Massachusetts Registry of Motor Vehicles

ATLAS

IRP Carrier eServices Portal Help Documentation

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GENERAL ESERVICES PORTAL HELP

LOGGING ON TO THE ESERVICES PORTAL

Prior to first-time use to the ATLAS eServices Portal, first time users will receive an email from the RMV with a link to the eServices Portal logon page. User logons are added by your business's eServices Administrator. If your business does not have an administrator, click the **Learn More** hyperlink on the eServices Portal logon page for more information.

To log on to eServices:

1. From the appropriate email, single-click the **Click to log in** hyperlink.
2. Type in a password that meets the requirements listed in the Password Rules section.
3. Re-enter the password in the **Confirm Password** field.
4. Click **Submit**.
5. Click **OK**.
6. Enter your username and password.
7. Click **Logon**.
8. Click the **Send Authentication** hyperlink to get a security code for this login. A pop-up window is displayed indicating that the confirmation has been sent to the user.
9. Enter the code into the **Authentication Code** field.
10. Click the **Logon** button.

LOGGING OFF THE ESERVICES PORTAL

To log off the eServices Portal:

1. Click the **Profile Menu** icon at the top right of the screen.
2. Click the **Log Off** hyperlink.
3. Click **Yes**.
4. Click **Click Here to Start Over**.

RESETTING A FORGOTTEN PASSWORD

In the event you are unable to remember your password, the portal allows for a password to be reset.

To reset a password:

1. Navigate to the log in screen for the eServices Portal.
2. Select the **Forgot username or password?** Hyperlink.
3. Enter your username.

 Your username should be your business email

4. Follow the instructions in your email.

UPDATING YOUR PERSONAL PROFILE INFORMATION

The *User Profile* in ATLAS contains information on the logged-on user. From here, you may have security to update your name, e-mail, and phone number. In addition, you may update your password, secret question, or two-step verification settings.

To update profile information in eServices:

1. Select the **Manage My Profile** hyperlink from the *Business Account* profile.
2. Select the appropriate hyperlink for the profile information you would like to update.
3. Enter the updated information.
4. Click **Ok**.

UPDATING A PASSWORD

Passwords can be changed by the user in the eServices Portal. Changing a password is not the same as resetting, and can be completed after successfully logging in.

To update a password in eServices:

1. Select the **Manage My Profile** hyperlink from the *Web Profile* screen.
2. In the Security panel select the **Change Password** hyperlink.
3. Enter the required fields, indicated by an asterisk.

The bottom of this window contains password requirements.

4. Click **Ok**.

VIEWING OTHER BUSINESS ACCOUNT PROFILES

If you have access to multiple businesses, you can switch the business account you are viewing. Access to additional businesses is granted to your username by that business's eServices administrator. To view a different *Business Account* profile:

1. From the *Business Account* profile, click the **Work With Someone Else** hyperlink.

If you only have access to view or work with one business, the Work With Someone Else will be hidden and will not display.

2. Click the **Business Name** button for the business you wish to view.

VIEWING SUBMISSIONS

You can view web requests, or transactions, you have submitted in the eServices portal by the following:

1. From the *Business Account* profile, click the **More** tab.
2. Click the **Search Submissions** button in the *Submissions* panel.
3. Enter a date range in the **Processed From** and **Processed To** fields that fall within the submission you are searching for.
4. Click the **Search** button.
5. Select the **Title** hyperlink to view the submission.
6. Use the **Previous** and **Next** buttons on the submission to view what was submitted to the RMV.

VIEWING LETTERS

You can view letters sent to your business in the eServices Portal.

To view letters on the *Letters* profile:

1. From the *Business Account* profile, click the **More** tab.
2. Click the **View Letters** button.
3. Click the **Type** hyperlink for the desired letter.
   - A PDF will generate of the letter.

> The Inbox tab displays letters for the last 12 months. To access letters older than twelve months, click the Search tab and enter the appropriate date range for the letter. Click the Search button to view letters in this date range.

To view unread letters in the Action Center:

1. From the *Business Account* profile, click the **Action Center** tab.
   - **Note:** The tab will have a counter on it for unread letters.
2. Click the **View Letters** hyperlink.
3. Click the **Type** hyperlink for the desired letter.
   - A PDF will generate listing the Permit ID's issued for each permit type.

MANAGING PAYMENT CHANNELS

You may add and use payment channels in the eServices Portal. Payment channels are payment methods saved in ATLAS to be used when completing different transactions. This saves time of having to key in your payment method for each transaction.

