

EPPS Next Portal - Training Guide



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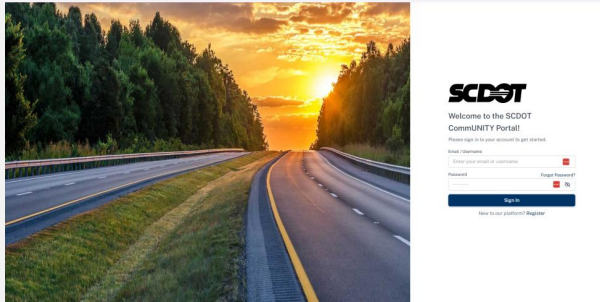
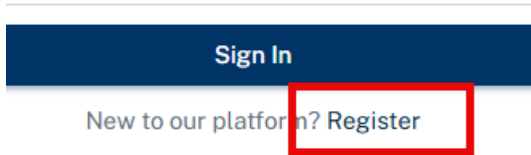
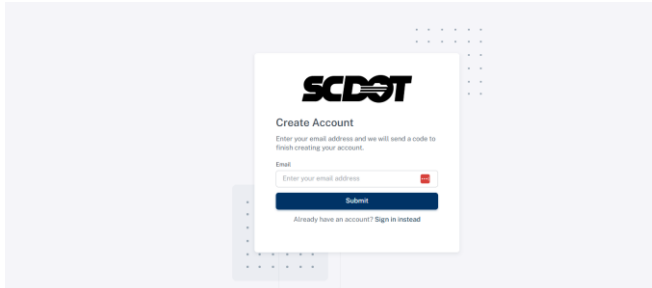
1.4.5 Add Comments 25

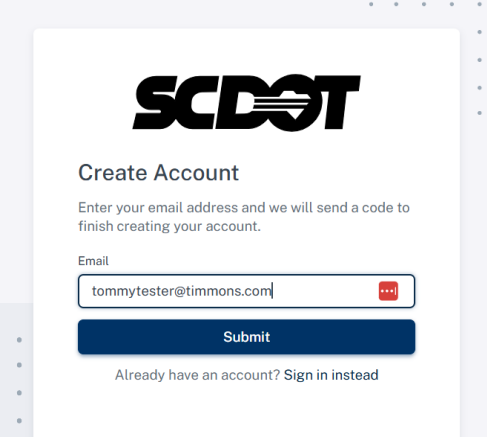
1.5 Request Final Inspection 26

1 EPPS Next Portal

1.1 Register for an Account

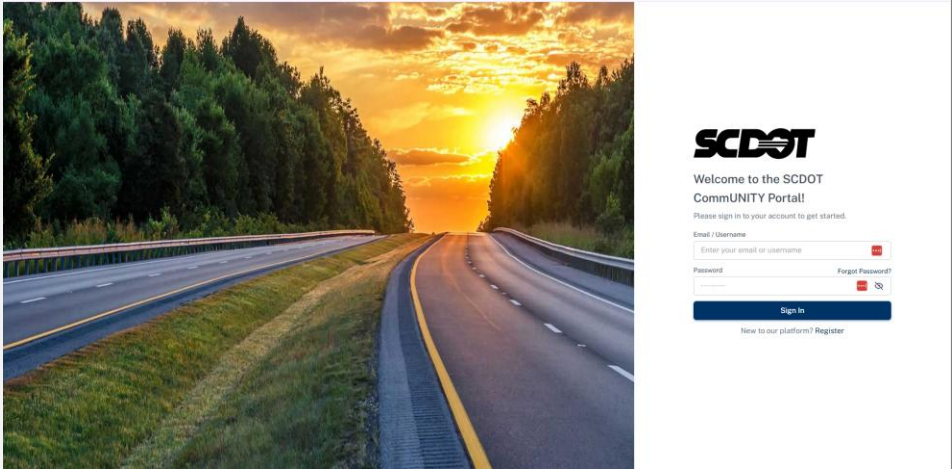
Purpose	The purpose of this scenario is to verify and validate that an applicant can register for an account on the EPPS Next Portal.
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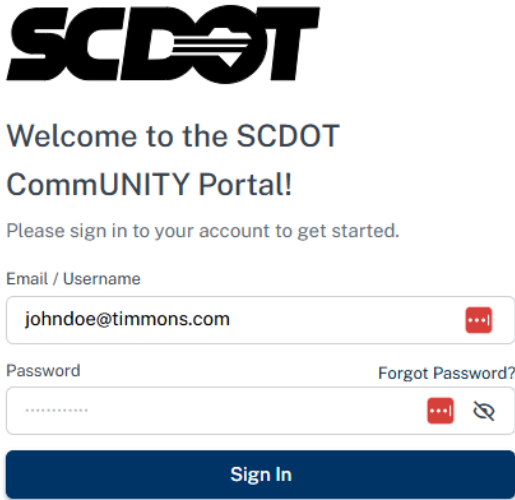
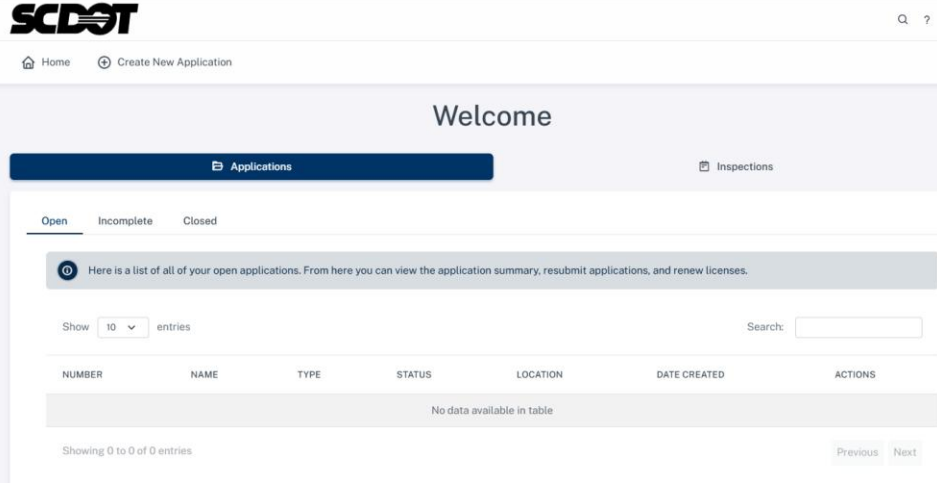
Step	Action	Expected Result
1.	The applicant navigates to the SCDOT EPPS Next Portal: Test Portal URL: https://dev.community.encroachment.ext.scdot.gov/Login?ReturnUrl=%2F	The applicant moves to the SCDOT EPPS Next Portal page. 
2.	Click "Register" 	The applicant moves to the Registration Page to create an account 
3.	In the "Email" field: Type in the applicant's email address and click 'Submit'	Follow instructions sent to your email to finish setting up your user account.

