



Intrastate Operating Authority (IOA) User Guide

Revised January 2022



Indiana Department of Revenue

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Indiana Motor Carrier Services

The Indiana Department of Revenue’s (DOR) Motor Carrier Services (MCS) department is a specialized team providing support to motor carrier companies and commercial drivers through the administration of state and federal laws that govern the commercial use of Indiana’s roads. MCS manages the Intrastate Operating Authority (IOA), International Fuel Tax Agreement (IFTA), Oversize/Overweight Vehicle Permitting and the International Registration Plan (IRP). MCS provides services to nearly 20% of the nation’s IRP fleet vehicles on the road today.

Contact Us

By Mail:

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Motor Carrier Services
ATTN: Insurance and Safety
7811 Milhouse Rd., Suite M
Indianapolis, IN 46241

By Phone:

IFTA/Motor Fuel: 317-615-7200
IRP: 317-615-7200
Voice Response Unit: 866-615-7340
Oversize/Overweight: 317-615-7200
Super Loads: 317-615-7200
USDOT - Safety and Insurance (IOA): 317-615-7200
Email: IndianaIRP@dor.in.gov
Website: dor.in.gov/motor-carrier-services
Our online system, available at motorcarrier.dor.in.gov allows 24/7 account management.

In-person:

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Motor Carrier Services
7811 Milhouse Rd., Suite M
Indianapolis, IN 46241
Office hours are Monday through Friday,
8 a.m.—4:30 p.m. EST. Offices are closed on all state holidays.

Disclaimer: The DOR IOA Handbook is published for informational purposes only. This handbook should not be used as a replacement for state and federal tax law. DOR is not responsible for any damages arising from the use or reliance on this handbook.

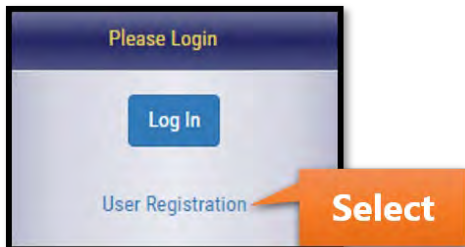
User Registration & Management

User Registration

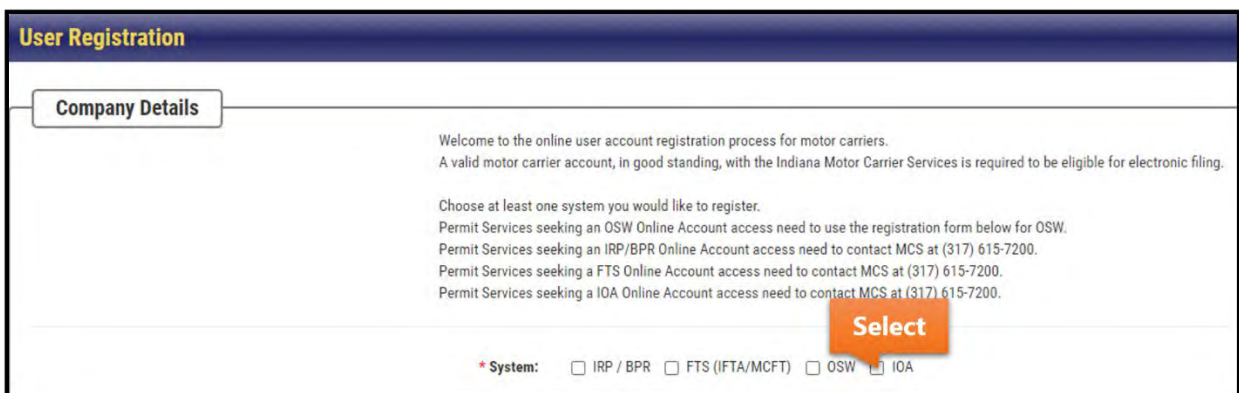
Ensure you are using the Google Chrome, Microsoft Edge, or Firefox browser. **NOTE:** You will need an active IOA account prior to registration.

