

STATE OF MICHIGAN

Oversize/Overweight Permit System (MiTRIP)

Customer assistance with common issues

9/11/2014

Version 1.1

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*Click on your selection above to go directly to the page.

Map Control Will Not Load on Routing Page

1) Are they using a computer with Microsoft Windows?

➔ **MiTRIP will only work on a Microsoft Windows computer (desktop or laptop). No Apple products or mobile devices should be used.**

2) Have them close any browser pages that they may have open.

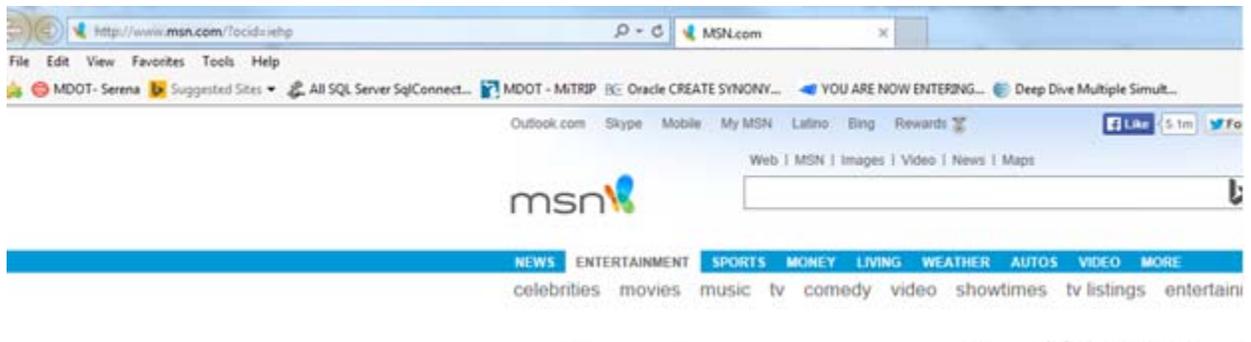
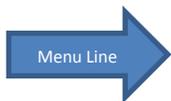


3) Launch the Internet Explorer browser. This is done by clicking the . It doesn't matter what their browser home page is (i.e. the browser page could open to Google, MSN, AOL, etc.)

4) In Internet Explorer the menu line should be viewable below the browser's address bar:

File Edit View Favorites Tools Help

➔ **If the customer cannot see the the menu line, have them press and release the ALT key on their keyboard. Doing this will make the menu line visible and highlight the first word in the menu line, File**



5) Select **Help**, then **About Internet Explorer**



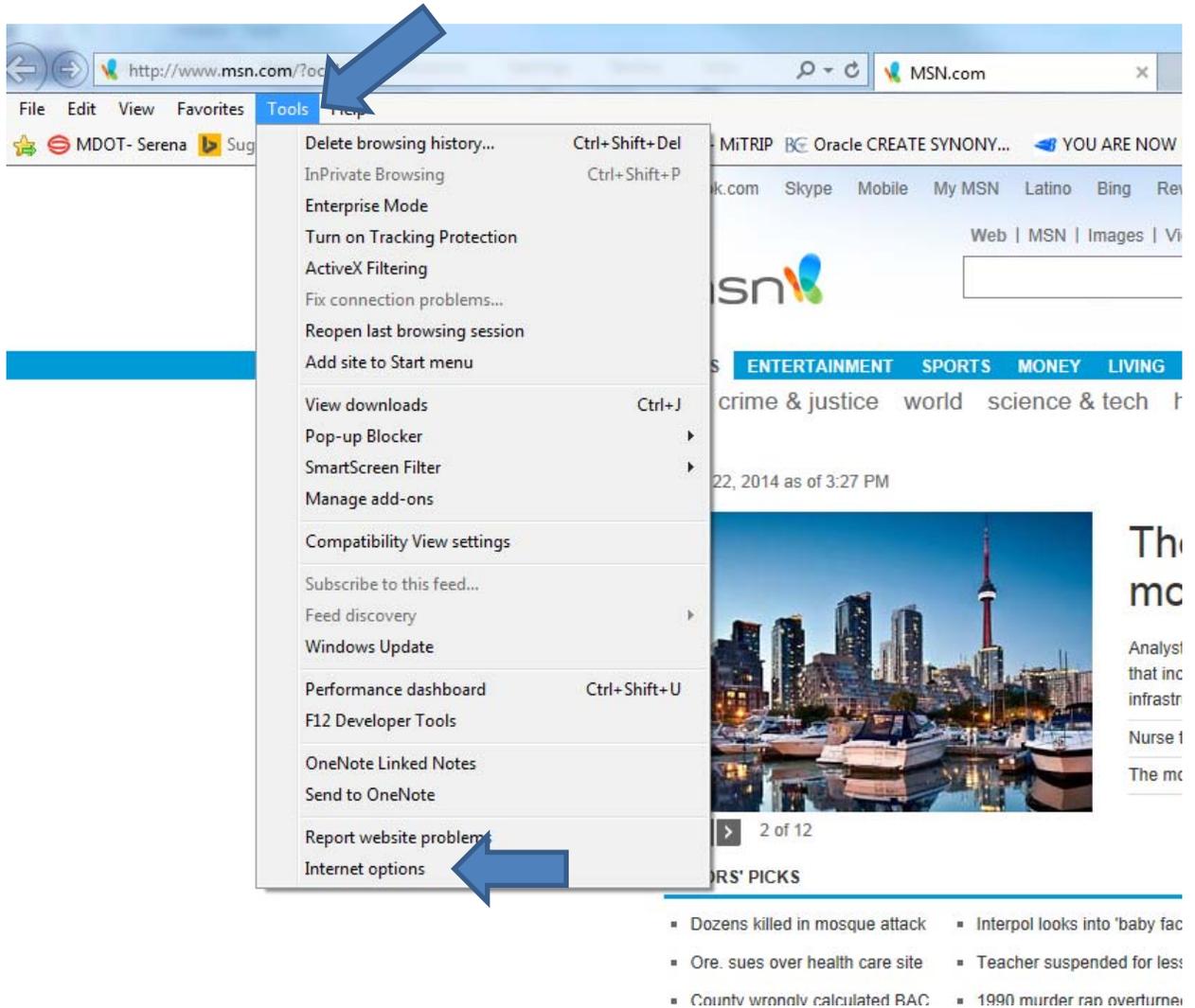
6) Ask what version of browser they have and if they see anywhere in the **About Internet Explorer** box where it says 64 bit or 64X. If so then they are using the 64 bit version of IE. This could be true if their machine is Windows 7 or Windows 8. Select the **Close** button.



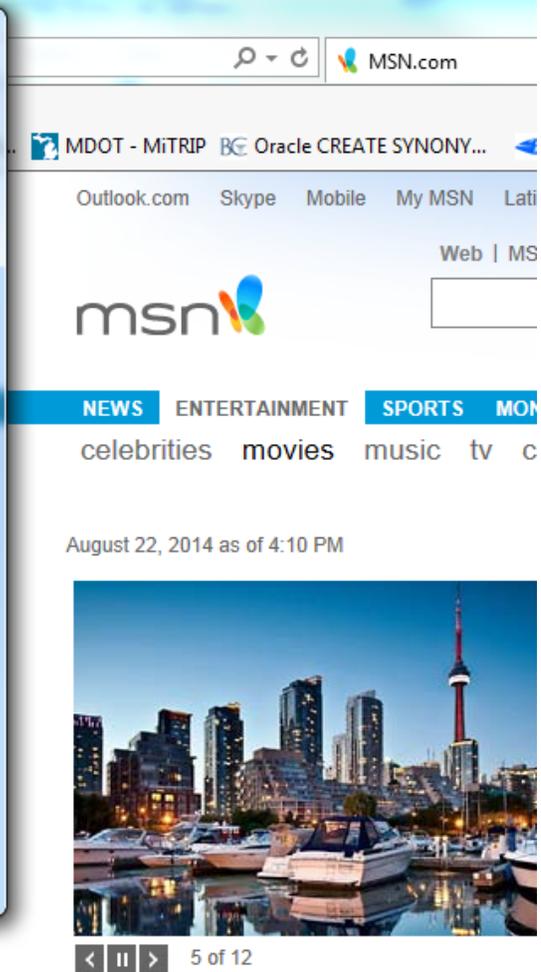
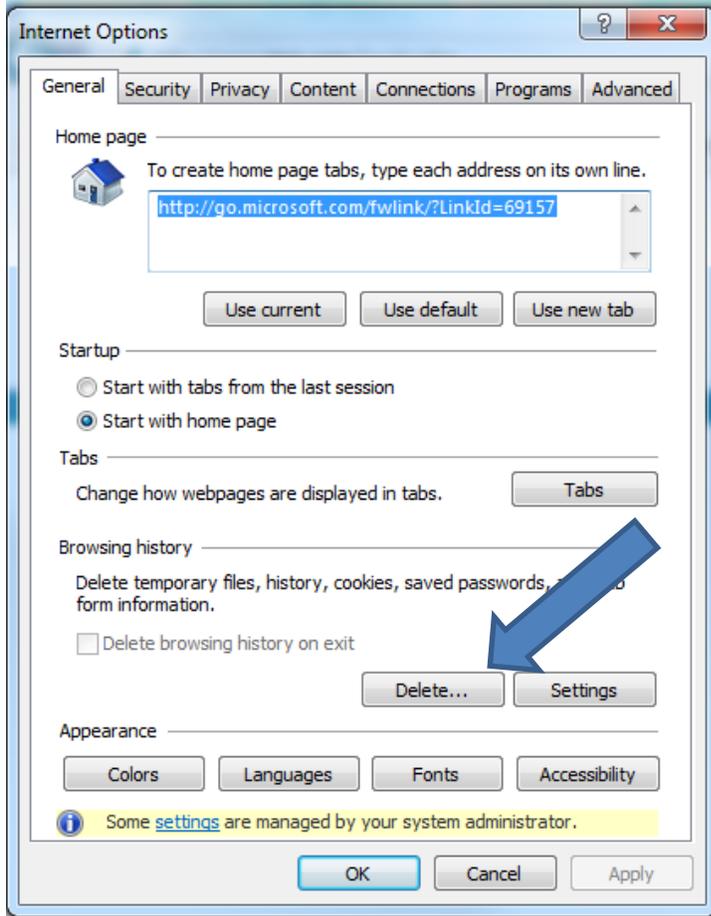
If using a 64 bit version of Internet Explorer, go to [Finding/Launching the 32 bit version of Internet Explorer](#) on page 22 then come back and continue from [Step 4](#).