Step	Action	Expected Result
		

1.2 Log in and Access User Dashboard

Purpose	The purpose of this scenario is to verify and validate that an applicant can log in to EPPS Next Portal and access user dashboard
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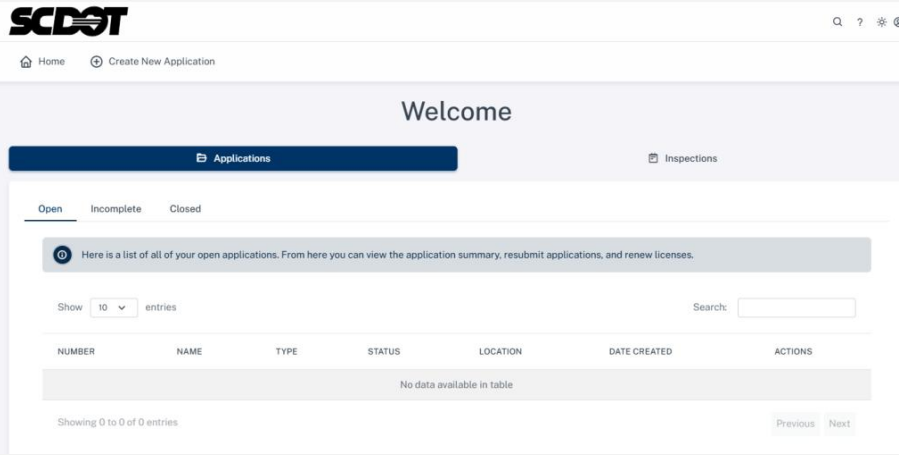
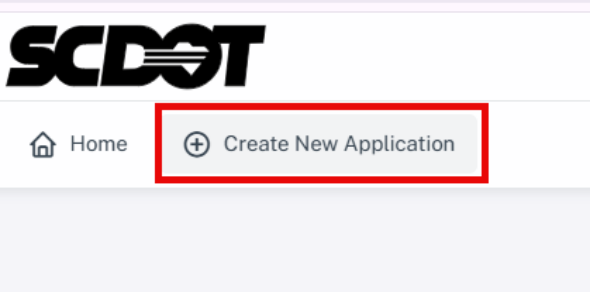
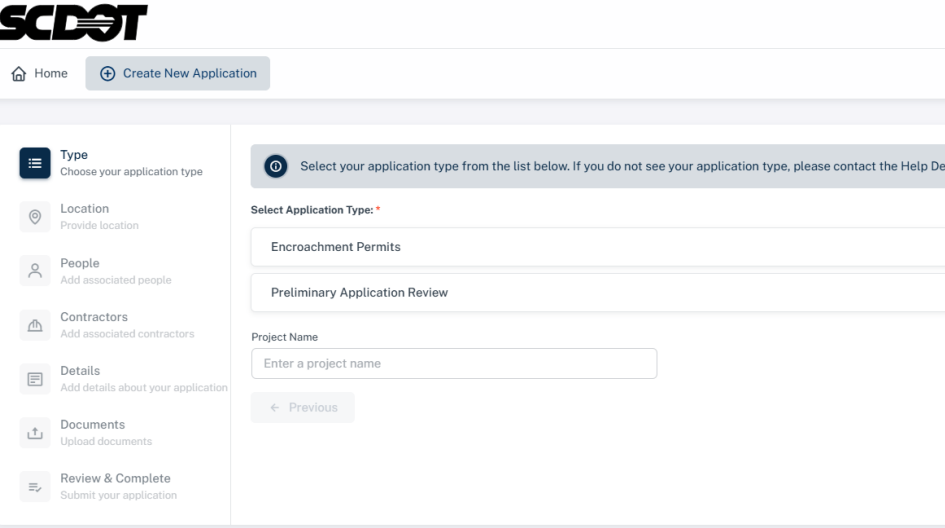
Step	Action	Expected Result
1.	The applicant navigates to the SCDOT EPPS Next Portal	The applicant moves to the SCDOT EPPS Next Portal page. 
2.	The applicant enters the email/username and password associated with the applicant's user account and clicks 'Sign In'	The user successfully signs into the CommUnity Portal and the applicant can successfully access the user dashboard

Step	Action	Expected Result
		

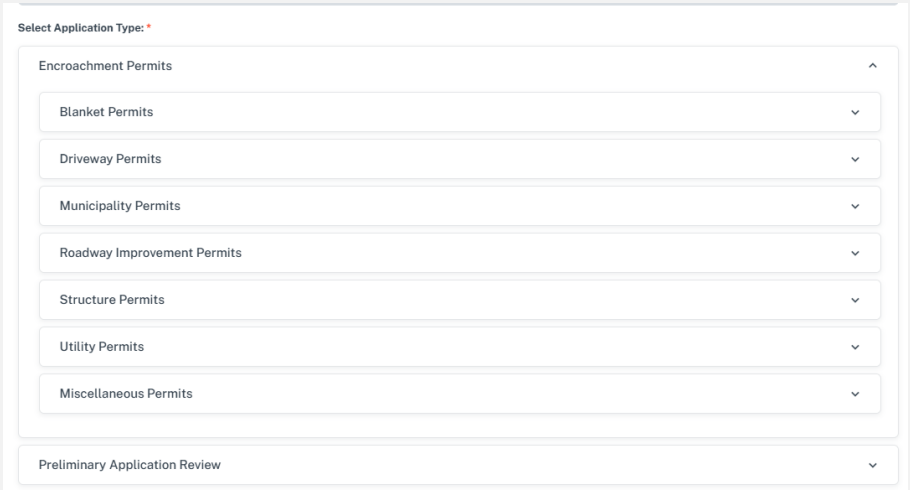
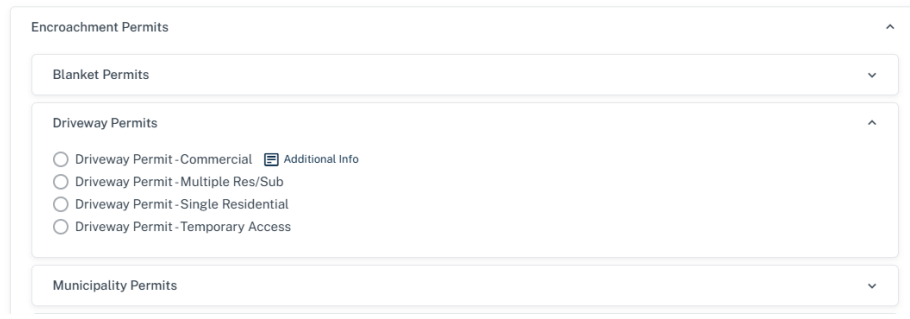
1.3 Create a New Permit Application

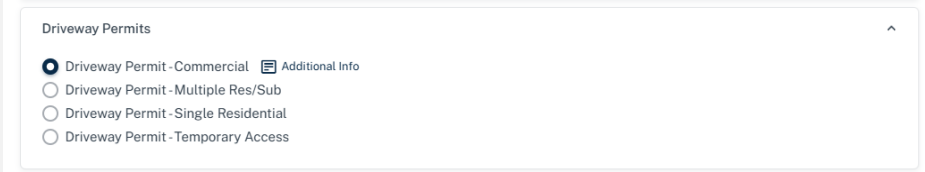
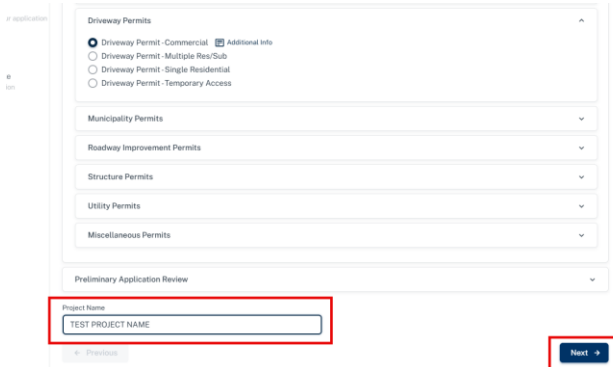
Purpose	The purpose of this scenario is to verify and validate that an applicant can create a new permit application in the EPPS Next Portal
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Step	Action	Expected Result
1.	The applicant logs into the EPPS Next Portal and arrives at the landing page-dashboard.	The applicant successfully logs in to their EPPS Next Portal and arrives at the portal dashboard

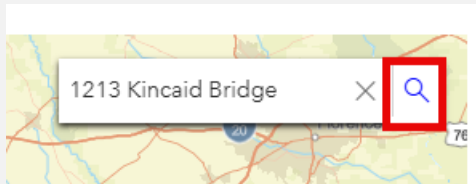
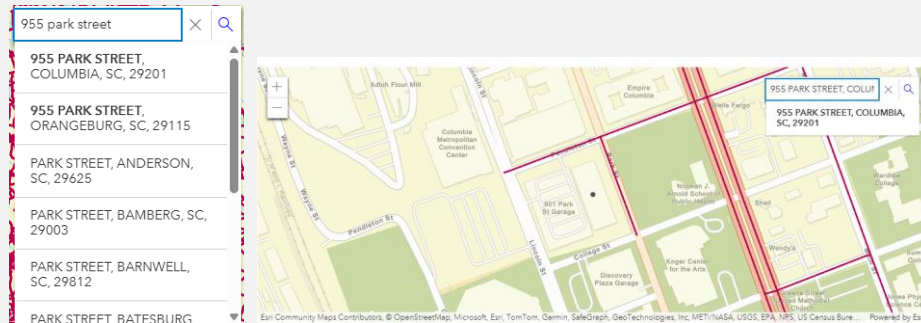
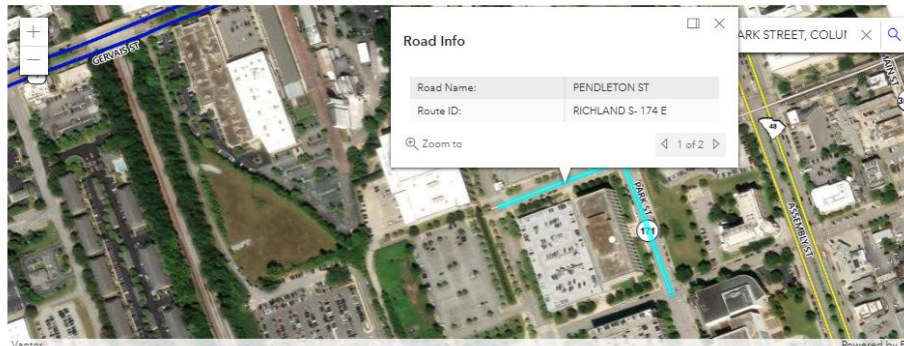
Step	Action	Expected Result
		
