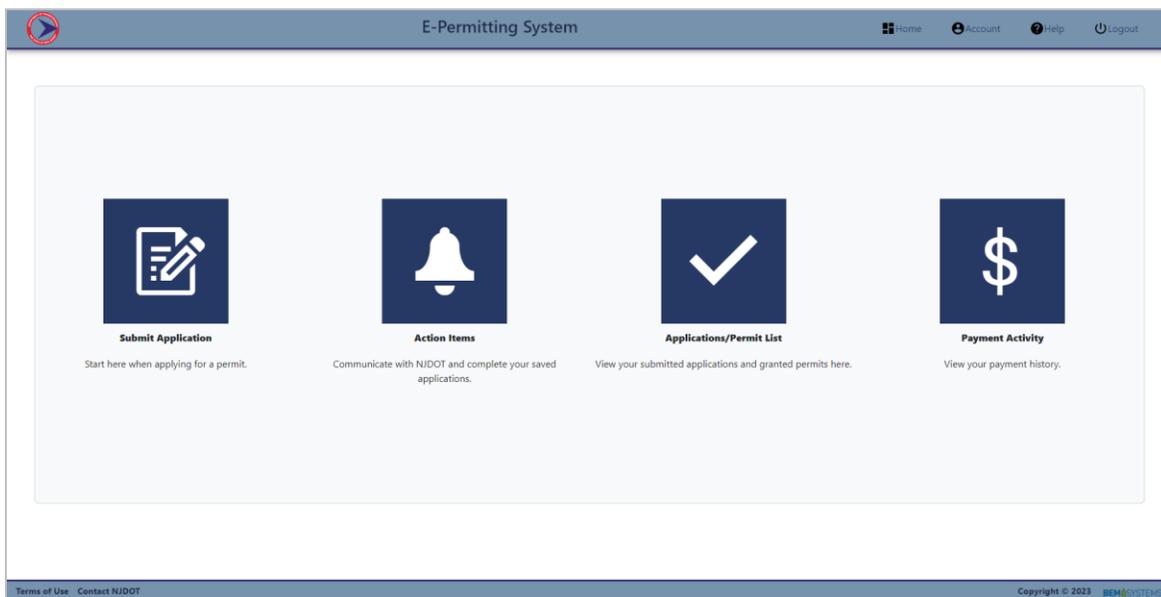
From this screen, the user can review or update account information, submit an application, review and respond to action items, or view a list of submitted applications and granted permits.

4.0 ACCOUNT OPTIONS

Under Account, the user can view/update the User Profile or Company Profile and can also change their password.

4.1 Account – User Profile

To update user account information, hover the mouse over "Account" at the top of the screen and click on User Profile. The following screen will open:

Update the details as necessary and click the <Submit> button.

4.2 Account – Company Profile

If the user is the primary contact for the company, they can update the company information. Hover the mouse over "Account" at the top of the screen and click on Company Profile. The following screen will open:

Update the details as necessary and click the <Submit> button.

The user can also make existing contacts inactive or change the admin contact to someone else. If the admin contact is changed, the current user will no longer be able to update the company profile details.

5.0 HELP

The Help option on the top of the screen provides the users with a list of Frequently Asked Questions. When this option is clicked, the following screen will open.

To return to the main dashboard screen, click the Home at the top of the screen.

6.0 SUBMIT APPLICATION

To submit an application, the user will click on Submit Application from the main dashboard screen and the following screen will open:

The user will find the permit they would like to apply for and click the <Apply> button. This will open the details screen for that permit. Each type of permit includes the following sections: Applicant Information, Location Information, Permit Information, Application and Permit Fees, Attachments, and Acknowledgement. The Permit Information and Attachments sections will vary depending on the type of permit that is selected. For Major and Major with Access applications, there is also a Lot/Development/Frontages section.

