



**Massachusetts Registry of Motor Vehicles**  
**ATLAS**

**eServices Portal Administrators**  
**Help Documentation**

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## eSERVICES PORTAL 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, system access can only be updated by the administrator. Any demographic information for the user must be updated by the logged-on user, not the administrator. There should be at least two eServices Administrators for each business.



**Do Not update the name on the profile to a different users name, this account was issue to the eServices Administrator who completed the access form. This is NOT a transferable web logon.**

### ADDING A LOGON

eServices Adminstrators can give eServices Portal access for their business to their office staff.

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 email address of the user. The user must follow the prompts in the email.



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## RESENDING A LOGON ACCESS EMAIL

If the user states they have not received the email notifying them of the new logon, this is the option needed to resend the email.



**If a user has already updated their password, you will not see this option.**

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.

## RESETTING A LOGON PASSWORD

If a user is not able to use the 'Forget Password' option on the log on page, eServices Administrators will need to reset the password for the end user. Reset Password will not appear if the user never updated the password.



**eServices Administrators will not be able to reset other eServices Administrators logons.**

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 on **Reset Password**
5. Select the **Yes** button.
6. Select the **OK** button.



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## MANAGING A USER'S ACCESS LEVELS

After initially setting up a logon, you may decide to change the type of access or access level. Example: Change from Office Staff to View only or change from an update role to view only role.

 **eServices Administrators will not be able to update other eServices Administrators logons, however an eServices Administrator can manage their access levels by going to the Manage My Profile hyperlink, More Tab and selecting Manage My Access button.**

To update the type of access and/or access levels for a logon:

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 Account Access** hyperlink.
5. Select the **Type of Access and/or Access Type** hyperlink.
6. Update the Type of Access through the drop-down menu.
7. Select the **Save** button.

## DEACTIVATING A USER'S ACCESS TO A SPECIFIC BUSINESS OR ACCOUNT

Deactivating a user's access means cancelling the access to a specific business or account. THIS DOES NOT DEACTIVATE THE LOGON COMPLETELY.

 **eServices Administrators will not be able to change other eServices Administrators logons.**

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.

## 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. Deactivated logons will appear in light gray under your logon list.



**eServices Administrators will not be able to deactivate other eServices Administrators logons, however an eServices Administrator can deactivate their own logon by going to the Manage My Profile hyperlink, More Tab and selecting Delete My Profile button.**

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. Select the **Deactivate Access** hyperlink.
5. Select the **Yes** button.
6. Select the **OK** button.



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## REACTIVATING A USER'S ACCESS

A users web logon may have been deactivated by an eService Administrator or the RMV for inactivity. If you go to 'Manage Web Logon' and the options are not available, you must contact [RMVBusinessPartners@dot.state.ma.us](mailto:RMVBusinessPartners@dot.state.ma.us). This account was deactivated by the RMV. You cannot reactivate another eServices Administrators account.

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. Select the **Reactivate Access** hyperlink.
5. Select the **Yes** button.
6. Select the **OK** button.



**If an eServices Administrator accounts gets deactivated, the eServices Administrator must send an email to [rmvbusinesspartners@dot.state.ma.us](mailto:rmvbusinesspartners@dot.state.ma.us) asking to have the web logon reactivated. Include the name and email address of the eService Administrator.**



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## RESETTING TWO-STEP AUTHENTICATION

The two-step authentication is the method used to get the security codes for each logon. There are three options: Authentication App, Text Message or Email.

To reset a user's Two-step authentication:

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 **Reset Two-Step Verification** hyperlink.
5. Select the **Yes** button.
6. Select the **OK** button.



**If a user is already logged into their logon, they can update their two-step settings by going to the Manage My Profile hyperlink.**

## SECURITY QUESTIONS/ANSWERS

A user may try the 'Forgot Password' option on the logon page but the Security Answer is not working.

To guide a user to update the Security Question/Answer:

- Follow steps for resetting the password.
- Once the user updates their password, they will need to take the following steps.
  1. Select the **Manage My Profile** hyperlink located at the top right of page.
  2. Select the **Update Your Secret Question** hyperlink.
  3. Use the dropdown to select the question
  4. Type the answer and confirm the answer.
  5. Select the **OK** button.



**If a user is already logged into their logon, they can update their Secret Question/Answer by going to the Manage My Profile hyperlink.**



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## GRANTING 3RD PARTY ACCESS



**This feature is only available to specific business partner users.**

You may allow other businesses to have access to your account(s). To do this the other business must already be established with the RMV and have a web logon.

To grant 3<sup>rd</sup> party access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Grant 3<sup>rd</sup> Party Access** button.
3. Enter the e-mail address.
4. Select **Grant Access** button. (ensure you select only the need Account Access)
5. Assign the Access Level through the drop-down menu.
6. Select the **Next** button.
7. Select the **I Agree** button.
8. Select the **Submit** 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.**



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## VIEW & MANAGE 3RD PARTY ACCESS



**This feature is only available to specific business partner users.**

If you have granted 3<sup>rd</sup> party access, you may want to remove or add additional accounts or types of access.

To manage 3<sup>rd</sup> party access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **View Grant 3<sup>rd</sup> Party Access** button.
3. Select Logon.
4. Select on **Manage Account Access** to the right.
5. Select **Cancel Access or Grant Access** button for each line item you wish to update. ()
6. Select the **Yes or Save** button.
7. Select the **OK** button.



**By clicking on the General Access line, this will cancel the user's access to all your accounts. If you need to reactivate access to an account, make sure they have the line item needed to access.**

## VIEW BUSINESS ACCESS



**This feature is only available to specific business partner users.**

This will give you a view of all the active and inactive web logons for your account(s).