2.	In the top-left side of the screen click 	The applicant successfully navigates to the 'Create New Application' Window 

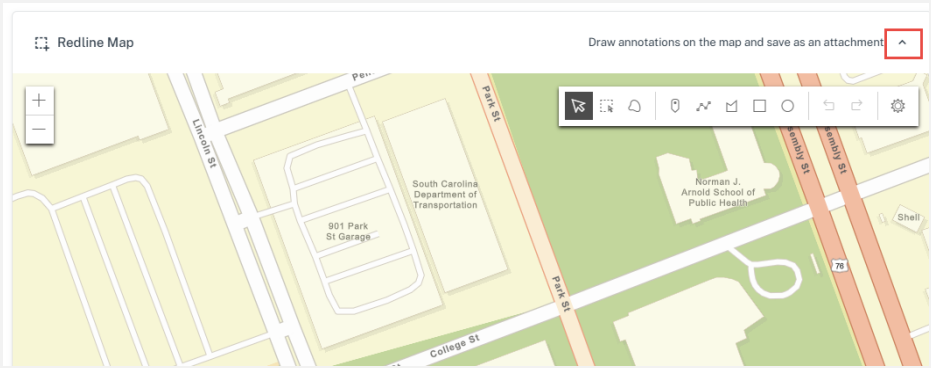
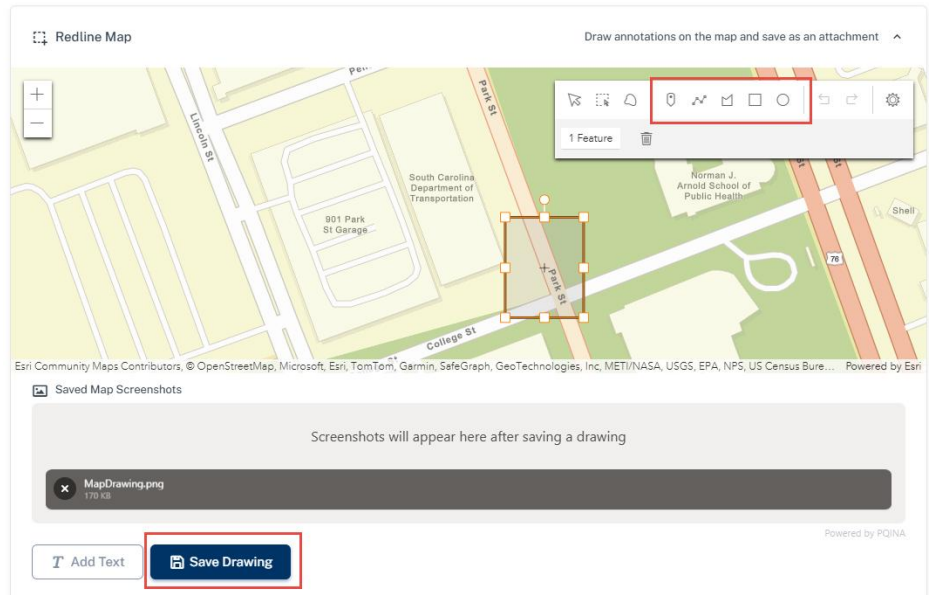
1.3.1 Select Permit Type

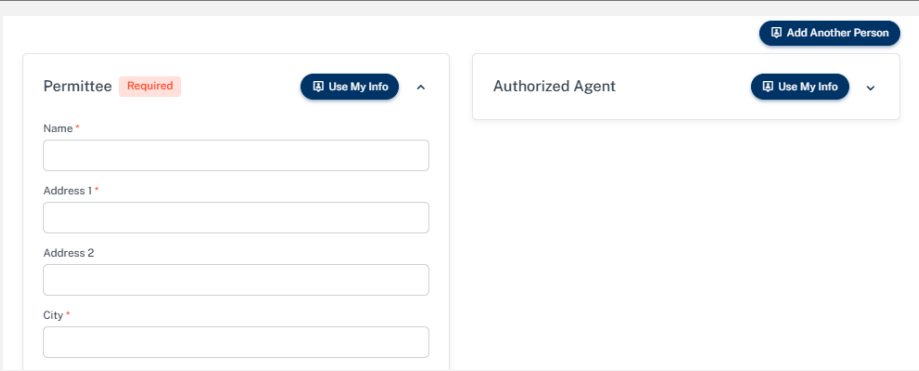
Step	Action	Expected Result
1.	Navigate to the 'Select Application Type' field click the  to display the list of permits available to apply on the EPPS Next portal	The display expands and shows the list of permit types available 
2.	Select  on the category of your choice to further expand the category types	The display expands and shows the permit types under the selected category. 

Step	Action	Expected Result
3.	Select the  next to the permit type of your choice to select the permit type	The display shows the permit type as selected 
4.	If applicable - add a 'Project Name'. When you are done, click 'Next'	The application moves on to the "Provide Location" portion of the application. 

1.3.2 Search for Address and Select Road Segments

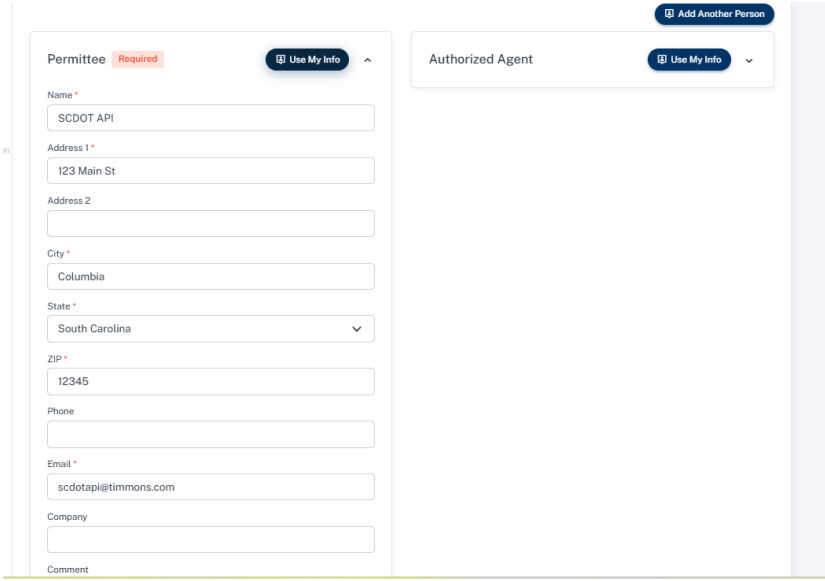
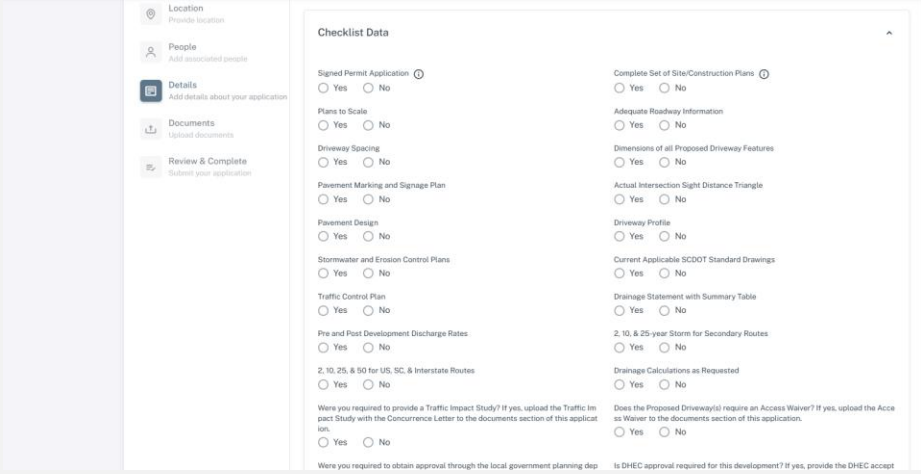
Step	Action	Expected Result																
1.	Click the ‘Search by Address’ field and enter the nearest address to where the work is occurring. Wait for the list of locations to populate, then select one from the map. 	A list of results appears. The map zooms in to display the selected location on the map and selects the closest street segment 																
2.	Click on the map to select additional road segments where work will be occurring.	The road segments are highlighted on the map and populate in the list below.  Selected Roads Show 10 entries <table><thead><tr><th>ROUTE ID</th><th>BMP</th><th>EMP</th><th>ROAD NAME</th></tr></thead><tbody><tr><td>RICHLAND S-174 E</td><td>0.95</td><td>0.992</td><td>PENDLETON ST</td></tr><tr><td>RICHLAND S-174 E</td><td>0.992</td><td>1.042</td><td>PENDLETON ST</td></tr><tr><td>RICHLAND S-171 N</td><td>0.296</td><td>0.396</td><td>PARK ST</td></tr></tbody></table>	ROUTE ID	BMP	EMP	ROAD NAME	RICHLAND S-174 E	0.95	0.992	PENDLETON ST	RICHLAND S-174 E	0.992	1.042	PENDLETON ST	RICHLAND S-171 N	0.296	0.396	PARK ST
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RICHLAND S-174 E	0.992	1.042	PENDLETON ST															
RICHLAND S-171 N	0.296	0.396	PARK ST															