- ➔ **MiTRIP will only work with a 32 bit browser so either you need to have them find their 32 bit version of Internet Explorer on their machine (preferred) or they will need to use Chrome or Firefox ([Chrome/Firefox](#) on page 29)**

- 7) Select **Tools, Internet Options** from the menu line
- ➡ If the customer cannot see the the menu line, have them press and release the ALT key on their keyboard. Doing this will make the menu line visible and highlight the first word in the menu line, File

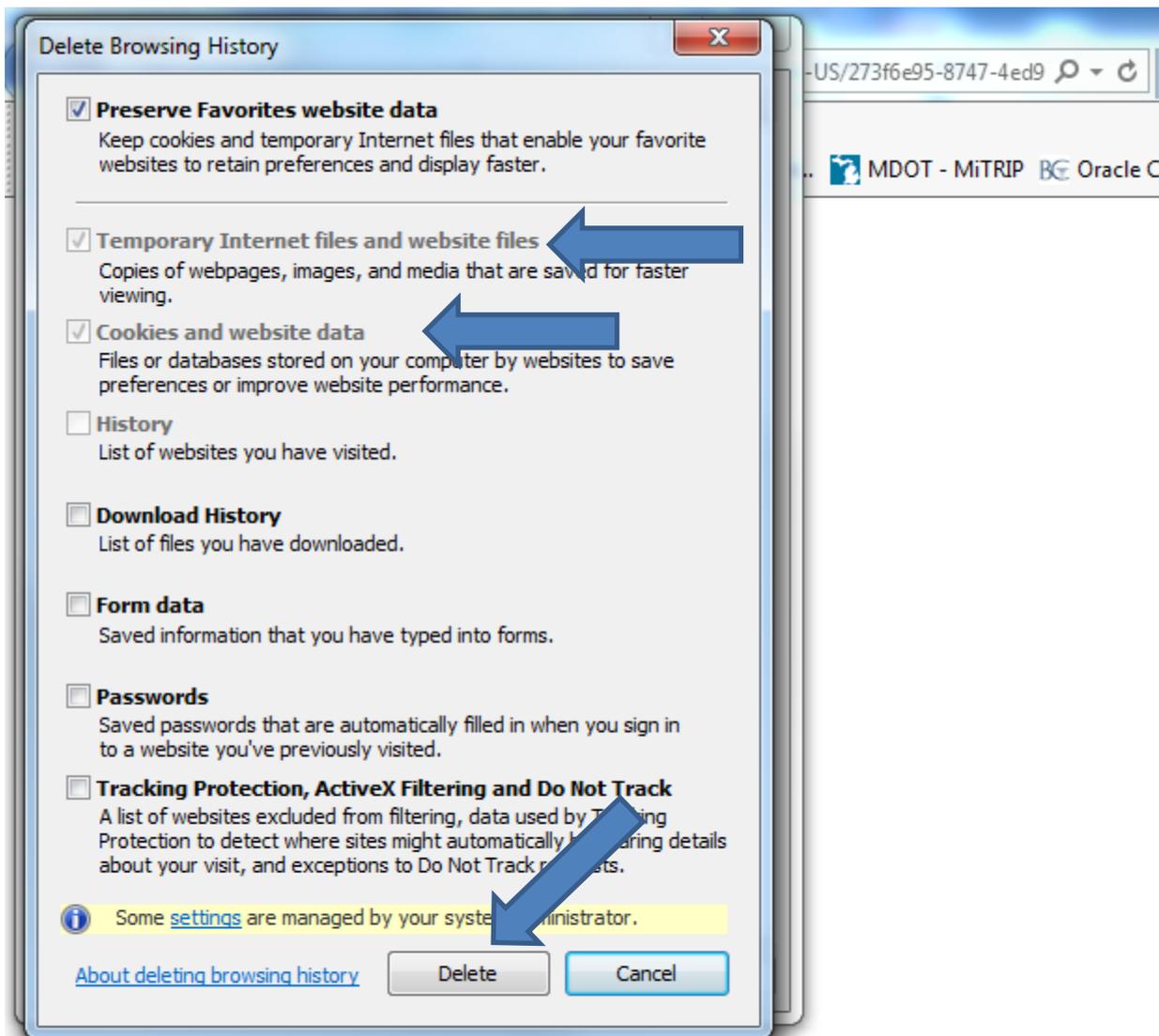


8) Select **Delete...** button under **Browsing History**.

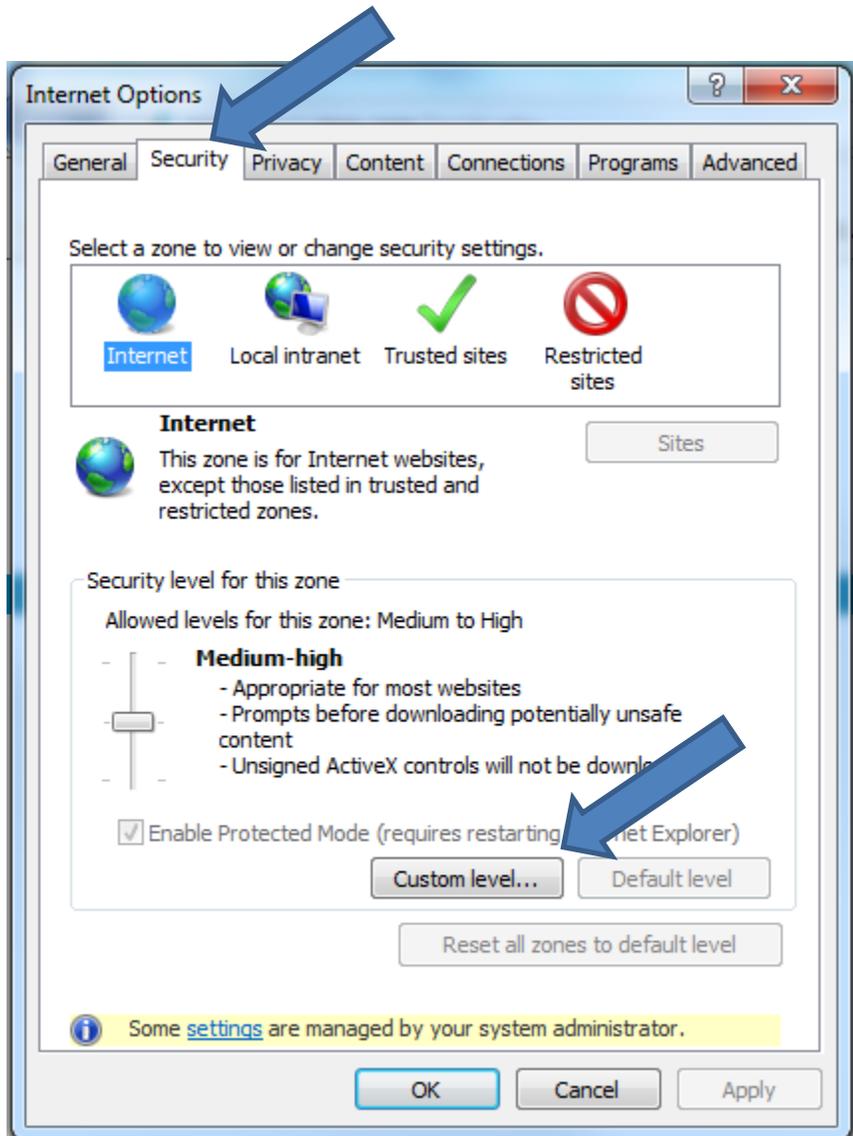


9) **Delete Browsing History** box opens. Make sure that **Temporary Internet files and website files** and **Cookies and website data** are checked then select the **Delete** button. Once finished deleting the **Delete Browsing history** box will close leaving you back at the **Internet Options** box.

➡ If anything else is checked it doesn't matter to MiTRIP. To clean up the browser for MiTRIP the 2 items mentioned here are the only ones that matter, the customer can leave the rest as is.



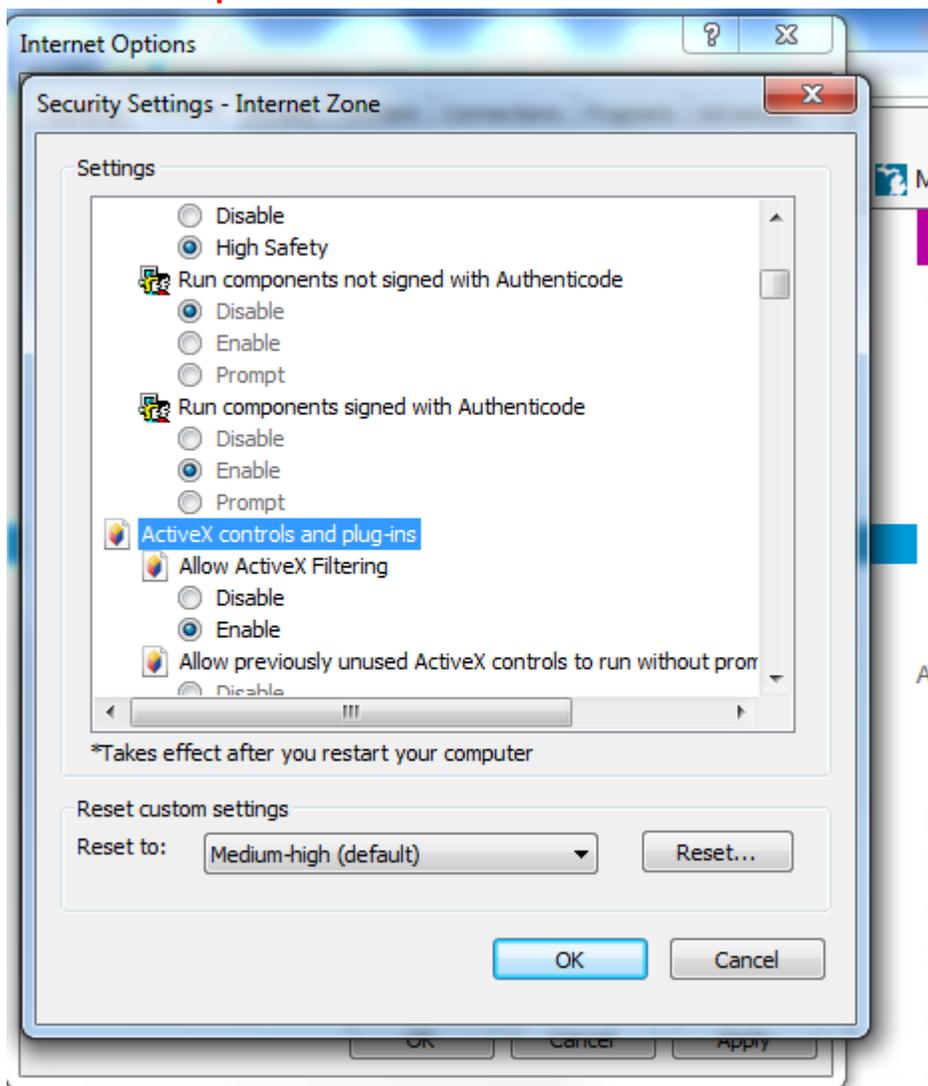
- 10) From the **Internet Options** box select the **Security** tab. Select the **Security** tab, then select the **Custom Level ...** button.



