



CTAP System Training Guide

How to Access Confidential
Compliance and Technical Assistance
Program (CTAP) Services
Through:





Purpose

IDEM established this guide to help the public understand how to navigate the Access Indiana portal in order to request confidential CTAP services.



Using Access Indiana

New users of the Access Indiana portal will need to sign up for an account, which includes creating a profile and password. Once they have an account, they can log in, complete their requester information, add interested parties, request confidential CTAP services, send files related to their case, send comments, and invite case collaborators to view or respond to their request. Instructions on how to sign up for an account and navigate Access Indiana are provided in this guide. [Logon instructions](#) for existing Access Indiana users are also provided at the end of the guide.

CTAP staff will process requests submitted through Access Indiana using a confidential, internal CTAP portal that is part of the state of Indiana's private interface on Access Indiana.



How to Sign Up for an Account

1. To sign up for an account, go to [Access Indiana](https://in.gov/access/) and click on “SIGN UP FOR YOUR ACCOUNT.”

The screenshot shows a web browser at the URL in.gov/access/. The navigation bar includes links for MENU, IN.gov, Access Indiana, About, Getting Started, Available Services, FAQ & Help, Sign Up, and Login with ACCESS INDIANA. The main content area features the ACCESS INDIANA logo and the heading "A SINGLE LOGIN & PASSWORD FOR YOUR INDIANA SERVICES". Below this, three paragraphs describe the service: "Access Indiana is a portal that allows citizens to use one login and one password (single sign-on) to access multiple services from the State of Indiana.", "The login is a safe and secure way to easily sign-in to a variety of applications. There will be a growing catalog of services that use Access Indiana as the login.", and "Access Indiana is a streamlined and simplified way for citizens to interact with state government." A large blue button labeled "SIGN UP FOR YOUR ACCOUNT" is highlighted with a red "1." to its left. An illustration of a laptop and a smartphone is shown on the right side of the page.



How to Sign Up for an Account (cont.)

2. Enter your email address.
3. Click on “Send Verification Code,” and a code will be delivered to your inbox. It may take up to 5 minutes to receive the email.

The screenshot shows a web browser at the URL access.in.gov/signup/. The page header includes the IN.gov logo, the Access Indiana logo, and navigation links for About, Getting Started, Available Services, and FAQ & Help. The main content area features a sign-up form titled "Sign Up: Email" with the instruction "Verify your Email Address to create your Access Indiana Account." The form includes a red warning icon and the label "Email" next to an input field. A red "2." is placed to the left of the input field. Below the input field is a blue button labeled "Send Verification Code" with a red "3." to its left, and a white button labeled "Sign In Instead". To the right of the form is a dark overlay with the Access Indiana logo and the heading "Sign Up for Access Indiana". Below the heading is a list of three steps: 1. Enter your email address and a code will be delivered. This may take up to five minutes. 2. Check your email in a new browser tab or window. Do not leave this page or the code will not work. 3. After receiving the code, enter and proceed to setting up a password and entering your personal information.



How to Sign Up for an Account (cont.)

Open a new browser tab or window and check your email. Do not leave the “Sign Up” page or the verification code will not work.

4. Type the code into the “Verification Code” field (or copy it from your email and paste it into the field).
5. Click on “Continue.”

 Verification Code

4. 890119|

Last confirmation sent on September 8th, 2020, at 11:50 am.

5.

Continue

Cancel

Resend Code



How to Sign Up for an Account (cont.)

6. Create a new password and type it in the “New Password” field.
7. Type the password again in the “Confirm New Password” field, and click on “Continue.”

6.  *New Password*

7.  *Confirm New Password*



How to Sign Up for an Account (cont.)

8. Enter the profile information, which includes your first name, middle name, last name, phone number, and organization name. Middle name and organization name are optional.
9. Click on “Create Account.”

8. The form is titled "Sign Up: Profile" and contains several input fields. The "First Name" field has a red error message "First name is required." The "Middle Name" field is optional. The "Last Name" field has a red error message. The "Phone" field has a red error message. The "Organization Name" field is optional and includes a help icon. At the bottom, there are two buttons: "Create Account" and "Cancel".

