



User Guidance – Locked Accounts

The following cases will result in locked account access:

- A. Expired certificate of insurance
- B. Expired ATSSA certification
- C. Expired annual barricading permit

When an account is locked, the user is not able to connect to their Licensed Professional Information needed to submit TCPs.

Guidance to update information is provided on page 2.

User Guidance – Locked Accounts



A. If Certificate of Insurance is Expired:

Step 3: Select “Record Info”, then “Attachments”



Online Permits and Research



Online Permits and Research

Home Search + New Schedule Return to City of Tempe Arizona

Announcements Logged in as: Tom Traffic Collections (0) Cart (0) Account Management Logout

Transportation

Record BAR23022:
Traffic Eng Barricade Certification
Record Status: Active

Add to cart
Add to collection

Record Info Payments Conditions 1 Custom Component

The record was LOCKED on 11/22/2023.
Condition: Expired Insurance Severity: Lock
Total Conditions: 1 (Lock: 1)

View Condition

Home Search + New Schedule Return to City of Tempe Arizona

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Transportation

Record BAR23022:
Traffic Eng Barricade Certification
Record Status: Active

Add to cart
Add to collection

Record Info Payments Conditions 1 Custom Component

Record Details

LOCKED on 11/22/2023.
Insurance Severity: Lock
(Lock: 1)

View Condition

Related Records

Attachments

NOTE: IF THE DROP-DOWN OPTION FOR “ATTACHMENTS” DOES NOT APPEAR, REVIEW ACCOUNT MANAGEMENT / CONTACT INFORMATION TO ENSURE YOUR EMAIL ADDRESS IS UP-TO-DATE.

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A. If Certificate of Insurance is Expired:

Step 4: Upload new certificate of insurance and cancellation letter

Step 5: City review and account unlock (allow up to 3 business days for review)



Online Permits and Research

The screenshot shows the 'Record BAR23022: Traffic Eng Barricade Certification' page. The record status is 'Active'. A warning banner indicates the record was locked on 11/22/2023 due to an expired insurance condition. Below this, there is a table of attachments:

Name	Record ID	Type	Size	Latest Update	Action
ATSSA	BAR23022	ATSSA CERTIFICATION	32.16 KB	11/22/2023	Actions
Cancellation	BAR23022	CANCELLATION LETTER	32.16 KB	11/22/2023	Actions
COI	BAR23022	INSURANCE CERTIFICATE	32.16 KB	11/22/2023	Actions

At the bottom left of the interface, there is a green-bordered 'Add' button.

The 'File Upload' dialog box contains the following text: 'The maximum file size allowed is 256 MB. The following file types are not allowed to upload: html; htm; mht; mhtml; exe; bat; dll; jsp; js; .cs; .msi; exe; .config;'. At the bottom, there are four buttons: 'Continue', 'Add' (highlighted with a green border), 'Remove All', and 'Cancel'.

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B. If ATSSA Certification is Expired:

Step 1: Log in to portal, select “Search” and “My Records”



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Home Search New Schedule Return to City of Tempe Arizona

My Dashboard My Permits Logged in as: Tom Traffic Collections (0) Cart (0) Account Management Logout

My Records

Building Safety Applications
Community Facilities District Accounts
Prison Development
Engineering Applications
Planning Signs Applications
Engineering Div Utilities Applications
Transportation Applications

Hello, Tom Traffic

Saved in Cart (0) View Cart

My Collection (0) View Collections

There are no items in your shopping cart right now.

You do not have any collections right now.

Work in progress View All Records

Record Name	Record ID	Module	Creation Date	Action
No records found				

Step 2: Select existing BAR record



Online Permits and Research

Home Search New Schedule Return to City of Tempe Arizona

Announcements Logged in as: Tom Traffic Collections (0) Cart (0) Account Management Logout

▼ Transportation and Residential Parking

Showing 1 of 1 Download results | Add to collection | Add to cart

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Application Name	Status	Action
<input type="checkbox"/>	11/22/2023	BAR23022		Traffic Eng Barricade Certification		Active	

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B. If ATSSA Certification is Expired:

Step 3: Select “Record Info”, then “Attachments”



Online Permits and Research



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Home Search New Schedule Return to City of Tempe Arizona

Announcements Logged in as: Tom Traffic Collections (0) Cart (0) Account Management Logout

Transportation

Record BAR23022:
Traffic Eng Barricade Certification
Record Status: Active

Add to cart
Add to collection

Record Info Payments Conditions 1 Custom Component

The record was LOCKED on 11/22/2023.
Condition: Expired ATSSA Certification Severity: Lock
Total Conditions: 1 (Lock: 1) View Condition

Home Search New Schedule Return to City of Tempe Arizona

Announcements Logged in as: Tom Traffic Collections (0) Cart (0) Account Management Logout

Transportation

Record BAR23022:
Traffic Eng Barricade Certification
Record Status: Active

Add to cart
Add to collection

Record Info Payments Conditions 1 Custom Component

Record Details
Record was LOCKED on 11/22/2023.
ATSSA Certification Severity: Lock
(Lock: 1) View Condition

Related Records

Attachments

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B. If ATSSA Certification is Expired:

Step 4: Upload new certificate of insurance and cancellation letter

Step 5: City review and account unlock (allow up to 3 business days for review)



Online Permits and Research

Home Search + New Schedule Return to City of Tempe Arizona

Announcements Logged in as: Tom Traffic Collections (0) Cart (0) Account Management Logout

Transportation

Record BAR23022: [Add to cart](#)
Traffic Eng Barricade Certification [Add to collection](#)
Record Status: Active

Record Info Payments Conditions Custom Component

The record was LOCKED on 11/22/2023.
Conditions: Expired ATSSA Certification Severity: Lock
Total Conditions: 1 (Lock: 1) [View Condition](#)

Attachments
The maximum file size allowed is 256 MB.
The following file types are not allowed to upload: html; htm; mht; mhtml; exe; bat; dll; jsp; js; cs; msi; exe; .config;

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COI	BAR23022	INSURANCE CERTIFICATE	32.16 KB	11/22/2023	Actions

[Add](#)

File Upload

The maximum file size allowed is 256 MB.
The following file types are not allowed to upload: html; htm; mht; mhtml; exe; bat; dll; jsp; js; cs; msi; exe; .config;

[Continue](#) [Add](#) [Remove All](#) [Cancel](#)

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C. If Annual Barricading Permit is Expired:

- Step 1:** Email all required documents to ET-barricading@tempe.gov, requesting review and restore of portal access

- Step 2:** Apply for new annual barricading permit by entering all required information, uploading all documents

- Step 3:** City Review (5 business days)

- Step 4:** Payment of Annual Barricading Permit Fee

- Step 5:** City issues Annual Barricading Permit

- Step 6:** Barricade company may submit TCPs

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