- 11) The **Security Settings – Internet Zone** box will open. In the **Settings** box have them scroll down until they see the section heading **Active X Controls and plug-ins**.

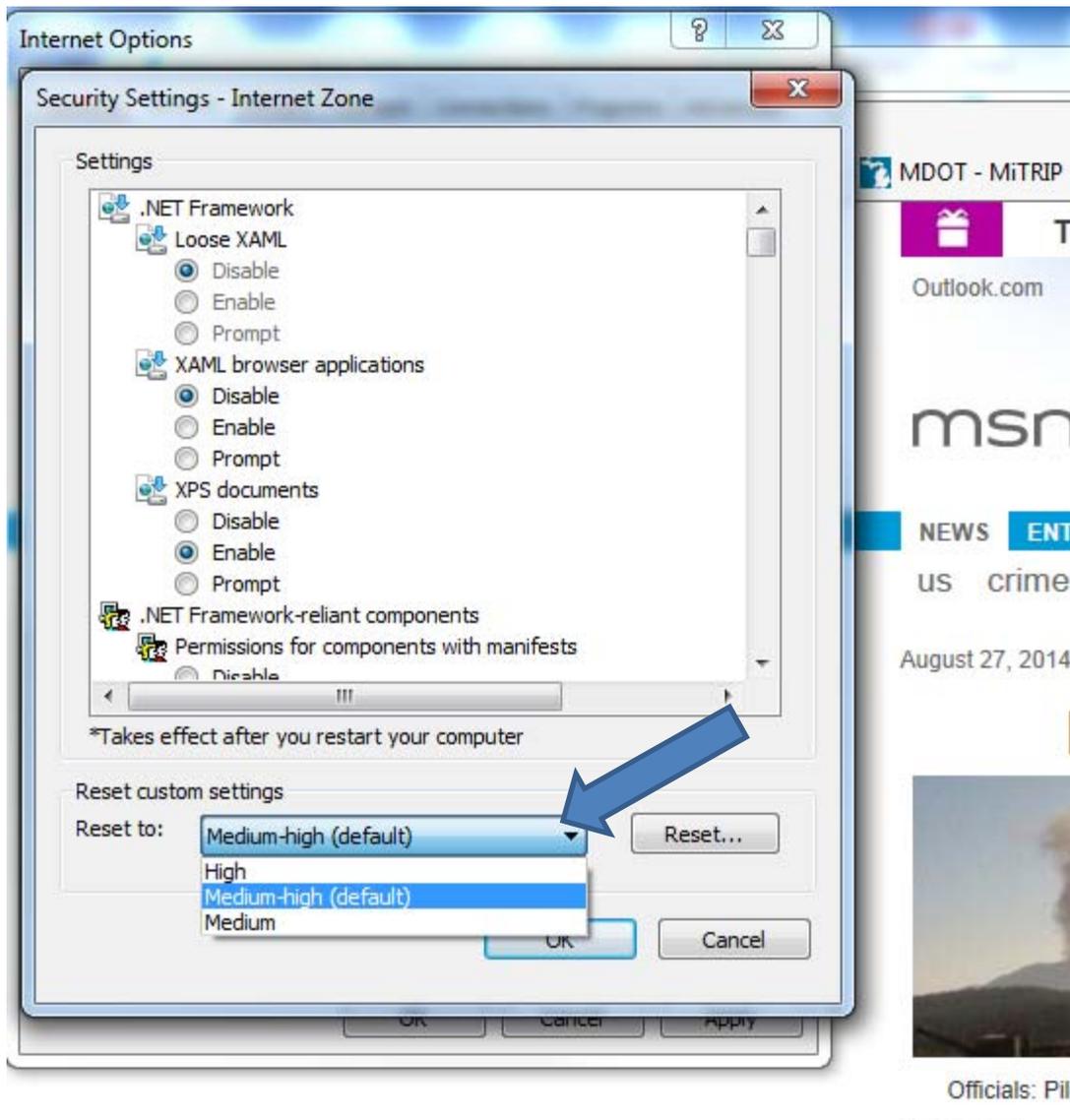
There are 4 options under **Active X Controls and plug-ins** that need to be set to **Enable**. If anything else is set to enable it doesn't matter to MiTRIP, the customer does not need to change anything but the 4 mentioned.

- **Allow Scriptlets**
 - **Automatic prompting for ActiveX controls**
 - **Run ActiveX controls and plug-ins**
 - **Script ActiveX controls marked safe for scripting**
- ➔ **If the customer has to enable the last one in this list then the computer should be restarted.**

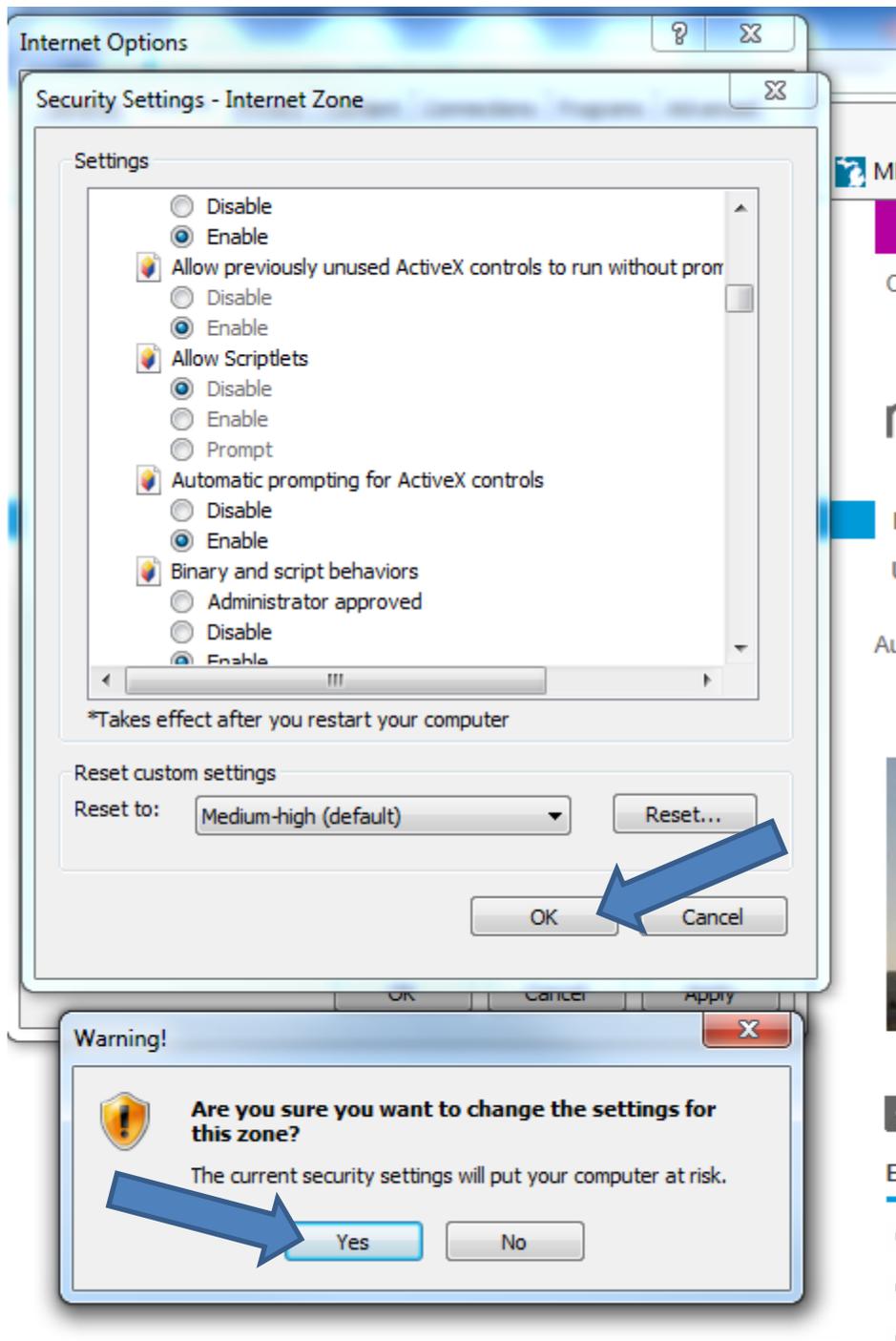


12) Verify **Reset custom settings**. Customer settings should be set to medium-high or below. This is a drop down and the setting can be adjusted as needed.