6.1 Applicant Information

The applicant information is to be filled in when the applicant is submitting the application on behalf of the lot owner. All required fields must be entered.
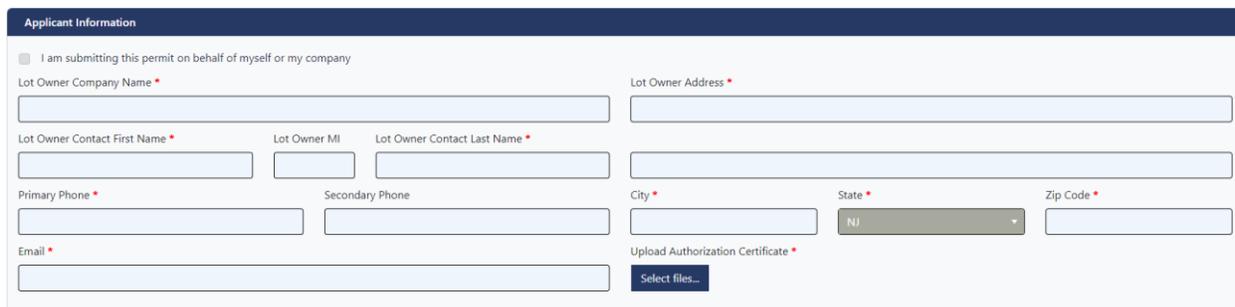
Applicant Information

☐ I am submitting this permit on behalf of myself or my company

Lot Owner Company Name *			Lot Owner Address *		

Lot Owner Contact First Name *	Lot Owner MI	Lot Owner Contact Last Name *			

Primary Phone *	Secondary Phone	City *	State * NJ	Zip Code *

Email *		Upload Authorization Certificate * [Select files...]

To attach the authorization certificate to show that the applicant it allowed to submit this application, click the <Select files…> button. This will open the explorer window on the user's computer. The user will find and choose the file/attachment. The screen will show which items have been uploaded.

If the logged-in user is submitting the permit application for another party, they will check the "I am submitting this permit on behalf myself or my company".
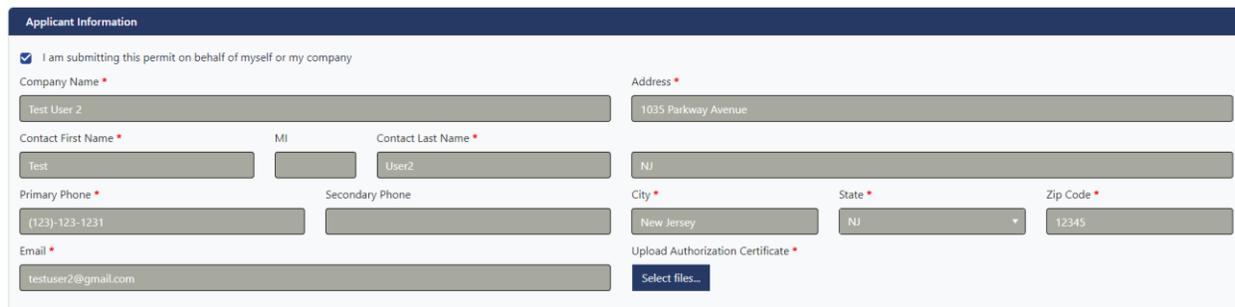
Applicant Information

☑ I am submitting this permit on behalf of myself or my company

Company Name *			Address *		
Test User 2			1035 Parkway Avenue		

Contact First Name *	MI	Contact Last Name *			
Test		User2	NJ		

Primary Phone *	Secondary Phone	City *	State *	Zip Code *
(123)-123-1231		New Jersey	NJ	12345

Email *		Upload Authorization Certificate * [Select files...]
testuser2@gmail.com		

This will make the fields read-only and auto-populate with the logged-in user's information. If this information is incorrect, it can be updated under the Account option, as described in section 2.3.

In either instance, the logged-in user will be the primary contact for NJDOT to communicate with during the application review and approval/denial process.

6.2   Location Information

The next section of the application is the location information.

Enter the required fields. To enter the Block and Lot information click the <Add New> button and a line will be added to the table.

Enter the block and lot and click the < ✔ > button. If you do not need to add a block and lot, click the <⊘> button. This can be repeated for as many blocks and lots as necessary. At least one Block and Lot needs to be entered in order to submit the application.

6.3   Permit Information

The data fields for this section will vary depending on the type of permit being applied for.

When Major or Major with Planning is selected, the following field will be available:

When Street Intersection is selected, the following field will be available:

Permit Information

Type of Street Intersection Permit
- ○ Street - Less than 500 vehicle trips per day
- ○ Major - 500 or more vehicle trips per day and less than 200 Peak Hour vehicle trips.
- ○ Major with planning review - 500 or more vehicle trips per day and 200 or more Peak Hour vehicle trips.

