Quick Reference Guide: POPLAR Registration

POPLAR Registration

The Portal for Online Property Legal Appeal and Review (POPLAR) allows taxpayers who have already filed an appeal with their county's Property Tax Assessment Board of Appeals (PTABOA) to appeal that decision online to the IBTR. You must have an Access Indiana account before you can utilize POPLAR for purposes of submitting and managing appeals with the IBTR. This Quick Reference Guide (QRG) provides step-by-step instructions on how to sign up for an Access Indiana account and register for POPLAR.
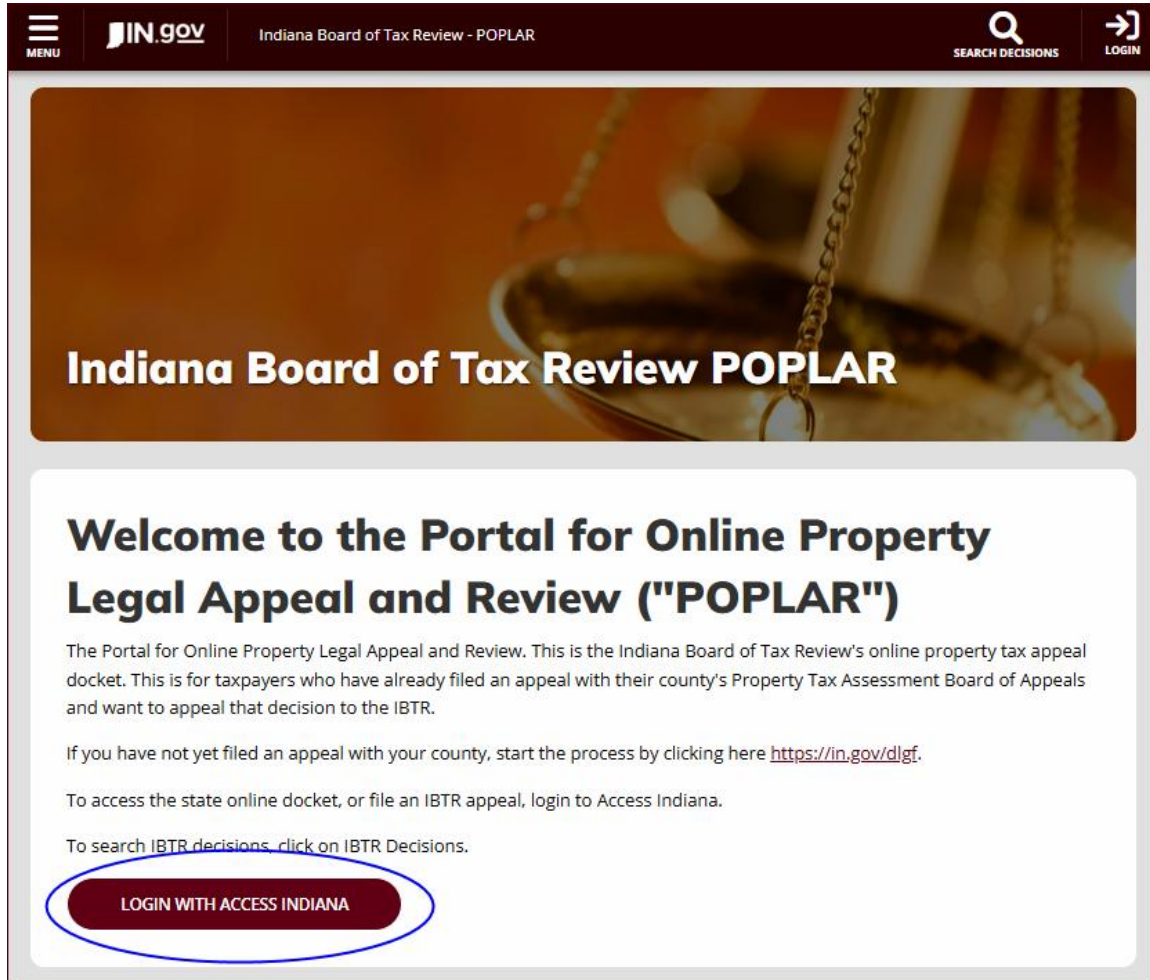
Register for an Access Indiana Account

If you do not have an Access Indiana account, POPLAR will help you to initiate the process. To register for an Access Indiana Account, follow these steps:

1. Go to POPLAR (https://www.in.gov/ibtr/poplar).

2. Click the **LOGIN WITH ACCESS INDIANA** button on the POPLAR landing page (see

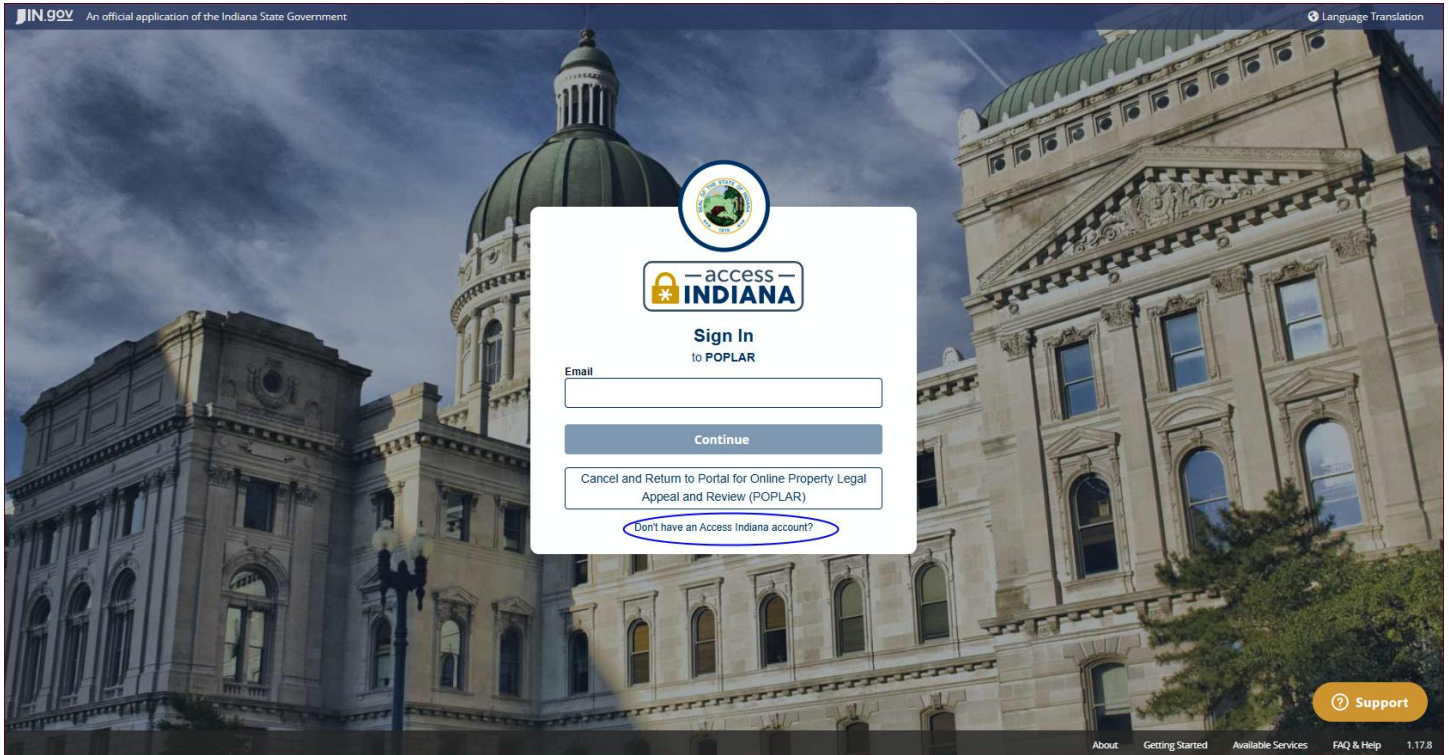3. Figure 1).

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Figure 1: POPLAR Landing Page – Login with Access Indiana Button

The Access Indiana Sign In page appears (see Figure 2).

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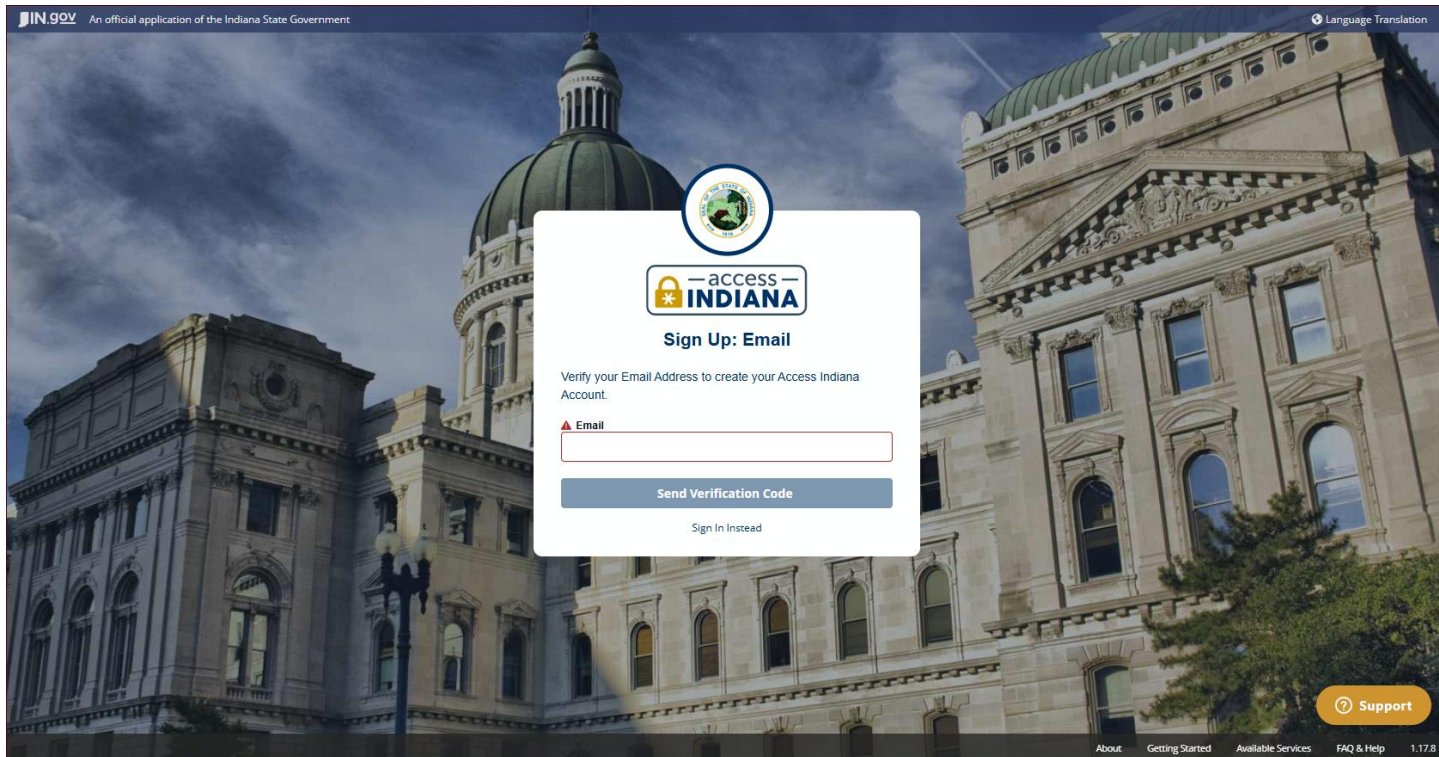*Figure 2: Access Indiana Sign In page*

3. If you do not already have an Access Indiana account, select *Don't have an Access Indiana account?*

The *Access Indiana Sign Up: Email* page appears.