1. Go to <https://motorcarrier.dor.in.gov/loginHome.html>

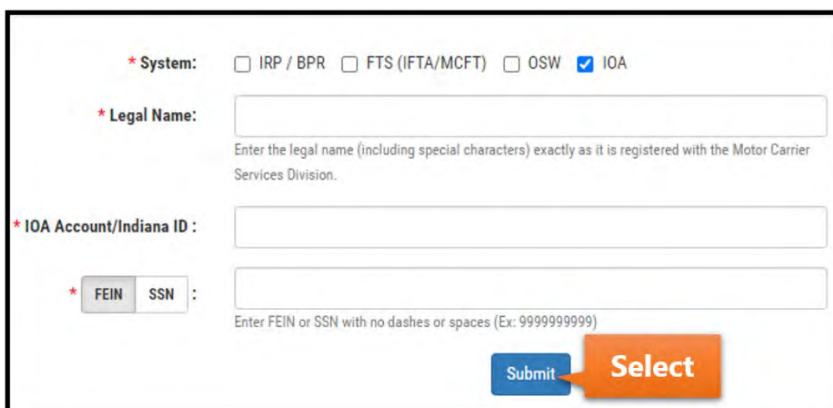
2. Select User Registration.



3. Select the IOA checkbox.

A screenshot of the "User Registration" form. The "Company Details" section is active. It contains a welcome message and instructions. At the bottom, there is a "System:" field with four radio button options: IRP / BPR, FTS (IFTA/MCFT), OSW, and IOA. The IOA option is selected. An orange callout box with the word "Select" points to the IOA checkbox.

4. Complete the fields exactly as they are registered with the Motor Carrier Services division and select Submit.

A screenshot of the registration form with the "IOA" system selected. The "Legal Name" field is empty. The "IOA Account/Indiana ID" field is empty. The "FEIN" and "SSN" fields are empty. An orange callout box with the word "Select" points to the "Submit" button.

5. Complete all required fields and select Next.

Create New Account

- The Password field must:
 - Be strong and complex.
 - Contain at least 10 characters.
 - Contain uppercase, lowercase, numbers and special characters.
 - Avoid repeating a character three or more times (i.e. Password111).
 - Avoid sequences of four or more characters (i.e. 1234, ABCD).
- The provided email address will be used for all future communications. Please make sure to enter an accessible email address.
- An activation link will be sent to the entered email address.

* First Name:

* Last Name:

* Username:

* Password:

* Confirm Password:

* Phone Number:

Phone Extension:

* Email Address:

* Confirm Email Address:

[Back](#) [Select](#) [Next](#)

6. Select three security questions and provide the related answers. These questions will be used if a password reset is needed in the future. Select Submit.

Security Questions

- The security questions and answers will be asked to verify the account holder's identity if "Forgot Password?" is selected on the login screen.
- Challenge questions and answers must be unique.
- Please write down the questions and answers and store them in a safe place to avoid forgetting them.

* Security Question 1:

* Answer:

* Security Question 2:

* Answer:

* Security Question 3:

* Answer:

[Back](#) [Select](#) [Submit](#)

7. Read the disclaimer and select the checkbox if you agree. Select Create Account.

Disclaimer

This system may contain U.S. and Indiana Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. It is also prohibited by Indiana Code 35-43-2-3 which states that whoever knowingly, or intentionally accesses a computer, computer system, or computer network without the consent of the owner of the computer system or computer network, or the consent of the owner's licensee, commits computer trespass, a class A misdemeanor punishable by a penalty of imprisonment for a fixed term of up to one (1) year and a fine of up to \$5,000.00. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

Online user accounts that are inactive for more than 2 years will be deleted for security purposes. Users need to re-register to get online access.

I agree to the above terms and conditions.

8. You will receive a registration confirmation like the one shown below. A link to activate your account will be sent to your registered email.

Registration Confirmation

Congratulations on registering with Indiana Motor Carrier Services.

Next steps:

- An email from "IndianaMotorCarrier@dor.in.gov" with an activation link will be sent to the registered email.
- Login to the registered email account and click the activation link to complete the registration process.
- Be sure to check the registered email's spam or junk folders.