- ☐ Check if Low and Medium Income Housing Applicable
- ☐ Check if Waiver is needed for this application

When Lot Consolidation/Subdivision is selected, the following field will be available:

Permit Information

This permit request includes: (check all that apply)
- ☐ Lot Consolidation   ☐ Lot Subdivision

Note: Please capture the customer reference number on submission of the application. You may reference the number when submitting affiliate applications to avoid additional fees

- ☐ Check if Waiver is needed for this application

When Highway Occupancy is selected, the following will be available:

Permit Information - Highway Occupancy (MT-120A)

(Street, Bridges or other existing distinct landmarks. Give street number if possible.)

Type *	Number - Unit *
--Select Type-- ▼	0.00

Location in Reference to Intersection *

for the installation, operation and maintenance of the following described project: *

The field options may vary depending on the selected 'Type'.

When Bridge Attachment is selected, the following will be available:

Permit Information - Bridge Attachment (MT105A)

Number-Unit/Feet *

0.00

State location exactly in reference to intersection, river, stream or other landmark *

Purpose of attachment: *

Bond Information (MT105A)

Where a municipality or public utility corporation has entered onto an agreement or filed a bond with the State of New Jersey, the following shall be completed.

Covered by bond dated: Covered by Agreement dated:

📅 x   📅 x

When Drainage is selected, the following will be available:

Permit Information - Drainage (MT39A)

Number-Unit/Feet *

0.00

State location exactly in reference to intersection, river, stream or other landmark *

Purpose: *

Bond Information (MT39A)

Where a municipality or public utility corporation has entered onto an agreement or filed a bond with the State of New Jersey, the following shall be completed.

Covered by bond dated:

Covered by Agreement dated:

When Erection of Pole is selected, the following will be available:

Permit Information - Erection of Pole (MT33A)

Location in Reference to Intersection *

Number of pole(s) or pole appurtenance(s) to be erected: *

0.00

(Street, Bridges or other existing distinct landmarks. Give street number if possible.)

Reason for Installation

☐ New Installation   ☐ Upgrade   ☐ Repair

Voltage not to exceed *

Work to be completed by: *

Attached Utility Compan(ies) *

Attached Appurtenance(s) to Pole(s) *

Existing Underground: Proposed Underground:

⦿ Yes   ○ No   ⦿ Yes   ○ No

When Utility Opening is selected, the following will be available:

Permit Information - Utility Opening (MT-17A)

Location in Reference to Intersection (include additional information such as Job number if available) *

for the purpose of:

☐ New Service   ☐ New Main   ☐ Existing

☐ Upgrade   ☐ Repair   ☐ Abandonment

☐ Emergency

(Street, Bridges or other existing distinct landmarks. Give street number if possible.)

Location of Opening

☐ Grass   ☐ Sidewalk   ☐ Road

Work will be started on: *   Completed by: *

Size of Opening

+ Add New

Length	Width	Quantity	Total Sqft	Delete

|◄ ◄ Page 0 of 0 ► ►| No items to display

Bond Information (MT17A)

Where a municipality or public utility corporation has entered onto an agreement or filed a bond with the State of New Jersey, the following shall be completed.

Covered by bond dated:

Covered by Agreement dated:

Select the appropriate options and enter the details, as necessary.

6.4 Lot/Development/Frontage Information

When the application type is Major or Major with Planning, the application will include a Log/Development/Frontages Information section, as shown below:

Enter the fields on the top of this section. To add development land use details, click the <Add New> button above this table and the following will open:

Enter all information and click the <Save> button.

To add spacing details, click the <Add New> button above this table and the following will open:

Complete all required questions. For some of the questions, additional fields will become available when the question is answered to provide further information. For the Left Spacing Computation and Right Spacing Computation tables, click the add button to add a row to the table, as follows:

Enter the information and click the < ✔ > button. If you do not need to add the information, click the <⊘> button. This can be repeated for as times as necessary.

6.5 Application and Permit Fees

The information for this section will vary depending on the type of permit being applied for.

When Major, Major with Planning or Street Intersection is selected, the following information will be shown:

Application and Permit Fees

☐ Is this application linked to an existing Major or Major w/Planning application?