Step	Action	Expected Result
3.	Add an image using the Redline Map tool to draw in more detail where the work is occurring	 Redline Map Draw annotations on the map and save as an attachment 1 Feature Save Drawing
4.	Use the map tools to draw pins, lines, or shapes where the work is occurring. Click Save Drawing when you are finished.	MapDrawing image appear in the section below the redline map.  Redline Map Draw annotations on the map and save as an attachment 1 Feature Saved Map Screenshots Screenshots will appear here after saving a drawing MapDrawing.png 170 KB Add Text Save Drawing

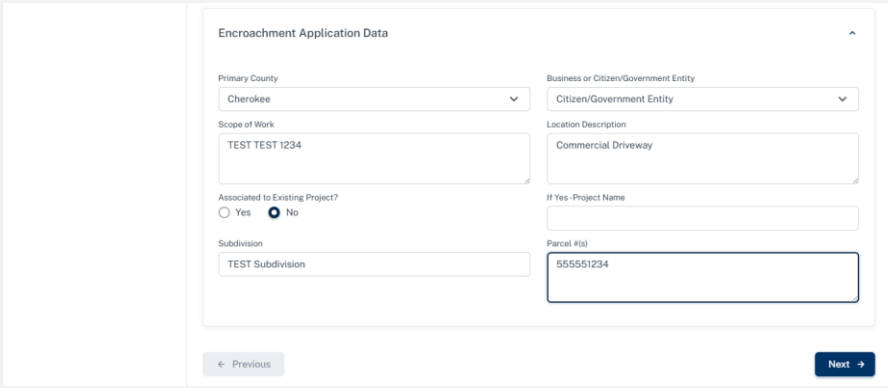
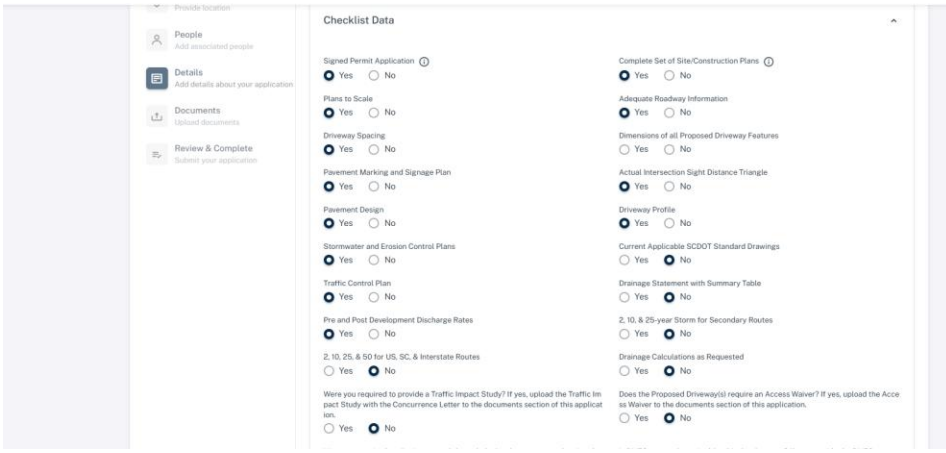
Step	Action	Expected Result
5.	Click 'Next' to move on to the People portion of the permit application	

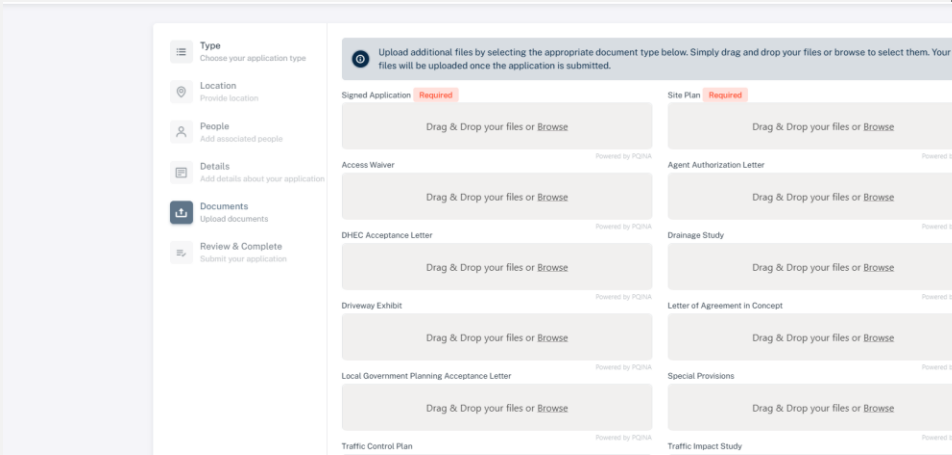
1.3.3 Add People Information

Step	Action	Expected Result
1.	In the 'People' section of the application, Click the  on the Permittee (Property Owner)	The 'Permittee' field expands to enter the contact information

Step	Action	Expected Result
2.	Enter the Permittee contact information including Name, Address, Phone Number and Email. Alternatively, click the “Use My Info” button to copy your own contact information. Repeat these steps for the Authorized Agent if applicable.	Permittee information was entered successfully 
3.	Click ‘Next’ to move on to the details portion of the permit application	User successfully moves to the ‘Details’ portion of the application. 

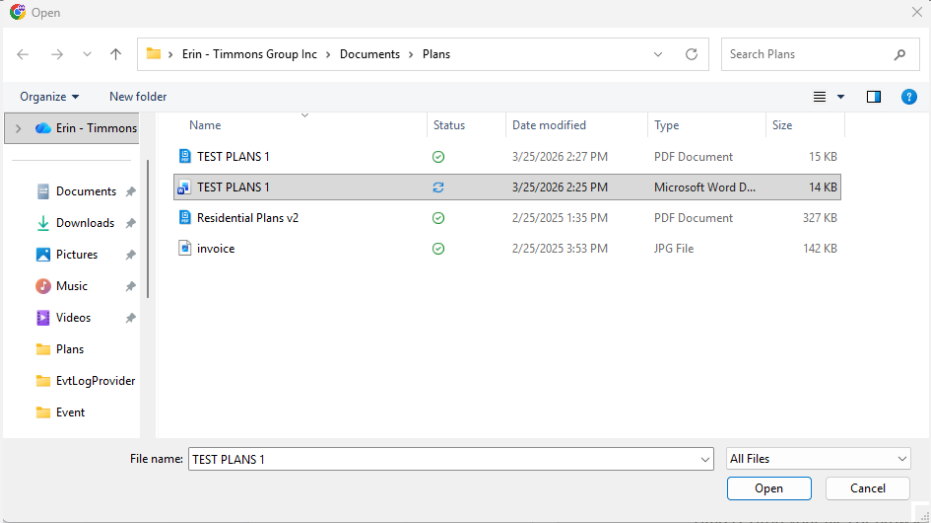
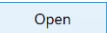
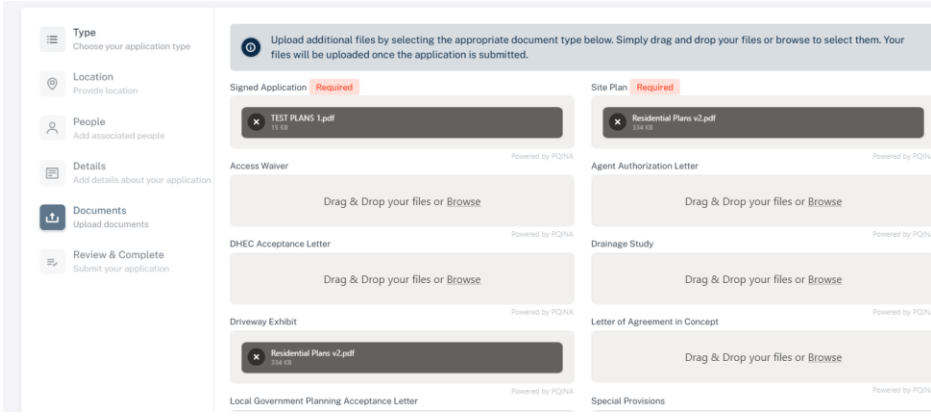
1.3.4 Add Case Data

