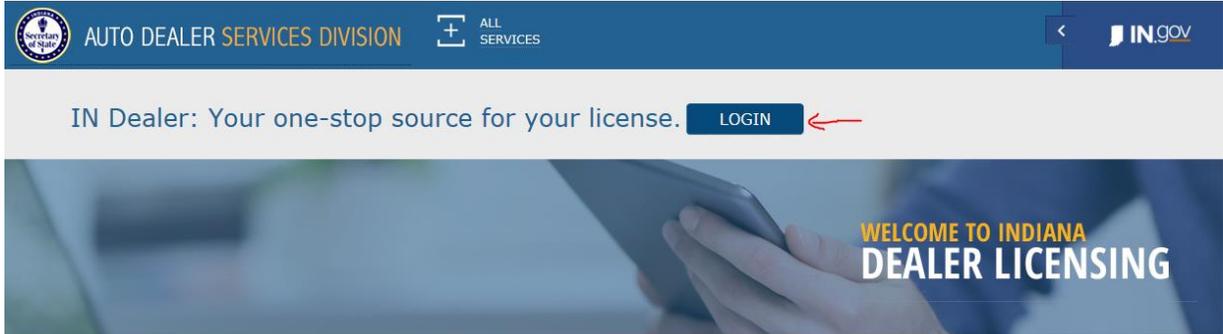


Steps for Reporting a Dealer Plate as Lost, Stolen, or Mutilated and Requesting a Replacement Plate

To report a dealer plate as lost, stolen, or mutilated, the user must meet the following conditions:

- Have a Microsoft Azure/Access Indiana account.
- Be linked to the online dealer account.
- Have one of the following user roles assigned to you: Administrator or Primary User.
- Not have a license status of expired, suspended, revoked, or out of business.

1. **Login** to Online Account: <https://dealers.sos.in.gov/>



 <p>License Application</p> <hr/> <p>coming soon.</p>	 <p>Online Services</p> <hr/> <p>Allows licensed dealers to complete online transactions.</p> <p>Login Above</p>	 <p>Dealer Search</p> <hr/> <p>coming soon.</p>	 <p>File a Complaint</p> <hr/> <p>Click here to file a complaint about a dealer.</p> <p>File a Complaint</p>
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- Enter the user's Access Indiana/Microsoft Azure account information and Click **Sign in**.

Welcome to Access Indiana
The State of Indiana's Citizen Single Sign-On Portal
Conduct business with ease and security

Sign In

Email Address

Password [Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

[Need Help?](#)

2. Once logged in, click **Online Services** from the menu on the left side of the screen.
 - a. If linked to more than one dealer, select the dealer for which you wish to submit the renewal from the dropdown menu at the top of screen.

MY DASHBOARD 0 LOGOUT

ALERTS AND ANNOUNCEMENTS View All

Type	Subject	Generated Date
NO RECORDS TO VIEW.		

NOTIFICATIONS View All

Subject
TEST DEALER 1 - APPROVED - LICENSE RENEWAL USED DEALER - REF:2017112166
[REDACTED] - APPROVED - LICENSE RENEWAL USED DEALER - REF:2017112161

CURRENT LICENSES View All

Dealer #	Dealer Name	License Type	Status	Renewal Date
[REDACTED]	[REDACTED]	DEALER NEW	EXPIRED	10/1/2017
[REDACTED]	[REDACTED]	DEALER NEW	VALID	8/1/2018
[REDACTED]	[REDACTED] LLC	DISTRIBUTOR	EXPIRED	10/1/2017
[REDACTED]	[REDACTED]	DISTRIBUTOR	VALID	6/1/2018
[REDACTED]	TEST DEALER 1	DEALER USED	VALID	11/1/2018

RECENT TRANSACTIONS View All

Dealer #	Dealer Name	Transaction Type	Status	Work Order #	Date
[REDACTED]	TEST DEALER 1	LICENSE RENEWAL USED DEALER	APPROVED	2017112166-001	10/18/2017
[REDACTED]	[REDACTED]	LICENSE RENEWAL NEW DEALER	APPROVED	2017112163-001	10/18/2017
[REDACTED]	[REDACTED]	ADDITIONAL DEALER PLATES		2017112162-002	10/18/2017
[REDACTED]	[REDACTED]	INITIAL DEALER PLATES		2017112162-001	10/18/2017
[REDACTED]	[REDACTED]	LICENSE RENEWAL USED DEALER	APPROVED	2017112161-001	10/18/2017

MY DASHBOARD

ONLINE SERVICES

MY PROFILE

FIND MY DEALER LICENSES

FORMS

CONTACT US

Dealer Name: Dealer #:

Plates on Demand

Manage Users

Self Service

3. Click on **Self Service**.
 - a. Another menu will open to the right.
4. Click on **Plate Inventory**.
 - a. Must have appropriate user role (Primary or Administrator).
 - i. If the appropriate user role has not been assigned to the person attempting to complete the transaction, an “Access Denied, Insufficient Permissions” error message will appear.
 - ii. Indiana law requires that a renewal application be completed by a “dealer owner” or “dealer manager.”

