Step 1: MyDMV Business Sign-up Process

The Sign-up process allows dealers and lienholders to create or update MyDMV Business user accounts before Go-Live. Completing registration early helps ensure accounts are ready for use, supports Sandbox practice, and provides a smoother transition to MyDMV Business.

Benefits of Early Sign-Up

- Reduce Day One Uncertainty
  - Complete account setup before Go-Live so users are prepared on day one.
  - This is a one-time setup process. Once accounts are established, users can simply sign in when the system goes live.
  - Lessens disruption to daily business operations by allowing staff to prepare ahead of the transition.
- Support Sandbox Practice
  - Allows dealers and lienholders to maintain their web logons through Sandbox refreshes, eliminating the need to recreate accounts each time the environment is updated.

Getting Started

- Access the MyDMV Business website: MyDMV - Business
- In the *Looking for Other Services?* section, select **Business License/Lienholder Sign Up**.

Sign-Up Process

Step 1: Review the Instructions Screen

- The *Instructions* screen includes:
  - Information about the Sign-up process
  - Items needed to request access
  - Details on what happens after you apply
- After reviewing the information, select **Next**.

Step 2: Add License/Lienholder Credentials

The credentials screen will be displayed.

- Select **Add License/Lienholder**
- Select the Type that applies to your organization.

Note: Make sure to select the option that matches your organization, as each option requires different identifying information.

- Lienholder
    - Enter your Lienholder ID number in the required field.
- Business License
    - Select your License Type.
    - Enter your License Number.
- Select **Add Additional License/Lienholder** as needed to manage access for additional organizations.
- Select **Next** to continue.
- For Business Licenses, enter the Owner Information in the required fields.
- Select **Next**.

Step 3: Existing Web Logons

Any existing web logons with access to the provided organizations will be displayed.

- To update a user, select the username.
- An Update User Access window will be displayed, as needed:
    - Update the Email
    - Update the Name
    - Select **X** to remove access from an organization
    - Select **Add Additional Access** to add access to an organization
    - Change the Organization
    - Change the Access Type
- Select **OK**.
- Once all changes have been made, select **Next** to continue.

Step 4: New Web Logons

The New Web Logons screen allows you to create accounts for users who will need access to the system.

- For each user, enter:
    - Username
    - Email
    - Name
    - Access Type
        - Access Types:
            - **Administrator** – can manage customer account attributes, grant access to other users, make account related changes
            - **User** – can perform standard lienholder functions, cannot modify account settings or user access

- Select the organization to grant access to.

Note: Access can be added for one user to multiple organizations, by entering the username in additional rows and selecting the Access Type and Organization. If a username is added that already has access to an organization that you do not have access to, the email and username will still be automatically populated.

- Once all users have been entered, select **Next** to continue.

Step 5: Bank Account Info

The Bank Account Info screen allows you to add or update bank account information for each organization.

- Review any listed Bank Account Details.
- To update bank details, select **Update Bank Details**.
- To add or update an organization's Bank Account Details, enter:
  - Routing Number
  - Account Number
  - Confirm Account Number
  - Account Type
  - Purpose
    - Dealer Fees
    - Notice of Lien/Record Inquiry

Note: If the organization does not perform title and/or registrations or is not collecting admin fees, select the checkbox to skip adding bank account details.

- Select **Next** to continue.

Step 6: Review Your Registration

The Review screen will be displayed with requested changes listed, grouped by organization.

- Review the information entered.
- Select **Next** to continue.
- To make changes to any entered information, select **Previous** and update the applicable fields.

Step 7: Submit Your Registration

- Certify that the information you entered is correct.
- Type your name in the required Signature field.
- Select **Submit**.

- Record the confirmation number displayed on the confirmation screen for future reference.

What Happens Next?

- Users you entered on the *Web Logons* screen will receive an email with instructions to create their passwords and complete the account setup process.
- Once go-live occurs, users can sign in using the credentials established during pre-registration

Additional Information

- Accounts created through the Sign-Up process are automatically synced to the Sandbox environment approximately every hour.
- After creating a new account, allow up to one hour before attempting to sign into Sandbox using the new credentials.
- Periodic maintenance is performed on the Sandbox environment, resulting in occasional Friday downtime lasting a few hours.

How do I get support?

If you have questions about the Sign-up process **before** Tuesday, October 13th, please call the **Dealer Services Group** at **573-526-3669**, **Option 7** for assistance.

If you have questions about the Sign-up process or Sandbox **beginning** Tuesday, October 13th and beyond, please call the **Dealer Support Line** at **573-500-0190**. Support is available Monday-Friday from 8:00am-5:00pm.

When calling, select the option that best matches your question:

- Press **1** for Titling/Registration Transaction Questions
- Press **2** for Business Licensing Questions

Note: This support line is intended only for MyDMV Business Sign-Up and Sandbox-related questions. Once the system goes live, support requests should be directed through the standard support channels.