The banner features the "access INDIANA" logo at the top. Below the logo, the text "Sign Up for Access Indiana" is displayed. A list of three instructions is provided: 1. Please enter your full middle name, not an initial for it. 2. We use your phone number in Two-Step Verification if you choose to opt-in for added account security. 3. If this will be a business account, please identify the company that this account will be related to in **Organization Name**.



How to Sign Up for an Account (cont.)

10. If you want to add an extra layer of security to your account, enable two-step verification by clicking on “Continue.”
11. If you do not want to add an extra layer of security, click on “Skip This.”

Sign Up: Two-Step Verification

Make your account more secure by entering a unique code in addition to your password every time you sign in.

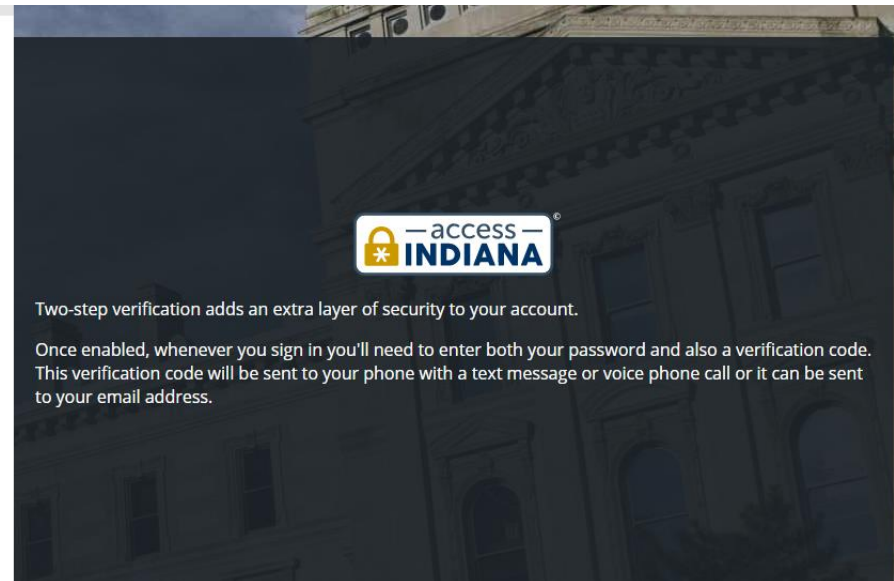
Enable Two-Step Verification?

Verification codes can be sent to your phone number with a text message or voice call, or to an email address in your profile. Please ensure that the number is correct:

Phone
(317) 656-9260

10.

11.





How to Sign Up for an Account (cont.)

12. If you enabled two-step verification, select how you want to receive the code now and in the future.

13. Click on “Request Code.”

Once you receive the code, type it in the “Verification Code” field and click on “Continue.” You will be asked to sign up for a recovery email. If you wish, you may choose to skip that step.

Sign Up: Two-Step Verification

Choose how you want to receive your verification code

By phone:

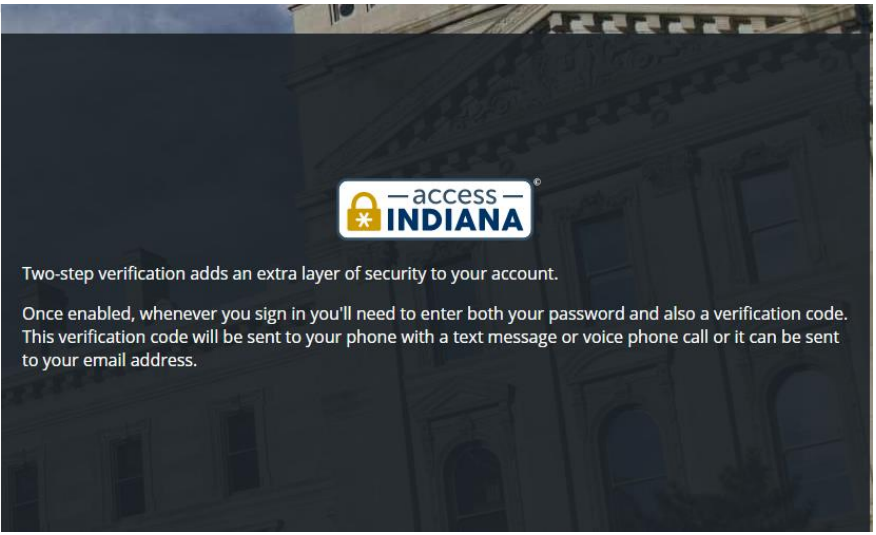
12. (317) 656-9260 Text Voice

By email:

dls@toast.net

13. **Request Code**

Cancel Skip This Resend Code





How to Find the CTAP Portal on the Access Indiana Dashboard

1. When you reach the Access Indiana dashboard, click on “View All Services.”

The screenshot shows the Access Indiana - Portal dashboard. At the top, there is a navigation bar with the IN.gov logo, the Access Indiana logo, and navigation links for DASHBOARD, SERVICES, PROFILE, HELP, and SIGN OUT. Below the navigation bar, there are two notification cards: "Be prepared! Remember to Add a Recovery Email!" and "Add More Security with Two-Step Verification", each with a "View" button. A "Bookmarked Services" section indicates that there are no bookmarked services and provides a link to "View All Services". At the bottom, there is a "Sign in to Recently Used Services" link and another "View all Services" link. On the right side, a "Your Profile" panel is visible, showing fields for Name, Email, and Phone, and buttons for "Set Up Account Security", "Add a Recovery Email", "Change Profile", "Change Email Address", and "Change Password".



How to Find the CTAP Portal on the Access Indiana Dashboard (cont.)

2. Type CTAP in the “Search Services” field, or click on the right arrow and navigate to the CTAP tile.
3. Click on the CTAP tile.

ACCESS INDIANA SERVICES

2.

The screenshot shows the 'ACCESS INDIANA SERVICES' dashboard. At the top, there is a search bar labeled 'Search Services' and a navigation area with 'Page: 1 / 2', a left arrow, a right arrow (circled in red), a grid icon, and a list icon. Below the search bar, there is a grid of eight service tiles. Each tile contains a logo, the service name, the department, and a 'Get Information' button. The tiles are:

- Indiana Unclaimed Property (Attorney General's Office)
- BMV Online Scheduler (Bureau of Motor Vehicles)
- Quick Quote (Bureau of Motor Vehicles)
- Public Safety Portal (Department of Homeland Security)
- Travel Advisory (Department of Homeland Security)
- Campground Reservations (Department of Natural Resources)
- Fish & Wildlife (Department of Natural Resources)
- Ginseng Indiana (Department of Natural Resources)

3.

CTAP
Compliance and Technical Assistance Program
Indiana Department of Environmental Management
Helping Indiana businesses one step at a time



How to Submit a New Request for CTAP Services

To submit a new request for CTAP services, navigate to the drop-down menu in the upper right. Click on your name and select "Profile." Most of the profile information will automatically populate the "Requester Information" section that you will complete next.

IN.gov Department of Environmental Management Support ▾ CTAP ▾ Laurie ▾

Home > CTAP



Compliance and Technical Assistance Program

Indiana Department of Environmental Management

By entering information into this portal, you are requesting confidential regulatory and technical assistance from the IDEM Compliance and Technical Assistance Program as indicated in Indiana Code 13-28. It is understood that such assistance will be held in confidence as required by Indiana Code 13-28-3-4.

To file a complaint, please call the IDEM Complaint Coordinator at 800-451-6027 Option 3 or submit [online](#).

To report an environmental emergency, call IDEM's 24-Hour Emergency Spill Line toll free at (888) 233-7745 or (317) 233-7745.

Open Cases All Cases Closed Cases

Search

Case Number	Request Title	Company Name	Status	Created On ↓	Assigned to	Estimated Response Date
CAS-01573-P6P1R2	Test - 0908	Big Farm Business	Submitted	9/8/2020 8:46 AM	Laurie Mann	9/15/2020



Fill in Requester Information Section

In the “Requester” tab:

1. Fill in any “Contact Information” that did not auto-populate from your profile.
2. Fill in the “Request Title and Description.”

New Request

1 Requester 2 Requester Company 3 Regulated Programs 4 Site Visit 5 Documentation 6 Summary

Requester Information

By entering information into this portal, you are requesting confidential regulatory and technical assistance from the IDEM Compliance and Technical Assistance Program as indicated in Indiana Code 13-28. It is understood that such assistance will be held in confidence as required by Indiana Code 13-28-3-4.

