

## Frequently Asked Doc Express Questions

### What contracts go into Doc Express?

All STIP projects after January 2019 are administered through Doc Express. Local Agency Projects will continue to be managed outside of Doc Express.

### When do contractors get access to a project?

When the contractor receives Notice to Proceed is when the system administrators add the contractor to the project.

### How do I sign up for Doc Express training?

**Contractor's** – If you have been awarded an ODOT STIP project please contact our e-Construction team at:

[odoteconstruction@odot.state.or.us](mailto:odoteconstruction@odot.state.or.us) and let us know you are ready to sign up for training and what contract you have been awarded.

**Consultants** - If you will be the Agency representative on a STIP project please email the e-Construction team at:

[odoteconstruction@odot.state.or.us](mailto:odoteconstruction@odot.state.or.us)

### Where do I find the Doc Express User Guides?

The User Guides can be found in the Standard Doc Project and Doc Express User Guide Drawer:

<https://docexpress.com/documents/710860>

### What if I forget my password?

Please contact InfoTech directly if you have forgotten or have been locked out due to wrong password.

Support Hours: 7:00 AM - 8:00 PM Eastern  
Phone: 888 352 2439 / Email: [support@docexpress.com](mailto:support@docexpress.com)

### If I am a subcontractor on a STIP project, how do I get access to Doc Express?

Subcontractors need to contact the Prime contractor they are working with directly about access to Doc Express.

### Where do I find the Master List?

The Master List contains the Naming Convention, Type, workflow, and location of all documents. It can be found in the Standard Documents Project within the Master List drawer of Doc Express. Choose the Master List drawer that matches your contract.

### What if I have a document that isn't listed in the Master List?

Please send an email to [odoteconstruction@odot.state.or.us](mailto:odoteconstruction@odot.state.or.us) and include the following:

- "NAME OF DOCUMENT" you would like added to Doc Express
- Any additional steps in the workflow (e.g., adding review by PM)
- Any suggestion about which drawer that you think this document should be submitted and/or published
- Any other pertinent information
- Attached a copy of the document(s) to this email.

The Doc Express group will review the document and its process and get back to you with a decision.