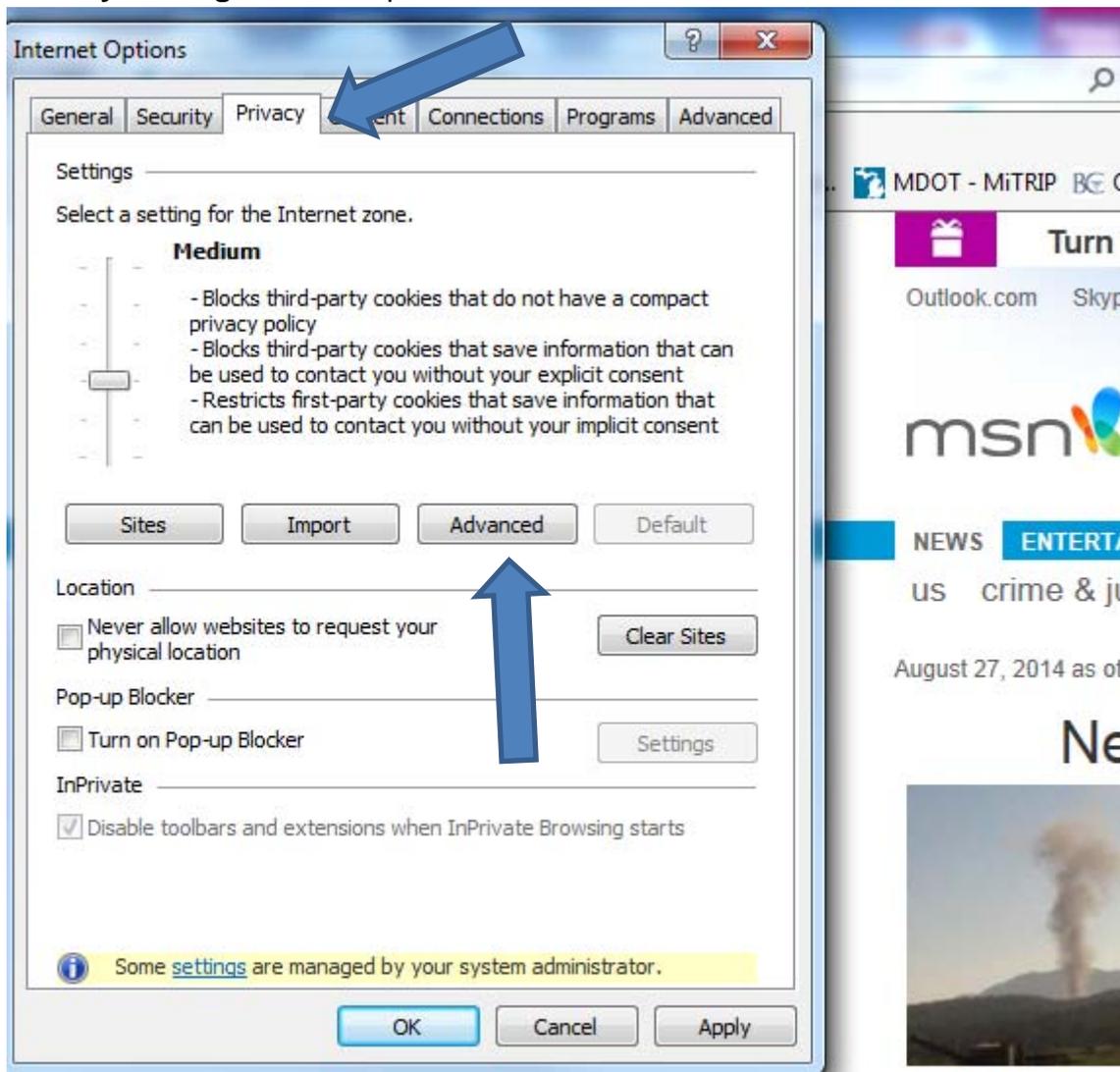
➔ **Typically this does not need to be done. In the past (earlier browser versions) having the setting at High created issues.**



- 13) Click **OK** from Security Settings box. A message box will pop up similar to below if the customer has changed any of the settings. Select **Yes** to confirm the changes (if any) made. You will be taken back to the **Internet Options** box.

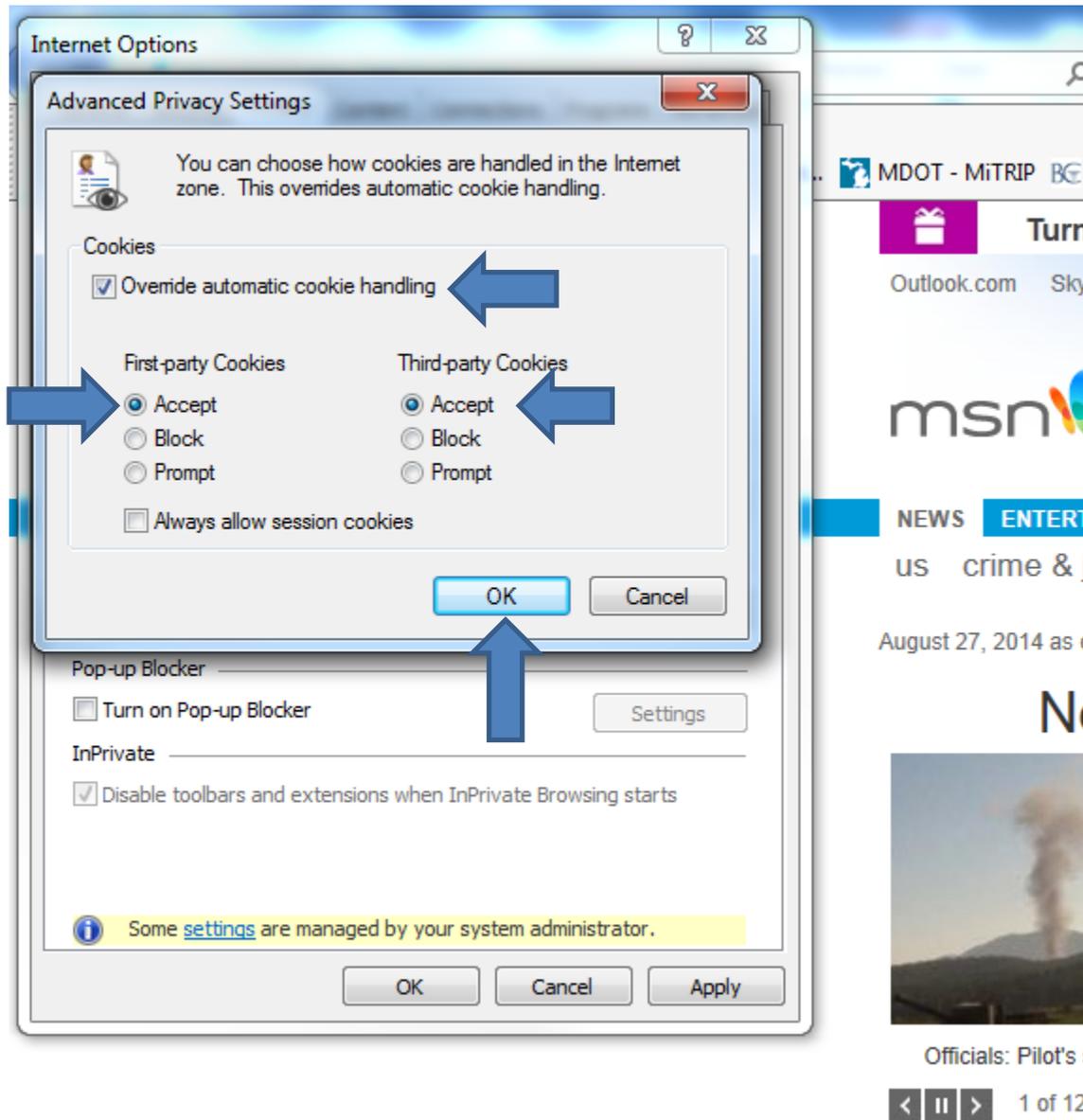


- 14) Select the **Privacy** tab, then select the **Advanced** button. An **Advanced Privacy Settings** box will open.

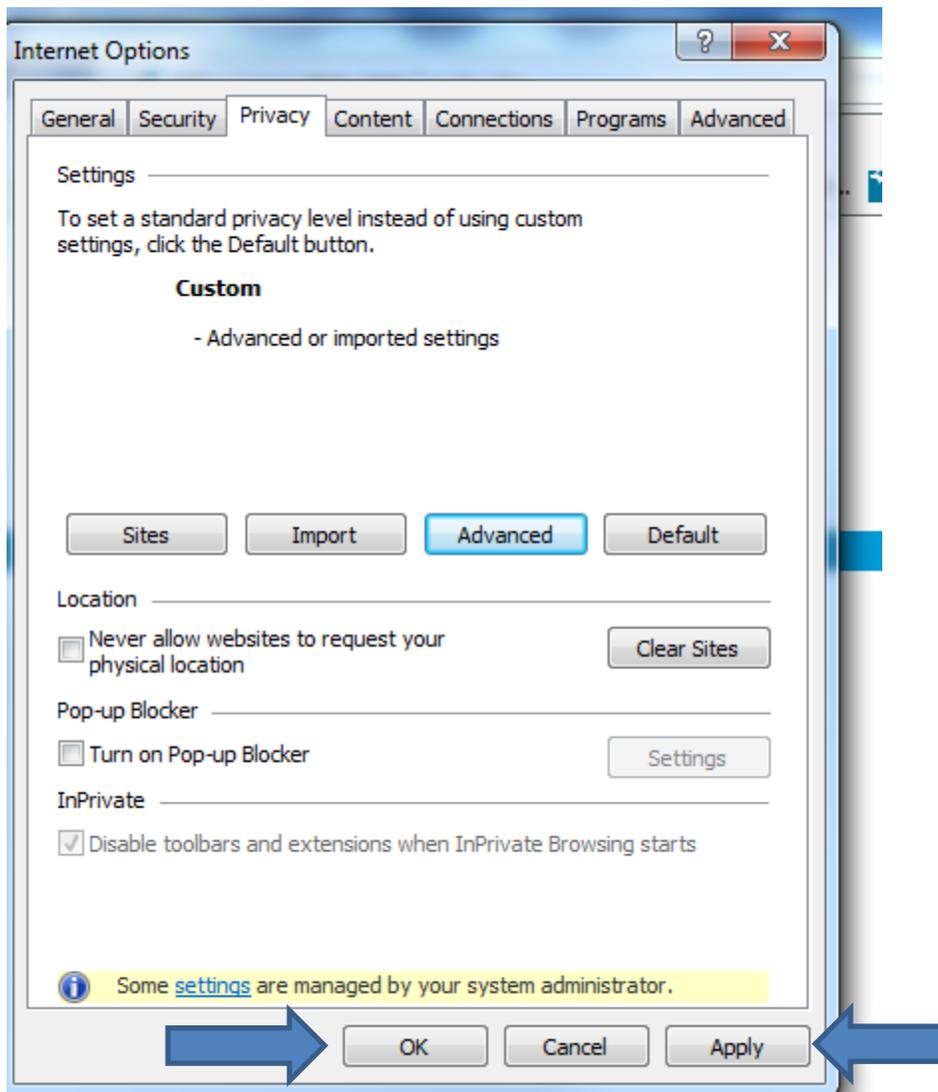


- 15) In the **Advanced Privacy Settings** box, **Override automatic cookie handling** needs to be checked and **Accept** selected for both the **First-party Cookies** and the **Third-party Cookies**.

Then select the **OK** button. You will then be back at the **Internet Options** box.