To file a complaint, please call the IDEM Complaint Coordinator at 800-451-5027 Option 3 or submit [online](#).

To report an environmental emergency, call IDEM's 24-Hour Emergency Spill Line toll free at (888) 233-7745 or (317) 233-7745.

1. Contact Information

Salutation Mr.	Street Address 1 * 100 North Senate ave
First Name * Hani	Street Address 2
Last Name * Sharaya	Street Address 3

2. Request Title and Description

Request Title *
Manager

Request Description *
my client is closing their facility



Fill in Requester Company Section

In the “Requester Company” tab:

3. Fill in the “Requester Company Information.”
4. The system will automatically assign the ZIP code from your profile.

New Request

- 1 Requester ✓
- 2 Requester Company
- 3 Regulated Programs
- 4 Site Visit
- 5 Documentation
- 6 Summary

Requester Company

3. Requester Company Information

Company Name	Company Role
<input type="text"/>	Staff
Street Address 1	City
<input type="text"/>	<input type="text"/>
Street Address 2	County *
<input type="text"/>	<input type="text"/>
Street Address 3	State/Province
<input type="text"/>	<input type="text"/>
Company Email	Zip Code
<input type="text"/>	4. 47380



Add Interested Parties

In the “Interested Parties” section, you can keep track of contacts. Your contacts will not automatically receive an email. To add a contact:

1. Click on “New Party.”
2. Fill in the fields under “General.”
3. Click on “Save.”

Interested Parties

1. [New Party](#)

Full Name ↑	Business Phone	Mobile Phone	Email Address	Request	Created On
-------------	----------------	--------------	---------------	---------	------------

[Create](#) ×

2. General

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email Address	Company Name
<input type="text"/>	<input type="text"/>
Mobile Phone	Business Phone
<input type="text"/>	<input type="text"/>

3. [Save](#)



Delete or Edit Interested Parties

If you want to delete or edit an interested party, click on “Delete” or “Edit” in the drop-down menu located on the far right of the person’s name.

Interested Parties

New Party

Full Name ↑	Business Phone	Mobile Phone	Email Address	Request	Created On	
Chrystal Wagner			cwagner@idem.in.gov	CAS-01429-J1G5M3	8/24/2020 9:29 AM	 Delete Edit Details





Select Regulated Programs

In the “Regulated Programs” tab:

1. Start by clicking on the down-arrow for Section A. Air (on the right).
2. Select the appropriate regulated programs for air that apply to your request for CTAP assistance. If certain programs do not apply, leave the applicable drop-down arrows as “None selected.” If you want to add additional information, type it in the “Air Other Description” field.
3. Repeat the same process for Section B. Water and Section C. Land.
4. If you do not know the regulated programs, select the drop-down arrow for “Section D. Other” and type your comments or concerns in the “Other Description” field.

New Request

1 Requester ✓ 2 Requester Company ✓ 3 Regulated Programs 4 Site Visit 5 Documentation 6 Summary

Regulated Program

- Please select the appropriate regulated program that applies to your request for assistance
- Please answer the questions for the appropriate regulated program that applies to your request for assistance. For Sections A - D you must answer questions for at least one program type.

Section A. Air

1. ▼

Asbestos

None selected ▼
 Applicability
 Compliance
 None selected ▼

NESHAP Type

None selected ▼

General Air Permit Assistance

None selected ▼

General Air Compliance

None selected ▼

Air Other Description

2.

3. Section B. Water



Section C. Land



Section D. Other

4.





Select Regulated Programs (cont.)

In “Section E. Industry Type,” fill in your North American Industry Classification System (NAICS) code or your Standard Industrial Classification (SIC) code. If you do not know your NAICS or SIC code, click on “NAICS/SIC Search.”

Section E. Industry Type

Follow the link below to look up your code:



[NAICS/SIC Search](#)

NAICS Code

SIC Code

Section F. What environmental requirements or permits does your facility have?

Air Permit

Right-to-Know Reporting

Water Permit

Hazardous Waste Generator

SPCC Plan

Storage Tanks

Select Regulated Programs (cont.)

Enter keywords describing your operation in the “NAICS Search” or “SIC Search” field. Click the applicable search button. Follow the instructions to get the code.

