



# INDOT Technical Application Pathway

ITAP v.3.0

## *Quick Start Guide & FAQ*

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# FAQ

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[I need to register a new business; how do I do that?](#)

[I need access to an application, where do I go to enroll?](#)

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[I have more than one ITAP account. Do I need more than one Access Indiana account as well?](#)

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[I cannot find an answer for my question, how do I obtain additional help?](#)

# Help Topics

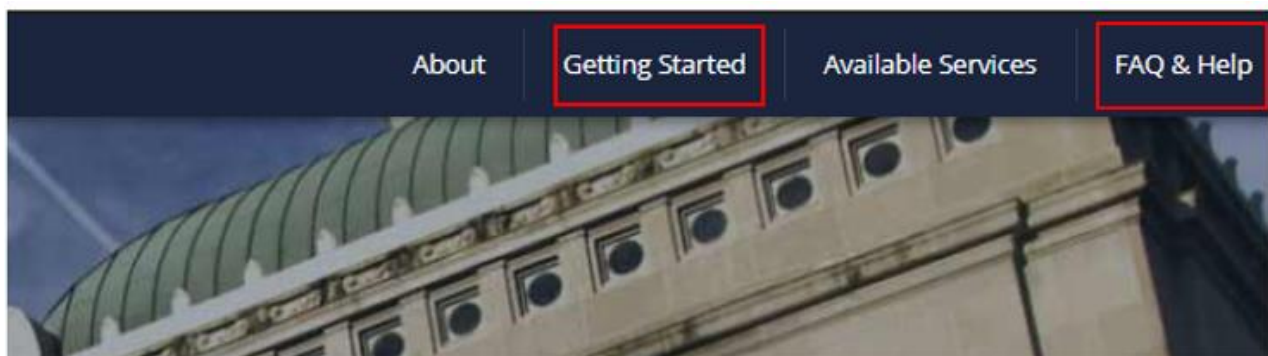
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## How to Create an Access Indiana Account *(For External Users)*

An *Access Indiana* account is now required for **all external users** to access *ITAP* and all applications within *ITAP*, request a new business, or new business user accounts.

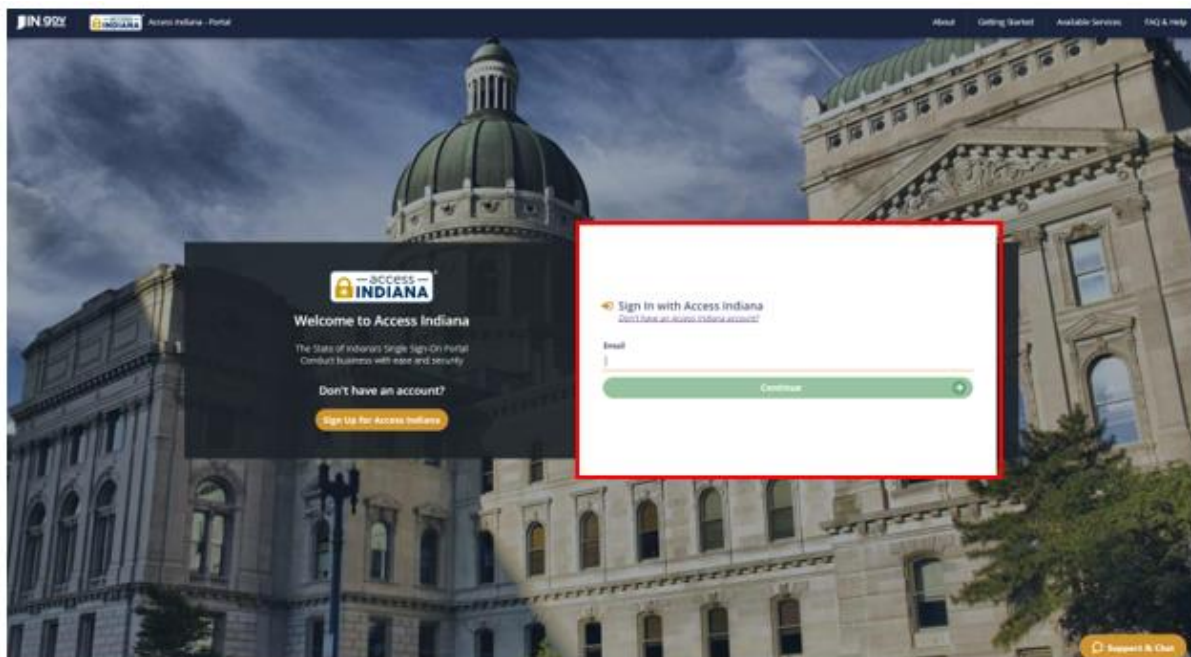
You may click [Getting Started](#) to be taken to the *Access Indiana Getting Started* instructions or you may click [Access Indiana](#) to be navigated to *Access Indiana*, and then click *Getting Started* in the upper right hand side of the screen. Information on how to reset your password are also contained in this document.

