

INDOT CAD Consultant Quick Start Guide

Help Desk, ProjectWise, Project Creator & GovDelivery

4/9/2026

State of Indiana

INDOT CAD Support

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1. Welcome to INDOT CAD

A Message from CAD Support

The purpose of this document is to quickly get you started on the right road at INDOT in terms of your firm doing business with INDOT. This document is what we call a quick start guide and will contain how-to's on everything from ITAP (creating an account and requesting access to a new application) to creating a Consultant Folder in ProjectWise. Anyone wishing to use/access INDOT's ProjectWise datasource must enroll via ITAP. This document will also discuss what ProjectWise is and how to navigate within it and also the IN.gov site (related to CAD) and Salesforce Marketing Cloud subscriptions (important notifications about CAD software).

Thanks,

INDOT Field Tech Team

2. Requesting ProjectWise Access and the DOTWise Project Creator

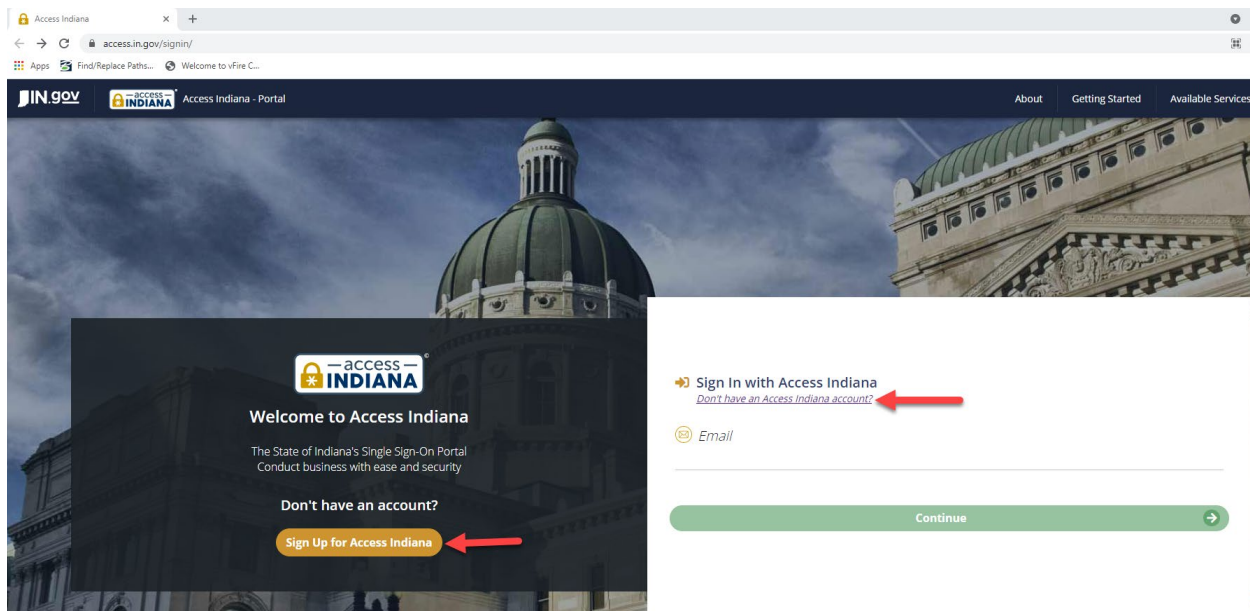
To request access to ProjectWise and the DOTWise Project Creator, you must first enroll for an Access Indiana account with the State of Indiana. Then, once Access Indiana accounts are created, businesses and users can be registered for ProjectWise access via our ITAP system. These processes are explained in this section.

2.1 Enrolling in Access Indiana and ITAP Accounts

In order to request access to a number of INDOT systems including ProjectWise, and the ProjectWise Project Creator, all firms and required users will need to be enrolled in both Access Indiana accounts and INDOT ITAP accounts. This section covers the process to be followed.

PLEASE NOTE: Should you require assistance with enrolling these accounts, please contact their respective support staffs. We at INDOT CAD Support do not support Access Indiana or ITAP applications.

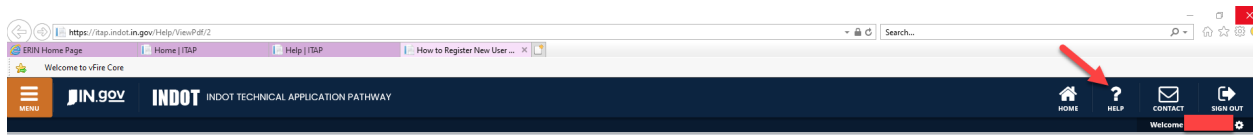
1. To enroll for an Access Indiana account, go to the Access Indiana web site at <https://access.in.gov/signin/>. On the site, click on the “Don’t have an Access Indiana account?” link or the “Sign Up for Access Indiana” button to proceed to create your Access Indiana account.



Enrolling in Access Indiana Account

2. With the Access Indiana account created, users can then access the INDOT ITAP system to register businesses and users:
 - a. To register a business, users can go to this web site for a step-by-step guide: <https://itap.indot.in.gov/Help/ViewPdf/1>.
 - b. To register a new user account, users can go to this web site for a step-by-step guide: <https://itap.indot.in.gov/Help/ViewPdf/2>.

Each particular workflow can also be found via the Help icon at the top of the ITAP home page:



ITAP Help Resources

Should you require assistance working with ITAP, you can submit a help desk ticket directly to the support staff via the Contact icon at the top of the ITAP home page.

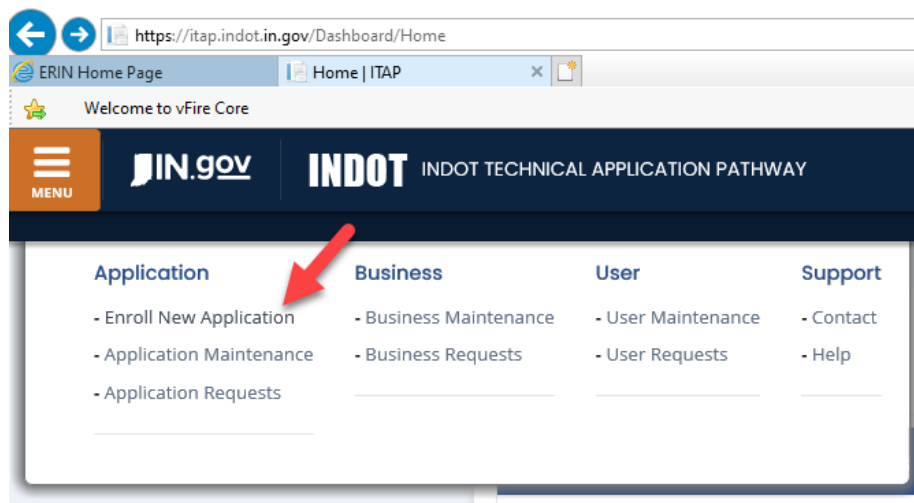
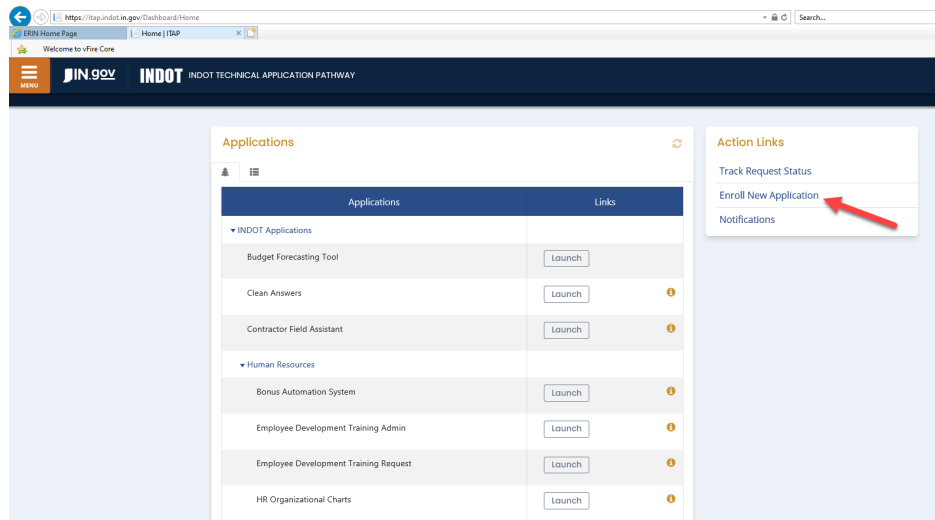