NAICS & SIC Identification Tools

Enter Keyword(s) **NAICS Search**

Enter Keyword(s) **SIC Search**

NAICS CODE DRILL-DOWN **SIC CODE DRILL-DOWN** **COMPANY LOOKUP TOOL** **NAICS LOOKUP HELP**

NAICS CODE LIST: Click Any Two Digit NAICS Code to Drill Down Further

Code	Industry Title	Number of Business Establishments
11	Agriculture, Forestry, Fishing and Hunting	381,477
21	Mining	32,069
22	Utilities	46,245
23	Construction	1,490,099
31-33	Manufacturing	637,810
42	Wholesale Trade	697,359
44-45	Retail Trade	1,794,062
48-49	Transportation and Warehousing	588,529
51	Information	358,572
52	Finance and Insurance	782,705

Need Help?
What are you Searching for? *
-Choose One-
Submit

Data Services & Products
Business Lists
Data Appends
Data Append API
NAICS & SIC Manuals

NAICS & SIC Code Resources
NAICS & SIC Search
NAICS & SIC Crosswalk
History of NAICS & SIC
NAICS Lookup Help
Frequently Asked Q's
2017 NAICS Changes
NAICS Code List
SIC Code List
High Risk NAICS Codes

Additional Resources
Free Market Profiles



Select Regulated Programs (cont.)

Navigate to Section F. and select what environmental permits and/or requirements your facility has. Then click on “Next.”

Section F. What environmental requirements or permits does your facility have?

Air Permit

 ▼

Water Permit

 ▼

SPCC Plan

▼

Right-to-Know Reporting

▼

Hazardous Waste Generator

▼

Storage Tanks

▼

Previous

Next



Schedule a CTAP Site Visit

If you would like to schedule a CTAP site visit, please fill in the requested information.

Home > New Request

New Request

1 Requester ✓ 2 Requester Company ✓ 3 Regulated Programs ✓ 4 Site Visit 5 Documentation 6 Summary

Are you requesting a Site Visit? If yes, check the box below.

Site Visit Requested

Please provide any special instruction that will allow an efficient arrival.

stopped by the gate No 9

What kind of Personal Protective Equipment (PPE) is needed for the site visit?

Mask



Schedule a CTAP Site Visit (cont.)

Please list four environmental issues of most concern to your business

Environmental Issue 1

storm water

Environmental Issue 2

used oil

Environmental Issue 3

Freon

Environmental Issue 4

air permit ✕

Does your facility have a pollution prevention program in place?

No ▼

Who is responsible for the program?

Has your facility had an internal audit or been inspected by IDEM Compliance staff recently?

No ▼



Add Documentation

You can add files (e.g., photos, documents) to your request for CTAP services. Click on “New Folder” to create a folder, and then click on “Add Files” to add files to the folder.

New Request

1 Requester ✓ 2 Requestor Company ✓ 3 Regulated Programs ✓ 4 Site Visit ✓ 5 Documentation 6 Summary

Documentation

File size limit: 250mb

[Add files](#) [New folder](#)

There are no folders or files to display.

[Previous](#) [Next](#)





Add Documentation (cont.)

To delete files, click on the down-arrow in the lower right.

New Request

- 1 Requester ✓
- 2 Requester Company ✓
- 3 Regulated Programs ✓
- 4 Site Visit ✓
- 5 Documentation
- 6 Summary

Documentation

File size limit: 250mb

[Add files](#) [New folder](#)

All > Hani

Name ↑

Modified

↑ Up to"/>

mercury switches form 2017 fillable.pdf (54 KB)

less than a minute ago

Delete



[Previous](#) [Next](#)



Acknowledge All the Disclaimers

On the summary page, please read through all the disclaimers and click on "Submit."

DISCLAIMERS

The undersigned, on behalf of the Company, requests confidential regulatory and technical assistance from the IDEM Compliance and Technical Assistance Program as indicated in IC 13-28. It is understood that such assistance will be held in confidence as required by Indiana Code 13-28-3-4 which provides that "Inquiries made to the program and activities and documents of the program that identify or describe an individual facility or operations are confidential, unless a clear and immediate danger to the public health or environment exists. Information concerning inquiries, activities and documents of the program that identify or describe an individual facility or operations may not be made available for use by the other divisions of the department without the consent of the person who made the inquiry, participated in the activity or provided the document."