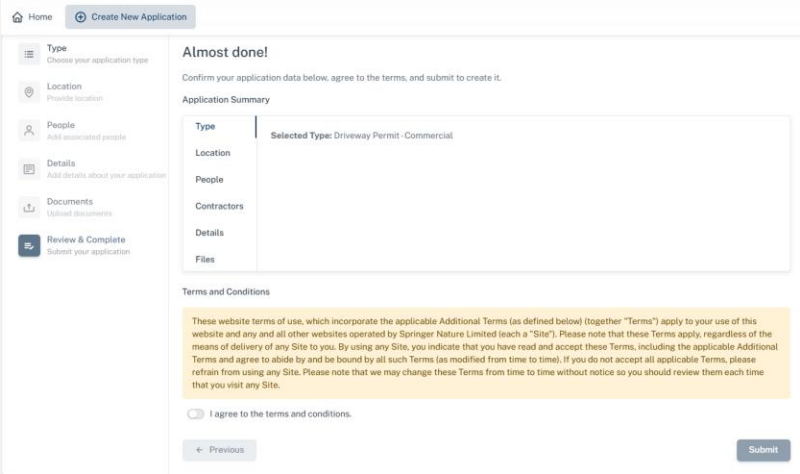
Step	Action	Expected Result
1.	In the 'Details' section of the application, Fill in the 'Encroachment Application Data' to answer applicable questions	Applicant successfully fills in the 'Encroachment Application Data' 
2.	In the 'Details' section of the application, Fill in the 'Checklist Data' to answer applicable questions	Applicant successfully fills in the 'Checklist Data' 

Step	Action	Expected Result
3.	Click 'Next' to move on to the documents portion of the permit application	User successfully moves to the 'Documents' portion of the application. 

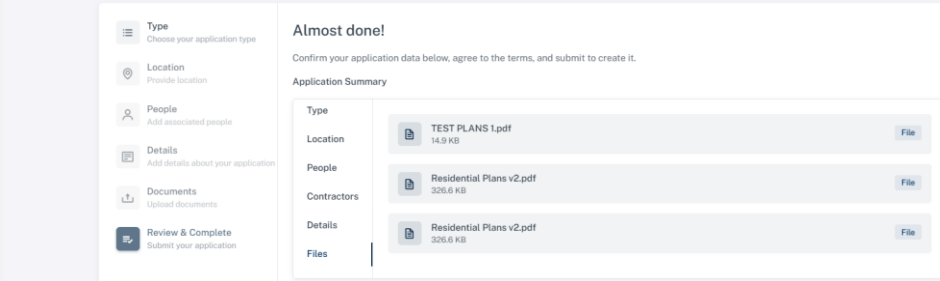
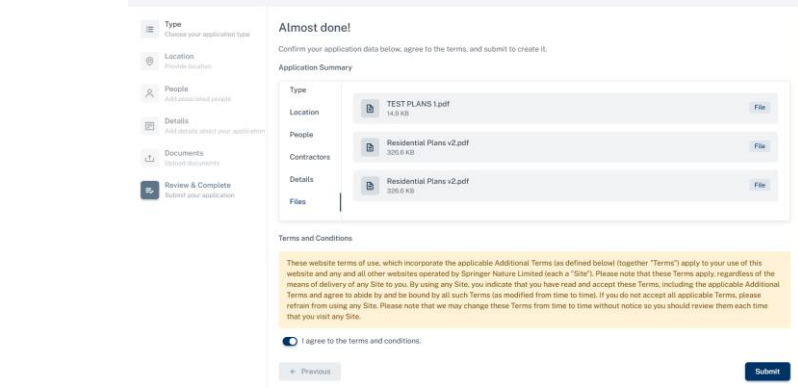
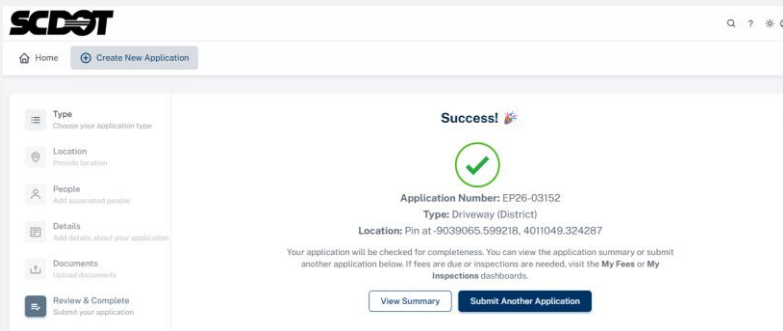
1.3.5 Add Files

Step	Action	Expected Result
1.	In the 'Documents' section of the application, add a document to the appropriate file location or Clicking "Browse" under the file location. Slots marked as Required must have a document attached to them.	The user is prompted to attach a file via the system 'Open' dialog window

Step	Action	Expected Result
		
2.	Select the appropriate file and click 	The selected file appears as an attachment 

Step	Action	Expected Result
3.	Click 'Next' to move on to the "Review & Complete" portion of the permit application	User successfully moves to the 'Review and Complete' portion of the application A screenshot of a web application interface for reviewing a permit application. The page has a dark green header with 'Home' and 'Create New Application' links. A left sidebar contains a menu with 'Type', 'Location', 'People', 'Details', 'Documents', and 'Review & Complete' (highlighted). The main content area is titled 'Almost done!' and includes instructions to confirm application data and agree to terms. Below this is an 'Application Summary' section with tabs for 'Type' (selected), 'Location', 'People', 'Contractors', 'Details', and 'Files'. The 'Type' tab shows 'Selected Type: Driveway Permit - Commercial'. A 'Terms and Conditions' section follows, containing a detailed disclaimer and a checkbox for agreement. At the bottom are 'Previous' and 'Submit' buttons.

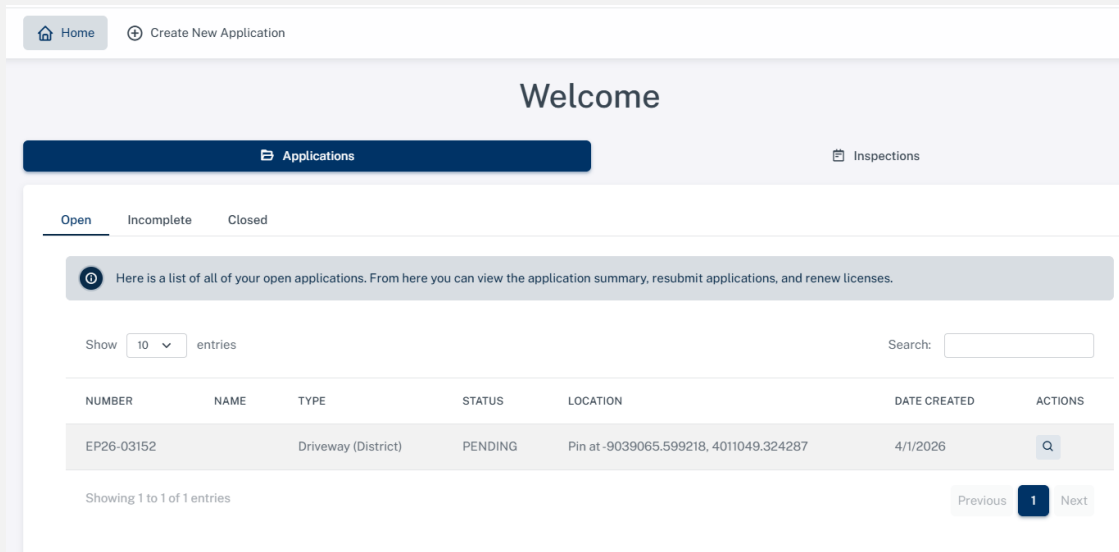
1.3.6 View Summary and Submit

Step	Action	Expected Result
1.	In the 'Review and Complete' section of the application, Review the submitted information by clicking on each of the application sections	
2.	Toggle the "I agree to the terms and condition"	
3.	Click 'Submit' to submit the application	