To access *Payment Channels* window to manage payment channels:

1. From the *Business Account* profile, click the **Manage My Profile** hyperlink.
2. Click the **More** tab.
3. Click the **Manage Payment Channels** button.
    o You are now on the *Payment Channels* window.

To add a new payment channel:

1. From the *Payment Channels* window, click the **Setup New Payment Channel** hyperlink.
2. Select the **Payment Channel Type**.
3. Select the **Bank Account Type**.
4. Complete the required fields.
    a. Note: The **Name** of the Payment Channel defaults to the Bank Name and the last four digits of your Account Number. To update this, click the **No** button and update the **Name** field
5. Click **Save**.

To rename a payment channel:

1. From the *Payment Channels* window, click the **Payment Channel Name** hyperlink.
2. Click the **Rename** hyperlink.
3. Complete the appropriate fields.
4. Click **Save**.

To remove a payment channel:

1. From the *Payment Channels* window, click the **Payment Channel Name** hyperlink.

2. Click the **Remove This Payment Channel** hyperlink.

3. Click **Yes**.

4. Click **OK**.

JOB-SPECIFIC FUNCTIONALITY

ACCESSING AN IRP REGISTRATION PERIOD PROFILE

To access an IRP Registration Period Profile:

1. Access the Business Account profile.
2. Click the **View Registration Period** hyperlink for the desired registration period.

ACCESSING ALL IRP REGISTRATION PERIOD PROFILES FOR A FLEET

To access an IRP Registration Period Profile:

1. Access the Business Account profile.
2. Click the **View All Registrations** hyperlink in the Fleet panel.
3. A list of available registration periods displays. To access a specific registration period, click the applicable **Period Date** hyperlink.

IRP VALIDATIONS

Validations, or Messages, on a supplement are items that are keeping the supplement from being submitted or completed. A validation must be resolved before you more forward with a supplement. Here are some common validations you may see in eServices:

Pending Balance Exists

A balance exists that must be paid before a supplement can be completed.
- o To resolve this, make a payment for the debt. This may include debt resulting from a submitted supplement.

Non-Contiguous Jurisdictions

The jurisdictions (states / provinces) where distances were reported do not border one another.
- o To resolve this, change the distances for the appropriate jurisdictions.

Unverified Documents

The documents you have submitted must be reviewed by the RMV's IRP Unit before the cab cards can be issued.

Invalid USDOT

Your USDOT is out-of-service or an out-of-service order exists for one or more vehicles.
- o This must be resolved with FMCSA.

Incomplete Vehicle Data

One or more vehicles in your fleet are missing information.
- o To resolve this, change the vehicles to input the information or submit the required documents.

Missing Miles

Mileage has not been reported for your supplement.
- o To resolve this, change the distances for the jurisdictions.

Non-Renew Vehicle

One or more vehicles in your fleet have a non-renew mark.

- o To resolve this, clear the appropriate mark on the vehicle. If you are unsure what the mark is, contact the RMV's Contact Center.
  - ▪ Additionally, the vehicle can be removed from the fleet, if needed.

Recycled Miles: Carrier has used the same miles as the previous registration period in one or more jurisdictions

You have keyed the same mileage for a jurisdiction as your previous registration period.

- o To resolve this, change the distances for the jurisdictions. If it is correct, contact the RMV's IRP Unit.

Same Miles for Jurisdiction

You have reported the same mileage for two or more jurisdictions.

- o To resolve this, change the distances for the jurisdictions. If it is correct, contact the RMV's IRP Unit.

IRP RENEWAL

To renew an IRP vehicle:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **View All Registrations** hyperlink.
3. Click the hyperlink for the desired Period.
4. Select the **More** tab.
5. Under the *Registration* panel, click the **Renew a Vehicle** hyperlink.
6. Review the list of vehicles. By default, all vehicles in the fleet are selected to be renewed. If necessary, de-select any of the **Renew** checkboxes for vehicles that should not be included in the renewal.
7. Select **Next**.
8. Review the list of vehicles, and then select **Submit**.
   a. The renewal supplement is now created. Access the **Pending** tab to view the pending supplement. Follow the prompts for the renewal.

IRP CHANGING DISTANCES

To change IRP vehicle distances:

1. Navigate to the appropriate *IRP Registration Period* profile.
2. Select the **More** tab.
3. Under the *Registration* panel, click the **Change Distances** button.
4. Complete the fields, as necessary.
5. Select **Next**.
6. Review the distances, and then select **Submit**.
7. Select **OK**.
   a. The distances are now updated.