This service will be provided free of charge and there is no obligation to reimburse CTAP or its staff for providing such assistance. Upon request, the CTAP staff will be provided operating data and other such information as may be reasonably requested during the period of service. The data will be considered confidential and will be treated as such under IC 13-28-3-4.

Please be advised that all final decisions regarding compliance with regulations enforced by IDEM must come from the Commissioner or the person(s) who the Commissioner has delegated specific authority to determine compliance. CTAP employees have not been delegated specific authority to determine compliance. Any interpretation of environmental requirements provided by CTAP employees is limited by the information available to the CTAP employee and is intended as general advice only. Such interpretations are not binding on IDEM. Answers provided do not constitute rulemaking by IDEM and may not be relied upon to create a right or benefit, substantive or procedural, enforceable at law or in equity, by any person. Final compliance determinations issued by IDEM must be in writing and approved by the Commissioner or the Commissioner's authorized designee.

Click "Previous" to edit this request, if needed.

By clicking "Submit" you are acknowledging all disclaimers above.

[Previous](#) [Submit](#)





Filter and View Your Cases

You can filter and view cases relevant to your company by selecting “Open Cases,” “All Cases,” or “Closed Cases.” To view different parts of a case, click on a case number.



By entering information into this portal, you are requesting confidential regulatory and technical assistance from the IDEM Compliance and Technical Assistance Program as indicated in Indiana Code 13-28. It is understood that such assistance will be held in confidence as required by Indiana Code 13-28-3-4.

To file a complaint, please call the IDEM Complaint Coordinator at 800-451-5027 Option 3 or submit [online](#).

To report an environmental emergency, call IDEM's 24-Hour Emergency Spill Line toll free at (888) 233-7745 or (317) 233-7745.



Search



Case Number	Request Title	Company Name	Status	Created On ↓	Assigned to	Estimated Response Date
CAS-01429-J1G5M3	Manager	HANI' COOKIES	Submitted	8/24/2020 9:22 AM	Hari Sharaya	
CAS-01402-N3N6H1	Mr.	Blue River Inc	Submitted	8/3/2020 3:38 PM	Hari Sharaya	8/25/2020
CAS-01395-R0Q4K1	manager	IDEM	Draft	7/30/2020 1:01 PM	SYSTEM	



Add Case Collaborators

You can add case collaborators to allow other team members associated with you to view and edit your request, depending on which Access Level you assign to them:

- **Owner:**
The collaborator has full access to the case and can add other owners to the case, edit all parts of the case, send portal comments, and add attachments.
- **Editor:**
The collaborator can edit the case, send portal comments, and add attachments, but cannot invite collaborators.
- **Read-Only:**
The collaborator can only read the contents of the case. They cannot edit anything in the case, send portal comments, or add attachments.



Add Case Collaborators (cont.)

To add a case collaborator, click on “Add Collaborator.”

The screenshot shows the IN.gov website interface for a case. The breadcrumb trail is Home > CTAP > CAS-01429-J1G5M3. The page is divided into several sections:

- Case Collaborators:** Features a table with columns for Contact, Access Level, and Access Disabled. A red arrow points to an "Add Collaborator" button. Below the table is a message: "There are no records to display."
- Attachments:** Shows a file size limit of 250mb and buttons for "Add Files" and "New Folder". A table lists an attachment by "Hani" modified "33 minutes ago".
- Summaries & Recommendations:** A table with columns for ID, Title, Regarding, and Date Created. It displays "There are no records to display."
- Survey Requests:** A table with columns for Form ID, Status Reason, Form Name, and Form Link. It displays "There are no records to display."
- Site Visits:** A section at the bottom with a "Prot" button.



Add Case Collaborators (cont.)

1. Enter the collaborator's name and email address.
2. Select the "Access Level" that is appropriate for the collaborator.
3. Click on "Submit."

1.

2.

3.