For information on how to change your *Access Indiana* account details, click [FAQ & Help](#) to be taken to *Access Indiana's FAQ & Help* section.

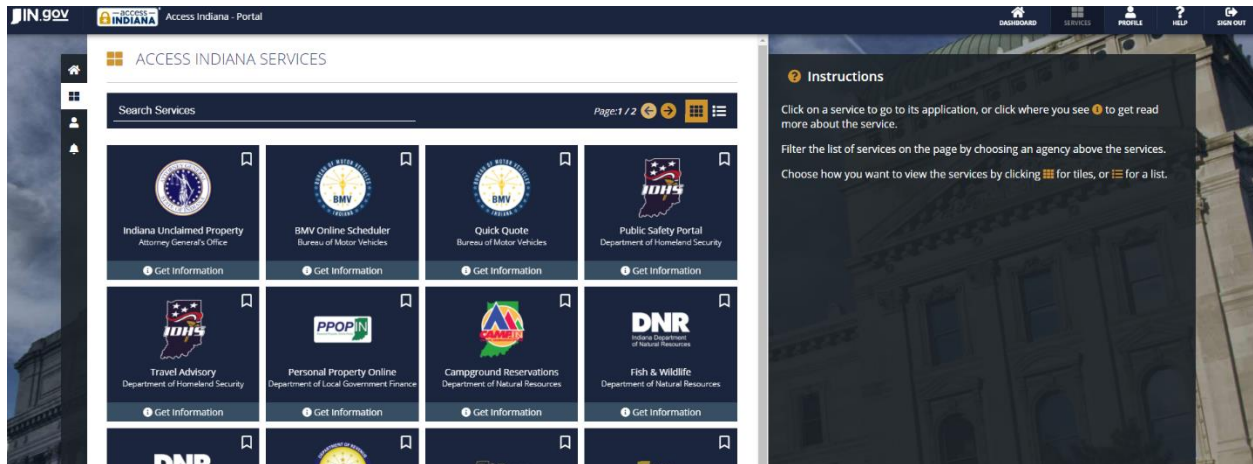


## How to Login to *ITAP* *(For External Users)*

Once you have an *Access Indiana* account, go to <https://itap.indot.in.gov> to login to *ITAP*. The link will navigate you to the *Access Indiana* login page. Once you enter an email address and password, you will be taken to the *ITAP* Dashboard upon a successful sign in.



Users should bookmark the *ITAP Service Tile* in the *Access Indiana* Home Page under *Services*. Clicking the *ITAP* link will navigate the user to the *ITAP* Dashboard.



## How to Login to *ITAP* (For Internal Users)

If you are an **internal user** (an internal user is a user with a State of Indiana domain email address *e.g.*, *in.gov*), you will login to *ITAP* by navigating to <https://itap.indot.in.gov> or by clicking on the *ITAP* link inside the ERIN homepage.