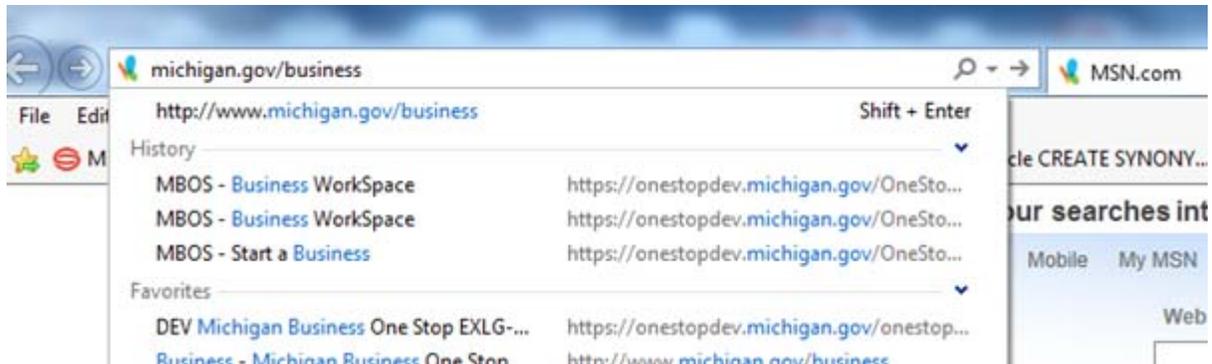


- 16) From the Internet Options box select the **Apply** button (if there is one), then the **OK** button. This will close the **Internet Options** box but IE will still be open.

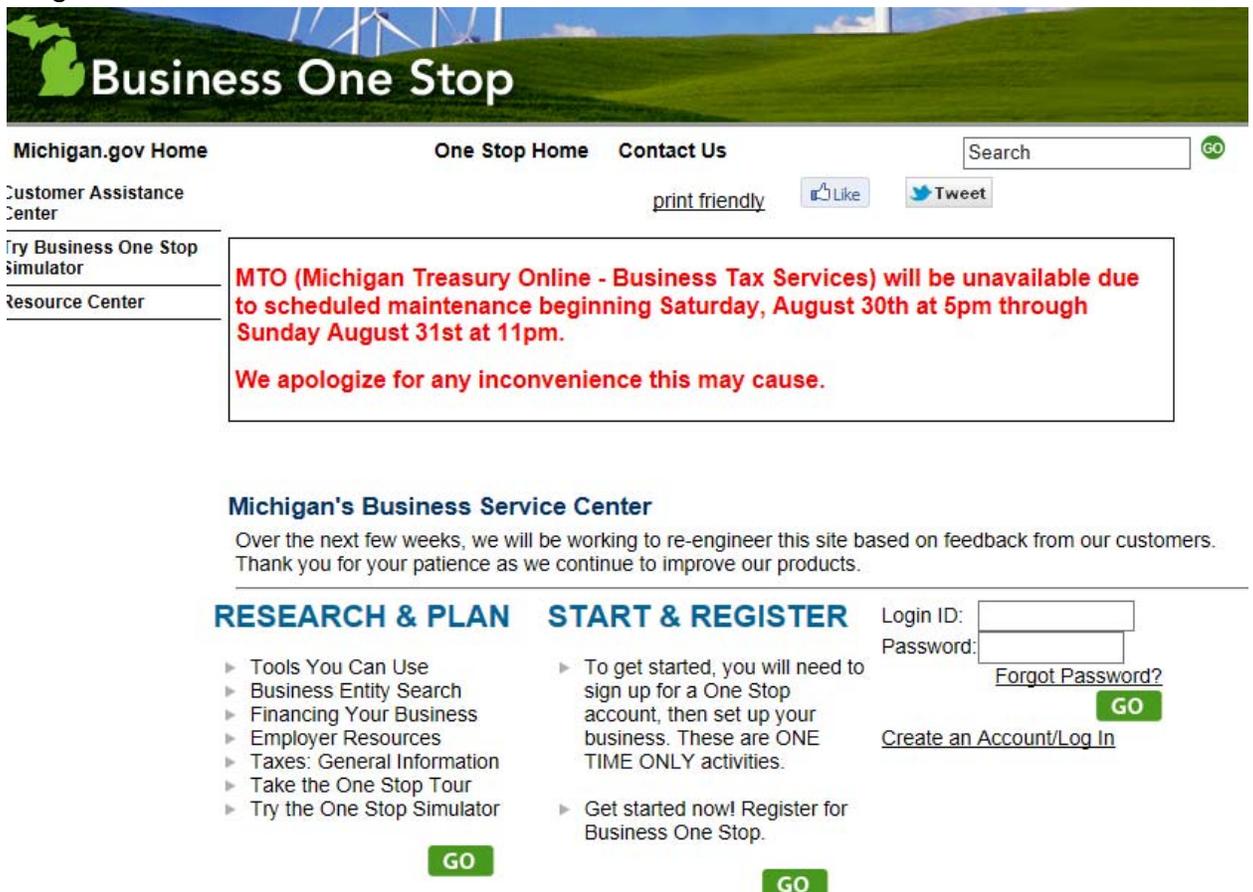


17) Have the customer go to the Michigan Business One Stop (MBOS) home page.

The site address can be accessed by typing **michigan.gov/business** in the address bar.



18) Log in to MBOS.



Business One Stop

Michigan.gov Home One Stop Home Contact Us Search

Customer Assistance Center [print friendly](#)

Try Business One Stop Simulator **MTO (Michigan Treasury Online - Business Tax Services) will be unavailable due to scheduled maintenance beginning Saturday, August 30th at 5pm through Sunday August 31st at 11pm. We apologize for any inconvenience this may cause.**

Resource Center

Michigan's Business Service Center
Over the next few weeks, we will be working to re-engineer this site based on feedback from our customers. Thank you for your patience as we continue to improve our products.

RESEARCH & PLAN **START & REGISTER**

- ▶ Tools You Can Use
- ▶ Business Entity Search
- ▶ Financing Your Business
- ▶ Employer Resources
- ▶ Taxes: General Information
- ▶ Take the One Stop Tour
- ▶ Try the One Stop Simulator

- ▶ To get started, you will need to sign up for a One Stop account, then set up your business. These are ONE TIME ONLY activities.
- ▶ Get started now! Register for Business One Stop.

Login ID: Password:

[Create an Account/Log In](#)

19) From the MBOS home page, if the customer registered as a business will select the **My Workspace** link under **Operate my Existing Business**. If they are an individual will select the **Go** button under **For Individuals and Service Providers**.

- ➔ MiTRIP will be accessed from the **My Workspace** link for the business for which you wish to obtain permits on the **One Stop Home Page**.
- ➔ MiTRIP will be accessed from the **My Workspace** tab if registered as an individual. The **My Workspace** tab will display after the **GO** button For **Individuals and Service Providers** has been selected.

MICHIGAN.GOV
Michigan's Official Web Site

Michigan.gov One Stop Home | Help | Contact Us | FAQ | Sign Out

One Stop Home

Welcome:
Mark A Warner

Login Information
Security Questions
Change Password

MTO (Michigan Treasury Online – Business Tax Services) system will not be available from Saturday, August 30th 2014 5:00pm to Sunday, August 31st 2014 8:00pm.

Tell me more Search All Departments GO

One Stop Home Page

For Businesses:

- Start a new business
- Add an existing business
- Add a delegated business

GO

For Individuals and Service Providers:

- Register for business taxes
- Unemployment tax and benefit reporting
- Submit annual reports
- Permits and licenses for individuals

Individual GO

Operate my Existing Business

Delete	Business Name - One Stop ID		
	Out of State Transports - 360475	My Workspace	My Filings My Profile

Business

- a. For Businesses: Defaults to the **My Workspace** tab. Select **Oversize/Overweight Permits (MiTRIP)**.

Remove	Task Name	Help
	Billboard Permit (IHAP)	? Tell me more
	Oversize/Overweight Permits (MiTRIP)	? Tell me more
	Right-of-Way Construction Permits (Highway Right-of-Way Use)	? Tell me more

- b. For Individuals and Service Providers: Select the **My Workspace** tab, then select **Oversize/Overweight Permits (MiTRIP) – Not for use by Permit Services or submission of multiple permits**.

Remove	Task Name	Help
	Oversize/Overweight Permits (MiTRIP) - Not for use by Permit Services or submission of multiple permits	? Tell me more

20) MiTRIP will open.

a) A business in MBOS will see the MiTRIP home page.

b) An individual in MBOS will see the MiTRIP **Admin Information** page. To access the MiTRIP home page have them validate their name, address, and contact information and then select **Order Permits**.

- ➡ If a new customer to MiTRIP will need to enter Name, Address, City, State, Zip, Country, Phone then Select **Update**. Once the page displays that their profile information has been updated they can select the **Back** button to return to the page below. Then select **Order Permits**.

- 21) From the left side of the page in the Bulletin Box have them click the 'here' in the sentence ****Click here for system requirements.**

The screenshot shows the MDOT Department of Transportation website header with navigation links: Michigan.gov Home, Application, My Vehicles, My Permits, My Reports, and Logout. Below the header is a Bulletin box with the following text:

****ALL APPLICATION FEES ARE NON REFUNDABLE!!!**

The permit office will be closed on Labor Day Monday, September 1st, 2014

****The permit office has moved and the new number is: 517-241-8999**

****Click Here for system requirements**

A blue arrow points to the link. To the right is a Menu with categories: Single Trip Permits, Specialty Moves, and Extended Permits, each with sub-items.

- 22) A **System Requirements** box will open. Have them read the section on the right side that says **Your Current Configuration**. This is a final way to check if what they have and if they are set up correctly. It should look similar to below: a Windows operating system, 32 bit browser, JavaScript, Cookies, and Java enabled. **Screen resolution does not matter for MiTRIP**. After verifying the configuration close the box using the **X**.

Your Current Configuration	
Operating System:	Windows 7
Browser:	Internet Explorer 11 32-bit
JavaScript enabled:	Yes
Cookies enabled:	Yes
Java Enabled:	Yes
Screen Resolution:	1366x768

- ➡ If the customer is using Windows Vista, sometimes the map will not load regardless of the setting changes instructions listed here. There are additional setting changes listed in the **System Requirements** that the customer can try – initialization file changes. **I have never had a customer do this so I don't know if it would solve the Vista issues.**
- ➡ If they are still using a 64 bit version of IE go to the section ['Finding/Launching the 32 bit version of Internet Explorer'](#) on page 22

- ➡ If they find that Java is not installed have follow the instructions from http://java.com/en/download/help/download_options.xml
- ➡ If Java is not enabled follow the instructions from the following link: http://java.com/en/download/help/enable_browser.xml.
- ➡ If Javascript is not enabled have them go back and repeat step [step 21](#) before continuing. In **System Requirements** there are instructions for enabling Javascript.

23) Once settings have been updated/verified select **Route Evaluation** on the right side of the MiTRIP home page, Menu box at the bottom.