Create

General

Collaborator's First Name
Mark

Collaborator's Last Name
Stouderd

Collaborator's Email
M I

Access Level *
Read Only

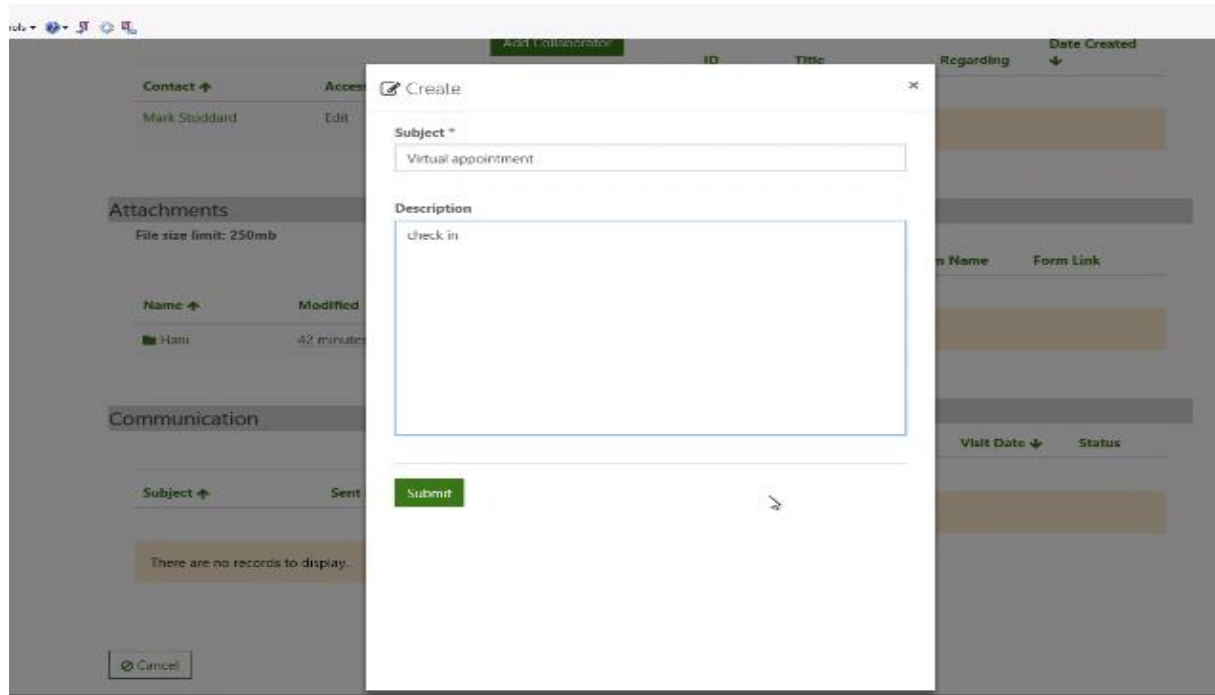
Optional

Send Invitation Email

Submit

Send a Comment to the CTAP Team

The requester or collaborators with owner or editor access will be able to send a portal comment. To send a comment, navigate to the Communication section of the case and click on “New Comment.” Create a new message to the entire CTAP team. The message is sent to the team where it can be viewed and action taken, if necessary.



The screenshot displays a web application interface with a modal dialog box titled "Create". The dialog contains the following elements:

- Subject ***: A text input field containing "Virtual appointment".
- Description**: A larger text area containing "check in".
- Submit**: A green button at the bottom of the dialog.
- Cancel**: A button at the bottom left of the dialog.

The background interface shows a "Communication" section with a table of records. The table has columns for "Subject", "Sent", "Visit Date", and "Status". A message "There are no records to display." is visible below the table. Other sections visible include "Contact" (Mark Stoddard), "Attachments" (File size limit: 250mb, Name: Hani, Modified: 42 minutes), and "Regarding" (Date Created).



For Assistance with the CTAP System or Access Indiana

If you have questions about the CTAP Form, Access Indiana, connecting to the portal—click on “Support” and “Contact Us.”



Home > CTAP



Compliance and Technical
Assistance Program

Indiana Department of Environmental Management

By entering information into this portal, you are requesting confidential regulatory and technical assistance from the IDEM Compliance and Technical Assistance Program as indicated in Indiana Code 13-28. It is understood that such assistance will be held in confidence as required by Indiana Code 13-28-3-4.

