

Frequently Asked Questions

AgilePoint Change Order Process

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

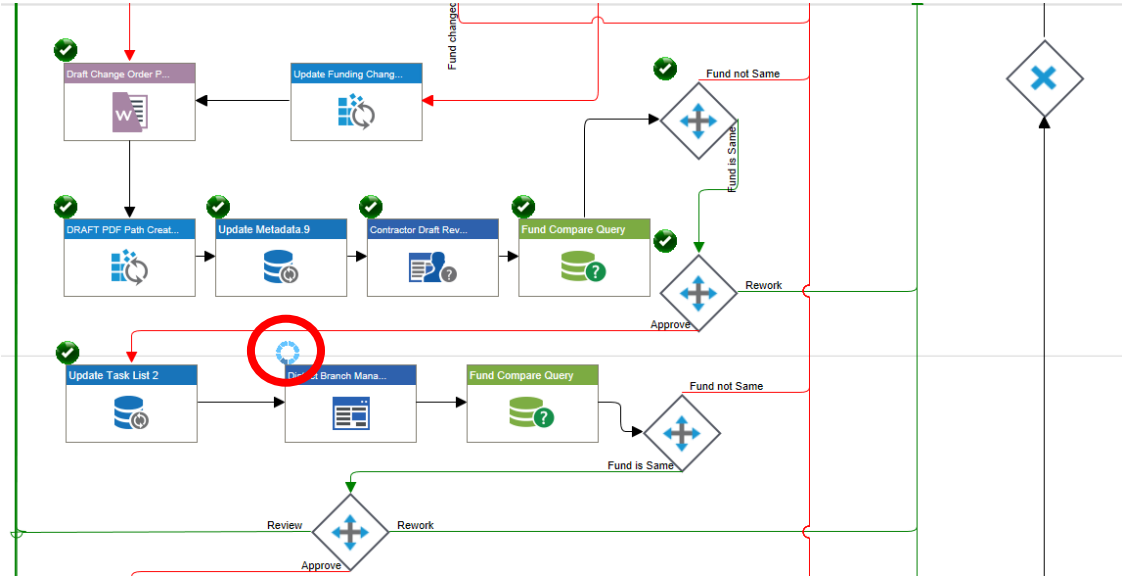
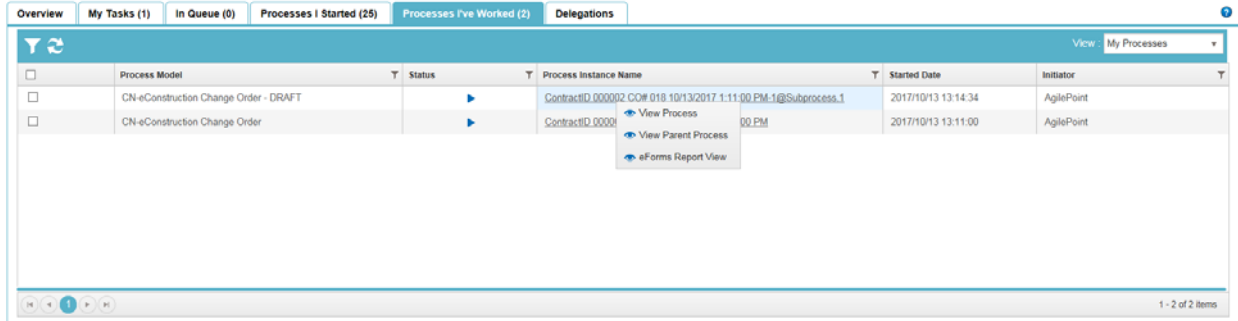
A: Go to <https://bpm.kytc.ky.gov/workcenter/index>

In the My Tasks tab, you will see any change orders that are assigned to you.

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

A: Go to <https://bpm.kytc.ky.gov/workcenter/index>

In the Processes I've Worked tab you should see Change Orders that you have approved. If you click on one, you should get the options shown below. Click View Process and you will see the flow chart of the process. The spinning circle is where the change order sits. You have to drag the screen when you get to the flow chart instead of scrolling.



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: 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. If quantity or items are changed, it will automatically route back through the approval process, but changes made to spelling, grammar, or wording will show up when the next person in the approval process receives the change order.

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 the SiteManager Help Desk 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, call the SiteManager Help Desk in the Division of Construction (502)564-4780.

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"