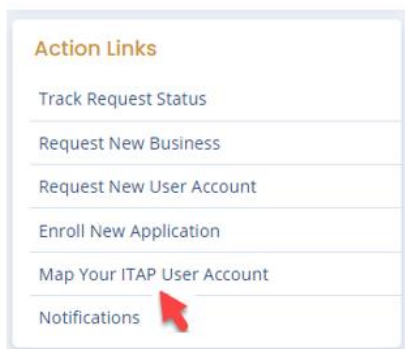
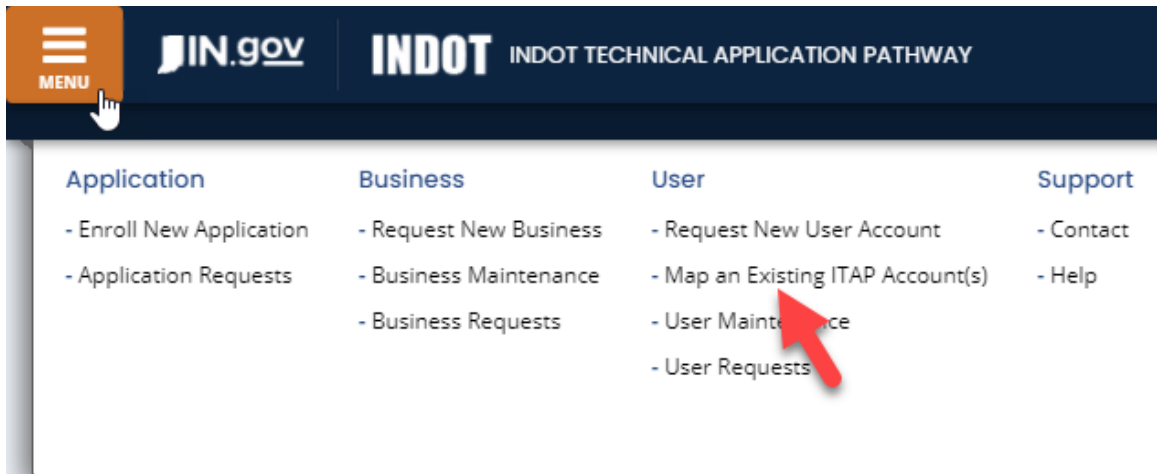
- If you are on the VPN, you will be automatically logged into *ITAP* using your network credentials.
- If you are not on the VPN, you will be navigated to the *Access Indiana* homepage, shown below, where you will be asked for your state email address *e.g.* *tonja.testner@indot.in.gov*. Once you have successfully done so, you will then be navigated to the new *ITAP* Dashboard.

## How to Map an Existing *ITAP* Account(s) (For External Users)

If you already had an *ITAP* account before the upgrade to v.3.0, you may map or link your existing *ITAP* account(s) to your new *Access Indiana* account. You must have your *ITAP* username (*e.g.* *Jsmith01*) and password available. If you have multiple *ITAP* accounts, do this for every account you want to map to your *Access Indiana* account.

