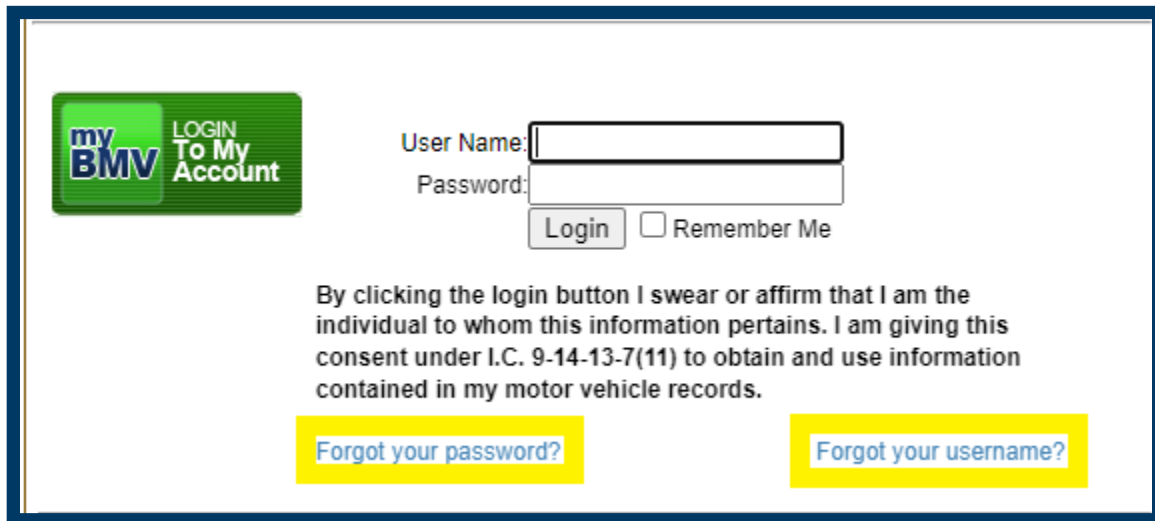


# How to Recover Your myBMV.com Account

If you are unable to access your [MyBMV.com](http://MyBMV.com) account because you do not have your username or password you can recover those as long as you still have access to the email address used to create the account.

## Step 1

Select the “Forgot your username?” link if you do not know either. If you know your username, then click on the “Forgot your password?” link. You need to know your username to reset your password.



The screenshot shows the myBMV.com login interface. On the left is a green button with the myBMV logo and the text "LOGIN To My Account". To the right are input fields for "User Name:" and "Password:", followed by a "Login" button and a "Remember Me" checkbox. Below the login fields is a consent statement: "By clicking the login button I swear or affirm that I am the individual to whom this information pertains. I am giving this consent under I.C. 9-14-13-7(11) to obtain and use information contained in my motor vehicle records." At the bottom, two yellow boxes highlight the links "Forgot your password?" and "Forgot your username?".

## Step 2

Fill in your driver's license number, last four digits of your social security number or I-94, and the zip code that appears on your license. Click "Next >>"

**myBMV - Online User Account Username Recovery**

Individual (DLN)  Company/Trust

Please note that if your vehicles are registered in a living trust you must select Company/Trust as your customer type. In this case, please use the login ID that appears on your renewal form. The last 4 digits of your federal ID will be used as the PIN (in most cases for a trust it is the customer's SSN). [Click here to lookup your Company/Trust User ID](#)

**| indicates a required field**

Please enter your driver license number and the last 4 digits of your social security number.

Driver License Number: ([Help](#))

|  -  -

Social Security Number or I-94 (Last 4 digits):

|

Zip Code (First 5 digits as it appears on your Driver License):

|

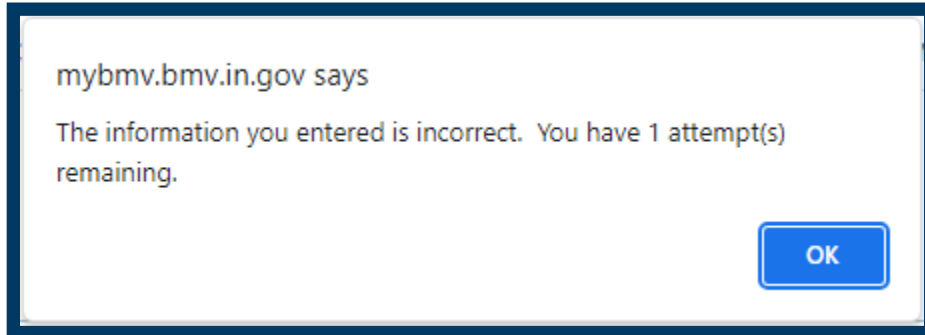
## Step 3

Answer the security question you selected when you created the account. This section is case sensitive. If you are certain the answer is correct, try capitalizing it differently.

