

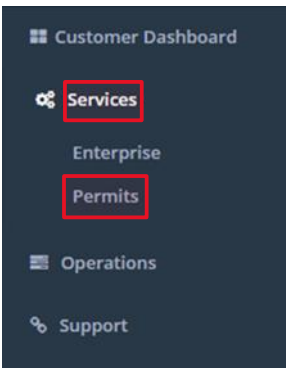


TNTRIPS Account Update Guide

Central Services Division Overweight & Overdimensional Permits
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Nashville, Tennessee 37243
(615)741-3821 TDOT.Permits@tn.gov

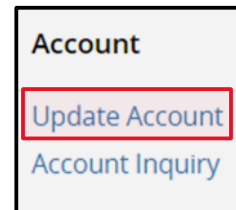
This document is meant to guide customers and/or permit agencies representatives through the process of updating and/or adding a mailing address and/or contact information and/or insurance details in TNTRIPS.

When you first log in you will be on the **Enterprise Level**.



Locate the blue Navigation Panel on the left of your screen.
Click **Services** → **Permits**.

This will take you to the Site Map. Locate the white box titled **Account**.
Click **Update Account**.



Your account number will already be in the first field (a permit agency will need to enter customer's account number to proceed). No other entries are required. Click **Proceed**. On the open page Customers can add or update the following: Mailing Address, Contact Information, Insurance Details.

1) Mailing Address.

In this section Customer can add or update up to 10 mailing addresses.

To Add a new mailing address – In Address Information section enter information in all required fields (marked with asterisk) and click **Add**.

Address Type	Street	Zip Code	Jur	City	County	Country
PHYSICAL	123 MAIN ST	37216	TN-TENNESSEE	NASHVILLE	DAVIDSON	US

* Address Type:

* Street:

* City:

* Zip Code:

County:

* Jur:

Country:

Add **Update**

Continue, if necessary, with changes to the next section of the account. If no other updates needed scroll to the bottom of the page and click **Proceed**. After you verify all the information to be accurate click **Proceed** again to save and submit the changes for a review otherwise click **Back** to modify details.

To Update mailing address - In Address Information section select a mailing address you want to update by clicking on **Address Type** in front of it (left most column), update necessary information, make sure that all the required fields are filled out (marked with asterisk) and click **Update**.

Address Type	Street	Zip Code	Jur	City	County	Country
PHYSICAL	123 MAIN ST	37216	TN-TENNESSEE	NASHVILLE	DAVIDSON	US
PRIMARY MAILING	505 DEADERICK ST	37243	TN-TENNESSEE	NASHVILLE	DAVIDSON	US
MAILING 2	501 DEADERICK ST	37243	TN-TENNESSEE	NASHVILLE	DAVIDSON	US

* Address Type:

* Street:

* City:

* Zip Code:

County:

* Jur:

Country:

Add **Update**



Address Type	Street	Zip Code	Jur	City	County	Country
PHYSICAL	123 MAIN ST	37216	TN-TENNESSEE	NASHVILLE	DAVIDSON	US
PRIMARY MAILING	505 DEADERICK ST	37243	TN-TENNESSEE	NASHVILLE	DAVIDSON	US
MAILING 2	501 DEADERICK ST	37243	TN-TENNESSEE	NASHVILLE	DAVIDSON	US

* Address Type:

* Street:

* City:

* Zip Code:

County:

* Jur:

Country:

Add **Update**

Continue, if necessary, with changes to the next section of the account. If no other updates needed scroll to the bottom of the page and click **Proceed**. After you verify all the information to be accurate click **Proceed** again to save and submit the account changes for a review otherwise click **Back** to modify details.

2) Contact Info.

In this section Customer can add or update contact information if needed.

To Add a new Contact Information – In Contact Info section enter information in all required fields (marked with asterisk) and click **Add**.

Select	Contact Name	Primary Phone No.	Ext.	Email	Alternate Phone No.	Fax No.
Select	EMAIL	615-741-3821		EMAIL@TN.GOV		

*Contact Name: Primary Phone No.: Ext. : * Email:

Alternate Phone No.: Fax No.:

Continue, if necessary, with changes to the next section of the account. If no other updates needed scroll to the bottom of the page and click **Proceed**. After you verify all the information to be accurate click **Proceed** again to save and submit the account changes for a review otherwise click **Back** to modify details.

To Update contact information - In Contact Info section select a contact name you want to update by clicking on **Select** in front of it (left most column), update necessary information, make sure that all the required fields are filled out (marked with asterisk) and click **Update**.