4. Enter your email address and click the **Send Verification Code** button**.** A code will be sent to your email address (See Figure 3).
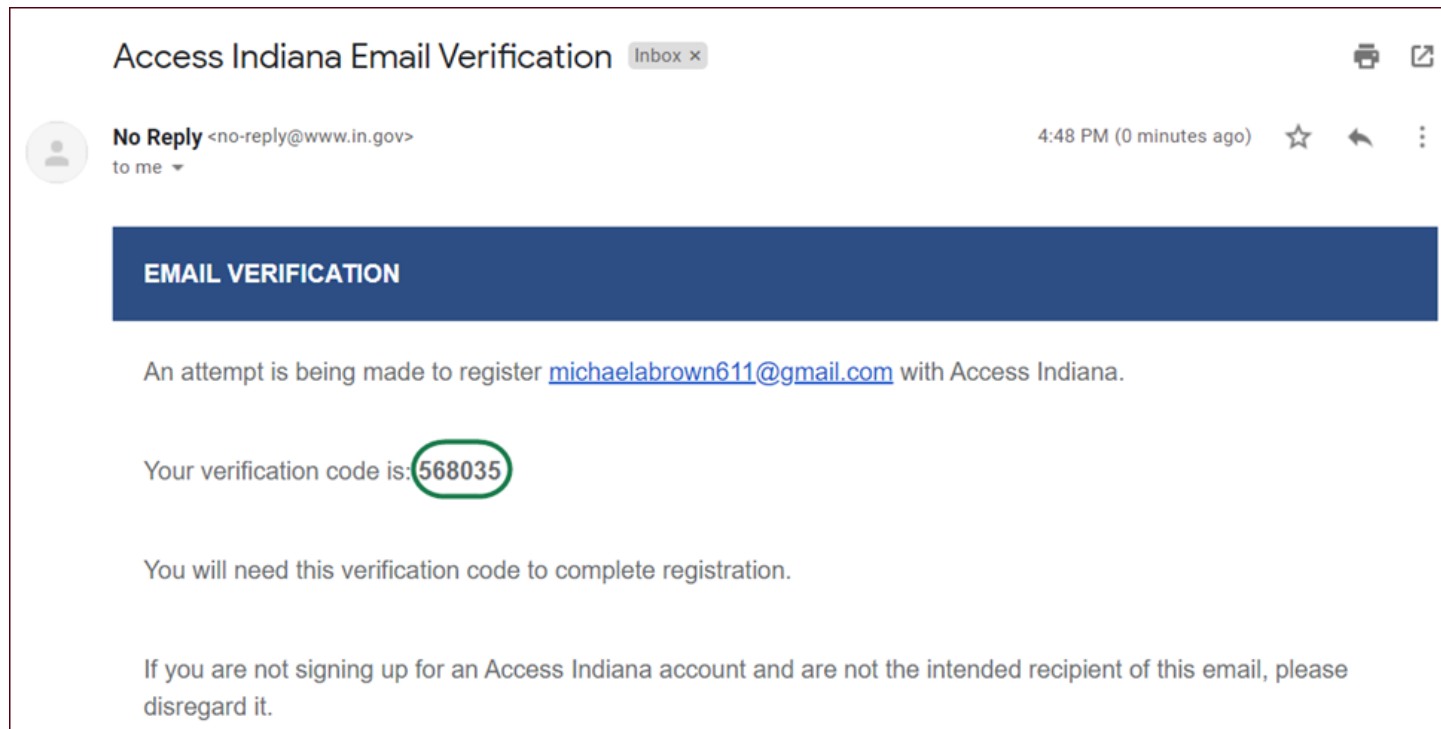
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Figure 3: Access Indiana Sign Up: Email

5. Check your email in a separate new browser tab or window for the verification code. (Important: Do not close the Access Indiana Sign-up page)

6. Copy or write down the verification code sent to your email (see Figure 4). You will need this code to complete your registration on the *Sign Up for Access Indiana* page.

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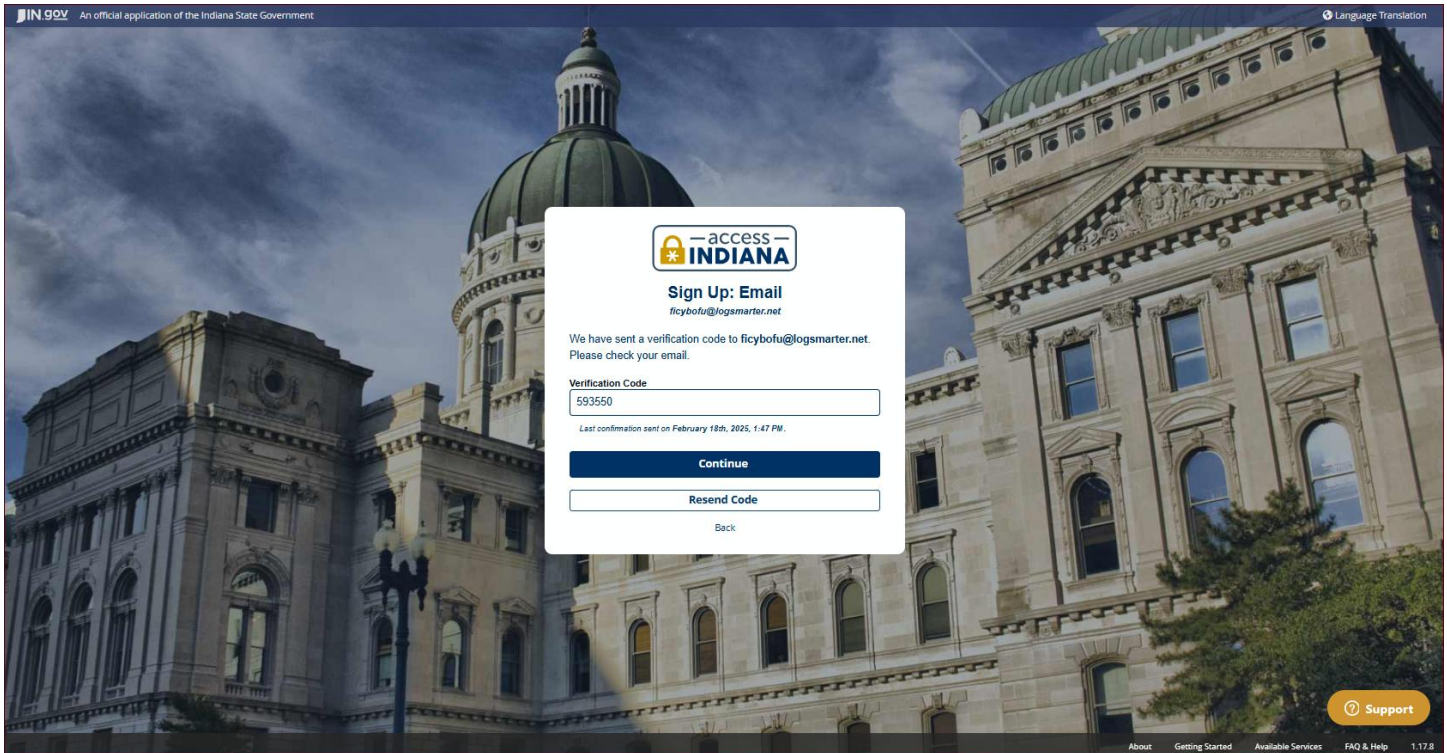*Figure 4: Verification Code in Email*