**myBMV - Online User Account Username Recovery**

What is your father's middle name?

If the answer you provide does not precisely match the answer on file, you will receive the following message.



mybm.bmv.in.gov says

The information you entered is incorrect. You have 1 attempt(s) remaining.

OK

After four incorrect attempts the question will change, and it will ask for your date of birth. The date of birth must be formatted as it is below, with the slashes to separate the day, month, and year.

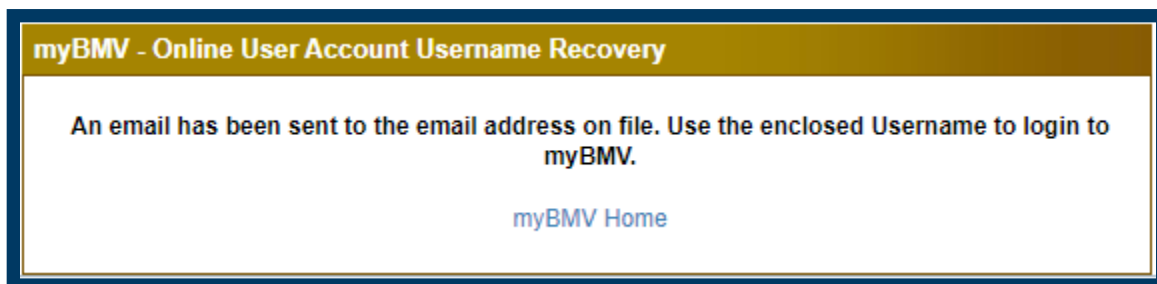


myBMV - Online User Account Username Recovery

Date of Birth (MM/DD/YYYY):

Submit

Once you have answered the security question, or entered the date of birth the following message will be displayed.



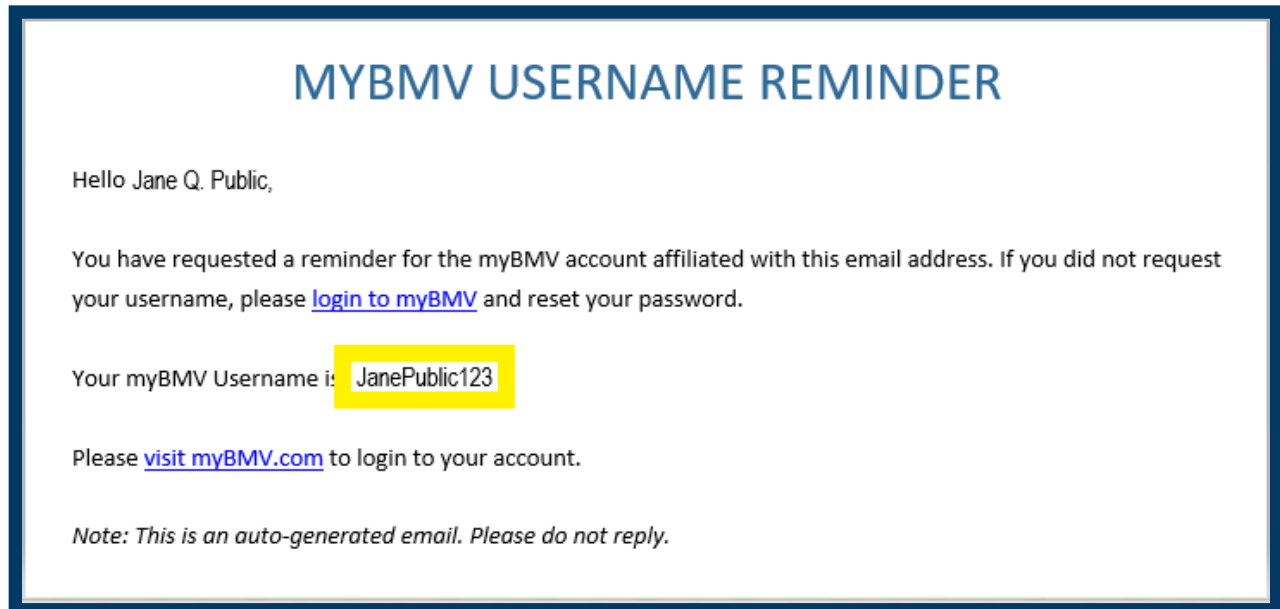
myBMV - Online User Account Username Recovery

An email has been sent to the email address on file. Use the enclosed Username to login to myBMV.