- b. An Information Page will appear. This page contains instructions for updating the status of a plate to lost, stolen, or mutilated, as well as instructions for requesting a replacement plate, if needed.
- c. At the bottom of the Information Page, there is a **Cancel** button and a **Continue** button.
 - i. **Cancel** = Takes user back to their Dashboard
 - ii. **Continue** = Takes user to the Renewal Application page

5. Plate Inventory page

- a. If the dealer has plates that have a status of Assigned, Lost, Stolen, Mutilated, or Suspended, they will appear on this screen. If the user has plates in any other status (such as expired, invalid, or revoked), they will not be visible on this screen. If a user needs to take action for a plate not listed on this screen, the user must contact the Auto Dealer Services Division and provide the plate number.
 - i. If you have a pending request related to one of the listed plates, it will appear under the Existing Request column next to the affected plate.
 - ii. Select the dropdown menu under the Status Update column next to the plate you wish to update. Select either lost, stolen, or mutilated, as applicable. If you are wanting to replace the plate, select the dropdown menu under the New Request column to indicate what you are requesting. You can request a replacement plate and registration card (or a duplicate if it is an M-plate).
 - iii. Note: A user may request a replacement plate only if they report a plate as lost, stolen, or mutilated.
 - iv. Note: If a plate's status is already marked Lost, Stolen, or Mutilated, a user is unable to change that status on this screen. If a plate has an incorrect status, the user must contact the Auto Dealer Services Division. Also, if a plate has a status of Assigned Cannot Renew or Suspended, it cannot be updated from this screen.

PLATE INVENTORY - DEALER PLATES

Dealer Name: [REDACTED] AUTO SALES Dealer #: [REDACTED]

PLATE NUMBER	PLATE TYPE	EXPIRES	PLATE STATUS	EXISTING REQUEST	STATUS UPDATE	NEW REQUEST
[REDACTED] H	MOTORCYCLE DEALER USED PLATES (H-PLATE)	07/01/2018	ASSIGNED		-SELECT-	-SELECT-
[REDACTED] H	MOTORCYCLE DEALER USED PLATES (H-PLATE)	07/01/2018	ASSIGNED		-SELECT-	-SELECT-
[REDACTED] B	MOTOR VEHICLE DEALER USED (B-PLATES)	07/01/2018	ASSIGNED		-SELECT-	-SELECT-
[REDACTED] B	MOTOR VEHICLE DEALER USED (B-PLATES)	07/01/2018	ASSIGNED		-SELECT-	-SELECT-

Only dealer plates with the following statuses will appear online: Assigned, Lost, Stolen, Mutilated, and Suspended. Please note you will be unable to request a replacement for a suspended plate online. You may request replacement plates only for plates that are lost, stolen, or mutilated. Once a plate's status is marked Lost, Stolen, or Mutilated, you cannot use this online service to alter its status. You must contact the Auto Dealer Services Division to change it. Those statuses may be updated only if they were changed in error.

b. Affirmation

- i. If the user agrees with the statement on the screen, they must check the checkbox next to the affirmation statement and enter their name and title.

PLATE INVENTORY - AFFIRMATION 0 LOGOUT

Dealer Name: **AUTO SALES** Dealer #: **██████████**

AFFIRMATION

I hereby certify, under the penalty of perjury, that I am authorized to make this application and that the answers and information contained in this application are true and correct.

* Application prepared by:

* Title:

- c. After completing the above steps, the user can select the following buttons:
- i. **Cancel** = A warning message will appear alerting the dealer that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.
 - ii. **Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the Drafts widget.
 - iii. **Save and Continue** = Save the data entered so far and proceed to the Documents page.

6. Documents

- a. The user will be required to upload a completed law enforcement certification (State Form 55616 or State Form 56137, only if the plate is an **M-plate**) before submitting a request for a replacement plate if their plate was lost or stolen. A separate form must be uploaded for each replacement plate being requested. If you are not requesting a replacement plate due to the plate being lost or stolen, you will not be required to upload a document.
- b. If the user is requesting a replacement plate because their plate is mutilated, the user is required to return the mutilated plate to the Auto Dealer Services Division **before** the replacement plate request will be approved.
 - i. The size limit for each uploaded document is 5MB.
 - ii. To upload a document, click the **Browse** button and select the file to upload. Then click the **Upload** button.
 - iii. The user can delete uploaded documents if uploaded in error by clicking on the **Trashcan** icon.
- c. The user will also be able to upload other documents pertinent to their transaction, if applicable.
- d. After uploading all of their documents, the user can select from the following buttons:
 - i. **Cancel** = A warning message will appear alerting the user that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.
 - ii. **Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the Drafts widget.

- iii. **Submit** = The data entered is saved and submitted to the Auto Dealer Services Division.

7. Next steps

- a. If the user requested a change in plate status (lost, stolen, or mutilated), that plate's status will automatically be updated at the time the user clicked the Submit button referenced above.
- b. If the user requested a replacement plate, the Division will review the request once it is received. If the required documentation is submitted for replacing a lost or stolen plate, the clerk will approve the transaction. If the user requested a replacement plate due to their plate being mutilated, the clerk will not approve the request until the mutilated plate is received by our office.
- c. Once the clerk approves the request after receiving the required items, the system will generate an invoice for the requested replacement plate(s). The invoice will appear in the **Invoices** widget on the Online Dashboard and can be paid online by credit card/debit card or guaranteed e-check. To pay online, simply add the invoice item to the Shopping Cart via the **Invoices** widget. You will also receive a copy of the invoice and can mail a check. Once payment is received, your request for replacement plate(s) will be submitted to our fulfillment vendor to be printed and mailed to you.

The screenshot shows a web interface for 'INVOICES'. At the top right is a 'View All' button. Below is a table with the following data:

INVOICE #	DATE	DEALER #	DEALER NAME	WORKORDER #	PAYMENT STATUS	
900000106820	12/4/2017	[REDACTED]	[REDACTED]	2017116178	PAYMENT DUE	ADD TO

- d. If there are any problems with your replacement plate request, the dealer will be contacted.