NEW JERSEY DEPARTMENT OF TRANSPORTATION

CASH WILL NOT BE ACCEPTED

FEES ARE NOT REFUNDABLE

FEES			
STREET INTERSECTION APPLICATION TYPE	APPLICATION FEE	PERMIT FEE	RENEWAL FEE
Street	$265.00	$880.00	$440.00
Major	$6,600.00	$2,200.00	$440.00
Major with Planning Review	$15,800.00	$5,300.00	$440.00

FEES FOR LOW AND MODERATE INCOME HOUSING ONLY

For applications with low and moderate income housing the applicant should submit an affidavit from the Municipal approving authority with his application, certifying to the Department that the development contains at least 10 percent set-aside for low and moderate income housing pursuant to the Fair Housing Act P.1_1985, c222(N.J.S.A. 52:27D-301 et seq.) or court settlement as per NJ.A.C. 16:41-2 et seg. The Department, upon approval of access, will reduce the permit fee by 10 percent of the total application and permit fees combined. The renewal fees are not subject to reduction.

APPLICATION TYPE	APPLICATION FEE	PERMIT FEE	RENEWAL FEE
Major	Same as Above	$1,320.00	$440.00
Major with Planning Review	Same as Above	$3,190.00	$440.00

When Lot Consolidation/Subdivision is selected, the following will be shown:

Application and Permit Fees

☐ Is this application linked to an existing Major or Major w/Planning application?

NEW JERSEY DEPARTMENT OF TRANSPORTATION

CASH WILL NOT BE ACCEPTED

FEES ARE NOT REFUNDABLE

APPLICATION FEE $350.00

PERMIT FEE $90.00

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When Bridge Attachment is selected, the following will be shown:

Application and Permit Fees

☐ Is this application linked to an existing Highway Occupancy application?

NEW JERSEY DEPARTMENT OF TRANSPORTATION

FEE SCHEDULE				
		APPLICATION	**PERMIT**	
Bridge Attachments	Unit	Application	Permit	Extension
0 to 100	LF	$395.00	$130.00	$130.00
Greater than 100	LF	$790.00	$265.00	$265.00
APPLICATION FEES ARE NON-REFUNDABLE				

When Drainage is selected, the following will be shown:

Application and Permit Fees

NEW JERSEY DEPARTMENT OF TRANSPORTATION

FEE SCHEDULE			
APPLICATION		**PERMIT**	
Drainage Facilities	APPLICATION	PERMIT	EXTENSION
1 to 5	Unit	$230.00	$65.00	$65.00
Greater than 5	Unit	$525.00	$200.00	$200.00
0 to 200	Square Feet	$230.00	$65.00	$65.00
Greater than 200	Square Feet	$525.00	$200.00	$200.00

When Erection of Pole is selected, the following will be shown:

Application and Permit Fees

☐ Is this application linked to an existing Highway Occupancy application?

NEW JERSEY DEPARTMENT OF TRANSPORTATION

FEE SCHEDULE			
ERECTION OF POLE(S) OR POLE APPURTENANCE(S)	APPLICATION	PERMIT	EXTENSION
1 to 10	$330.00	$100.00	$100.00
Greater than 10	$625.00	$200.00	$200.00
Only submit required Application Fee. Do not submit Permit Fee with this application.			
APPLICATION FEES ARE NON-REFUNDABLE			

When Utility Opening is selected, the following will be shown:

Application and Permit Fees

☐ Is this application linked to an existing Highway Occupancy application?

NEW JERSEY DEPARTMENT OF TRANSPORTATION

FEE SCHEDULE			
OPENING	APPLICATION	PERMIT	EXTENSION
0-20 Square feet	$525.00	$200.00	$200.00
Greater than 20-200 Square feet	$790.00	$265.00	$265.00
Greater than 200 Square feet	$1,185.00	$395.00	$395.00

If the application that is being submitted is linked to a Major, Major with Planning or Highway Occupancy application that has already been submitted, click the "Is this application linked to an existing Major or Major w/Planning application?" checkbox or the "Is this application linked to an existing Highway Occupancy application?" checkbox. A field for entering the Customer Reference # for the previously submitted application will become available. Enter this number. When the application is submitted, the payment portal will be bypassed. This will only work if you have a valid Customer Reference # and the Lot Owner Company entered in the Applicant Information section and the applicant/user is the same as the previously submitted application.