[myBMV Home](#)

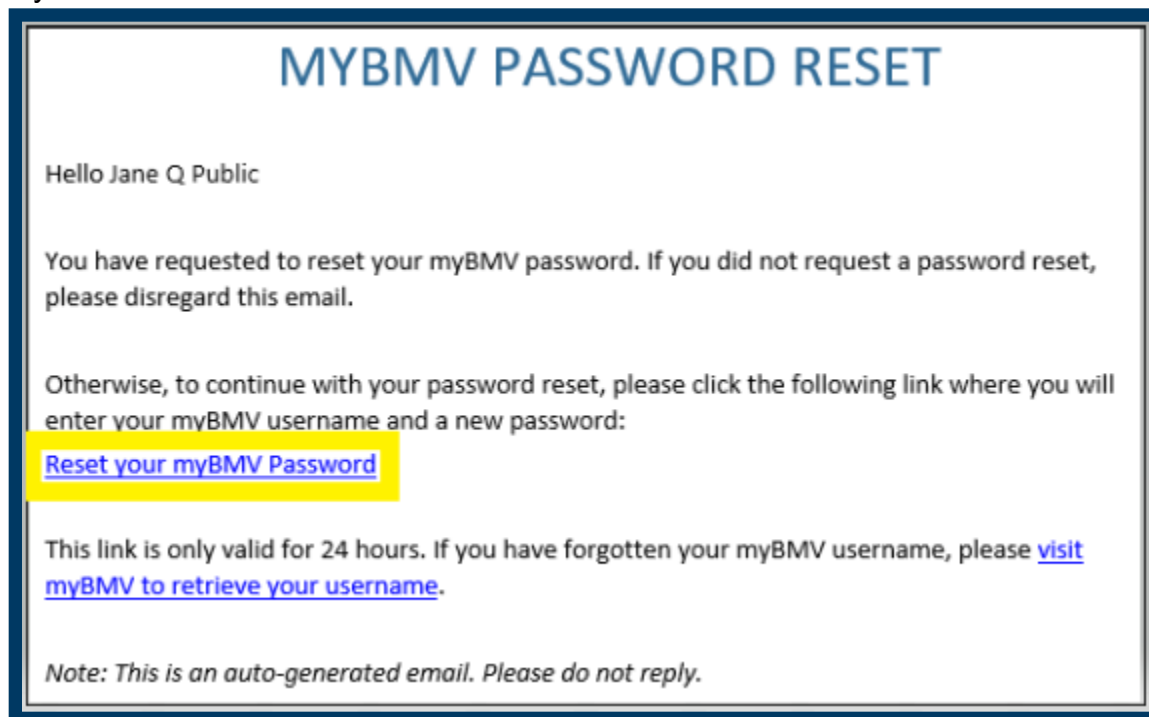
## Step 4

The username recovery email simply provides the username.



## Step 5

If you were resetting your password, the e-mail you receive should look like the one below. To continue the process of resetting your password, click the "Reset your myBMV Password" link.



## Step 6

Next, enter your username and the new password you would like to use going forward. Note that the username is case sensitive on this form. It will need to be typed exactly as it appears in the username recovery email.

**myBMV - Online User Account Password Reset**

Enter Username

Your Username must match what is on file in your myBMV account. Please make sure you have correctly typed your Username before clicking RESET.

[Forgot your username?](#)

New Password

Verify Password

Your Password must meet the following criteria:  
Must be at least 6 characters  
Must contain at least one letter and one numeric character  
Can NOT contain any spaces

Congratulations, you have now successfully recovered your myBMV account!

**myBMV - Online User Account Password Reset**

**Password Change Successful!**  
[Click Here To Login](#)