Select	Contact Name	Primary Phone No.	Ext.	Email	Alternate Phone No.	Fax No.
Select	EMAIL	615-741-3821		EMAIL@TN.GOV		
Select	CONTACT PERSON 1	615-741-1234		EMAIL1@TN.GOV		
Select	CONTACT PERSON 2	615-741-4321		EMAIL2@TN.GOV		

*Contact Name: Primary Phone No.: Ext. : * Email:

Alternate Phone No.: Fax No.:



Select	Contact Name	Primary Phone No.	Ext.	Email	Alternate Phone No.	Fax No.
Select	EMAIL	615-741-3821		EMAIL@TN.GOV		
Select	CONTACT PERSON 1	615-741-1234		EMAIL1@TN.GOV		
Select	CONTACT PERSON 2	615-741-4321		EMAIL2@TN.GOV		

*Contact Name: CONTACT PERSON 2 Primary Phone No.: 615-741-4321 Ext. : * Email: EMAIL2@TN.GOV

Alternate Phone No.: Fax No.:

Continue, if necessary, with changes to the next section of the account. If no other updates needed scroll to the bottom of the page and click **Proceed**. After you verify all the information to be accurate click **Proceed** again to save and submit the account changes for a review otherwise click **Back** to modify details.

3) Insurance Details.

In this section Customer can update insurance details if needed.

To Update insurance information - In Insurance Details section enter necessary information in all the required fields (marked with asterisk). Find section titled **Documents**. From the drop-down menu select document type **CLII – Certificate of Liability Insurance Information**.

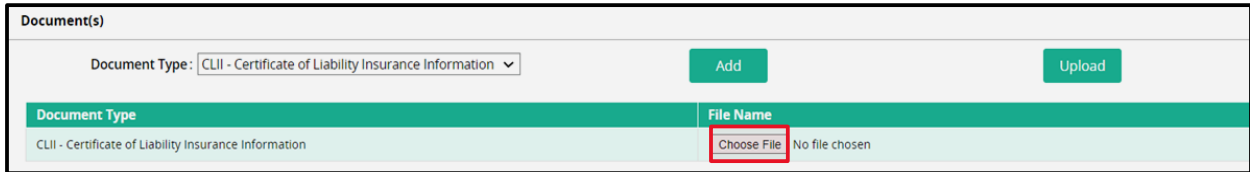
Document(s)

Document Type:

Document Type
CLII - Certificate of Liability Insurance Information
OTH - Other

Showing 1 to 1 of 1 entries

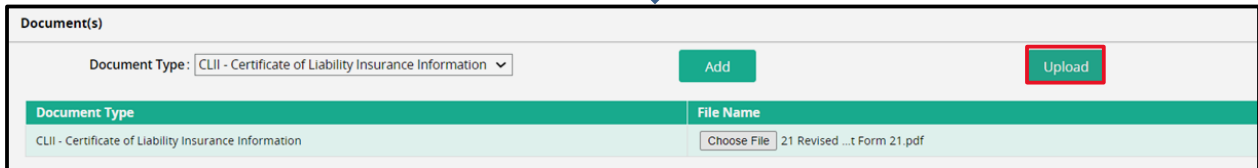
Click **Choose File** button and select a document from your electronic device and click **Upload**.



Document(s)

Document Type:

Document Type	File Name
CLII - Certificate of Liability Insurance Information	<input type="button" value="Choose File"/> No file chosen



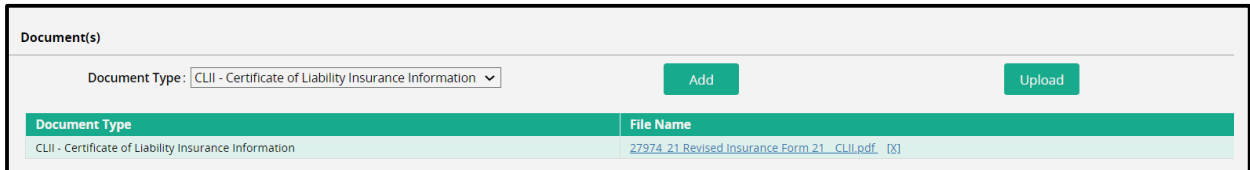
Document(s)

Document Type:

Document Type	File Name
CLII - Certificate of Liability Insurance Information	<input type="button" value="Choose File"/> 21 Revised ...t Form 21.pdf



Example of correctly uploaded insurance:



Document(s)

Document Type:

Document Type	File Name
CLII - Certificate of Liability Insurance Information	27974_21_Revised_Insurance_Form_21_CLII.pdf. [X]

Continue, if necessary, with changes to the next section of the account. If no other updates needed scroll to the bottom of the page and click **Proceed**. After you verify all the information to be accurate click **Proceed** again to save and submit the account changes for a review otherwise click **Back** to modify details.

You will receive a notification from the TNTRIPS once OS/OW Office finishes reviewing your updated account.

IMPORTANT!

Customers cannot modify information in the following sections: Customer Details, Business Customer Details, Address Information (Physical Address only), Third Party Information, Permits Account Details.

If any changes are needed to the above-mentioned fields, please request it by sending an email to TDOT.Permitoffice@tn.gov