6.6 Attachments

This section includes several options for uploading various attachments. Some are required, while some are optional. Depending on selections within the Permit Information section, there may be additional attachment options. To submit the application, the required attachments must be uploaded.

Attachments

The following file types can be attached: doc, docx, pdf, xls, xlsx, txt, jpeg, jpg, png, tiff. Multiple files can be attached to each of the "Attach" buttons below, however the total file size for each "Attach" button is 70 MB.

Application Attachments (multiple allowed) *   Additional Attachments (multiple allowed)   Application Checklist *   POA Attachment *

Select files...   Select files...   Select files...   Select files...

The following links are provided for reference in completing this permit application.
Click here to download the Major Access application checklist.
Note: Please fill this out and submit along with the application. Be advised documentation submitted with security features may result in a delay of processing this application submission.   Click here to download a sample POA.
Click here to Straight Line Diagram (SLD) information.
Click here to download the Regulations.   Click here to download the Waiver application document.

To upload a file/attachment, click the <Select Files…> button. This will open the explorer window on the user's computer. The user will find and choose one or more files/attachments, and can be the following file types: .doc, .docx, .pdf, .xls, .xlsx, .txt, .jpeg, .jpg, .png, .tiff, .stsw, .hcp, .hce, .hcr, .huh, .hci, .hcc, .gpw, .pcp, cds, .idf, .pcp, .hy8, .inp, .ini, .dss, .gage, .hms, .met, .run, .txt, .basin, .out, .prj, .g0X, .f0X, .P0X, .O0X, .u0, .R0X, .hdf, .rasmap, .h5, .ppc, .dwh, .mdb_, .cpg, .dbf, .sbn, .sbx, .shp, .shx, .mxd, .adf, .dgn, .dwg, .syn, .sim, .sip9, .vsl, .ies, .agi, .hst, .yn..

The user can select more than one file at a time, as long as the total size of all selected files does not exceed 650 MB. The screen will show which items have been uploaded.

The lower portion of this section provides the user with links to access reference documentation or sample documents to help the user complete the permit application and describes some of the required documents/ attachments that need to be submitted along with a permit application.

6.7 Acknowledgments and Submittal

The final section of the application is the Acknowledgements. The Acknowledgement checkbox must be checked before the user can submit the application.


Once all required data is entered, the required attachments are uploaded and the acknowledgment is checked, the <Continue to Payment> button will become enabled. To submit the application to NJDOT, click the <Continue to Payment> button. An acknowledgment will pop up on the screen with the Customer Reference No, which should be noted. NJDOT will not be notified that an application has been submitted until a payment is completed.
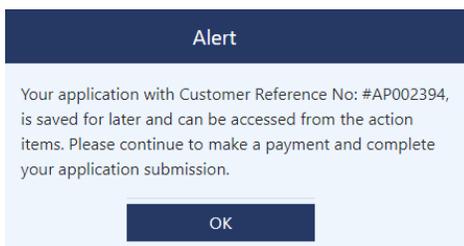
The user will then be re-directed to the payment portal website to complete the transaction. If Credit/Debit Card is selected, the user will enter credit/debit card details. If Electronic Check is selected, the user will enter banking account details.

Once the payment is completed, the system will send an email to the applicant so they will have a record that the application was submitted. The Customer Reference No., which should be used for any communication with NJDOT, will be included in the email. An email will also go to the NJDOT to let them know an application has been submitted so that they can begin their review.

If the payment is cancelled, the application will remain in Saved for Later status. NJDOT will not be notified until a payment is completed.

The application will now appear in the Permit List screen (Section 2.12). The applicant can access this screen to see the status of their application. The applicant can also view the application details, request an extension to a permit, or download an application, as described below.

