



ILLINOIS STATE TOLL HIGHWAY AUTHORITY

Permit Requests Application - Quick Start Guide

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Prepared for:

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Accessing the Application

Register as a New User

1. Select the 'Register as a New User' hyperlink on the application login landing page.


Permit Requests [Help Documentation](#)

Welcome to the Illinois Tollway's Permit Website

This website accepts requests for third-party access to Tollway ROW for processing. To use this new system, you must register as a new user to confirm your email. A notification is sent to your email to confirm it. Once your email address is confirmed, anytime you want to access the system you enter your confirmed email address. You will receive a code to access the system to manage your permit requests. Once all permit information and documentation has been entered, uploaded, and confirmed, a permit or authorization letter will be sent when the Permit is approved.

Login

Your email address Required

I'm not a robot 

[Send code to login](#)

[Register as a new user](#)

[Resend email confirmation](#)

2. Complete all required fields. Complete the reCAPTCHA, and click the 'Register' button.

Register as New User

First Name Required Last Name Required


Company Name

Email Required Phone Number Required

Address Line 1 Required

Address Line 2

City Required State Required Zipcode Required

I'm not a robot 

[Register](#)

[Resend email confirmation](#)

3. A 'Confirm Account Registration' email will be sent to the email address you provided at registration. Select the specified link in the email to confirm registration.

Login

1. Return to the Illinois Tollway Permit Requests app login page.
2. Enter your registered email address, complete the reCAPTCHA, and click 'Send code to login.'


Permit Requests [Help Documentation](#)

Welcome to the Illinois Tollway's Permit Website

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Login

Your email address Required
marysmith@email.com

I'm not a robot  reCAPTCHA
Privacy - Terms

Send code to login

[Register as a new user](#)
[Resend email confirmation](#)

3. There are no passwords for login to this application. Each time the user logs in, a one time use security code will be sent to the user's email address.

Permit Requests [Help Documentation](#)

Welcome to the Illinois Tollway's Permit Website

This website accepts requests for third-party access to Tollway ROW for processing. To use this new system, you must register as a new user to confirm your email. A notification is sent to your email to confirm it. Once your email address is confirmed, anytime you want to access the system you enter your confirmed email address. You will receive a code to access the system to manage your permit requests. Once all permit information and documentation has been entered, uploaded, and confirmed, a permit or authorization letter will be sent when the Permit is approved.

An email has been sent with a code to sign on to your account

Authenticator code Required

Sign in with code

4. Enter the code provided to you via email and click 'Sign in with Code.'
5. You now have access to the Illinois Tollway Permit Requests application.

Create New Permit Request

Select the 'Create New Permit Request' button to initiate a new permit application.

The screenshot shows the 'Permit Requests' dashboard. At the top right, there is a user profile 'tscanlon@greatarc.com' and a 'Help Documentation' link. A blue button labeled 'Create New Permit Request' is highlighted with a red box. Below this is a table with the following columns: Work Status, Date Started, Reference Number, Permit Number, and Permit Type. Each row also has a 'View' button.

Work Status	Date Started	Reference Number	Permit Number	Permit Type	
Request Denied	6/26/2024 9:08 AM	3VC1KB	Not Assigned	Standard	View
Request Accepted	6/26/2024 9:50 PM	CXK6F2	EW24-109	Standard	View
Draft	6/26/2024 10:48 PM	RX269U	Not Assigned		View ▾
Draft	6/27/2024 10:31 AM	TH1BEC	Not Assigned	Construction	View ▾
Returned for Revisions	7/10/2024 10:16 AM	756GQS	Not Assigned	Standard	View ▾
Request Accepted	7/10/2024 10:18 AM	YWFYCP	ES24-108	Standard	View

Contact Information

1. Initiate the 'Contact Information' section by selecting your role as Applicant or Facilitator.

The screenshot shows the 'Contact Information' section of the permit request form. It has a breadcrumb 'Back to List of Permits' and a user profile 'tscanlon@greatarc.com'. There are five radio buttons: 'Contact Information' (selected), 'Permit Type', 'Work Descriptions', 'Location', and 'Review'. Below the radio buttons, there is a prompt: 'Please select the option that best describes your role'. There are two options: 'Applicant' (selected) with the description 'I am requesting this permit on my behalf or I am representing my company that is requesting this permit.' and 'Facilitator' with the description 'I am representing another company that is requesting this permit.'