Contact ITAP Support

2.2 Requesting Access to New Applications

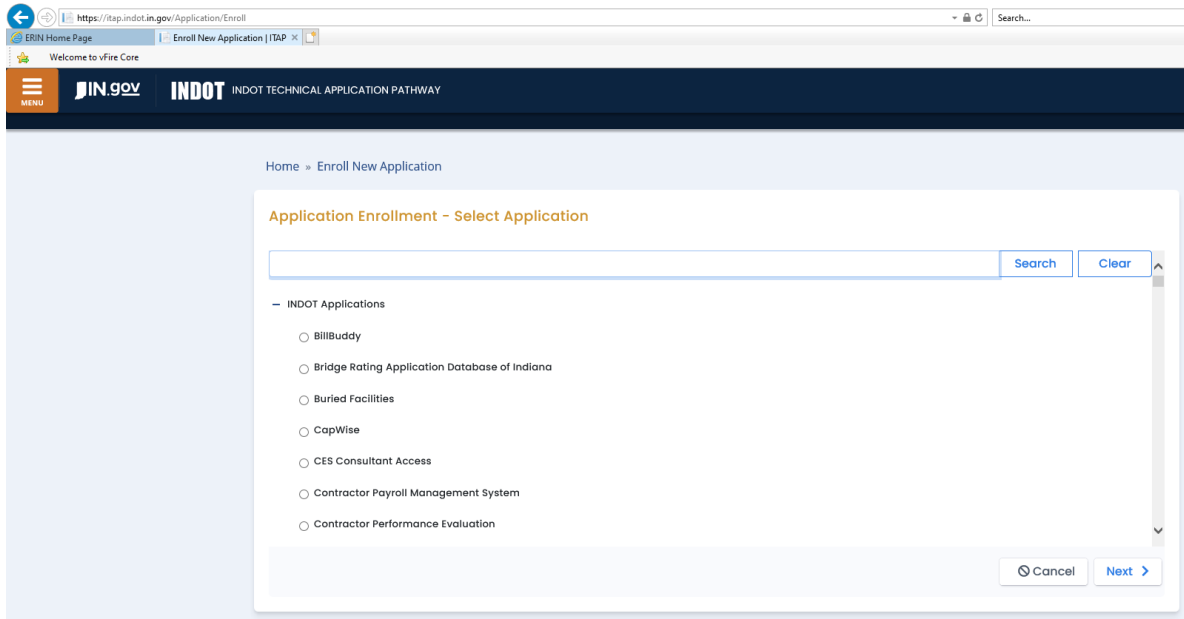
This section explains how to request access to a new application.

1. A User may request access to a new INDOT application from either the ITAP home page or from the ITAP menu. From the ITAP home page, click on the Enroll New Application link. From the ITAP menu, click on the Menu button and then select the Enroll New Application link under Application.



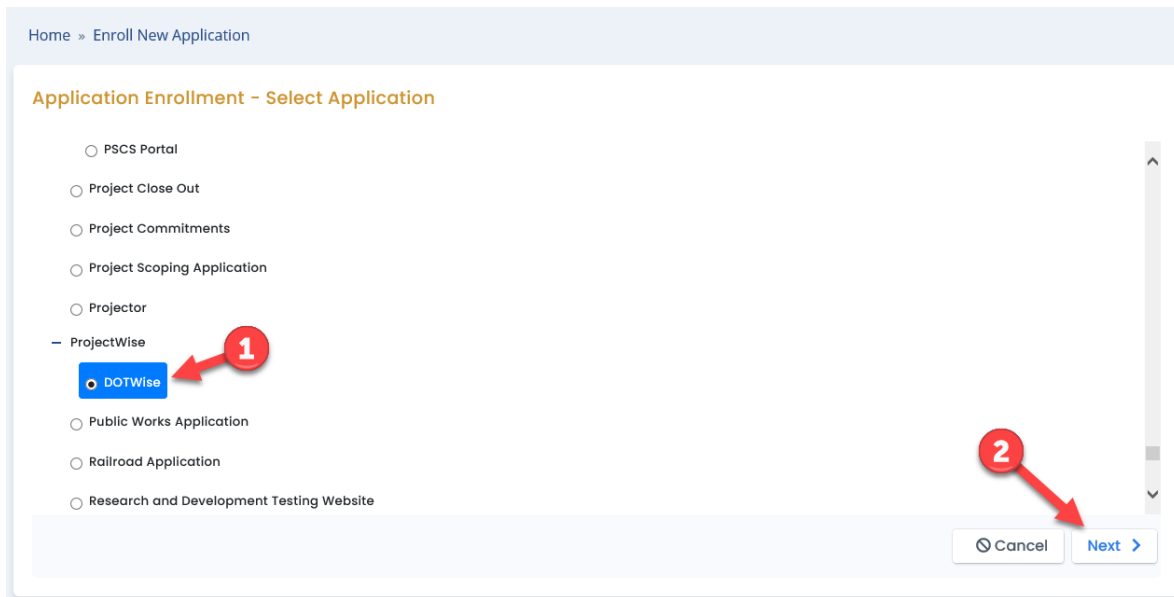
Enroll New Application

2. Selecting Enroll New Application from either the ITAP home page or the ITAP Menu will display the Application Enrollment page.



Application Enrollment

- On the Application Enrollment page, select the ProjectWise entry, followed by the DOTWise listing underneath it. With DOTWise selected, click Next.



DOTWise Application Enrollment Panel

4. On the Select Roles page that follows, ***DO NOT select any roles. These roles are for internal use only and will have no effect when selected by external users. External users will have their roles configured specifically to their firm.*** With no roles selected, click Next.

Application

DOTWise

Select	Role
☐	_Document Delete Privileges
☐	Archeology_Privileged_Environmental Group
☐	Audit
☐	Construction
☐	Consultant Review_Group
☐	Consultant Selection
☐	Contracts and Letting
☐	Corridor_Development_Planning Group
☐	Corridor_Development_Priv_Planning Group
☐	Design Group

Page 1 of 3

10

items per page
1 - 10 of 28 items

Select Roles Page

5. On the Review Before Submit page, with DOTWise selected with no roles, click Submit.

Application Enrollment – Review before Submit

Selected Applications (1)

Add New

	Name	Roles
	DOTWise	

Cancel

Submit

Review Before Submit

6. If the submit was successful, you will be taken to the Track Request Status page, where you will see your request with a status of Received.

Home » Track Request Status

Track Request Status

Request Id	Request Type	Name	Status	Status Date
82372	Application	DOTWise	Received	04/26/2021 08:18 AM

Successful Request

7. If your account already has a pending request for the application, you'll receive the following message. Select OK to continue, this indicates that a request is currently outstanding and awaiting additional input.

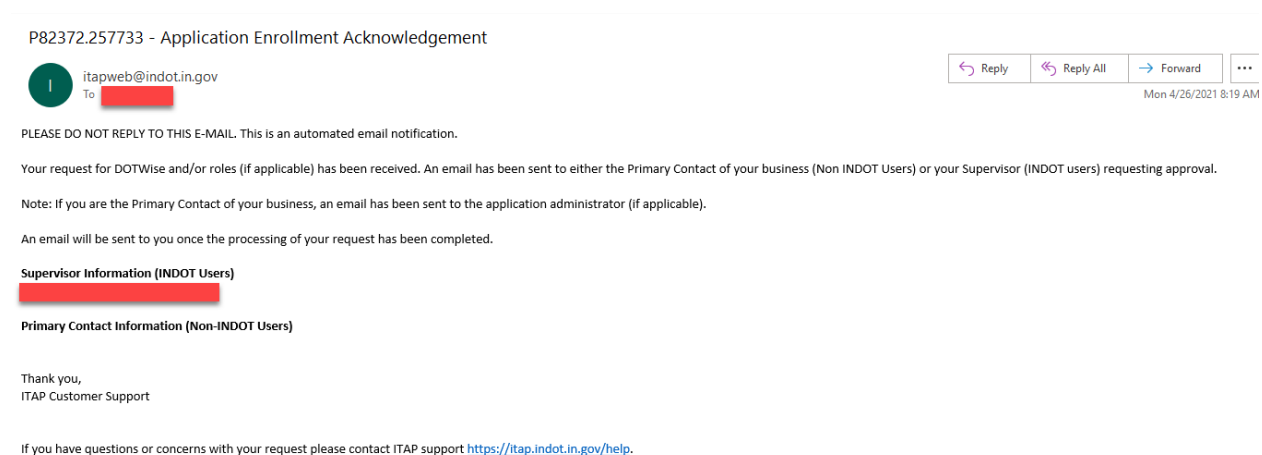
Error

You have submitted the request for this application, it is already in process.

✓ OK

Pending Request

Once the request has been completed, you will receive an email with an acknowledgement of the request. In addition to this information, it will also contain the name of the primary contact/business administrator responsible for approving the next step in the process.



Request Acknowledgement

Note: INDOT CAD Support acts on account requests in the order we receive them, normally in 1 business day. For internal users, your request will first need approved by your immediate supervisor. If you do not receive a timely response to your account request, please contact indotcadsupport@indot.in.gov and we can provide the name of the person who received your request. Please keep in mind, however, we cannot circumvent the approval process.

Upon approval of the application enrollment, two emails will be received. First, there will be an automated email from the ITAP system stating that approval has been granted to the application. Then the second email in most cases will be a confirmation from the INDOT CAD Support staff with relevant information including information on getting the software installed for the INDOT ProjectWise system.

3. **ProjectWise at INDOT**

ProjectWise is a suite of software provided by Bentley Systems aimed at helping to manage, find, and share active project data; including CAD and geospatial content, as well as Office documents.