7. Go back to the *Sign Up for Access Indiana* page (see Figure 5).

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8. Enter your verification code on the *Sign Up for Access Indiana* page under the **Verification Code** (see Figure 5**5).**

9. Click the **Continue** button**.**

Figure 5: Sign Up for Access Indiana - Verification Code

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The *Sign Up: Password* page appears (see 6).

10. Create a password for your account.

> **Note: The password you create must have at least eight characters, a lowercase letter, an uppercase letter, numbers (0 – 9), and at least one of the approved symbols shown.**

11. Confirm your password by entering it again. If they match, the **Continue** button will become active.

12. Click the **Continue** button.

Figure 6: Sign Up: Password
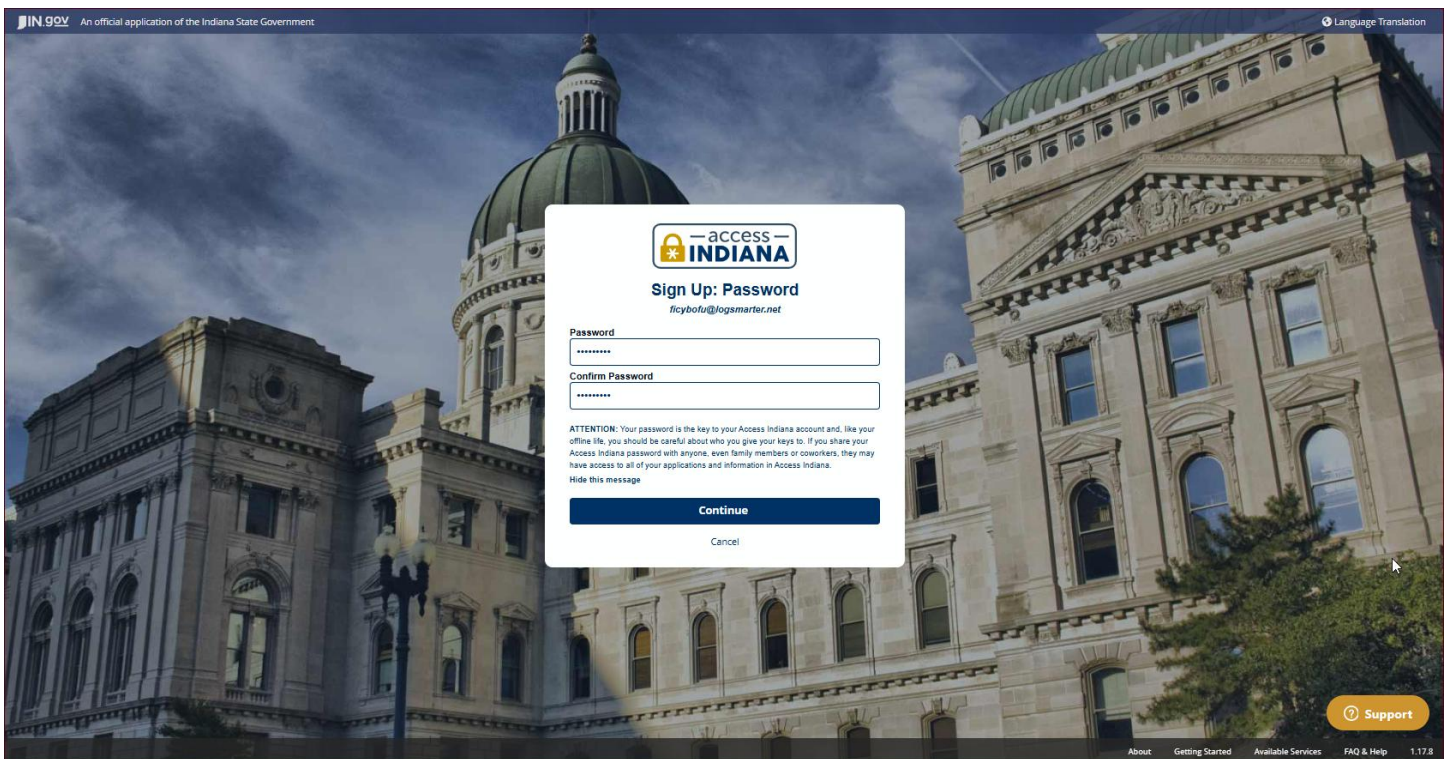
> **NOTE: You may receive a pop-up message from your browser or password-saving application asking if you want to save your password. Respond to the message and return to Access Indiana to continue your registration.**

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The *Sign Up: Profile* page appears (see Figure).