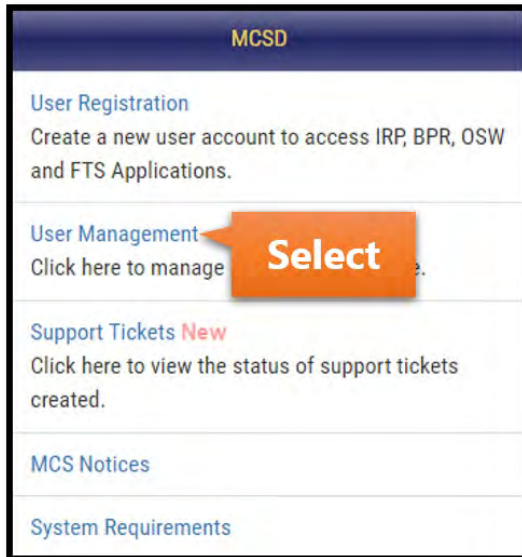
9. Select the activation URL that will appear in your email. You will be taken to a screen with the message below and you will be ready to use the IOA application.

Registration Confirmation

User account activated successfully. [Click here](#) to login to MCS applications.

User Management

After logging in to <https://motorcarrier.dor.in.gov/loginHome.html> with your credentials, you have the option to manage your user profile by selecting User Management on the right menu.



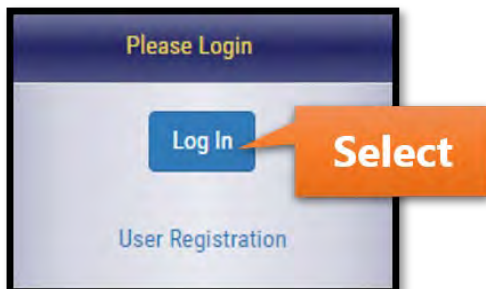
Using the menu provided, you can update your contact information, change your password, update your security questions, and request access to other MCS systems.



IOA Navigation

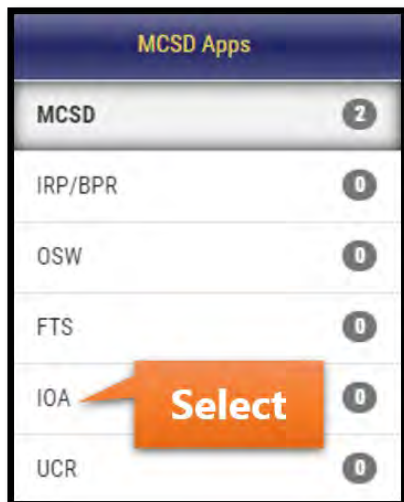
Ensure you are using the Google Chrome, Microsoft Edge, or Firefox browser.

1. Go to <https://motorcarrier.dor.in.gov/loginHome.html>
2. Select the Log In button.



3. Enter your credentials and log in.

4. Select IOA on the left menu. **NOTE:** Your menu may appear differently than the menu shown below.



5. Select the IOA button that will appear on the right.

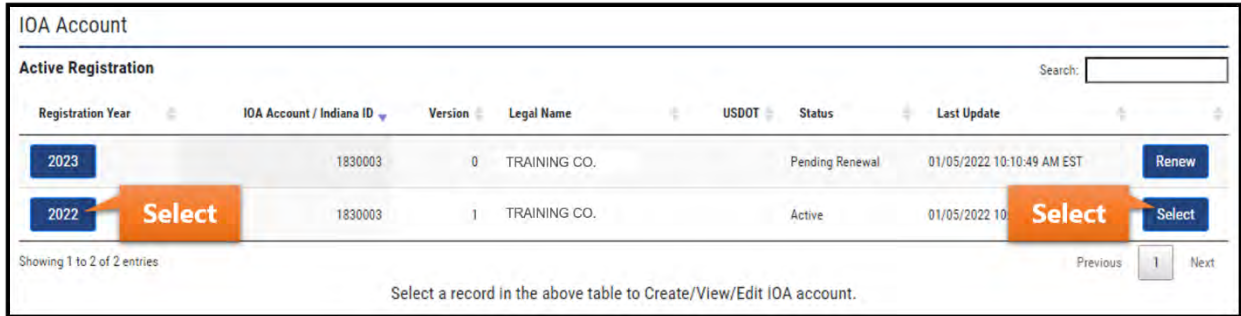


6. You will be taken to your active IOA account(s). The sections below review the different options you have on this screen.