To file a complaint, please call the IDEM Complaint Coordinator at 800-451-6027 Option 3 or submit [online](#).

To report an environmental emergency, call IDEM's 24-Hour Emergency Spill Line toll free at (888) 233-7745 or (317) 233-7745.



For Assistance with the CTAP System and Access Indiana (cont.)

Fill in the form and click on “Submit.” A CTAP team member will assist you.

Please note: This is not where you submit requests for CTAP services! This is where you request assistance with technical issues related to the CTAP System or Access Indiana.

The screenshot shows the 'ASK A QUESTION TO SUPPORT' form on the IN.gov website. The form is titled 'ASK A QUESTION TO SUPPORT' and is located under the breadcrumb 'Home > ASK A QUESTION TO SUPPORT'. The form fields are:

- First Name *
- Last Name *
- Your email address *
- Phone
- Subject *
- Description *

1. [Red number 1 pointing to the form fields]

2. [Red number 2 pointing to the Submit button]



How Existing Access Indiana Users Log In

1. Existing users should go to the [Access Indiana](#) website.
2. Click on “Login with access INDIANA” in the upper right.

1.

2.

**—access—
INDIANA**

A SINGLE LOGIN & PASSWORD FOR YOUR INDIANA SERVICES

Access Indiana is a portal that allows citizens to use one login and one password (single sign-on) to access multiple services from the State of Indiana.

The login is a safe and secure way to easily sign-in to a variety of applications. There will be a growing catalog of services that use Access Indiana as the login.

Access Indiana is a streamlined and simplified way for citizens to interact with state government.

SIGN UP FOR YOUR ACCOUNT

The screenshot shows a browser window with the URL in.gov/access/. The navigation bar includes links for MENU, IN.gov, Access Indiana, About, Getting Started, Available Services, FAQ & Help, Sign Up, and a highlighted 'Login with access INDIANA' button. Below the navigation bar, the Access Indiana logo is displayed, followed by the heading 'A SINGLE LOGIN & PASSWORD FOR YOUR INDIANA SERVICES'. The main content area contains three paragraphs of text and a yellow button labeled 'SIGN UP FOR YOUR ACCOUNT'. To the right, an illustration shows a laptop displaying a login form with fields for 'Username' and a password, and a 'SUCCESS!' message with a checkmark. A smartphone below the laptop shows a key icon.



How Existing Access Indiana Users Log In

3. Enter your email address.
4. Click on “Continue.”

The screenshot shows a web browser window with the URL `access.in.gov`. The page header includes the `IN.gov` logo, the `access INDIANA` logo, and the text "Access Indiana - Portal". Navigation links for "About", "Getting Started", "Available Services", and "FAQ & Help" are visible. The main content area features a "Welcome to Access Indiana" message, stating it is "The State of Indiana's Single Sign-On Portal" for conducting business with ease and security. A "Sign Up for Access Indiana" button is present. A white modal window is overlaid on the page, showing the "Sign In with Access Indiana" option with a link for users without an account. Below this is an "Email" input field with a red "3." next to it, and a blue "Continue" button with a red "4." next to it. A "Support & Chat" button is located in the bottom right corner of the page.



How Existing Access Indiana Users Log In

5. Enter your password.

6. Click on "Sign In."

If you forgot your password, click on "Reset Your Access Indiana Password" and follow the instructions provided.

The screenshot shows a web browser at the URL access.in.gov. The page header includes the IN.gov logo, the Access Indiana - Portal title, and navigation links for About, Getting Started, Available Services, and FAQ & Help. The main content area features the Access Indiana logo and a welcome message: "Welcome to Access Indiana. The State of Indiana's Single Sign-On Portal. Conduct business with ease and security." Below this is a "Sign Up for Access Indiana" button. A modal window is open for login, with a red "5." pointing to the password input field and a red "6." pointing to the "Sign In" button. The modal contains the following text and elements:

- Sign In with Access Indiana
- [Don't have an Access Indiana account?](#)
- Email input field containing `Jane@gmail.com`
- Password input field with a red "5." next to it
- ATTENTION: Your password is the key to your Access Indiana account... [Show More](#)
- Sign In button with a red "6." next to it
- Back button
- Reset Your Access Indiana Password button

At the bottom right of the page, there is a "Support & Chat" button.