1.4 View Submitted Permit Applications

Purpose

The purpose of this scenario is to verify and validate that an end user can view submitted permit applications and associated information and documents

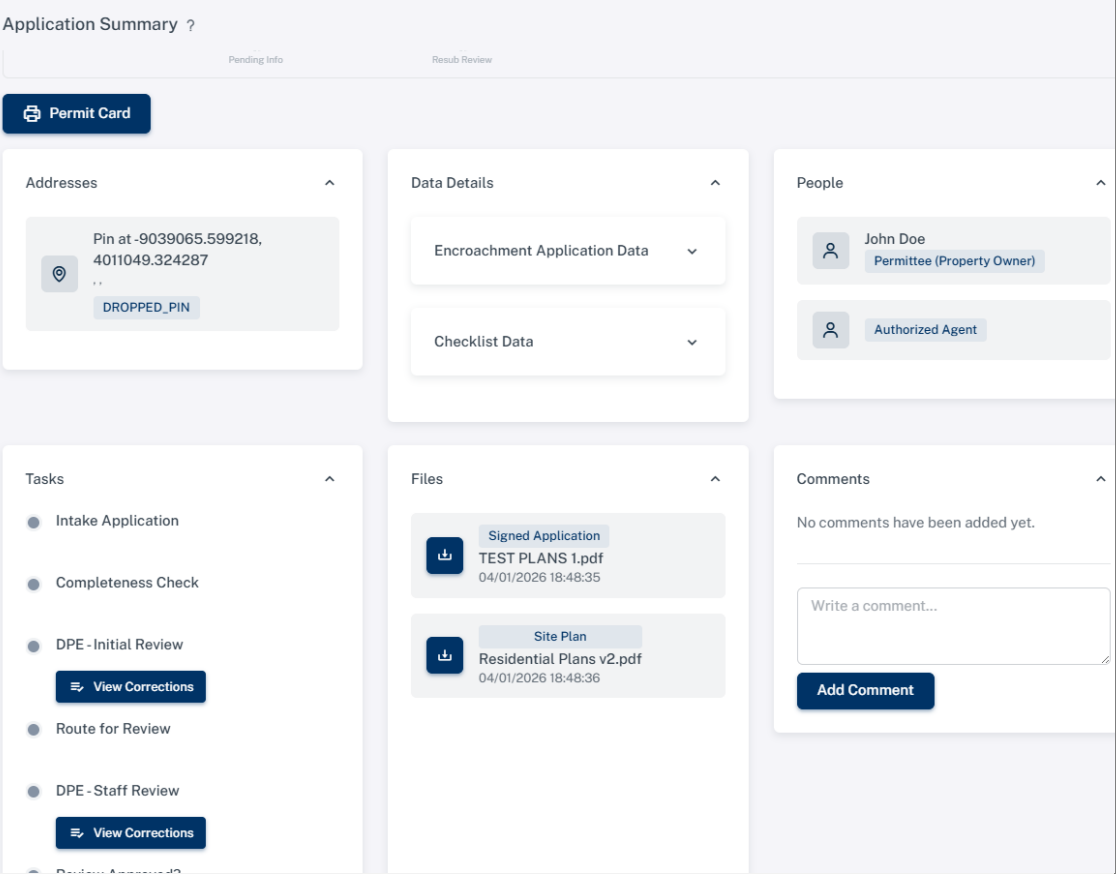
Step	Action	Expected Result
1.	Log into the EPPS Next portal to view submitted permit applications	The applicant logs into the EPPS Next portal and lands on the Dashboard showing submitted permit applications  The screenshot shows the EPPS Next portal dashboard. At the top, there are links for 'Home' and 'Create New Application'. Below this is a 'Welcome' message. A navigation bar contains 'Applications' (selected) and 'Inspections'. Under 'Applications', there are tabs for 'Open', 'Incomplete', and 'Closed'. A message states: 'Here is a list of all of your open applications. From here you can view the application summary, resubmit applications, and renew licenses.' Below this is a search bar and a table of applications. The table has columns: NUMBER, NAME, TYPE, STATUS, LOCATION, DATE CREATED, and ACTIONS. One application is listed: EP26-03152, Driveway (District), PENDING, Pin at -9039065.599218, 4011049.324287, 4/1/2026. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

1.4.1 View Application Summary

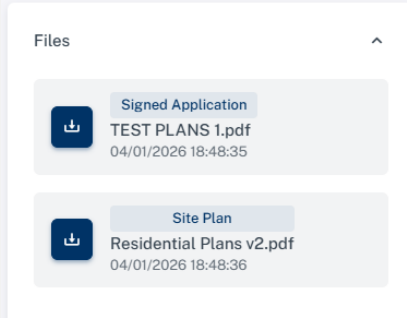
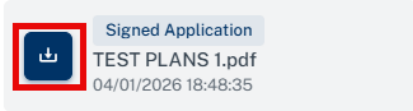
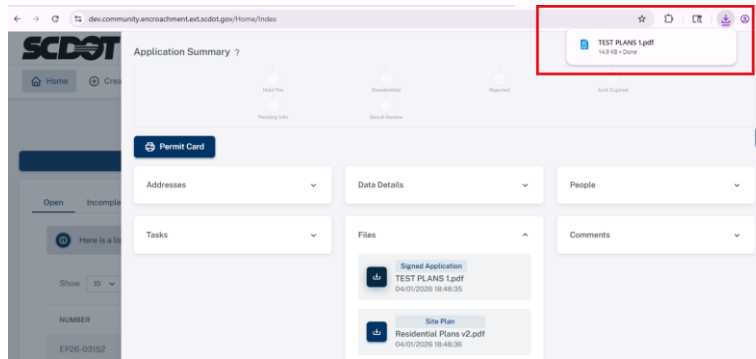
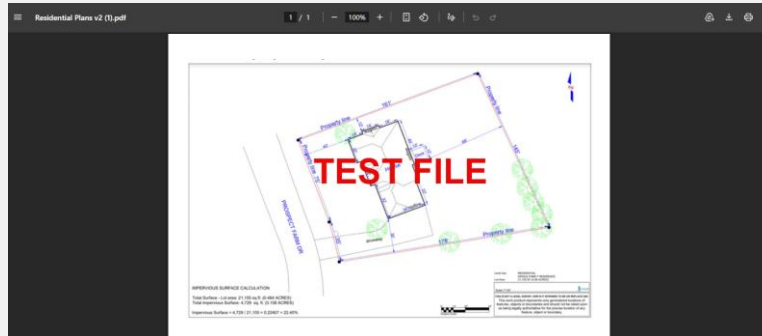
Step	Action	Expected Result
1.	On the dashboard locate your submitted permit	The applicant locates the submitted permit application on the dashboard

Step	Action	Expected Result														
		Home Create New Application Welcome Applications Inspections Open Incomplete Closed Here is a list of all of your open applications. From here you can view the application summary, resubmit applications, and renew licenses. Show10entries Search: <table><tr><th>NUMBER</th><th>NAME</th><th>TYPE</th><th>STATUS</th><th>LOCATION</th><th>DATE CREATED</th><th>ACTIONS</th></tr><tr><td>EP26-03152</td><td></td><td>Driveway (District)</td><td>PENDING</td><td>Pin at -9039065.599218, 4011049.324287</td><td>4/1/2026</td><td> </td></tr></table> Showing 1 to 1 of 1 entries Previous 1 Next	NUMBER	NAME	TYPE	STATUS	LOCATION	DATE CREATED	ACTIONS	EP26-03152		Driveway (District)	PENDING	Pin at -9039065.599218, 4011049.324287	4/1/2026	
NUMBER	NAME	TYPE	STATUS	LOCATION	DATE CREATED	ACTIONS										
EP26-03152		Driveway (District)	PENDING	Pin at -9039065.599218, 4011049.324287	4/1/2026											
2.	On the permit row click the to view the application summary	Applicant successfully navigates to the application summary showing application process and all associated information Application Summary ? Number: EP26-03152 Type: Driveway Permit - Commercial Project Name: Status: PENDING Date Created: 04/01/2026 18:48:31 Location: Pin at -9039065.599218, 4011049.324287 1 Pending 2 Comp Check Hold Pin Pending Info 3 Staff Review Resubmit Resub Review 4 Rev Approved Rejected 5 Issued Arch Expired 6 Arch Complete Permit Card Addresses Data Details People Tasks Files Comments														