- a. If selecting Applicant:
 - i. Enter information in the Applicant information section. You may click the 'Copy from Profile' button if applicable to auto-populate the applicant information fields.

Permit Requests [Back to List of Permits](#) c.com

Contact Information
 Permit Type
 Work Descriptions
 Location
 Review

Please select the option that best describes your role

Applicant

I am requesting this permit on my behalf or I am representing my company that is requesting this permit.

Facilitator

I am representing another company that is requesting this permit.

Copy from Profile

First Name <small>Required</small>	Last Name <small>Required</small>	
<input type="text" value="Billy"/>	<input type="text" value="Bob"/>	
Company Name <small>Required</small>		
<input type="text" value="Billy Bob Real Estate"/>		
Email <small>Required</small>	Phone Number <small>Required</small>	
<input type="text" value="billybob@billybob.com"/>	<input type="text" value="847-555-5555"/>	
Address Line 1 <small>Required</small>		
<input type="text" value="2150 Western Ct"/>		
Address Line 2		
<input type="text"/>		
City <small>Required</small>	State <small>Required</small>	Zipcode <small>Required</small>
<input type="text" value="Lisle"/>	<input type="text" value="Illinois"/>	<input type="text" value="60532"/>

ii. Enter Emergency contact information. Optionally utilize the 'Copy from Profile' button if applicable.

Copy from Profile

First Name <small>Required</small>	Last Name <small>Required</small>	
<input type="text"/>	<input type="text"/>	
Company Name <small>Required</small>		
<input type="text"/>		
Email <small>Required</small>	Phone Number <small>Required</small>	
<input type="text"/>	<input type="text"/>	
Address Line 1 <small>Required</small>		
<input type="text"/>		
Address Line 2		
<input type="text"/>		
City <small>Required</small>	State <small>Required</small>	Zipcode <small>Required</small>
<input type="text"/>	<input type="text" value="Please select a state"/>	<input type="text"/>

Save and Continue

iii. Click 'Save and Continue'

- b. If completing a request as a Facilitator:
 - i. Enter Applicant information

Permit Requests Back to List of Permits tscanlon@greatarc.com

Contact Information Permit Type Work Descriptions Location Review

Please select the option that best describes your role

Applicant
I am requesting this permit on my behalf or I am representing my company that is requesting this permit.

Facilitator
I am representing another company that is requesting this permit.

Applicant Copy from Profile

First Name Required Last Name Required
Tina Belcher

Company Name Required
Hair Today, Gone Tomorrow

Email Required Phone Number Required
tbelcher@somesalon.com 847-555-5555

Address Line 1 Required
1813 N Mill St E

Address Line 2

City Required State Required Zipcode Required
Naperville Illinois 60563

- ii. Enter Facilitator information, optionally with 'Copy from Profile' button.

Facilitator Copy from Profile

First Name Required Last Name Required

Company Name Required

Email Required Phone Number Required

Address Line 1 Required

Address Line 2

City Required State Required Zipcode Required
Please select a state

- iii. Enter Emergency information, optionally utilizing the 'Copy from Profile' button

Emergency Copy from Profile

First Name Required Last Name Required

Company Name Required

Email Required Phone Number Required

Address Line 1 Required

Address Line 2

City Required State Required Zipcode Required

Please select a state

Save and Continue

2. Select Save and Continue

Permit Type

1. Select Permit type.

Permit Requests [Back to List of Permits](#) tscanlon@greatarc.com

Contact Information **Permit Type** Work Descriptions Location Review

Please select what type of permit you are applying for

Standard
This type of permit allows utility companies and municipalities to extend facilities across the Tollway to provide service. Standard permits (also referred to as crossing utility and drainage permits) are granted to install facilities owned by other on Tollway property.

Construction/Access
This type of permit allows construction work that is not part of a Tollway construction contract to be performed by an outside entity on Tollway property. The need for the work or access to Tollway parcel is often included in an agreement with the Tollway.

