EOO Helpdesk Questions

Below are sample questions that were sent to the EOC helpdesk, and the answers provided to the questions.

Q: After how many days does the EOC password expire?

Answer: **EOC passwords expire every 65 days.**

Q: When logging into the EOC System, I'm getting "Error Code 3 = User ID has been revoked.

Answer: It means the EOC password for the user needs to be reset. The user should send an email to the FDOT Service Desk at fdot.servicedesk@dot.state.fl.us with the following information:

- ➢ **Provide their EOC user ID**
- ➢ **Provide their First and Last Name**
- ➢ **Make a request in the email that they need their password reset**

Q: I don't have any DBE Subs on my project, what do I need to do in EOC? **Answer: The user needs to select the Submit with Zero DBE Commitment button in EOC under the DBE Commitments tab. (Reference the handout on how to report with Zero DBEs).**

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Q: I don't see the **payment detail** button when I go to make a payment for a DBE sub.

Answer: The user needs to ensure they <u>unmark</u> the final payment flag, (See instructions on how to unmark a final payment). This will bring up the payment detail button.

Q: I need help updating our DBE Commitment amount. I need to change it to reflect the work we are subcontracting out. Our new DBE Commitment should be $2,535,362.12.

Answer: You will need to create a <u>new DBE commitment</u> with a negative (- $1,046,166.34, i.e., the difference) to decrease the commitment from $3,581,528.46 to $2,535,362.12.

Q: I have tried several times to go into the EOC system to find these contracts. The two (**E3082-R1, E3063-R1**) say there is no match for this contract.

Answer: The user needs to make sure <u>not to use the letter O</u> instead of zero (0) when searching for the contract in EOC e.g., E3O82-R1; E3O63-R1.

Q: I have successfully logged in but am unable to access a local agency contract G0B58 in EOC.

Answer: Below is the information that this contract is missing in GAP for EOC retrieval: (1) Local agency contract number (2) Prime Name and Federal Tax id (3) Local Agency Contract Execution date (4) Contract amount

Q: We cannot add any payments or adjust any payments due to the warning "final payment was marked".

Answer: The user will need to <u>unmark the final payment checkbox</u>, then the system will allow to add further payments (refer to handout on how to unmark final payments).

Q: The EOC system says that the total contract amount for C-9L03 is $77,799.59 and I cannot enter our Sub agreements/DBE Commitments for this contract.

Answer: Contract C9L03 is a <mark>districtwide contract</mark>, the contract amount is based on <u>actual expenditures</u> (payments made to the prime by FDOT), and the user would report DBE commitments and payments based on the expenditures issued so far. As more payments are made to the prime, the user can adjust the DBE commitment and payment.

Q: Please take a look at Contract 13-56 BK. All commitments and payments have been accepted, however, the reports are showing that there are no DBE credits.

Answer: The DBE credits will show on the report after the district staff review the entries (i.e. approve them).

Q: I have a user ID for The Middlesex Corporation the second company is Middlesex Paving, LLC. How do I obtain a second user ID for this company to log in for Bidder Opportunity?

Answer: The second company can be added to the existing user account in EOC. The user does not have to apply for a second EOC userid. The user will need to send an email to the EOC technical team (EOOHelp@dot.state.fl.us)

Q: I received an email giving me a username, now when I try to log in to the system it is telling me I am not authorized.

Answer: It means the user has to wait 24 hours for their account to be activated in EOC from the time they received their new EOC login.

Q: I put in a commitment and I don't know how to change it, our initial commitment was $125,239.00 and has changed to $200,000.

Answer: The user will need to create a new commitment with the additional commitment dollars of $74,761(which is the difference between the two amounts ($200,000 - $125,239.00 = $74,761).

Q: I put in a commitment of $100,000 and I need to delete it.

Answer: The user will need to create a new commitment of negative $100,000 (i.e. - 100,000). This will void/cancel the commitment.

Note: This same concept applies to DBE payments, if the user puts in a wrong payment, they can create a new payment of a negative amount to zero out the payment.