    13. Enter your name, phone, and organization name in the spaces provided.

    14. Click the **Create Account** button**.**

Figure 7: Sign Up: Profile

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The *Sign Up: Two-Step Verification* page appears (see Figure 8). You have the option to set up an extra layer of security to your account. Once enabled, you will need to enter both your password and a verification code each time you login to Access Indiana.

Note: If you do not want to set up two-step verification, go to the Sign Up: Recovery Email section in this Job Aid.

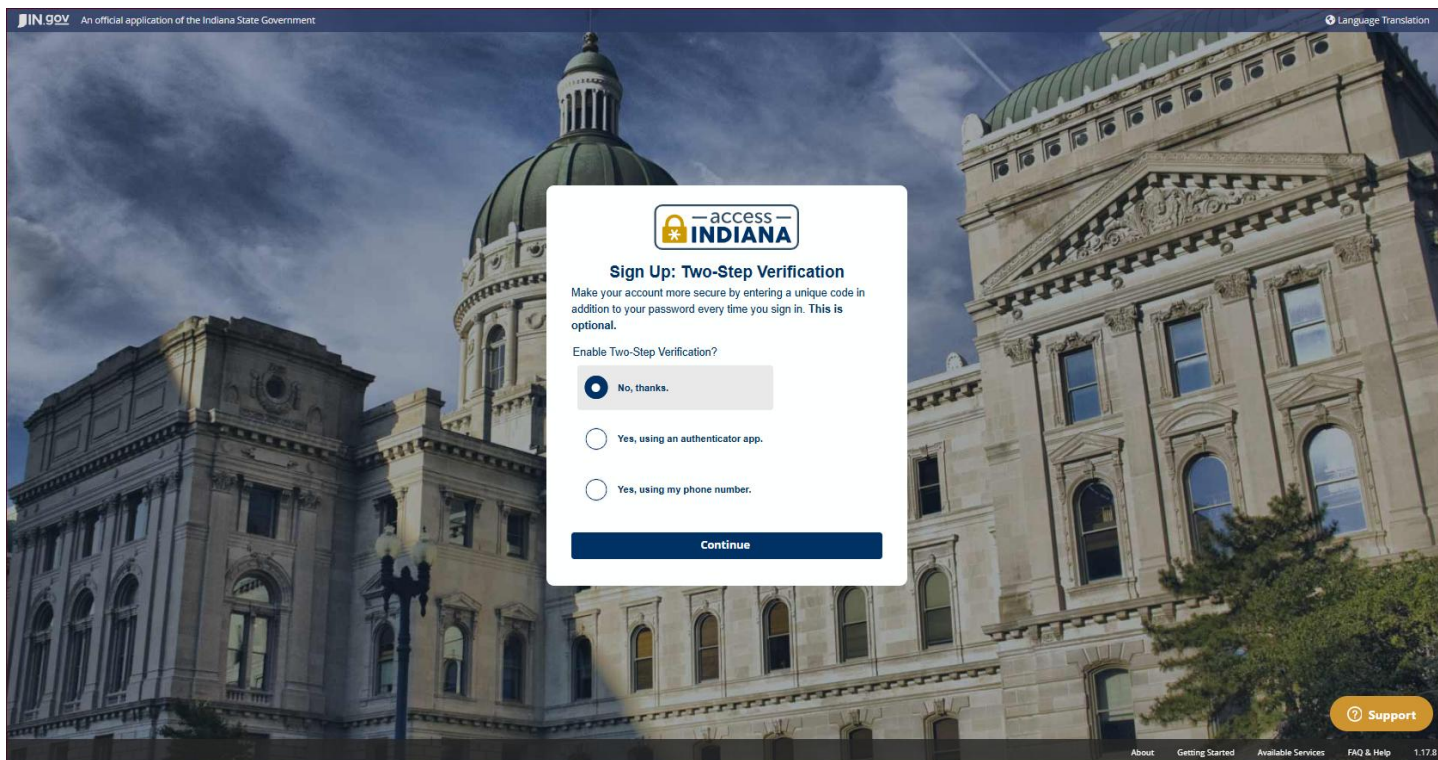*Set Up: Two-Step Verification (Optional)*

To set up two-step verification, follow these steps:

- If you'd like to setup two-step verification, select the desired option

- Click the **Continue** button to proceed to the next step.