Standard Key Benefits

- Save time finding, validating and accessing project information
- Reduce project risk with a single source of truth for all project information
- Improve quality and consistency of all project deliverables
- Meet deadlines
- Share work across multiple offices and locations
- Access to INDOT's Managed Workspace

Key Benefits for Consultants working on INDOT Projects

The sharing of Data with INDOT staff:

- No more using of FTP sites to transfer data
- No more burning of data to CD's
- No need to mail CD's or physically carry CD's of data to INDOT
- No more attempting to attach large files to emails and hoping they get there when you send them
- Quick visual confirmation that the data is in the folder (audit trail)
- Work on projects in different Districts and see them in one screen using ProjectWise

INDOT has positioned ProjectWise as the active project storage system for CAD and other associated project data. However, it is not a replacement for ERMS and any data upload requirements that are otherwise specified for the agency. For INDOT Users, ProjectWise is the primary location where active project data is stored, edited, and shared. Please note that it is now required to sign into the Bentley CONNECTION Client to access the ProjectWise system.

3.1 Creating ProjectWise Folders Using the Project Creator

To maintain a consistent folder structure and security model for each project, and prevent unnecessary loss of data; all top-level folder structures (discipline level, consultant folders) are created using our on-demand folder creation tool. As part of the initial user access request via ITAP that was discussed in the previous section, access to this tool is also granted.

Note for Construction Users: It is not necessary to create a folder for your firm under the Des Number directly. You will coordinate through your INDOT District Final Records Officer contact on where you should be placing your files. Proceed directly to section 3.3 to continue setting up your software client.

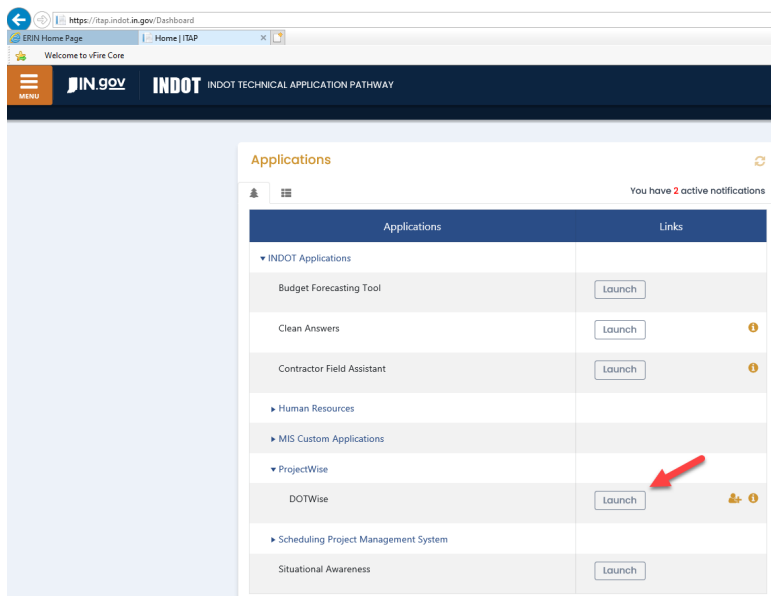
Note that only top level folders are created using this tool such as those folders for the designation number, discipline folders (ex. Design, Environmental Services), and consultant folders (ex. Design Firm A Inc., Survey Firm B LLC). Subfolders may be created underneath these folders as long as a user has the appropriate permissions for these folders.

3.1-1 Creating a Project/Folder for a Des Number

Most currently active INDOT projects should already have a ProjectWise folder structure. Depending on the state that the project is at it could have as few as one discipline, or a number of different discipline folders. Being on demand, folders are only created when necessary eliminating additional project clutter where possible. Please keep in mind that it's entirely possible that the Designation Number may not exist, but as part of the project creation tool, will be created.

To create your consultant project folder:

1. Log in to ITAP (<https://itap.indot.in.gov>) and locate the ProjectWise entry under Applications. Expand this entry and then click the Launch button for DOTWise.



Accessing the DOTWise Project Creator

2. Once in the Project Creator you will be prompted to enter the information for your project. The first piece of required information is the Designation Number. Enter the number for your project and select “Click her to validate the entered Des Number” field.

The screenshot shows the 'DOTWise Project Creator' window. The 'Screen Mode' is 'ADD'. The 'Enter Des Number' field contains '10064'. To its right is a link that says 'Click here to validate the entered Des Number'. Below this are fields for 'Project District Location' and 'Project Route Number', which are currently empty. At the bottom are 'Create Project' and 'Clear' buttons. A footer note states: '* This color background fields are mandatory'.

Des Number Entry and Validation

- Depending on the information entered for the Des Number, you will receive either an error that the Des Number isn't valid requiring the entry to be rechecked, or that it's valid and the project creator can continue.

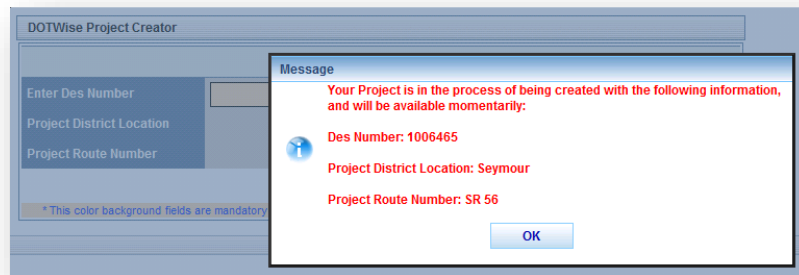
Note that the Project Creator validates on data from other INDOT systems. Due to the method used to sync this data across these systems there may be a 24 to 48 hour lag between when a Des Number is created and when it can be created in ProjectWise. If a project is needed immediately, please contact indotcadsupport@indot.in.gov

- With a validated Des Number, the project creator will activate the "Create Project" button with a brief overview of the Des Number, District Location, and Route Number. Create the project to proceed.

This screenshot shows the form after validation. The 'Enter Des Number' field now contains '1006465'. The 'Project District Location' field is populated with 'Seymour' and the 'Project Route Number' field is populated with 'SR 56'. A large red arrow points down from the validation link area towards the 'Create Project' button, which is now active. The 'Clear' button remains. The footer note is still present: '* This color background fields are mandatory'.

Create Project

- Upon selecting the "Create Project" button, your project will be queued in the project creator to be placed into ProjectWise. In most cases this is instantaneous, should your project not be created after 15-20 minutes, please contact the CAD Support staff so we can investigate. You will receive a heads up notification with the information on your project.



Project Created

3.2 INDOT's Migration to ProjectWise Cloud

INDOT has officially migrated our ProjectWise infrastructure to Bentley's ProjectWise Cloud platform. What this means is that all users who wish to access our datasource will need to have an IMS (Identity Management System) account set up with Bentley. Instructions for registering an IMS account with Bentley can be found in the "User registration by end users" section of this link:

[Licensing, Cloud and Web Services – Bentley User Registration.](#)

NOTE: If you already have an IMS account with Bentley that is tied to your organization, no action is necessary. This would only apply to users who do not currently have an IMS account. In the event that you have issues with the IMS registration process that you or your administrative team are unable to resolve, please reach out to Bentley at 1-800-BENTLEY (1-800-236-8539).

To accommodate the migration to ProjectWise Cloud, we are providing an updated version of the ProjectWise Explorer Client, as well as our current production version of the CONNECTION Client app.

Please proceed to the following section, which covers the process of connecting to our ProjectWise datasource. Specific topics within the section include: installing the ProjectWise Explorer Client and CONNECTION Client apps, connecting to our INDOTWise datasource, and logging into our datasource with Bentley IMS authentication.

3.3 Using the ProjectWise Explorer Client with ProjectWise Cloud

3.3-1 Installing the ProjectWise Explorer Client Application (ProjectWise Cloud)

This section will cover how to install the Project Explorer application from our website and then perform any necessary follow-up steps after the installation.

1. From our [website](#), click on the ProjectWise Explorer 2023 link under *ProjectWise Cloud Links*. Once you click on the desired link, the .exe file will begin to download.

ProjectWise Cloud Links

- [ProjectWise Explorer 2023](#)

This is version 23.06.03.12 of the ProjectWise Explorer Client application.

- [CONNECTION Client 25.00.00.15](#)

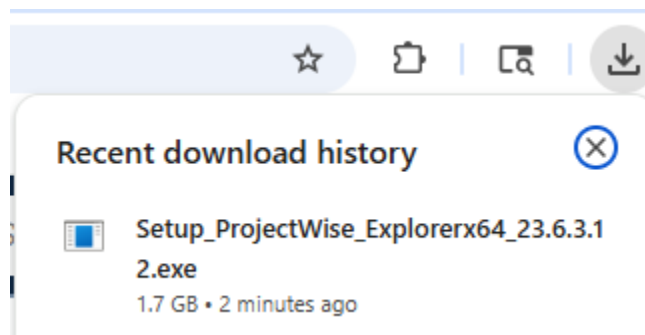
This is the version of the CONNECTION Client that is our official recommendation to perform this install to application, as consideration should be given to determine the best version for your environment.

- [INDOT ProjectWise Connection Registry Entry](#)

This registry file can be directly imported by ProjectWise Explorer.