24) Have them fill out the route evaluation as a test to make sure they will be able to download and see the map of Michigan. **Have them do this first rather than attempting an application only to get frustrated on page 2 if the map still doesn't load.**

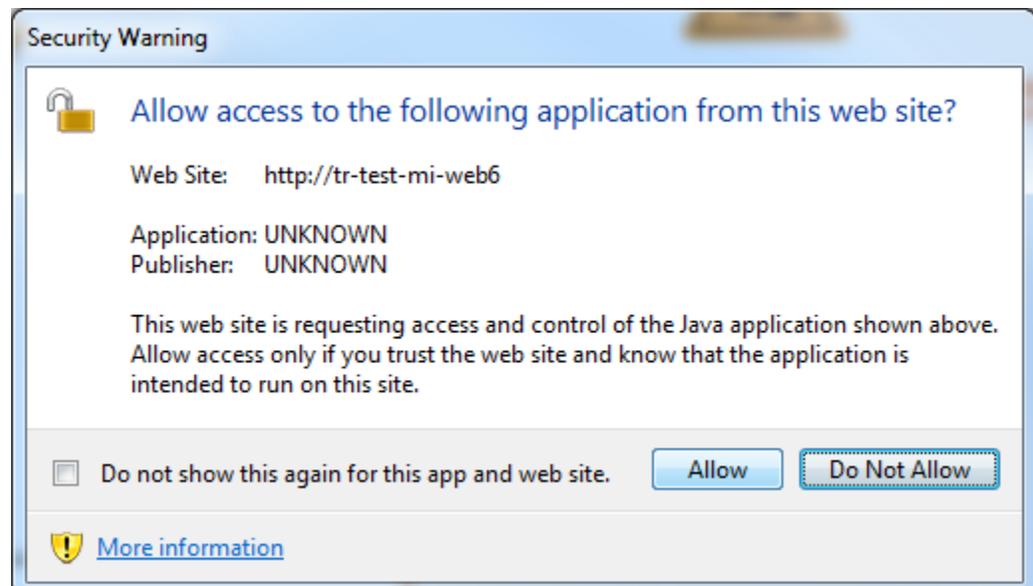
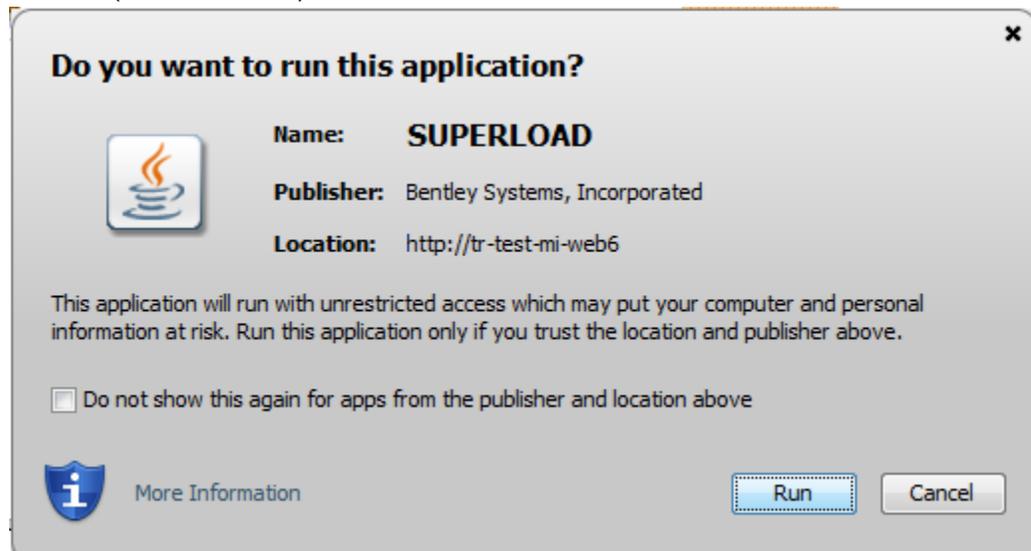
Route Evaluation – page 1 values

- a. Step 1 – check the **Acknowledgment of Permit Conditions** box
- b. Step 2 – enter 12 for the length, width, height for **Vehicle Configuration**
- c. Step 3 – no change to **Travel Dates**
- d. Step 4 – pick any origin and destination they want for **Route Information**.
- e. Step 5 - select the **Continue** button in **Application Review**

Route Evaluation – page 2 values

- f. Step 6 – on the Travel Information page will be asked if they want to download/install Bentley Superload (or something to that affect) if not previously downloaded. If using Chrome or Firefox will get something

similar (not identical) to what is shown below:



- g. Ask them to click yes/ok/run/allow to confirm the installation. This is the map control.

OR

if the map control is already on their machine, should see a progress bar that will say '**Downloading map graphics**' at the top of the white box on the right side of the page where the map will display.

- ▶ Sometimes page 2 times out downloading the map/and or graphics. Customer will see 'Michigan.gov not responding'. Have them select the **Back** button from the Travel Information page to get them back to page 1 then select the **Continue** button. Usually it will load on the second attempt.

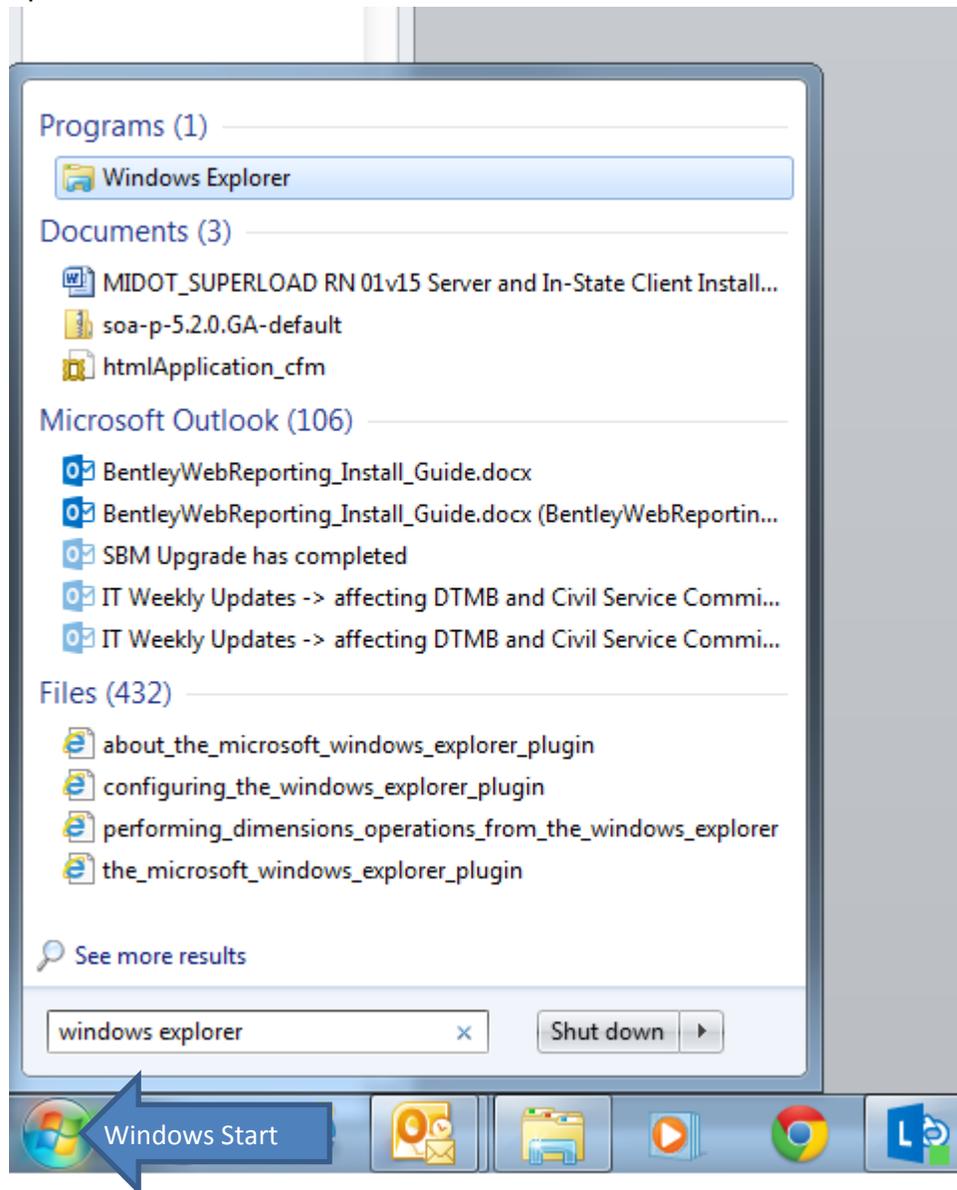
25) If after that still cannot get the map to load see section: [Other Alternatives When the Map Will Not Load in Internet Explorer](#) on page 28.

Finding/Launching the 32 bit version of Internet Explorer

- 1) Close any browser pages that are already open.
- 2) Open/find Windows Explorer
 - a. For Windows 7 and Windows Vista



- i. Select **Windows Start** icon
- ii. When the search box appears have them type Windows Explorer.
When it appears under Programs, select/click it. Windows Explorer will open.