6.8   Save for Later

If for some reason the applicant is unable to complete the application, but has already entered some data, the application can be saved for later. The user will scroll down to the bottom of the screen and click the <Save for Later> button. An acknowledgment will pop up as follows:
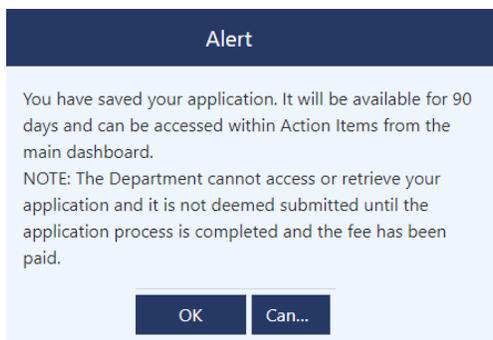
All data that was entered will be saved, except the acknowledgment checkbox. To access the saved application, the user will go to Action items (Section 2.11) from the main dashboard screen. The saved application will appear on the screen. The user will click the button in the Complete Item column. This will open the application details screen. The user will complete the application as described above.

7.0 ACTION ITEMS

The Action Items screen will include saved applications and communications from NJDOT, such as a request for additional information, a permit communication or a permit fee request.

Action Items	
Action Item Type	**Complete Item**
Permit Communication Following information has been provided for customer reference #: AP002331 Requested Date: 03/24/2023 Due Date: 04/24/2023	✏️
Additional Information More Information is needed about customer reference #: AP002331 Requested Date: 03/24/2023 Due Date: 04/24/2023	✏️
Payment Requested A payment is required for your customer reference #: AP002331 Requested Date: 03/24/2023 Due Date: 04/24/2023	✏️
Saved for Later Permit Application for Lot Consolidation, customer reference #: AP002330 Saved Date: 03/18/2023 Available until: 06/16/2023	✏️

If the Action Item type is 'Permit Communication' or 'Additional Information' the following screen will open when the user clicks the button in the Complete Item column:
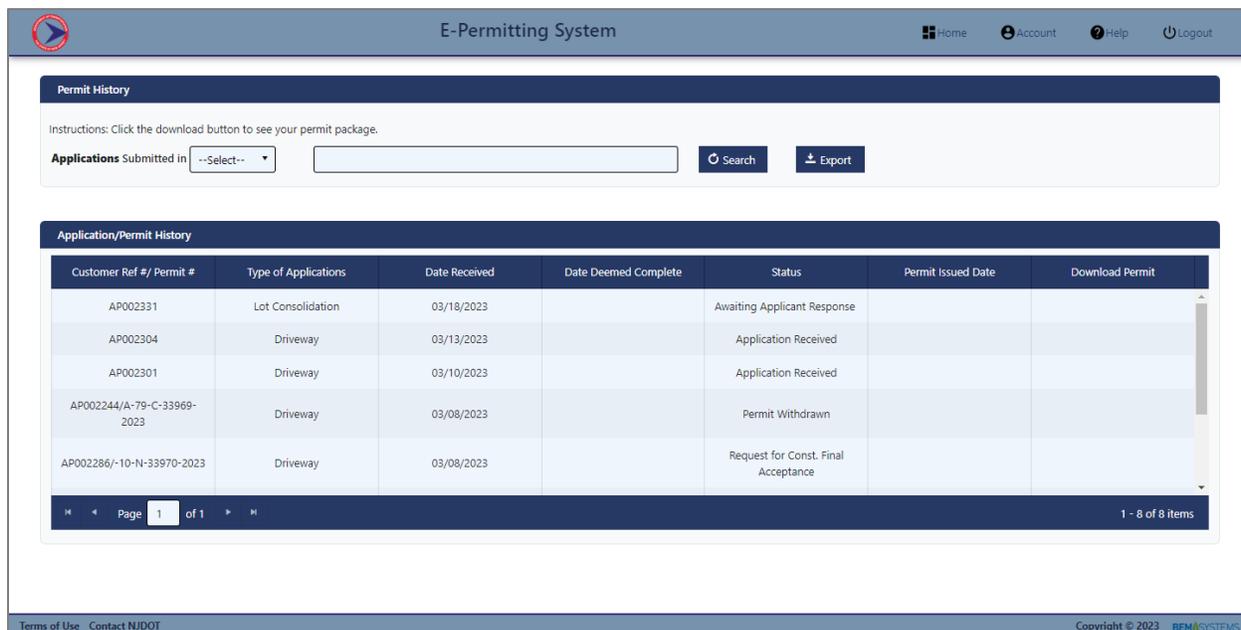

The user can enter their response in the 'Your Response' field. If NJDOT had attached documents, they will be visible under the 'DOT Documents' label. The user can click on an attachment to open and view the file. Documents can be attached to be submitted back to NJDOT by clicking the <Select files…> button. This will open the explorer window on the user's computer. The user will find and choose the file/attachment. The screen will show which items have been uploaded. Once the user has completed their response, they will click the <Submit> button. An acknowledgment email will be sent to the user. An email will also be sent to the NJDOT.