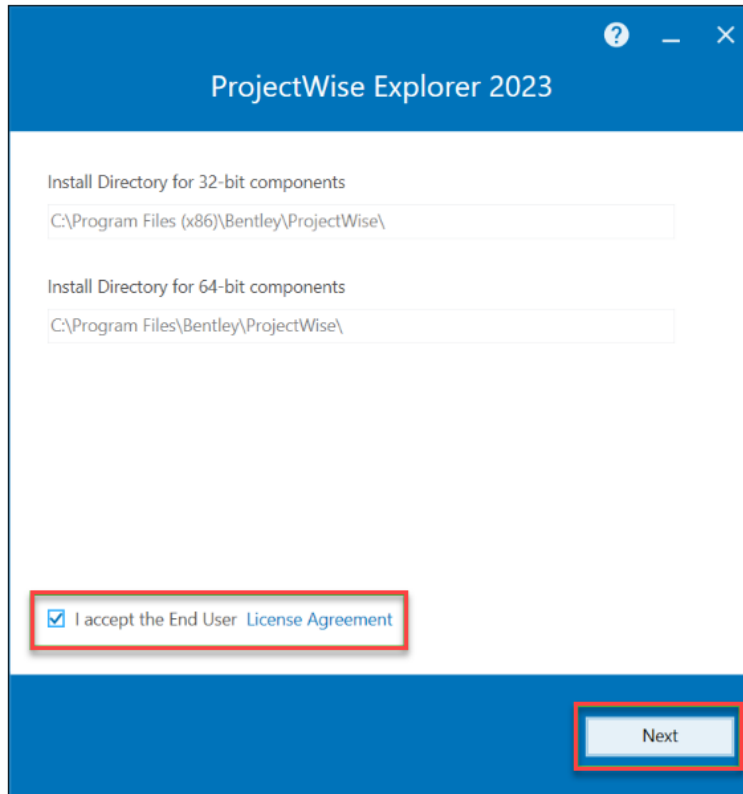
ProjectWise Explorer Links

2. Once the download is complete, you can click on the .exe heads-up in the web browser to begin the installation process.



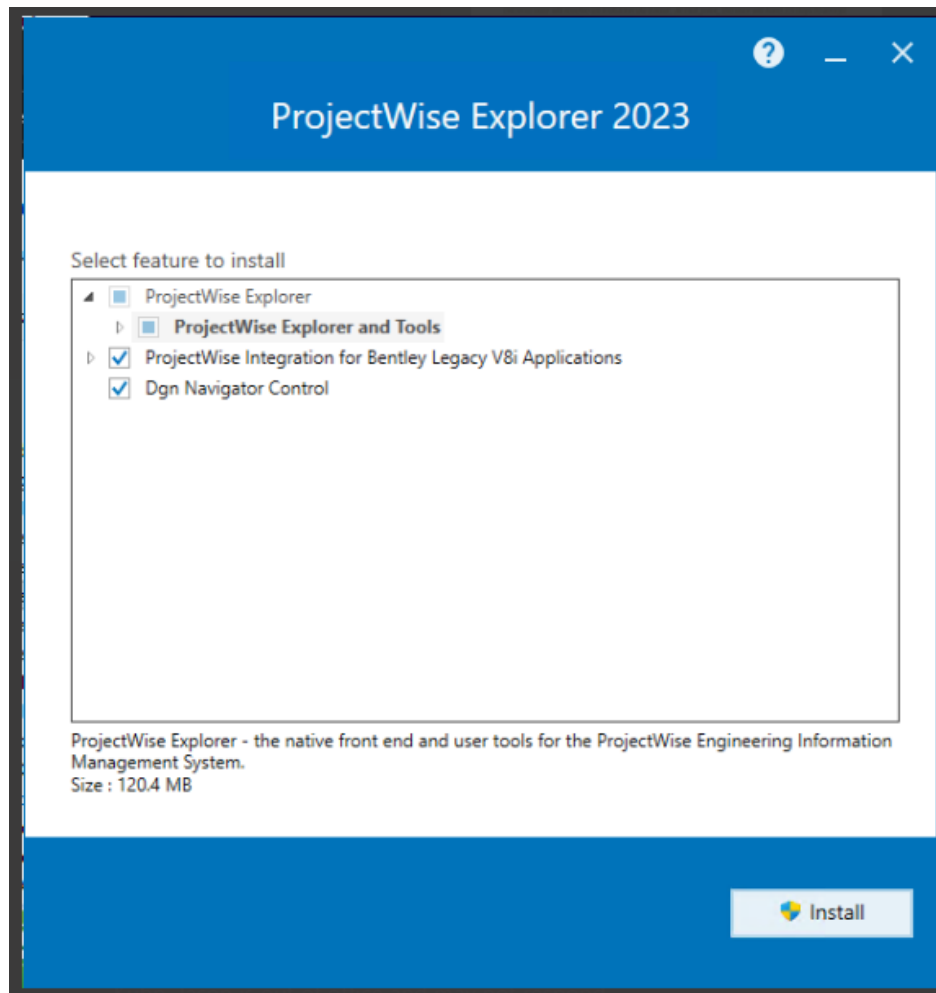
Completed Download

3. A ProjectWise Explorer 2023 window will appear. Accept the default install directory settings and then click the checkbox to accept the End User License Agreement. Then click Next to proceed.



ProjectWise Explorer 2023 Installer

4. The next screen asks for you to select features to install. One feature to consider is the *ProjectWise Integration for Bentley Legacy V8i Applications* feature. If your organization uses Bentley's V8i versions of their CAD Applications, you should enable this feature. If you do not have V8i versions of their applications, you can disable it. Leave all other features as is. Click Install to proceed with the installation.



ProjectWise Features to Install

5. If prompted, you will be asked to provide Windows credentials to proceed with the installation. If you have privileges to perform the installation yourself, proceed to do so. Otherwise, contact your IT Department.

CONNECTION Client Usage with ProjectWise Explorer and ProjectWise Cloud

Upon the completion of the ProjectWise Explorer installation, you will notice two new icons on your desktop. One for ProjectWise Explorer, and the other for a companion app called CONNECTION Client, which provides the necessary authentication and licensing to use ProjectWise Explorer.



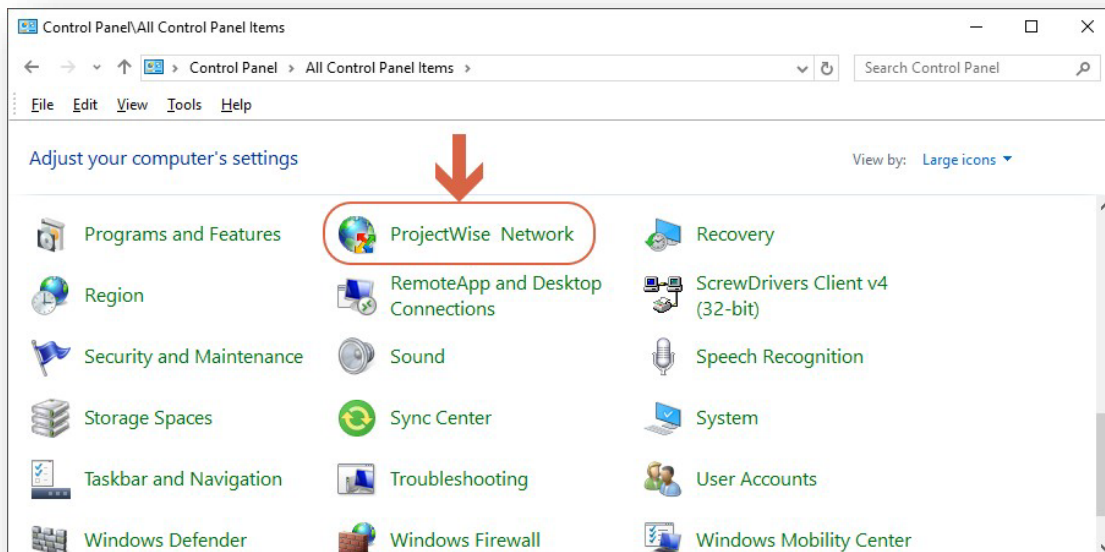
ProjectWise Explorer and CONNECTION Client Apps

For the 2023 version of ProjectWise Explorer, the CONNECTION Client app is required to be able to authenticate and verify your licensing to use with ProjectWise Explorer.

IMPORTANT: The version of the CONNECTION Client app that automatically installs with ProjectWise Explorer 2023, while technically valid, is out of date. To address this situation, we are providing the 25.00.00.15 version of the application under ProjectWise Cloud Links, which is the version currently in use by INDOT. This version can be installed on top of the existing version that comes with ProjectWise Explorer 2023, and will essentially update the app in place. It is our official recommendation to perform this install to be up to date on CONNECTION Client. That being said, please consult with your organization's IT/CAD Administration team prior to doing so, as your organization's requirements may vary from INDOT's.

