

# User Help Resources

The following materials have been prepared to assist users better understand KEES functionality and troubleshoot issues encountered while preparing and or reviewing permit applications.

## Applicant Resources

- [KEES Applicant User Manual](#)
- [KEES Applicant Abbreviated User Guide](#)
- [Applicant Training Presentation](#)

## Applicant Demonstration Videos

- [Find KEES Projects and Applications](#)
- [Use My Work Queue](#)
- [Create a KEES Project](#)
- [Manage KEES Project Information 1 - Applicant Info-Point of Contact-Background Projects](#)
- [Manage KEES Project Information 2-GIS-Participant-GIF-PNDI-Applications-and Summary Tabs](#)
- [Create an Application](#)
- [Manage Application Tabs-Applicant-POC-Permit Type-Related Background Projects](#)
- [Copy, Delete and Withdraw an Application](#)
- [Manage Application Participants](#)
- [Complete Application GIF-Coordination](#)
- [Complete Application GIF-Land Use](#)
- [Complete Application GIF-Facilities](#)
- [Complete Application GIF-Encroachments Data](#)
- [Complete Application GIF-Additional Information Data](#)
- [Manage Application Attachments](#)
- [Manage QA-QC Documentation and Submit an Application](#)
- [Update User Account Info](#)
- [Respond to a Deficiency](#)
- [Submit Acknowledgement of Appraisal](#)
- [Manage Cycles and Workflows for Applications](#)
- [Adding Facility Details to A Kees Application](#)

## Reviewer Resources

- [KEES Reviewer User Manual](#)
- [KEES Reviewer Abbreviated User Guide](#)
- [KEES DEP Reviewer Participant Workbook](#)
- [KEES DEP Training Presentation](#)

## Reviewer Demonstration Videos

- [Using Searches](#)
- [Assign a Review Team, Permit Number, and ACOE Reporting Type](#)
- [Review Application Details](#)
- [Create Application PDF](#)
- [Make Comments to an Application](#)
- [Make a Recommendation, Draft an Incompleteness Letter, and Submit for Approval](#)
- [Reject an Incompleteness Letter](#)
- [Submit a PA Bulletin](#)
- [View Application Cycle History](#)
- [Add Supporting Documents-Record of Decision and Permit Issuance](#)
- [Create a Return Application as Technically Deficient Letter and Submit for Approval](#)
- [Review Acknowledgement of Appraisal Documentation and Change Status to Authorized](#)
- [Complete Technical Review-Approve Authorize Permit Letter](#)

## Commenter Resources

- [KEES ACOE Commenter How-To Guide](#)
- [KEES ACOE Commenter How-To Presentation](#)
- [KEES Commenting Agency How-To Guide](#)
- [KEES Commenting Agency How-To Presentation](#)

## Commenter Demonstration Videos

- [KEES ACOE Commenters Webinar](#)
- [KEES Commenting Agency Webinar](#)

## Other Materials

- [FAQs](#)

## Enterprise Security Solution (ESEC)

With the deployment of KEES 2.1, the PennDOT Enterprise Security Solution (ESEC) replaces paper-based KEES registration processes. In addition, PennDOT Business Partners can manage their access account for KEES and any other Commonwealth applications integrated with ESEC. Commonwealth employees and consultants with 'c-' user IDs will continue to manage their security accounts through established agency practices.

- [A Brief Introduction to ESEC](#)

## PennDOT IT Service Desk

If you are unable to resolve issues login, account management, and functional issues with the foregoing material, please contact the PennDOT IT Service Desk at (717) 783-8330 or (855) 783-8330 (toll-free).