IRP CHANGING A VEHICLE

To change, or amend, a vehicle in your fleet:

1. Navigate to the appropriate *IRP Registration Period* profile.
2. Select the **More** tab.
3. Under the *Registration* panel, click the **Change Vehicle** button.
4. Select the **Change** hyperlink for the vehicle.
5. Select the **Activity Type**.
    a. The following **Activity Types** are available:
        i. **Amend Vehicle**: used to amend vehicle details and registration information. This includes, but is not limited to, color, GVW, Carrier Responsible for Safety, plate information, etc.
        ii. **Delete Vehicle**: this removes the vehicle from the fleet, allowing the registration credits to be used for new vehicles.
        iii. **Error Correction**: this activity can only be completed at an RMV Services Center or by the RMV's IRP Unit.
        iv. **Refund Vehicle**: used to refund the remaining vehicle credits of a vehicle registration.
        v. **Renew Vehicle**: used to renew vehicles not included in the original renewal supplement.
        vi. **Suspend Vehicle**: this activity can only be completed at an RMV Services Center or by the RMV's IRP Unit.
    b. Continue through the transaction and complete the fields as needed. This will vary based on the **Activity Type**.
    c. Click the **Submit** button.
    d. Click the **OK** button.

IRP ADD A NEW VEHICLE

To add a new vehicle to your fleet:

1. Navigate to the appropriate *IRP Registration Period* profile.
2. Select the **More** tab.
3. Under the *Registration* panel, click the **Add a New Vehicle** button.
    a. **Note**: This can also be added from the **Vehicles** tab by clicking **Add a New Vehicle**.
4. Complete the appropriate fields in the *Registration* section.
5. Click **Next**.
6. Complete the required fields in the *Responsibility* section.
    a. **Note**: If you do not know the MSRP, select the **I Do No Know** checkbox.
7. Click **Next**.
8. The **Weights** for each jurisdiction default to the GVW entered. Update these fields as needed.
9. Click **Next**.
    a. If you wish to transfer a plate, click **Yes** and complete the prompts.
10. Click **Next**.
11. Click the **Add a Document** hyperlink to add any applicable documents. Complete the prompts in the pop-up window.
12. Click **Submit**.
13. Click **OK**.
    a. The vehicle is added to the fleet but will have a pending status until the newly created supplement is submitted and paid for.

IRP SUBMITTING A SUPPLEMENT

To submit an IRP supplement:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **View All Registrations** hyperlink.
3. Click the hyperlink for the desired Period.
4. View the **Validations** tab to view any outstanding validation requirements.
   a. If there are any validations listed, click the hyperlink in the **Validation Type** column. Satisfying each IRP validation may require different actions.
5. View the **Pending** tab.
6. Under the *Actions* panel, click the **Submit** hyperlink.
7. Select **Yes.**
   a. The debt for the supplement is now posted and ready to be paid.

MAKING A PAYMENT

To make a payment for a supplement, the supplement must be submitted.

To make the payment:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **View All Registrations** hyperlink.
3. Click the hyperlink for the desired Period.
4. Click the **Make a Payment** hyperlink.
   a. **Note**: this is also accessible in the **More** tab on the *IRP Registration Period* profile.
5. Click **Next**.
6. Available fee types display. If there is a fee you do not wish to pay currently, click the **Pay** button to de-select it. Then, click **Next**.
7. Click **Next**.
8. Select the **Payment Method** button.
   a. Note: you cannot pay with a money order!
9. Click **Next**.
10. Complete the required fields.
11. Click **Next**.
12. Click **Submit**.
13. Click **OK**.

IRP Submitting Documents

To submit documents for a supplement:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **View All Registrations** hyperlink.
3. Click the hyperlink for the desired Period.
4. Click the **Submit Documents** hyperlink.
   a. **Note**: this is also accessible in the **More** tab on the *IRP Registration Period* profile.
5. Select the **Type** hyperlink for the supplement the document should be added for.
   a. **Note**: if a supplement does not exist, you cannot add the document. The document must be attached to a supplement. If there is only one open supplement, the system will skip this window.
6. Click **Next**.
7. Click the **Add a Document** hyperlink.
8. Click the **Choose File** button.
   a. Select a document from your computer. This is done by double-clicking on the document or by single-clicking on the document and selecting the **Open** button.
9. Click **OK**.
   a. The document will appear. If the wrong document was added, click **Remove**. You can view the uploaded document by clicking the **Name** hyperlink.
   b. Click **Add a Document** as needed to add additional documents.
10. Click **Next**.
11. Click **Submit**.
12. Click **OK**.
    a. Submitted documents are viewable from the *IRP Registration Period* profile's **Period** tab in the Period Activity panel.