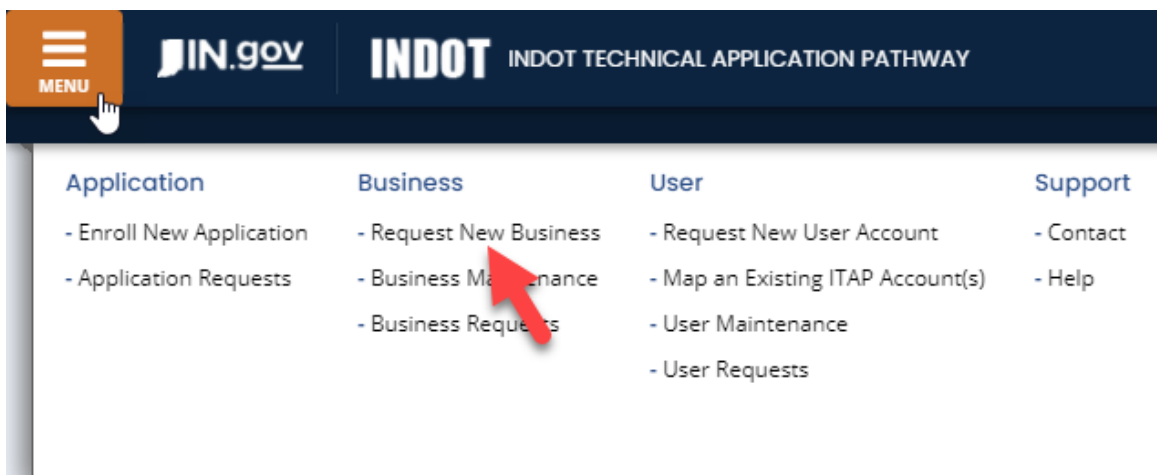
Click *Map Your ITAP User Account* in *Action Links* from the *ITAP* Dashboard or from the orange *Menu* button at the top left side of your screen under *User category*).

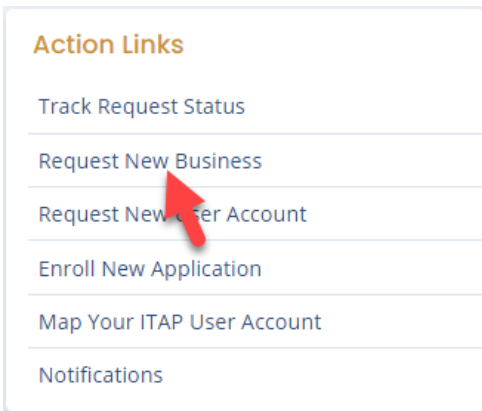
*\*If you pre-registered for ITAP (process available before ITAP v.3.0 went live), you should see the business you mapped when you pre-registered on the right-hand side of the screen as a My Businesses card.*



## How to Create or Request a New Business *(For External Users)*

If you have no businesses registered or have an additional business or businesses to register, click on the orange *Menu* button at the top left side of your screen, under *Business*, select *Request New Business* or the *Action Links* card in the middle of the right-hand side of your screen to access the *Request a New Business* functionality.





As part of the business registration process, a *Primary Contact* will be set up as well, each going through an approval and notification process. All parties will be kept aware of the status of these requests via email or in the *Notifications* area of *ITAP*.

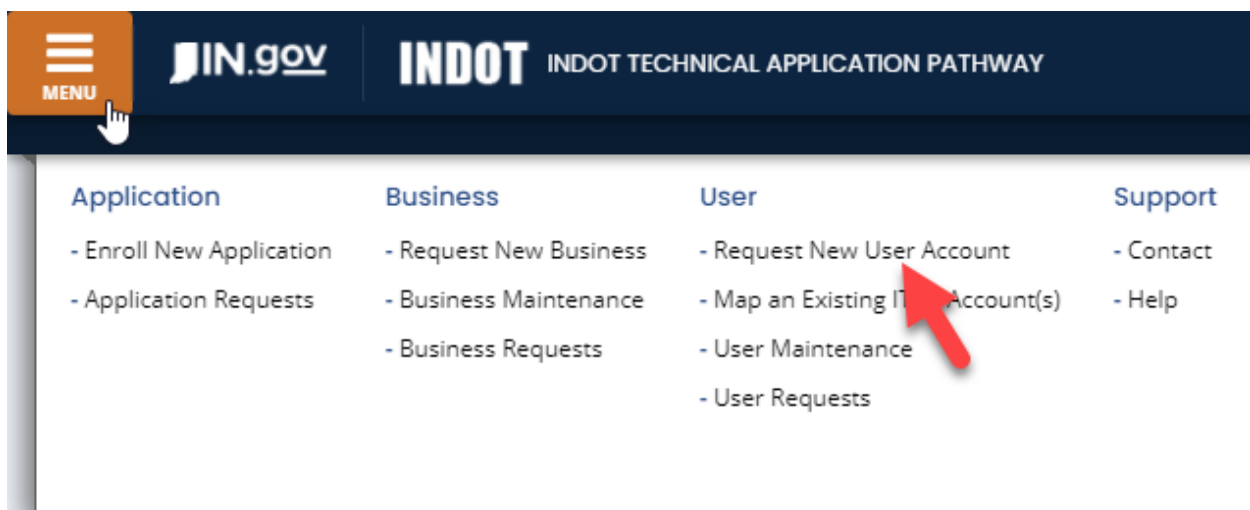
*\*Once a user's business account request is approved, the user will need to sign out and sign in again to ITAP. At that point, the user's business will appear in the My Business card section (right hand side of screen) of the ITAP Dashboard.*

