



SECRETARY OF STATE
STATE OF INDIANA
AUTO DEALER SERVICES
DIVISION

CONNIE LAWSON
SECRETARY OF STATE

MELISSA REYNOLDS
DIVISION DIRECTOR

**Online Dealer Account
Frequently Asked Questions (FAQs)**

Q: I previously created a Microsoft Azure/Access Indiana account for INBiz. Do I need to create a new account?

A: No. Please login using the same account information you created to access INBiz.

Q: I entered my dealer number and PIN provided in my letter on the Find My Dealer License page, but I am getting an error message. Why can't I link?

A: Dealer numbers beginning with the numbers 4 through 9 require a leading zero. Try adding a zero at the beginning of your dealer number and use the PIN from your letter.

A user will also receive an error message if they have already linked to the specified account.

Q: How do I add a new user to my online dealer account?

A: The Primary User (the primary owner on the license) must be the **first** person to register the online account and use the PIN provided in the letter. After the primary user has registered, an employee may then link to the online dealer account by following these steps:

1. Visit <https://dealers.sos.in.gov> and click **Login** at the top of the screen.
2. Enter the email address and password for the employee's own Access Indiana/Azure account.
 - a. *Note:* This is not the same as the subscriber account previously used to access Plates on Demand. If the employee already has an Access Indiana account for INBiz, or another state agency, they should use that same login information.
 - b. If they do not have an Access Indiana/Azure account, the employee will need to create a free account by clicking on the "**Sign up Now**" link at the bottom of the screen and complete the process.
3. Once their Access Indiana account has been created, they will be directed to the Find My Dealer Licenses page within the online dealer account.
4. Enter the Dealer License Number, then click **Submit**. The PIN is not needed after the Primary User has registered.

Once steps 1-4 have been completed by the employee, the Primary User or Administrator must log in and assign a user role to the employee. To do this, the Primary User or Administrator must click on "**Online Services**" on

the left-side of the screen, followed by “**Manage Users.**” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.

Click on the **Edit** button to the right of the employee’s name. Click on the “**Role Assignment**” tab at the top of the pop-up window. From there, you can assign the appropriate user role to the employee. Click **Save.**

To subscribe the employee to receive online notifications about the dealer license, click the **Edit** button next to the employee’s name, then click on the “**Subscription Assignment**” tab at the top of the popup window. Add the subscription by highlighting it and clicking the “>” button. Then click **Save.**

A detailed explanation of each user role can be found [here](#). A step-by-step guide for managing users, including assigning a user role, can be found [here](#).

Q: How do I remove an employee’s access to my online dealer account after they leave?

A: If an employee is no longer employed by your dealership, you should remove their access to your online account. The Primary User or Administrator must log in and click on “**Online Services,**” followed by “**Manage Users.**” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.

On the **Manage Users** screen, uncheck the “Linked” checkbox next to the employee’s name. You will need to also click on the **Edit** button next to their name and remove their user role. To remove the role, highlight all roles in the Assigned Subscriptions (right column), then click the “<” button to move all of the assigned roles back to the left column. Click **Save.**

A step-by-step guide for managing users can be found [here](#).

Q: How do I subscribe to receive online notifications about my license?

A: The Primary User and Administrator user roles can assign subscriptions to themselves and other users, as appropriate. To do this, the Primary User or Administrator must log in and click on “**Online Services**” on the left-side of the screen. Then click on “**Manage Users.**” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.

Click the **Edit** button next to the user’s name. Then, click on the “**Subscription Assignment**” tab at the top of the pop-up window. Add the Online Subscription Group by clicking on it, then clicking the “>” button to move it over to the Assigned Subscriptions column. Then click **Save.**

A step-by-step guide for managing users can be found [here](#).

Q: How do I print an interim license plate?

A: While logged into the system, click on “**Online Services**” on the left-side of the screen. Then click on “**Plates on Demand.**” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.



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At the top of the page, you will see your limits, credits, and the number of plates you have issued since your last renewal date. To print a plate, you must have a number greater than zero (0) in the “**Available Credit to Print More Online Interim Plates**” field.

Click the “**Generate Plate**” tab in the middle of the page. You will first need to select which plate type you wish to print (if you have access to both Motor Vehicle and Motorcycle plates), and enter a valid VIN. Once you have ensured the proper VIN was entered, you will continue to the page to enter the customer and vehicle information needed to print the plate. Once complete, you can click **Generate Plate**. The plate does not automatically pop-up. There will be a **pop-up bar** at the very bottom of the screen asking if you want to Open, Save, or Cancel. Click **Open** and the plate PDF will appear. You can then print the plate.

If you need more information, **please view the Plates on Demand pre-recorded webinar and/or review the guidance materials on our website**. This webinar provides step-by-step instructions for generating a plate. It can be found [here](#). A Spanish version is also available.

You can also review a [step-by-step document](#) for printing interim license plates.

Q: How do I reprint a previously generated interim license plate?

A: While logged into the system, click on “**Online Services**” on the left-side of the screen. Then click on “**Plates on Demand**.” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.

On the bottom-half of the screen, you will see your **Recent Plates** grid. Depending on the magnification and size of your screen, you may not be able to see the icons next to each previously generated plate. Scroll all the way to the **bottom** of the screen. You will see a scroll bar at the bottom of the Recent Plates grid. Use that to scroll all the way to the right. This will expose the icons to the right of each previously generated plate. Next to the plate you wish to reprint, click on the **printer icon**. There will be a **pop-up bar** at the very bottom of the screen asking if you want to Open, Save, or Cancel. Click **Open** and the plate PDF will appear. You can then print the plate.