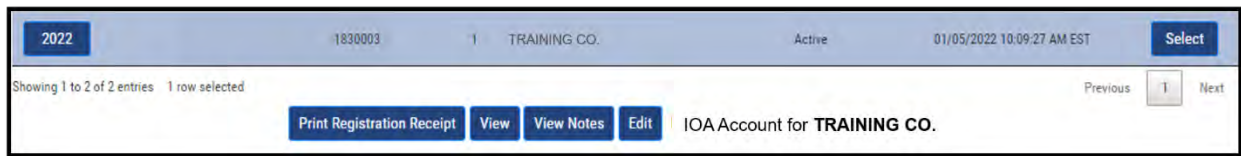
Active Registration

Follow the instructions in the IOA Navigation section on page 4 before taking the steps below.

1. Years with active IOA registration will appear in the Active Registration section. The options available will appear after selecting the Registration Year button or the Select button.



2. The options provided are shown and explained below.



Print Registration Receipt: A copy of your registration receipt will appear in a separate window if this option is chosen.

View: This option will present a pop-up window that displays your general IOA Account Information, Operation Type, Hazardous Materials (if applicable), Equipment, Driver and Vehicles, Proof of Public Liability, Insurance, and Officer Information.

View Notes: This option will present a pop-up window that displays any notes that you have added to your account via the Edit option.

Edit: This option will take you to several different screens where you can update information such as address, contact information, operation details, cargo, hazardous material divisions (if applicable), equipment, and driver information.

In the Edit screens provided, you have the option to add notes via the Add Notes button in the top right corner. To save your changes, ensure you are navigating through each screen using the Next button until you reach the Disclaimer screen (shown below), where you will provide your electronic signature and submit changes.

Renew Registration

You have the option to renew your IOA registration online. Follow the instructions in the IOA Navigation section on page 4 before taking the steps below. After renewing online, your renewal will be sent to MCS for approval.

1. Registration years for renewal will appear in the Active Registration section. To begin the renewal process, select the Registration Year button or the Renew button.

Registration Year	IOA Account / Indiana ID	Version	Legal Name	USDOT	Status	Last Update
2023	1830003	0	TRAINING CO.		Pending Renewal	01/05/2022 10:09:27 AM EST
2022	1830003	1	TRAINING CO.		Active	01/05/2022 10:09:27 AM EST

2. The options provided are shown and explained below.

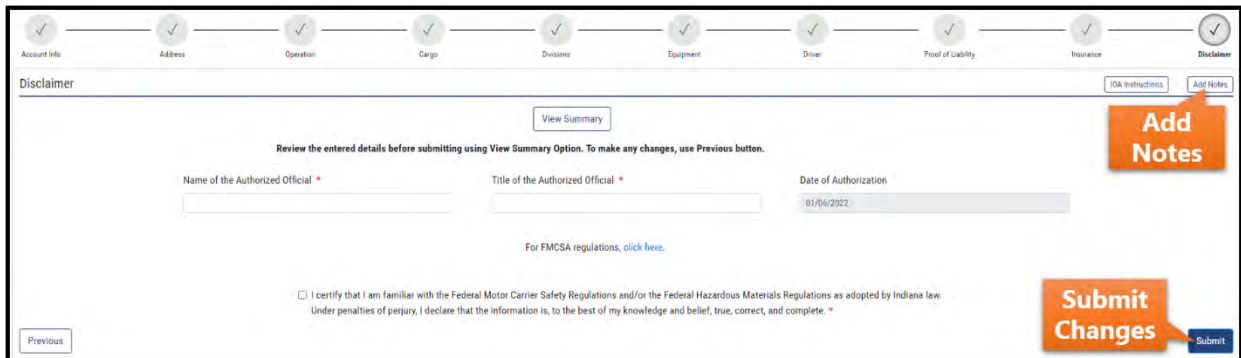
Registration Year	IOA Account / Indiana ID	Version	Legal Name	USDOT	Status	Last Update
2023	1830003	0	TRAINING CO.		Pending Renewal	01/05/2022 10:10:49 AM EST
2022	1830003	1	TRAINING CO.		Active	01/05/2022 10:09:27 AM EST

Showing 1 to 2 of 2 entries | 1 row selected

Renew With Changes | Renew WithOut Changes | Print Renewal Form | IOA Account for TRAINING CO.