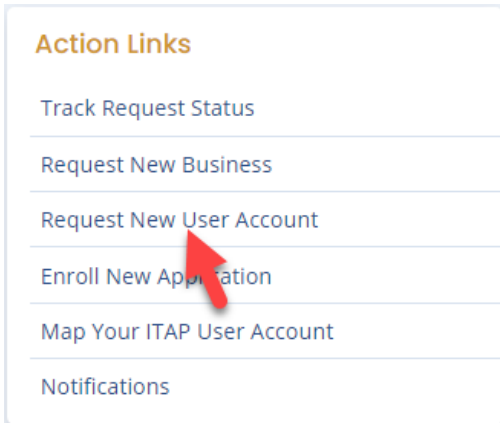
## How to Create a User Account *(For External Users)*

You may request a user account for a business that is already registered by clicking on the orange *Menu* button at the top left side of your screen and clicking *Request New User Account* in the *User* menu or in the *Action Links* card in the middle of the right-hand side of your screen and clicking *Request a New User Account*.

As part of this process, the *Primary Contact* of the business will be notified as to the request to approve, deny, etc. All parties will be kept aware of the status of the request via email or in the *Notifications* area of *ITAP*.

**\*Primary Contacts of a business do not have the ability to add users to their business, each user must first create their own *Access Indiana* account.**