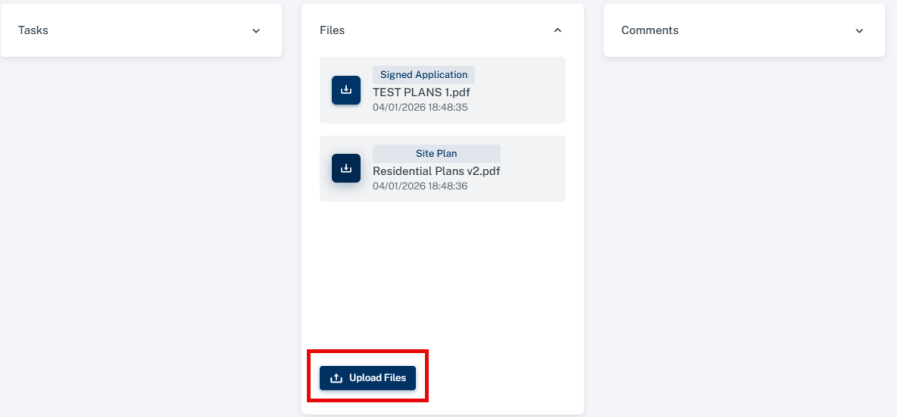
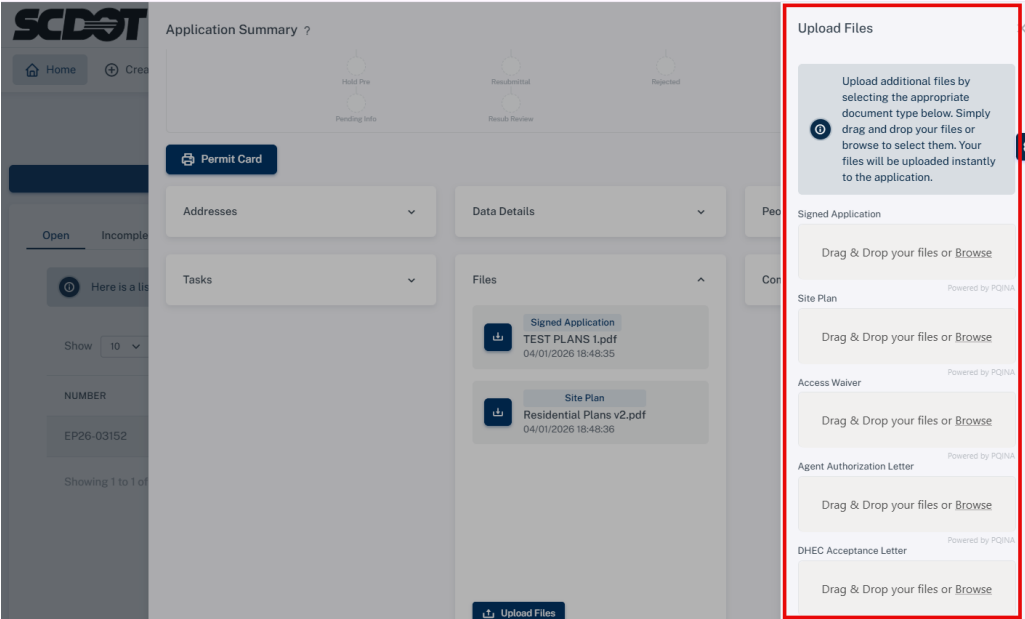
1.4.2 View Existing Permit Information

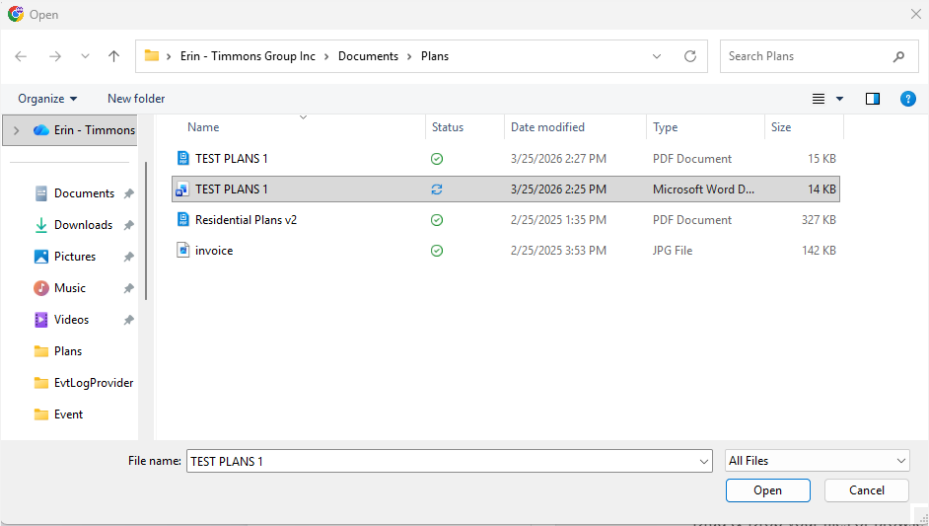
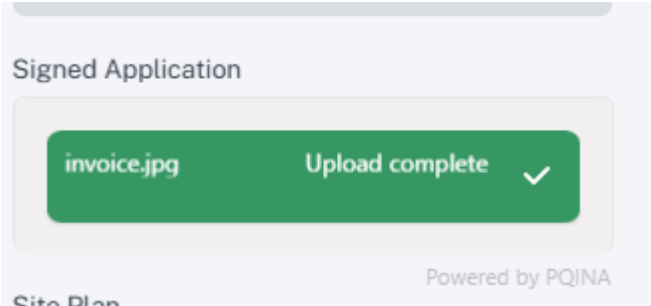
Step	Action	Expected Result
1.	On the Application Summary click the  on any of the available panels to display the submitted permit information	The applicant displays existing permit information located on the application summary 

1.4.3 Download Existing Files

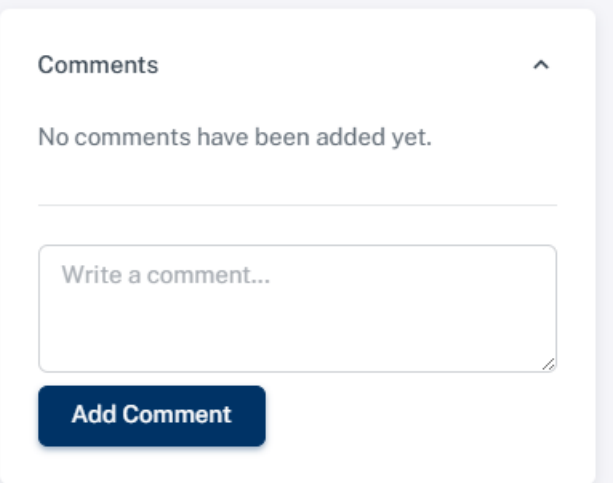
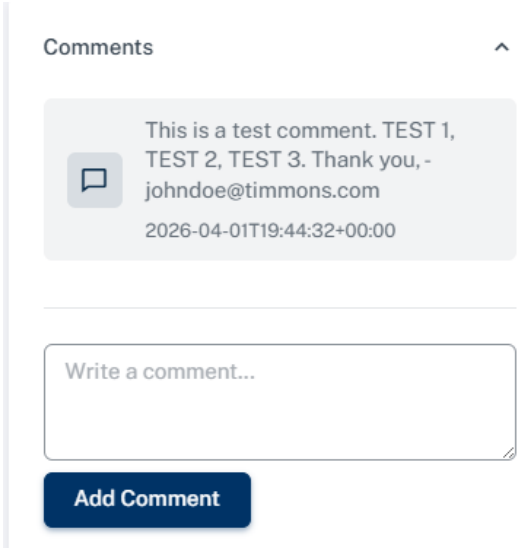
Step	Action	Expected Result
1.	On the Application Summary click the  on the Files tab to show available files to download.	The applicant displays the existing files associated with the permit 
2.	Click the download button on the file you wish to download 	The file is automatically downloaded to the user's computer 
3.	Click the downloaded file to open	

1.4.4 Upload New Files

Step	Action	Expected Result
1.	On the Application Summary click the  on the Files panel to locate the 'Upload Files' Button	The applicant displays the Files panel and locates the 'Upload Files' button 
2.	Click the 'Upload Files' 	The Upload Files window opens 

