

Frequently Asked Questions

AgilePoint Change Order Process

Q: How can I see a list of change orders that are waiting on me?

A: Go to <https://bpm.kytc.ky.gov/workcenter/index>
In the My Tasks tab, you will see any change orders that are assigned to you.

Q: Can I make changes to the change order in SiteManager while it is in AgilePoint?

Yes, you can still change the change order in SiteManager until the change order is changed to Pending without forwarding the change order again. If quantity or items are changed, it will automatically route back through the approval process, but changes made to spelling, grammar, or wording will automatically show up when the next person in the approval process receives the change order without forwarding again in SiteManager or moving back in the AgilePoint process.

If changes are not showing up in AgilePoint after making the changes in SiteManager, please call or email the SiteManager Help Desk in the Division of Construction (502)564-4780.

Q: How do I see where a change order is in the process?

A: Go to <https://business.kytc.ky.gov/apps/bpm/eConstruction/Lists/Change%20Orders%20Under%20Review/AllItems.aspx>

The SharePoint site is the easiest place to track your change orders. Make sure you are in the **All Change Orders** Section. If not, you should be able to choose that on the left of the screen. When in All Change Orders, you can type your CID in the search box and the change orders will come up with their current reviewer in the Reviewer column.



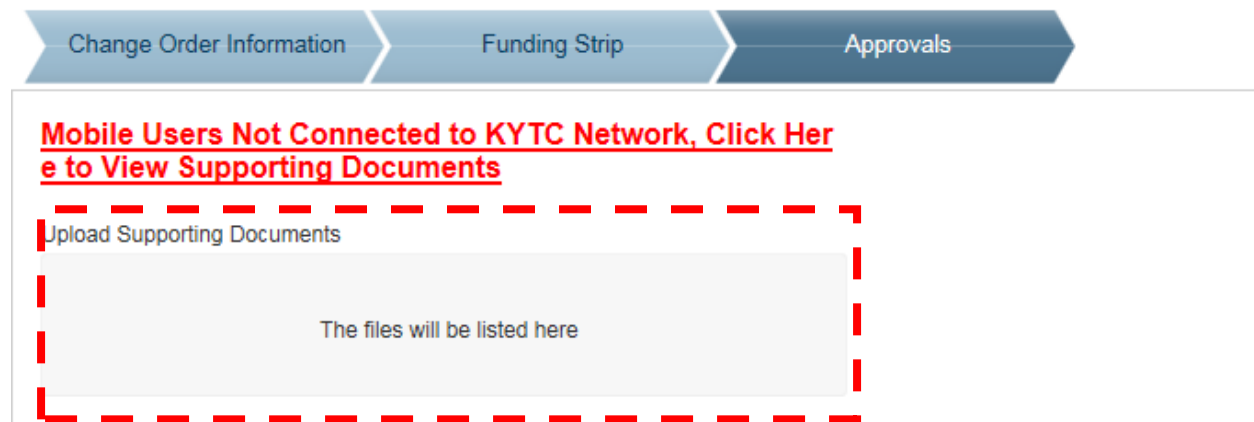
Q: Why am I getting an email after my creator review that looks like it's supposed to be for the Contractor?

A: The Creator gets copied on the email to the Contractor so they can make sure they've not mistyped the email address and so the Cabinet has a record of who the Contractor email went to. This will also come in handy if the Contractor loses the copy of their email because they will have no way to retrieve it. The creator can send the email to them again.

Q: How do I attach supporting documentation to a change order?

A: Supporting documentation can be attached at the Creator and Liaison Level. You can drag and drop files into the box shown below. Or you can click on the box and it will bring up your FileExplorer to locate the file you want to attach. The files will be automatically uploaded to ProjectWise.

Draft Change Order Report



Q: The Contractor has called and doesn't know their PIN number. What do I do?

A: The PIN number was sent by US mail to the President or highest officer of the Company. First, they should ask them if they received the PIN. If they have lost it, they should call Erika Drury or Matt Looney in the Division of Construction and they will resend their PIN by mail to the same person.

Q: I have forwarded a change order in SiteManager and feel like I should have gotten an email by now. What should I do?

A: The email should come very soon after you've forwarded the change order. If not, please call or email the SiteManager Help Desk in the Division of Construction (502)564-4780.

Q: As a Section Engineer, will I have to process the change order at all in the Pending Phase?

A: No, the only thing the section office will get when the change order is in the pending phase in Agile Point will be a copy of the email that is sent to the contractor. After that the email with the final approved change order will be sent when the process is complete.

Q: What should I do if I can't access the supporting documentation?

A: If you are on the network, you can click the link in your email that says "[Click here](#) to go to your task list." You may have to sign into the Kentucky Employees Exec Cabinet link with your AD account.

Then under Documents, find the Contract ID and Change Order number. The Supporting Documents can be found in that folder.

If you're on a mobile device, you will have to click on the link above the supporting documents. You will also have to sign in with your AD credentials to Kentucky Employees Exec Cabinet.

Q: What if I get a message that says "This version of Safari is unsupported" on my Apple Device?

A: You either need to turn off Private Browsing or click on "Continue Unsupported"