Civil Rights Certification and Compliance System (CRCC) FAQs

Applying for Certification

I do not have an email address in order to create an account through the CRCC. Can I mail in my application and documents?
If you need to set up a free email address, click here for instructions. The DBE program is 100% online and does not accept paper applications.

The system is requiring that I upload required documents but I do not have these documents or they do not pertain to me.
You will need to upload a blank document that either states "N/A" or another explanation in order to move to the next screen.

I do not have a scanner in order to upload my documents.
Local libraries have scanners that are free of charge. Other entities such as OBAN and SCORE are also able to assist small businesses when seeking various certifications. The Civil Rights Division also has a scanner but only through appointments. If you would like to schedule a time to come to the Civil Rights Division, please contact 405-521-3186.

I have started my application but have not completed it. I received notification that if I do not complete and submit my application by a specific date that the system will delete it.
The system allows 90 days to complete the application. Additionally, if you submit your application and ODOT sends it back because it is missing data, you will be given an additional 30 days to complete the application and resubmit. If the applicant fails to resubmit within the allotted time, the application is automatically deleted.

However, if you need additional time to complete the application, you can request a 7 day extension. You can continue to request an extension, but you must always do so before the deletion date.

Application Information	
Application Type	DBE/ACDBE New Application
Certifying Agency	Oklahoma Department of Transportation
Business Name	Mr. E Masonry LLC
Current Status	Incomplete
Application Number	0995136
Date for Deletion	8/2/2017 (Extend)
Contact Person	Jennifer Eberhart

Does the system time out after a certain period?
Yes, the sessions are set to "time out" at 180 minutes.

I've submitted my application for processing, what's next?

You can check on the status of your application by logging into your profile. The DBE Reviewer will review the documents and set up a time for an on-site if your firm is in Oklahoma. If your firm is an out-of-state firm, the DBE Reviewer will review your documents and verify that you are certified in your home state.

I have questions or need help navigating through this Civil Rights Certification and Compliance system.
Click on the "Contact Support" link and choose either customer service, technical support or general inquiries.

Maintenance of Certification

When I initially applied for DBE/ACDBE certification I did not go through the online system. Am I still required to use it?
Yes, all firms that were certified prior to May 2016 were migrated into the system. The DBE program is 100% online now. If you have not logged into your profile, click here for instructions.

I would like to give other people within my company access to my profile. Is this possible?
Yes, once you log into your profile, click on the "Users" tab located on top. Click the "Add User" and then fill in all the required fields. After you have saved the information, all the individuals that have access will be listed under the "Users" box.
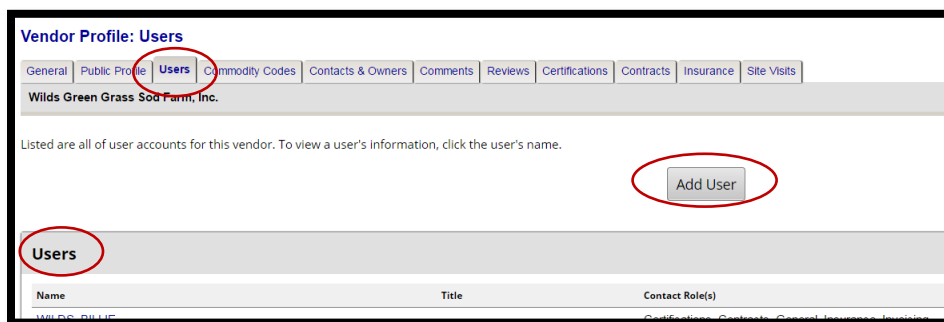
I need to update some information about my firm. Can I send an email or the documents via mail?
DBE firms are responsible for notifying the ODOT of any change within 30 days of the occurrence as per

49 CFR 26.93(i)(3) and the DBE Program Manual. You will need to log into your profile and make the change and/or send a message to ODOT through the system. If you have not logged into your profile, click [here](#) for instructions.

When and how do I submit my annual "No Change Affidavit"?

The system will send the user(s) associated on the profile notifications via email when your "No Change Affidavits" is due. To ensure that you are receiving these messages in your in-box, make sure that these emails are not going to your "spam" or "junk folder". For instructions on submitting your "No Change Affidavit" click [here.](#)

My "No Change Affidavit" is due but I filed an extension for my taxes..

You will need to notify us through the system (Using either the "Q&A" tab or the "Help Desk: Support Ticket List") that you filed for an extension and cannot provide copies of your taxes at this time. However, you will still need to upload your notarized "No Change Affidavit".

Does the system time out after a certain period?

Yes, the sessions are set to "time out" at 180 minutes.

I did not receive a certificate like I did in the past. I need this as proof for DBE certification.

We no longer issue certificates for DBE firms. ODOT relies on our DBE Directory, which shows all current firms that are certified. The DBE Directory is online and available to the public by clicking the "DBE/ACDBE Certification Directory" link [here](#). You can pull up firm(s) by the name, description, owner or other various fields. You can also pull up the whole directory by clicking the "Download Entire Directory: to Excel" link at the bottom of the page.

I have questions or need help navigating through this Civil Rights Certification and Compliance system.

Click on the "Contact Support" link and choose either customer service, technical support or general inquiries.

How do I view/print letters stating that I have been certified and/or my annual affidavit has been renewed?

Log into your account and click on "Certifications" in the "Dashboard" area:
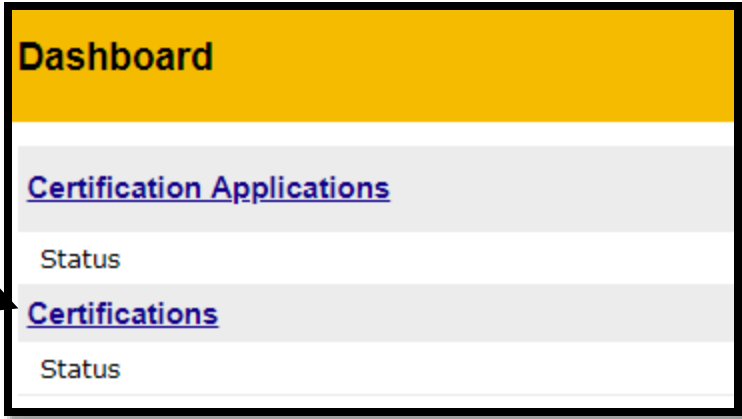
Click on "View" under the ODOT certification

Current Certifications							
Type	**Action**	**Effective**	**Renewal**	**Organization**	**Reviewer**	**Actions**	**Alert**
DBE	New	Not available				View	✅
DBE	No Change Affidavit	6/5/2017	6/5/2018	Oklahoma Department of Transportation		View	Add Alert

Click on "View Letters & Certificates"

| Certification List | Submit Change Request | View Letters & Certificates | Add Date Alert |

At the bottom of the page, view the letters and certificates.

I received notification by email that ODOT has sent me a question through the CRCC system. How do I view the question?

Log into your account and click on the number under "Active" in the "Certifications" field

Click on the "View" under the Oklahoma Department of Transportation certification

Click on the "Q&A" tab located at the very top

Adding additional NAICS codes

I have additional NAICS codes that I would like to add onto my profile. How do I do this?
When requesting additional NAICS codes, you will need to log into your profile and create a new certification action record and choose "Expansion". ***The "Expansion" selection is only for NAICS codes and not for company updates or changes on structure.***