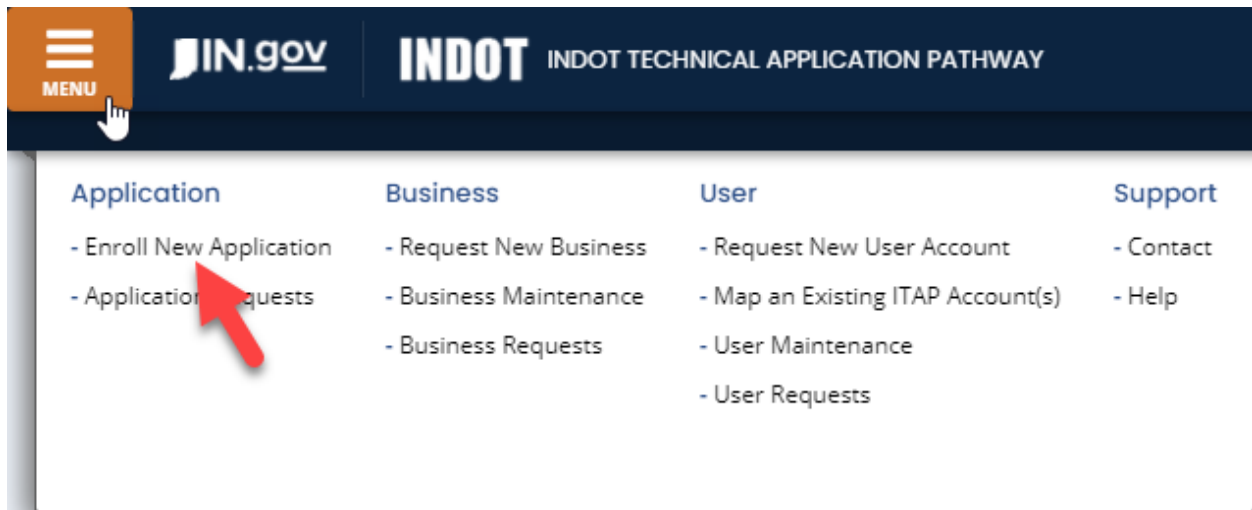




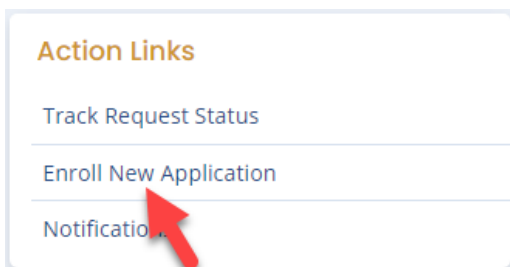
Once a user's business account request is approved, **the user will need to sign out and sign in again** to ITAP. At that point, the user's business will appear in the *My Business* card section (right hand side of screen) of the ITAP Dashboard.

## How to Enroll in an Application *(For All Users)*


You may request access to an application by clicking on the orange *Menu* button at the top left side of your screen, then under *Application*, select *Enroll New Application* where you will choose the application and in some case the roles associated to that application. *Most applications require a user to be registered to a business before enrolling.*

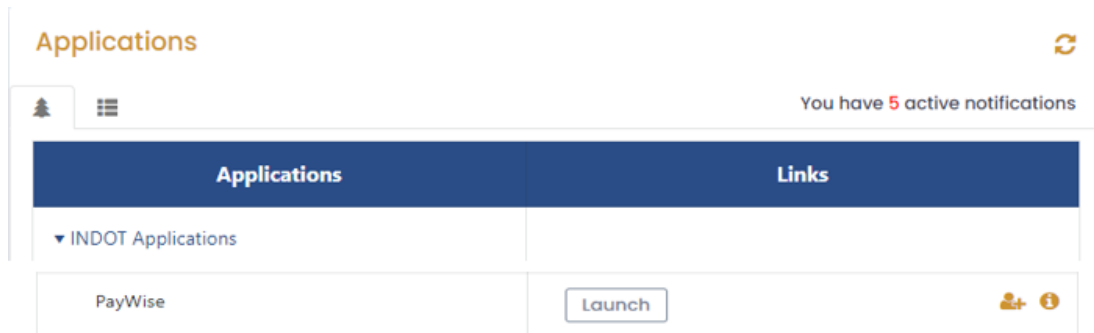


You may also select *Enroll New Application* from the *Action Links* card on the right-hand side of the screen. As part of this process, the Application Administrator for the application will be notified as to the request to approve, deny, etc. All parties will be kept aware of the status of the request via email or in the *Notifications* area of ITAP.



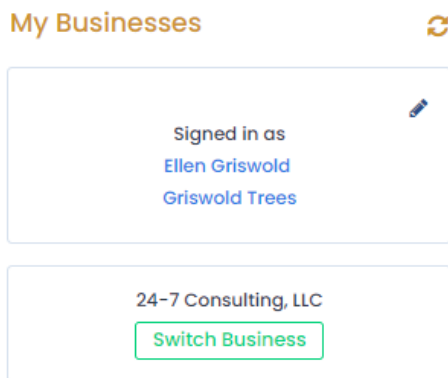


If you already have access to an application but need an additional role within that application, click the *Request Additional Roles*  icon in the Links column of the Applications window.



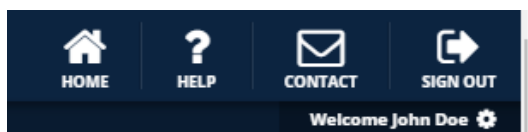
## How to Operate Multiple Business Accounts *(For External Users)*

A user can register to multiple business accounts as needed and operate applications from multiple businesses with one *Access Indiana* account. If you are registered to multiple businesses, each business will show as a business card in the *My Businesses* card section of the *ITAP* Dashboard. A user may switch businesses as needed and request and operate applications from the active business the user is signed into.