Save and Continue

2. Select Save and Continue

Work Descriptions

1. If Standard Permit was selected:



Contact Information

Permit Type

Work Descriptions

Location

Review

Facility Type

Required

Communication

Drainage Structure

Electric Distribution

High Voltage Distribution

License Plate Reader

Local Request

Natural Gas

Petroleum

Sewer Main

Water Main

Work Description

Required

Drainage Ditch installation

Anticipated Start Date

Required

Anticipated End Date

Required

08 / 31 / 2024




09 / 14 / 2024



[Save and Continue](#)

- a. Select Facility Type
 - b. Enter Work Description
 - c. Select anticipated start and end dates
 - d. Click 'Save and Continue'
2. If Construction Permit was selected


Permit Requests [Back to List of Permits](#) tscanlon@greatarc.com

Contact Information
 Permit Type
 Work Descriptions
 Location
 Review

Work Types Required

Emergency
 Maintenance
 Survey
 Vegetation Management

Work Description Required


Anticipated Start Date Required
 Anticipated End Date Required

mm / dd / yyyy mm / dd / yyyy

- a. Select Facility Type
- b. Enter Work Description
- c. Select anticipated start and end dates
- d. Click 'Save and Continue'

Location

1. Select Corridor
2. Enter Direction
3. Enter Milepost Start
4. Optionally enter Milepost End


Permit Requests
[Back to List of Permits](#)
tscanlon@greatarc.com

Contact Information
 Permit Type
 Work Descriptions
 Location
 Review

Corridor Required
 Reagan Memorial Tollway (I-88)


Milepost Start Required
 125.7
Valid range 44.2-140.4

Direction
 East

Milepost End
Valid range 44.2-140.4

Crossroads Required
 Mill St

Location Description
 Driveway 100' west of Mill St, south of Toll ROW



Eri, NASA, NGA, USGS, FEMA | Eri Community Maps Contributors, City of Naperville, Count... Powered by Eri

5. Enter Crossroads
6. Enter Location Description
7. Click 'Save and Continue'

Review

1. The final step in the New Permit Request process is to review entered information prior to submittal. You may optionally use the 'Change' hyperlink in various categories if edits are required.

The screenshot shows a web interface for reviewing permit requests. At the top, there is a navigation bar with the logo, 'Permit Requests', and a 'Back to List of Permits' link. On the right, a user profile for 'tscanlon@greatarc.com' is visible. Below the navigation bar are five tabs: 'Contact Information', 'Permit Type', 'Work Descriptions', 'Location', and 'Review'. The 'Review' tab is currently selected. The main content area is divided into three sections, each with a 'Change' link:

- Applicant:** Tina Belcher, Hair Today, Gone Tomorrow, tbelcher@somesalon.com, 847-555-5555, 1813 N Mill St E, Naperville, IL 60563. The 'Change' link is circled in red.
- Emergency Contact:** Tareen Scanlon, GreatArc, 401 S. LaSalle, Chicago, IL 60605.
- Facilitator:** Tareen Scanlon.

2. Optionally enter comments.
3. If everything looks good, click the 'Submit to Illinois Tollway for Review' button.

The screenshot shows a form for entering comments and submitting the permit request. It includes the following sections:

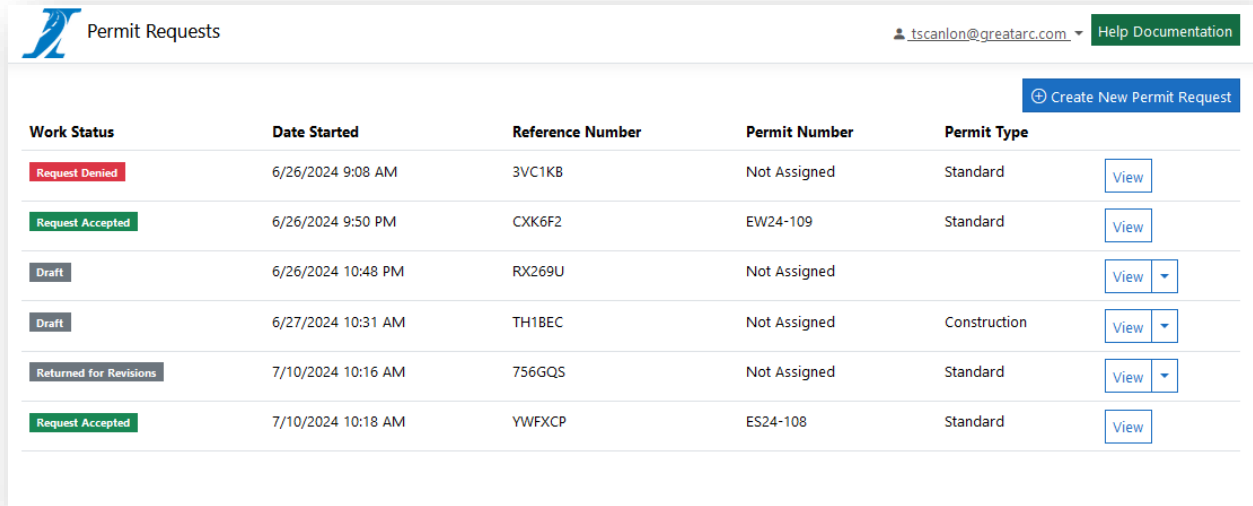
- Description of Work:** Drainage Ditch installation. [Change](#)
- Estimated Work Schedule:** Aug 31, 2024 to Sep 14, 2024. [Change](#)
- Location:** I-88 Eastbound MP 125.7. [Change](#)
- Comments:** A section with a 'Comments' header and a '0' count. It contains two required text input fields: 'Subject' and 'Message'. A 'Save Comment' button is located below the 'Message' field.
- Submit to Illinois Tollway for Review:** A blue button at the bottom of the form.

