

On September 15, 2012 the Tennessee Oversize and Overweight Permitting System(TOOPS) was updated to reflect the following change:

A user management suite has been added to TOOPS to allow current external users (existing permit services and carriers with an escrow account) to manage their own user accounts. This feature can be accessed by doing the following:

1. Log-in to TOOPS
2. Select the Management Tab
3. Select Manage Company Profile
4. Select Manage Users

User Management Guidelines and Features

1. Prior to the creation of a new username a TDOT Network Access Rights and Obligations User Agreement Acknowledgement, signed by the user, must be sent to the permit office. Users created without this document are not valid.
2. When creating new usernames there are two roles available, executive and associate.
 - a. The "Executive" role will be allowed to create, disable and manage users for a company or permit service. There can be one or more "Executive" users in a company.
 - b. "Associate" users will be allowed to manage their account only (change their email address and password). They are not allowed to create additional users;
3. All usernames, new and old, must have a valid e-mail address associated with it. This allows the user to reset their password using the "forgot password" link on the login page.
4. All new companies/permit services must contact the Permit Office to set up an initial executive user prior to being able to edit their own user accounts.