    OR

- Select "No, thanks." and click the **Continue** button if you do not want to set up two-step verification.
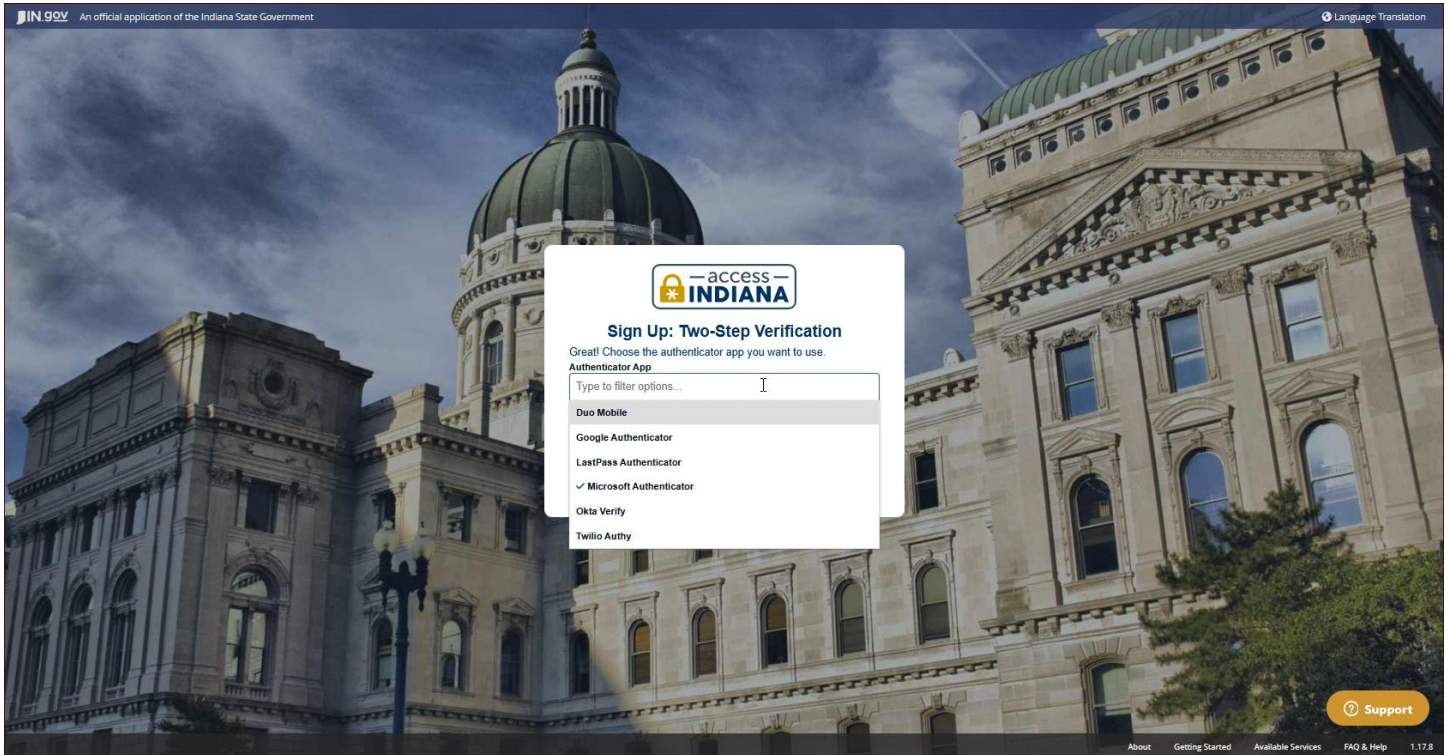
Figure 8: Sign Up: Two-Step Verification Page

If you chose two-step verification by way of an authenticator app, you will be prompted to select an Authenticator App (see Figure9).

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Follow the prompts to set up the desired Authenticator App for your login.

Figure 9: Sign Up: Two-Step Verification Page – Authenticator App Verification
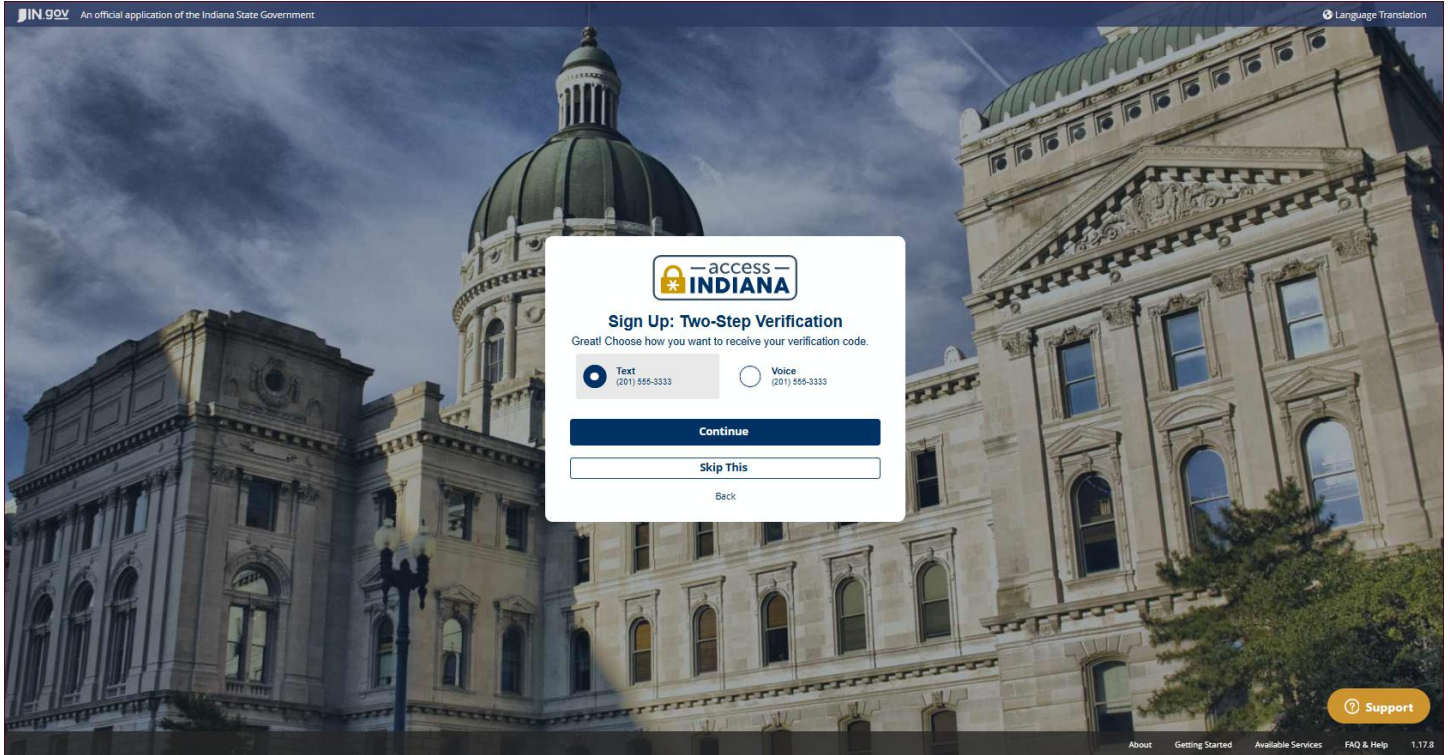

If you chose two-step verification by way of a phone number (Figure 8), you will be prompted to select either by **Text** or by **Voice** (Figure 10).