Detailed steps for printing an interim license plate can be found [here](#).

Q: Where can I find instructions for setting up my online dealer account, assigning user roles, and subscriptions?

A: Visit our website, <http://in.gov/sos/dealer/>, and click on “Online Dealer Account Info” on the left-side of the screen under “Dealers.” You can visit the page directly by clicking [here](#).

Q: I received my renewal form, but how do I pay for my plates?

A: Dealers can now complete their renewals online from their account. A step-by-step guide on completing an online renewal can be found [here](#).

Only the Primary User or Administrator can complete the online renewal. Users that are subscribed to receive online notifications will receive several reminders when their license renewal date is approaching. Completing the renewal online allows dealers to pay their license renewal fee online by credit card, debit card, or guaranteed e-check. Once the renewal application is approved, dealers will then be able to pay their plate renewal fee online. Details are in the guide linked above.

If a dealer wishes to renew using the paper form, be sure to select only the plates to be renewed. Return the completed renewal form and **license** renewal fee (check or money order) back to our office. We will process the renewal form **and send back** an invoice based on the number/type of plates selected to renew. The license will be renewed as soon as the renewal form and fee were processed and approved (if the form was complete). The plates will then be renewed **once the invoice has been paid**. The plate invoice can be paid by check or money order, or online by credit card, debit card, or guaranteed e-check.

Steps for completing the paper renewal can be found [here](#).

Q: I am receiving an Access Denied message when trying to access Plates on Demand. What does that mean?

A: First, make sure you completed the initial linking process by creating an Access Indiana/Azure account, then linking to your account by using your dealer license number. If you have already done this, make sure your account's Primary User or Administrator has assigned you a user role that allows you to access Plates on Demand.

Note: In order for any user to access Plates on Demand, the very first registrant had to link to the account by using both the dealer license number and PIN. If the PIN was not used by the initial registrant, the primary owner must contact our office to reset the account.

If you have confirmed that you completed the registration process correctly and have an appropriate user role, it could be that your license status is something other than Valid or Probation. A license in any other status (such as Expired, Suspended, or Revoked) will not have access to Plates on Demand. If you have questions about your license status, please contact our office at (317) 234-7190 or Dealers@sos.in.gov.

Q: What services can be completed online?

A: At this time, dealers can complete the following services online:

- Print interim (paper) license plates.
- Purchase interim license plate credits.
- Request additional dealer license plates.
- Request an increase in plate limit (both dealer and interim plates).
- Report a dealer license plate as lost, stolen, or mutilated.



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- Request a replacement dealer license plate for one that was lost, stolen, or mutilated.
- Renew license and plates.
- Pay invoices by credit card, debit card, or guaranteed e-check.
- Manage user/employee access to online account.

Note: Some services may be limited to certain user roles. Review the user role definitions to determine which users can complete a transaction. A detailed explanation of the available user roles can be found [here](#).

Q: One of my dealer license plates was lost (or stolen, or damaged). How do I report it? Can I also request a replacement?

A: Dealers can now report a dealer plate that has been lost, stolen, or mutilated online. Detailed steps for completing this process can be found [here](#). These steps also detail how to request a replacement dealer license plate online.

Dealers not wanting to complete the process online can complete [State Form 56222](#) or [State Form 56223](#) (if M-plate) to report a plate as lost, stolen, or mutilated. For dealers **also** wanting to request a replacement dealer plate, along with notification that their plate was lost, stolen, or mutilated, must complete [State Form 55616](#) or [State Form 56137](#) (if M-plate).

Q: How do I request additional dealer license plates?

A: Dealers can now request additional dealer license plates within their current plate limits online. Detailed steps for completing this process can be found [here](#).

Dealers not wanting to complete the process online can complete [State Form 12798](#). Be sure to clearly indicate exactly which plate type you are requesting by checking the appropriate box.

Q: I am unable to request additional dealer license plates because I have hit my assigned plate limit. How do I request an increase to my dealer or interim plate limit?

A: Dealers can now request an increase in their dealer plate or interim plate limits online. Detailed steps for completing this process can be found [here](#).

Dealers not wanting to complete this process online can complete [State Form 56140](#). Be sure to clearly indicate which plate limit type you are requesting to increase by checking the appropriate box.

Q: I submitted an application or request. How do I track its progress?

A: Dealers can now track the status of an application or request from their Online Dashboard. This is true for both applications and requests submitted online and by paper.

To track an application or request, simply find the transaction in your **Recent Transactions** widget right on your dashboard. Each transaction will have an associated real-time status so you can track its progress.

Q: I received my renewed license, but why haven't I received my new plate stickers?

A: To find the status of your plates, check the **Recent Transactions** widget on your Online Dashboard. If the status is **In Fulfillment**, this means your stickers are being printed by our fulfillment vendor and should be mailed to you very soon. If the status is **Pending Payment**, this means that we are waiting on payment. To pay the invoice online, simply locate the invoice in the **Invoice** widget on your Online Dashboard. Add the invoice to your Shopping Cart by clicking the **Add to Cart** button. From there, click on **Proceed to Checkout** to pay the invoice by credit card, debit card, or guaranteed e-check. You can also elect to **Mail Check** (mail a paper check or money order to the Auto Dealer Services Division). Be sure to write your dealer number and what the check is for on the memo line. You can also include this information on a note mailed with the check or money order.

If you have any other questions about a transaction, contact the Auto Dealer Services Division at Dealers@sos.in.gov or (317) 234-7190.