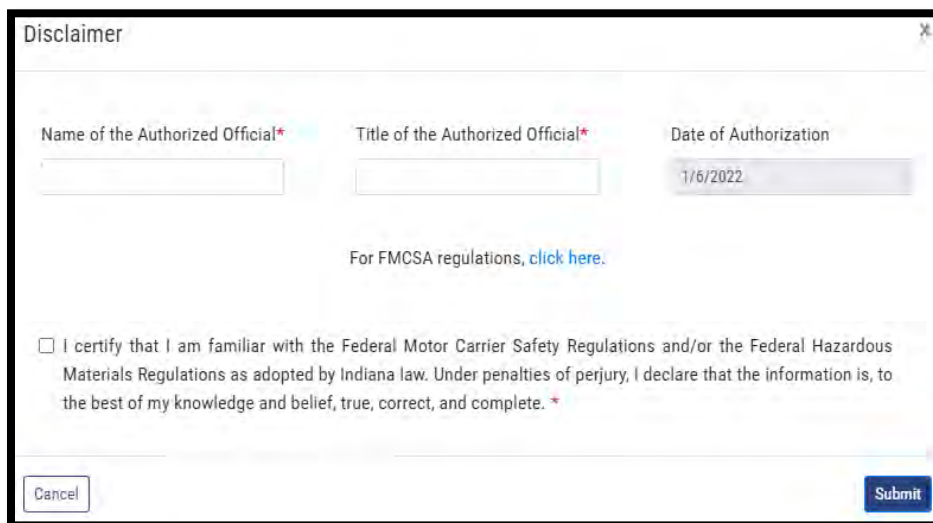
Renew with Changes: If there are any changes you need to make along with your renewal, select this button to be directed to several screens where you can edit information such as address, contact information, operation details, cargo, hazardous material divisions (if applicable), equipment, and driver information.

In the screens provided, you have the option to add notes via the Add Notes button in the top right corner. To save your changes, ensure you are navigating through each screen using the Next button until you reach the Disclaimer screen (shown below), where you will provide your electronic signature and submit changes.



The screenshot shows a multi-step renewal process. At the top, a progress bar includes steps: Account Info, Address, Operator, Cargo, Divisions, Equipment, Driver, Proof of Liability, Insurance, and Disclaimer. The Disclaimer screen is active. It features a 'View Summary' button, a '10A Instructions' button, and an 'Add Notes' button. The main content area contains the following text: 'Review the entered details before submitting using View Summary Option. To make any changes, use Previous button.' Below this are three input fields: 'Name of the Authorized Official *', 'Title of the Authorized Official *', and 'Date of Authorization' (with a value of 01/08/2022). A link for 'FMCSA regulations, click here.' is present. A checkbox contains the text: 'I certify that I am familiar with the Federal Motor Carrier Safety Regulations and/or the Federal Hazardous Materials Regulations as adopted by Indiana law. Under penalties of perjury, I declare that the information is, to the best of my knowledge and belief, true, correct, and complete. *'. At the bottom, there are 'Previous', 'Submit Changes', and 'Submit' buttons.

Renew without Changes: If you do not need to make any changes, select this button. The screen below will appear where you can provide your electronic signature.



The screenshot shows a 'Disclaimer' window. It contains three input fields: 'Name of the Authorized Official*', 'Title of the Authorized Official*', and 'Date of Authorization' (with a value of 1/6/2022). Below these fields is a link: 'For FMCSA regulations, click here.' A checkbox contains the text: 'I certify that I am familiar with the Federal Motor Carrier Safety Regulations and/or the Federal Hazardous Materials Regulations as adopted by Indiana law. Under penalties of perjury, I declare that the information is, to the best of my knowledge and belief, true, correct, and complete. *'. At the bottom, there are 'Cancel' and 'Submit' buttons.

Print Renewal Form: If you prefer to complete your renewal via mail, use this button.

3. After successful renewal, the message below will appear.

Renewal request submitted successfully. Request will be reviewed by the Motor Carrier Services team and you will be notified when the registration receipt is available in few days.