

New INBiz FAQs

1. Why is INBiz changing?

This update is a direct result of extensive feedback from users like you. After a months-long customer experience research project, we heard from entrepreneurs across Indiana about what they wanted and needed from INBiz. Based on your input, we are refreshing the user interface to be more modern and intuitive.

We have also upgraded our underlying infrastructure to enhance security, meet the latest accessibility standards, and create a platform that allows us to develop and release new features more quickly in the future.

2. Will my login information change?

No. You will continue to use your existing **Access Indiana** account to log in. Your username and password for Access Indiana will not change.

If you need help with your Access Indiana account, or need to reset your password, please visit <https://www.in.gov/access/>.

3. Will I lose any of my saved business information or filing history?

No. All of your account details, business information, and past filing history will be securely and automatically transferred to the new system. Your records will be waiting for you when you log in for the first time if you continue using the same account.

4. As an existing user, will I need to learn a whole new system?

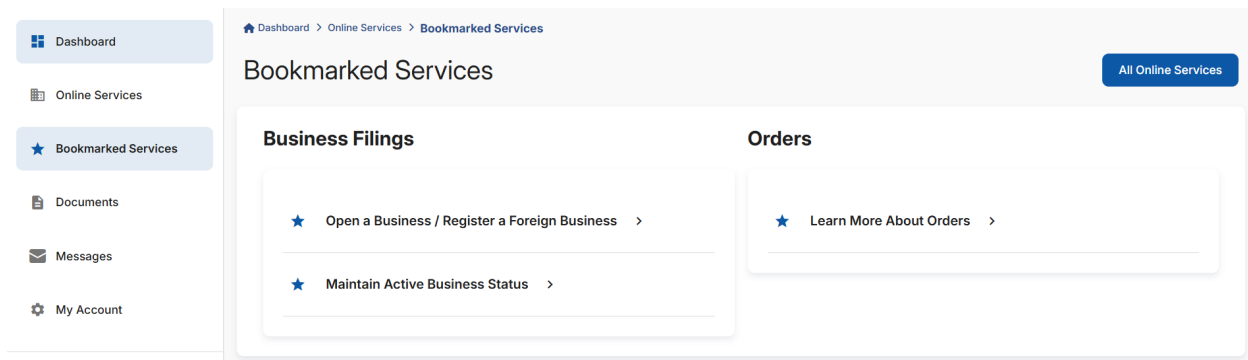
No. While the dashboard has a new, modern design to make it easier to navigate, the core functionality for filing and managing your business remains the same. You may find that some buttons and menu items have moved, but the processes themselves will be familiar.

Once logged in to your Dashboard, you will still have access to your businesses, an Online Services section to find all available filings, and grab your documents quickly.

5. Are there any new features being added?

Yes! We're introducing a new **Bookmarks** feature specifically for our power users. You can now "star" your most frequently used filings and services. This creates a personalized list

so you can quickly access the filings you need without having to search the entire list each time.



The INBiz site is also now fully responsive and reactive, meaning that you will be able to complete your filings on a mobile or tablet device. We know your time is limited as a business owner and being able to complete required filings through your phone or tablet was a frequently requested feature for our site.

The home page of INBiz has also been refreshed to feature a Plan, Start, Manage, Grow flow. This new content was assembled for new entrepreneurs who may not know where to begin in their business journey. We hope to make doing business in Indiana a little easier for you and provide the resources to help your business thrive.



6. What is the difference between "My Businesses" and "Followed Businesses" on the dashboard?

On your new dashboard, you will notice your businesses are organized under two tabs: "My Businesses" and "Followed Businesses." Below lays out the differences of these tabs.

My Businesses:

This tab is reserved for the businesses that you are responsible for and own/manage. You will still be able to manage this business, see its pertinent information such as BER due dates, and select from these businesses when you go to submit a filing.

Businesses you submit filings for will be added to your My Businesses tab, the same process as it stands today.

Followed Businesses:

This tab is for those businesses you wish to keep track of, but don't actively manage or own. These businesses will not show up under "My Businesses" when submitting a filing.

7. Will payment options be changing?

Yes, we are upgrading our payment system to offer more convenience and flexibility. With our new payment provider, Catalis, you will now be able to use **Apple Pay** and **Google Pay** at checkout. Additionally, you can securely save multiple payment methods to your user wallet for faster access on future filings.

