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**Indiana Motor Carrier Services**

The Indiana Department of Revenue’s (DOR) Motor Carrier Services (MCS) department is a specialized team providing support to motor carrier companies and commercial drivers through the administration of state and federal laws that govern the commercial use of Indiana’s roads. MCS manages the Intrastate Operating Authority (IOA), International Fuel Tax Agreement (IFTA), Oversize/Overweight Vehicle Permitting and the International Registration Plan (IRP). MCS provides services to nearly 20% of the nation’s IRP fleet vehicles on the road today.

**Contact Us**

**By Mail:**
Indiana Department of Revenue
Motor Carrier Services
ATTN: Insurance and Safety
7811 Milhouse Rd., Suite M
Indianapolis, IN 46241

**By Phone:**
IFTA/Motor Fuel: 317-615-7200
IRP: 317-615-7200
Voice Response Unit: 866-615-7340
Oversize/Overweight: 317-615-7200
Super Loads: 317-615-7200
USDOT - Safety and Insurance (IOA): 317-615-7200
Email: IndianaIRP@dor.in.gov
Website: dor.in.gov/motor-carrier-services
Our online system, available at motorcarrier.dor.in.gov allows 24/7 account management.

**In-person:**
Indiana Department of Revenue
Motor Carrier Services
7811 Milhouse Rd., Suite M
Indianapolis, IN 46241
Office hours are Monday through Friday,
8 a.m.—4:30 p.m. EST. Offices are closed on all state holidays.

**Disclaimer:** The DOR IOA Handbook is published for informational purposes only. This handbook should not be used as a replacement for state and federal tax law. DOR is not responsible for any damages arising from the use or reliance on this handbook.
User Registration & Management

User Registration

Ensure you are using the Google Chrome, Microsoft Edge, or Firefox browser. NOTE: You will need an active IOA account prior to registration.

1. Go to https://motorcarrier.dor.in.gov/loginHome.html

2. Select User Registration.

3. Select the IOA checkbox.

4. Complete the fields exactly as they are registered with the Motor Carrier Services division and select Submit.
5. Complete all required fields and select Next.

6. Select three security questions and provide the related answers. These questions will be used if a password reset is needed in the future. Select Submit.
7. Read the disclaimer and select the checkbox if you agree. Select Create Account.

8. You will receive a registration confirmation like the one shown below. A link to activate your account will be sent to your registered email.

9. Select the activation URL that will appear in your email. You will be taken to a screen with the message below and you will be ready to use the IOA application.
User Management

After logging in to https://motorcarrier.dor.in.gov/loginHome.html with your credentials, you have the option to manage your user profile by selecting User Management on the right menu.

Using the menu provided, you can update your contact information, change your password, update your security questions, and request access to other MCS systems.

IOA Navigation

Ensure you are using the Google Chrome, Microsoft Edge, or Firefox browser.

1. Go to https://motorcarrier.dor.in.gov/loginHome.html

2. Select the Log In button.
3. Enter your credentials and log in.

4. Select IOA on the left menu. **NOTE:** Your menu may appear differently than the menu shown below.

5. Select the IOA button that will appear on the right.

6. You will be taken to your active IOA account(s). The sections below review the different options you have on this screen.
Active Registration

Follow the instructions in the IOA Navigation section on page 4 before taking the steps below.

1. Years with active IOA registration will appear in the Active Registration section. The options available will appear after selecting the Registration Year button or the Select button.

2. The options provided are shown and explained below.

**Print Registration Receipt:** A copy of your registration receipt will appear in a separate window if this option is chosen.

**View:** This option will present a pop-up window that displays your general IOA Account Information, Operation Type, Hazardous Materials (if applicable), Equipment, Driver and Vehicles, Proof of Public Liability, Insurance, and Officer Information.

**View Notes:** This option will present a pop-up window that displays any notes that you have added to your account via the Edit option.

**Edit:** This option will take you to several different screens where you can update information such as address, contact information, operation details, cargo, hazardous material divisions (if applicable), equipment, and driver information.
In the Edit screens provided, you have the option to add notes via the Add Notes button in the top right corner. To save your changes, ensure you are navigating through each screen using the Next button until you reach the Disclaimer screen (shown below), where you will provide your electronic signature and submit changes.

Renew Registration

You have the option to renew your IOA registration online. Follow the instructions in the IOA Navigation section on page 4 before taking the steps below. After renewing online, your renewal will be sent to MCS for approval.

1. Registration years for renewal will appear in the Active Registration section. To begin the renewal process, select the Registration Year button or the Renew button.

2. The options provided are shown and explained below.
Renew with Changes: If there are any changes you need to make along with your renewal, select this button to be directed to several screens where you can edit information such as address, contact information, operation details, cargo, hazardous material divisions (if applicable), equipment, and driver information.

In the screens provided, you have the option to add notes via the Add Notes button in the top right corner. To save your changes, ensure you are navigating through each screen using the Next button until you reach the Disclaimer screen (shown below), where you will provide your electronic signature and submit changes.

Renew without Changes: If you do not need to make any changes, select this button. The screen below will appear where you can provide your electronic signature.

Print Renewal Form: If you prefer to complete your renewal via mail, use this button.

3. After successful renewal, the message below will appear.