If the Action Item type is 'Payment Requested', when the user clicks the button in the Complete Item column, they will then be re-directed to the payment portal website to complete the transaction. If Credit/Debit Card is selected, the user will enter credit/debit card details. If Electronic Check is selected, the user will enter banking account details. An acknowledgment email will be sent to the user. An email will also be sent to the NJDOT. If the payment is cancelled, the Action Item will remain in the list and NJDOT will not be notified until a payment is completed.

If the Action Item type is 'Saved for Later', when the user clicks the button in the Complete Item column, the saved application screen will open. The user can complete the application as described above in Section 6.

8.0 APPLICATION/PERMIT LIST

When the user clicks Application/Permit List from the main dashboard screen, the following will open:
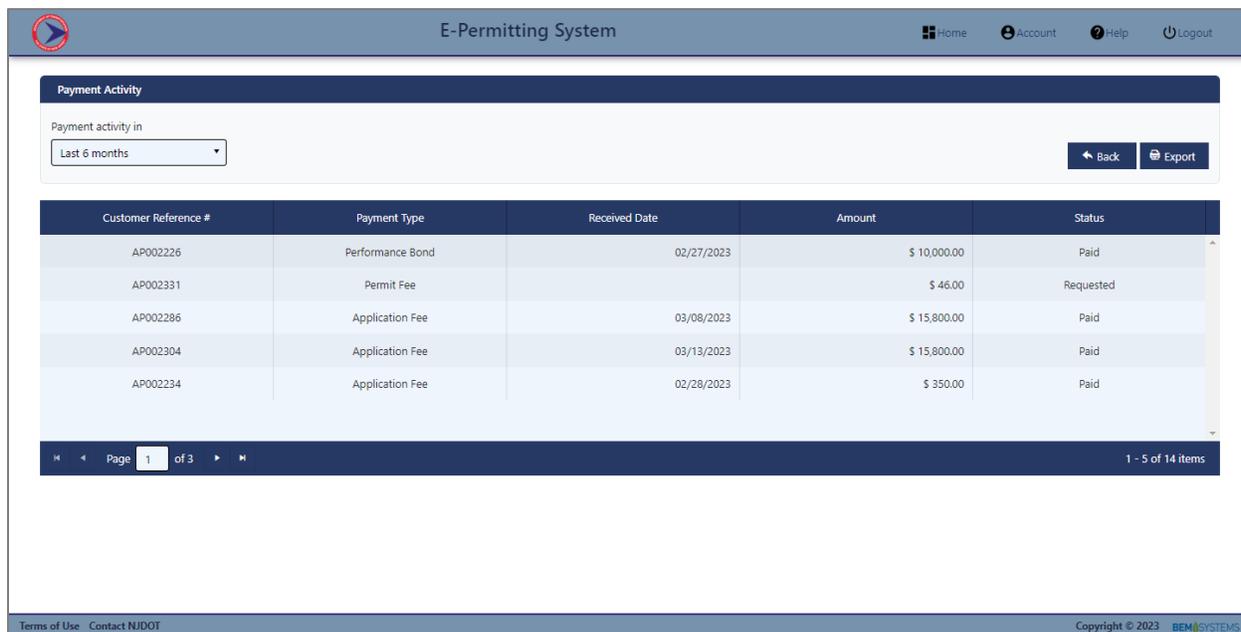

This screen will show the user the applications they have submitted and permits they have been granted. This screen allows the user to see the status of the application(s) they have submitted as well as giving them the ability to view the download the permit.

8.1 Download

If the user would like to download the permit they have been granted, they will click the button in the Download column. This will open the permit package, which includes the permit along with the attachment(s) that the NJDOT included in the package that was created when the application was approved.

9.0 PAYMENT ACTIVITY

When the user clicks the Payment Activity from the main dashboard screen, the following will open:

This will show a listing of all of the payments that have been made by the company that the user is logged in for. The user can click the <Export List> button to export the list to an Excel file.