Select **Continue** and follow the prompts to set up the desired telephonic option for your login.

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*Figure 10: Sign Up: Two-Step Verification Page – Telephonic Verification*

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The *Sign Up: Recovery Email* page appears (see Figure 5). You have the option to set up a recovery email address.

Sign Up: Recovery Email

When prompted, select whether or not you would like to set up a Recovery Email (Figure 11) and click **Continue**.
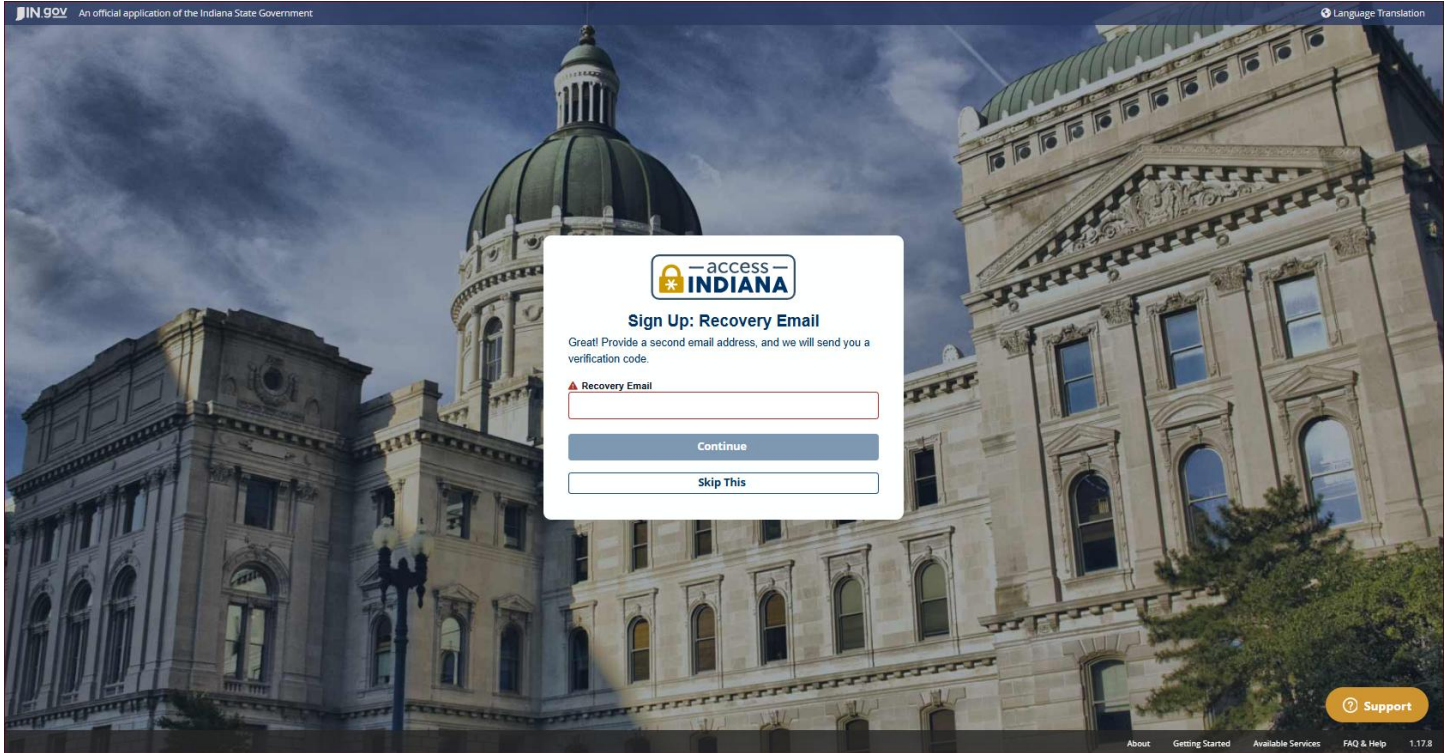
Figure 4: Sign Up: Recovery Email
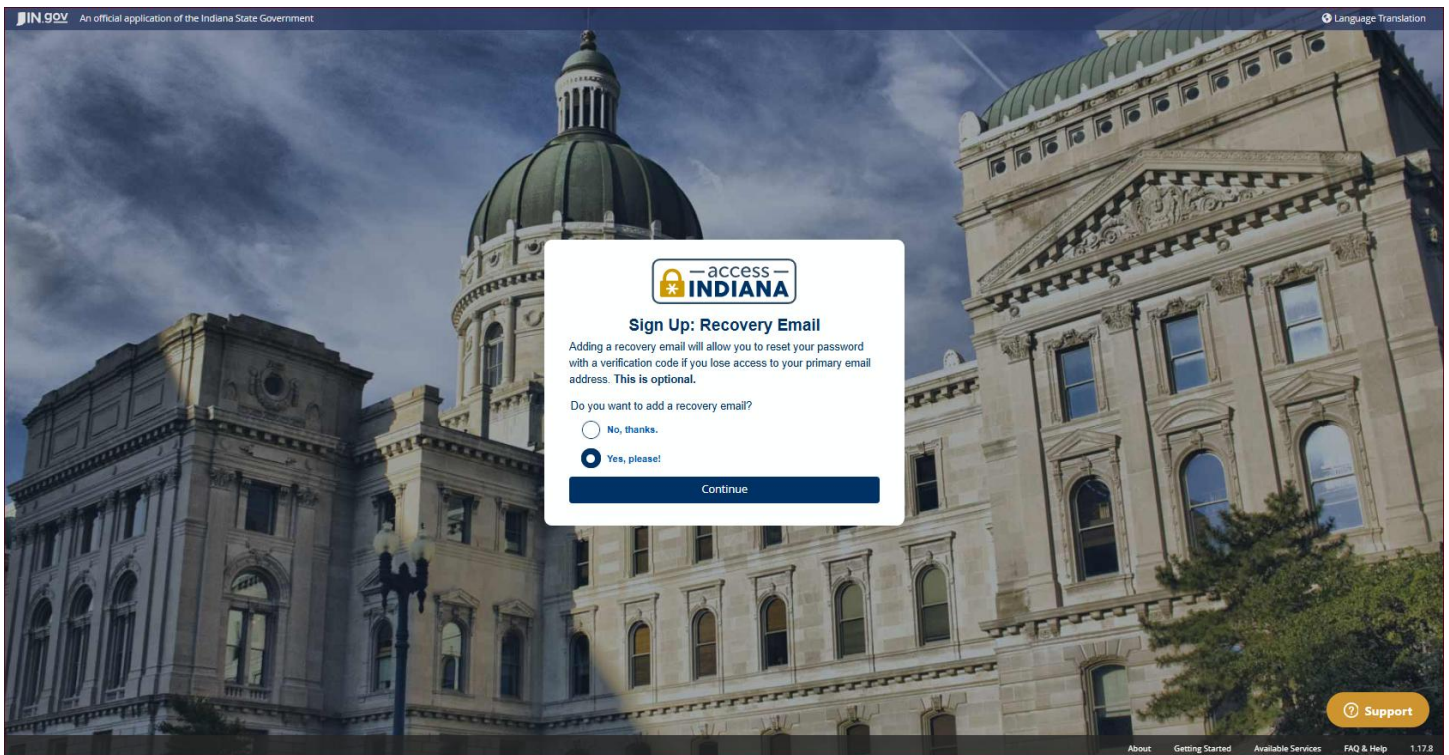
To set up a recovery email, follow these steps:

1. Enter your recovery email address in the space provided and click **Continue** (Figure 12).

Figure 52: Sign Up: Recovery Email Address

2. Click the **Send Verification Code** button. A verification code will be sent to your email address. The *Sign Up: Recovery Email* page refreshes with a **Verification Code** text box for you to enter the verification code (See Figure 13).

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Figure 63: Sign Up: Recovery Email Address Verification Code
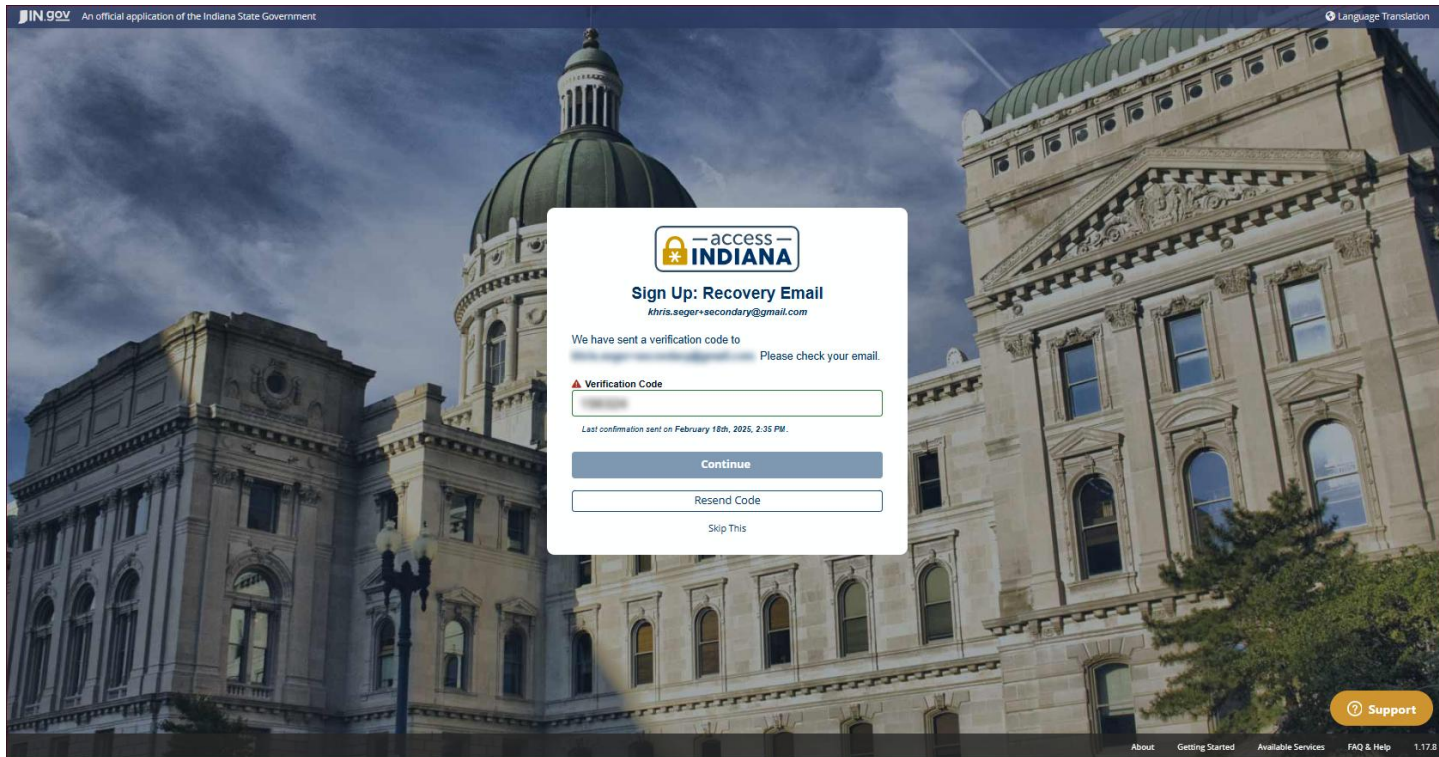
OR

1. Click the **Skip This** button if you do not want to set up a recovery email.

You are taken to the *My Appeals* home page on POPLAR (see **Error! Reference source not found.**4).

My Appeals

Your POPLAR My Appeals home page appears (see Figure 7). From My Appeals, you can do the following tasks:

- Start a New Petition,

- Manage existing submissions, and

- Review Alerts.

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Figure 7: Taxpayer Dashboard