



STATE OF TENNESSEE
DEPARTMENT OF TRANSPORTATION
CENTRAL SERVICES DIVISION
OVERWEIGHT & OVERDIMENSIONAL PERMITS
SUITE 800, JAMES K. POLK BUILDING
505 DEADERICK STREET
NASHVILLE, TENNESSEE 37243-1402
(615) 741-3821

JOHN C. SCHROER
COMMISSIONER

BILL HASLAM
GOVERNOR

December 6, 2016
RE: TOOPS System Support

To all OS/OW Permit Agencies,

In an effort to streamline and improve TOOPS system support, TDOT Helpdesk will be taking on this responsibility effective immediately.

**For all TOOPS system issues such as a password reset or system error messages,
please contact the TDOT I.T. Service Desk at:**

(615) 770-1700 or Toll Free at 844-593-5300
8:00 a.m. to 4:30 p.m. CST
Monday through Friday (except holidays)

**For all other Overweight & Overdimensional permit related support issues,
please continue to contact us at:**

TDOT.PermitOffice@tn.gov or at (615) 741-3821
8:00 a.m. to 4:15 p.m. CST
Monday through Friday (except holidays)

Thanks you,

TDOT OS/OW Permit Office