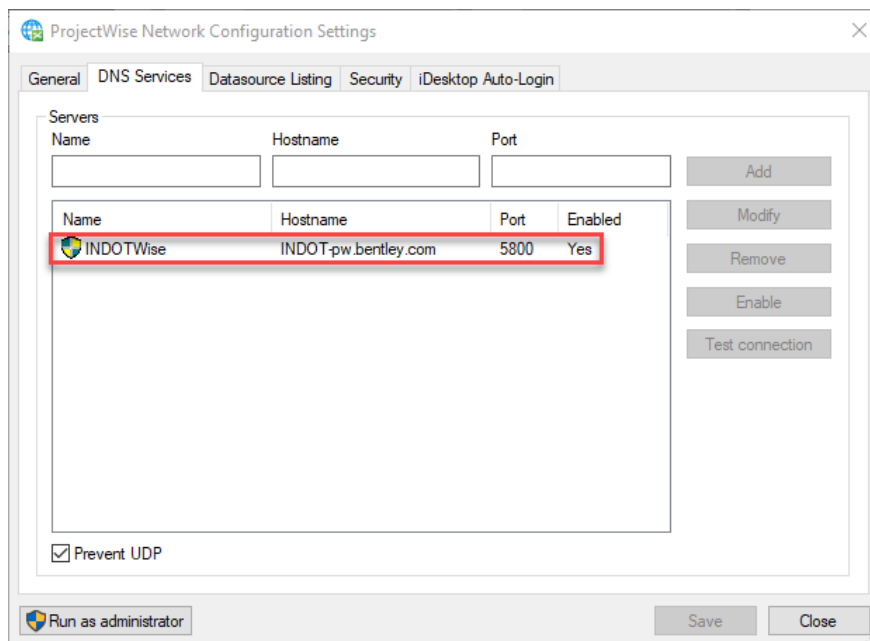
3.3-2 ProjectWise Explorer Client Connection Settings (ProjectWise Cloud)

To configure your ProjectWise client to connect to INDOT's ProjectWise system please enter the following settings in your ProjectWise Network Control Panel applet. It is highly recommended that these settings be configured by a user with administrative rights or the appropriate IT staff.



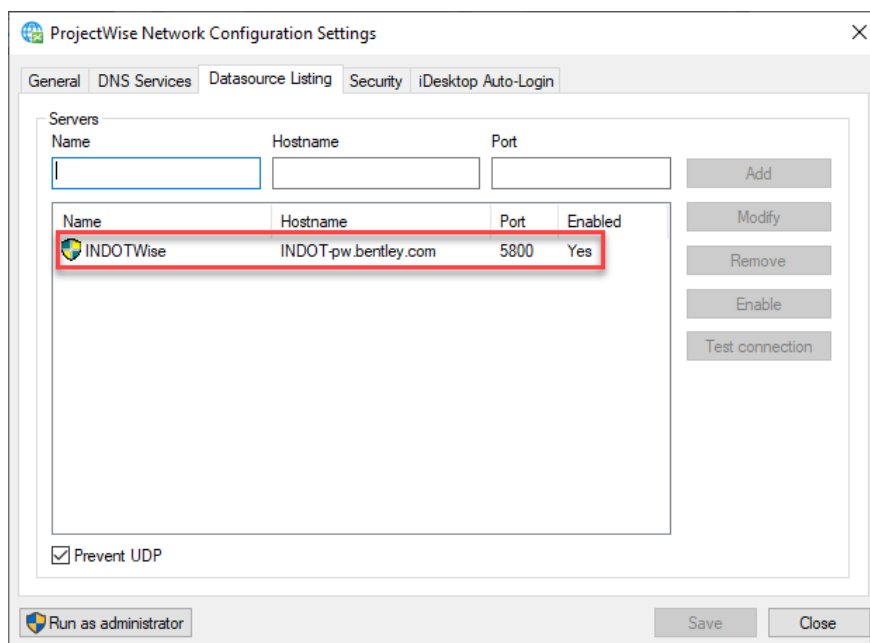
Control Panel/ProjectWise Network

Under the DNS Services tab, provide a server name of INDOTWise as shown below. *The hostname and port settings should be set to INDOT-pw.bentley.com and 5800 respectively.*



DNS Services Settings

On the Datasource Listing tab, again enter INDOTWise for the server name and the *hostname and port to INDOT-pw.bentley.com and 5800*. When ready, click on Save to save your settings.



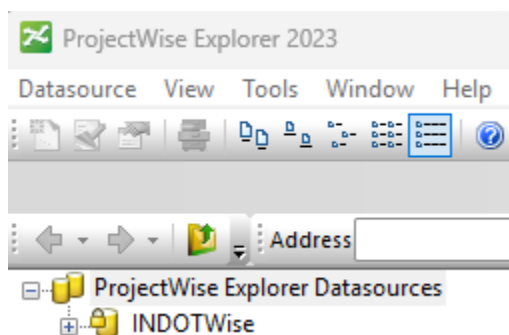
Datasource Listing Settings

With these settings entered alongside any additional ProjectWise connections, you can then launch the ProjectWise Explorer software and login to the DOTWise datasource.

*NOTE: If you experience issues connecting to our datasource and you have double checked that you have the correct settings entered, please reach out to your IT Department to report it. The root cause of the issue may be due to IT restrictions and policies within your company that result in the **INDOT-pw.bentley.com** hostname address and/or the **5800** port being blocked by your company network.*

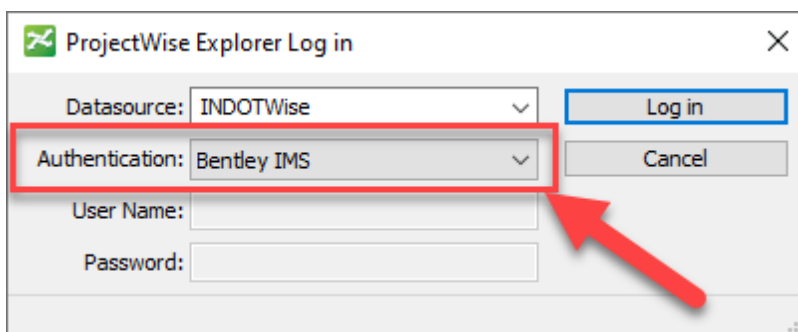
3.3-3 ProjectWise First Connection (ProjectWise Cloud)

With ProjectWise now configured, you can enter the software and connect to the INDOTWise datasource. In your datasource tree you'll see a new entry for INDOTWise in the left hand panel. Left click on the plus [+] symbol to initiate the login.



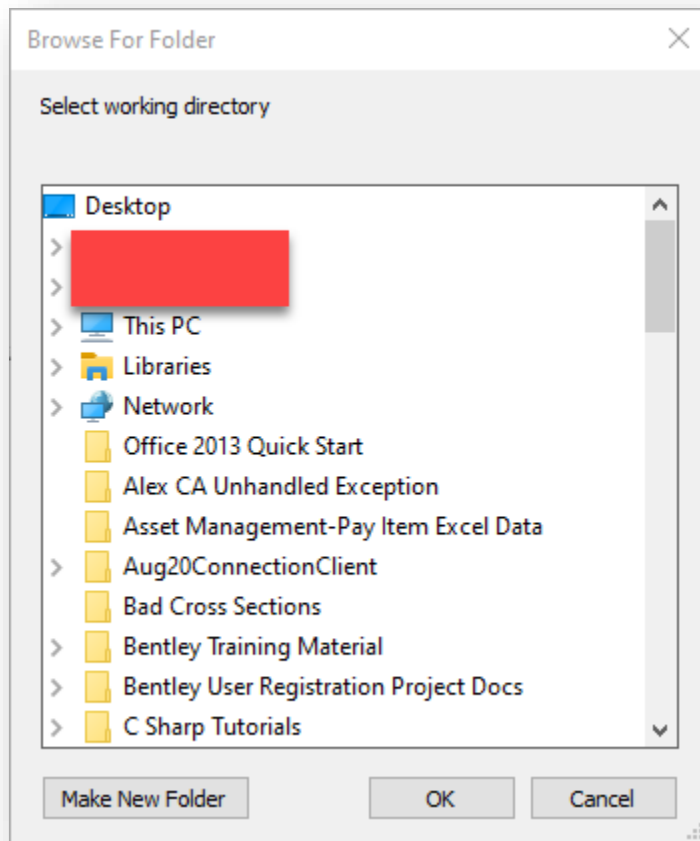
Logging into INDOTWise

On the login screen that appears, you will need to set the Authentication method to Bentley IMS. Then click the Log in button to proceed. From there, you may be asked to log into the CONNECTION Client app to authenticate, if necessary.



Logging into ProjectWise with Bentley IMS Authentication

During the initial login, ProjectWise will prompt for the creation of a working directory and defining this location is required for ProjectWise connectivity. This location is where ProjectWise stores data locally while you are working with it. Please create/select a location on your PC where this data can be stored while it's being worked on. This prompt will only appear during this initial login, and if the end user receives a new PC or has their operating system reinstalled. Subsequent logins by the same user on the same device will not display this prompt.



Locating/Creating a Working Directory

It is highly advised that users not directly access the contents of their working directory. When needing to clean the contents of this location, users should use the Local Document Organizer tool within ProjectWise Explorer. This location should only be interacted with under the supervision of a ProjectWise Administrator.

With the initial connection completed, you may now begin to work within the INDOT ProjectWise system.