## How to Update Your Address and Phone Number *(For External Users)*

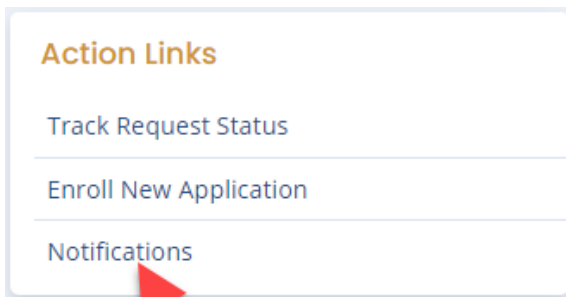
Once you request a business user account and are approved, you may edit your address and phone number. Click *Preferences* (gear icon next to your name in the *ITAP* Dashboard header from any screen.



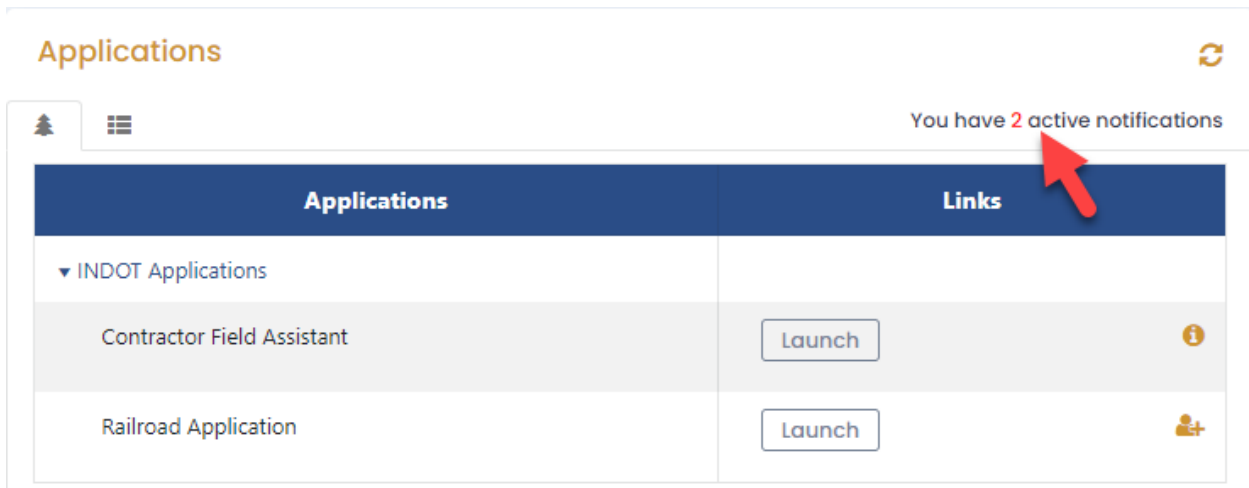
Users may not change their first name, last name, and email address. This must be done by contacting an INDOT Business Admin or *ITAP* Support. For information on how to change your *Access Indiana* account details, click [FAQ & Help](#) to be taken to *Access Indiana's* *FAQ & Help* section.

## How to View Notifications *(For All Users)*

When a request is made in *ITAP* for a new business, user account, access to an application, etc. the user requesting as well as an approver (if applicable) will be notified via email. In addition, the users will be able to track said requests in *Notifications* in the *Action Links* card, which is located on the right-hand side of the screen.



If you have unread notifications, you will also see an indicator for example "*You have 2 active notifications*" on the home screen at the top middle portion of your screen.



## How to Get Help or Contact ITAP Support *(For All Users)*

Click the *Help* link in the *ITAP* Dashboard header to access help documentation. If you need additional assistance, you may contact the *ITAP* support team by clicking the *Contact* link in the *ITAP* Dashboard header and follow the instructions.