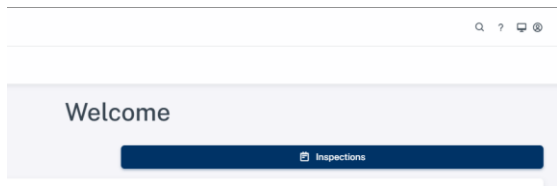
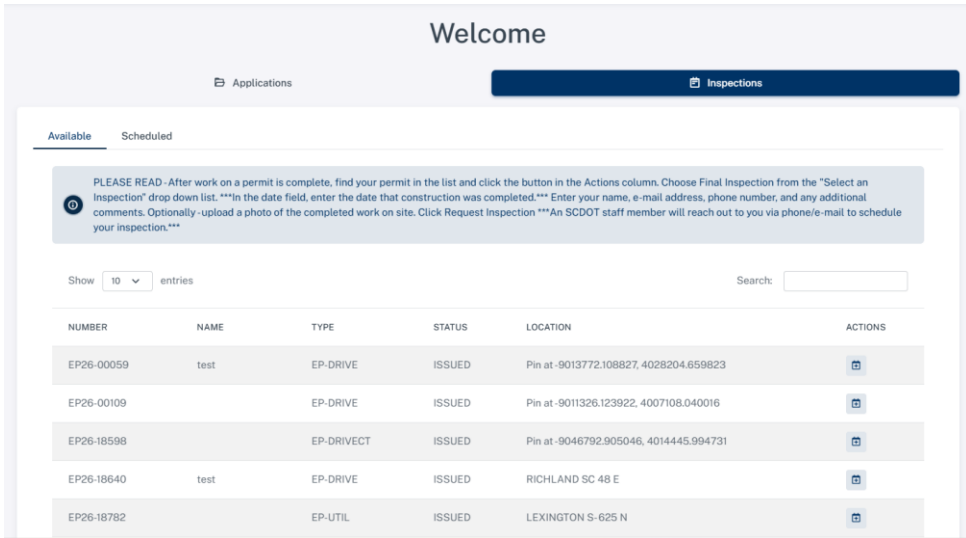
Step	Action	Expected Result
3.	In the 'Upload Files' window, add a file by Clicking "Browse" under the Document name	The user is prompted to attach a file via the system 'Open' dialog. 
4.	When file is selected click 'Open'	The user successfully uploaded a new file to the existing permit application 

1.4.5 Add Comments

Step	Action	Expected Result
1.	On the Application Summary click the  on the 'Comments Panel'	The applicant displays the 'Comments Panel' 
2.	In the 'Comment Box' type the desired comment and click 'Add Comment' 	The applicant successfully submitted a comment on the permit 

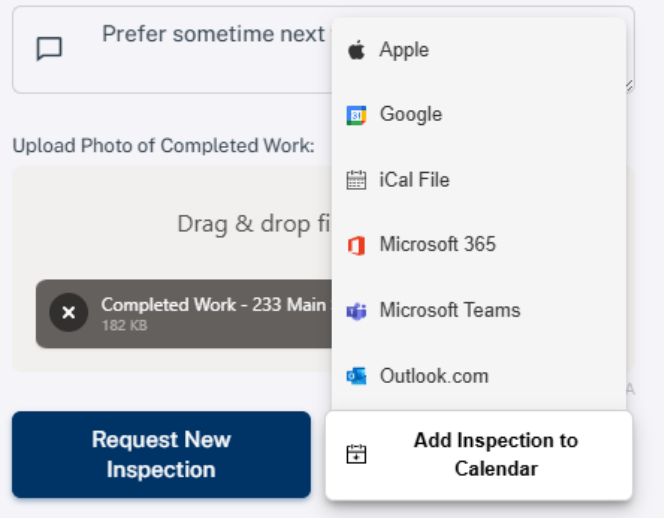
1.5 Request Final Inspection

Purpose	The purpose of this scenario is to validate that a user can request an inspection over the public portal
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Step	Action	Expected Result																																				
1.	Log in to the EPPS Next public portal and click on the Inspections tab on your dashboard. 	A list of permits in the ISSUED status will appear on the dashboard  <table><tr><th>NUMBER</th><th>NAME</th><th>TYPE</th><th>STATUS</th><th>LOCATION</th><th>ACTIONS</th></tr><tr><td>EP26-00059</td><td>test</td><td>EP-DRIVE</td><td>ISSUED</td><td>Pin at -9013772.108827, 4028204.659823</td><td></td></tr><tr><td>EP26-00109</td><td></td><td>EP-DRIVE</td><td>ISSUED</td><td>Pin at -9011326.123922, 4007108.040016</td><td></td></tr><tr><td>EP26-18598</td><td></td><td>EP-DRIVECT</td><td>ISSUED</td><td>Pin at -9046792.905046, 4014445.994731</td><td></td></tr><tr><td>EP26-18640</td><td>test</td><td>EP-DRIVE</td><td>ISSUED</td><td>RICHLAND SC 48 E</td><td></td></tr><tr><td>EP26-18782</td><td></td><td>EP-UTIL</td><td>ISSUED</td><td>LEXINGTON S-625 N</td><td></td></tr></table>	NUMBER	NAME	TYPE	STATUS	LOCATION	ACTIONS	EP26-00059	test	EP-DRIVE	ISSUED	Pin at -9013772.108827, 4028204.659823		EP26-00109		EP-DRIVE	ISSUED	Pin at -9011326.123922, 4007108.040016		EP26-18598		EP-DRIVECT	ISSUED	Pin at -9046792.905046, 4014445.994731		EP26-18640	test	EP-DRIVE	ISSUED	RICHLAND SC 48 E		EP26-18782		EP-UTIL	ISSUED	LEXINGTON S-625 N	
NUMBER	NAME	TYPE	STATUS	LOCATION	ACTIONS																																	
EP26-00059	test	EP-DRIVE	ISSUED	Pin at -9013772.108827, 4028204.659823																																		
EP26-00109		EP-DRIVE	ISSUED	Pin at -9011326.123922, 4007108.040016																																		
EP26-18598		EP-DRIVECT	ISSUED	Pin at -9046792.905046, 4014445.994731																																		
EP26-18640	test	EP-DRIVE	ISSUED	RICHLAND SC 48 E																																		
EP26-18782		EP-UTIL	ISSUED	LEXINGTON S-625 N																																		
2.	Find the permit you want to schedule an inspection for and click on the  icon under the Actions column.	The inspection request panel appears on the right side of the screen.																																				

Step	Action	Expected Result
		Inspection Requests PLEASE READ - After work on a permit is complete, find your permit in the list and click the button in the Actions column. Choose Final Inspection from the "Select an Inspection" drop down list. ***In the date field, enter the date that construction was completed.*** Enter your name, e-mail address, phone number, and any additional comments. Optionally -upload a photo of the completed work on site. Click Request Inspection ***An SCDOT staff member will reach out to you via phone/e-mail to schedule your inspection.*** Select an Inspection: Select an Inspection Full Name Email Phone No Comment Request Inspection
3.	Select "Final Inspection" from the drop-down list, and then enter the date that construction was completed in the date picker. Note that this must be on or after the date that the Final Inspection task became available in the workflow.	The inspection and selected date are displayed in the panel on the right. Select an Inspection: Final Inspection Select Construction Completion Date: June 8, 2026

Step	Action	Expected Result
	Select Construction Completion Date: Pick a date < June 2026 > Sun Mon Tue Wed Thu Fri Sat 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9 10 11	
4.	Enter your name, phone number, and any comments you have for the inspector. Optionally – upload a photo of the completed work. Once you are done, click “Request Inspection” Select an Inspection: Final Inspection Select Construction Completion Date: June 8, 2026 Full Name John Doe Email johndoe@gmail.com Phone No 555-555-5555 Comment Prefer sometime next week Upload Photo of Completed Work: Drag & drop files or Browse Completed Work - 233 Main St.PNG Request Inspection	You will get a success message at the bottom of your screen. Successfully requested inspection. The Request New Inspection and Add Inspection to Calendar buttons appear.

Step	Action	Expected Result
		 A screenshot of the EPPS Next Portal interface. The interface includes a header with a speech bubble icon and the text "Prefer sometime next". Below this is a section titled "Upload Photo of Completed Work:" with a "Drag & drop file" instruction. A file upload preview shows a photo of a road with the text "Completed Work - 233 Main" and "182 KB". At the bottom left is a blue button labeled "Request New Inspection". On the right side, a calendar integration menu is open, listing options: Apple, Google, iCal File, Microsoft 365, Microsoft Teams, and Outlook.com. At the bottom of this menu is a button labeled "Add Inspection to Calendar" with a calendar icon.