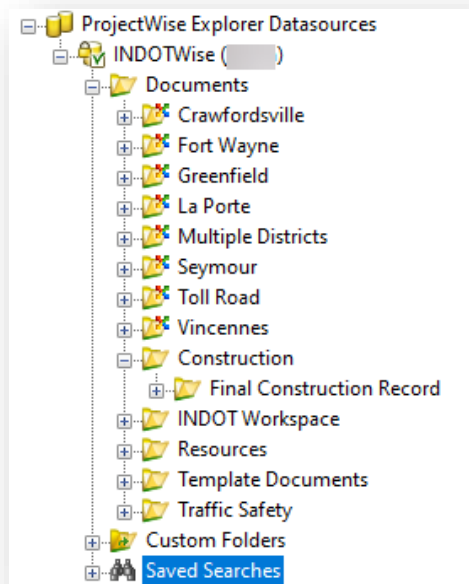
3.4 INDOT ProjectWise Basics

INDOT's ProjectWise system can be split into two major usage groups, those who are using it to share data, and those who are using it for CAD workspace delivery. For those in the latter group, please review the DOTWise documentation that can be found on the [Downloads & Information](#) page of the INDOT CAD Support Website. This documentation covers most aspects of the CAD workspace and how to interact with our workspace when using ProjectWise along with where to find and how to use data within the system.

The remainder of this section will cover the basics of how ProjectWise is structured and how to work with data you're given access to.

3.4-1 ProjectWise Folder Layout

INDOT's ProjectWise system has been configured for a large amount of flexibility around the District/Regional location of projects and their associated Designation Number. When entering ProjectWise, you'll see the folder tree similar to the following:



Folder Tree

Note that the folder tree shown above is representative of what an external user might see. It's possible that you may see more or less depending on the areas you collaborate with INDOT on.

For most users, the following folders will be shown:

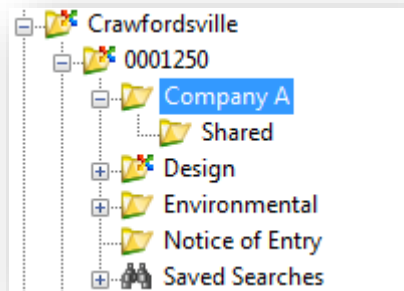
- District Locations – These are folders for each districts project data to be stored. Underneath each of these folders are a list of Des Numbers that have been created and currently contain data.
- INDOT Workspace – This is where the INDOT CAD Managed Workspace resides.

- Resources – Plotting Files for ProjectWise Plot Organizer and Documentation can be found here.
- Template Documents – Seed files for various CAD products and other template documents can be found here.

Unless otherwise directed, all project data and work is done under a district location\Des Number folder. When participating as a consultant you will have your own folder structure under the Des Number which is discussed in the next section.

3.4-2 Consultant Folder Structure

Once created in ProjectWise, consultant project structures look similar to the following.



Consultant Project Structure

In the above example the only change that will exist is that “Company A” will be replaced by the name of the creating firm. For security purposes, consultants will be unable to see other consultant folders and internal INDOT data. However please be advised that INDOT personnel can read (not edit) the contents of all consultant folders.

Also, shown in the previous example is the “Shared” folder. This folder is intended for INDOT personnel to use when sharing documents with consultant users. Please be advised that as a consultant you cannot edit the contents of this folder or place documents within it, but can read and copy them to your standard folder structure.

3.4-3 ProjectWise Security

Logged in and with a folder of your own, you’re now in a position to start working with ProjectWise. This section will give a brief overview of the security model and the rights/restrictions that have been enabled on the ProjectWise Datasource.

The INDOTWise ProjectWise Datasource adheres to a strict security model, providing inner discipline security as well as external security, while providing all INDOT users the ability to review other data as necessary. In addition to these security features, there are additional settings that are used administratively in order to provide rapid support and file restorations, should the need arise. These settings are as follows:

1. Although you can create projects with the Project Creator you cannot delete one. Please contact indotcadsupport@indot.in.gov if you do not have access to the Help Desk.
2. You can create sub-folders under your project you cannot delete one- Contact CAD support for deletion request.
3. Users will not have folder delete privileges; this will aid in CAD Support's ability to process restore requests (no guarantees).
4. Document delete privileges will be granted (you are responsible for your own data) if you need something restored that was deleted, we will make an attempt (no guarantees).

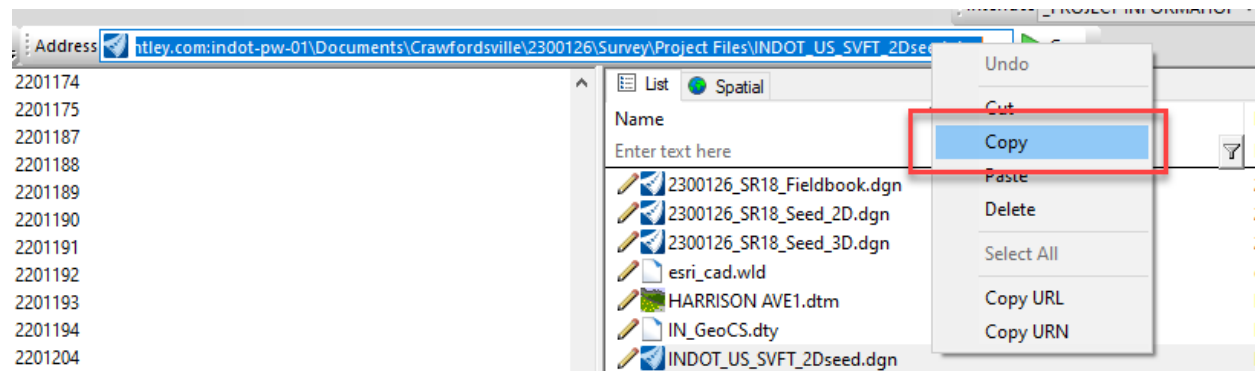
3.4.4 Working with ProjectWise Document and Folder Links in E-mails

This section will take you through how to work with ProjectWise document and folder links in e-mails—both sending and receiving them.

NOTE: This functionality differs depending on which version of ProjectWise Explorer you are using. If you are using ProjectWise Explorer versions 10.00.03.3xx and lower, the process involves directly copying the ProjectWise document path and pasting it as plain text into your e-mail correspondence. If you are using a version that's 10.00.03.4xx and higher, users can utilize the Get Link functionality to accomplish this task. This section will cover both processes.

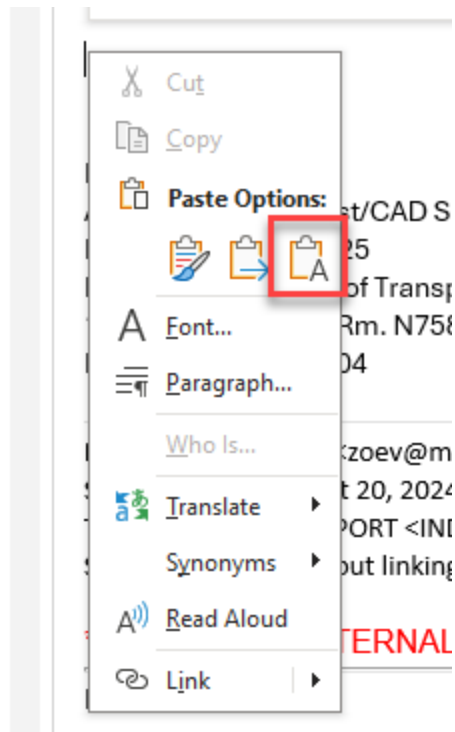
3.4.4a ProjectWise Explorer Versions 10.00.03.3xx and Lower

If a user has a ProjectWise Explorer version that's 10.00.03.3xx or lower and wishes to send links to documents and/or folders, they will need to directly copy and paste the ProjectWise document paths into their e-mail platform (Outlook, G-mail, etc.). The first step of this process is to select the full document/folder path in the ProjectWise Explorer Address bar. Then, right-click on the selected document/folder path and then select the Copy option from the menu that appears.



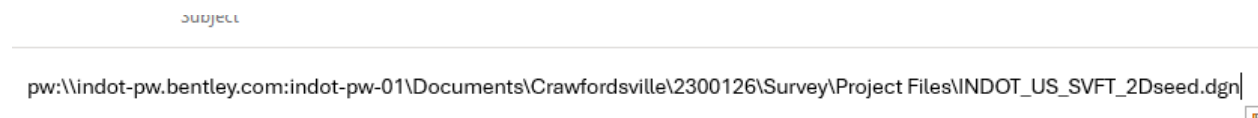
Copying Document/Folder Path from ProjectWise Explorer

Then with the document/folder path copied to your clipboard, you can paste the path as plain text in your e-mail platform (Outlook shown in the following example).