Your Permit Request has now been submitted.

Manage Existing Permit Requests

After receiving your submitted permit request, an Illinois Tollway administrator will review the request. They may Approve or Deny the request. They may request additional documentation or other information to proceed with the permit request.

You can view the status of your permit request(s) from the home screen of the application.

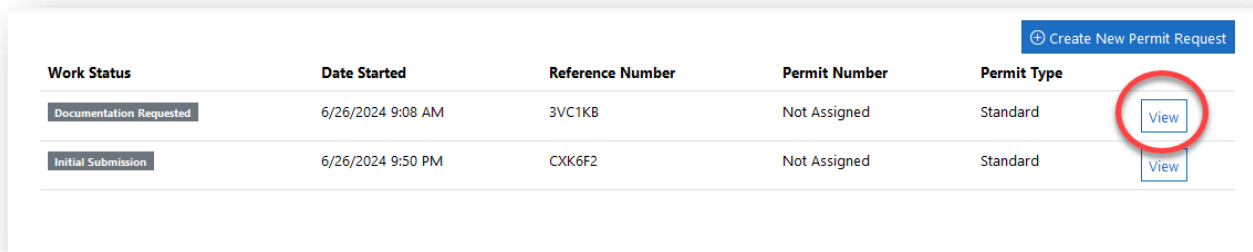


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Draft	6/27/2024 10:31 AM	TH1BEC	Not Assigned	Construction	View ▾
Returned for Revisions	7/10/2024 10:16 AM	756GQS	Not Assigned	Standard	View ▾
Request Accepted	7/10/2024 10:18 AM	YWFSCP	ES24-108	Standard	View

You will also be notified via email of any status change to your permit request.

Documentation Request

1. If you receive a Documentation Request via email, access the permit from the home screen or the link in the provided email.



Work Status	Date Started	Reference Number	Permit Number	Permit Type	
Documentation Requested	6/26/2024 9:08 AM	3VC1KB	Not Assigned	Standard	View
Initial Submission	6/26/2024 9:50 PM	CXK6F2	Not Assigned	Standard	View

2. Select the 'View' button
3. Scroll down to the Attachments section.



The screenshot shows a web interface for managing attachments. At the top, a grey header bar contains the word "Attachments" with a small icon. Below this is a light blue banner with the text "There are no attachments assigned". Underneath is a section titled "Add New Attachment" containing a dropdown menu currently set to "Other", a "Browse..." button, and a text field showing "No file selected.". A dark grey "Add File" button is positioned below the dropdown. The next section is titled "Return to ISHTA for Review" and features a text area with the prompt "Any additional notes for administrator?". At the bottom left of this section is a blue "Return for Review" button.

4. Select type of Attachment from the 'Add New Attachment' drop down menu.

This image is a close-up of the "Add New Attachment" dropdown menu. The menu is open, showing a list of options: "Other" (which is highlighted with a grey background), "Authorization Letter", "Bond", "Insurance", "Permit Certificate", and "Plans". Each option is listed in a simple, sans-serif font.

5. Click the 'Browse' button to locate document for upload.
6. Click 'Add File'

Attachments

File	Description	Upload Date	Size	
Kilmallock_4_Southern_Division_South_Western...	Other	6/26/2024 10:45 PM	540.71 KB	 

Add New Attachment

Other No file selected.

Add File

Return to ISHTA for Review

Any additional notes for administrator?

hope these relevant documents help

Return for Review

7. Optionally enter any additional notes for the administrator.
8. Select Return for Review.