PRINTING A CAB CARD

A cab card can be printed for free up to sixty days after issuance.

To print a cab card:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **More** tab.
3. Click the **View Letters** button.
4. Click the **Type** hyperlink for the cab card.
   a. A PDF will generate that may be printed.

UPDATING A GARAGING ADDRESS

The garaging address in the eServices Portal dictates the jurisdiction that will bill you for excise tax. The garaging address for vehicles on your fleet can be updated at the same time by doing the following:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **View All Registrations** hyperlink.
3. Click the hyperlink for the desired Period.
4. Click the **Update Garage Address** hyperlink.
5. If you wish to update the garaging address for <u>all</u> vehicles on your fleet, click **Yes**.
   a. If not, cancel the transaction by clicking the **Cancel** button.
6. Update the appropriate fields for the address.
7. Click **Next**.
   a. The address will be verified with the United States Postal Service. If the address does *not* verify with USPS, click the **Use Original Address** hyperlink if the address is correct as keyed.
8. Click **Next**.
9. Select all vehicles you wish to update the garage address for.
10. Click **Next**.
11. Click **Submit**.

CHANGING AN INSURANCE POLICY

To update your insurance carrier information in the portal:

1. Navigate to the appropriate *Business Account* profile.
2. Click the **View All Registrations** hyperlink.
3. Click the hyperlink for the desired Period.
4. Click the **Change Insurance Policy** hyperlink.
5. Click **Next**.
6. Select the **ID Type**.
7. Select the **ID**.
   a. The Insurance Information on the carrier displays below. If this is not correct, update the ID you selected.
8. Enter the **Insured Date**.
9. Click **Next**.
10. Select all vehicles in the fleet that this insurance update applies to. You can select all vehicles in the fleet by selecting the **Select All** hyperlink.
11. Click **Next**.
   a. A fee will be charged for this amendment per vehicle. Once submitted, the fee will need to be paid using the **Make a Payment** functionality.
12. Click **Submit**.
13. Click **OK**.
   a. New cab cards will be generated for this amendment.

eSERVICES PORTAL ADMINISTRATOR FUNCTIONS

eSERVICES ADMINISTRATOR FUNCTIONS

Each business with access to the eServices Portal has a designated eServices Administrator. This administrator oversees adding and managing logons for their business. Once a logon is added, however, only system access can be updated by the administrator. Any demographic information for the user must be updated by the logged-on user, not the administrator.

ADDING A LOGON

To add a logon:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Add a New Logon** button.
3. Enter the user's email address and name in the appropriate fields.
4. Select the **Grant Access** button for all accounts you the user should have access to.
5. Select the **Access Level** for each account.
6. Select the **Next** button.
7. Select the **I Agree** button.

> **By selecting I Agree, you & your company are confirming the user has been vetted & meets requirements outlined in your access agreement. Your company is responsible for the user's actions.**

8. Select the **Submit** button.

> **An email will be sent to the e-mail address keyed in the transaction. The new user must follow the prompts in the e-mail to access the eServices portal.**

RESENDING A LOGON ACCESS EMAIL

The logon access email is required for a user to logon for the first time.

To resend a logon access email:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Resend Logon Access Email** hyperlink.
5. Select the **Yes** button.
6. Select the **OK** button.

MANAGING A USER'S ACCESS

To manage a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Manage Access** hyperlink.
5. Select the **Access Type** hyperlink.
6. Update the Type of Access through the drop-down menu.
7. Select the **Save** button.

CANCELLING A USER'S ACCESS

Cancelling a user's access means cancelling the access to a specific business or account.

Cancelling access does not remove the logon from the portal.

To cancel a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Manage Access** hyperlink.
5. Select the **Cancel Access** hyperlink for the business or account you are cancelling the access for.
6. Select the **Save** button.

REINSTATING A USER'S ACCESS

To reinstate a user's access (or grant them access):

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Manage Access** hyperlink.
5. Select the **Grant Access** hyperlink.
6. Update the Type of Access through the drop-down menu.
7. Select the **Save** button.

DEACTIVATING A USER'S ACCESS

Deactivating a user's access means you are deactivating the user's logon so they will not be able to log into the portal.

To deactivate a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Click the **Deactivate Access** hyperlink.
5. Click the **Yes** button.
6. Click the **OK** button.

REACTIVATING A USER'S ACCESS

To reactivate a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Click the **Reactivate Access** hyperlink.
5. Click the **Yes** button.
6. Click the **OK** button.