From the home page, click on the “Complaints” tab shown here in the red square.
1. Check the box to indicate that you have read and accepted the above terms.
2. Press “Continue Application”.
1. Press “Select from Account”.

2. A pop-up window will appear. Select the appropriate Associated Contact then press “Continue”.

3. A second pop-up will appear. Select “Applicant” for “type”. The window will refresh. Check “Mailing” address and press “Continue”.

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1. Once the information is entered you will return to this screen and see in green letters “✓ Contact added successfully”.

2. Press “Continue Application”.

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1. **Contact List**

   - Select from Account
   - Add New

   **Contact added successfully**

   Showing 1-1 of 1

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>First Name</th>
<th>Last Name</th>
<th>Business Name</th>
<th>Work Phone</th>
<th>E-mail</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant</td>
<td>Josh</td>
<td>Grossman</td>
<td></td>
<td>5555555555</td>
<td><a href="mailto:joshua.grossman@txdot.gov">joshua.grossman@txdot.gov</a></td>
<td>Edit Delete</td>
</tr>
</tbody>
</table>

2. **Continue Application**
1. Fill in the Information for “Location of Sign”.
2. Complete the “Other Information” section.
3. Press “Continue Application”.
1. To upload attachments press the “Add” button.
2. This pop-up will allow you to upload your documents. Press “Add”. You have the ability to add multiple documents. Once you have uploaded your documents press the “Continue” button.
3. Once you return to this screen you will be required to enter the document type in the “Type” menu and enter a short description for each document you attached. Press “Save”.
4. After filling in all the information the table will display the documents’ information. Verify what is displayed and press “Continue Application”.

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1. This is the “Review” page. Scroll down through the information on the screen to ensure completeness and accuracy.

2. At the bottom of the page you will check this box to indicate that you agree to the above certification.

3. Verify the information is correct and press “Continue Application” to submit the complaint.