Pasting ProjectWise Document/Folder Path into an E-mail as Plain Text

The resulting plain text link will look like the following:

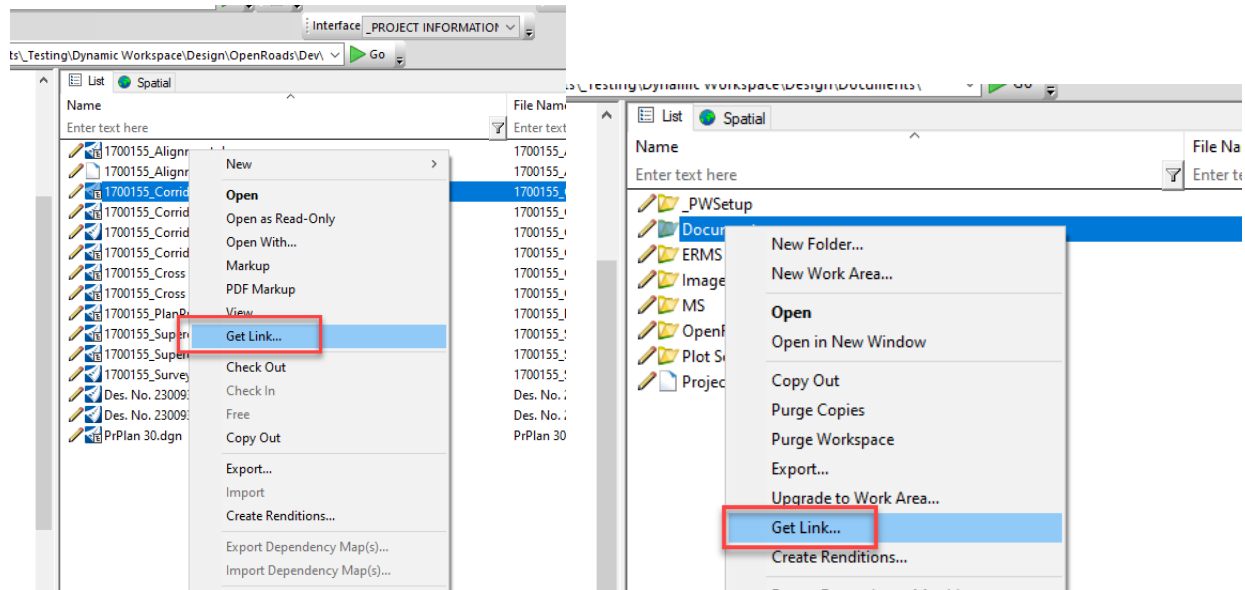


Plain Text ProjectWise Document Link

The recipient of this e-mail can then copy and paste this plain text link in the ProjectWise Explorer Address bar on their computer to locate the document.

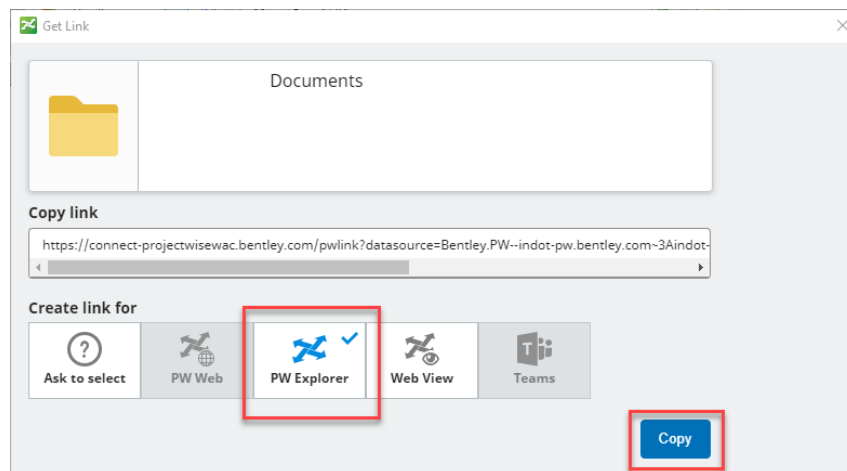
3.4-4b *ProjectWise Explorer Versions 10.00.03.4xx and Higher*

When it comes to sending ProjectWise links via e-mail while using ProjectWise Explorer versions 10.00.03.4xx and higher, users can take advantage of the **Get Link** functionality to accomplish this. Simply right-click on the document/folder listing in ProjectWise Explorer, and then select the **Get Link** option from the menu that appears:

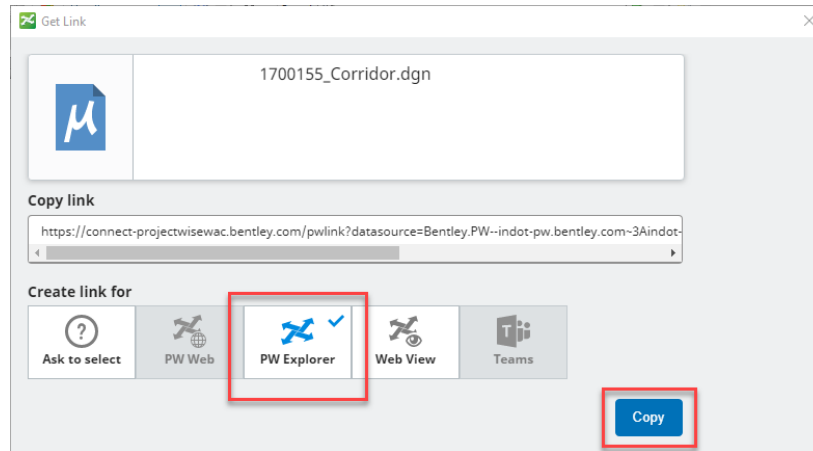


Get Link Option for Document/Folder

You will then be presented with a Get Link dialog. In the “*Create link for*” section of the dialog, make sure that the *PW Explorer* option is selected. Then click on the *Copy* button to copy the link to your clipboard.

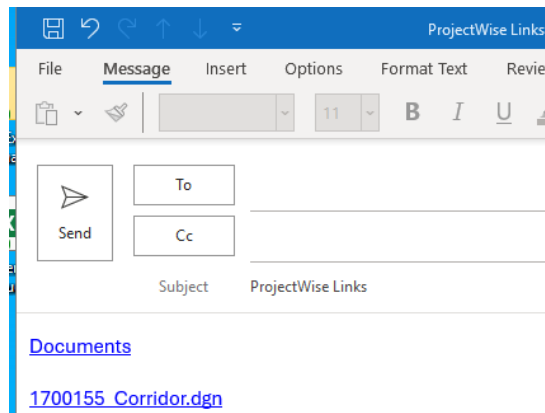


Copying a ProjectWise Folder Link



Copying a ProjectWise Document Link

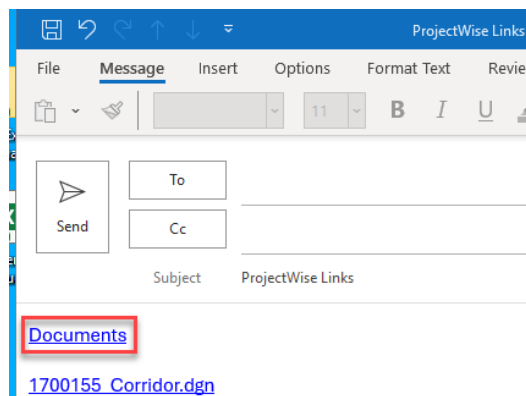
Then with the link copied to your clipboard, you can paste it into the e-mail you wish to attach it to.



ProjectWise Links Attached to E-mail

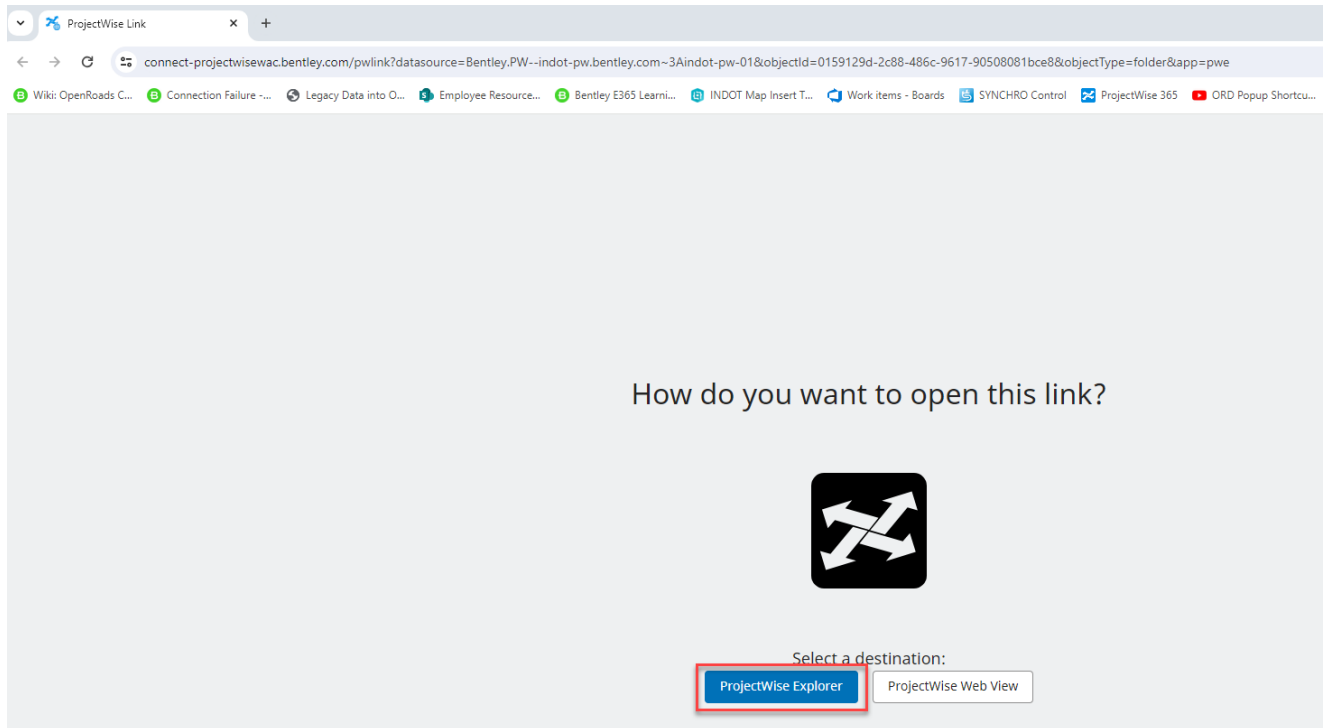
Now, when you *receive* a ProjectWise link via e-mail, simply do the following:

1. Click on the link in the e-mail.



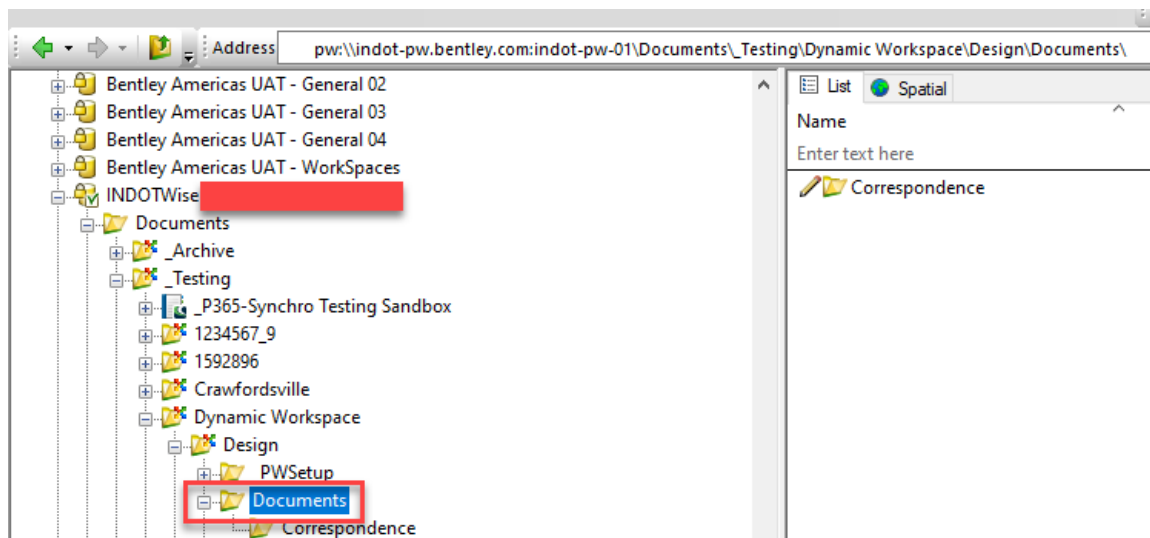
Clicking on ProjectWise Folder Link

- You will then be taken to a web browser, where you will be presented with options on how you want to open the link. Select the *ProjectWise Explorer* option, denoted by a blue button.



ProjectWise Explorer Option in Web Browser

You will then be taken to the document/folder location in ProjectWise Explorer.



Location of Linked Folder in ProjectWise Explorer

4. CAD Support and Documentation Resources

As has been mentioned at various points in this document, there are a number of resources available to make working with INDOT CAD and ProjectWise successful. This section will cover a number of these resources and where to access them.

4.1 **INDOT CAD Website**

INDOT CAD currently maintains our own external website as part of the IN.gov web portal. To get to our site in particular, navigate to <http://www.in.gov/indot/3084.htm> in the browser of your choice. Alternatively, our site can be reached by going to <http://www.in.gov/indot> and navigating to Doing Business with INDOT > Other Business > CAD Support.

On our webpage, you can find a number of resources including:

- News and Information on our workspace and releases, along with system maintenance notifications such as ProjectWise outages, etc.
- [Downloads and Information](#) where you can find our workspace releases and their associated documentation.
- [Current Version](#) information on the Bentley software versions and other assorted applications in use at INDOT.
- [INDOT Digital Delivery](#) where you can view INDOT's home page for our Digital Delivery initiatives.
- Links to other CAD resources such as the Indiana Design Manual, sample style sheets, and other resources.

4.2 **DOTWise**

For those users who are using the INDOT CAD Workspace either externally or connected to our ProjectWise managed workspace, INDOT CAD Support publishes our DOTWise manual twice yearly (March and September). These releases coincide with our typical workspace release schedule and allow for us to publish a variety of changes and documentation updates on a regular schedule.

The DOTWise manual is our major CAD workflow and usage document and covers a number of topics including:

- ProjectWise and MicroStation tools
- Working with InRoads and OpenRoads in ProjectWise
- Survey deliverable production
- Design plan production
- Workspace change logs
- Many other items!

Please keep in mind that INDOT is a ProjectWise integrated shop, and that the resources and procedures called out in this document are all written with ProjectWise usage in mind. Most of the procedures should be easily adjusted for non-ProjectWise usage, but if there are any questions about the content of this document, please don't hesitate to ask.

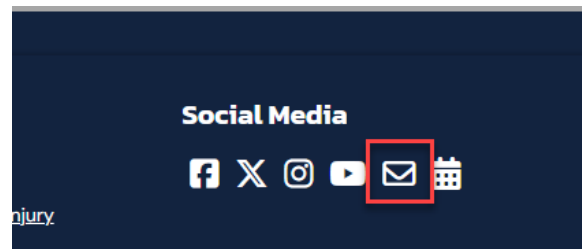
4.3 ProjectWise Documentation Folder

In addition to our website resources, we also publish our documentation to our ProjectWise server for access through those means. Our documentation folder is available both internally and externally and can be found in ProjectWise under the Documents\Resources\Documentation folder location, or at the following ProjectWise link if you're using the ProjectWise Explorer Client: [Documentation](#)

4.4 Signing up for CAD Support Emails

In order to keep our customers informed of upcoming workspace releases, scheduled maintenance, and outages, CAD Support—in conjunction with our Communications team—operates a data extension (i.e., a mailing list) in Salesforce Marketing Cloud to provide this information in a timely fashion to all our users. The process to be added to our mailing list is as follows:

- If you are an INDOT employee and a user of CAD software and/or ProjectWise, we will coordinate directly with our Communications team to get you enrolled to receive our updates.
- External users should enroll through the Email link under the Social Media heading on the bottom right section of the CAD Website (<http://www.in.gov/indot/3084.htm>).



Sign Up for CAD Support Updates

You will then be taken to a web page with a form to subscribe for our updates. Fill out the form fields as directed and click Next to proceed.



SUBSCRIBE FOR UPDATES

Email address
Please enter your e-mail address to sign up for updates or to access your subscriber preferences.

First Name **Last Name**

County

Mobile Number
Please enter your mobile number to sign up for SMS alerts.

☐ By entering my mobile number and checking this box I agree to receive important messages from the State of Indiana regarding interactions with various state agencies, boards and commissions. Msg freq varies Text HELP to 43816 for help, Text STOP to 43816 to end. Msg&Data Rates May Apply. By opting in, I authorize the State of Indiana to deliver SMS messages using an automatic telephone dialing system and I understand that I am not required to opt in as a condition of purchasing any property, goods, or services. By leaving this box unchecked you will not be opted in for SMS messages at this time.

[Click to view Terms and Conditions](#) and [Privacy Policy](#)

Subscription Page for CAD Support E-mail Updates

You will then be taken to a Notification Settings page. On this page, scroll down to the **Indiana Department of Transportation (INDOT) - external** category, and select the checkbox for **DOT – Computer Aided Design (CAD) – ProjectWise**. Then with your selection made, scroll all the way down to the bottom of the page and click Save to confirm your selection.

Improve 64	☐	☐
Indiana Department of Transportation(INDOT)- external ☐		
Operations Field info	☐	☐
DOT - Public Meetings & Hearings	☐	☐
DOT - Computer Aided Design (CAD)-Project Wise	☒	☐
DOT - Environmental Services	☐	☐

Enabling Notifications of CAD Support Updates

West Central(Crawfordsville) District ☐		
West Central - Warren County	☐	☐
West Central - Vigo County	☐	☐
West Central - Vermillion County	☐	☐
West Central - Tippecanoe County	☐	☐
West Central - Putnam County	☐	☐
West Central - Parke County	☐	☐
West Central - Hendricks County	☐	☐
West Central - Clinton County	☐	☐
West Central - Clay County	☐	☐
West Central - Boone County	☐	☐
West Central - Benton County	☐	☐
West Central - Montgomery County	☐	☐
West Central - Fountain County	☐	☐

Saving Your Notification Selection

4.5 Contacting INDOT CAD Support

The easiest way to contact INDOT CAD Support is normally through the Helpdesk Assistant. Tickets normally make their way to us relatively quickly and a response should be received shortly after submission. Should you feel that your ticket has not been responded to in a timely fashion, please contact the members of the CAD Support team by forwarding your ticket to indotcadsupport@indot.in.gov so we can see if it's been assigned incorrectly. Please keep in mind however, that our SLA is 1 business day and not all issues can be addressed immediately.