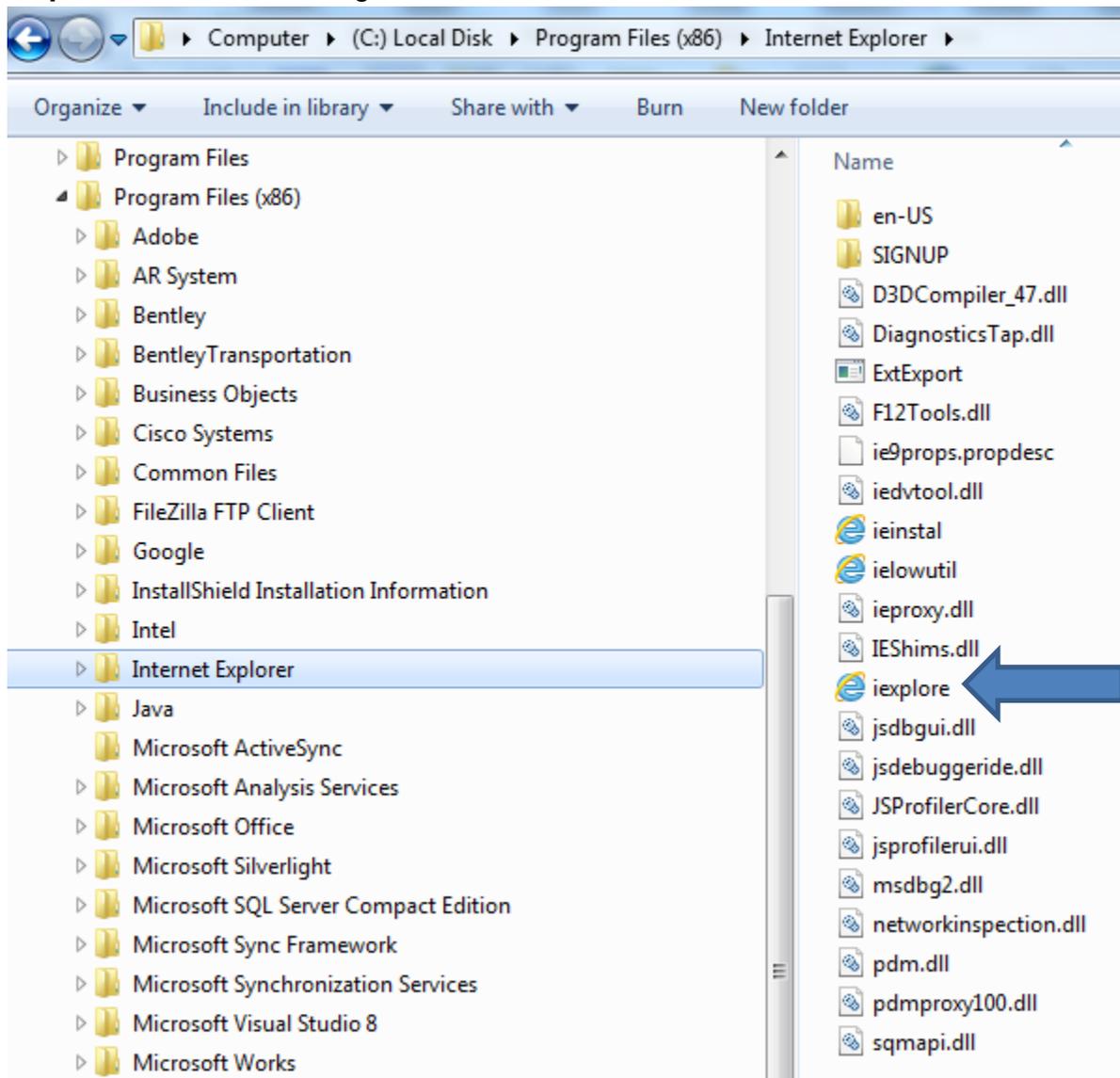
b. For Windows 8

- i. Select Windows key  on the keyboard to open the Start screen.
- ii. Type File Explorer in the search box.
- iii. Click/select File Explorer when it appears in the list.

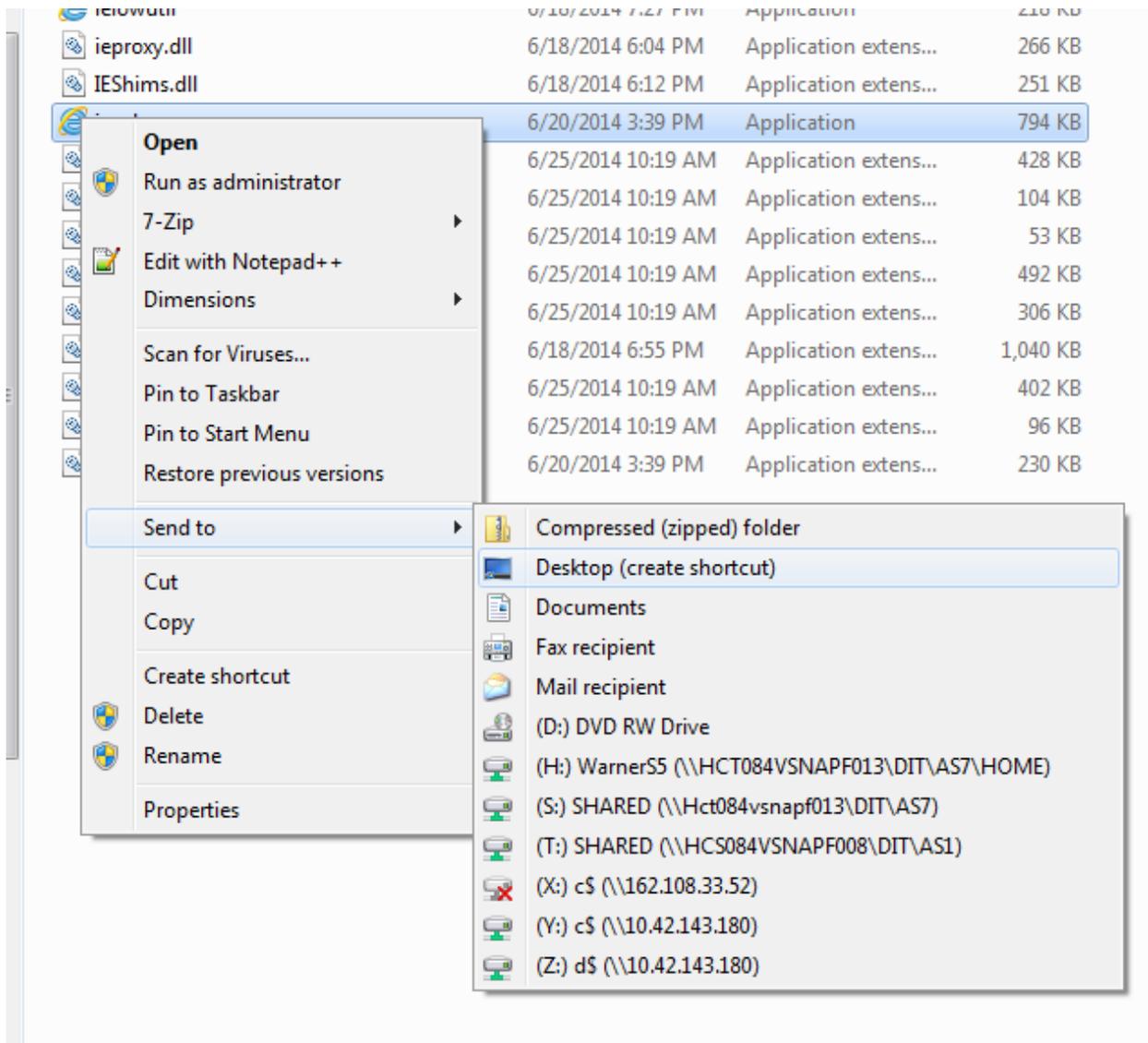
c. For Windows XP

- i. Select My Computer

3) The 32 bit version of Internet Explorer is located under **C:\Program Files (x86)\Internet Explorer**. They need to navigate to that directory. Find the file **ieexplore** and have them right click on it.



- 4) Select **Send to -> Desktop** so they will be able to launch it from their desktop next time. After sending to their desktop, double click the file **ieproxy**.



- ➡ This will open the 32 bit version of Internet Explorer. **The 32 bit version is located under Program Files (x86). The 64 bit version is located under Program Files.**

Need to verify version/install/update JAVA

- 1) To verify the version of JAVA on the customer machine follow the instructions on http://www.java.com/en/download/help/version_manual.xml
- 2) If after verifying the version the customer:
 - a. Does not have the minimum recommended version of JAVA (1.6.0_23) for Internet Explorer or;
 - b. They find that Java is not installed or;
 - c. They need to update their JAVA to 1.7.0_55 or higher because they are using Firefox or Chrome.

Follow the instructions from

http://java.com/en/download/help/download_options.xml

Cannot Renew an Extended Permit

If the customer is trying to renew an extended permit inside of MiTRIP and MiTRIP will not load the permit and allow him to renew although he has a copy of the permit with his permit number on it, he is probably registered on the business side AND the individual side of Michigan Business One Stop.

- 1) First, within MiTRIP, make sure they are entering the permit number and not the trip request number. The trip request number is the shorter, 6 digit number. The permit number is the 12 digit number starting with a 2. If they are entering the permit number and not able to load the permit continue to step 2.

Renew Permit

number you want to renew. Select the Load Permit button to load

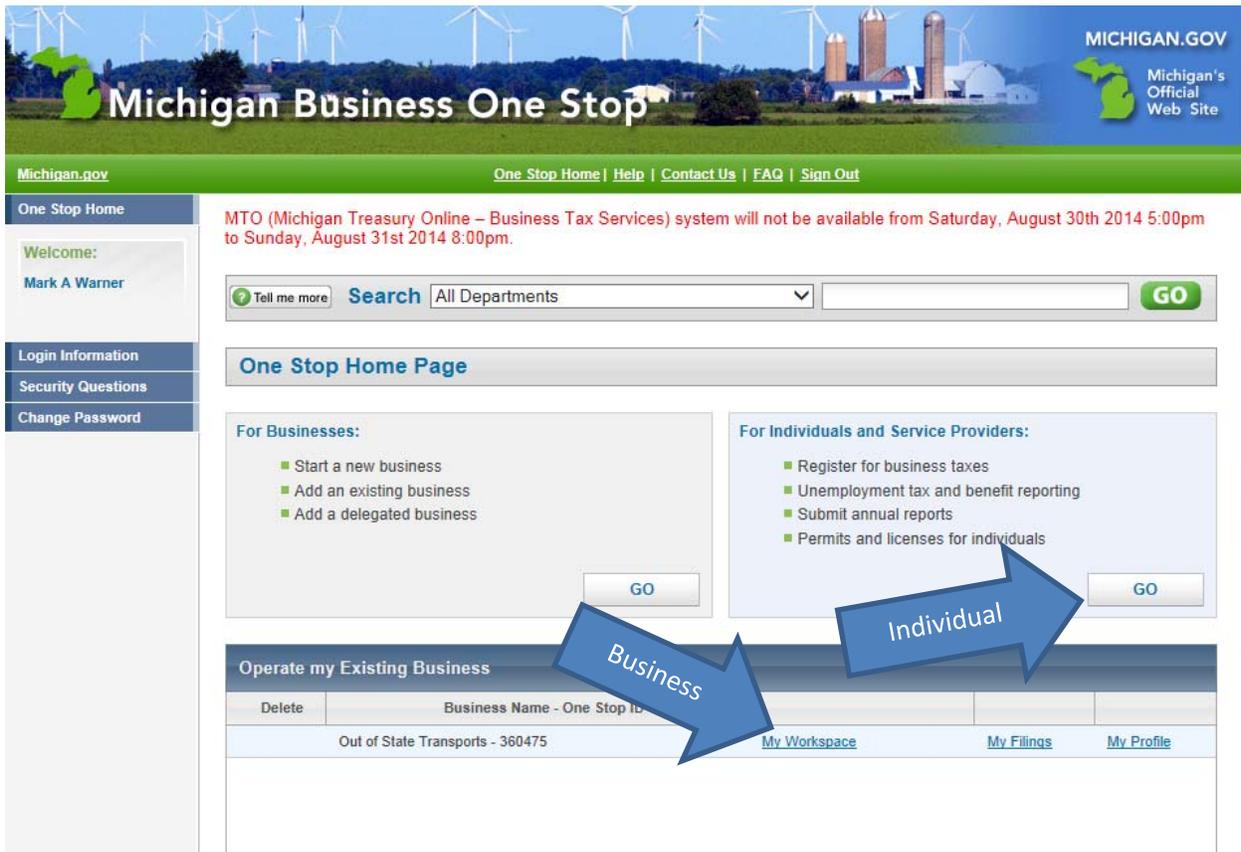
Enter permit number to Renew:

Load Permit

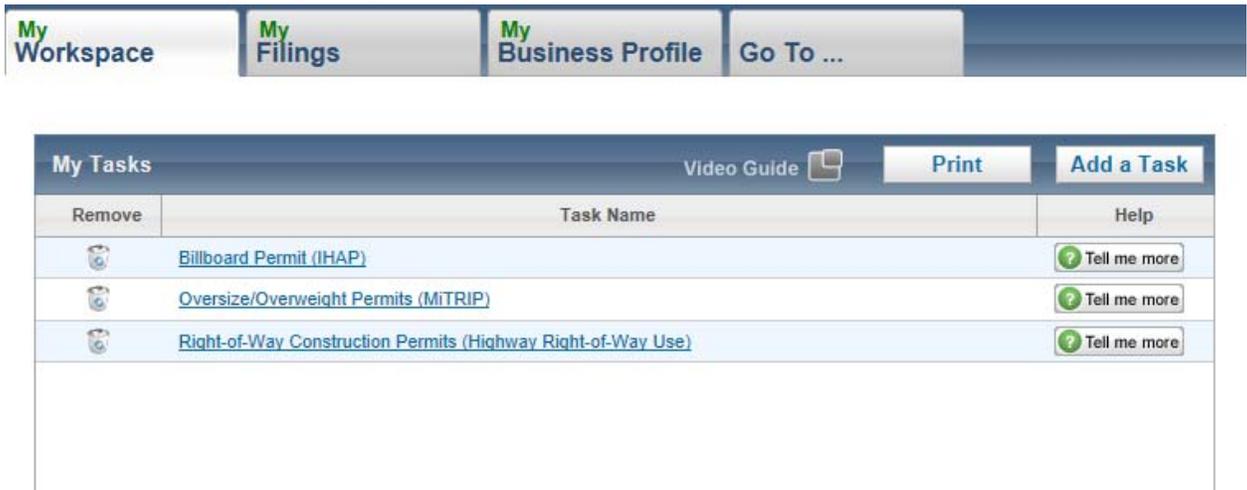
- 2) Have them log out/close out of MiTRIP and click the One Stop Home link below the banner.



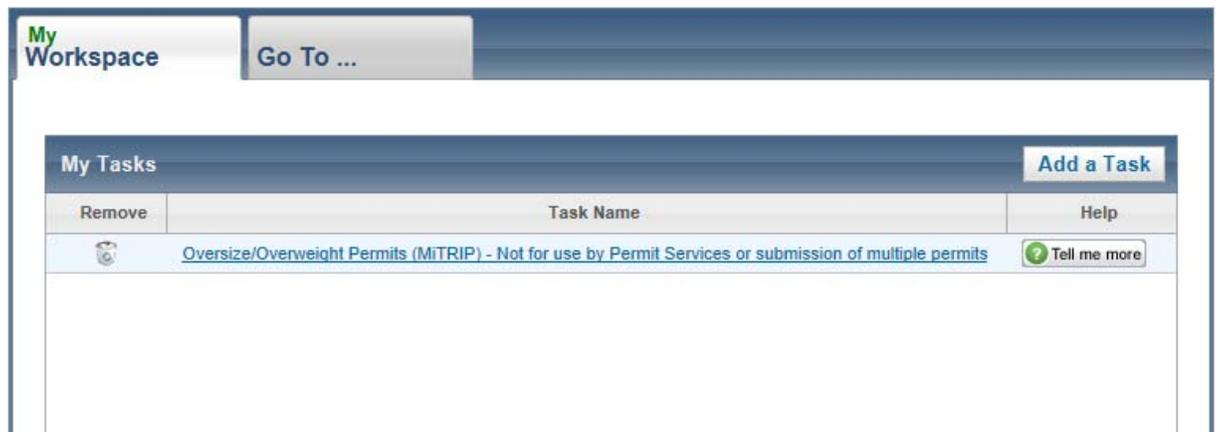
3) How are they accessing MiTRIP? If they access **My Workspace** underneath **Operate My Existing Business** then they are a business. If they select the **Go** button under **For Individuals and Service Providers** then they are an individual.



- a. For Businesses: From the **My Workspace** tab select **Oversize/Overweight Permits (MiTRIP)**.



- b. For Individuals and Service Providers: Select the **My Workspace** tab, then select **Oversize/Overweight Permits (MiTRIP) – Not for use by Permit Services or submission of multiple permits**.



- 4) Ask if the customer has an Oversize/Overweight task under both the individual and the business side of MiTRIP. **If they were accessing MiTRIP as a business and not having success renewing the permit then have them enter as an individual or vice versa.**
- 5) If this does not solve the problem then ask them if they have more than one logon id for MBOS and to log out of the current id and try the other id.

- ➔ You can have as many log in ids to MBOS as you like but the company name must be unique but many companies have multiple entries in MiTRIP by just a slight change to the name (i.e. adding characters, spaces, etc).

Registration Issues – MiTRIP (hauler/permit service), MBOS (business/individual)

MiTRIP

The first time a customer clicks the MiTRIP link from MBOS it asks if they are a hauler or a permit service. If they make the wrong selection the only way to correct it so they can register correctly is to send an email to the MDOT business analyst and DTMB and have a Serena ticket created so the registration can be deleted from MiTRIP. Once the registration is deleted from MiTRIP the customer will be asked the question again.

MBOS

Since an MBOS user can be either a business or an individual, or both, customers may have forgotten how they accessed MiTRIP the last time they needed a permit. If they are a previous user of MiTRIP see [step 19](#) under [Map Control Will Not Load on Routing Page](#) on page 15 to help identify how they are registered and if they previously got permits on the individual or business side of MBOS.

If they have both an individual and a business registration and the customer wants them merged together, send an email to the MDOT business analyst and DTMB and have a Serena ticket created to merge the individual to the business or vice versa.

Other Alternatives When the Map Will Not Load in Internet Explorer

- 1) If after going through the settings in Internet Explorer the customer still cannot get the map to load you can:
 - a. See if there is another computer with Internet Explorer that they can use to access MiTRIP. You will have to walk them through the settings again under: [Map Control Will Not Load on Routing Page](#) on page 2.
 - b. Ask if they have Chrome or the Firefox browser on their machine and direct them to try one of those browsers. Preferably use Chrome. See section on [Chrome/Firefox](#) on page 29.

- c. Have customer access the System Requirements from the **Click [here](#) for system requirements from within MiTRIP from the home page. The link is in the Bulletin box. Have them review the section: **Troubleshooting The Download and Display of the Map.** There are additional changes that they may want to try.
- d. Since their name, address, etc is inside of MiTRIP they can utilize a permit service at a cost which could be more than if they were to do it themselves. Depending on how quick they need the permit, and if they will ever be in need of a permit again. See [List of Permit Services](#) on page 29.

Chrome/Firefox

There are not many settings to check/change when using these 2 browsers. This is especially true with Chrome.

- 1) In order to use Chrome/Firefox the version of Java the customer needs to have is 1.7.0_55 or higher. See section [Need to verify version/install/update JAVA](#) on page 25
- 2) Start at [step 17](#) and continue forward through the Route Evaluation in section [Map Control Will Not Load on Routing Page](#) page 2.

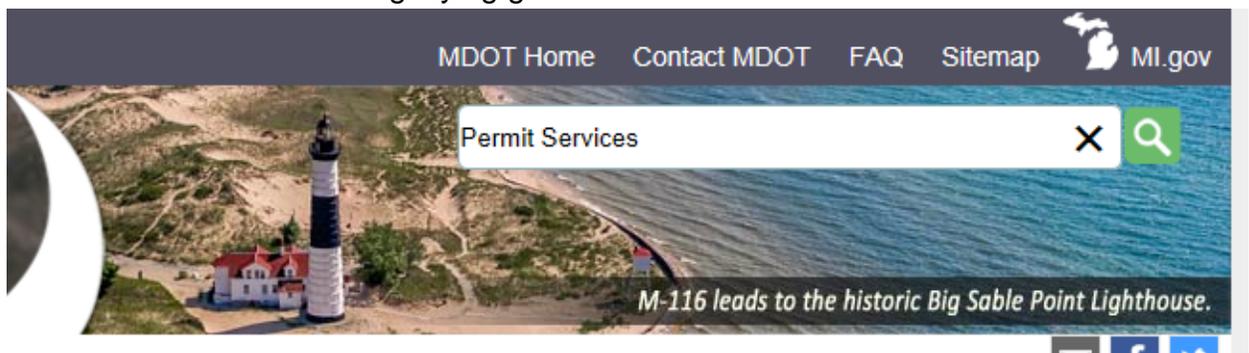
List of Permit Services

A list of permit services is available on the MDOT home page via the following link:

http://www.michigan.gov/mdot/0,4616,7-151-9625_56949-172644--S,00.html

OR

go to michigan.gov/mdot and in the search box in the upper right type in Permit Services and select the magnifying glass.



In the search results will be the link to MDOT - Permit Service Companies.



[Michigan.gov Home](#) | [MDOT Home](#) | [Site Map](#) | [Contact MDOT](#) | [FAQ](#) | [Stat](#)

Permit Services

About 14,100 results • [Advanced Search](#)

everything

pages

documents

videos

[MDOT - Permits - Michigan](#)

www.michigan.gov/mdot/0,1607,7-151-9625_26039---,00.html

Many MDOT permit applications are submitted and purchased through the Michigan Business OneStop online service. For questions and assistance ...

[MDOT - Permit Service Companies](#)

www.michigan.gov/mdot/0,4616,7-151-9625_56949-172644--S,00.html

Permit Service Companies This document contains information that may be useful to the Transportation Community. A company's listing on this document ...

[PDF] [MiTrip Single Trip Permit Applications Guide](#)

www.michigan.gov/documents/mdot/mdot_mitrip_single_trip_permit...

MiTrip Single Trip Permit Applications Guide Purpose: Use the Michigan Transport Routing and Internet Permitting System (MiTrip) to enter single trip ...

[MDOT - Permit Service Companies - Michigan](#)

www.michigan.gov/mdot/0,4616,7-151-56949-172644--F,00.html

Michigan Department of Transportation | MDOT - ... MiTRIP went into effect May 9, 2011. Michigan Business One Stop (MBOS) registration needs to be ...